

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	January 2013 Final	February 2013 Final	March 2013 Final	SFY 2013 Q3 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,482	9,821	9,579		25,282
Total trips provided by type of transportation		59,324	53,350	55,992	168,666	508,740
• Non-Emergency Ambulatory Sedan/Van Trips		46,986	42,058	43,529	132,573	402,069
• Wheelchair Trips		7,390	6,649	7,176	21,215	64,032
• Stretcher Trips		1,114	976	1,132	3,222	9,533
• Individual Transportation Gas Trip		3,425	3,267	3,634	10,326	29,442
• Non-Emergency Ambulance ALS		7	15	16	38	122
• Non-Emergency Ambulance BLS		25	18	27	70	248
• Public Transportation Bus Trip		377	367	478	1,222	3,294
Total Over Night Trips Arranged		41	29	42	112	311
Total Extra Passengers		7,316	6,225	6,129	19,670	61,506
• Number of Pickups On Time (A Leg)		22,709	20,990	22,156	65,855	196,052
• Number of Deliveries On Time (A Leg)		21,844	20,253	21,799	63,896	185,247
• Number of Trips Within Ride Time (All Trips)		58,235	53,276	55,678	167,189	509,815
• Percent of Pickups On Time (A Leg)	>= 90%	78.30%	79.20%	80.30%	79.27%	77.06%
• Percent of Deliveries On Time (A Leg)	>= 95%	75.50%	76.60%	79.10%	77.07%	72.96%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.70%	99.70%	99.70%	99.36%
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		486	508	522	1,516	4,186
• Provider No-Show		84	70	108	262	748
• Timeliness		272	285	287	844	1,848
• Other Stakeholders		70	105	83	258	1,027
• Call Center Operations		4	6	8	18	76
• Driver Behavior		2	0	3	5	33
• Provider Service Quality		3	2	2	7	31
• Miscellaneous		44	38	28	110	357
• Rider Injury / Incident		7	2	3	12	66
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.13%	0.19%	0.16%	0.15%
• Complaints as percentage of total trips		0.82%	0.95%	0.93%	0.90%	0.82%
Total number of denials by type		2,084	1,783	1,928	5,795	15,863
• Non-Urgent / Under Days of Notice		315	266	321	902	2,571
• Non-Covered Service		282	205	218	705	2,219
• Ineligible For Transport		124	95	113	332	760
• Unable to Confirm Medical Appointment w/ Provider		80	98	71	249	582
• Does Not Meet Transportation Protocols		13	9	6	28	62
• Incomplete Information		774	693	759	2,226	5,599
• Needs Emergency Services		7	2	10	19	34
• Beneficiary Has Medicare Part B or Other Coverage		489	415	430	1,334	4,036
• Denials as percentage of total trips		3.51%	3.34%	3.44%	3.44%	3.12%

* Call center data for Region 2 is included on the Region 1 report.