

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		6,799	7,125	6,724		10,963
<b>Total trips provided by type of transportation</b>		<b>40,294</b>	<b>41,923</b>	<b>38,734</b>	<b>120,951</b>	<b>120,951</b>
• Non-Emergency Ambulatory Sedan/Van Trips		28,981	30,815	28,182	87,978	87,978
• Wheelchair Trips		5,186	5,438	4,611	15,235	15,235
• Stretcher Trips		622	663	565	1,850	1,850
• Individual Transportation Gas Trip		5,143	4,682	5,098	14,923	14,923
• Non-Emergency Ambulance ALS		1	3	3	7	7
• Non-Emergency Ambulance BLS		40	57	31	128	128
• Public Transportation Bus Trip		321	265	244	830	830
<b>Total Over Night Trips Arranged</b>		<b>14</b>	<b>23</b>	<b>33</b>	<b>70</b>	<b>70</b>
<b>Total Extra Passengers</b>		<b>6,007</b>	<b>5,219</b>	<b>7,095</b>	<b>18,321</b>	<b>18,321</b>
• Number of Pickups On Time (A Leg)		15,964	17,045	14,952	47,961	47,961
• Number of Deliveries On Time (A Leg)		16,049	16,389	14,559	46,997	46,997
• Number of Trips Within Ride Time (All Trips)		40,296	42,184	36,502	118,982	118,982
• Percent of Pickups On Time (A Leg)	>= 90%	81.00%	82.00%	81.70%	81.57%	81.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	81.20%	78.90%	80.00%	80.03%	80.03%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.90%	98.70%	99.70%	99.10%	99.10%
<b>Actual number of calls *</b>		<b>98,519</b>	<b>107,965</b>	<b>99,182</b>	<b>305,666</b>	<b>305,666</b>
• Average phone calls daily		4,478	4,694	4,959	4,710	4,710
• Average Answer Speed	< 1:00	00:57	00:59	01:16	01:04	01:04
• Average Talk Time		03:17	03:10	03:05	03:11	03:11
• Average Time On Hold	<= 3:00	01:36	01:38	01:39	01:38	01:38
• Average time on hold before abandonment	< 1:30	01:10	01:09	01:19	01:13	01:13
• Average number of calls abandoned daily		197	214	313	241	241
• Percentage of calls abandoned daily	< 5.0%	4.40%	4.56%	6.31%	5.12%	5.12%
<b>Total number of complaints by type</b>		<b>490</b>	<b>478</b>	<b>459</b>	<b>1,427</b>	<b>1,427</b>
• Provider No-Show		76	54	53	183	183
• Timeliness		123	121	125	369	369
• Other Stakeholders		243	274	235	752	752
• Call Center Operations		14	2	14	30	30
• Driver Behavior		7	13	11	31	31
• Provider Service Quality		7	5	4	16	16
• Miscellaneous		10	6	9	25	25
• Rider Injury / Incident		10	3	8	21	21
• Provider No-Shows as percentage of total trips	<= 0.25%	0.19%	0.13%	0.14%	0.15%	0.15%
• Complaints as percentage of total trips		1.22%	1.14%	1.19%	1.18%	1.18%
<b>Total number of denials by type</b>		<b>647</b>	<b>831</b>	<b>824</b>	<b>2,302</b>	<b>2,302</b>
• Non-Urgent / Under Days of Notice		62	150	161	373	373
• Non-Covered Service		149	191	151	491	491
• Ineligible For Transport		49	82	56	187	187
• Unable to Confirm Medical Appointment w/ Provider		21	28	34	83	83
• Does Not Meet Transportation Protocols		1	0	0	1	1
• Incomplete Information		270	277	304	851	851
• Needs Emergency Services		0	0	1	1	1
• Beneficiary Has Medicare Part B or Other Coverage		95	103	117	315	315
• Denials as percentage of total trips		1.61%	1.98%	2.13%	1.90%	1.90%

\* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		9,735	10,334	9,671		15,877
<b>Total trips provided by type of transportation</b>		<b>58,180</b>	<b>63,814</b>	<b>56,119</b>	<b>178,113</b>	<b>178,113</b>
• Non-Emergency Ambulatory Sedan/Van Trips		45,299	49,692	43,914	138,905	138,905
• Wheelchair Trips		7,431	8,210	6,844	22,485	22,485
• Stretcher Trips		1,282	1,267	1,064	3,613	3,613
• Individual Transportation Gas Trip		4,099	4,604	4,246	12,949	12,949
• Non-Emergency Ambulance ALS		9	1	8	18	18
• Non-Emergency Ambulance BLS		58	40	39	137	137
• Public Transportation Bus Trip		2	0	4	6	6
<b>Total Over Night Trips Arranged</b>		<b>16</b>	<b>32</b>	<b>33</b>	<b>81</b>	<b>81</b>
<b>Total Extra Passengers</b>		<b>7,554</b>	<b>7,309</b>	<b>8,193</b>	<b>23,056</b>	<b>23,056</b>
• Number of Pickups On Time (A Leg)		22,131	23,707	21,248	67,086	67,086
• Number of Deliveries On Time (A Leg)		21,559	22,410	20,106	64,075	64,075
• Number of Trips Within Ride Time (All Trips)		58,558	62,032	54,405	174,995	174,995
• Percent of Pickups On Time (A Leg)	>= 90%	75.30%	76.00%	77.60%	76.30%	76.30%
• Percent of Deliveries On Time (A Leg)	>= 95%	71.10%	71.80%	73.40%	72.10%	72.10%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.10%	98.00%	99.61%	98.57%	98.57%
<b>Actual number of calls *</b>						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
<b>Total number of complaints by type</b>		<b>547</b>	<b>496</b>	<b>619</b>	<b>1,662</b>	<b>1,662</b>
• Provider No-Show		81	55	87	223	223
• Timeliness		187	177	168	532	532
• Other Stakeholders		217	185	299	701	701
• Call Center Operations		12	7	13	32	32
• Driver Behavior		3	9	3	15	15
• Provider Service Quality		2	6	5	13	13
• Miscellaneous		35	47	35	117	117
• Rider Injury / Incident		10	10	9	29	29
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.09%	0.16%	0.13%	0.13%
• Complaints as percentage of total trips		0.94%	0.78%	1.10%	0.93%	0.93%
<b>Total number of denials by type</b>		<b>1,135</b>	<b>1,337</b>	<b>1,336</b>	<b>3,808</b>	<b>3,808</b>
• Non-Urgent / Under Days of Notice		91	251	260	602	602
• Non-Covered Service		263	282	246	791	791
• Ineligible For Transport		53	65	124	242	242
• Unable to Confirm Medical Appointment w/ Provider		38	67	55	160	160
• Does Not Meet Transportation Protocols		1	0	2	3	3
• Incomplete Information		462	389	415	1,266	1,266
• Needs Emergency Services		1	4	1	6	6
• Beneficiary Has Medicare Part B or Other Coverage		226	279	233	738	738
• Denials as percentage of total trips		1.95%	2.10%	2.38%	2.14%	2.14%

\* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		9,538	10,085	9,607		15,659
<b>Total trips provided by type of transportation</b>		<b>56,017</b>	<b>61,281</b>	<b>53,678</b>	<b>170,976</b>	<b>170,976</b>
• Non-Emergency Ambulatory Sedan/Van Trips		44,359	48,625	42,488	135,472	135,472
• Wheelchair Trips		7,331	7,888	6,720	21,939	21,939
• Stretcher Trips		1,058	1,087	991	3,136	3,136
• Individual Transportation Gas Trip		2,959	3,353	3,107	9,419	9,419
• Non-Emergency Ambulance ALS		7	4	10	21	21
• Non-Emergency Ambulance BLS		34	51	52	137	137
• Public Transportation Bus Trip		269	273	310	852	852
<b>Total Over Night Trips Arranged</b>		<b>10</b>	<b>39</b>	<b>41</b>	<b>90</b>	<b>90</b>
<b>Total Extra Passengers</b>		<b>7,029</b>	<b>6,811</b>	<b>7,640</b>	<b>21,480</b>	<b>21,480</b>
• Number of Pickups On Time (A Leg)		20,642	22,861	20,545	64,048	64,048
• Number of Deliveries On Time (A Leg)		19,356	20,876	18,905	59,137	59,137
• Number of Trips Within Ride Time (All Trips)		57,426	61,253	53,954	172,633	172,633
• Percent of Pickups On Time (A Leg)	>= 90%	70.50%	74.60%	76.20%	73.77%	73.77%
• Percent of Deliveries On Time (A Leg)	>= 95%	66.10%	68.20%	70.50%	68.27%	68.27%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.40%	98.10%	99.70%	98.73%	98.73%
<b>Actual number of calls *</b>						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
<b>Total number of complaints by type</b>		<b>350</b>	<b>337</b>	<b>322</b>	<b>1,009</b>	<b>1,009</b>
• Provider No-Show		43	47	67	157	157
• Timeliness		120	108	117	345	345
• Other Stakeholders		132	117	82	331	331
• Call Center Operations		13	10	10	33	33
• Driver Behavior		6	4	1	11	11
• Provider Service Quality		6	0	1	7	7
• Miscellaneous		22	37	33	92	92
• Rider Injury / Incident		8	14	11	33	33
• Provider No-Shows as percentage of total trips	<= 0.25%	0.08%	0.08%	0.12%	0.09%	0.09%
• Complaints as percentage of total trips		0.62%	0.55%	0.60%	0.59%	0.59%
<b>Total number of denials by type</b>		<b>1,397</b>	<b>1,514</b>	<b>1,569</b>	<b>4,480</b>	<b>4,480</b>
• Non-Urgent / Under Days of Notice		106	255	270	631	631
• Non-Covered Service		226	256	228	710	710
• Ineligible For Transport		37	76	109	222	222
• Unable to Confirm Medical Appointment w/ Provider		28	51	52	131	131
• Does Not Meet Transportation Protocols		6	2	4	12	12
• Incomplete Information		548	405	479	1,432	1,432
• Needs Emergency Services		2	1	4	7	7
• Beneficiary Has Medicare Part B or Other Coverage		444	468	423	1,335	1,335
• Denials as percentage of total trips		2.49%	2.47%	2.92%	2.62%	2.62%

\* Call center data for Region 2 is included on the Region 1 report.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA  
SFY 2013



	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	SFY 2013 Totals
<b>Region 1 - Logisticare</b>													
Number of Trips	40,294	41,923	38,734										120,951
Denials	647	831	824										2,302
Complaints	490	478	459										1,427
<b>Region 2 - Logisticare</b>													
Number of Trips	58,180	63,814	56,119										178,113
Denials	1,135	1,337	1,336										3,808
Complaints	547	496	619										1,662
<b>Region 3 - Logisticare</b>													
Number of Trips	56,017	61,281	53,678										170,976
Denials	1,397	1,514	1,569										4,480
Complaints	350	337	322										1,009
<b>State Totals</b>													
Number of Trips	154,491	167,018	148,531										470,040
Denials	3,179	3,682	3,729										10,590
Complaints	1,387	1,311	1,400										4,098

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA**  
SFY 2012



	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	SFY 2012 Totals
<b>Region 1 - Logisticare</b>													
Number of Trips		10,771	33,370	38,966	39,279	35,206	38,829	44,371	43,984	41,620	44,147	39,673	410,216
Denials		263	688	726	744	576	651	510	507	727	723	658	6,773
Complaints		351	441	393	574	361	388	407	397	398	298	284	4,292
<b>Region 2 - Logisticare</b>													
Number of Trips								14,856	56,584	57,077	59,849	53,335	241,701
Denials								675	1,126	1,406	1,289	1,153	5,649
Complaints								308	600	512	393	324	2,137
<b>Region 3 - Logisticare</b>													
Number of Trips								16,851	59,378	56,288	58,503	55,408	246,428
Denials								613	1,303	1,610	1,495	1,508	6,529
Complaints								218	448	646	560	352	2,224
<b>Region 2 - Access2Care</b>													
Number of Trips		17,950	58,491	64,246	65,471	63,065	67,803	42,946					379,972
Denials		370	747	589	648	423	239	145					3,161
Complaints		270	242	217	207	136	155	76					1,303
<b>Region 3 - Access2Care</b>													
Number of Trips		16,499	55,412	57,091	55,285	56,971	60,589	38,291					340,138
Denials		276	583	429	509	520	252	158					2,727
Complaints		156	288	249	262	147	141	78					1,321
<b>Regions 1-6 Old Contract</b>													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
<b>State Totals</b>													
Number of Trips	153,562	150,393	147,273	160,303	160,035	155,242	167,221	157,315	159,946	154,985	162,499	148,416	1,877,190
Denials	3,408	2,957	2,018	1,744	1,901	1,519	1,142	2,101	2,936	3,743	3,507	3,319	30,295
Complaints	736	1,195	971	859	1,043	644	684	1,087	1,445	1,556	1,251	960	12,431

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
1	Private Company	5701	22.41%	0.00%	100.00%	52.72%	92.36%	91
2	Ambulance	18	0.00%	22.22%	100.00%	66.67%	66.67%	75
37	Private Company	418	18.08%	3.66%	98.23%	81.18%	48.21%	57
3	Private Company	9272	26.97%	63.25%	99.99%	84.23%	75.38%	54
4	Private Company	531	40.83%	2.54%	66.60%	27.56%	27.30%	70
5	Ambulance	3361	18.62%	12.54%	99.97%	77.11%	76.48%	43
6	Private Company	723	13.91%	14.82%	100.00%	95.16%	94.38%	68
7	Private Company	11007	19.90%	13.90%	99.51%	77.92%	71.47%	46
8	Private Company	3529	24.87%	23.49%	98.58%	88.39%	76.94%	45
11	COA	3138	16.11%	1.57%	100.00%	89.55%	84.02%	81
93	Private Company	2921	10.29%	8.94%	99.54%	93.28%	87.56%	30
13	Private Company	2790	9.90%	5.13%	100.00%	87.73%	82.08%	56
132	Private Company	2156	23.39%	15.35%	99.57%	75.37%	50.56%	48
129	Private Company	8274	17.63%	3.56%	99.90%	87.61%	77.76%	66
14	COA	3225	14.91%	0.78%	100.00%	91.74%	91.97%	79
15	Private Company	5017	23.91%	9.52%	99.53%	80.05%	81.05%	41
107	Ambulance	1119	9.72%	55.49%	100.00%	83.16%	70.19%	42
17	Provider Type	6495	25.07%	0.01%	100.00%	57.35%	85.39%	82
32	Private Company	190	14.41%	27.91%	100.00%	88.99%	70.11%	58
143	Private Company	2771	18.91%	15.46%	99.34%	84.10%	80.55%	46
19	Ambulance	3007	8.21%	14.50%	100.00%	86.38%	75.29%	57
20	Ambulance	451	15.51%	21.28%	100.00%	76.75%	76.03%	62
21	COA	6592	21.58%	3.06%	99.97%	86.14%	77.81%	69
22	COA	12955	26.38%	9.82%	99.87%	86.25%	73.94%	52
24	COA	8089	23.95%	32.33%	99.69%	86.59%	77.77%	35
23	COA	6126	24.04%	1.25%	99.74%	84.76%	74.11%	52
25	Private Company	12	75.00%	25.00%	100.00%	0.00%	0.00%	78
26	Private Company	31467	22.80%	4.13%	99.87%	81.96%	77.18%	58
28	Ambulance	58	15.31%	6.91%	100.00%	36.11%	33.33%	73
7	Private Company	16840	11.58%	3.28%	99.73%	70.70%	65.11%	41
29	Ambulance	189	13.90%	27.37%	100.00%	89.29%	56.43%	64



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
36	Private Company	1206	18.85%	10.89%	100.00%	99.76%	86.62%	68
38	Private Company	2166	18.69%	19.77%	100.00%	43.46%	51.02%	53
39	Private Company	11179	15.59%	7.12%	99.94%	90.75%	94.55%	70
40	COA	9236	18.55%	5.72%	99.62%	59.34%	52.57%	43
42	ADC	3016	10.98%	0.45%	100.00%	85.74%	82.84%	77
43	COA	2533	13.97%	7.20%	99.93%	76.76%	81.32%	55
44	Ambulance	18	16.67%	0.00%	100.00%	66.67%	50.00%	80
46	Ambulance	2335	9.41%	23.26%	99.95%	81.19%	77.16%	51
48	COA	4705	17.79%	2.60%	99.98%	86.67%	94.05%	81
50	Private Company	4470	14.32%	6.94%	99.54%	81.41%	66.35%	42
52	Private Company	3373	11.24%	4.51%	100.00%	80.49%	72.18%	63
65	Private Company	960	15.02%	7.93%	99.30%	87.10%	75.18%	54
53	ADC	2698	13.22%	0.91%	100.00%	80.89%	83.97%	81
55	Private Company	1871	16.53%	3.67%	100.00%	82.61%	85.64%	66
56	Ambulance	2366	6.45%	21.02%	99.92%	72.91%	61.90%	39
61	Private Company	14350	18.17%	3.48%	99.54%	71.83%	60.93%	48
62	Private Company	6474	29.93%	0.00%	100.00%	64.71%	53.04%	85
68	Ambulance	199	14.67%	0.00%	100.00%	64.44%	59.26%	73
72	Private Company	1302	17.93%	78.38%	100.00%	93.17%	88.72%	58
9	Private Company	2101	19.35%	6.92%	99.88%	75.44%	60.83%	34
74	ADC	692	4.65%	42.61%	100.00%	52.61%	23.39%	44
75	ADC	8821	10.68%	4.01%	99.63%	68.05%	51.63%	36
76	Private Company	580	16.80%	0.69%	100.00%	0.00%	33.33%	71
199	Private Company	2564	16.43%	11.54%	99.81%	56.99%	48.52%	59
78	Private Company	100	14.29%	8.10%	66.67%	46.67%	32.78%	49
80	ADC	4929	17.43%	1.16%	99.98%	94.11%	84.74%	77
86	Private Company	3105	16.71%	4.21%	99.97%	74.79%	85.73%	68
87	Private Company	500	16.05%	26.10%	100.00%	82.38%	78.72%	42
206	ADC	259	7.72%	9.01%	100.00%	47.20%	49.74%	70
89	Private Company	6865	21.01%	19.00%	99.61%	59.35%	45.29%	45
90	Private Company	109	4.69%	6.55%	100.00%	82.43%	59.05%	54
92	Private Company	5899	12.49%	20.27%	99.88%	60.18%	51.35%	44
94	ADC	6426	16.26%	0.09%	100.00%	47.69%	53.00%	81
200	Private Company	18	28.57%	7.14%	100.00%	0.00%	0.00%	63
95	Ambulance	4989	6.57%	5.31%	99.96%	87.68%	84.44%	57



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
96	COA	5439	21.13%	7.11%	99.98%	87.87%	82.29%	67
204	Ambulance	24	41.45%	34.72%	100.00%	60.00%	50.00%	71
97	ADC	5410	8.37%	0.12%	100.00%	88.74%	71.51%	70
97	Ambulance	963	13.06%	14.42%	100.00%	88.34%	80.51%	52
99	Ambulance	101	14.23%	34.10%	100.00%	85.32%	42.06%	52
107	Ambulance	717	11.02%	28.01%	100.00%	85.21%	64.35%	37
111	Private Company	29	7.02%	358.65%	100.00%	33.33%	0.00%	49
112	Private Company	4043	10.36%	4.72%	99.95%	95.39%	94.91%	46
113	Private Company	3090	18.07%	24.38%	99.94%	85.34%	82.80%	32
115	Private Company	11582	11.68%	9.14%	99.89%	87.58%	88.57%	54
117	Private Company	3425	7.86%	16.22%	100.00%	36.09%	53.58%	53
118	COA	4663	18.74%	1.26%	99.96%	74.74%	76.94%	72
120	Private Company	3055	8.15%	2.90%	99.87%	66.68%	67.41%	57
18	Ambulance	3896	9.23%	12.40%	100.00%	79.38%	80.16%	47
23	Private Company	6986	14.68%	8.96%	99.93%	89.20%	89.67%	61
126	Private Company	1223	12.38%	53.78%	99.92%	96.80%	91.32%	41
135	Private Company	162	22.83%	92.94%	100.00%	78.36%	60.43%	69
139	Private Company	3682	7.94%	4.89%	99.94%	88.03%	47.50%	50
140	Private Company	3280	8.92%	14.23%	99.88%	72.05%	97.02%	57
141	Private Company	1294	21.39%	11.60%	99.81%	63.81%	54.96%	41
151	Private Company	2477	16.92%	6.83%	99.96%	85.80%	81.33%	51
154	Private Company	592	13.08%	28.83%	99.37%	68.61%	51.62%	33
158	COA	4990	19.52%	5.89%	100.00%	77.86%	79.44%	67
159	Private Company	4075	11.07%	1.02%	100.00%	49.76%	47.74%	73
162	Private Company	2515	17.26%	4.89%	99.88%	77.45%	75.65%	66
160	Private Company	4980	20.89%	6.67%	99.93%	73.85%	69.44%	57
166	Private Company	4545	6.69%	5.31%	99.54%	70.79%	75.25%	30
167	Private Company	630	10.41%	14.42%	99.23%	74.58%	89.48%	42
34	Ambulance	20	29.17%	0.00%	100.00%	100.00%	100.00%	85
170	Private Company	359	15.53%	24.50%	100.00%	63.99%	68.45%	55
171	RTA	13572	25.28%	13.23%	99.79%	64.42%	63.53%	46
172	RTA	3598	72.67%	47.40%	99.98%	53.41%	56.76%	51
174	Private Company	2714	14.99%	13.62%	99.12%	67.62%	54.31%	20
209	Private Company	36	16.67%	5.56%	100.00%	81.25%	62.50%	66
180	Private Company	196	14.25%	6.78%	65.67%	46.45%	34.25%	49





First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
202	Private Company	99	16.15%	23.58%	100.00%	84.24%	42.84%	65
195	Private Company	182	13.65%	9.96%	99.49%	92.81%	76.13%	56
194	Private Company	163	7.79%	12.44%	99.19%	77.85%	38.52%	49
205	Private Company	78	8.60%	11.83%	100.00%	74.07%	70.37%	75
208	Private Company	57	23.61%	31.35%	100.00%	29.17%	37.50%	63
185	Private Company	13	12.50%	0.00%	100.00%	25.00%	25.00%	78
35	Ambulance	920	18.24%	31.05%	99.90%	76.30%	57.01%	38
188	Ambulance	21812	7.26%	5.06%	100.00%	75.08%	56.77%	57
189	COA	6719	25.91%	3.05%	99.98%	89.53%	92.12%	72
190	Private Company	3722	12.25%	17.65%	99.97%	89.49%	79.03%	54



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
41	Private Company	3866	18.99%	1.67%	100.00%	76.37%	71.36%	60
45	Private Company	16972	11.14%	0.75%	99.99%	72.96%	54.77%	73
47	Ambulance	505	10.67%	15.64%	99.82%	96.17%	81.34%	59
49	RTA	12585	22.07%	13.89%	99.78%	72.40%	65.73%	51
51	Ambulance	700	9.80%	3.72%	100.00%	98.96%	89.27%	45
54	Private Company	3649	10.20%	1.04%	99.75%	64.72%	57.92%	56
57	Private Company	3374	12.53%	4.43%	99.91%	71.13%	67.05%	53
58	Private Company	4070	17.65%	1.81%	99.95%	75.38%	68.49%	72
59	Private Company	3185	22.20%	12.59%	100.00%	97.56%	88.22%	77
60	Private Company	3382	11.69%	9.04%	99.91%	75.66%	60.54%	58
71	ADC	2390	4.61%	0.17%	100.00%	68.53%	77.09%	71
73	Private Company	424	26.27%	52.69%	99.81%	84.96%	94.27%	55
77	Private Company	9120	26.21%	37.02%	66.42%	79.80%	63.17%	45
201	Private Company	368	19.42%	26.49%	99.43%	51.12%	44.37%	52
79	Private Company	2681	11.42%	1.60%	100.00%	78.21%	76.59%	67
81	Ambulance	79	6.17%	13.27%	100.00%	83.33%	30.56%	58
82	Ambulance	101	9.74%	45.61%	100.00%	63.76%	54.87%	56
83	Ambulance	627	16.74%	39.16%	100.00%	92.44%	79.82%	60
84	Private Company	351	6.82%	18.32%	100.00%	51.23%	80.39%	45
91	Private Company	1760	20.86%	3.77%	99.87%	70.21%	57.56%	49
101	Private Company	7441	18.57%	6.66%	99.96%	78.23%	70.55%	62
102	Private Company	1129	9.97%	9.63%	99.84%	52.54%	41.11%	34
130	Private Company	2116	18.88%	4.59%	99.86%	82.83%	75.32%	54
104	Private Company	6731	8.54%	16.07%	99.97%	90.59%	86.63%	55
105	Private Company	268	12.88%	0.40%	100.00%	75.00%	45.83%	78
106	Ambulance	198	14.17%	36.85%	100.00%	88.15%	45.19%	53
108	Private Company	3695	15.79%	3.86%	99.48%	69.73%	65.34%	38
109	Ambulance	1696	15.63%	11.32%	99.64%	76.21%	56.63%	44
110	Private Company	1254	22.84%	18.34%	100.00%	70.15%	67.03%	66
114	Private Company	7367	19.74%	2.85%	99.79%	83.56%	73.81%	52
116	ADC	3046	3.12%	0.00%	100.00%	24.50%	49.68%	72



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
119	Private Company	97	24.30%	0.00%	99.12%	100.00%	95.24%	82
186	RTA	20	40.00%	0.00%	100.00%	0.00%	0.00%	0
121	Private Company	12137	20.75%	1.73%	99.61%	66.77%	60.79%	51
122	Private Company	6499	6.86%	1.59%	99.93%	73.16%	72.09%	52
124	Ambulance	50	20.54%	19.53%	100.00%	33.33%	33.33%	77
127	RTA	16001	7.89%	16.67%	99.95%	62.56%	60.94%	50
128	RTA	10503	22.33%	1.42%	99.93%	76.12%	77.44%	71
134	RTA	6839	18.76%	1.72%	100.00%	66.88%	60.73%	75
142	Ambulance	193	4.96%	0.00%	100.00%	69.20%	69.01%	71
13	Private Company	429	15.77%	10.20%	100.00%	59.64%	75.26%	52
155	Ambulance	3639	10.02%	8.60%	99.97%	72.86%	59.75%	59
156	Private Company	455	14.14%	45.19%	100.00%	67.52%	78.03%	61
157	Private Company	5635	11.29%	3.27%	99.95%	64.89%	84.95%	46
169	Private Company	3888	9.10%	2.89%	99.67%	76.18%	63.83%	28
173	Private Company	2159	10.67%	29.51%	99.92%	75.13%	69.78%	31
207	Private Company	100	29.42%	186.72%	100.00%	71.43%	38.10%	55
175	Private Company	19415	16.28%	2.28%	99.94%	78.18%	68.04%	60
176	Private Company	1881	8.48%	7.13%	100.00%	57.82%	43.72%	58
177	Private Company	102	7.91%	19.88%	100.00%	94.44%	50.33%	58
178	Private Company	111	13.58%	25.44%	100.00%	73.48%	75.09%	65
179	Private Company	27	0.00%	66.67%	100.00%	87.50%	29.17%	65
181	Private Company	112	11.07%	16.13%	100.00%	61.97%	70.60%	63
182	Private Company	110	20.25%	17.67%	99.24%	80.95%	82.30%	53
183	Private Company	112	12.08%	9.56%	100.00%	91.95%	91.01%	76
184	Private Company	109	18.11%	28.98%	100.00%	71.01%	71.17%	69
210	Private Company	18	11.11%	0.00%	100.00%	85.71%	57.14%	67
187	RTA	7241	8.88%	4.66%	99.93%	57.09%	52.02%	42

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
Provider #			15%	2%	95%	90%	95%	68
Provider 1	Private Company	6,237	14.96%	0.00%	100.00%	71.35%	89.82%	87
Provider 2	Ambulance	18	0.00%	8.33%	100.00%	100.00%	100.00%	80
Provider 37	Private Company	476	20.56%	8.13%	100.00%	48.79%	59.84%	59
Provider 3	Private Company	6,503	19.84%	8.16%	99.93%	94.67%	89.33%	66
Provider 4	Private Company	3,082	18.12%	7.24%	99.97%	94.10%	75.77%	73
Provider 5	Ambulance	3,698	16.69%	10.54%	99.98%	77.29%	84.70%	59
Provider 6	Private Company	938	16.42%	9.14%	100.00%	85.14%	89.50%	69
Provider 7	Private Company	7,592	18.58%	7.29%	99.61%	80.65%	82.73%	44
Provider 8	Private Company	2,004	15.43%	7.55%	99.48%	70.32%	84.51%	47
Provider 11	COA	3,050	13.08%	0.65%	100.00%	95.10%	93.27%	83
Provider 31	Private Company	2,479	18.08%	7.43%	99.84%	90.06%	93.39%	54
Provider 13	Private Company	2,507	6.67%	2.06%	99.86%	89.53%	92.13%	62
Provider 129	Private Company	1,487	24.17%	5.43%	99.84%	89.55%	80.00%	59
Provider 14	COA	3,306	16.66%	0.39%	100.00%	82.51%	92.13%	89
Provider 15	Private Company	10,944	23.70%	11.68%	99.54%	78.93%	80.17%	46
Provider 16	Ambulance	1,154	12.02%	18.53%	100.00%	84.21%	76.25%	59
Provider 17	Private Company	6,654	18.03%	0.00%	100.00%	53.59%	86.71%	82
Provider 32	Private Company	212	20.31%	16.85%	100.00%	68.68%	76.42%	52
Provider 143	Private Company	2,552	19.94%	9.13%	99.84%	78.86%	90.05%	72
Provider 19	Ambulance	3,204	12.82%	13.39%	100.00%	79.57%	83.43%	66
Provider 21	COA	5,410	24.40%	20.36%	99.96%	79.32%	87.56%	75
Provider 22	COA	13,016	20.80%	15.36%	99.81%	75.49%	79.51%	52
Provider 24	COA	9,840	20.00%	4.30%	99.31%	72.45%	82.02%	41
Provider 23	COA	6,054	20.20%	5.28%	99.61%	77.40%	79.70%	43
Provider 25	Private Company	6,539	38.91%	643.90%	99.85%	81.87%	58.91%	60
Provider 26	Private Company	35,914	22.45%	3.36%	99.89%	81.74%	85.07%	72
Provider 28	Ambulance	79	8.80%	6.25%	100.00%	13.55%	60.54%	73
Provider 27	Private Company	18,184	14.47%	1.48%	99.73%	69.85%	78.08%	57
Provider 34	Ambulance	13	4.17%	11.11%	100.00%	66.67%	39.22%	58
Provider 29	Ambulance	902	9.20%	11.06%	99.65%	68.46%	81.30%	53
Provider 180	Private Company	379	20.01%	9.39%	64.64%	78.95%	57.10%	52
Provider 198	Private Company	-	0.00%	0.00%	100.00%	0.00%	0.00%	60
Provider 182	Private Company	277	17.43%	16.51%	100.00%	82.12%	75.37%	69
Provider 194	Private Company	89	17.49%	5.88%	100.00%	60.34%	31.13%	70
Provider 164	RTA	6	0.00%	0.0%	100.0%	100.00%	100.00%	60
Provider 146	RTA	455	8.0%	0.5%	100.0%	100.00%	100.00%	83
Provider 148	RTA	465	7.9%	0.0%	100.0%	100.00%	100.00%	85

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
Provider #			15%	2%	95%	90%	95%	68
Provider 36	Private Company	1,004	16.0%	26.4%	100.0%	95.38%	80.17%	57
Provider 38	Private Company	2,242	16.2%	7.0%	99.8%	56.77%	74.72%	54
Provider 39	Private Company	11,530	18.7%	6.7%	99.8%	85.06%	89.35%	67
Provider 40	COA	6,930	19.2%	11.3%	99.6%	61.12%	74.13%	40
Provider 42	ADC	3,222	16.3%	0.7%	100.0%	82.44%	73.97%	82
Provider 43	COA	2,266	19.0%	1.6%	99.9%	66.34%	83.22%	80
Provider 44	Ambulance	39	6.3%	7.7%	100.0%	70.58%	77.38%	69
Provider 46	Ambulance	1,586	11.3%	11.5%	100.0%	90.14%	77.37%	62
Provider 48	COA	3,989	17.7%	2.9%	99.9%	79.26%	95.31%	76
Provider 50	Private Company	4,144	18.3%	6.2%	99.3%	92.17%	82.05%	34
Provider 51	Ambulance	579	8.1%	6.1%	100.0%	83.55%	84.45%	50
Provider 52	Private Company	3,803	14.4%	3.5%	100.0%	73.96%	91.06%	73
Provider 53	ADC	2,532	18.9%	1.1%	100.0%	68.51%	82.78%	83
Provider 55	Private Company	1,330	10.1%	5.5%	99.9%	72.60%	83.32%	68
Provider 56	Ambulance	1,907	13.9%	9.7%	99.9%	66.70%	82.74%	54
Provider 61	Private Company	14,257	18.0%	3.7%	99.4%	70.00%	73.83%	48
Provider 63	Private Company	959	51.3%	43.1%	66.7%	0.00%	0.00%	70
Provider 62	Private Company	6,076	22.8%	0.0%	100.0%	50.85%	61.10%	84
Provider 68	Ambulance	127	8.1%	1.2%	100.0%	59.38%	87.16%	64
Provider 70	Private Company	334	39.8%	92.6%	99.8%	78.92%	29.51%	57
Provider 72	Private Company	1,104	26.5%	99.5%	100.0%	71.66%	78.70%	60
Provider 9	Private Company	2,206	17.6%	6.8%	99.9%	61.57%	77.52%	48
Provider 74	ADC	835	11.6%	1.2%	99.5%	63.55%	41.48%	57
Provider 75	ADC	8,833	12.1%	2.1%	99.4%	17.64%	64.44%	49
Provider 76	Private Company	359	10.0%	0.0%	100.0%	56.36%	59.53%	78
Provider 199	Private Company	812	11.3%	0.8%	99.4%	67.17%	64.16%	59
Provider 78	Private Company	175	48.3%	61.5%	100.0%	100.00%	55.31%	71
Provider 191	Private Company	-	0.0%	0.0%	0.0%	92.39%	0.00%	60
Provider 80	Private Company	4,405	23.9%	3.4%	100.0%	69.46%	92.37%	84
Provider 86	Private Company	3,133	16.9%	3.6%	100.0%	51.04%	91.90%	75
Provider 87	Private Company	558	16.6%	29.6%	100.0%	55.64%	71.30%	53
Provider 89	Private Company	6,627	19.1%	18.4%	99.4%	21.43%	75.99%	41
Provider 90	Private Company	25	10.4%	0.0%	100.0%	67.34%	49.05%	55
Provider 92	Private Company	6,608	10.8%	3.3%	99.8%	0.00%	77.93%	62
Provider 200	Private Company	2	0.0%	0.0%	50.0%	0.00%	0.00%	70
Provider 95	Ambulance	4,790	8.8%	10.0%	99.8%	79.35%	85.02%	53
Provider 96	COA	5,272	23.8%	4.7%	100.0%	85.38%	86.43%	82
Provider 97	ADC	5,716	5.9%	0.1%	100.0%	86.05%	97.45%	82
Provider 98	Ambulance	930	8.7%	7.0%	100.0%	75.25%	76.45%	60
Provider 99	Ambulance	94	11.0%	31.3%	100.0%	50.00%	55.56%	52
Provider 106	Ambulance	363	17.0%	13.4%	100.0%	70.00%	74.46%	46
Provider 107	Ambulance	217	10.2%	13.3%	99.5%	37.31%	81.26%	38
Provider 111	Private Company	83	24.1%	161.9%	100.0%	24.33%	0.00%	65
Provider 112	Private Company	3,284	9.5%	5.6%	99.9%	76.23%	86.74%	47
Provider 113	Private Company	5,251	18.9%	3.3%	99.9%	77.61%	86.96%	61
Provider 115	Private Company	3,006	20.4%	10.2%	99.6%	76.54%	79.04%	46
Provider 117	Private Company	3,048	7.8%	14.9%	99.7%	33.66%	74.91%	49
Provider 118	COA	4,439	18.6%	2.3%	100.0%	69.69%	86.86%	82
Provider 120	Private Company	2,797	8.6%	2.8%	99.8%	53.87%	79.69%	70
Provider 18	Ambulance	3,741	14.5%	10.5%	99.9%	77.26%	82.86%	56

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
Provider #			15%	2%	95%	90%	95%	68
Provider 123	Private Company	5,980	14.6%	9.0%	99.3%	65.36%	74.76%	42
Provider 126	Provider Type	1,370	11.5%	34.8%	99.3%	80.98%	86.02%	47
Provider 135	Private Company	590	16.3%	6.9%	99.6%	69.80%	86.58%	52
Provider 139	Private Company	3,604	12.4%	5.3%	99.9%	85.25%	83.39%	54
Provider 140	Private Company	2,214	14.9%	7.3%	100.0%	88.79%	95.89%	69
Provider 141	Private Company	923	17.1%	48.9%	99.8%	63.36%	68.49%	60
Provider 151	Private Company	3,245	24.2%	2.3%	100.0%	81.11%	84.93%	78
Provider 161	Private Company	2	100.0%	0.0%	50.0%	0.00%	0.00%	60
Provider 200	Ambulance	430	10.4%	6.5%	100.0%	90.71%	89.22%	67
Provider 152	Private Company	967	15.5%	12.9%	99.7%	0.00%	78.94%	48
Provider 154	Private Company	544	23.4%	12.4%	100.0%	53.41%	70.97%	67
Provider 158	COA	5,327	18.7%	3.7%	99.9%	78.69%	91.13%	75
Provider 159	Private Company	4,305	6.5%	6.1%	100.0%	40.32%	65.29%	54
Provider 166	Private Company	5,468	9.9%	1.9%	99.9%	73.58%	83.89%	71
Provider 167	Private Company	710	14.9%	15.9%	99.8%	58.49%	82.63%	52
Provider 168	Private Company	3,362	40.3%	10.1%	99.8%	73.88%	61.78%	63
Provider 170	Private Company	243	10.5%	17.3%	100.0%	64.42%	89.79%	71
Provider 171	RTA	13,607	24.4%	11.2%	99.9%	60.70%	83.19%	63
Provider 172	RTA	5,247	19.4%	5.7%	100.0%	49.47%	81.11%	73
Provider 174	Private Company	3,606	13.9%	13.9%	99.2%	58.19%	75.09%	27
Provider 177	Private Company	71	6.6%	20.6%	100.0%	97.51%	84.45%	66
Provider 178	Private Company	215	15.4%	25.3%	99.6%	68.54%	80.16%	56
Provider 179	Private Company	13	8.3%	0.0%	100.0%	83.34%	58.67%	80
Provider 197	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 202	Private Company	2	0.0%	0.0%	100.0%	0.00%	0.00%	60
Provider 192	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 181	Private Company	199	15.1%	15.1%	100.0%	81.52%	82.27%	71
Provider 183	Private Company	127	12.4%	3.5%	100.0%	85.24%	85.77%	75
Provider 184	Private Company	260	11.8%	18.6%	100.0%	80.16%	81.39%	69
Provider 185	Private Company	259	5.1%	53.3%	100.0%	55.72%	57.07%	68
Provider 35	Ambulance	1,311	14.8%	24.9%	100.0%	73.88%	86.89%	71
Provider 188	Ambulance	9,870	13.2%	6.4%	99.9%	65.05%	73.89%	51
Provider 189	COA	4,510	19.3%	7.0%	99.9%	72.76%	87.32%	71
Provider 190	Private Company	3,279	12.0%	12.3%	99.9%	90.02%	82.08%	57
Provider 145	RTA	113	15.3%	6.3%	100.0%	100.00%	100.00%	79
Provider 149	RTA	37	45.0%	0.0%	100.0%	100.00%	100.00%	95

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
Provider #			15%	2%	95%	90%	95%	68
Provider 41	Private Company	4,341	20.7%	9.6%	99.9%	63.52%	78.64%	58
Provider 45	Private Company	16,739	11.7%	0.9%	100.0%	72.73%	93.85%	83
Provider 47	Ambulance	390	21.4%	12.3%	100.0%	95.89%	83.73%	62
Provider 49	Ambulance	13,046	23.9%	6.2%	99.8%	72.15%	76.42%	55
Provider 54	Private Company	3,166	12.0%	2.7%	99.9%	62.07%	79.29%	69
Provider 57	Private Company	2,275	12.6%	5.1%	98.9%	73.63%	83.18%	43
Provider 58	Private Company	4,457	13.8%	5.0%	100.0%	75.91%	75.44%	65
Provider 59	Private Company	3,022	20.1%	18.9%	100.0%	95.36%	91.05%	77
Provider 60	Private Company	3,133	10.5%	8.1%	100.0%	36.67%	78.05%	61
Provider 71	ADC	2,069	3.7%	0.0%	100.0%	60.20%	81.89%	71
Provider 73	Private Company	208	26.7%	31.2%	100.0%	73.34%	75.21%	70
Provider 77	Private Company	7,157	25.7%	27.9%	99.3%	82.91%	82.98%	49
Provider 201	Private Company	137	23.4%	13.1%	100.0%	0.00%	0.00%	59
Provider 79	Private Company	2,092	11.7%	1.9%	100.0%	77.72%	84.78%	71
Provider 193	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 81	Ambulance	125	7.4%	12.3%	100.0%	15.12%	45.78%	63
Provider 82	Ambulance	61	27.8%	17.6%	100.0%	55.55%	76.28%	66
Provider 83	Ambulance	434	25.9%	79.6%	100.0%	86.48%	83.74%	74
Provider 84	Ambulance	165	20.6%	37.0%	100.0%	55.56%	58.36%	66
Provider 88	Private Company	4,499	24.0%	55.2%	99.9%	80.75%	60.20%	64
Provider 91	Private Company	2,308	11.3%	5.0%	99.8%	65.69%	75.35%	52
Provider 94	Private Company	5,501	10.2%	0.3%	100.0%	21.00%	78.07%	81
Provider 101	Private Company	6,954	20.4%	7.9%	99.9%	78.69%	85.33%	71
Provider 102	Private Company	1,118	12.2%	5.3%	99.9%	55.04%	81.95%	59
Provider 130	Private Company	1,171	19.3%	3.4%	99.5%	81.08%	78.47%	62
Provider 104	Private Company	6,786	11.4%	11.8%	99.8%	82.12%	86.84%	50
Provider 105	Private Company	245	11.3%	0.0%	100.0%	19.01%	50.51%	76
Provider 108	Private Company	3,320	15.9%	5.0%	99.8%	56.62%	76.57%	60
Provider 109	Ambulance	1,632	17.3%	12.8%	99.7%	76.81%	74.56%	53
Provider 110	Private Company	956	23.9%	18.0%	100.0%	72.00%	76.38%	69
Provider 114	Private Company	7,098	19.3%	3.2%	99.6%	82.79%	84.48%	52
Provider 116	ADC	3,071	7.5%	0.0%	100.0%	27.08%	71.08%	74
Provider 119	Private Company	66	30.3%	0.0%	100.0%	100.00%	100.00%	85
Provider 1203	RTA	689	20.3%	26.1%	100.0%	100.00%	90.15%	43
Provider 121	Private Company	13,232	23.8%	2.0%	99.5%	62.95%	79.89%	52
Provider 123	Private Company	6,062	7.9%	3.4%	100.0%	69.55%	81.58%	69
Provider 124	Ambulance	40	11.2%	6.1%	100.0%	94.12%	57.14%	77
Provider 125	Ambulance	168	6.4%	19.7%	66.7%	0.00%	31.85%	58
Provider 127	RTA	15,729	12.8%	11.0%	99.9%	67.64%	81.09%	55
Provider 128	RTA	11,083	22.3%	0.8%	100.0%	75.64%	88.14%	88
Provider 134	RTA	6,539	19.6%	0.2%	100.0%	67.51%	67.72%	82
Provider 142	Ambulance	188	13.3%	0.0%	100.0%	76.19%	55.56%	84
Provider 163	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 161	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 153	Private Company	304	23.4%	2.2%	99.6%	54.55%	85.99%	72
Provider 155	Private Company	3,548	11.6%	2.2%	99.9%	72.30%	82.61%	69
Provider 156	Private Company	463	19.2%	69.1%	100.0%	72.70%	88.96%	75
Provider 157	Private Company	5,188	15.3%	5.7%	99.6%	66.16%	81.30%	63
Provider 160	Private Company	4,380	16.7%	6.4%	99.9%	75.85%	84.23%	61
Provider 169	Private Company	3,083	13.6%	7.4%	99.5%	77.37%	79.47%	50

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
Provider #			15%	2%	95%	90%	95%	68
Provider 173	Private Company	2,106	9.6%	9.1%	99.9%	64.83%	73.90%	58
Provider 175	Private Company	20,553	17.5%	1.7%	99.8%	65.88%	80.63%	75
Provider 176	Ambulance	1,998	12.2%	10.0%	99.9%	68.94%	92.81%	68
Provider 195	Private Company	81	8.1%	24.5%	99.3%	81.58%	73.89%	65
Provider 186	RTA	2,470	26.8%	40.1%	99.0%	89.92%	92.69%	63
Provider 187	RTA	7,536	11.1%	3.2%	99.9%	53.67%	74.83%	62
Provider 144	RTA	571	5.3%	0.3%	100.0%	100.00%	100.00%	82
Provider 147	RTA	148	7.0%	0.0%	100.0%	100.00%	100.00%	83
Provider 150	RTA	98	4.0%	0.0%	100.0%	100.00%	100.00%	82



**Prompt Payment Aging Report By Invoice Received Date**

07/01/2012 to 09/30/2012

Some Broker Clients, Some Transportation Providers

*\* May include invoices with future check dates \****Report Totals****Provider Payments****Days To Pay**

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	20	473,979	98.51%	6,439	1.36%
<b>31-60 Days</b>	32	7,148	1.49%	0	0.00%
<b>61-90 Days</b>	61	4	0.00%	0	0.00%
<b>&gt; 90 Days</b>	108	2	0.00%	0	0.00%
	<b>20</b>	<b>481,133</b>	<b>100.00%</b>	<b>6,439</b>	

**Provider Billing****Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	12	443,165	92.11%	166
<b>31-60 Days</b>	42	30,276	6.29%	109
<b>61-90 Days</b>	72	3,557	0.74%	60
<b>91-120 Days</b>	104	1,251	0.26%	32
<b>121-150 Days</b>	135	718	0.15%	21
<b>&gt; 150 Days</b>	294	2,166	0.45%	16
	<b>16</b>	<b>481,133</b>	<b>100.00%</b>	

# South Carolina Department of Health and Human Services

## Internal Complaints Report



Complaint Category	June 2012	July 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	SFY 2011 Totals	SFY 2012 Totals	SFY 2013 Totals
<b>Beneficiary</b>	5	0	4	10	15	9	215	290	38
• Reservation	2	0	0	0	0	0	0	188	0
• Transportation	0	0	1	0	0	0	0	0	1
• Service Delivery	3	0	3	10	12	8	212	90	33
• Other	0	0	0	0	3	1	3	12	4
<b>Transportation Provider</b>	0	0	0	0	0	0	4	38	0
• Reservation	0	0	0	0	0	0	0	3	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	1	0
• Payment	0	0	0	0	0	0	2	31	0
• Other	0	0	0	0	0	0	1	3	0
<b>Health Care Provider</b>	0	0	3	2	2	0	6	52	7
• Reservation	0	0	0	2	0	0	2	36	2
• Transportation	0	0	1	0	0	0	0	0	1
• Service Delivery	0	0	2	0	2	0	4	16	4
• Other	0	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	0	0	3	0	0	4	5	3
• Reservation	0	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	3	0	0	3	3	3
• Other	0	0	0	0	0	0	1	2	0
<b>Totals</b>	5	0	7	15	17	9	229	385	48



## State of South Carolina

### Department of Health and Human Services

#### **Summary of Reported Rider Injury and Incidents July – September 2012**

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**

During the first quarter of state fiscal year 2012, the broker reported the occurrence of 83 incidents and injuries for the 473,859 trips taken. There were 56 incidents and 27 injuries. Each incident and injury was reviewed by 2 SCDHHS program staff members independently to determine the level of severity of each occurrence. Incidents and injuries rated with a severity of one are most severe and include injuries resulting in members being taken to the emergency room for evaluation and or treatment. Incidents and injuries rated with a severity of two or three are less severe and include incidents reported for such things as member or driver rudeness. The severity rating is based on the description of the injury or incident included in the detailed compliant submitted to SCDHHS.

SCDHHS also reviewed the incidents for common factors and patterns that may identify specific problem areas or causes where resources might be needed to address specific shortcomings. For this reporting period, members had the highest occurrence rates of primary responsibility for the incidents and injuries reported. The member category includes family members and escorts. Based on our analysis, there were no transportation providers with more than one serious injury or incident and no transportation provider had more than two reported incidents and injuries for the three month period. SCDHHS found nothing indicating that a review of operations is required for any specific transportation provider or the broker.

## Summary of Reported Rider Injury and Incidents July – September 2012

### Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by the broker, occurrences of injuries and incidents for the three month period from July 2012 – September 2012 have been analyzed and classified as outlined in the tables below.

### Incident Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Incident	1	3
	2	34
	3	19
Incident Total		56

### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	8
	2	15
	3	4
Injury Total		27

### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	6
	2	6
	3	0
Member	1	2
	2	23
	3	20
Member And Driver	1	1
	2	2
	3	8
Other Driver	1	1
	2	10
	3	1
Other	1	1
	2	2
	3	0
Total		83

**Summary of Reported Rider Injury and Incidents  
July – September 2012**

**Summary by Provider and Severity  
(Providers with at least two level 1 injuries)**

Provider	Severity (1-3, 1=most serious)	Total
None this reporting period.	1	0
	2	0
	3	0

**Report of Meetings  
As of December 2012  
Transportation Broker Contract**

Agency / Broker

July 19, 2012	Agency meeting with Logisticare
August 21, 2012	Agency meeting with Logisticare
September 18, 2012	Agency meeting with Logisticare
October 16, 2012	Agency meeting with Logisticare
November 20, 2012	Agency meeting with Logisticare
December 18, 2012	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

Logisticare

August 14, 2012	Region 2 Quarterly Meeting - Columbia
August 15, 2012	Region 3 Quarterly Meeting - Florence
August 22, 2012	Region 1 Quarterly Meeting - Greenville
November 9, 2012	Region 1 Quarterly Meeting - Greenville
November 14, 2012	Region 2 Quarterly Meeting - Columbia
November 15, 2012	Region 3 Quarterly Meeting - Charleston

Agency / Other Stakeholder Meetings

August 14, 2012	TASC Work Group
September 17, 2012	South Carolina Department of Transportation

Agency / Logisticare / Transportation Provider Meetings

May 17, 2012	Palmetto Public Affairs, LLC - Columbia
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Transportation Advisory Committee Meetings

June 28, 2012	TAC Meeting
September 27, 2012	TAC Meeting
December 13, 2012	TAC Meeting - Scheduled

Logisticare / Transportation Provider Meetings

August 14, 2012	Region 2 Quarterly Meeting - Columbia
August 15, 2012	Region 3 Quarterly Meeting - Florence
August 22, 2012	Region 1 Quarterly Meeting - Greenville
November 9, 2012	Region 1 Quarterly Meeting - Greenville
November 14, 2012	Region 2 Quarterly Meeting - Columbia
November 15, 2012	Region 3 Quarterly Meeting - Charleston

Logisticare / Healthcare Community Individual Meetings

September 4, 2012	New Horizons - Columbia
September 4, 2012	FMC-Lower Richland - Columbia
September 4, 2012	Helping Hands- ADC - Columbia
September 4, 2012	FMC-Meadowlake - Columbia
September 4, 2012	ARA- Central Columbia Kidney - Columbia
September 4, 2012	ARA- Northeast Columbia Kidney - Columbia
September 4, 2012	Winnsboro Active Day Care - Winnsboro
September 4, 2012	FMC-Fairfield Dialysis - Winnsboro
September 4, 2012	FMC-Camden - Camden
September 4, 2012	FMC-Lugoff-Elgin - Lugoff
September 4, 2012	Mirci - Columbia
September 5, 2012	Active Day of Greenville - Greenville
September 5, 2012	Magnolia Manor - Greenville
September 5, 2012	Davita-Greenville West End - Greenville
September 5, 2012	FMC-Fountain Inn - Fountain Inn
September 10, 2012	CareBridge Adult Day Care - Boling Springs
September 10, 2012	New Day Clubhouse - Spartanburg
September 10, 2012	ARA-Spartanburg Dialysis - Spartanburg
September 10, 2012	DCI-Freemont - Spartanburg
September 10, 2012	Charles Lea Center - Spartanburg
September 10, 2012	DCI-East Spartanburg Dialysis - Spartanburg
September 20, 2012	DaVita- North Orangeburg - Orangeburg
September 20, 2012	Orangeburg Adult Day Care - Orangeburg
September 20, 2012	Mabry Cancer Center - Orangeburg
September 20, 2012	Orangeburg Mental Health - Orangeburg
September 20, 2012	RAI- Care Centers Holly Hill - Orangeburg
September 20, 2012	RAI- Care Centers Orangeburg Mall - Orangeburg
September 20, 2012	TRMC - Orangeburg
October 15, 2012	DCI- Azalea Place - Charleston
October 15, 2012	RAI Care Centers N. Charleston - Charleston
October 15, 2012	Charleston Dorchester Mental Health - Charleston
October 15, 2012	Davita - Goose Creek - Goose Creek
October 15, 2012	DCI- Goose Creek - Goose Creek
October 15, 2012	Low Country Active Day - Goose Creek
October 15, 2012	RAI Care Centers Holly Hill - Holly Hill
October 15, 2012	RAI- Moncks Corner - Moncks Corner
October 15, 2012	Davita – Walterboro - Walterboro
October 15, 2012	Davita – Jedburg - Summerville, SC
October 18, 2012	Cornerstone - Rock Hill
October 18, 2012	Case Management Meeting - Columbia
November 2, 2012	DCI- Azalea Place - Charleston
November 5, 2012	Davita- Jedburg - Summerville
November 12, 2012	DSI-Powerhorn - Greenville
November 12, 2012	Davita- Greer Kidney - Greer
November 12, 2012	Davita- Greer South - Greer
November 12, 2012	Active Day Greer - Greer
November 13, 2012	Davita- Aiken - Aiken

Logisticare / Healthcare Community Individual Meetings - Continued

November 13, 2012	Aiken Barnwell Mental Health - Aiken
November 13, 2012	DCA- South Aiken - Aiken
November 13, 2012	Children's Place - Aiken
November 16, 2012	DCI- Azalea - North Charleston
November 16, 2012	Charleston Dorchester Mental Health - Charleston

Program Review Site Visits

July 26, 2012	SCDHHS and Logisticare Unannounced - Greenville
September 6, 2012	SCDHHS and Logisticare Unannounced - Georgetown
September 28, 2012	SCDHHS - Palmetto Omni Coach - Kingstree
October 8, 2012	SCDHHS - GPS Transportation - Orangeburg
October 9, 2012	SCDHHS - Diamond Med Transportation - Myrtle Beach
October 9, 2012	SCDHHS - Meditam - Myrtle Beach
October 12, 2012	SCDHHS - At your Service - Rock Hill
October 12, 2012	SCDHHS - York COA - Rock Hill
October 18, 2012	SCDHHS and Logisticare Unannounced - Rock Hill
October 19, 2012	SCDHHS - Lakeside Medical Response - Florence
October 19, 2012	SCDHHS - MedOne Medical Transportation - Florence
November 13, 2012	SCDHHS - Capital City Cab - Columbia
November 16, 2012	SCDHHS and Logisticare Unannounced - Charleston
November 28, 2012	SCDHHS and Logisticare Unannounced - Anderson