

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
September 2018

| Transportation Metrics | Performance Goal | July 2018 Final | August 2018 Final | September 2018 Final | Average Last Three Months | Average SFY 2019 | Average SFY 2018 | Totals SFY 2019 | Totals SFY 2018 |
|---|------------------|-----------------|-------------------|----------------------|---------------------------|------------------|------------------|-----------------|------------------|
| Unduplicated Beneficiaries | | 25,917 | 27,558 | 24,397 | 25,957 | 25,957 | 26,522 | 40,017 | 73,928 |
| Total trips provided by type of transportation | | 154,198 | 169,210 | 121,460 | 148,289 | 148,289 | 154,555 | 444,868 | 1,854,656 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 110,994 | 122,489 | 87,471 | 106,985 | 106,985 | 110,627 | 320,954 | 1,327,529 |
| • Wheelchair Trips | | 16,907 | 18,522 | 13,072 | 16,167 | 16,167 | 18,456 | 48,501 | 221,477 |
| • Stretcher Trips | | 1,869 | 2,091 | 1,310 | 1,757 | 1,757 | 2,282 | 5,270 | 27,388 |
| • Individual Transportation Gas Trip | | 23,756 | 25,362 | 19,368 | 22,829 | 22,829 | 22,516 | 68,486 | 270,194 |
| • Non-Emergency Ambulance ALS | | 62 | 70 | 28 | 53 | 53 | 96 | 160 | 1,150 |
| • Non-Emergency Ambulance BLS | | 65 | 71 | 61 | 66 | 66 | 89 | 197 | 1,069 |
| • Public Transportation Bus Trip | | 545 | 605 | 150 | 433 | 433 | 487 | 1,300 | 5,849 |
| Total Over Night Trips Arranged | | 55 | 66 | 65 | 62 | 62 | 102 | 186 | 1,223 |
| Total Extra Passengers | | 16,921 | 18,046 | 11,226 | 15,398 | 15,398 | 16,787 | 46,193 | 201,439 |
| • Provider No-Shows as Percentage of Total Trips | <=0.25% | 0.21% | 0.21% | 0.24% | 0.22% | 0.22% | 0.24% | -- | -- |
| • Number of Pickups On Time (A Leg) | | 58,712 | 64,746 | 45,363 | 56,274 | 56,274 | 59,293 | 168,821 | 711,519 |
| • Number of Deliveries On Time (A Leg) | | 55,983 | 61,238 | 42,572 | 53,264 | 53,264 | 55,626 | 159,793 | 667,516 |
| • Number of Pickups On Time (B Leg) | | 53,869 | 58,663 | 41,296 | 51,276 | 51,276 | 53,938 | 153,828 | 647,251 |
| • Number of Trips Within Ride Time (All Trips) | | 130,739 | 144,093 | 102,494 | 125,775 | 125,775 | 132,231 | 377,326 | 1,586,766 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 88.86% | 88.91% | 87.69% | 88.49% | 88.49% | 88.78% | -- | -- |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 85.13% | 84.44% | 82.50% | 84.02% | 84.02% | 83.55% | -- | -- |
| • Percent of Pickups On Time (B Leg) | >= 90% | 87.45% | 86.34% | 85.54% | 86.44% | 86.44% | 86.63% | -- | -- |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.70% | 99.61% | 99.59% | 99.64% | 99.64% | 99.59% | -- | -- |
| Actual number of calls | | 101,786 | 112,562 | 92,679 | 102,342 | 102,342 | 97,043 | 307,027 | 1,164,518 |
| • Average phone calls daily | | 4,847 | 4,894 | 4,878 | 4,873 | 4,873 | 4,581 | -- | -- |
| • Average Answer Speed | < 1:00 | 0:01:23 | 0:01:37 | 0:01:54 | 0:01:38 | 0:01:38 | 0:00:53 | -- | -- |
| • Average Talk Time | | 0:04:56 | 0:05:08 | 0:05:15 | 0:05:06 | 0:05:06 | 0:05:05 | -- | -- |
| • Average Time On Hold | <= 3:00 | 0:01:35 | 0:01:50 | 0:01:53 | 0:01:46 | 0:01:46 | 0:01:40 | -- | -- |
| • Average time on hold before abandonment | < 1:30 | 0:01:43 | 0:02:09 | 0:02:47 | 0:02:13 | 0:02:13 | 0:01:15 | -- | -- |
| • Average number of calls abandoned daily | | 231 | 281 | 362 | 291 | 291 | 133 | -- | -- |
| • Percentage of calls abandoned daily | < 5.0% | 4.77% | 5.73% | 7.43% | 5.98% | 5.98% | 2.90% | -- | -- |
| Total number of complaints by type - Valid | | 4,780 | 5,530 | 4,155 | 4,822 | 4,822 | 5,265 | 14,465 | 63,181 |
| • Provider No-Show | | 279 | 309 | 251 | 280 | 280 | 315 | 839 | 3,775 |
| • Timeliness | | 1,885 | 2,143 | 1,644 | 1,891 | 1,891 | 2,383 | 5,672 | 28,596 |
| • Other Stakeholders | | 2,459 | 2,830 | 2,160 | 2,483 | 2,483 | 2,420 | 7,449 | 29,038 |
| • Call Center Operations | | 82 | 119 | 45 | 82 | 82 | 52 | 246 | 628 |
| • Driver Behavior | | 1 | 8 | 4 | 4 | 4 | 7 | 13 | 82 |
| • Provider Service Quality | | 15 | 13 | 4 | 11 | 11 | 12 | 32 | 140 |
| • Miscellaneous | | 41 | 80 | 35 | 52 | 52 | 54 | 156 | 646 |
| • Rider Injury / Incident | | 18 | 28 | 12 | 19 | 19 | 23 | 58 | 276 |
| • Valid Complaints as percentage of total trips | | 3.10% | 3.27% | 3.42% | 3.26% | 3.26% | 3.40% | -- | -- |
| Total number of complaints by type - Invalid & Other | | 223 | 271 | 248 | 247 | 247 | 276 | 742 | 3,314 |
| • Provider No-Show | | 21 | 21 | 29 | 24 | 24 | 34 | 71 | 409 |
| • Timeliness | | 29 | 26 | 30 | 28 | 28 | 56 | 85 | 668 |
| • Other Stakeholders | | 58 | 89 | 84 | 77 | 77 | 68 | 231 | 816 |
| • Call Center Operations | | 19 | 30 | 18 | 22 | 22 | 21 | 67 | 246 |
| • Driver Behavior | | 26 | 29 | 28 | 28 | 28 | 33 | 83 | 392 |
| • Provider Service Quality | | 25 | 16 | 16 | 19 | 19 | 16 | 57 | 193 |
| • Miscellaneous | | 41 | 49 | 33 | 41 | 41 | 40 | 123 | 481 |
| • Rider Injury / Incident | | 4 | 11 | 10 | 8 | 8 | 9 | 25 | 109 |
| • Invalid & Other Complaints as percentage of total trips | | 0.14% | 0.16% | 0.20% | 0.17% | 0.17% | 0.18% | -- | -- |
| Total number of denials by type | | 4,888 | 5,009 | 3,627 | 4,508 | 4,508 | 5,081 | 13,524 | 60,972 |
| • Non-Urgent / Under Days of Notice | | 1,823 | 1,896 | 1,327 | 1,682 | 1,682 | 1,577 | 5,046 | 18,926 |
| • Non-Covered Service | | 677 | 704 | 481 | 621 | 621 | 608 | 1,862 | 7,298 |
| • Ineligible For Transport | | 195 | 244 | 220 | 220 | 220 | 290 | 659 | 3,475 |
| • Unable to Confirm Medical Appointment w/ Provider | | 147 | 198 | 119 | 155 | 155 | 237 | 464 | 2,847 |
| • Does Not Meet Transportation Protocols | | 16 | 9 | 5 | 10 | 10 | 13 | 30 | 154 |
| • Incomplete Information | | 1,870 | 1,779 | 1,338 | 1,662 | 1,662 | 2,008 | 4,987 | 24,090 |
| • Needs Emergency Services | | 10 | 5 | 3 | 6 | 6 | 8 | 18 | 91 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 150 | 174 | 134 | 153 | 153 | 341 | 458 | 4,091 |
| • Denials as percentage of total trips | | 3.17% | 2.96% | 2.99% | 3.04% | 3.04% | 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

| Jul-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) |
| Metric | | <2% | >=99.81% | >=90% | >=95% |
| Ambulance | 10,607 | 155.18% | 98.68% | 94.32% | 90.23% |
| Commercial | 127,302 | 14.72% | 98.87% | 90.68% | 85.62% |
| Private | 16,094 | 0.25% | 99.98% | 87.59% | 89.56% |
| Transit | 24,294 | 8.24% | 99.01% | 85.24% | 81.07% |
| Volunteer | 539 | 26.54% | 98.10% | 91.37% | 77.35% |
| Aug-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) |
| Metric | | <2% | >=99.81% | >=90% | >=95% |
| Ambulance | 11,218 | 192.09% | 98.38% | 94.36% | 92.33% |
| Commercial | 139,158 | 14.00% | 98.85% | 91.00% | 84.93% |
| Private | 17,467 | 53.12% | 99.85% | 83.83% | 92.78% |
| Transit | 26,487 | 9.02% | 99.06% | 85.72% | 81.20% |
| Volunteer | 521 | 17.13% | 98.85% | 93.18% | 91.26% |
| Sep-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) |
| Metric | | <2% | >=99.81% | >=90% | >=95% |
| Ambulance | 8,470 | 55.04% | 97.15% | 93.32% | 90.09% |
| Commercial | 116,935 | 10.41% | 99.02% | 90.46% | 84.70% |
| Private | 15,892 | 0.06% | 100.00% | 80.35% | 86.63% |
| Transit | 23,040 | 10.79% | 98.71% | 82.19% | 77.11% |
| Volunteer | 451 | 8.41% | 99.22% | 90.41% | 83.07% |
| 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 | 30,295 | 132.79% | 98.06% | 94.01% | 90.87% |
| Commercial | 383,395 | 13.02% | 98.91% | 90.71% | 85.07% |
| Private | 49,453 | 18.45% | 99.94% | 83.92% | 89.66% |
| Transit | 73,821 | 9.35% | 98.92% | 84.38% | 79.79% |
| Volunteer | 1,511 | 18.04% | 98.68% | 91.63% | 83.39% |



All Regions
First Quarter SFY 2018 - 2019

July 2018 - September 2018

Complaints By Provider Type

| Transportation Metrics | Jul 2018 | Aug 2018 | Sep 2018 | Average Last Three Months | Average SFY 2019 | Totals SFY 2019 |
|---|----------------|----------------|----------------|---------------------------|------------------|-----------------|
| Total Trips Provided - Ambulance | 10,607 | 11,218 | 8,470 | 10,098 | 10,098 | 30,295 |
| • Provider No-Show | 18 | 22 | 20 | 20 | 20 | 60 |
| • Timeliness | 123 | 147 | 80 | 117 | 117 | 350 |
| • Other Stakeholders | 97 | 103 | 102 | 101 | 101 | 302 |
| • Call Center Operations | 7 | 6 | 2 | 5 | 5 | 15 |
| • Driver Behavior | 0 | 0 | 0 | 0 | 0 | 0 |
| • Provider Service Quality | 1 | 3 | 0 | 1 | 1 | 4 |
| • Miscellaneous | 0 | 2 | 2 | 1 | 1 | 4 |
| • Rider Injury / Incident | 2 | 1 | 0 | 1 | 1 | 3 |
| Total Valid Complaints by Provider Type - Ambulance | 248 | 284 | 206 | 246 | 246 | 738 |
| Total Invalid Complaints by Provider Type - Ambulance | 3 | 12 | 8 | 8 | 8 | 23 |
| Valid Ambulance Complaints as % of Total Ambulance Trips | 2.34% | 2.53% | 2.43% | 2.43% | 2.43% | - |
| Total Trips Provided - Commercial | 127,302 | 139,158 | 116,935 | 127,798 | 127,798 | 383,395 |
| • Provider No-Show | 191 | 217 | 166 | 191 | 191 | 574 |
| • Timeliness | 1,402 | 1,575 | 1,062 | 1,346 | 1,346 | 4,039 |
| • Other Stakeholders | 1,966 | 2,291 | 1,803 | 2,020 | 2,020 | 6,060 |
| • Call Center Operations | 57 | 61 | 35 | 51 | 51 | 153 |
| • Driver Behavior | 1 | 5 | 4 | 3 | 3 | 10 |
| • Provider Service Quality | 13 | 7 | 2 | 7 | 7 | 22 |
| • Miscellaneous | 34 | 69 | 31 | 45 | 45 | 134 |
| • Rider Injury / Incident | 11 | 22 | 11 | 15 | 15 | 44 |
| Total Valid Complaints by Provider Type - Commercial | 3,675 | 4,247 | 3,114 | 3,679 | 3,679 | 11,036 |
| Total Invalid Complaints by Provider Type - Commercial | 115 | 148 | 142 | 135 | 135 | 405 |
| Valid Commercial Complaints as % of Total Commercial Trips | 2.89% | 3.05% | 2.66% | 2.87% | 2.87% | - |
| Total Trips Provided - Private | 16,094 | 17,467 | 15,892 | 16,484 | 16,484 | 49,453 |
| • Provider No-Show | 1 | 0 | 0 | 0 | 0 | 1 |
| • Timeliness | 3 | 0 | 0 | 1 | 1 | 3 |
| • Other Stakeholders | 2 | 9 | 5 | 5 | 5 | 16 |
| • Call Center Operations | 0 | 0 | 0 | 0 | 0 | 0 |
| • Driver Behavior | 0 | 0 | 0 | 0 | 0 | 0 |
| • Provider Service Quality | 0 | 0 | 0 | 0 | 0 | 0 |
| • Miscellaneous | 0 | 0 | 0 | 0 | 0 | 0 |
| • Rider Injury / Incident | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Valid Complaints by Provider Type - Private | 6 | 9 | 5 | 7 | 7 | 20 |
| Total Invalid Complaints by Provider Type - Private | 0 | 0 | 0 | 0 | 0 | 0 |
| Valid Private Complaints as % of Total Private Trips | 0.04% | 0.05% | 0.03% | 0.04% | 0.04% | - |
| Total Trips Provided - Transit | 24,294 | 26,487 | 23,040 | 24,607 | 24,607 | 73,821 |
| • Provider No-Show | 55 | 45 | 53 | 51 | 51 | 153 |
| • Timeliness | 313 | 352 | 475 | 380 | 380 | 1,140 |
| • Other Stakeholders | 365 | 388 | 229 | 327 | 327 | 982 |
| • Call Center Operations | 4 | 5 | 6 | 5 | 5 | 15 |
| • Driver Behavior | 0 | 3 | 0 | 1 | 1 | 3 |
| • Provider Service Quality | 1 | 2 | 2 | 2 | 2 | 5 |
| • Miscellaneous | 5 | 3 | 1 | 3 | 3 | 9 |
| • Rider Injury / Incident | 2 | 4 | 1 | 2 | 2 | 7 |
| Total Valid Complaints by Provider Type - Transit | 745 | 802 | 767 | 771 | 771 | 2,314 |
| Total Invalid Complaints by Provider Type - Transit | 13 | 14 | 17 | 15 | 15 | 44 |
| Valid Transit Complaints as % of Total Transit Trips | 3.07% | 3.03% | 3.33% | 3.14% | 3.14% | - |
| Total Trips Provided - Volunteer | 539 | 521 | 451 | 504 | 504 | 1,511 |
| • Provider No-Show | 6 | 2 | 0 | 3 | 3 | 8 |
| • Timeliness | 1 | 1 | 2 | 1 | 1 | 4 |
| • Other Stakeholders | 11 | 11 | 11 | 11 | 11 | 33 |
| • Call Center Operations | 2 | 0 | 0 | 1 | 1 | 2 |
| • Driver Behavior | 0 | 0 | 0 | 0 | 0 | 0 |
| • Provider Service Quality | 0 | 0 | 0 | 0 | 0 | 0 |
| • Miscellaneous | 1 | 0 | 1 | 1 | 1 | 2 |
| • Rider Injury / Incident | 2 | 1 | 0 | 1 | 1 | 3 |
| Total Valid Complaints by Provider Type - Volunteer | 23 | 15 | 14 | 17 | 17 | 52 |
| Total Invalid Complaints by Provider Type - Volunteer | 2 | 0 | 0 | 1 | 1 | 2 |
| Valid Volunteer Complaints as % of Total Volunteer Trips | 4.27% | 2.88% | 3.10% | 3.42% | 3.42% | - |
| All Providers | 178,836 | 194,851 | 164,788 | 179,492 | 179,492 | 538,475 |
| Total Valid complaints | 4,697 | 5,357 | 4,106 | 4,720 | 4,720 | 14,160 |
| Total Invalid complaints | 133 | 174 | 168 | 158 | 158 | 475 |
| Valid Complaints as percentage of total trips | 0.07% | 0.09% | 0.10% | 0.09% | 0.09% | - |

Prompt Payment Aging Report By Invoice Received Date

07/01/2018 to 09/30/2018

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 | 19 | 448,054 | 99.78% | 6,456 | 1.44% |
| 31-60 Days | 50 | 997 | 0.22% | 4 | 0.40% |
| 61-90 Days | 0 | 0 | 0.00% | 0 | 0.00% |
| > 90 Days | 0 | 0 | 0.00% | 0 | 0.00% |
| | 20 | 449,051 | 100.00% | 6,460 | |

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 | 400,202 | 89.12% | 152 |
| 31-60 Days | 42 | 34,767 | 7.74% | 84 |
| 61-90 Days | 72 | 7,117 | 1.58% | 31 |
| 91-120 Days | 102 | 2,992 | 0.67% | 14 |
| 121-150 Days | 134 | 1,218 | 0.27% | 10 |
| > 150 Days | 280 | 2,755 | 0.61% | 7 |
| | 15 | 449,051 | 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% |
| 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
July through September, 2018

| Injury Severity | Provider Contributed Yes | Provider Contributed No | Total | Percent of Total Valid Complaints for the Quarter 14,465 | Percent of Total Paid Trips for the Quarter 444,868 |
|---------------------------|--------------------------------|-------------------------------|-----------|--|---|
| Injury - 1 (most severe) | 0 | 0 | 0 | 0.0000 | 0.0000 |
| Injury - 2 | 9 | 14 | 23 | 0.1590 | 0.0052 |
| Injury - 3 (least severe) | 8 | 6 | 14 | 0.0968 | 0.0031 |
| Total Injuries | 17 | 20 | 37 | 0.2558 | 0.0083 |

| Incident Severity | Provider Contributed Yes | Provider Contributed No | Total | Percent of Total Valid Complaints for the Quarter 14,465 | Percent of Total Paid Trips for the Quarter 444,868 |
|-----------------------------|--------------------------------|-------------------------------|-----------|--|---|
| Incident - 1 (most severe) | 0 | 10 | 10 | 0.0691 | 0.0022 |
| Incident - 2 | 8 | 9 | 17 | 0.1175 | 0.0038 |
| Incident - 3 (least severe) | 24 | 14 | 38 | 0.2627 | 0.0085 |
| Total Incidents | 32 | 33 | 65 | 0.4494 | 0.0146 |

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 Two of Fiscal Year 2017, the Broker and DHHS three member panel determined 0 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 2018/2019 | October | November | December | January '18 | February | March | April | May | June | July | August | September |
|---------------|---------|----------|----------|-------------|----------|-------|-------|-----|------|------|--------|-----------|
| | x | x | x | x | x | x | x | x | x | | | |

Quarterly Transportation Advisory Council Meetings (TAC)

| SFY 2018/2019 | December | March '18 | June | September | December |
|---------------|----------|-----------|------|-----------|-----------|
| | x | x | x | | Scheduled |

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

| SFY 2018/2019 | December | March '18 | June | September | December |
|---------------|----------|-----------|------|-----------------------|-----------|
| | x | x | x | CXL Due to Hurricanes | Scheduled |

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

| SFY 2017/2018 | February '18 | May '18 | August '18 | November '18 | SFY 2017/2018 | February '18 | May '18 | August '18 | October '18 |
|---------------|--------------|---------|------------|--------------|---------------|--------------|---------|------------|-------------|
| Region 1 | x | x | x | x | Region 3 | x | x | x | x |
| SFY 2017/2018 | February '18 | May '18 | August '18 | November '18 | | | | | |
| Region 2 | x | x | x | x | | | | | |

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

| SFY 2018/2019 | October | November | December | January '18 | February | March | April | May | June | July | August | September |
|------------------|------------|----------|-----------|--------------|-----------|-------|----------------|-----|----------|------------|-----------|------------|
| Area Visited (1) | Charleston | Clinton | Columbia^ | Orangeburg^~ | Florence^ | - | Spartanburg*^~ | - | Beaufort | Greenville | Newberry | Kingstree^ |
| Area Visited (2) | | | | Greenville | | - | Irmo | - | | | Lexington | Lake City^ |
| Area Visited (3) | | | | | | - | Winnsboro | - | | | | |

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

| SFY 2018/2019 | October | November | December | January '18 | February | March | April | May | June | July | August | September |
|---------------|---------|----------|----------|-------------|----------|-------|-------|-----|------|------|--------|-----------|
| Dialysis | 59 | 36 | 25 | 72 | 41 | 32 | 58 | 42 | 56 | 37 | 56 | 33 |
| Mental Health | 13 | 11 | 7 | 13 | 10 | 5 | 19 | 8 | 14 | 9 | 8 | 5 |
| Other | 28 | 21 | 18 | 43 | 32 | 8 | 32 | 30 | 20 | 25 | 32 | 12 |

12/3/2018