

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
September 2020

| Transportation Metrics | Performance Goal | July 2020 Final | August 2020 Final | September 2020 Final | Average Last Three Months | Average SFY 2021 | Average SFY 2020 | Totals SFY 2021 | Totals SFY 2020 |
|---|------------------|-----------------|-------------------|----------------------|---------------------------|------------------|------------------|-----------------|-----------------|
| Unduplicated Beneficiaries | | 18,416 | 18,729 | 19,646 | 18,930 | 18,930 | 23,559 | 29,721 | 69,893 |
| Total trips provided by type of transportation | | 109,081 | 108,464 | 116,738 | 111,428 | 111,428 | 135,878 | 334,283 | 1,578,881 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 78,029 | 76,739 | 83,274 | 79,347 | 79,347 | 98,548 | 238,042 | 1,145,258 |
| • Wheelchair Trips | | 12,696 | 12,493 | 12,954 | 12,714 | 12,714 | 14,828 | 38,143 | 173,533 |
| • Stretcher Trips | | 1,659 | 1,701 | 1,811 | 1,724 | 1,724 | 1,737 | 5,171 | 20,729 |
| • Individual Transportation Gas Trip | | 15,990 | 16,822 | 18,033 | 16,948 | 16,948 | 20,048 | 50,845 | 230,745 |
| • Non-Emergency Ambulance ALS | | 45 | 33 | 79 | 52 | 52 | 63 | 157 | 718 |
| • Non-Emergency Ambulance BLS | | 184 | 196 | 93 | 158 | 158 | 59 | 473 | 825 |
| • Public Transportation Bus Trip | | 478 | 480 | 494 | 484 | 484 | 596 | 1,452 | 7,073 |
| Total Over Night Trips Arranged | | 95 | 183 | 135 | 138 | 138 | 118 | 413 | 1,362 |
| Total Extra Passengers | | 9,488 | 9,834 | 10,136 | 9,819 | 9,819 | 13,385 | 29,458 | 152,963 |
| • Provider No-Shows as Percentage of Total Trips | <=0.25% | 0.14% | 0.13% | 0.15% | 0.14% | 0.14% | 0.22% | -- | -- |
| • Number of Pickups On Time (A Leg) | | 41,307 | 41,063 | 44,498 | 42,289 | 42,289 | 50,921 | 126,868 | 592,694 |
| • Number of Deliveries On Time (A Leg) | | 38,673 | 38,086 | 41,152 | 39,304 | 39,304 | 47,112 | 117,911 | 548,270 |
| • Number of Pickups On Time (B Leg) | | 38,198 | 37,461 | 40,347 | 38,669 | 38,669 | 46,646 | 116,006 | 543,309 |
| • Number of Trips Within Ride Time (All Trips) | | 93,292 | 91,766 | 98,806 | 94,621 | 94,621 | 115,823 | 283,864 | 1,348,127 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 91.42% | 91.77% | 92.07% | 91.75% | 91.75% | 87.02% | -- | -- |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 82.91% | 82.80% | 82.96% | 82.89% | 82.89% | 80.95% | -- | -- |
| • Percent of Pickups On Time (B Leg) | >= 90% | 86.67% | 86.39% | 86.21% | 86.42% | 86.42% | 85.09% | -- | -- |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.78% | 99.76% | 99.78% | 99.77% | 99.77% | 99.65% | -- | -- |
| Actual number of calls | | 65,360 | 66,768 | 70,365 | 67,498 | 67,498 | 90,212 | 202,493 | 1,040,537 |
| • Average phone calls daily | | 2,971 | 3,179 | 3,351 | 3,167 | 3,167 | 4,219 | -- | -- |
| • Average Answer Speed | < 1:00 | 0:01:04 | 0:03:07 | 0:01:50 | 0:02:00 | 0:02:00 | 0:00:35 | -- | -- |
| • Average Talk Time | | 0:04:03 | 0:04:13 | 0:04:18 | 0:04:11 | 0:04:11 | 0:04:04 | -- | -- |
| • Average Time On Hold | <= 3:00 | 0:01:30 | 0:01:30 | 0:01:30 | 0:01:30 | 0:01:30 | 0:01:43 | -- | -- |
| • Average time on hold before abandonment | < 1:30 | 0:02:16 | 0:05:07 | 0:04:07 | 0:03:50 | 0:03:50 | 0:00:57 | -- | -- |
| • Average number of calls abandoned daily | | 80 | 316 | 184 | 193 | 193 | 104 | -- | -- |
| • Percentage of calls abandoned daily | < 5.0% | 2.71% | 9.94% | 5.50% | 6.05% | 6.05% | 2.17% | -- | -- |
| Total number of complaints by type - Valid | | 2,950 | 2,754 | 3,015 | 2,906 | 2,906 | 4,159 | 8,719 | 47,787 |
| • Provider No-Show | | 134 | 124 | 151 | 136 | 136 | 265 | 409 | 2,889 |
| • Timeliness | | 304 | 328 | 423 | 352 | 352 | 892 | 1,055 | 9,574 |
| • Other Stakeholders | | 2,075 | 1,861 | 1,943 | 1,960 | 1,960 | 2,522 | 5,879 | 29,498 |
| • Call Center Operations | | 382 | 377 | 390 | 383 | 383 | 378 | 1,149 | 4,673 |
| • Driver Behavior | | 5 | 1 | 9 | 5 | 5 | 10 | 15 | 109 |
| • Provider Service Quality | | 6 | 7 | 33 | 15 | 15 | 16 | 46 | 176 |
| • Miscellaneous | | 32 | 47 | 50 | 43 | 43 | 62 | 129 | 721 |
| • Rider Injury / Incident | | 12 | 9 | 16 | 12 | 12 | 13 | 37 | 147 |
| • Valid Complaints as percentage of total trips | | 2.70% | 2.54% | 2.58% | 2.61% | 2.61% | 3.05% | -- | -- |
| Total number of complaints by type - Invalid & Other | | 279 | 287 | 347 | 304 | 304 | 299 | 913 | 3,546 |
| • Provider No-Show | | 27 | 21 | 36 | 28 | 28 | 32 | 84 | 370 |
| • Timeliness | | 14 | 16 | 14 | 15 | 15 | 27 | 44 | 301 |
| • Other Stakeholders | | 131 | 118 | 138 | 129 | 129 | 106 | 387 | 1,290 |
| • Call Center Operations | | 39 | 49 | 63 | 50 | 50 | 54 | 151 | 628 |
| • Driver Behavior | | 16 | 14 | 15 | 15 | 15 | 23 | 45 | 273 |
| • Provider Service Quality | | 5 | 17 | 15 | 12 | 12 | 13 | 37 | 141 |
| • Miscellaneous | | 42 | 49 | 62 | 51 | 51 | 39 | 153 | 475 |
| • Rider Injury / Incident | | 5 | 3 | 4 | 4 | 4 | 6 | 12 | 68 |
| • Invalid & Other Complaints as percentage of total trips | | 0.26% | 0.26% | 0.30% | 0.27% | 0.27% | 0.23% | -- | -- |
| Total number of denials by type | | 2,347 | 2,453 | 3,053 | 2,618 | 2,618 | 3,948 | 7,853 | 45,202 |
| • Non-Urgent / Under Days of Notice | | 857 | 782 | 1,100 | 913 | 913 | 1,545 | 2,739 | 17,843 |
| • Non-Covered Service | | 396 | 408 | 374 | 393 | 393 | 520 | 1,178 | 5,911 |
| • Ineligible For Transport | | 115 | 121 | 143 | 126 | 126 | 194 | 379 | 2,323 |
| • Unable to Confirm Medical Appointment w/ Provider | | 94 | 180 | 260 | 178 | 178 | 163 | 534 | 1,850 |
| • Does Not Meet Transportation Protocols | | 8 | 2 | 6 | 5 | 5 | 8 | 16 | 87 |
| • Incomplete Information | | 761 | 807 | 1,034 | 867 | 867 | 1,359 | 2,602 | 15,398 |
| • Needs Emergency Services | | 1 | 1 | 5 | 2 | 2 | 2 | 7 | 14 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 115 | 152 | 131 | 133 | 133 | 157 | 398 | 1,776 |
| • Denials as percentage of total trips | | 2.15% | 2.26% | 2.62% | 2.34% | 2.34% | 2.84% | -- | -- |

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-20 | | | | | |
|-----------------------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| 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 | 3,592 | 59.83% | 98.74% | 96.52% | 87.19% |
| Commercial | 105,727 | 21.52% | 99.48% | 93.82% | 84.24% |
| Private | 13,867 | 2.06% | 99.96% | 83.82% | 76.16% |
| Transit | 17,011 | 10.85% | 99.67% | 83.62% | 76.83% |
| Volunteer | 207 | 39.50% | 96.93% | 97.92% | 85.17% |
| Aug-20 | | | | | |
| 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 | 3,433 | 53.30% | 99.09% | 92.44% | 74.47% |
| Commercial | 99,370 | 64.02% | 99.08% | 94.28% | 84.93% |
| Private | 13,593 | 0.87% | 99.93% | 82.67% | 74.58% |
| Transit | 17,232 | 11.36% | 99.68% | 83.37% | 75.26% |
| Volunteer | 137 | 29.82% | 89.42% | 93.33% | 81.19% |
| Sep-20 | | | | | |
| 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 | 3,448 | 53.37% | 96.75% | 94.14% | 81.35% |
| Commercial | 104,731 | 19.52% | 99.49% | 91.06% | 84.28% |
| Private | 16,109 | 0.92% | 99.96% | 81.75% | 74.87% |
| Transit | 18,023 | 10.45% | 99.47% | 80.50% | 77.84% |
| Volunteer | 128 | 14.57% | 95.00% | 100.00% | 98.81% |
| 1st Quarter SFY 2020 - 2021 | | | | | |
| 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 | 10,473 | 55.50% | 98.19% | 94.37% | 80.81% |
| Commercial | 309,828 | 35.18% | 99.35% | 93.06% | 84.48% |
| Private | 43,569 | 1.29% | 99.95% | 82.77% | 75.21% |
| Transit | 52,266 | 10.89% | 99.61% | 82.50% | 76.64% |
| Volunteer | 472 | 28.68% | 93.98% | 97.14% | 88.14% |

Complaints By Provider Type

| Transportation Metrics | Jul 2020 | Aug 2020 | Sep 2020 |
|---|----------------|----------------|----------------|
| Total Trips Provided - Ambulance | 3,592 | 3,433 | 3,448 |
| • Provider No-Show | 16 | 10 | 10 |
| • Timeliness | 10 | 8 | 4 |
| • Other Stakeholders | 60 | 61 | 46 |
| • Call Center Operations | 14 | 10 | 5 |
| • Driver Behavior | 0 | 0 | 2 |
| • Provider Service Quality | 1 | 0 | 1 |
| • Miscellaneous | 3 | 1 | 4 |
| • Rider Injury / Incident | 2 | 0 | 1 |
| Total Valid Complaints by Provider Type - Ambulance | 106 | 90 | 73 |
| Total Invalid Complaints by Provider Type - Ambulance | 5 | 5 | 11 |
| Valid Ambulance Complaints as % of Total Ambulance Trips | 2.95% | 2.62% | 2.12% |
| Total Trips Provided - Commercial | 105,727 | 99,370 | 104,731 |
| • Provider No-Show | 84 | 87 | 100 |
| • Timeliness | 253 | 267 | 348 |
| • Other Stakeholders | 1,718 | 1,510 | 1,555 |
| • Call Center Operations | 220 | 167 | 206 |
| • Driver Behavior | 3 | 1 | 3 |
| • Provider Service Quality | 3 | 4 | 20 |
| • Miscellaneous | 24 | 36 | 38 |
| • Rider Injury / Incident | 8 | 7 | 12 |
| Total Valid Complaints by Provider Type - Commercial | 2,313 | 2,079 | 2,282 |
| Total Invalid Complaints by Provider Type - Commercial | 151 | 149 | 144 |
| Valid Commercial Complaints as % of Total Commercial Trips | 2.19% | 2.09% | 2.18% |
| Total Trips Provided - Private | 13,867 | 13,593 | 16,109 |
| • Provider No-Show | 4 | 3 | 4 |
| • Timeliness | 5 | 10 | 9 |
| • Other Stakeholders | 17 | 39 | 69 |
| • Call Center Operations | 9 | 5 | 5 |
| • Driver Behavior | 0 | 0 | 0 |
| • Provider Service Quality | 1 | 0 | 4 |
| • Miscellaneous | 2 | 1 | 0 |
| • Rider Injury / Incident | 1 | 0 | 1 |
| Total Valid Complaints by Provider Type - Private | 39 | 58 | 92 |
| Total Invalid Complaints by Provider Type - Private | 2 | 2 | 7 |
| Valid Private Complaints as % of Total Private Trips | 0.28% | 0.43% | 0.57% |
| Total Trips Provided - Transit | 17,011 | 17,232 | 18,023 |
| • Provider No-Show | 20 | 14 | 24 |
| • Timeliness | 39 | 42 | 61 |
| • Other Stakeholders | 257 | 234 | 259 |
| • Call Center Operations | 40 | 26 | 31 |
| • Driver Behavior | 0 | 0 | 2 |
| • Provider Service Quality | 0 | 1 | 1 |
| • Miscellaneous | 3 | 9 | 10 |
| • Rider Injury / Incident | 1 | 2 | 2 |
| Total Valid Complaints by Provider Type - Transit | 360 | 328 | 390 |
| Total Invalid Complaints by Provider Type - Transit | 22 | 22 | 23 |
| Valid Transit Complaints as % of Total Transit Trips | 2.12% | 1.90% | 2.16% |
| Total Trips Provided - Volunteer | 207 | 137 | 128 |
| • Provider No-Show | 2 | 3 | 1 |
| • Timeliness | 0 | 0 | 0 |
| • Other Stakeholders | 8 | 8 | 3 |
| • Call Center Operations | 1 | 8 | 0 |
| • Driver Behavior | 0 | 0 | 0 |
| • Provider Service Quality | 0 | 0 | 0 |
| • Miscellaneous | 1 | 0 | 0 |
| • Rider Injury / Incident | 0 | 0 | 0 |
| Total Valid Complaints by Provider Type - Volunteer | 12 | 19 | 4 |
| Total Invalid Complaints by Provider Type - Volunteer | 2 | 2 | 1 |
| Valid Volunteer Complaints as % of Total Volunteer Trips | 5.80% | 13.87% | 3.13% |
| All Providers | | | |
| Total trips provided | 140,404 | 133,765 | 142,439 |
| Total Valid complaints | 2,967 | 2,754 | 3,016 |
| Total Invalid complaints | 188 | 182 | 191 |
| Valid Complaints as percentage of total trips | 0.13% | 0.14% | 0.13% |

| Average Last Three Months | Average SFY 2020 | Totals SFY 2020 |
|---------------------------|------------------|-----------------|
| 3,491 | 3,491 | 10,473 |
| 12 | 12 | 36 |
| 7 | 7 | 22 |
| 56 | 56 | 167 |
| 10 | 10 | 29 |
| 1 | 1 | 2 |
| 1 | 1 | 2 |
| 3 | 3 | 8 |
| 1 | 1 | 3 |
| 90 | 90 | 269 |
| 7 | 7 | 21 |
| 2.56% | 2.56% | - |
| 103,276 | 103,276 | 309,828 |
| 90 | 90 | 271 |
| 289 | 289 | 868 |
| 1,594 | 1,594 | 4,783 |
| 198 | 198 | 593 |
| 2 | 2 | 7 |
| 9 | 9 | 27 |
| 33 | 33 | 98 |
| 9 | 9 | 27 |
| 2,225 | 2,225 | 6,674 |
| 148 | 148 | 444 |
| 2.15% | 2.15% | - |
| 14,523 | 14,523 | 43,569 |
| 4 | 4 | 11 |
| 8 | 8 | 24 |
| 42 | 42 | 125 |
| 6 | 6 | 19 |
| 0 | 0 | 0 |
| 2 | 2 | 5 |
| 1 | 1 | 3 |
| 1 | 1 | 2 |
| 63 | 63 | 189 |
| 4 | 4 | 11 |
| 0.43% | 0.43% | - |
| 17,422 | 17,422 | 52,266 |
| 19 | 19 | 58 |
| 47 | 47 | 142 |
| 250 | 250 | 750 |
| 32 | 32 | 97 |
| 1 | 1 | 2 |
| 1 | 1 | 2 |
| 7 | 7 | 22 |
| 2 | 2 | 5 |
| 359 | 359 | 1,078 |
| 22 | 22 | 67 |
| 2.06% | 2.06% | - |
| 157 | 157 | 472 |
| 2 | 2 | 6 |
| 0 | 0 | 0 |
| 6 | 6 | 19 |
| 3 | 3 | 9 |
| 0 | 0 | 0 |
| 0 | 0 | 0 |
| 0 | 0 | 1 |
| 0 | 0 | 0 |
| 12 | 12 | 35 |
| 2 | 2 | 5 |
| 7.60% | 7.60% | - |
| 138,869 | 138,869 | 416,608 |
| 2,912 | 2,912 | 8,737 |
| 187 | 187 | 561 |
| 0.13% | 0.13% | - |

Prompt Payment Aging Report By Check Run Date

07/01/2020 to 09/30/2020

Some Broker Clients, Some Transportation Providers

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 | 312,967 | 100.00% | 2,783 | 0.89% |
| 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 | 312,967 | 100.00% | 2,783 | |

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 | 7 | 283,342 | 90.53% | 134 |
| 31-60 Days | 42 | 15,328 | 4.90% | 76 |
| 61-90 Days | 74 | 5,315 | 1.70% | 21 |
| 91-120 Days | 105 | 2,617 | 0.84% | 17 |
| 121-150 Days | 135 | 2,073 | 0.66% | 9 |
| > 150 Days | 255 | 4,292 | 1.37% | 11 |
| | 15 | 312,967 | 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% |
| Quarter 1, 2020 | 162 | 10 | 2 | 3 | 167 | 3.09% | 6.17% |
| Quarter 2, 2020 | 167 | 7 | 5 | 4 | 165 | 5.39% | 4.19% |
| Quarter 3, 2020 | 165 | 7 | 4 | 1 | 167 | 3.03% | 4.24% |
| Quarter 4, 2020 | 167 | 8 | 6 | 0 | 169 | 3.59% | 4.79% |
| Quarter 1, 2021 | 169 | 3 | 0 | 4 | 168 | 2.37% | 1.78% |
| TOTAL | n/a | 138 | 79 | 45 | 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 2020

| Injury Severity | Provider Contributed Yes | Provider Contributed No | Total | Percent of Total Valid Complaints for the Quarter 8,719 | Percent of Total Paid Trips for the Quarter 334,283 |
|---------------------------|--------------------------------|-------------------------------|-----------|---|---|
| Injury - 1 (most severe) | 0 | 0 | 0 | 0.0000 | 0.0000 |
| Injury - 2 | 12 | 5 | 17 | 0.1950 | 0.0051 |
| Injury - 3 (least severe) | 9 | 0 | 9 | 0.1032 | 0.0027 |
| Total Injuries | 21 | 5 | 26 | 0.2982 | 0.0078 |

| Incident Severity | Provider Contributed Yes | Provider Contributed No | Total | Percent of Total Valid Complaints for the Quarter 8,719 | Percent of Total Paid Trips for the Quarter 334,283 |
|-----------------------------|--------------------------------|-------------------------------|-----------|---|---|
| Incident - 1 (most severe) | 0 | 12 | 12 | 0.1376 | 0.0036 |
| Incident - 2 | 5 | 3 | 8 | 0.0918 | 0.0024 |
| Incident - 3 (least severe) | 22 | 7 | 29 | 0.3326 | 0.0087 |
| Total Incidents | 27 | 22 | 49 | 0.5620 | 0.0147 |

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 2020, 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 2020/2021 | October | November | December | January '20 | February | March | April | May | June | July '21 | August | September |
|---------------|---------|----------|----------|-------------|----------|-------|-------|-----|------|----------|--------|-----------|
| | x | x | x | x | x | x | x | x | x | x | x | x |

Quarterly Transportation Advisory Council Meetings (TAC)

| SFY 2020/2021 | December | March | June | September '21 | December |
|---------------|----------|----------|------|---------------|-----------|
| | x | CXL-CV19 | x | X | scheduled |

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

| SFY 2020/2021 | June '19 | September | November | March '20 | June | September |
|---------------|----------|-----------|----------|-----------|----------|-----------|
| | x | x | x | CXL-CV19 | CXL-CV19 | CXL-CV19 |

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

| SFY 2020/2021 | March '20 | July '20 | September '21 | December '21 | SFY 2020/2021 | March '20 | July '20 | September '21 | December '21 |
|---------------|-----------|----------|---------------|--------------|---------------|-----------|----------|---------------|--------------|
| Region 1 | CXL-CV19 | webex | webex | webex | Region 3 | CXL-CV19 | webex | webex | webex |
| SFY 2020/2021 | March '20 | July '20 | September '21 | December '21 | | | | | |
| Region 2 | CXL-CV19 | webex | webex | webex | | | | | |

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

| SFY 2020/2021 | October | November | December | January '20 | February | March | April | May | June | July '21 | August | September |
|------------------|---------------|----------|------------|-------------|----------|----------|--------------------------------------|-----|------|--------------------------------------|--------|-----------|
| Area Visited (1) | Myrtle Beach^ | - | Columbia^ | Clinton | | Bluffton | Field Activities Reduced due to CV19 | | | Field Activities Reduced due to CV19 | | |
| Area Visited (2) | | | Charleston | | | | | | | | | |

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

| SFY 2020/2021 | October | November | December | January '20 | February | March | April | May | June | July '21 | August | September |
|---------------|---------|----------|----------|-------------|----------|-------|-------|------|------|----------|--------|-----------|
| Dialysis | * | * | * | * | * | * | * | * | * | * | * | * |
| Mental Health | * | * | * | * | * | * | * | * | * | * | * | * |
| Other | 111 | 39 | 57 | 113 | 63 | 39 | 255^ | 237^ | 255^ | 125 | 116 | 128 |

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

^Volume includes outreach as a result of CV19 schedule changes.

12/4/2020