

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report

LogistiCare  
April 2023

Transportation Metrics	Performance Goal	February 2023 Final	March 2023 Final	April 2023 Final
<b>Unduplicated Beneficiaries</b>		<b>21,827</b>	<b>22,105</b>	<b>20,823</b>
<b>Total trips provided by type of transportation</b>		<b>120,500</b>	<b>140,599</b>	<b>129,683</b>
• Non-Emergency Ambulatory Sedan/Van Trips		97,507	114,949	103,911
• Wheelchair Trips		13,594	15,754	15,031
• Stretcher Trips		2,963	3,517	3,081
• Individual Transportation Gas Trip		5,663	6,225	7,443
• Non-Emergency Ambulance ALS		134	131	155
• Non-Emergency Ambulance BLS		24	23	6
• Public Transportation Bus Trip		615	0	56
<b>Total Over Night Trips Arranged</b>		<b>122</b>	<b>157</b>	<b>89</b>
<b>Total Extra Passengers</b>		<b>10,484</b>	<b>11,932</b>	<b>10,083</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.19%	0.18%	0.17%
• Number of Pickups On Time (A Leg)		47,410	56,548	50,883
• Number of Deliveries On Time (A Leg)		42,800	50,134	44,651
• Number of Pickups On Time (B Leg)		45,166	52,690	47,982
• Number of Trips Within Ride Time (All Trips)		115,046	134,531	122,500
• Percent of Pickups On Time (A Leg)	>= 90%	80.02%	81.49%	80.71%
• Percent of Deliveries On Time (A Leg)	>= 95%	72.89%	73.60%	72.30%
• Percent of Pickups On Time (B Leg)	>= 90%	83.02%	83.33%	82.90%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.52%	99.43%	99.58%
<b>Actual number of calls</b>		<b>64,666</b>	<b>72,207</b>	<b>61,806</b>
• Average phone calls daily		3,403	3,139	3,090
• Average Answer Speed	< 1:00	0:00:52	0:01:45	0:01:34
• Average Talk Time		0:05:03	0:05:07	0:05:15
• Average Time On Hold	<= 3:00	0:02:07	0:02:05	0:02:03
• Average time on hold before abandonment	< 1:30	0:03:00	0:03:36	0:04:31
• Average number of calls abandoned daily		94	170	145
• Percentage of calls abandoned daily	< 5.0%	2.77%	5.40%	4.69%
<b>Total number of complaints by type - Valid</b>		<b>1,016</b>	<b>1,103</b>	<b>870</b>
• Provider No-Show		220	249	210
• Timeliness		183	171	150
• Other Stakeholders		203	291	252
• Call Center Operations		274	260	182
• Driver Behavior		4	11	6
• Provider Service Quality		119	94	51
• Miscellaneous		5	25	14
• Rider Injury / Incident		8	2	5
• Valid Complaints as percentage of total trips		0.84%	0.78%	0.67%
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>268</b>	<b>314</b>	<b>259</b>
• Provider No-Show		44	66	63
• Timeliness		28	32	32
• Other Stakeholders		48	41	53
• Call Center Operations		81	90	48
• Driver Behavior		25	34	21
• Provider Service Quality		15	14	22
• Miscellaneous		25	32	18
• Rider Injury / Incident		2	5	2
• Invalid & Other Complaints as percentage of total trips		0.22%	0.22%	0.20%
<b>Total number of denials by type</b>		<b>2,385</b>	<b>2,305</b>	<b>1,894</b>
• Non-Urgent / Under Days of Notice		1,098	967	797
• Non-Covered Service		365	384	248
• Ineligible For Transport		103	115	91
• Unable to Confirm Medical Appointment w/ Provider		112	114	79
• Does Not Meet Transportation Protocols		0	4	1
• Incomplete Information		617	647	581
• Needs Emergency Services		1	0	0
• Beneficiary Has Medicare Part B or Other Coverage		89	74	97
• Denials as percentage of total trips		1.98%	1.64%	1.46%

Average Last Three Months	Average SFY 2023	Average SFY 2022	Totals SFY 2023	Totals SFY 2022
<b>21,585</b>	<b>21,393</b>	<b>19,313</b>	<b>52,609</b>	<b>53,689</b>
<b>130,261</b>	<b>135,374</b>	<b>110,143</b>	<b>1,353,738</b>	<b>1,321,712</b>
105,456	104,308	80,625	1,043,077	967,503
14,793	15,278	12,512	152,783	150,142
3,187	3,079	2,415	30,787	28,982
6,444	12,054	14,046	120,539	168,556
140	122	79	1,216	953
18	22	59	216	703
224	512	406	5,120	4,873
123	105	140	1,052	1,676
10,833	10,072	9,395	100,718	112,738
0.18%	0.25%	0.35%	--	--
51,614	51,352	41,673	513,517	500,078
45,862	45,848	37,381	458,481	448,577
48,613	48,055	37,297	480,549	447,559
124,026	123,143	96,252	1,231,432	1,155,019
80.74%	82.53%	89.22%	--	--
72.93%	73.43%	77.01%	--	--
83.08%	82.17%	81.84%	--	--
99.51%	99.44%	99.55%	--	--
66,226	68,621	67,724	686,213	812,690
3,211	3,285	3,152	--	--
0:01:24	0:01:00	0:01:14	--	--
0:05:08	0:05:00	0:04:34	--	--
0:02:05	0:02:06	0:02:05	--	--
0:03:42	0:03:05	0:03:08	--	--
136	94	90	--	--
4.29%	2.85%	2.78%	--	--
996	2,124	4,081	21,240	48,971
226	308	349	3,080	4,190
168	268	458	2,678	5,500
249	1,180	2,822	11,803	33,864
239	241	340	2,410	4,078
7	7	6	67	71
88	102	66	1,019	789
15	14	36	135	430
5	5	4	48	49
0.77%	1.56%	3.73%	--	--
280	381	805	3,806	9,655
58	63	99	629	1,183
31	32	41	321	494
47	120	440	1,197	5,283
73	83	116	832	1,395
27	29	31	288	368
17	22	23	224	279
25	29	51	293	611
3	2	4	22	42
0.22%	0.28%	0.74%	--	--
2,195	2,487	2,432	24,874	29,182
954	1,072	894	10,720	10,729
332	354	373	3,543	4,480
103	114	138	1,136	1,650
102	116	143	1,164	1,715
2	3	4	25	47
615	718	743	7,179	8,912
0	2	1	16	17
87	109	136	1,091	1,632
1.69%	1.84%	2.22%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

#### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o Modivcare Issues
- o Modivcare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B



modivcare

Apr-23

FY 2022 - 2023

April 2023	Tier	TYPE	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0	0	0	0	1			1
	III	Facility Issue	14	10	13	8	8	4	11	2	7	15			92
	I	Incident Rider	5	3	4	8	6	6	3	8	5	5			53
	I	Injury	0	8	0	0	0	2	1	2	2	2			17
	III	Modivcare Employee Issue	134	211	157	122	166	145	165	165	148	95			1,508
	III	Modivcare Issue	150	155	182	195	175	162	189	190	202	135			1,735
	IV	No Vehicle Available	76	114	89	142	96	77	87	116	89	44			930
	III	Provider Late	310	594	402	302	237	171	193	188	178	156			2,731
	III	Provider No Show	342	627	479	416	336	274	383	264	315	273			3,709
	II	Reroute	1	0	0	1	0	0	0	0	0	0			2
	II	Rider Issue	48	71	110	57	65	62	62	48	44	45			612
	II	Rider No Show	2,241	1,865	1,797	1,635	1,473	1,588	934	191	273	238			12,235
	I	Serious Injury	0	0	0	0	0	0	0	0	0	0			0
	II	Subcontractor Courtesy	39	54	40	43	21	30	27	29	45	27			355
	I	Subcontractor Safety	26	36	23	41	30	17	25	14	14	19			245
	I	Suspected Rider Fraud & Abuse	3	3	9	6	5	3	7	10	8	6			80
	I	Suspected TP Fraud & Abuse	2	2	6	1	3	1	4	1	2	4			26
	III	Transportation Provider	51	64	37	39	44	37	35	30	57	32			426
	III	Transportation Provider Early	40	33	35	29	26	18	13	23	25	26			288
	N/A	Transportation Provider Employee	0	0	0	0	0	0	0	0	0	0			0
	IV	Unknown/Other	0	0	0	0	0	0	0	0	0	0			0
	II	Vehicle Issue	1	7	6	4	2	2	5	2	3	6			38
	I	Wheelchair Tie-down Issue	0	0	1	1	0	0	1	0	0	0			3
		Subtotal	3,483	3,857	3,390	3,050	2,693	2,599	2,144	1,284	1,417	1,129	0	0	19,072
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%			0.01%
	III	Facility Issue	0.40%	0.26%	0.38%	0.26%	0.30%	0.15%	0.51%	0.16%	0.49%	1.33%			0.48%
	I	Incident Rider	0.14%	0.08%	0.12%	0.26%	0.22%	0.23%	0.14%	0.62%	0.35%	0.44%			0.28%
	I	Injury	0.00%	0.21%	0.00%	0.00%	0.00%	0.08%	0.05%	0.16%	0.14%	0.18%			0.09%
	III	LogisticCare Employee Issue	3.85%	5.47%	4.63%	4.00%	6.16%	5.58%	7.70%	12.85%	10.44%	8.41%			7.91%
	III	Modivcare Issue	4.31%	4.02%	5.37%	6.39%	6.50%	6.23%	8.82%	14.80%	14.26%	11.96%			9.10%
	IV	No Vehicle Available	2.18%	2.96%	2.63%	4.66%	3.56%	2.96%	4.06%	9.03%	6.28%	3.90%			4.88%
	III	Provider Late	8.90%	15.40%	11.86%	9.90%	8.80%	6.58%	9.00%	14.64%	12.56%	13.82%			14.32%
	III	Provider No Show	9.82%	16.26%	14.13%	13.64%	12.48%	10.54%	17.86%	20.56%	22.23%	24.18%			19.45%
	III	ReRoute	0.03%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.01%
	II	Rider Issue	1.38%	1.84%	3.24%	1.87%	2.41%	2.39%	2.89%	3.74%	3.11%	3.99%			3.21%
	II	Rider No Show	64.34%	48.35%	53.01%	53.61%	54.70%	61.10%	43.56%	14.88%	19.27%	21.08%			64.15%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	II	Subcontractor Courtesy	1.12%	1.40%	1.18%	1.41%	0.78%	1.15%	1.26%	2.26%	3.18%	2.39%			1.86%
	I	Subcontractor Safety	0.75%	0.93%	0.68%	1.34%	1.11%	0.65%	1.17%	1.09%	0.99%	1.68%			1.28%
	I	Suspected Rider Fraud & Abuse	0.09%	0.08%	0.27%	0.20%	0.19%	0.12%	0.33%	0.78%	0.56%	0.53%			0.31%
	I	Suspected TP Fraud & Abuse	0.06%	0.05%	0.18%	0.03%	0.11%	0.04%	0.19%	0.08%	0.14%	0.35%			0.14%
	III	Transportation Provider	1.46%	1.66%	1.09%	1.28%	1.63%	1.42%	1.63%	2.34%	4.02%	2.63%			2.23%
	III	Transportation Provider Early	1.15%	0.86%	1.03%	0.95%	0.87%	0.69%	0.61%	1.79%	1.76%	2.30%			1.41%
	N/A	Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	IV	Unknown/Other	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	II	Vehicle Issue	0.03%	0.18%	0.18%	0.13%	0.07%	0.08%	0.23%	0.16%	0.21%	0.53%			0.20%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.03%	0.03%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%			0.02%
		State Subtotal	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%

Tier I - "Serious"  
Issue involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)

Incident Rider  
Injury

Serious Injury

Subcontractor Safety

Suspected Rider Fraud and Abuse

Suspected TP Fraud and Abuse

Wheelchair Tie-down Issue

Tier II - "Major"  
Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)

Claims  
Inclement Weather

Modivcare Employee Issue

Modivcare Employee Issue Behavior

Modivcare Issue Trip Assignment

Provider No Show

Rider Issue

Rider No Show

Subcontractor Courtesy

Transportation Provider Behavior

Transportation Provider Driving

Vehicle Issue

Vehicle Issue Equipment

Tier III - "Moderate"  
Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)

Eligibility Benefit Concerns

Facility Issue

Modivcare Employee Issue Res Error

Modivcare Issue

Modivcare Issue Reimbursement

Provider Late

Provider No Show - Recovered

Reroute

Transportation Provider

Transportation Provider Early

Transportation Provider Hygiene

Transportation Provider Mask

Vehicle Issue Cleanliness

Volance Language Services

Tier IV - "Minor"  
Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)

Eligibility Issue

First Call Resolution

Modivcare Issue IVA/IVR

Modivcare Issue Policy & Procedures

No Vehicle Available

Unknown / Other