

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		6,832	7,058	6,857		11,065
Total trips provided by type of transportation		41,449	41,566	40,859	123,874	123,874
• Non-Emergency Ambulatory Sedan/Van Trips		29,526	29,787	28,852	88,165	88,165
• Wheelchair Trips		5,239	5,297	5,089	15,625	15,625
• Stretcher Trips		523	533	554	1,610	1,610
• Individual Transportation Gas Trip		5,645	5,454	5,855	16,954	16,954
• Non-Emergency Ambulance ALS		17	15	17	49	49
• Non-Emergency Ambulance BLS		41	52	50	143	143
• Public Transportation Bus Trip		458	428	442	1,328	1,328
Total Over Night Trips Arranged		25	20	11	56	56
Total Extra Passengers		4,906	5,423	4,315	14,644	14,644
• Number of Pickups On Time (A Leg)		16,836	16,845	16,317	49,998	49,998
• Number of Deliveries On Time (A Leg)		15,848	15,641	15,608	47,097	47,097
• Number of Trips Within Ride Time (All Trips)		39,920	40,054	39,480	119,454	119,454
• Percent of Pickups On Time (A Leg)	>= 90%	86.10%	86.00%	85.70%	85.93%	85.93%
• Percent of Deliveries On Time (A Leg)	>= 95%	81.40%	80.00%	81.20%	80.87%	80.87%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.80%	99.80%	99.80%
Actual number of calls *		100,720	104,601	101,215	306,536	306,536
• Average phone calls daily		4,578	4,755	5,061	4,798	4,798
• Average Answer Speed	< 1:00	00:48	01:05	01:30	01:08	01:08
• Average Talk Time		02:54	03:06	02:59	03:00	03:00
• Average Time On Hold	<= 3:00	01:26	01:39	01:34	01:33	01:33
• Average time on hold before abandonment	< 1:30	00:56	01:12	01:17	01:08	01:08
• Average number of calls abandoned daily		171	234	323	243	243
• Percentage of calls abandoned daily	< 5.0%	3.74%	4.92%	6.38%	5.06%	5.06%
Total number of complaints by type		732	769	859	2,360	2,360
• Provider No-Show		52	56	56	164	164
• Timeliness		394	479	437	1,310	1,310
• Other Stakeholders		243	196	334	773	773
• Call Center Operations		13	12	6	31	31
• Driver Behavior		8	7	1	16	16
• Provider Service Quality		0	1	0	1	1
• Miscellaneous		12	13	22	47	47
• Rider Injury / Incident		10	5	3	18	18
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.13%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.77%	1.85%	2.10%	1.91%	1.91%
Total number of denials by type		1,284	1,153	1,062	3,499	3,499
• Non-Urgent / Under Days of Notice		216	214	149	579	579
• Non-Covered Service		199	150	162	511	511
• Ineligible For Transport		49	28	41	118	118
• Unable to Confirm Medical Appointment w/ Provider		110	102	86	298	298
• Does Not Meet Transportation Protocols		3	1	2	6	6
• Incomplete Information		613	566	518	1,697	1,697
• Needs Emergency Services		5	2	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		89	90	103	282	282
• Denials as percentage of total trips		3.10%	2.77%	2.60%	2.82%	2.82%

* Includes calls for Regions 1-3.