



LogistiCare  
March 2018

Transportation Metrics	Performance Goal	January 2018 Final	February 2018 Final	March 2018 Final	Average Last Three Months	Average SFY 2018	Average SFY 2017	Totals SFY 2018	Totals SFY 2017
Unduplicated Beneficiaries		26,453	25,844	25,634	25,977	26,856	27,159	66,051	75,849
Total trips provided by type of transportation		145,532	146,327	158,873	150,244	153,591	157,728	1,382,322	1,892,734
• Non-Emergency Ambulatory Sedan/Van Trips		106,646	107,023	115,594	109,754	109,420	113,180	984,781	1,358,154
• Wheelchair Trips		15,452	15,428	17,715	16,198	18,879	20,191	169,909	242,291
• Stretcher Trips		1,553	1,712	1,696	1,654	2,399	2,843	21,592	34,112
• Individual Transportation Gas Trip		21,187	21,463	23,533	22,061	22,175	20,667	199,574	248,007
• Non-Emergency Ambulance ALS		103	102	103	103	104	103	932	1,234
• Non-Emergency Ambulance BLS		78	71	116	88	91	124	815	1,492
• Public Transportation Bus Trip		513	528	116	386	524	620	4,719	7,444
Total Over Night Trips Arranged		109	98	115	107	100	91	902	1,086
Total Extra Passengers		16,048	15,538	15,172	15,586	17,238	19,993	155,140	239,914
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.31%	0.23%	0.21%	0.25%	0.26%	0.28%	--	--
• Number of Pickups On Time (A Leg)		55,345	56,153	61,581	57,693	58,778	61,478	528,998	737,737
• Number of Deliveries On Time (A Leg)		51,748	53,125	58,154	54,342	54,950	57,919	494,546	695,027
• Number of Pickups On Time (B Leg)		50,569	51,148	55,934	52,550	53,284	55,858	479,554	670,297
• Number of Trips Within Ride Time (All Trips)		124,539	124,981	135,997	128,506	131,547	126,463	1,183,922	1,517,550
• Percent of Pickups On Time (A Leg)	>= 90%	88.24%	88.65%	89.36%	88.75%	88.54%	88.99%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	82.85%	84.13%	84.73%	83.90%	83.01%	83.98%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	86.22%	87.09%	87.42%	86.91%	86.07%	86.82%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.61%	99.60%	99.63%	99.61%	99.57%	99.64%	--	--
Actual number of calls		107,034	94,017	99,761	100,271	96,915	89,380	872,236	1,072,563
• Average phone calls daily		4,865	4,701	4,535	4,700	4,586	4,205	--	--
• Average Answer Speed	< 1:00	0:00:48	0:00:55	0:00:56	0:00:53	0:00:49	0:00:57	--	--
• Average Talk Time		0:04:55	0:04:54	0:04:55	0:04:55	0:05:07	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:39	0:01:36	0:01:39	0:01:38	0:01:40	0:01:45	--	--
• Average time on hold before abandonment	< 1:30	0:01:07	0:01:10	0:01:07	0:01:08	0:01:11	0:01:16	--	--
• Average number of calls abandoned daily		125	146	140	137	121	138	--	--
• Percentage of calls abandoned daily	< 5.0%	2.58%	3.11%	3.08%	2.92%	2.63%	3.26%	--	--
Total number of complaints by type - Valid		5,050	4,707	4,967	4,908	5,457	5,812	49,115	69,745
• Provider No-Show		390	285	289	321	337	387	3,033	4,645
• Timeliness		2,226	1,907	1,927	2,020	2,586	2,298	23,273	27,578
• Other Stakeholders		2,329	2,379	2,606	2,438	2,380	2,979	21,423	35,742
• Call Center Operations		39	43	55	46	52	23	469	271
• Driver Behavior		6	6	1	4	7	8	65	93
• Provider Service Quality		7	13	13	11	13	12	117	145
• Miscellaneous		31	54	46	44	58	88	525	1,054
• Rider Injury / Incident		22	20	30	24	23	19	210	227
• Valid Complaints as percentage of total trips		3.47%	3.22%	3.13%	3.27%	3.55%	3.68%	--	--
Total number of complaints by type - Invalid & Other		318	272	262	284	284	205	2,559	2,460
• Provider No-Show		71	21	22	38	36	27	328	318
• Timeliness		77	45	36	53	61	45	548	536
• Other Stakeholders		60	84	78	74	67	59	604	709
• Call Center Operations		27	21	19	22	18	10	160	117
• Driver Behavior		27	36	43	35	34	12	306	149
• Provider Service Quality		19	22	17	19	16	6	140	68
• Miscellaneous		36	33	37	35	44	36	394	437
• Rider Injury / Incident		1	10	10	7	9	11	79	126
• Invalid & Other Complaints as percentage of total trips		0.22%	0.19%	0.16%	0.19%	0.19%	0.13%	--	--
Total number of denials by type		5,655	4,614	4,528	4,932	5,249	5,171	47,241	62,052
• Non-Urgent / Under Days of Notice		2,027	1,578	1,619	1,741	1,556	1,450	14,005	17,399
• Non-Covered Service		604	522	531	552	613	495	5,516	5,945
• Ineligible For Transport		324	233	226	261	305	311	2,743	3,735
• Unable to Confirm Medical Appointment w/ Provider		289	262	214	255	241	185	2,165	2,220
• Does Not Meet Transportation Protocols		9	15	13	12	11	12	97	141
• Incomplete Information		2,237	1,844	1,783	1,955	2,118	2,105	19,062	25,257
• Needs Emergency Services		5	5	9	6	7	6	62	72
• Beneficiary Has Medicare Part B or Other Coverage		160	155	133	149	399	607	3,591	7,283
• Denials as percentage of total trips		3.89%	3.15%	2.85%	3.30%	3.42%	3.28%	--	--

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 LogistiCare Issues
- o LogistiCare 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

\* Approval pending additional verification. Annual Adult benefit is \$750.00

\* Denials are calculated with Gross Data (Verified Paid and Non-Paid Trips)

### Trip Summary

Jan-18					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	12,200	129.35%	98.46%	88.69%	83.79%
Commercial	133,950	25.34%	98.88%	89.77%	82.88%
Private	17,607	38.90%	99.86%	83.42%	95.62%
Transit	25,593	10.25%	98.97%	85.79%	81.47%
Volunteer	676	9.18%	100.00%	89.88%	84.74%
Feb-18					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	10,045	145.10%	97.36%	92.61%	88.32%
Commercial	122,115	24.62%	98.75%	91.03%	84.29%
Private	15,626	0.28%	99.99%	89.72%	94.17%
Transit	23,241	10.40%	99.02%	86.12%	80.98%
Volunteer	606	7.65%	99.17%	93.36%	84.66%
Mar-18					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	10,655	228.11%	95.33%	93.39%	89.00%
Commercial	132,128	28.90%	99.08%	91.90%	87.07%
Private	17,119	0.29%	99.92%	92.05%	91.62%
Transit	24,810	11.33%	98.60%	86.43%	80.68%
Volunteer	486	14.64%	99.65%	92.58%	85.58%
3rd Quarter SFY 2017 - 2018					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	32,900	166.09%	97.10%	91.44%	86.90%
Commercial	388,193	26.27%	98.90%	90.89%	84.73%
Private	50,352	13.16%	99.93%	88.47%	93.76%
Transit	73,644	10.66%	98.87%	86.11%	81.04%
Volunteer	1,768	10.31%	99.59%	91.96%	84.97%

## Complaints By Provider Type

Transportation Metrics	Jan 2018	Feb 2018	Mar 2018
<b>Total Trips Provided - Ambulance</b>	<b>12,200</b>	<b>10,045</b>	<b>10,655</b>
• Provider No-Show	10	26	29
• Timeliness	115	129	164
• Other Stakeholders	97	81	115
• Call Center Operations	3	2	1
• Driver Behavior	0	1	0
• Provider Service Quality	0	2	0
• Miscellaneous	1	2	4
• Rider Injury / Incident	1	3	4
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>227</b>	<b>246</b>	<b>317</b>
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>11</b>	<b>6</b>	<b>5</b>
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>1.86%</b>	<b>2.45%</b>	<b>2.98%</b>
<b>Total Trips Provided - Commercial</b>	<b>133,950</b>	<b>122,115</b>	<b>132,128</b>
• Provider No-Show	321	205	193
• Timeliness	1,718	1,445	1,413
• Other Stakeholders	1,788	1,854	2,108
• Call Center Operations	20	27	32
• Driver Behavior	6	4	1
• Provider Service Quality	7	11	7
• Miscellaneous	27	41	31
• Rider Injury / Incident	14	15	21
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>3,901</b>	<b>3,602</b>	<b>3,806</b>
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>173</b>	<b>141</b>	<b>131</b>
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>2.91%</b>	<b>2.95%</b>	<b>2.88%</b>
<b>Total Trips Provided - Private</b>	<b>17,607</b>	<b>15,626</b>	<b>17,119</b>
• Provider No-Show	3	1	2
• Timeliness	0	0	2
• Other Stakeholders	10	1	1
• Call Center Operations	0	0	1
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	6
• Miscellaneous	0	0	1
• Rider Injury / Incident	2	0	0
<b>Total Valid Complaints by Provider Type - Private</b>	<b>15</b>	<b>2</b>	<b>13</b>
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>3</b>	<b>0</b>	<b>6</b>
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.09%</b>	<b>0.01%</b>	<b>0.08%</b>
<b>Total Trips Provided - Transit</b>	<b>25,593</b>	<b>23,241</b>	<b>24,810</b>
• Provider No-Show	41	34	56
• Timeliness	374	326	348
• Other Stakeholders	367	401	360
• Call Center Operations	3	3	5
• Driver Behavior	0	1	0
• Provider Service Quality	0	0	0
• Miscellaneous	3	10	8
• Rider Injury / Incident	4	2	4
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>792</b>	<b>777</b>	<b>781</b>
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>35</b>	<b>13</b>	<b>21</b>
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>3.09%</b>	<b>3.34%</b>	<b>3.15%</b>
<b>Total Trips Provided - Volunteer</b>	<b>676</b>	<b>606</b>	<b>486</b>
• Provider No-Show	0	3	1
• Timeliness	0	2	0
• Other Stakeholders	15	21	7
• Call Center Operations	1	2	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	1
• Rider Injury / Incident	0	0	1
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>16</b>	<b>28</b>	<b>10</b>
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>3</b>	<b>3</b>	<b>0</b>
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>2.37%</b>	<b>4.62%</b>	<b>2.06%</b>
<b>All Providers</b>			
<b>Total trips provided</b>	<b>190,026</b>	<b>171,633</b>	<b>185,198</b>
<b>Total Valid complaints</b>	<b>4,951</b>	<b>4,655</b>	<b>4,928</b>
<b>Total Invalid complaints</b>	<b>226</b>	<b>163</b>	<b>163</b>
<b>Valid Complaints as percentage of total trips</b>	<b>0.12%</b>	<b>0.09%</b>	<b>0.09%</b>

Average Last Three Months	Average SFY 2018	Totals SFY 2018
10,967	13,725	123,524
22	25	229
136	187	1,682
98	104	939
2	3	30
0	0	3
1	1	8
2	5	41
3	3	31
263	329	2,963
7	8	69
2.43%	2.40%	-
129,398	129,451	1,165,055
240	245	2,206
1,525	1,943	17,483
1,917	1,818	16,359
26	24	220
4	5	49
8	10	91
33	45	406
17	16	143
3,770	4,106	36,957
148	147	1,320
2.91%	3.17%	-
16,784	16,592	149,325
2	1	10
1	1	5
4	3	23
0	0	4
0	0	0
2	1	6
0	0	2
1	0	2
10	6	52
3	2	14
0.06%	0.03%	-
24,548	24,783	223,047
44	43	389
349	395	3,551
376	352	3,170
4	3	28
0	1	11
0	1	7
7	5	49
3	3	25
783	803	7,230
23	26	238
3.20%	3.23%	-
589	584	5,253
1	2	20
1	2	18
14	15	133
1	1	11
0	0	0
0	0	1
0	0	2
0	0	2
18	21	187
2	2	14
3.01%	3.62%	-
182,286	185,167	1,666,504
4,845	5,266	47,390
184	184	1,656
0.10%	0.10%	-

# Prompt Payment Aging Report By Invoice Received Date

LogistiCare Solutions, LLC

01/01/2018 to 03/31/2018

Some Broker Clients, All Transportation Providers

\* May include invoices with future check dates \*

## Report Totals

### Provider Payments

#### Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	20	456,881	99.95%	5,936	1.30%
31-60 Days	38	233	0.05%	152	65.24%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	457,114	100.00%	6,088	

### Provider Billing

#### Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	9	408,689	89.41%	164
31-60 Days	42	33,084	7.24%	102
61-90 Days	71	9,424	2.06%	48
91-120 Days	103	2,510	0.55%	19
121-150 Days	134	1,283	0.28%	7
> 150 Days	241	2,124	0.46%	5
	15	457,114	100.00%	

## LogistiCare 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 Terminated ((c+d)/a)	% Provider 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%
<b>TOTAL</b>	n/a	51	38	23	n/a	n/a	n/a

\* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

**NEMT Incidents and Injuries by Provider Contribution**  
**January through March, 2018**

<b>Injury Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>14,724</b>	Percent of Total Paid Trips for the Quarter <b>450,732</b>
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	7	16	23	0.1562	0.0051
Injury - 3 (least severe)	5	0	5	0.0340	0.0011
<b>Total Injuries</b>	<b>12</b>	<b>16</b>	<b>28</b>	<b>0.1902</b>	<b>0.0062</b>

<b>Incident Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>14,724</b>	Percent of Total Paid Trips for the Quarter <b>450,732</b>
Incident - 1 (most severe)	0	22	22	0.1494	0.0049
Incident - 2	10	1	11	0.0747	0.0024
Incident - 3 (least severe)	29	24	53	0.3600	0.0118
<b>Total Incidents</b>	<b>39</b>	<b>47</b>	<b>86</b>	<b>0.5841</b>	<b>0.0191</b>

**Injury Severity Criteria:**

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Non-severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

**Incident Severity Criteria:**

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe incident reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;  
Non-severe incident effecting member.

Note: In Quarter Four of Fiscal Year 2017, the Broker and DHHS three member panel determined 1 incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

Note: Incident and Injury complaints can be from paid and non-paid claims.

# Report of Meetings

## Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2017/2018	April '17	May	June	July	August	September	October	November	December	January '18	February	March
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2017/2018	June '17	September	December	March '18	June
	x	x	x	x	Scheduled

## Quarterly Inter-Agency Meetings (DHHS, SCDOT, OAG, DHEC, ORS, LGTC)

SFY 2017/2018	June '17	September	December	March '18	June
	x	x	x	x	Scheduled

## Quarterly Advisory Regional Meetings (DHHS, LGTC, HealthCare Providers, Transportation Providers, Members)

SFY 2017/2018	December '17	February '18	May '18	August '18	SFY 2017/2018	December '17	February '18	May '18	August '18
Region 1	x	x	x	Scheduled	Region 3	x	x	x	Scheduled
SFY 2017/2018	December '17	February '18	May '18	August '18	SFY 2017/2018	December '17	February '18	May '18	August '18
Region 2	x	x	x	Scheduled	Region 3.1*	x			

\*Region 3.1 discontinued due to low attendance

## Program Review Site Visits (Unannounced Field Operations "Blitz" LGTC-DHHS)

SFY 2017/2018	April	May	June	July	August	September	October	November	December	January '18	February	March
Area Visited (1)	Sumter	Manning	Spartanburg	Columbia^	Myrtle Beach^	Rock Hill	Charleston	Clinton	Columbia^	Orangeburg^~	Florence^	-
Area Visited (2)					Georgetown					Greenville		-
Area Visited (3)					Easley^~							-

\*DHEC participated

^ORS participated

~DHHS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2017/2018	April	May	June	July	August	September	October	November	December	January '18	February	March
Dialysis	17	28	39	54	19	25	59	36	25	72	41	32
Mental Health	6	2	11	11	4	5	13	11	7	13	10	5
Other	18	17	8	21	36	27	28	21	18	43	32	8

6/22/2018