



December 2015

Transportation Metrics	Performance Goal	October 2015 Final	November 2015 Final	December 2015 Final	Average Last Three Months	Average SFY 2016	Average SFY 2015	Totals SYF 2016	Totals SFY 2015
<b>Unduplicated Beneficiaries</b>		<b>28,041</b>	<b>27,297</b>	<b>26,594</b>	<b>27,311</b>	<b>27,755</b>	<b>27,694</b>	<b>57,884</b>	<b>79,291</b>
<b>Total trips provided by type of transportation</b>		<b>156,413</b>	<b>150,505</b>	<b>152,355</b>	<b>153,091</b>	<b>158,368</b>	<b>157,147</b>	<b>950,208</b>	<b>1,885,766</b>
• Non-Emergency Ambulatory Sedan/Van Trips		114,080	110,693	111,841	112,205	115,919	117,144	695,514	1,405,729
• Wheelchair Trips		19,089	18,592	19,324	19,002	19,674	19,723	118,045	236,678
• Stretcher Trips		2,695	2,578	2,554	2,609	2,855	2,795	17,128	33,542
• Individual Transportation Gas Trip		19,602	18,019	17,965	18,529	19,193	16,795	115,157	201,543
• Non-Emergency Ambulance ALS		65	66	73	68	75	56	451	676
• Non-Emergency Ambulance BLS		94	118	107	106	105	103	629	1,236
• Public Transportation Bus Trip		788	439	491	573	547	530	3,284	6,362
<b>Total Over Night Trips Arranged</b>		<b>73</b>	<b>74</b>	<b>69</b>	<b>72</b>	<b>77</b>	<b>89</b>	<b>459</b>	<b>1,064</b>
<b>Total Extra Passengers</b>		<b>18,122</b>	<b>17,523</b>	<b>17,953</b>	<b>17,866</b>	<b>18,863</b>	<b>18,757</b>	<b>113,180</b>	<b>225,086</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.12%	0.19%	0.21%	0.17%	0.17%	0.19%	--	--
• Number of Pickups On Time (A Leg)		75,071	61,097	60,933	65,700	69,381	65,751	416,287	789,010
• Number of Deliveries On Time (A Leg)		68,955	59,225	58,829	62,336	66,493	63,839	398,957	766,068
• Number of Pickups On Time (B Leg)		67,347	55,431	54,871	59,216	63,157	61,259	378,939	735,105
• Number of Trips Within Ride Time (All Trips)		158,175	133,306	134,042	141,841	150,168	145,043	901,008	1,740,517
• Percent of Pickups On Time (A Leg)	>= 90%	91.70%	90.10%	89.62%	90.47%	91.98%	90.83%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	85.50%	87.10%	86.71%	86.44%	88.49%	88.30%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	90.77%	91.02%	88.98%	90.26%	90.63%	90.97%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.74%	99.69%	99.69%	99.71%	99.73%	99.68%	--	--
<b>Actual number of calls</b>		<b>91,501</b>	<b>85,107</b>	<b>82,314</b>	<b>86,307</b>	<b>93,581</b>	<b>104,937</b>	<b>561,484</b>	<b>1,259,241</b>
• Average phone calls daily		4,159	4,255	3,742	4,052	4,357	4,980	--	--
• Average Answer Speed	< 1:00	0:02:13	0:02:13	0:02:04	0:02:10	0:02:19	0:03:56	--	--
• Average Talk Time		0:04:25	0:04:12	0:04:21	0:04:19	0:04:11	0:03:23	--	--
• Average Time On Hold	<= 3:00	0:01:38	0:01:33	0:01:49	0:01:40	0:01:35	0:01:33	--	--
• Average time on hold before abandonment	< 1:30	0:01:53	0:01:52	0:01:54	0:01:53	0:01:54	0:02:41	--	--
• Average number of calls abandoned daily		337	395	321	351	402	794	--	--
• Percentage of calls abandoned daily	< 5.0%	8.11%	9.28%	8.58%	8.66%	9.16%	15.46%	--	--
<b>Total number of complaints by type - Valid</b>		<b>3,092</b>	<b>3,510</b>	<b>3,700</b>	<b>3,434</b>	<b>3,603</b>	<b>3,353</b>	<b>21,615</b>	<b>40,240</b>
• Provider No-Show		191	252	287	243	256	251	1,538	3,011
• Timeliness		1,215	1,431	1,308	1,318	1,594	1,736	9,564	20,834
• Other Stakeholders		1,566	1,684	1,952	1,734	1,608	1,243	9,647	14,913
• Call Center Operations		31	51	53	45	38	28	229	335
• Driver Behavior		9	7	11	9	6	9	38	102
• Provider Service Quality		8	11	9	9	10	11	58	132
• Miscellaneous		51	56	58	58	69	55	412	658
• Rider Injury / Incident		21	18	21	20	21	21	128	255
• Valid Complaints as percentage of total trips		1.98%	2.33%	2.43%	2.25%	2.28%	2.13%	--	--
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>343</b>	<b>174</b>	<b>153</b>	<b>223</b>	<b>211</b>	<b>163</b>	<b>1,263</b>	<b>1,955</b>
• Provider No-Show		63	37	36	45	43	34	260	403
• Timeliness		173	30	19	74	62	50	373	602
• Other Stakeholders		15	25	17	19	15	14	91	167
• Call Center Operations		14	11	15	13	14	13	85	159
• Driver Behavior		12	16	10	13	13	12	75	138
• Provider Service Quality		6	9	9	8	9	8	56	93
• Miscellaneous		44	34	31	36	42	23	252	275
• Rider Injury / Incident		16	12	16	15	12	10	71	118
• Invalid & Other Complaints as percentage of total trips		0.22%	0.12%	0.10%	0.15%	0.13%	0.10%	--	--
<b>Total number of denials by type</b>		<b>4,852</b>	<b>4,576</b>	<b>4,584</b>	<b>4,671</b>	<b>4,812</b>	<b>5,139</b>	<b>28,874</b>	<b>61,666</b>
• Non-Urgent / Under Days of Notice		1,219	1,220	1,245	1,228	1,169	1,253	7,016	15,035
• Non-Covered Service		468	418	386	424	450	622	2,699	7,460
• Ineligible For Transport		361	289	291	314	307	182	1,844	2,186
• Unable to Confirm Medical Appointment w/ Provider		124	106	125	118	139	283	835	3,396
• Does Not Meet Transportation Protocols		7	8	12	9	8	9	45	113
• Incomplete Information		2,072	2,000	1,969	2,014	2,132	2,200	12,793	26,405
• Needs Emergency Services		1	7	6	5	5	9	31	104
• Beneficiary Has Medicare Part B or Other Coverage		600	528	550	559	602	564	3,611	6,766
• Denials as percentage of total trips		3.10%	3.04%	3.01%	3.05%	3.04%	3.26%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

##### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B



All Regions

Second Quarter SFY 2015 - 2016

October 2015 - December 2015

**Trip Summary**

October 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	19,515	40.81%	99.51%	90.17%	82.99%
Commercial	144,267	19.25%	99.28%	91.08%	87.17%
Private	16,519	0.38%	99.98%	84.66%	92.90%
Transit	25,444	11.58%	99.60%	85.70%	85.96%
Volunteer	790	16.59%	99.69%	87.96%	74.53%
November 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	18,495	50.41%	99.55%	88.91%	83.13%
Commercial	133,572	31.67%	99.01%	90.74%	86.68%
Private	15,516	0.27%	100.00%	82.96%	79.96%
Transit	23,330	12.23%	99.67%	85.13%	85.95%
Volunteer	723	9.97%	99.78%	89.71%	75.36%
December 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	19,376	38.18%	99.67%	90.80%	84.08%
Commercial	140,369	16.10%	99.08%	91.19%	87.63%
Private	16,408	0.20%	99.96%	83.75%	92.44%
Transit	24,287	9.37%	99.68%	82.60%	82.51%
Volunteer	762	7.49%	99.28%	90.23%	79.32%
2nd Quarter SFY 2015 - 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	57386	43.11%	99.58%	89.96%	83.40%
Commercial	418208	22.44%	99.12%	91.00%	87.16%
Private	48443	0.29%	99.98%	83.79%	88.44%
Transit	73061	11.06%	99.65%	84.48%	84.81%
Volunteer	2275	11.29%	99.58%	89.34%	76.48%

Transportation Metrics	October 2015 Final	November 2015 Final	December 2015 Final
<b>Total Trips Provided - Ambulance</b>	19,515	18,495	19,376
• Provider No-Show	15	20	18
• Timeliness	106	138	101
• Other Stakeholders	75	86	148
• Call Center Operations	3	4	2
• Driver Behavior	2	0	2
• Provider Service Quality	2	4	0
• Miscellaneous	3	2	1
• Rider Injury / Incident	3	4	7
<b>Total Valid Complaints by Provider Type - Ambulance</b>	209	258	279
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	23	8	10
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	1.07%	1.39%	1.44%
<b>Total Trips Provided - Commercial</b>	144,267	133,572	140,369
• Provider No-Show	159	210	239
• Timeliness	996	1,204	1,113
• Other Stakeholders	1,316	1,429	1,708
• Call Center Operations	19	33	29
• Driver Behavior	7	7	9
• Provider Service Quality	6	8	9
• Miscellaneous	42	52	53
• Rider Injury / Incident	18	12	13
<b>Total Valid Complaints by Provider Type - Commercial</b>	2,563	2,955	3,173
<b>Total Invalid Complaints by Provider Type - Commercial</b>	277	153	122
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	1.78%	2.21%	2.26%
<b>Total Trips Provided - Private</b>	16,519	15,516	16,408
• Provider No-Show	1	3	1
• Timeliness	1	1	0
• Other Stakeholders	5	6	3
• Call Center Operations	0	1	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Private</b>	7	11	4
<b>Total Invalid Complaints by Provider Type - Private</b>	2	1	0
<b>Valid Private Complaints as % of Total Private Trips</b>	0.04%	0.07%	0.02%
<b>Total Trips Provided - Transit</b>	25,444	23,330	24,287
• Provider No-Show	15	19	22
• Timeliness	112	86	93
• Other Stakeholders	156	138	68
• Call Center Operations	2	1	1
• Driver Behavior	0	0	1
• Provider Service Quality	0	0	0
• Miscellaneous	7	3	4
• Rider Injury / Incident	1	2	1
<b>Total Valid Complaints by Provider Type - Transit</b>	293	249	190
<b>Total Invalid Complaints by Provider Type - Transit</b>	35	9	13
<b>Valid Transit Complaints as % of Total Transit Trips</b>	1.15%	1.07%	0.78%
<b>Total Trips Provided - Volunteer</b>	790	723	762
• Provider No-Show	1	0	6
• Timeliness	0	2	0
• Other Stakeholders	8	21	21
• Call Center Operations	1	2	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Volunteer</b>	10	25	27
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	1	1	4
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	1.27%	3.46%	3.54%
<b>All Providers</b>			
<b>Total trips provided</b>	206,535	191,636	201,202
<b>Total Valid complaints</b>	3,082	3,498	3,673
<b>Total Invalid complaints</b>	338	172	149
<b>Valid Complaints as percentage of total trips</b>	1.49%	1.83%	1.83%

Average Last Three Months	Average SFY 2016	Totals SFY 2016
20,118	20,118	120,709
18	23	135
115	112	674
103	82	494
3	4	21
1	1	5
2	2	10
2	4	25
5	3	20
249	231	1,384
14	14	85
1.30%	1.16%	-
139,403	141,189	847,135
203	210	1,261
1,104	1,362	8,172
1,484	1,406	8,437
27	23	139
8	6	35
8	8	49
49	59	351
14	15	91
2,897	3,089	18,535
184	171	1,027
2.08%	2.19%	-
16,148	15,887	95,323
2	2	9
1	0	2
5	2	14
0	0	1
0	0	0
0	0	0
0	0	0
0	0	1
7	5	27
1	2	10
0.05%	0.03%	-
24,354	25,243	151,458
19	19	112
97	118	708
121	96	576
1	2	10
0	0	2
0	0	1
5	6	33
1	3	17
244	243	1,459
19	18	106
1.00%	0.96%	-
758	886	5,314
2	3	16
1	1	5
17	15	90
1	1	4
0	0	1
0	0	0
0	1	5
0	0	0
21	20	121
2	3	15
2.76%	2.35%	-
199,791	203,323	620,566
3,418	3,588	21,526
220	207	1,243
1.71%	1.77%	-

**Prompt Payment Aging Report By Check Run Date**

10/01/2015 to 12/31/2015

Some Broker Clients, Some Transportation Providers

**Broker Client: SC DHHS****Provider Payments****Days To Pay**

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	18	522,173	99.78%	6,717	1.29%
<b>31-60 Days</b>	49	901	0.17%	6	0.67%
<b>61-90 Days</b>	0	0	0.00%	0	0.00%
<b>&gt; 90 Days</b>	332	226	0.04%	0	0.00%
	<b>18</b>	<b>523,300</b>	<b>100.00%</b>	<b>6,723</b>	

**Provider Billing****Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	11	485,365	92.75%	181
<b>31-60 Days</b>	41	26,601	5.08%	102
<b>61-90 Days</b>	73	6,507	1.24%	45
<b>91-120 Days</b>	104	2,240	0.43%	21
<b>121-150 Days</b>	134	906	0.17%	8
<b>&gt; 150 Days</b>	226	1,681	0.32%	7
	<b>15</b>	<b>523,300</b>	<b>100.00%</b>	

**Prompt Payment Aging Report By Check Run Date**

10/01/2015 to 12/31/2015

Some Broker Clients, Some Transportation Providers

**Report Totals****Provider Payments  
Days To Pay**

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	18	522,173	99.78%	6,717	1.29%
<b>31-60 Days</b>	49	901	0.17%	6	0.67%
<b>61-90 Days</b>	0	0	0.00%	0	0.00%
<b>&gt; 90 Days</b>	332	226	0.04%	0	0.00%
	<b>18</b>	<b>523,300</b>	<b>100.00%</b>	<b>6,723</b>	

**Provider Billing  
Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	11	485,365	92.75%	181
<b>31-60 Days</b>	41	26,601	5.08%	102
<b>61-90 Days</b>	73	6,507	1.24%	45
<b>91-120 Days</b>	104	2,240	0.43%	21
<b>121-150 Days</b>	134	906	0.17%	8
<b>&gt; 150 Days</b>	226	1,681	0.32%	7
	<b>15</b>	<b>523,300</b>	<b>100.00%</b>	

LogistiCare Quarterly Provider Retention

Month	Total Active Provider Sites at Beginning of Month (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Month (e)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
January-2015	154	3	1	0	156	0.65%	1.95%
February-2015	156	5	1	0	160	0.64%	3.21%
March-2015	160	4	3	1	160	2.50%	2.50%
April-2015	160	3	1	2	160	1.88%	1.88%
May-2015	160	2	4	0	158	2.50%	1.25%
June-2015	158	1	1	1	157	1.27%	0.63%
July-2015	157	4	0	2	159	1.27%	2.55%
August-2015	159	5	2	0	162	1.26%	3.14%
September-2015	162	0	1	1	160	1.23%	0.00%
October-2015	160	3	1	1	161	1.25%	1.88%
November-2015	161	1	3	0	159	1.86%	0.62%
December-2015	159	1	1	0	159	0.63%	0.63%
<b>TOTAL</b>	n/a	32	19	8	n/a	n/a	n/a

\* Number of active sites at the end of a given month is the total active sites for the beginning of the next month.

Note: Only full contracts are represented.

**NEMT Incidents and Injuries by Provider Contribution**  
**October through December, 2015**

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	<b>Frequency</b>	<b>27</b>	<b>14</b>	<b>41</b>
	Overall Percent	23.27	12.07	35.34
	<b>Row Percent</b>	<b>65.85</b>	<b>34.15</b>	<b>100.00</b>
	<b>Column Percent</b>	<b>39.13</b>	<b>29.79</b>	-----
Incident only/No Injury	<b>Frequency</b>	<b>42</b>	<b>33</b>	<b>75</b>
	Overall Percent	36.21	28.45	64.66
	<b>Row Percent</b>	<b>56.00</b>	<b>44.00</b>	<b>100.00</b>
	<b>Column Percent</b>	<b>60.87</b>	<b>70.21</b>	-----
Total	<b>Frequency</b>	<b>69</b>	<b>47</b>	<b>116</b>
	Overall Percent	59.48	40.52	100.00
	<b>Row Percent</b>	-----	-----	-----
	<b>Column Percent</b>	<b>100.00</b>	<b>100.00</b>	-----

**Injury Severity**

	Provider Contributed Yes	Provider Contributed No	Total
Injury - 1 (most severe)	0	0	0
Injury - 2	11	7	18
Injury - 3 (least severe)	16	7	23
	<b>27</b>	<b>14</b>	<b>41</b>

**Injury Severity Criteria:**

- 1 – Severe: Traumatic injury or loss of life
- 2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours
- 3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

**Incident Criteria:**

- Accident without bodily injury; or
- Medical Episode not caused by injury; or
- Law enforcement involvement; or
- Non-severe injury reported to broker past 72 hours.

Note: In Quarter Two of Fiscal Year 2016 the Broker and DHHS three member panel determined **14** incidents/injuries to have insufficient information or lack of communication from the member, member’s family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

# Report of Meetings

## Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2015/2016	April '15	May '15	June '15	July	August	September	October	November	December	January	February	March
	x	x	x	x	x	x	x	x	x	x	x	

## Quarterly Transportation Advisory Council Meetings

SFY 2015/2016	June '15	September	December	March
	x	x	x	

## Quarterly Inter-Agency Meetings (DHHS, SCDOT, OAG, DHEC, ORS, LGTC)

SFY 2015/2016	June '15	September	December	March
	x	x	x	

## Quarterly Advisory Regional Meetings (DHHS, LGTC, HealthCare Providers, Transportation Providers, Members)

SFY 2015/2016	June '15	August	December	March	SFY 2015/2016	June '15	August	December	March
Region 1	x	x	x		Region 3	x	x	x	
SFY 2015/2016	June '15	August	December	March	SFY 2015/2016	June '15	August	December	March
Region 2	x	x	x		Region 3.1	x	x	x	

## Program Review Site Visits (Unannounced Field Operations "Blitz" LGTC-DHHS)

SFY 2015/2016	April	May	June	July	August	September	October	November	December	January	February	March
Area Visited (1)	Greenville*	Florence		Beaufort	Spartanburg	Chester		Charleston	Lee/Sumter			
Area Visited (2)		Sumter		Allendale					Greenville			

\*DHEC participated

^ORS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2016	April	May	June	July	August	September	October	November	December	January	February	March
Dialysis	6	16	2	16	5	23	8	2*	0			
Mental Health	9	8	2	2	2	11	4	0	0			
Other	14	11	3	14	4	8	5	1^	0			

\* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

Updated 2/26/16