

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
<b>Unduplicated Beneficiaries</b>		9,749	9,923	9,822		15,872
<b>Total trips provided by type of transportation</b>		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
<b>Total Over Night Trips Arranged</b>		37	29	31	97	97
<b>Total Extra Passengers</b>		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%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		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%
<b>Total number of denials by type</b>		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.