

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report

LogistiCare  
September 2023

Transportation Metrics	Performance Goal	July 2023 Final	August 2023 Final	September 2023 Final
Unduplicated Beneficiaries		21,325	23,304	21,948
Total trips provided by type of transportation		140,600	160,131	148,918
• Non-Emergency Ambulatory Sedan/Van Trips		114,910	130,545	118,633
• Wheelchair Trips		17,456	19,920	18,460
• Stretcher Trips		2,864	2,931	2,802
• Individual Transportation Gas Trip		4,764	6,016	8,398
• Non-Emergency Ambulance ALS		106	103	84
• Non-Emergency Ambulance BLS		17	38	75
• Public Transportation Bus Trip		483	578	466
Total Over Night Trips Arranged		83	194	205
Total Extra Passengers		12,365	13,326	12,456
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.12%	0.14%	0.15%
• Number of Pickups On Time (A Leg)		55,610	63,712	57,498
• Number of Deliveries On Time (A Leg)		50,203	55,957	50,140
• Number of Pickups On Time (B Leg)		50,356	57,349	52,318
• Number of Trips Within Ride Time (All Trips)		136,290	154,072	140,446
• Percent of Pickups On Time (A Leg)	>= 90%	79.60%	80.33%	80.04%
• Percent of Deliveries On Time (A Leg)	>= 95%	72.97%	71.55%	70.66%
• Percent of Pickups On Time (B Leg)	>= 90%	78.45%	79.33%	78.79%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.66%	99.71%	99.64%
Actual number of calls		65,020	75,848	
• Average phone calls daily		3,251	3,298	
• Average Answer Speed	< 1:00	0:01:03	0:02:36	
• Average Talk Time		0:05:30	0:05:38	
• Average Time On Hold	<= 3:00	0:02:15	0:02:46	
• Average time on hold before abandonment	< 1:30	0:01:09	0:02:16	
• Average number of calls abandoned daily		115	286	
• Percentage of calls abandoned daily	< 5.0%	3.53%	8.68%	
Total number of complaints by type - Valid		785	998	886
• Provider No-Show		171	222	218
• Timeliness		171	185	158
• Other Stakeholders		244	365	331
• Call Center Operations		155	169	134
• Driver Behavior		7	6	5
• Provider Service Quality		17	29	24
• Miscellaneous		17	16	14
• Rider Injury / Incident		3	6	2
• Valid Complaints as percentage of total trips		0.56%	0.62%	0.59%
Total number of complaints by type - Invalid & Other		306	295	316
• Provider No-Show		57	60	54
• Timeliness		33	31	27
• Other Stakeholders		61	58	67
• Call Center Operations		65	48	78
• Driver Behavior		32	30	20
• Provider Service Quality		19	26	29
• Miscellaneous		33	38	39
• Rider Injury / Incident		6	4	2
• Invalid & Other Complaints as percentage of total trips		0.22%	0.18%	0.21%
Total number of denials by type		2,582	2,441	2,540
• Non-Urgent / Under Days of Notice		934	931	855
• Non-Covered Service		279	491	471
• Ineligible For Transport		151	170	151
• Unable to Confirm Medical Appointment w/ Provider		120	119	126
• Does Not Meet Transportation Protocols		4	3	14
• Incomplete Information		1,024	661	860
• Needs Emergency Services		2	0	2
• Beneficiary Has Medicare Part B or Other Coverage		68	66	61
• Denials as percentage of total trips		1.84%	1.52%	1.71%

Average Last Three Months	Average SFY 2024	Average SFY 2023	Totals SFY 2024	Totals SFY 2023
22,192	22,192	21,459	33,485	57,107
149,883	149,883	137,479	449,649	1,649,751
121,363	121,363	106,828	364,088	1,281,940
18,612	18,612	15,766	55,836	189,194
2,866	2,866	3,129	8,597	37,546
6,393	6,393	11,085	19,178	133,023
98	98	126	293	1,506
43	43	21	130	254
509	509	524	1,527	6,288
161	161	111	482	1,328
12,716	12,716	10,332	38,147	123,982
0.14%	0.14%	0.23%	--	--
58,940	58,940	52,462	176,820	629,544
52,100	52,100	47,013	156,300	564,161
53,341	53,341	49,013	160,023	588,155
143,603	143,603	126,283	430,808	1,515,400
79.99%	79.99%	82.05%	--	--
71.73%	71.73%	73.46%	--	--
78.85%	78.85%	81.83%	--	--
99.67%	99.67%	99.46%	--	--
70,434	70,434	67,898	140,868	814,774
3,274	3,274	3,236	--	--
0:01:49	0:01:49	0:00:58	--	--
0:05:34	0:05:34	0:05:03	--	--
0:02:31	0:02:31	0:02:05	--	--
0:01:42	0:01:42	0:02:44	--	--
200	200	88	--	--
6.10%	6.10%	2.72%	--	--
890	890	1,903	2,669	22,840
204	204	293	611	3,514
171	171	249	514	2,985
313	313	1,026	940	12,310
153	153	219	458	2,628
6	6	6	18	77
23	23	93	70	1,113
16	16	13	47	157
4	4	5	11	56
0.59%	0.59%	1.39%	--	--
306	306	361	917	4,330
57	57	61	171	727
30	30	32	91	387
62	62	108	186	1,296
64	64	79	191	944
27	27	28	82	341
25	25	22	74	265
37	37	29	110	342
4	4	2	12	28
0.20%	0.20%	0.26%	--	--
2,521	2,521	2,481	7,563	29,776
907	907	1,045	2,720	12,542
414	414	343	1,241	4,117
157	157	123	472	1,477
122	122	117	365	1,405
7	7	2	21	28
848	848	745	2,545	8,936
1	1	2	4	19
65	65	104	195	1,252
1.69%	1.69%	1.81%	--	--

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

Sep-23

FY 2023 - 2024

ptember 20	Tier	TYPE	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
STATE	IV	Eligibility Issue	0	0	0										0
	III	Facility Issue	4	4	8										16
	I	Incident Rider	7	6	4										17
	I	Injury	2	4	0										6
	III	Modivcare Employee Issue	101	116	90										307
	III	Modivcare Issue	119	101	122										342
	IV	No Vehicle Available	10	18	14										42
	III	Provider Late	185	193	175										553
	II	Provider No Show	228	282	272										782
	III	Reroute	0	0	1										1
	II	Rider Issue	57	73	58										188
	II	Rider No Show	241	343	324										908
	I	Serious Injury	0	0	0										0
	II	Subcontractor Courtesy	39	36	25										100
	I	Subcontractor Safety	16	22	21										59
	I	Suspected Rider Fraud & Abuse	3	3	8										14
	I	Suspected TP Fraud & Abuse	5	9	9										23
	III	Transportation Provider	50	54	52										156
	III	Transportation Provider Early	19	23	10										52
	N/A	Transportation Provider Employee	0	0	0										0
	IV	Unknown/Other	0	0	0										0
	II	Vehicle Issue	4	5	9										18
	I	Wheelchair Tie-down Issue	1	1	0										2
		Subtotal	1,091	1,293	1,202	0	0	0	0	0	0	0	0	0	3,586
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%										0.00%
	III	Facility Issue	0.37%	0.31%	0.67%										0.45%
	I	Incident Rider	0.64%	0.46%	0.33%										0.47%
	I	Injury	0.18%	0.31%	0.00%										0.17%
	III	LogisticCare Employee Issue	9.26%	8.97%	7.49%										8.56%
	III	Modivcare Issue	10.91%	7.81%	10.15%										9.54%
	IV	No Vehicle Available	0.92%	1.39%	1.16%										1.17%
	III	Provider Late	16.96%	14.93%	14.56%										15.42%
	II	Provider No Show	20.90%	21.81%	22.63%										21.81%
	III	ReRoute	0.00%	0.00%	0.08%										0.03%
	II	Rider Issue	5.22%	5.65%	4.83%										5.24%
	II	Rider No Show	22.09%	26.53%	26.96%										25.32%
	I	Serious Injury	0.00%	0.00%	0.00%										0.00%
	II	Subcontractor Courtesy	3.57%	2.78%	2.08%										2.79%
	I	Subcontractor Safety	1.47%	1.70%	1.75%										1.65%
	I	Suspected Rider Fraud & Abuse	0.27%	0.23%	0.67%										0.39%
	I	Suspected TP Fraud & Abuse	0.46%	0.70%	0.75%										0.64%
	III	Transportation Provider	4.58%	4.18%	4.33%										4.35%
	III	Transportation Provider Early	1.74%	1.78%	0.83%										1.45%
N/A	Transportation Provider Employee	0.00%	0.00%	0.00%											0.00%
	IV	Unknown/Other	0.00%	0.00%	0.00%										0.00%
	II	Vehicle Issue	0.37%	0.39%	0.75%										0.50%
	I	Wheelchair Tie-down Issue	0.09%	0.08%	0.00%										0.06%
		State Subtotal	100.00%	100.00%	100.00%										100.00%

<b>Tier I - "Serious"</b> Issue involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)	<b>Tier II - "Major"</b> Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)	<b>Tier III - "Moderate"</b> Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)	<b>Tier IV - "Minor"</b> Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)
Incident Rider	Claims	Eligibility Benefit Concerns	Eligibility Issue
Injury	Inclement Weather	Facility Issue	First Call Resolution
Serious Injury	Modivcare Employee Issue	Modivcare Employee Issue Res Error	Modivcare Issue IVA/IVR
Subcontractor Safety	Modivcare Employee Issue Behavior	Modivcare Issue	Modivcare Issue Policy & Procedures
Suspected Rider Fraud and Abuse	Modivcare Issue Trip Assignment	Modivcare Issue Reimbursement	No Vehicle Available
Suspected TP Fraud and Abuse	Provider No Show	Provider Late	Unknown / Other
Wheelchair Tie-down Issue	Rider Issue	Provider No Show - Recovered	
	Rider No Show	Reroute	
	Subcontractor Courtesy	Transportation Provider	
	Transportation Provider Behavior	Transportation Provider Early	
	Transportation Provider Driving	Transportation Provider Hygiene	
	Vehicle Issue	Transportation Provider Mask	
	Vehicle Issue Equipment	Vehicle Issue Cleanliness	
		Voiance Language Services	

## Modivcare Quarterly Provider Retention

Quarter SFY	Total Active Provider Sites at Beginning of Quarter (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Quarter (e)	% Provider Sites Terminate d ((c+d)/a)	% Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015	160	6	6	3	157	5.63%	3.75%
Quarter 1, 2016	157	9	3	3	160	3.82%	5.73%
Quarter 2, 2016	160	5	5	1	159	3.75%	3.13%
Quarter 3, 2016	159	1	4	5	151	5.66%	0.63%
Quarter 4, 2016	151	6	1	0	156	0.66%	3.97%
Quarter 1, 2017	156	12	3	3	162	3.85%	7.69%
Quarter 2, 2017	162	0	5	1	156	3.70%	0.00%
Quarter 3, 2017	156	3	6	6	147	7.69%	1.92%
Quarter 4, 2017	147	4	3	1	147	2.72%	2.72%
Quarter 1, 2018	147	3	4	0	146	2.72%	2.04%
Quarter 2, 2018	146	8	0	1	153	0.68%	5.48%
Quarter 3, 2018	153	1	11	3	140	9.15%	0.65%
Quarter 4, 2018	140	6	0	0	146	0.00%	4.29%
Quarter 1, 2019	146	4	0	0	150	0.00%	2.74%
Quarter 2, 2019	150	9	2	4	156	4.00%	6.00%
Quarter 3, 2019	156	7	2	0	161	1.28%	4.49%
Quarter 4, 2019	161	7	2	4	162	3.73%	4.35%
Quarter 1, 2020	162	10	2	3	167	3.09%	6.17%
Quarter 2, 2020	167	7	5	4	165	5.39%	4.19%
Quarter 3, 2020	165	7	4	1	167	3.03%	4.24%
Quarter 4, 2020	167	8	6	0	169	3.59%	4.79%
Quarter 1, 2021	169	3	0	4	168	2.37%	1.78%
Quarter 2, 2021	168	3	0	3	168	1.79%	1.79%
Quarter 3, 2021	168	3	0	4	167	2.38%	1.79%
Quarter 4, 2021	167	6	2	0	171	1.20%	3.59%
Quarter 1, 2022	171	0	1	0	170	0.58%	0.00%
Quarter 2, 2022	170	6	0	0	176	0.00%	3.53%
Quarter 3, 2022	176	10	0	1	186	0.57%	5.68%
Quarter 4, 2022	186	0	0	3	183	1.61%	0.00%
Quarter 1, 2023	183	2		12	173	6.56%	1.09%
Total	n/a	168	82	71	n/a	n/a	n/a