

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		9,749	9,923	9,822		15,872
Total trips provided by type of transportation		56,952	57,161	55,097	169,210	169,210
• Non-Emergency Ambulatory Sedan/Van Trips		44,001	44,362	42,571	130,934	130,934
• Wheelchair Trips		7,261	7,157	6,920	21,338	21,338
• Stretcher Trips		1,192	1,198	1,049	3,439	3,439
• Individual Transportation Gas Trip		4,032	4,111	4,205	12,348	12,348
• Non-Emergency Ambulance ALS		5	5	8	18	18
• Non-Emergency Ambulance BLS		50	22	40	112	112
• Public Transportation Bus Trip		411	306	304	1,021	1,021
Total Over Night Trips Arranged		37	29	31	97	97
Total Extra Passengers		6,980	7,377	6,641	20,998	20,998
• Number of Pickups On Time (A Leg)		22,756	23,603	22,345	68,704	68,704
• Number of Deliveries On Time (A Leg)		22,044	22,971	21,964	66,979	66,979
• Number of Trips Within Ride Time (All Trips)		56,157	57,531	54,545	168,233	168,233
• Percent of Pickups On Time (A Leg)	>= 90%	81.50%	82.90%	83.30%	82.57%	82.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.00%	80.80%	81.70%	80.50%	80.50%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		806	728	679	2,213	2,213
• Provider No-Show		87	62	77	226	226
• Timeliness		539	473	451	1,463	1,463
• Other Stakeholders		112	143	98	353	353
• Call Center Operations		4	5	3	12	12
• Driver Behavior		1	6	1	8	8
• Provider Service Quality		3	6	6	15	15
• Miscellaneous		55	23	36	114	114
• Rider Injury / Incident		5	10	7	22	22
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.11%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.42%	1.27%	1.23%	1.31%	1.31%
Total number of denials by type		2,355	2,151	1,901	6,407	6,407
• Non-Urgent / Under Days of Notice		372	313	277	962	962
• Non-Covered Service		300	265	257	822	822
• Ineligible For Transport		71	68	56	195	195
• Unable to Confirm Medical Appointment w/ Provider		196	167	126	489	489
• Does Not Meet Transportation Protocols		6	9	5	20	20
• Incomplete Information		936	910	824	2,670	2,670
• Needs Emergency Services		8	7	1	16	16
• Beneficiary Has Medicare Part B or Other Coverage		466	412	355	1,233	1,233
• Denials as percentage of total trips		4.14%	3.76%	3.45%	3.79%	3.79%

* Call center data for Region 3 is included on the Region 1 report.