

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
<b>Unduplicated Beneficiaries</b>		10,482	9,821	9,579		25,282
<b>Total trips provided by type of transportation</b>		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
<b>Total Over Night Trips Arranged</b>		41	29	42	112	311
<b>Total Extra Passengers</b>		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%
<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>		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%
<b>Total number of denials by type</b>		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.