

South Carolina Department of Health and Human Services
 Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2014 Final	November 2014 Final	December 2014 Final	SFY 2015 Q2 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		7,433	6,688	6,713	20,834	34,942
Total trips provided by type of transportation		42,727	35,696	37,298	115,721	234,891
• Non-Emergency Ambulatory Sedan/Van Trips		30,319	25,106	25,965	81,390	165,946
• Wheelchair Trips		5,328	4,578	5,077	14,983	29,797
• Stretcher Trips		721	636	683	2,040	3,784
• Individual Transportation Gas Trip		5,965	5,131	5,233	16,329	33,237
• Non-Emergency Ambulance ALS		30	12	22	64	105
• Non-Emergency Ambulance BLS		48	31	51	130	249
• Public Transportation Bus Trip		316	202	267	785	1,773
Total Over Night Trips Arranged		55	22	13	90	137
Total Extra Passengers		4,929	4,194	4,552	13,675	27,936
• Number of Pickups On Time (A Leg)		14,756	13,003	16,469	44,228	84,758
• Number of Deliveries On Time (A Leg)		13,971	12,738	15,992	42,701	81,025
• Number of Trips Within Ride Time (All Trips)		33,057	28,859	35,876	97,792	189,208
• Percent of Pickups On Time (A Leg)	>= 90%	87.80%	86.50%	93.50%	89.27%	88.55%
• Percent of Deliveries On Time (A Leg)	>= 95%	83.40%	84.30%	90.70%	86.13%	84.72%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.80%	99.80%	99.80%
Actual number of calls *		132,256	106,693	102,306	341,255	700,753
• Average phone calls daily		5,750	5,615	4,650	16,015	5,481
• Average Answer Speed	< 1:00	0:04:59	0:08:20	0:06:44	0:06:41	0:04:28
• Average Talk Time		0:03:16	0:03:17	0:03:26	0:03:20	0:03:05
• Average Time On Hold	<= 3:00	0:01:35	0:01:29	0:01:34	0:01:33	0:01:31
• Average time on hold before abandonment	< 1:30	0:03:36	0:04:31	0:03:36	0:03:54	0:03:00
• Average number of calls abandoned daily		1,148	1,776	1,234	4,158	975
• Percentage of calls abandoned daily	< 5.0%	19.97%	31.63%	26.54%	26.04%	17.90%
Total number of complaints by type - Valid		1,486	1,451	1,503	4,440	8,190
• Provider No-Show		94	81	88	263	481
• Timeliness		843	822	898	2,563	4,515
• Other Stakeholders		515	512	465	1,492	2,905
• Call Center Operations		2	7	14	23	73
• Driver Behavior		10	8	7	25	50
• Provider Service Quality		5	7	5	17	38
• Miscellaneous		12	6	17	35	68
• Rider Injury / Incident		5	8	9	22	40
• Valid Complaints as percentage of total trips	<= 0.25%	3.48%	4.06%	4.03%	3.86%	3.49%
Total number of complaints by type - Invalid & Other						
• Provider No-Show						
• Timeliness						
• Other Stakeholders						
• Call Center Operations						
• Driver Behavior						
• Provider Service Quality						
• Miscellaneous						
• Rider Injury / Incident						
• Invalid & Other Complaints as percentage of total trips	<= 0.25%	0.00%	0.00%	0.00%	0.00%	0.00%
Total number of denials by type		1,405	1,002	982	3,389	7,817
• Non-Urgent / Under Days of Notice		376	279	278	933	1,967
• Non-Covered Service		22	151	117	290	892
• Ineligible For Transport		51	29	26	106	227
• Unable to Confirm Medical Appointment w/ Provider		84	65	73	222	593
• Does Not Meet Transportation Protocols		2	2	2	6	9
• Incomplete Information		593	396	391	1,380	3,400
• Needs Emergency Services		2	1	6	9	10
• Beneficiary Has Medicare Part B or Other Coverage		75	79	89	243	519
• Denials as percentage of total trips		3.29%	2.81%	2.63%	2.91%	4.08%

South Carolina Department of Health and Human Services
 Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2014 Final	November 2014 Final	December 2014 Final	SFY 2015 Q2 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		11,644	10,394	10,301	32,339	65,665
Total trips provided by type of transportation		69,749	56,707	59,787	186,243	383,020
• Non-Emergency Ambulatory Sedan/Van Trips		53,590	43,142	45,302	142,034	292,632
• Wheelchair Trips		8,391	6,845	7,608	22,844	46,307
• Stretcher Trips		1,185	966	1,130	3,281	6,683
• Individual Transportation Gas Trip		6,452	5,655	5,625	17,732	36,565
• Non-Emergency Ambulance ALS		15	18	21	54	109
• Non-Emergency Ambulance BLS		30	9	17	56	144
• Public Transportation Bus Trip		86	72	84	242	580
Total Over Night Trips Arranged		40	19	18	77	169
Total Extra Passengers		7,982	6,486	6,558	21,026	45,358
• Number of Pickups On Time (A Leg)		32,741	22,399	25,324	80,464	156,937
• Number of Deliveries On Time (A Leg)		28,621	22,480	25,028	76,129	151,329
• Number of Trips Within Ride Time (All Trips)		66,151	50,358	57,949	174,458	345,872
• Percent of Pickups On Time (A Leg)	>= 90%	99.60%	86.80%	87.90%	91.43%	89.88%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.40%	87.10%	86.60%	87.03%	87.02%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.50%	99.60%	99.70%	99.60%	99.60%
Actual number of calls *		132,256	106,693	102,306	341,255	700,753
• Average phone calls daily		5,750	5,615	4,650	16,015	5,481
• Average Answer Speed	< 1:00	0:04:59	0:08:20	0:06:44	0:06:41	0:04:28
• Average Talk Time		0:03:16	0:03:17	0:03:26	0:03:20	0:03:05
• Average Time On Hold	<= 3:00	0:01:35	0:01:29	0:01:34	0:01:33	0:01:31
• Average time on hold before abandonment	< 1:30	0:03:36	0:04:31	0:03:36	0:03:54	0:03:00
• Average number of calls abandoned daily		1,148	1,776	1,234	4,158	975
• Percentage of calls abandoned daily	< 5.0%	19.97%	31.63%	26.54%	26.04%	17.90%
Total number of complaints by type - Valid		1,882	1,105	1,300	4,287	8,249
• Provider No-Show		169	135	139	443	811
• Timeliness		1,182	577	747	2,506	5,043
• Other Stakeholders		411	301	321	1,033	1,855
• Call Center Operations		34	36	13	83	111
• Driver Behavior		14	9	6	29	51
• Provider Service Quality		7	5	7	19	36
• Miscellaneous		39	34	44	117	231
• Rider Injury / Incident		26	7	23	56	110
• Valid Complaints as percentage of total trips	<= 0.25%	2.70%	1.95%	2.17%	2.27%	2.15%
Total number of complaints by type - Invalid & Other						
• Provider No-Show						
• Timeliness						
• Other Stakeholders						
• Call Center Operations						
• Driver Behavior						
• Provider Service Quality						
• Miscellaneous						
• Rider Injury / Incident						
• Invalid & Other Complaints as percentage of total trips	<= 0.25%	0.00%	0.00%	0.00%	0.00%	0.00%
Total number of denials by type		2,269	1,512	1,638	5,419	12,545
• Non-Urgent / Under Days of Notice		629	397	432	1,458	3,089
• Non-Covered Service		334	246	222	802	1,779
• Ineligible For Transport		87	58	79	224	374
• Unable to Confirm Medical Appointment w/ Provider		119	117	111	347	952
• Does Not Meet Transportation Protocols		3	4	2	9	17
• Incomplete Information		861	514	558	1,933	4,977
• Needs Emergency Services		2	3	6	11	24
• Beneficiary Has Medicare Part B or Other Coverage		233	173	228	634	1,332
• Denials as percentage of total trips		3.25%	2.67%	2.74%	2.89%	3.28%

South Carolina Department of Health and Human Services
 Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	October 2014 Final	November 2014 Final	December 2014 Final	SFY 2015 Q2 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		11,107	9,823	9,979	30,909	62,443
Total trips provided by type of transportation		62,726	51,613	55,654	169,993	348,169
• Non-Emergency Ambulatory Sedan/Van Trips		47,374	39,114	42,339	128,827	264,537
• Wheelchair Trips		8,022	6,512	7,157	21,691	43,849
• Stretcher Trips		1,095	958	1,046	3,099	6,166
• Individual Transportation Gas Trip		5,923	4,804	4,810	15,537	31,825
• Non-Emergency Ambulance ALS		30	25	28	83	157
• Non-Emergency Ambulance BLS		36	20	40	96	211
• Public Transportation Bus Trip		246	180	234	660	1,424
Total Over Night Trips Arranged		90	42	7	139	249
Total Extra Passengers		7,793	6,310	6,473	20,576	43,959
• Number of Pickups On Time (A Leg)		25,447	20,688	23,634	69,769	141,102
• Number of Deliveries On Time (A Leg)		24,256	20,132	22,552	66,940	135,473
• Number of Trips Within Ride Time (All Trips)		56,904	45,799	52,568	155,271	311,722
• Percent of Pickups On Time (A Leg)	>= 90%	90.00%	89.00%	89.90%	89.63%	89.83%
• Percent of Deliveries On Time (A Leg)	>= 95%	85.70%	86.80%	86.20%	86.23%	86.50%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.70%	99.63%	99.60%
Actual number of calls *		132,256	106,693	102,306	341,255	700,753
• Average phone calls daily		5,750	5,615	4,650	16,015	5,481
• Average Answer Speed	< 1:00	0:04:59	0:08:20	0:06:44	0:06:41	0:04:28
• Average Talk Time		0:03:16	0:03:17	0:03:26	0:03:20	0:03:05
• Average Time On Hold	<= 3:00	0:01:35	0:01:29	0:01:34	0:01:33	0:01:31
• Average time on hold before abandonment	< 1:30	0:03:36	0:04:31	0:03:36	0:03:54	0:03:00
• Average number of calls abandoned daily		1,148	1,776	1,234	4,158	975
• Percentage of calls abandoned daily	< 5.0%	19.97%	31.63%	26.54%	26.04%	17.90%
Total number of complaints by type - Valid		1,442	986	1,094	3,522	7,007
• Provider No-Show		96	87	108	291	617
• Timeliness		846	432	504	1,782	4,223
• Other Stakeholders		409	406	422	1,237	1,773
• Call Center Operations		25	24	21	70	85
• Driver Behavior		10	7	0	17	48
• Provider Service Quality		7	4	5	16	43
• Miscellaneous		39	20	26	85	156
• Rider Injury / Incident		10	6	8	24	62
• Valid Complaints as percentage of total trips	<= 0.25%	2.30%	1.91%	1.97%	2.06%	2.01%
Total number of complaints by type - Invalid & Other						
• Provider No-Show						
• Timeliness						
• Other Stakeholders						
• Call Center Operations						
• Driver Behavior						
• Provider Service Quality						
• Miscellaneous						
• Rider Injury / Incident						
• Invalid & Other Complaints as percentage of total trips	<= 0.25%	0.00%	0.00%	0.00%	0.00%	0.00%
Total number of denials by type		2,157	1,510	1,660	5,327	12,453
• Non-Urgent / Under Days of Notice		567	452	470	1,489	3,070
• Non-Covered Service		335	214	201	750	1,664
• Ineligible For Transport		61	49	67	177	309
• Unable to Confirm Medical Appointment w/ Provider		147	96	105	348	887
• Does Not Meet Transportation Protocols		3	4	7	14	26
• Incomplete Information		840	522	583	1,945	5,140
• Needs Emergency Services		5	4	6	15	33
• Beneficiary Has Medicare Part B or Other Coverage		199	169	221	589	1,324
• Denials as percentage of total trips		4.55%	3.86%	3.92%	4.11%	3.58%

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2015



	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	SFY 2015 Totals
Region 1 - Logisticare													
Number of Trips	36,269	33,423	36,301	42,727	35,696	37,298							221,714
Denials	1,523	1,487	1,418	1,405	1,002	982							7,817
Complaints	1,486	1,451	1,503	1,428	1,096	1,226							8,190
Region 2 - Logisticare													
Number of Trips	64,447	62,044	61,849	69,749	56,707	59,787							374,583
Denials	2,506	2,324	2,296	2,269	1,512	1,638							12,545
Complaints	1,188	1,315	1,459	1,882	1,105	1,300							8,249
Region 3 - Logisticare													
Number of Trips	58,014	56,779	56,857	62,726	51,613	55,654							341,643
Denials	2,609	2,291	2,226	2,157	1,510	470							11,263
Complaints	978	1,110	1,397	1,442	986	1,094							7,007
State Totals													
Number of Trips	158,730	152,246	155,007	175,202	144,016	152,739							937,940
Denials	6,638	6,102	5,940	5,831	4,024	3,090							31,625
Complaints	3,652	3,876	4,359	4,752	3,187	3,620							23,446

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2014



	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	SFY 2014 Totals
Region 1 - Logisticare													
Number of Trips	41,449	41,566	40,859	45,546	38,499	37,284	38,533	32,011	40,116	40,533	39,682	39,260	475,338
Denials	1,284	1,153	1,062	1,222	1,216	1,263	1,557	1,019	1,276	1,371	1,244	1,369	15,036
Complaints	732	769	859	1,094	863	699	755	760	651	1,013	1,354	1,480	11,029
Region 2 - Logisticare													
Number of Trips	60,698	62,438	59,998	66,840	55,987	55,852	57,109	50,011	62,203	62,668	62,733	62,439	718,976
Denials	2,036	1,887	1,867	2,083	1,925	2,000	2,387	1,807	1,996	2,063	2,022	2,211	24,284
Complaints	810	908	1,004	1,176	741	618	735	604	840	1,092	1,079	1,227	10,834
Region 3 - Logisticare													
Number of Trips	56,952	57,161	55,097	61,757	52,551	52,877	53,722	48,576	57,268	58,412	57,677	57,070	669,120
Denials	2,355	2,151	1,901	2,428	5,150	2,133	2,581	2,029	2,221	2,232	2,261	2,225	29,667
Complaints	806	728	679	901	709	601	496	502	684	793	799	941	8,639
State Totals													
Number of Trips	159,099	161,165	155,954	174,143	147,037	146,013	149,364	130,598	159,587	161,613	160,092	158,769	1,863,434
Denials	5,675	5,191	4,830	5,733	5,291	5,396	6,525	4,855	5,493	5,666	5,527	5,805	68,987
Complaints	2,348	2,405	2,542	3,171	2,313	1,918	1,986	1,866	2,175	2,898	3,232	3,648	30,502



Volunteer Drivers

Second Quarter SFY 2014 - 2015

October 2014 - December 2014

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
P 300	Volunteer	105	4.17%	100.00%	98.04%	93.94%
P 312	Volunteer	123	5.08%	98.92%	93.28%	93.28%
P 205	Volunteer	130	3.38%	100.00%	94.64%	90.94%
P 215	Volunteer	35	5.71%	100.00%	80.00%	86.67%
P 177	Volunteer	120	9.21%	100.00%	93.07%	84.06%
P 184	Volunteer	132	10.49%	99.36%	84.64%	82.68%
P 311	Volunteer	109	3.46%	100.00%	97.92%	82.36%
P 178	Volunteer	108	4.76%	100.00%	81.30%	72.22%
P 182	Volunteer	50	8.00%	98.00%	71.43%	71.43%
P 195	Volunteer	135	1.39%	100.00%	81.32%	69.65%
P 310	Volunteer	46	18.89%	100.00%	58.97%	67.52%
P 179	Volunteer	22	0.00%	100.00%	94.44%	61.11%
P 183	Volunteer	49	0.00%	97.96%	86.67%	60.00%
P 309	Volunteer	130	4.97%	100.00%	64.76%	59.76%
P 181	Volunteer	196	6.14%	99.38%	79.17%	57.87%
P 210	Volunteer	169	4.36%	98.97%	75.38%	53.53%
P 277	Volunteer	48	2.08%	100.00%	75.00%	50.00%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 2

Second Quarter SFY 2014 - 2015

October 2014 - December 2014

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 115	Ambulance	2297	28.29%	99.83%	99.66%	99.49%	Yes
P 098	Ambulance	1920	7.24%	100.00%	94.55%	92.14%	No
P 052	Ambulance	4699	5.34%	99.73%	87.47%	88.75%	Yes
P 044	Ambulance	265	2.40%	100.00%	93.36%	79.23%	Yes
P 212	Ambulance	1961	24.31%	99.75%	83.81%	75.48%	Yes
P 092	Ambulance	989	10.81%	100.00%	96.17%	72.56%	Yes
P 056	Ambulance	1200	37.23%	99.08%	75.33%	70.38%	Yes
P 293	Ambulance	383	36.32%	99.72%	80.77%	69.62%	No
P 068	Ambulance	317	4.56%	100.00%	84.83%	61.79%	Yes
P 035	Ambulance	1315	23.35%	99.92%	95.76%	57.89%	Yes
P 254	Ambulance	36	6.21%	98.55%			No
P 111	Ambulance	21	2.50%	100.00%			No
P 307	Ambulance	27	7.41%	100.00%			No
P 308	Ambulance	17	23.53%	70.59%			No
P 234	Commercial	138	0.00%	100.00%	100.00%	100.00%	No
P 036	Commercial	479	90.18%	99.85%	99.56%	98.52%	No
P 084	Commercial	477	19.09%	99.74%	97.98%	97.98%	Yes
P 140	Commercial	6827	9.53%	99.99%	93.98%	97.46%	No
P 123	Commercial	18462	3.83%	99.74%	98.66%	97.44%	No
P 279	Commercial	2871	14.48%	99.93%	98.11%	96.39%	No
P 170	Commercial	327	32.54%	100.00%	92.63%	96.18%	Yes
P 151	Commercial	4051	12.45%	99.80%	97.27%	95.90%	Yes
P 072	Commercial	4865	13.18%	99.98%	97.01%	95.39%	Yes
P 199	Commercial	4096	14.10%	99.77%	95.16%	95.37%	Yes
P 009	Commercial	1815	3.73%	99.82%	96.11%	95.25%	Yes
P 219	Commercial	2989	12.68%	99.94%	97.13%	95.11%	Yes
P 218	Commercial	1089	26.10%	100.00%	94.91%	94.26%	Yes
P 256	Commercial	5183	16.29%	99.94%	93.99%	93.08%	Yes
P 291	Commercial	985	12.37%	99.89%	92.89%	92.04%	No
P 270	Commercial	615	21.21%	100.00%	94.96%	91.08%	No
P 055	Commercial	6404	12.48%	99.99%	92.68%	90.93%	Yes
P 280	Commercial	5506	13.32%	99.80%	95.15%	90.72%	No
P 061	Commercial	8471	5.24%	99.66%	87.19%	89.68%	Yes
P 087	Commercial	524	34.77%	100.00%	87.90%	89.41%	Yes
P 167	Commercial	509	17.70%	100.00%	81.97%	89.21%	Yes
P 113	Commercial	5613	16.50%	99.70%	90.93%	88.71%	Yes
P 038	Commercial	1860	4.91%	100.00%	100.00%	87.50%	Yes

P 235	Commercial	3637	18.98%	99.95%	92.34%	86.88%	Yes
P 273	Commercial	7215	0.92%	99.92%	84.95%	85.81%	Yes
P 190	Commercial	4507	33.83%	99.98%	95.22%	83.90%	Yes
P 298	Commercial	788	33.04%	99.61%	82.87%	83.41%	No
P 289	Commercial	210	35.24%	94.29%	94.59%	82.43%	No
P 162	Commercial	7304	6.20%	99.58%	84.34%	80.35%	Yes
P 089	Commercial	6442	11.95%	99.83%	83.36%	80.34%	Yes
P 141	Commercial	1027	29.59%	99.88%	91.10%	79.80%	Yes
P 231	Commercial	2239	34.91%	99.83%	80.71%	75.39%	Yes
P 117	Commercial	1377	56.31%	99.92%	85.83%	70.94%	Yes
P 133	Commercial	10911	10.40%	99.65%	73.40%	67.47%	Yes
P 286	Commercial	925	0.78%	99.89%	44.63%	45.15%	No
P 090	Commercial	2	0.00%	100.00%			No
P 185	Other	313	0.29%	99.68%	48.90%	49.78%	No
P 062	Private	4044	0.00%	100.00%	99.45%	96.53%	Yes
P 303	Private	2629	33.93%	99.74%	97.01%	96.47%	No
P 074	Private	2374	0.16%	100.00%	97.48%	95.92%	No
P 206	Private	806	0.36%	99.88%	81.81%	95.51%	No
P 053	Private	3940	0.00%	100.00%	96.76%	94.86%	Yes
P 094	Private	10660	0.16%	99.95%	47.24%	75.72%	Yes
P 294	Private	1301	17.83%	98.07%	76.70%	56.26%	No
P 305	Private	131	42.75%	96.95%			No
P 080	Transit	4788	7.75%	99.98%	97.77%	96.13%	Yes
P 048	Transit	5348	1.51%	99.94%	91.96%	95.80%	Yes
P 118	Transit	4075	0.71%	99.90%	93.40%	92.05%	Yes
P 158	Transit	4934	4.27%	99.98%	93.76%	87.53%	Yes
P 096	Transit	6165	8.45%	99.97%	92.00%	83.58%	Yes
P 166	Transit	5824	11.71%	99.93%	82.35%	81.21%	No
P 086	Transit	3627	2.93%	99.89%	71.57%	81.17%	Yes
P 189	Transit	4699	13.09%	99.90%	75.35%	69.70%	Yes
P 040	Transit	7864	0.91%	99.77%	79.35%	69.50%	Yes
P 043	Transit	2922	2.04%	99.90%	75.51%	62.52%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 3

Second Quarter SFY 2014 - 2015

October 2014 - December 2014

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 237	Ambulance	280	16.83%	100.00%	98.48%	98.96%	Yes
P 142	Ambulance	174	46.57%	98.68%	96.97%	96.97%	Yes
P 083	Ambulance	894	106.63%	99.89%	95.12%	94.53%	No
P 051	Ambulance	423	16.97%	99.79%	95.08%	93.23%	Yes
P 227	Ambulance	6002	2.90%	99.56%	94.12%	91.49%	Yes
P 155	Ambulance	8624	8.77%	99.95%	84.67%	89.39%	Yes
P 047	Ambulance	704	12.14%	99.57%	93.74%	84.86%	Yes
P 046	Ambulance	1100	11.45%	99.83%	88.43%	84.65%	Yes
P 262	Ambulance	617	91.42%	100.00%	91.37%	82.75%	Yes
P 110	Ambulance	1003	8.24%	100.00%	87.54%	79.94%	Yes
P 232	Ambulance	172	72.97%	100.00%	78.97%	75.40%	Yes
P 139	Ambulance	3219	5.55%	99.93%	86.10%	67.62%	Yes
P 095	Ambulance	3325	50.08%	99.94%	77.93%	67.39%	Yes
P 060	Ambulance	1807	53.70%	99.73%	83.15%	66.15%	No
P 165	Ambulance	5037	7.18%	99.88%	74.55%	63.78%	Yes
P 275	Ambulance	131	84.97%	100.00%			No
P 106	Ambulance	426	176.09%	100.00%			No
P 109	Ambulance	2	0.00%	100.00%			Yes
P 059	Commercial	4427	4.66%	100.00%	99.78%	99.12%	Yes
P 260	Commercial	2656	69.61%	100.00%	97.84%	98.30%	Yes
P 153	Commercial	1312	2.41%	99.92%	98.12%	97.76%	Yes
P 160	Commercial	8129	13.92%	99.95%	91.20%	95.63%	Yes
P 271	Commercial	1890	5.69%	99.95%	96.61%	95.53%	No
P 079	Commercial	4861	0.99%	99.93%	96.53%	93.21%	Yes
P 221	Commercial	1758	4.96%	100.00%	95.25%	92.24%	No
P 175	Commercial	11812	18.57%	99.89%	93.79%	91.91%	Yes
P 229	Commercial	941	16.19%	100.00%	90.45%	91.28%	Yes
P 045	Commercial	20313	0.26%	99.95%	90.49%	90.53%	Yes
P 242	Commercial	726	10.76%	99.81%	96.26%	90.37%	Yes
P 058	Commercial	3002	2.48%	99.97%	87.08%	90.10%	Yes
P 121	Commercial	16658	4.61%	99.83%	93.33%	88.40%	Yes
P 122	Commercial	8637	6.20%	99.97%	88.28%	86.98%	Yes
P 302	Commercial	2204	16.68%	100.00%	91.57%	86.41%	No
P 222	Commercial	7192	2.42%	99.88%	91.59%	85.43%	Yes
P 299	Commercial	463	6.56%	100.00%	81.13%	85.10%	No
P 041	Commercial	7531	8.33%	99.93%	84.92%	82.41%	Yes
P 249	Commercial	28625	2.47%	99.88%	89.98%	81.84%	Yes

P 290	Commercial	9264	3.76%	99.73%	89.28%	80.80%	No
P 297	Commercial	6006	11.58%	99.98%	92.62%	78.91%	No
P 216	Commercial	13163	22.81%	99.94%	84.13%	77.70%	Yes
P 252	Commercial	632	16.03%	99.79%	72.16%	77.51%	Yes
P 054	Commercial	2662	0.70%	99.89%	79.29%	77.42%	Yes
P 114	Commercial	5994	3.99%	99.89%	84.25%	76.22%	Yes
P 281	Commercial	415	27.83%	99.68%	74.38%	68.68%	No
P 295	Commercial	482	38.24%	99.14%	74.54%	66.78%	Yes
P 276	Commercial	1313	4.83%	99.94%	62.90%	50.71%	Yes
P 265	Commercial	125	142.29%	100.00%	35.92%	41.48%	No
P 304	Commercial	304	1.43%	96.02%	22.95%	29.77%	No
P 292	Commercial	25	16.67%	83.33%			No
P 077	Commercial	2	0.00%	100.00%			No
P 306	Commercial	2	0.00%	100.00%			No
P 156	Commercial	4	0.00%	100.00%			No
P 169	Commercial	2	0.00%	100.00%			Yes
P 288	Commercial	9	1177.78%	100.00%			No
P 071	Private	1809	0.00%	100.00%	99.12%	98.42%	No
P 116	Private	3468	0.00%	100.00%	81.26%	97.36%	Yes
P 263	Private	464	0.00%	100.00%	98.55%	94.91%	No
P 230	Private	624	0.00%	100.00%	97.82%	93.82%	Yes
P 159	Private	3114	0.13%	100.00%	94.38%	93.73%	Yes
P 220	Private	535	0.00%	100.00%	94.60%	87.78%	No
P 305	Private	942	66.91%	99.76%	95.11%	86.23%	No
P 187	Transit	6396	3.43%	99.91%	97.46%	97.88%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 1

Second Quarter SFY 2014 - 2015

October 2014 - December 2014

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 003	Ambulance	7789	26.47%	100.00%	99.29%	97.86%	Yes
P 029	Ambulance	186	32.73%	98.87%	95.65%	95.65%	Yes
P 005	Ambulance	4073	12.02%	100.00%	76.70%	90.66%	Yes
P 006	Ambulance	936	55.35%	100.00%	90.51%	87.22%	Yes
P 019	Ambulance	4547	4.00%	100.00%	95.94%	78.89%	Yes
P 306	Ambulance	109	31.05%	100.00%	92.11%	78.51%	No
P 284	Ambulance	5079	77.24%	99.87%	85.36%	70.27%	No
P 018	Ambulance	3626	17.38%	99.92%	82.84%	70.27%	Yes
P 016	Ambulance	2878	40.30%	99.82%	56.26%	65.75%	Yes
P 028	Ambulance	83	0.00%	100.00%	61.34%	55.64%	No
P 037	Ambulance	588	1.01%	99.83%	34.11%	38.57%	No
P 002	Ambulance	20	21.67%	100.00%			No
P 287	Ambulance	2	0.00%	100.00%			No
P 132	Commercial	107	76.03%	100.00%	100.00%	100.00%	No
P 032	Commercial	165	3.75%	100.00%	96.97%	94.12%	Yes
P 250	Commercial	1396	13.74%	100.00%	86.53%	88.24%	No
P 022	Commercial	12230	6.71%	99.91%	91.54%	86.65%	Yes
P 026	Commercial	35076	7.39%	99.81%	91.55%	86.00%	No
P 129	Commercial	22523	7.52%	99.78%	88.08%	85.54%	Yes
P 023	Commercial	4523	3.03%	99.81%	90.52%	83.59%	Yes
P 246	Commercial	140	100.69%	100.00%	84.17%	79.55%	Yes
P 013	Commercial	2582	0.63%	100.00%	86.49%	76.20%	Yes
P 296	Commercial	1560	68.66%	99.81%	75.47%	75.40%	No
P 266	Commercial	3954	1.79%	99.81%	79.70%	67.59%	No
P 272	Commercial	4098	5.21%	99.37%	78.77%	56.21%	No
P 278	Private	1002	0.00%	99.77%	99.16%	98.92%	No
P 001	Private	6094	0.00%	100.00%	78.71%	96.07%	Yes
P 017	Private	6040	0.00%	100.00%	71.74%	84.28%	Yes
P 301	Private	632	101.78%	100.00%	83.63%	73.09%	No
P 014	Transit	2370	0.57%	100.00%	82.36%	92.84%	Yes
P 011	Transit	2859	2.67%	100.00%	94.45%	91.20%	Yes
P 027	Transit	19251	5.40%	99.90%	76.18%	69.92%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0

Some Broker Clients, All Transportation Providers

** May include invoices with future check dates ****Broker Client: SC DHHS****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	18	515,340	99.99%	6,194	1.20%
31-60 Days	33	61	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	515,401	100.00%	6,194	

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	11	458,033	88.87%	166
31-60 Days	44	38,465	7.46%	122
61-90 Days	69	13,561	2.63%	66
91-120 Days	103	2,251	0.44%	31
121-150 Days	135	1,046	0.20%	19
> 150 Days	243	2,045	0.40%	15
	17	515,401	100.00%	

Prompt Payment Aging Report By Invoice Received Date

1:39:17PM

10/01/2014 to 12/31/2014

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	18	515,340	99.99%	6,194	1.20%
31-60 Days	33	61	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	515,401	100.00%	6,194	

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	11	458,033	88.87%	166
31-60 Days	44	38,465	7.46%	122
61-90 Days	69	13,561	2.63%	66
91-120 Days	103	2,251	0.44%	31
121-150 Days	135	1,046	0.20%	19
> 150 Days	243	2,045	0.40%	15
	17	515,401	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report

Complaint Category	Mar 2014	Apr 2014	May 2014	Jun 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014	SFY 2012 Totals	SFY 2013 Totals	SFY 2014 Totals	SFY 2015 Totals
Beneficiary	5	3	0	10	4	7	7	6	7	7	290	99	70	38
• Reservation	1	0	0	7	0	2	4	2	3	3	188	17	32	14
• Transportation	0	0	0	0	0	0	0	0	0	0	0	1	0	0
• Service Delivery	2	2	0	3	4	5	4	4	4	3	90	76	33	24
• Other	2	1	0	0	0	0	0	0	0	0	12	5	5	0
Transportation Provider	0	0	0	0	0	0	0	0	0	0	38	3	2	0
• Reservation	0	0	0	0	0	0	0	0	0	0	3	0	0	0
• Transportation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	0	0	0	0	1	1	0	0
• Payment	0	0	0	0	0	0	0	0	0	0	31	1	2	0
• Other	0	0	0	0	0	0	0	0	0	0	3	1	0	0
Health Care Provider	2	0	0	0	0	0	0	0	0	0	52	13	6	0
• Reservation	1	0	0	0	0	0	0	0	0	0	36	6	2	0
• Transportation	1	0	0	0	0	0	0	0	0	0	0	1	1	0
• Service Delivery	0	0	0	0	0	0	0	0	0	0	16	6	3	0
• Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Stakeholders	1	0	0	0	0	1	1	1	1	1	5	6	3	5
• Reservation	0	0	0	0	0	0	0	0	0	0	0	0	1	0
• Transportation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	0	0	0	0	3	3	1	0
• Other	1	0	0	0	0	1	1	1	1	1	2	3	1	5
Totals	8	3	0	10	4	8	17	14	16	15	385	121	81	86

Summary of Reported Rider Injury and Incidents
October – December 2014

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

Summary of Reported Rider Injury and Incidents for April – June 2014, July – September 2014, and October – December 2014 will be reported to the TAC Committee Members when the Department finalizes its new Policy and Procedures regarding Reported Rider Injury and Incidents. We appreciate your patience in this matter.

**Report of Meetings
As of March 2015
Transportation Broker Contract**

Agency / Broker

January 22, 2014	Agency meeting with Logisticare
February 19, 2014	Agency meeting with Logisticare
March 19, 2014	Agency meeting with Logisticare
April 16, 2014	Agency meeting with Logisticare
May 21, 2014	Agency meeting with Logisticare
June 18, 2014	Agency meeting with Logisticare
July 16, 2014	Agency meeting with Logisticare
August 20, 2014	Agency meeting with Logisticare
September 21, 2014	Agency meeting with Logisticare
October 15, 2014	Agency meeting with LogistiCare
November 19, 2014	Agency meeting with Logisticare
December 17, 2014	Agency meeting with LogistiCare
January 21, 2015	Agency meeting with LogistiCare
February 18, 2015	Agency meeting with LogistiCare

Agency / Broker Regional Meetings

August 12, 2014	Region 1 Quarterly Meeting - Greenville
August 13, 2014	Region 2 Quarterly Meeting - Columbia
August 28, 2014	Region 3 Quarterly Meeting - Florence
August 29, 2014	Region 3 Quarterly Meeting - North Charleston
December 9, 2014	Region 1 Quarterly Meeting - Greenville
December 3, 2014	Region 2 Quarterly Meeting - Columbia
December 4, 2014	Region 3 Quarterly Meeting - Florence
December 5, 2014	Region 3 Quarterly Meeting - North Charleston
February 24, 2015	Region 3 North Quarterly Meeting – Myrtle Beach
February 25, 2015	Region 3 South Quarterly Meeting – North Charleston
February 26, 2015	Region 2 Quarterly Meeting – Columbia

Transportation Advisory Committee Meetings

March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting
September 25, 2014	Quarterly TAC Meeting
December 11, 2014	Quarterly TAC Meeting
March 12, 2015	Quarterly TAC Meeting – Scheduled
June 25, 2015	Quarterly TAC Meeting – Scheduled
September 24, 2015	Quarterly TAC Meeting – Scheduled
December 10, 2015	Quarterly TAC Meeting – Scheduled

LogistiCare / Healthcare Community Individual Meetings

December 1, 2014 US Renal of Barnwell Dialysis Center- Barnwell
December 1, 2014 US Renal Edgefield- Edgefield
December 8, 2014 Triple E Adult Day Care- Barnwell
December 8, 2014 Triple E Adult Day Care- Allendale
December 11, 2014 Active Day of Charleston Suite 1a- Charleston
December 11, 2014 Our Place-Mh- Suite 200- North Charleston
December 16, 2014 Pee Dee Mental Health- Florence
December 16, 2014 FMC- Florence Dialysis Center- Florence
December 17, 2014 Pee Dee Mental Health- Florence
December 17, 2014 Pee Dee Active Day Center- Florence
December 17, 2014 FMC- Freedom Dialysis Center- Florence
December 17, 2014 FMC- Church Street Dialysis- Florence
December 17, 2014 Davita- Pamplico- Florence
January 6, 2015 Columbia Adult Care- Columbia
January 6, 2015 Columbia Adult Care on Main Ste H- Columbia
January 7, 2015 FMC- Lugoff Elgin- Lugoff
January 8, 2015 Bridges Clubhouse- Cayce
January 8, 2015 New Horizons- Columbia
January 8, 2015 FMC- Lower Richland Dialysis Center- Columbia
January 12, 2015 FMC- N Charleston- North Charleston
January 12, 2015 FMC- Charleston County- Mt Pleasant
January 12, 2015 DCI- East Cooper- Mount Pleasant
January 12, 2015 DCI- Azalea Place- Charleston
January 12, 2015 RAI Care Centers Summerville- Summerville
January 19, 2015 Active Day of Greer- Greer
January 19, 2015 DSI- Easley- Easley
January 21, 2015 Active Day of Charleston Suite 1a- Charleston
January 23, 2015 Alon-Jay Adult Day Care- Allendale
January 23, 2015 Triple E Adult Day Care- Allendale
January 23, 2015 Triple E Adult Day Care- Barnwell
January 27, 2015 Davita- Aiken Dialysis Center- Aiken
January 27, 2015 Aiken Barnwell Mental Health Center- Aiken
January 27, 2015 Ginger Adult Day Care- North Augusta
January 27, 2015 FMC- Atomic Rd- North Augusta
January 29, 2015 Davita- Palmetto- Clinton
January 29, 2015 Laurens Mental Health- Clinton
January 29, 2015 FMC- Belton Honea Path- Belton Honea Path
February 3, 2015 Program for Exceptional People- Hilton Head Island
February 3, 2015 Island House Suite 108- Bluffton
February 3, 2015 DCI- Port Royal- Beaufort
February 3, 2015 Harrington Place- Beaufort
February 3, 2015 Coastal Empire Mental Health- Beaufort

Logisticare / Healthcare Community Individual Meetings

February 4, 2015 Davita- Ridgeland- Ridgeland
February 4, 2015 New Generations Adult Day Care of Ridgeland- Ridgeland
February 4, 2015 FMC- Marshlands- Ridgeland
February 4, 2015 FMC- Hilton Head Dialysis Center- Hilton Head Island
February 4, 2015 Program for Exceptional People- Hilton Head Island
February 4, 2015 Davita- Bluffton- Okatie
February 6, 2015 Community Resource Fair- Cheraw
February 10, 2015 FMC- Hartsville- Hartsville
February 10, 2015 Carolina Pines Regional Medical Center- Hartsville
February 10, 2015 Carolina Pines Sports Medicine & Rehab- Hartsville
February 10, 2015 Wound Care Center @ Carolina Pines- Hartsville
February 10, 2015 Carolina Pines Sleep Center- Hartsville
February 13, 2015 Orangeburg Area Mental Health- Orangeburg
February 13, 2015 Orangeburg Adult Day Care- Orangeburg
February 13, 2015 Davita- North Orangeburg Dialysis- Orangeburg
February 13, 2015 RAI Care Centers Orangeburg Dialysis Center-Orangeburg
February 13, 2015 Davita- South Orangeburg Dialysis- Orangeburg
February 13, 2015 Cook Center Adult Daycare Program- Orangeburg
February 13, 2015 Center for Behavioral Health- Orangeburg
February 13, 2015 Midlands Counseling and Consulting Center- Orangeburg
February 13, 2015 Second Chance Counseling Ste 201- Orangeburg
February 13, 2015 Orangeburg Alano- Orangeburg
February 20, 2015 Spartanburg A&D Abuse- Spartanburg
February 20, 2015 DCI- Westside- Spartanburg
February 20, 2015 DCI- Union- Union
February 27, 2015 ACT Program/SWMHD- Sumter
February 27, 2015 Carolina Place - MHC Santee- Sumter
February 27, 2015 Crisis Center Gen Psych- Sumter
February 27, 2015 Developmental Pediatrics- Sumter
February 27, 2015 Family Support Services- Sumter
February 27, 2015 Helping Hands Counseling Center- Sumter
February 27, 2015 SWMHD ACT Program - Med Ct - Sumter
February 27, 2015 Santee Wateree MH- Sumter
February 27, 2015 Santee Wateree MH - Children & Family Services- Sumter
February 27, 2015 Santee- Wateree MHC - Sumter
February 27, 2015 Santee-Wateree Elder Services- Sumter
February 27, 2015 Senior Life Improvement Center- Sumter
March 2, 2015 Calvary Baptist Church Adult Day- Rock Hill
March 2, 2015 Flint Hill Baptist Church Adult Day Care- Rock Hill
March 2, 2015 Park Avenue Adult Day Care- Rock Hill

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference – Myrtle Beach
May 1, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
June 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
July 16, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
August 13, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare – Columbia
August 21, 2014	Piedmont Health Foundation – Greenville
September 23, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia
October 15, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia
November 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN - Columbia
December 09, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia
December 17, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia-
March 10, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia-Scheduled

Agency / Logisticare / Other Stakeholder Meetings

February 1, 2014	TAC Transportation Provider Sub Committee - Columbia
------------------	--

Program Review Site Visits

February 7, 2014	SCDHHS and Logisticare Unannounced - Charleston
March 24, 2014	SCDHHS and Logisticare Unannounced - Seneca
April 22, 2014	SCDHHS and Logisticare Unannounced - Florence
April 23, 2014	SCDHHS and LogistiCare Unannounced – Sumter
June 12, 2014	SCDHHS and LogistiCare Unannounced-Greenville
August 7, 2014	SCDHHS and LogistiCare Unannounced-Williamsburg/Kingstree
August 19, 2014	SCDHHS and LogistiCare Unannounced-Columbia
September 9, 2014	SCDHHS and LogistiCare Unannounced-Anderson
October 17, 2014	SCDHHS and LogistiCare Unannounced-Myrtle Beach
November 12, 2014	SCDHHS and LogistiCare Unannounced-Orangeburg
November 21, 2014	SCDHHS and LogistiCare Unannounced-Cherokee
January 28, 2015	SCDHHS and LogistiCare Unannounced-Easley, Pickens
February 23, 2015	SCDHHS and LogistiCare Unannounced-Myrtle Beach