

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
June 2019

Transportation Metrics	Performance Goal	April 2019 Final	May 2019 Final	June 2019 Final	Average Last Three Months	Average SFY 2019	Average SFY 2018	Totals SFY 2019	Totals SFY 2018
Unduplicated Beneficiaries		25,966	25,978	25,248	25,731	26,057	26,522	69,893	73,928
Total trips provided by type of transportation		154,926	161,634	146,578	154,379	152,301	154,555	1,827,612	1,854,656
• Non-Emergency Ambulatory Sedan/Van Trips		111,499	117,134	105,029	111,221	110,459	110,627	1,325,512	1,327,529
• Wheelchair Trips		16,755	17,259	15,961	16,658	16,308	18,456	195,695	221,477
• Stretcher Trips		1,812	1,970	1,818	1,867	1,879	2,282	22,553	27,388
• Individual Transportation Gas Trip		24,164	24,640	23,182	23,995	23,062	22,516	276,740	270,194
• Non-Emergency Ambulance ALS		69	92	91	84	73	96	876	1,150
• Non-Emergency Ambulance BLS		12	25	39	25	51	89	611	1,069
• Public Transportation Bus Trip		615	514	458	529	469	487	5,625	5,849
Total Over Night Trips Arranged		34	42	126	67	48	102	574	1,223
Total Extra Passengers		15,169	14,507	14,869	14,848	15,524	16,787	186,283	201,439
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.22%	0.24%	0.23%	0.23%	0.21%	0.24%	--	--
• Number of Pickups On Time (A Leg)		58,449	61,019	54,268	57,912	57,666	59,293	691,991	711,519
• Number of Deliveries On Time (A Leg)		54,753	57,568	51,163	54,495	54,393	55,626	652,713	667,516
• Number of Pickups On Time (B Leg)		50,442	55,959	50,129	52,177	51,530	53,938	618,361	647,251
• Number of Trips Within Ride Time (All Trips)		130,771	137,129	123,588	130,496	129,478	132,231	1,553,736	1,586,766
• Percent of Pickups On Time (A Leg)	>= 90%	88.36%	87.93%	86.91%	87.73%	88.15%	88.78%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	82.97%	83.14%	82.11%	82.74%	83.35%	83.55%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	81.65%	86.28%	85.69%	84.54%	84.30%	86.63%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.58%	99.56%	99.58%	99.57%	99.60%	99.59%	--	--
Actual number of calls		100,920	102,508	92,897	98,775	101,599	97,043	1,219,185	1,164,518
• Average phone calls daily		4,587	4,881	4,645	4,704	4,778	4,581	--	--
• Average Answer Speed	< 1:00	0:00:45	0:01:01	0:00:39	0:00:48	0:00:58	0:00:53	--	--
• Average Talk Time		0:05:02	0:04:30	0:04:43	0:04:45	0:04:44	0:05:05	--	--
• Average Time On Hold	<= 3:00	0:01:53	0:01:54	0:01:37	0:01:48	0:01:37	0:01:40	--	--
• Average time on hold before abandonment	< 1:30	0:01:18	0:02:08	0:00:42	0:01:23	0:01:31	0:01:15	--	--
• Average number of calls abandoned daily		108	192	120	140	168	133	--	--
• Percentage of calls abandoned daily	< 5.0%	2.34%	3.93%	2.59%	2.95%	3.49%	2.90%	--	--
Total number of complaints by type - Valid		4,998	4,936	4,593	4,842	5,146	5,265	61,757	63,181
• Provider No-Show		285	333	289	302	276	315	3,310	3,775
• Timeliness		1,774	1,614	1,358	1,582	2,019	2,383	24,224	28,596
• Other Stakeholders		2,735	2,687	2,617	2,680	2,643	2,420	31,713	29,038
• Call Center Operations		101	260	225	195	114	52	1,371	628
• Driver Behavior		15	1	12	9	8	7	101	82
• Provider Service Quality		15	23	17	18	13	12	161	140
• Miscellaneous		53	2	62	39	54	54	647	646
• Rider Injury / Incident		20	16	13	16	19	23	230	276
• Valid Complaints as percentage of total trips		3.23%	3.05%	3.13%	3.14%	3.38%	3.40%	--	--
Total number of complaints by type - Invalid & Other		299	345	285	310	286	276	3,435	3,314
• Provider No-Show		28	42	14	28	28	34	330	409
• Timeliness		39	38	37	38	41	56	491	668
• Other Stakeholders		99	118	86	101	93	68	1,110	816
• Call Center Operations		37	68	52	52	33	21	394	246
• Driver Behavior		20	14	28	21	24	33	289	392
• Provider Service Quality		12	18	15	15	15	16	182	193
• Miscellaneous		53	40	44	46	45	40	534	481
• Rider Injury / Incident		11	7	9	9	9	9	105	109
• Invalid & Other Complaints as percentage of total trips		0.19%	0.21%	0.19%	0.20%	0.19%	0.18%	--	--
Total number of denials by type		5,206	5,260	4,520	4,995	4,778	5,081	57,334	60,972
• Non-Urgent / Under Days of Notice		2,003	2,134	1,552	1,896	1,760	1,577	21,123	18,926
• Non-Covered Service		696	764	730	730	679	608	8,150	7,298
• Ineligible For Transport		173	169	124	155	195	290	2,338	3,475
• Unable to Confirm Medical Appointment w/ Provider		195	273	199	222	175	237	2,096	2,847
• Does Not Meet Transportation Protocols		14	12	11	12	11	13	136	154
• Incomplete Information		1,898	1,706	1,676	1,760	1,774	2,008	21,285	24,090
• Needs Emergency Services		3	5	7	5	4	8	49	91
• Beneficiary Has Medicare Part B or Other Coverage		224	197	221	214	180	341	2,157	4,091
• Denials as percentage of total trips		3.36%	3.25%	3.08%	3.23%	3.14%	3.29%	--	--

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

Apr-19					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	7,442	262.48%	99.04%	93.54%	88.04%
Commercial	134,177	16.96%	98.91%	89.85%	83.57%
Private	17,579	0.35%	99.99%	88.36%	93.51%
Transit	23,492	10.61%	98.22%	81.00%	72.53%
Volunteer	750	11.29%	99.12%	87.95%	75.51%
May-19					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	7,328	223.27%	98.91%	93.63%	91.44%
Commercial	138,849	18.88%	98.65%	88.85%	81.93%
Private	18,425	0.37%	99.99%	87.11%	92.23%
Transit	23,914	8.90%	98.92%	79.40%	72.77%
Volunteer	654	51.66%	99.23%	90.89%	83.91%
Jun-19					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	6,068	431.73%	99.50%	92.72%	90.68%
Commercial	127,086	21.56%	97.64%	87.78%	80.87%
Private	16,061	25.39%	99.98%	82.23%	93.47%
Transit	21,918	9.16%	99.05%	78.52%	72.29%
Volunteer	676	12.28%	98.57%	88.62%	74.00%
4th Quarter SFY 2018 - 2019					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	20,838	304.74%	99.15%	93.30%	90.10%
Commercial	400,112	19.19%	98.39%	88.81%	82.10%
Private	52,065	9.14%	99.99%	85.85%	93.06%
Transit	69,324	9.56%	98.73%	79.64%	72.53%
Volunteer	2,080	26.28%	98.99%	89.19%	77.95%



All Regions

Fourth Quarter SFY 2018 - 2019

April 2019 - June 2019

Complaints By Provider Type

Transportation Metrics	Apr 2019	May 2019	Jun 2019	Average Last Three Months	Average SFY 2019	Totals SFY 2019
Total Trips Provided - Ambulance	7,442	7,328	6,068	7,533	8,676	104,113
• Provider No-Show	13	16	12	10	16	189
• Timeliness	80	73	55	129	121	1,454
• Other Stakeholders	110	81	75	98	123	1,475
• Call Center Operations	4	6	7	3	4	44
• Driver Behavior	0	0	1	0	0	3
• Provider Service Quality	2	0	1	1	1	11
• Miscellaneous	3	4	2	3	3	33
• Rider Injury / Incident	0	0	2	2	1	14
Total Valid Complaints by Provider Type - Ambulance	212	180	155	245	269	3,223
Total Invalid Complaints by Provider Type - Ambulance	5	6	4	7	11	128
Valid Ambulance Complaints as % of Total Ambulance Trips	2.85%	2.46%	2.55%	3.24%	3.06%	-
Total Trips Provided - Commercial	134,177	138,849	127,086	132,147	130,623	1,567,479
• Provider No-Show	183	235	224	188	192	2,308
• Timeliness	1,297	1,272	1,065	1,773	1,509	18,108
• Other Stakeholders	2,324	2,434	2,302	2,236	2,196	26,356
• Call Center Operations	46	94	119	16	48	573
• Driver Behavior	12	10	9	10	8	90
• Provider Service Quality	13	22	13	11	11	128
• Miscellaneous	34	56	54	52	49	590
• Rider Injury / Incident	17	15	10	17	15	182
Total Valid Complaints by Provider Type - Commercial	3,926	4,138	3,796	4,302	4,028	48,335
Total Invalid Complaints by Provider Type - Commercial	170	185	137	136	154	1,850
Valid Commercial Complaints as % of Total Commercial Trips	2.93%	2.98%	2.99%	3.25%	3.08%	-
Total Trips Provided - Private	17,579	18,425	16,061	16,902	16,911	202,931
• Provider No-Show	0	1	1	1	1	11
• Timeliness	2	1	3	1	1	13
• Other Stakeholders	3	5	8	1	4	42
• Call Center Operations	0	0	2	0	0	3
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	5
• Miscellaneous	0	0	0	0	0	2
• Rider Injury / Incident	1	0	0	0	0	1
Total Valid Complaints by Provider Type - Private	6	7	14	3	6	77
Total Invalid Complaints by Provider Type - Private	0	9	2	2	2	21
Valid Private Complaints as % of Total Private Trips	0.03%	0.04%	0.09%	0.02%	0.04%	-
Total Trips Provided - Transit	23,492	23,914	21,918	23,710	24,054	288,647
• Provider No-Show	84	77	49	55	58	696
• Timeliness	392	268	232	385	365	4,379
• Other Stakeholders	258	230	197	279	284	3,406
• Call Center Operations	8	18	15	4	7	88
• Driver Behavior	3	1	2	2	2	18
• Provider Service Quality	2	1	3	1	1	15
• Miscellaneous	16	9	4	5	6	72
• Rider Injury / Incident	2	0	1	2	2	25
Total Valid Complaints by Provider Type - Transit	765	604	503	733	725	8,699
Total Invalid Complaints by Provider Type - Transit	19	26	24	15	18	219
Valid Transit Complaints as % of Total Transit Trips	3.26%	2.53%	2.29%	3.08%	3.37%	-
Total Trips Provided - Volunteer	750	654	676	727	608	7,290
• Provider No-Show	4	3	4	2	3	31
• Timeliness	3	1	3	2	2	19
• Other Stakeholders	25	21	17	20	18	211
• Call Center Operations	0	2	9	0	1	15
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	0	2	0	0	5
• Rider Injury / Incident	0	0	0	0	0	4
Total Valid Complaints by Provider Type - Volunteer	32	27	35	25	24	285
Total Invalid Complaints by Provider Type - Volunteer	0	5	5	1	2	19
Valid Volunteer Complaints as % of Total Volunteer Trips	4.27%	4.13%	5.18%	3.40%	3.89%	-
All Providers	183,440	189,170	171,809	181,019	180,872	2,170,460
Total Valid complaints	4,941	4,956	4,503	5,308	5,050	60,604
Total Invalid complaints	194	231	172	161	186	2,237
Valid Complaints as percentage of total trips	0.11%	0.12%	0.10%	0.09%	0.10%	-

Prompt Payment Aging Report By Invoice Received Date

04/01/2019 to 06/30/2019

Some Broker Clients, Some 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	478,712	100.00%	6,996	1.46%
31-60 Days	0	0	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	478,712	100.00%	6,996	

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	8	431,488	90.14%	160
31-60 Days	41	30,533	6.38%	88
61-90 Days	74	5,921	1.24%	40
91-120 Days	105	5,313	1.11%	15
121-150 Days	131	2,292	0.48%	10
> 150 Days	289	3,165	0.66%	5
	15	478,712	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%
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	1	156	2.00%	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%
TOTAL	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
April through June 2019

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 15,456	Percent of Total Paid Trips for the Quarter 463,138
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	15	14	29	0.1876	0.0063
Injury - 3 (least severe)	2	1	3	0.0194	0.0006
Total Injuries	17	15	32	0.2070	0.0069

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 15,456	Percent of Total Paid Trips for the Quarter 463,138
Incident - 1 (most severe)	0	18	18	0.1165	0.0039
Incident - 2	5	18	23	0.1488	0.0050
Incident - 3 (least severe)	22	6	28	0.1812	0.0060
Total Incidents	27	42	69	0.4464	0.0149

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 Three of Fiscal Year 2019, the Broker and DHHS three member panel determined no incidents/injuries had 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 2018/2019	July	August	September	October	November	December	January '19	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2018/2019	June	September	December	March '19	June
	x	x	x	x	Scheduled

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

SFY 2018/2019	December	March '19	March	June	September
	x	x	x	x	Scheduled

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

SFY 2018/2019	November '18	March '19	June '19	August '19	SFY 2018/2019	October '18	March '19	June '19	August '19
Region 1	x	webex	webex	webex	Region 3	x	webex	webex	webex
SFY 2018/2019	November '18	March '19	June '19	August '19					
Region 2	x	x	x	x					

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

SFY 2018/2019	July	August	September	October	November	December	January '19	February	March	April	May	June
Area Visited (1)	Greenville	Newberry	Kingstree^	(Hurricane)	Charleston	Greenville	-	Greenville	Florence	Anderson	Aiken	Walterboro
Area Visited (2)		Lexington	Lake City^					Columbia		Liberty		

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2018/2019	July	August	September	October	November	December	January '19	February	March	April	May	June
Dialysis	37	56	33	61	16	43	61	53	44	68	*	*
Mental Health	9	8	5	13	0	9	16	8	6	12	*	*
Other	25	32	12	31	6	18	30	26	12	34	43	19

*Reporting template change did not capture 'type' of facility.

9/18/2019