

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		7,106	6,520	6,646		17,217
<b>Total trips provided by type of transportation</b>		<b>38,533</b>	<b>32,011</b>	<b>40,116</b>	<b>110,660</b>	<b>355,863</b>
• Non-Emergency Ambulatory Sedan/Van Trips		27,883	22,868	28,681	79,432	253,995
• Wheelchair Trips		4,793	4,026	5,035	13,854	44,753
• Stretcher Trips		540	499	628	1,667	4,867
• Individual Transportation Gas Trip		4,837	4,341	5,426	14,604	48,049
• Non-Emergency Ambulance ALS		26	18	39	83	177
• Non-Emergency Ambulance BLS		33	33	34	100	360
• Public Transportation Bus Trip		421	226	273	920	3,662
<b>Total Over Night Trips Arranged</b>		<b>16</b>	<b>15</b>	<b>18</b>	<b>49</b>	<b>154</b>
<b>Total Extra Passengers</b>		<b>7,697</b>	<b>4,220</b>	<b>4,256</b>	<b>16,173</b>	<b>43,653</b>
• Number of Pickups On Time (A Leg)		16,263	13,354	17,477	47,094	147,168
• Number of Deliveries On Time (A Leg)		15,577	12,728	16,632	44,937	140,227
• Number of Trips Within Ride Time (All Trips)		37,414	30,427	37,153	104,994	343,517
• Percent of Pickups On Time (A Leg)	>= 90%	90.00%	89.80%	92.30%	90.70%	87.84%
• Percent of Deliveries On Time (A Leg)	>= 95%	86.10%	85.80%	87.90%	86.60%	83.62%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.82%
<b>Actual number of calls *</b>		<b>108,304</b>	<b>91,753</b>	<b>102,106</b>	<b>302,163</b>	<b>902,957</b>
• Average phone calls daily		4,709	4,588	4,862	4,720	4,702
• Average Answer Speed	< 1:00	01:00	00:42	00:38	00:47	00:54
• Average Talk Time		03:05	02:50	02:49	02:55	03:00
• Average Time On Hold	<= 3:00	01:39	01:37	01:35	01:37	01:36
• Average time on hold before abandonment	< 1:30	01:12	01:07	01:03	01:07	01:05
• Average number of calls abandoned daily		222	142	116	160	188
• Percentage of calls abandoned daily	< 5.0%	4.71%	3.10%	2.39%	3.39%	3.99%
<b>Total number of complaints by type</b>		<b>755</b>	<b>760</b>	<b>651</b>	<b>2,166</b>	<b>7,182</b>
• Provider No-Show		66	42	45	153	548
• Timeliness		311	280	466	1,057	3,920
• Other Stakeholders		326	405	96	827	2,354
• Call Center Operations		14	6	7	27	72
• Driver Behavior		8	6	9	23	54
• Provider Service Quality		3	3	8	14	27
• Miscellaneous		9	14	14	37	125
• Rider Injury / Incident		18	4	6	28	82
• Provider No-Shows as percentage of total trips	<= 0.25%	0.17%	0.13%	0.11%	0.14%	0.15%
• Complaints as percentage of total trips		1.96%	2.37%	1.62%	1.96%	2.02%
<b>Total number of denials by type</b>		<b>1,557</b>	<b>1,019</b>	<b>1,276</b>	<b>3,852</b>	<b>11,052</b>
• Non-Urgent / Under Days of Notice		336	225	267	828	2,102
• Non-Covered Service		223	149	175	547	1,563
• Ineligible For Transport		43	24	23	90	289
• Unable to Confirm Medical Appointment w/ Provider		127	57	72	256	945
• Does Not Meet Transportation Protocols		3	3	0	6	17
• Incomplete Information		729	478	648	1,855	5,305
• Needs Emergency Services		3	0	7	10	27
• Beneficiary Has Medicare Part B or Other Coverage		93	83	84	260	804
• Denials as percentage of total trips		4.04%	3.18%	3.18%	3.48%	3.11%

\* Includes calls for Regions 1-3.

\*\* Includes several days of inclement weather where the on-time performance measures may not be accurate.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,817	9,885	10,258		26,180
<b>Total trips provided by type of transportation</b>		<b>57,109</b>	<b>50,011</b>	<b>62,203</b>	<b>169,323</b>	<b>531,136</b>
• Non-Emergency Ambulatory Sedan/Van Trips		43,928	37,737	47,432	129,097	402,948
• Wheelchair Trips		7,092	6,195	7,600	20,887	67,969
• Stretcher Trips		1,114	956	1,065	3,135	9,943
• Individual Transportation Gas Trip		4,853	4,973	5,947	15,773	48,659
• Non-Emergency Ambulance ALS		7	12	11	30	143
• Non-Emergency Ambulance BLS		25	22	32	79	249
• Public Transportation Bus Trip		90	116	116	322	1,225
<b>Total Over Night Trips Arranged</b>		<b>18</b>	<b>18</b>	<b>17</b>	<b>53</b>	<b>190</b>
<b>Total Extra Passengers</b>		<b>7,367</b>	<b>6,185</b>	<b>6,966</b>	<b>20,518</b>	<b>62,539</b>
• Number of Pickups On Time (A Leg)		24,177	20,933	26,470	71,580	219,592
• Number of Deliveries On Time (A Leg)		23,390	20,408	25,865	69,663	212,344
• Number of Trips Within Ride Time (All Trips)		55,308	47,557	57,142	160,007	509,711
• Percent of Pickups On Time (A Leg)	>= 90%	89.10%	89.80%	89.90%	89.60%	87.13%
• Percent of Deliveries On Time (A Leg)	>= 95%	86.20%	87.60%	87.80%	87.20%	84.32%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.64%
<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>735</b>	<b>604</b>	<b>840</b>	<b>2,179</b>	<b>7,436</b>
• Provider No-Show		70	81	82	233	913
• Timeliness		466	353	563	1,382	4,853
• Other Stakeholders		136	135	122	393	1,125
• Call Center Operations		16	4	10	30	97
• Driver Behavior		3	4	13	20	37
• Provider Service Quality		10	4	4	18	63
• Miscellaneous		23	16	28	67	249
• Rider Injury / Incident		11	7	18	36	99
• Provider No-Shows as percentage of total trips	<= 0.25%	0.12%	0.16%	0.13%	0.14%	0.17%
• Complaints as percentage of total trips		1.29%	1.21%	1.35%	1.29%	1.40%
<b>Total number of denials by type</b>		<b>2,387</b>	<b>1,807</b>	<b>1,996</b>	<b>6,190</b>	<b>17,988</b>
• Non-Urgent / Under Days of Notice		483	428	395	1,306	3,237
• Non-Covered Service		328	253	275	856	2,532
• Ineligible For Transport		51	44	49	144	512
• Unable to Confirm Medical Appointment w/ Provider		214	129	151	494	1,729
• Does Not Meet Transportation Protocols		4	3	0	7	26
• Incomplete Information		1,086	753	931	2,770	7,921
• Needs Emergency Services		5	6	4	15	37
• Beneficiary Has Medicare Part B or Other Coverage		216	191	191	598	1,994
• Denials as percentage of total trips		4.18%	3.61%	3.21%	3.66%	3.39%

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

\*\* Includes several days of inclement weather where the on-time performance measures may not be accurate.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,330	9,559	9,965		25,358
<b>Total trips provided by type of transportation</b>		<b>53,722</b>	<b>48,576</b>	<b>57,268</b>	<b>159,566</b>	<b>495,961</b>
• Non-Emergency Ambulatory Sedan/Van Trips		41,520	36,838	43,459	121,817	380,906
• Wheelchair Trips		6,823	6,173	7,270	20,266	63,134
• Stretcher Trips		981	966	1,211	3,158	9,922
• Individual Transportation Gas Trip		4,034	4,265	4,908	13,207	38,702
• Non-Emergency Ambulance ALS		15	19	18	52	86
• Non-Emergency Ambulance BLS		31	21	40	92	285
• Public Transportation Bus Trip		318	294	362	974	2,926
<b>Total Over Night Trips Arranged</b>		<b>24</b>	<b>33</b>	<b>36</b>	<b>93</b>	<b>273</b>
<b>Total Extra Passengers</b>		<b>7,079</b>	<b>6,120</b>	<b>6,636</b>	<b>19,835</b>	<b>60,144</b>
• Number of Pickups On Time (A Leg)		23,431	20,754	25,143	69,328	209,634
• Number of Deliveries On Time (A Leg)		22,935	20,258	24,700	67,893	204,532
• Number of Trips Within Ride Time (All Trips)		53,263	46,715	53,802	153,780	488,525
• Percent of Pickups On Time (A Leg)	>= 90%	89.60%	90.50%	90.30%	90.13%	86.73%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.50%	88.50%	88.70%	88.23%	84.64%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.50%	99.40%	99.50%	99.57%
<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>496</b>	<b>502</b>	<b>684</b>	<b>1,682</b>	<b>6,106</b>
• Provider No-Show		50	67	61	178	679
• Timeliness		332	302	451	1,085	4,022
• Other Stakeholders		65	104	123	292	928
• Call Center Operations		2	3	10	15	37
• Driver Behavior		4	4	10	18	36
• Provider Service Quality		3	7	5	15	47
• Miscellaneous		33	9	16	58	278
• Rider Injury / Incident		7	6	8	21	79
• Provider No-Shows as percentage of total trips	<= 0.25%	0.09%	0.14%	0.11%	0.11%	0.14%
• Complaints as percentage of total trips		0.92%	1.03%	1.19%	1.05%	1.23%
<b>Total number of denials by type</b>		<b>2,581</b>	<b>2,029</b>	<b>2,221</b>	<b>6,831</b>	<b>19,949</b>
• Non-Urgent / Under Days of Notice		491	453	456	1,400	3,451
• Non-Covered Service		354	244	258	856	2,447
• Ineligible For Transport		67	45	44	156	540
• Unable to Confirm Medical Appointment w/ Provider		227	136	140	503	1,652
• Does Not Meet Transportation Protocols		12	5	9	26	78
• Incomplete Information		1,098	869	1,015	2,982	8,575
• Needs Emergency Services		6	5	6	17	54
• Beneficiary Has Medicare Part B or Other Coverage		326	272	293	891	3,152
• Denials as percentage of total trips		4.80%	4.18%	3.88%	4.28%	4.02%

\* Call center data for Region 3 is included on the Region 1 report.

\*\* Includes several days of inclement weather where the on-time performance measures may not be accurate.

**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
<b>Region 1 - Logisticare</b>													
Number of Trips	41,449	41,566	40,859	45,546	38,499	37,284	38,533	32,011	40,116				355,863
Denials	1,284	1,153	1,062	1,222	1,216	1,263	1,557	1,019	1,276				11,052
Complaints	732	769	859	1,094	863	699	755	760	651				7,182
<b>Region 2 - Logisticare</b>													
Number of Trips	60,698	62,438	59,998	66,840	55,987	55,852	57,109	50,011	62,203				531,136
Denials	2,036	1,887	1,867	2,083	1,925	2,000	2,387	1,807	1,996				17,988
Complaints	810	908	1,004	1,176	741	618	735	604	840				7,436
<b>Region 3 - Logisticare</b>													
Number of Trips	56,952	57,161	55,097	61,757	52,551	52,877	53,722	48,576	57,268				495,961
Denials	2,355	2,151	1,901	2,428	2,150	2,133	2,581	2,029	2,221				19,949
Complaints	806	728	679	901	709	601	496	502	684				6,106
<b>State Totals</b>													
Number of Trips	159,099	161,165	155,954	174,143	147,037	146,013	149,364	130,598	159,587				1,382,960
Denials	5,675	5,191	4,830	5,733	5,291	5,396	6,525	4,855	5,493				48,989
Complaints	2,348	2,405	2,542	3,171	2,313	1,918	1,986	1,866	2,175				20,724

**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	44,301	40,792	35,891	43,426	39,384	40,590	42,096	42,822	37,321	487,574
Denials	647	831	824	978	933	859	1,012	919	949	1,135	1,123	1,038	11,248
Complaints	490	478	459	510	497	505	499	429	645	831	692	727	6,762
<b>Region 2 - Logisticare</b>													
Number of Trips	58,180	63,814	56,119	66,211	58,024	52,528	63,635	57,087	59,908	62,664	64,209	56,209	718,588
Denials	1,135	1,337	1,336	1,748	1,610	1,468	1,791	1,589	1,623	1,918	1,943	1,732	19,230
Complaints	547	496	619	737	659	617	716	719	794	743	663	730	8,040
<b>Region 3 - Logisticare</b>													
Number of Trips	56,017	61,281	53,678	62,996	55,055	51,047	59,324	53,350	55,992	57,196	58,014	51,400	675,350
Denials	1,397	1,514	1,569	1,948	1,928	1,712	2,084	1,783	1,928	2,244	2,307	2,001	22,415
Complaints	350	337	322	519	631	511	486	508	522	766	723	627	6,302
<b>State Totals</b>													
Number of Trips	154,491	167,018	148,531	173,508	153,871	139,466	166,385	149,821	156,490	161,956	165,045	144,930	1,881,512
Denials	3,179	3,682	3,729	4,674	4,471	4,039	4,887	4,291	4,500	5,297	5,373	4,771	52,893
Complaints	1,387	1,311	1,400	1,766	1,787	1,633	1,701	1,656	1,961	2,340	2,078	2,084	21,104

	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 001	Private	6576	0.00%	100.00%	77.55%	94.63%
P 002	Ambulance	18	35.00%	100.00%		
P 037	Ambulance	480	3.08%	99.59%	72.74%	70.86%
P 003	Ambulance	9361	40.37%	99.95%	97.61%	95.32%
P 005	Ambulance	2915	23.58%	99.34%	87.40%	83.17%
P 006	Ambulance	1057	14.42%	99.91%	91.74%	89.88%
P 278	Private	800	0.00%	100.00%	55.32%	56.48%
P 266	Commercial	2695	0.83%	99.13%	84.00%	70.79%
P 239	Commercial	3806	5.86%	98.14%	88.55%	91.12%
P 246	Commercial	168	24.07%	100.00%	87.81%	73.87%
P 011	Transit	2769	4.73%	99.76%	90.05%	90.65%
P 283	Ambulance	1	0.00%	100.00%		
P 013	Commercial	2751	1.79%	99.78%	84.72%	76.45%
P 132	Commercial	241	59.90%	100.00%	96.33%	97.66%
P 129	Commercial	15969	5.38%	99.62%	93.62%	90.06%
P 014	Transit	2590	0.69%	100.00%	83.45%	87.09%
P 016	Ambulance	2055	35.35%	99.66%	86.91%	81.12%
P 017	Private	6833	0.00%	100.00%	87.63%	92.87%
P 032	Commercial	168	20.34%	99.42%	98.48%	90.91%
P 018	Ambulance	3627	20.02%	99.81%	85.68%	78.82%
P 233	Commercial	1601	16.38%	97.61%	97.10%	95.13%
P 143	Commercial	3028	19.09%	99.17%	89.36%	85.25%
P 019	Ambulance	3988	4.24%	100.00%	92.17%	84.06%
P 272	Commercial	1548	15.80%	97.74%	75.43%	57.85%
P 022	Commercial	12284	8.02%	99.28%	95.04%	91.70%
P 023	Commercial	4570	0.85%	99.26%	94.74%	91.67%
P 026	Commercial	34610	6.95%	98.85%	96.28%	87.58%
P 250	Commercial	1767	22.17%	98.70%	95.85%	90.99%
P 027	Transit	17476	3.67%	98.47%	77.20%	64.39%
P 028	Ambulance	82	3.70%	100.00%	74.11%	71.07%
P 029	Ambulance	52	115.54%	100.00%	93.33%	88.89%
P 257	Commercial	1648	20.24%	98.65%	79.36%	70.96%

	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

	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 036	Commercial	507	162.33%	99.54%	98.72%	98.72%
P 038	Commercial	4527	9.33%	98.94%	93.84%	91.89%
P 040	Transit	9527	3.81%	99.16%	78.32%	72.98%
P 043	Transit	2752	2.03%	99.72%	77.28%	68.38%
P 044	Ambulance	105	3.50%	100.00%	84.90%	74.93%
P 045	Commercial	15545	1.54%	99.81%	89.98%	91.37%
P 218	Commercial	981	4.99%	99.81%	92.37%	88.27%
P 048	Transit	5529	2.41%	99.86%	90.48%	95.31%
P 052	Ambulance	4595	2.73%	99.67%	88.00%	85.07%
P 065	Commercial	2708	8.82%	97.15%	92.00%	86.88%
P 244	Commercial	29	0.00%	96.55%	58.33%	66.67%
P 053	Private	3944	0.00%	100.00%	91.26%	95.99%
P 055	Commercial	4765	4.57%	100.00%	97.48%	96.68%
P 056	Ambulance	2064	26.28%	99.81%	87.69%	77.87%
P 254	Ambulance	59	0.00%	97.44%	69.76%	66.26%
P 261	Commercial	188	2.13%	96.81%	87.32%	83.10%
P 061	Commercial	8116	5.89%	99.11%	87.72%	89.80%
P 238	Commercial	342	34.83%	99.66%	98.17%	96.59%
P 062	Private	6060	0.00%	100.00%	96.61%	96.89%
P 068	Ambulance	164	15.88%	100.00%	82.23%	75.63%
P 070	Commercial	237	72.28%	96.35%	40.00%	51.11%
P 072	Commercial	3864	24.66%	99.64%	91.95%	90.23%
P 009	Commercial	1380	13.47%	99.59%	91.78%	89.31%
P 074	Private	1964	1.78%	100.00%	99.58%	98.28%
P 199	Commercial	4212	3.44%	99.81%	74.06%	75.68%
P 080	Transit	4982	3.59%	99.86%	96.02%	93.33%
P 084	Commercial	229	26.64%	100.00%	100.00%	93.67%
P 282	Ambulance	4	50.00%	100.00%		
P 086	Transit	3885	6.08%	99.67%	77.25%	86.15%
P 087	Commercial	556	34.48%	100.00%	84.84%	85.87%
P 206	Private	511	0.29%	100.00%	86.08%	86.92%
P 089	Commercial	7358	10.09%	97.09%	91.04%	91.56%
P 090	Commercial	1489	0.00%	99.35%	95.62%	96.79%
P 092	Ambulance	1534	75.87%	100.00%	97.34%	72.90%
P 094	Private	9006	0.09%	99.99%	85.22%	87.08%
P 219	Commercial	2467	14.61%	99.88%	97.03%	92.53%
P 231	Commercial	787	5.64%	99.86%	73.47%	74.74%
P 200	Private	11	0.00%	100.00%		
P 096	Transit	6321	4.43%	99.82%	92.12%	85.15%
P 098	Ambulance	1306	8.72%	99.92%	98.25%	94.52%
P 099	Ambulance	1	0.00%	100.00%	0.00%	0.00%

	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)
<b>GOAL</b>			<b>2%</b>	<b>99.81%</b>	<b>90.00%</b>	<b>95.00%</b>
<b>Provider #</b>						
P 269	Commercial	645	0.47%	98.65%	68.89%	69.17%
P 111	Ambulance	162	2.16%	99.47%		
P 113	Commercial	4509	10.74%	99.46%	92.13%	89.53%
P 115	Ambulance	1876	15.70%	99.26%	96.90%	92.82%
P 270	Commercial	704	18.46%	99.46%	86.94%	88.23%
P 117	Commercial	857	79.57%	99.66%	81.21%	88.20%
P 118	Transit	4376	0.91%	99.71%	87.50%	87.53%
P 120	Commercial	2012	6.86%	99.64%	93.72%	88.23%
P 279	Commercial	1621	1.23%	99.09%	79.28%	67.81%
P 212	Ambulance	2692	55.45%	98.92%	79.60%	80.49%
P 123	Commercial	12454	1.27%	99.24%	97.18%	97.50%
P 126	Commercial	2288	10.67%	98.43%	97.07%	96.19%
P 140	Commercial	6300	8.70%	99.75%	95.32%	94.41%
P 141	Commercial	1355	34.74%	98.04%	91.25%	83.16%
P 280	Commercial	2172	3.07%	97.70%	84.20%	69.26%
P 151	Commercial	3442	4.75%	99.62%	96.07%	96.01%
P 256	Commercial	1801	4.92%	99.93%	93.37%	87.87%
P 158	Transit	4834	3.73%	99.88%	93.96%	89.40%
P 133	Commercial	10798	11.97%	98.70%	88.83%	84.08%
P 273	Commercial	1867	4.17%	99.32%	84.27%	84.03%
P 234	Commercial	476	0.00%	100.00%	99.44%	99.44%
P 162	Commercial	12695	5.06%	98.43%	87.46%	83.69%
P 166	Transit	6435	6.90%	98.42%	77.76%	74.34%
P 167	Commercial	829	26.47%	98.20%	61.53%	80.24%
P 170	Commercial	318	10.05%	100.00%	99.12%	99.24%
P 235	Commercial	2648	18.83%	99.70%	69.23%	67.73%
P 274	Commercial	471	14.72%	99.15%	91.13%	89.58%
P 185	Commercial	161	1.77%	100.00%	69.47%	69.47%
P 035	Ambulance	1309	16.33%	99.77%	89.79%	83.32%
P 188	Ambulance	588	8.44%	99.64%	93.12%	82.42%
P 189	Transit	7145	11.73%	99.78%	85.11%	86.40%
P 190	Commercial	4589	18.60%	99.76%	92.97%	88.21%

	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



	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 230	Private	744	0.00%	100.00%	52.39%	74.03%
P 220	Private	509	0.00%	100.00%	96.24%	93.52%
P 263	Private	850	0.00%	100.00%	30.67%	58.69%
P 237	Ambulance	188	15.12%	98.91%	92.50%	81.58%
P 041	Commercial	7613	4.99%	99.56%	85.95%	78.53%
P 046	Ambulance	491	12.63%	100.00%	89.72%	85.30%
P 260	Commercial	376	21.05%	99.81%	92.24%	83.25%
P 264	Commercial	130	13.25%	100.00%	83.89%	76.81%
P 047	Ambulance	823	17.34%	99.44%	90.94%	79.89%
P 221	Commercial	1379	4.40%	100.00%	95.37%	94.97%
P 051	Ambulance	322	4.26%	99.78%	98.61%	86.88%
P 265	Commercial	33	5.56%	100.00%	70.00%	70.00%
P 054	Commercial	3226	2.09%	99.29%	74.27%	82.18%
P 057	Commercial	41	9.76%	97.56%	77.78%	88.89%
P 058	Commercial	2573	0.00%	99.77%	95.71%	90.78%
P 059	Commercial	3844	16.18%	99.92%	99.07%	98.08%
P 060	Ambulance	3132	9.23%	99.75%	85.14%	71.56%
P 222	Commercial	6989	1.57%	99.21%	92.67%	93.45%
P 275	Ambulance	237	21.10%	99.64%	100.00%	100.00%
P 071	Private	1772	0.00%	100.00%	99.31%	99.17%
P 073	Commercial	329	55.11%	99.41%	97.58%	96.39%
P 077	Commercial	2284	5.53%	99.49%	92.67%	84.85%
P 255	Commercial	4085	3.69%	98.97%	98.34%	97.01%
P 079	Commercial	3856	1.55%	99.87%	93.89%	87.91%
P 081	Ambulance	30	0.00%	97.22%	91.67%	75.00%
P 082	Ambulance	18	7.14%	75.00%		
P 083	Ambulance	561	106.92%	100.00%	94.50%	96.60%
P 084	Commercial	200	22.00%	98.00%	98.73%	93.67%
P 267	Commercial	109	299.12%	100.00%	77.84%	58.63%
P 095	Ambulance	3460	21.92%	99.30%	86.98%	74.51%
P 165	Ambulance	3499	2.73%	99.47%	90.44%	86.65%
P 216	Commercial	8031	18.80%	98.51%	90.07%	84.15%
P 247	Commercial	2613	11.31%	96.21%	81.90%	68.37%
P 268	Commercial	117	9.26%	96.76%	55.72%	53.93%
P 249	Commercial	17135	1.27%	99.73%	91.61%	87.35%
P 106	Ambulance	368	5.44%	100.00%	96.97%	95.29%
P 108	Commercial	2418	1.55%	99.59%	97.53%	96.81%
P 109	Ambulance	1433	7.84%	99.66%	88.22%	72.23%
P 110	Ambulance	1173	29.91%	99.91%	94.62%	83.62%
P 232	Ambulance	446	26.58%	99.75%	89.42%	77.04%
P 114	Commercial	7406	2.88%	99.53%	91.75%	87.67%

	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 262	Ambulance	800	2.62%	99.51%	79.30%	74.62%
P 116	Private	2942	0.00%	100.00%	79.08%	83.24%
P 157	Commercial	9899	2.88%	97.90%	82.68%	90.25%
P 243	Commercial	2749	6.50%	98.31%	80.63%	85.13%
P 242	Commercial	893	36.00%	99.89%	92.20%	83.48%
P 121	Commercial	22545	2.71%	99.14%	90.16%	90.82%
P 122	Commercial	6634	2.08%	99.96%	98.11%	92.23%
P 227	Ambulance	3106	1.71%	98.82%	92.59%	91.52%
P 139	Ambulance	4040	4.00%	99.86%	92.63%	79.88%
P 213	Ambulance	337	61.50%	98.07%	62.53%	44.48%
P 142	Ambulance	287	9.91%	100.00%	89.20%	85.06%
P 271	Commercial	816	8.42%	100.00%	89.62%	92.51%
P 281	Commercial	189	0.00%	99.66%	100.00%	77.78%
P 153	Commercial	1358	4.45%	99.87%	94.63%	92.69%
P 155	Ambulance	8818	3.63%	99.60%	81.19%	86.84%
P 156	Commercial	331	125.75%	99.04%	97.01%	95.65%
P 159	Private	3116	0.00%	100.00%	61.94%	64.55%
P 160	Commercial	7593	5.96%	99.83%	88.61%	95.41%
P 169	Commercial	4765	3.60%	98.32%	69.68%	69.32%
P 276	Commercial	1482	0.98%	98.41%	77.17%	63.91%
P 175	Commercial	15667	6.24%	99.77%	95.08%	88.89%
P 252	Commercial	163	21.80%	97.61%	59.42%	70.50%
P 229	Commercial	483	34.47%	100.00%	94.38%	89.74%
P 187	Transit	5653	3.50%	99.77%	95.05%	95.68%

	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 2013 - 2014

October 2013 - December 2013

	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 #						
1	Private Company	7050	0.00%	100.00%	73.93%	92.62%
2	Ambulance	9	37.50%	100.00%		
37	Private Company	585	6.84%	99.66%	71.75%	67.44%
3	Ambulance	10574	36.52%	99.82%	97.12%	94.59%
5	Ambulance	3115	22.04%	99.18%	86.57%	84.74%
6	Ambulance	1101	9.29%	100.00%	93.04%	91.32%
266	Private Company	779	0.38%	97.71%	64.41%	49.71%
239	Private Company	5164	8.72%	95.09%	77.77%	77.33%
246	Private Company	356	18.79%	98.03%	87.92%	60.26%
11	COA	3006	1.71%	99.67%	92.19%	89.91%
13	Private Company	2922	2.74%	99.61%	82.40%	72.11%
132	Private Company	513	49.20%	99.75%	94.91%	94.39%
129	Private Company	18199	5.07%	99.34%	89.13%	87.19%
14	COA	2677	1.10%	99.90%	82.66%	87.32%
16	Ambulance	1783	77.00%	99.90%	83.09%	74.64%
17	Private Company	6508	0.00%	100.00%	78.01%	94.33%
32	Private Company	147	14.54%	99.44%	80.89%	72.00%
18	Ambulance	3729	20.80%	99.86%	89.93%	76.47%
233	Private Company	2000	57.08%	93.69%	84.41%	75.10%
143	Private Company	3150	20.06%	98.87%	87.97%	85.06%
19	Ambulance	4145	6.67%	100.00%	95.64%	77.66%
272	Private Company	275	18.18%	94.91%	60.71%	51.79%
22	Private Company	12238	10.15%	99.18%	95.90%	93.37%
23	Private Company	4210	4.12%	99.17%	94.35%	90.84%
26	Private Company	34688	7.77%	98.31%	83.71%	76.49%
250	Private Company	1947	25.94%	98.41%	79.88%	80.13%
27	RTA	19483	4.31%	98.07%	74.40%	64.38%
28	Ambulance	76	17.83%	98.61%	72.63%	70.96%
29	Ambulance	85	149.14%	98.48%	92.19%	86.13%



## Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
<b>GOAL</b>			<b>2%</b>	<b>99.81%</b>	<b>90.00%</b>	<b>95.00%</b>
<b>Provider #</b>						
257	Private Company	1663	37.61%	99.75%	83.55%	73.54%

	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 2013 - 2014

October 2013 - December 2013

	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 #						
36	Private Company	349	97.32%	99.12%	98.85%	99.43%
38	Private Company	4496	7.22%	99.16%	92.56%	90.35%
40	COA	10897	6.98%	98.84%	65.88%	65.28%
43	COA	2658	6.42%	99.58%	74.00%	72.01%
44	Ambulance	59	8.02%	98.33%	79.63%	51.11%
45	Private Company	15262	2.34%	99.82%	92.27%	91.74%
218	Private Company	1410	25.12%	99.94%	87.66%	81.48%
48	COA	4967	1.63%	99.70%	88.35%	93.11%
253	Private Company	1012	27.42%	97.19%	85.92%	75.79%
52	Private Company	4951	4.27%	99.55%	80.66%	82.44%
65	Private Company	4130	19.70%	96.94%	92.51%	85.35%
53	ADC	4005	0.00%	99.90%	85.62%	94.89%
55	Private Company	5014	3.10%	99.94%	96.99%	97.07%
256	Ambulance	2647	14.29%	99.73%	83.49%	77.17%
254	Ambulance	62	297.62%	100.00%	66.67%	100.00%
261	Private Company	589	16.74%	97.62%	89.32%	82.03%
61	Private Company	12505	4.69%	98.77%	86.25%	82.11%
238	ADC	764	23.80%	99.76%	87.28%	75.75%
62	Private Company	5499	0.00%	99.98%	89.66%	92.73%
68	Ambulance	189	20.64%	99.74%	83.42%	70.11%
70	Private Company	1517	22.89%	98.86%	78.64%	71.30%
72	Private Company	3342	32.77%	99.53%	91.92%	90.35%
9	Private Company	1150	34.70%	98.72%	92.65%	69.28%
74	ADC	1653	3.29%	100.00%	99.86%	99.29%
75	ADC	16	568.75%	100.00%	100.00%	100.00%
199	Private Company	4361	3.78%	99.60%	78.65%	82.92%
80	RTA	5408	2.43%	99.79%	97.10%	92.79%
84	Private Company	409	12.03%	99.50%	95.99%	92.70%
86	Private Company	3734	10.63%	99.53%	74.08%	82.77%
87	Private Company	549	32.08%	100.00%	74.21%	86.32%
206	ADC	247	0.00%	100.00%	96.82%	95.83%



Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

GOAL	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)
Provider #			2%	99.81%	90.00%	95.00%
89	Private Company	7295	11.46%	97.16%	87.58%	85.17%
90	Private Company	1732	0.05%	100.00%	92.51%	88.21%
92	Private Company	1782	66.59%	99.68%	86.62%	74.10%
94	ADC	8956	0.07%	100.00%	65.44%	78.51%
219	Private Company	2637	16.21%	99.80%	95.26%	89.95%
231	ADC	986	4.20%	99.25%	79.65%	72.18%
200	Private Company	20	0.00%	100.00%	100.00%	100.00%
96	COA	6456	5.73%	99.80%	93.22%	86.13%
204	Ambulance	8	12.50%	100.00%	100.00%	100.00%
98	Ambulance	1569	10.32%	100.00%	96.62%	93.33%
99	Ambulance	2	0.00%	100.00%	100.00%	100.00%
269	Private Company	251	0.45%	98.41%	57.75%	56.34%
111	Private Company	72	7.03%	100.00%		
113	Private Company	3960	17.51%	99.53%	89.64%	85.26%
115	Private Company	2512	33.10%	98.47%	85.34%	86.70%
270	Private Company	397	16.50%	97.92%	86.54%	79.70%
117	Private Company	1163	48.08%	100.00%	79.55%	97.11%
118	COA	4281	1.34%	99.77%	88.73%	90.08%
120	Private Company	2769	3.67%	99.72%	96.74%	96.59%
212	Private Company	2558	61.13%	99.48%	85.34%	89.14%
123	Private Company	11313	2.43%	99.16%	97.18%	97.14%
126	Private Company	1720	22.22%	99.04%	96.21%	92.41%
140	Private Company	6125	8.66%	99.86%	95.65%	96.50%
213	Private Company	1493	21.49%	98.57%	96.71%	92.18%
151	Private Company	3160	8.87%	99.44%	94.99%	93.69%
256	Private Company	1603	12.99%	99.93%	91.17%	82.42%
20	Ambulance	51	148.30%	95.83%		
158	COA	4850	5.69%	99.75%	88.56%	85.72%
133	Private Company	9657	7.22%	97.59%	82.54%	72.94%
276	Private Company	200	11.50%	98.50%	82.19%	76.71%
234	Private Company	435	17.84%	99.83%	98.47%	97.32%



## Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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 #						
162	Private Company	14340	6.49%	98.36%	79.12%	75.96%
166	Private Company	6639	9.13%	97.84%	74.08%	74.16%
167	Private Company	750	10.46%	99.34%	74.52%	83.30%
170	Private Company	292	8.03%	100.00%	99.24%	98.92%
235	Private Company	2501	19.89%	99.36%	78.28%	66.33%
274	Private Company	219	19.18%	99.47%	55.33%	55.74%
185	Private Company	153	6.17%	100.00%	74.78%	75.58%
35	Ambulance	1107	20.80%	99.91%	95.85%	87.13%
188	Ambulance	612	1.18%	100.00%	92.33%	75.52%
189	COA	7586	9.28%	99.66%	86.26%	85.89%
190	Private Company	5226	31.41%	99.78%	94.73%	85.35%

	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 2013 - 2014

October 2013 - December 2013

GOAL	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)
Provider #			2%	99.81%	90.00%	95.00%
230	ADC	314	0.00%	100.00%	82.85%	91.31%
220	ADC	499	0.00%	100.00%	94.82%	91.78%
263	ADC	284	0.00%	100.00%	77.27%	25.45%
237	Ambulance	183	14.32%	99.17%	93.41%	81.50%
41	Private Company	7090	3.32%	99.34%	89.46%	75.81%
46	Ambulance	321	35.92%	100.00%	85.76%	76.84%
260	Private Company	299	16.04%	100.00%	92.94%	76.33%
264	Private Company	14	0.00%	100.00%	100.00%	100.00%
47	Ambulance	953	25.25%	99.80%	95.72%	85.40%
221	Private Company	970	2.18%	100.00%	97.78%	96.88%
51	Ambulance	463	4.98%	99.40%	99.24%	93.64%
265	Private Company	11	0.00%	100.00%	92.86%	92.87%
54	Private Company	3430	2.11%	99.28%	75.36%	81.74%
57	Private Company	3885	7.85%	98.64%	86.34%	82.29%
58	Private Company	3528	0.50%	99.77%	81.35%	80.86%
59	Private Company	4021	9.98%	99.98%	99.74%	99.29%
60	Ambulance	3606	8.36%	99.89%	76.18%	70.83%
222	Private Company	6436	1.40%	99.28%	79.70%	85.27%
275	Private Company	56	3.57%	100.00%		
71	ADC	1902	0.00%	100.00%	93.41%	97.88%
73	Private Company	336	38.00%	99.74%	95.59%	95.12%
77	Private Company	2177	2.09%	99.50%	86.35%	76.80%
255	Ambulance	3430	6.26%	98.28%	90.73%	83.61%
79	Private Company	4210	1.27%	99.70%	92.89%	89.08%
81	Ambulance	60	3.57%	100.00%	90.04%	79.01%
82	Ambulance	98	10.33%	98.04%	100.00%	100.00%
83	Ambulance	692	73.25%	99.87%	95.93%	96.28%
267	Private Company	129	56.81%	97.13%	90.74%	78.21%
95	Ambulance	3404	27.27%	99.46%	85.96%	79.16%
165	Ambulance	3629	1.14%	99.31%	93.28%	90.90%
102	Private Company	42	169.05%	100.00%	63.64%	81.82%
216	Private Company	5513	8.00%	98.97%	95.83%	91.59%





Region 3

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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 #						
247	Private Company	6708	1.99%	91.97%	79.60%	65.70%
268	Private Company	749	1.55%	90.99%	67.73%	65.41%
249	Private Company	16798	1.24%	99.64%	89.95%	82.10%
106	Ambulance	305	6.84%	100.00%	99.28%	98.55%
108	Private Company	2694	0.91%	99.42%	98.70%	96.44%
109	Ambulance	1391	13.03%	99.55%	82.10%	66.04%
110	Private Company	1156	41.69%	99.57%	91.43%	84.78%
232	Ambulance	547	17.90%	99.15%	81.91%	52.60%
114	Private Company	7858	2.09%	99.27%	87.25%	82.64%
262	Private Company	201	66.86%	100.00%	83.85%	76.28%
116	ADC	2665	0.00%	99.97%	85.89%	75.43%
157	Private Company	10366	6.61%	97.76%	74.37%	88.53%
243	Private Company	2423	1.85%	99.09%	73.09%	90.64%
242	Private Company	982	22.20%	100.00%	89.61%	82.02%
121	Private Company	21029	2.18%	99.20%	83.46%	86.77%
122	Private Company	7658	1.94%	99.72%	87.83%	79.44%
227	Private Company	3277	3.79%	98.63%	86.70%	80.56%
139	Ambulance	3696	3.89%	99.81%	91.04%	80.48%
213	Private Company	376	12.15%	97.28%	65.31%	58.77%
142	Ambulance	491	2.76%	99.62%	83.66%	79.09%
271	Private Company	311	10.27%	99.80%	85.36%	77.31%
153	Private Company	1291	4.77%	99.58%	89.73%	85.94%
155	Ambulance	9597	5.32%	99.61%	79.94%	85.52%
156	Private Company	243	161.50%	98.75%	100.00%	98.25%
159	Private Company	2919	0.00%	100.00%	75.39%	67.71%
160	Private Company	7550	10.15%	99.77%	87.35%	91.67%
169	Private Company	8020	1.34%	98.38%	71.65%	69.75%
276	Private Company	410	3.66%	98.29%	59.70%	87.90%
251	Private Company	172	42.24%	99.69%	85.26%	82.69%
207	Private Company	155	27.30%	97.34%	85.17%	78.03%
175	Private Company	14911	12.89%	99.78%	95.12%	88.75%
252	Private Company	264	19.00%	99.72%	67.63%	56.94%



**Region 3**

**Second Quarter SFY 2013 - 2014**

**October 2013 - December 2013**

	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)
<b>GOAL</b>			<b>2%</b>	<b>99.81%</b>	<b>90.00%</b>	<b>95.00%</b>
<b>Provider #</b>						
229	Private Company	401	50.12%	100.00%	92.80%	84.92%
187	RTA	6537	4.37%	99.80%	87.25%	77.13%

	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, Some Transportation Providers

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

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	18	448,439	100.00%	3,187	0.71%
31-60 Days	60	14	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	<b>18</b>	<b>448,453</b>	<b>100.00%</b>	<b>3,187</b>	

**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	12	397,412	88.62%	174
31-60 Days	41	38,975	8.69%	131
61-90 Days	74	6,862	1.53%	66
91-120 Days	102	3,054	0.68%	34
121-150 Days	133	849	0.19%	29
> 150 Days	222	1,301	0.29%	19
	<b>17</b>	<b>448,453</b>	<b>100.00%</b>	

**South Carolina Department of Health and Human Services**

**Internal Complaints Report**

<b>Complaint Category</b>	<b>Dec 2013</b>	<b>Jan 2014</b>	<b>Feb 2014</b>	<b>Mar 2014</b>	<b>Apr 2014</b>	<b>May 2014</b>	<b>SFY 2010 Totals</b>	<b>SFY 2011 Totals</b>	<b>SFY 2012 Totals</b>	<b>SFY 2013 Totals</b>	<b>SFY 2014 Totals</b>
<b>Beneficiary</b>	5	7	3	5	3	0	268	215	290	99	60
• Reservation	1	2	3	1	0	0	3	0	188	17	25
• Transportation	0	0	0	0	0	0	0	0	0	1	0
• Service Delivery	4	4	0	2	2	0	265	212	90	76	30
• Other	0	1	0	2	1	0	0	3	12	5	5
<b>Transportation Provider</b>	0	0	0	0	0	0	18	4	38	3	2
• Reservation	0	0	0	0	0	0	1	0	3	0	0
• Transportation	0	0	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	1	1	1	0
• Payment	0	0	0	0	0	0	5	2	31	1	2
• Other	0	0	0	0	0	0	10	1	3	1	0
<b>Health Care Provider</b>	1	3	0	2	0	0	8	6	52	13	6
• Reservation	1	0	0	1	0	0	2	2	36	6	2
• Transportation	0	0	0	1	0	0	0	0	0	1	1
• Service Delivery	0	3	0	0	0	0	6	4	16	6	3
• Other	0	0	0	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	1	0	1	0	0	4	4	5	6	3
• Reservation	0	0	0	0	0	0	1	0	0	0	1
• Transportation	0	0	0	0	0	0	0	0	0	0	0
• Service Delivery	0	1	0	0	0	0	1	3	3	3	1
• Other	0	0	0	1	0	0	2	1	2	3	1
<b>Totals</b>	<b>6</b>	<b>11</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>298</b>	<b>229</b>	<b>385</b>	<b>121</b>	<b>71</b>

Summary of Reported Rider Injury and Incidents  
January – March 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**

During the third quarter of state fiscal year 2014, the broker reported the occurrence of 85 incidents and injuries for the 439,549 trips taken. There were 49 incidents and 36 injuries. Each incident and injury was reviewed by three members of the SCDHHS program staff 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, drivers had the highest occurrence rates of primary responsibility for the incidents and injuries reported. Members had at least some responsibility for 28 of the reported occurrences. The member category includes family members and escorts. Three transportation providers had more than one serious injury or incident. Of the twelve severity one incidents where the driver was primarily responsible, nine incidents involved the failure to ensure the proper use of safety equipment. SCDHHS found nothing indicating that additional review of operations is required for any specific transportation provider or the broker.

### 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 January 2014 – March 2014 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	14
	2	22
	3	13
Incident Total		49

#### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	9
	2	27
	3	0
Injury Total		36

#### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	12
	2	22
	3	5
Member	1	8
	2	18
	3	2
Member And Driver	1	0
	2	0
	3	0
Other Driver	1	3
	2	6
	3	6
Other	1	1
	2	2
	3	0
Total		85

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

Provider	Severity (1-3, 1=most serious)	Total
Provider One	1	2
	2	4
	3	2
Provider Two	1	2
	2	2
	3	0
Provider Three	1	2
	2	0
	3	0

**Report of Meetings  
As of June 2014  
Transportation Broker Contract**

Agency / Broker

October 16, 2013	Agency meeting with Logisticare
November 20, 2013	Agency meeting with Logisticare
December 18, 2013	Agency meeting with Logisticare
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 - Scheduled
August 20, 2014	Agency meeting with Logisticare - Scheduled
September 17, 2014	Agency meeting with Logisticare - Scheduled
October 15, 2014	Agency meeting with Logisticare - Scheduled
November 19, 2014	Agency meeting with Logisticare - Scheduled
December 17, 2014	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

November 6, 2013	Region 2 Quarterly Meeting - Columbia
November 7, 2013	Region 3 Quarterly Meeting - Myrtle Beach
November 8, 2013	Region 3 Quarterly Meeting - North Charleston
November 15, 2013	Region 1 Quarterly Meeting - Greenville
March 14, 2014	Region 2 Quarterly Meeting - Columbia
March 6, 2014	Region 3 Quarterly Meeting - Myrtle Beach
March 7, 2014	Region 3 Quarterly Meeting - North Charleston
March 13, 2014	Region 1 Quarterly Meeting - Greenville
June 3, 2014	Region 1 Quarterly Meeting - Greenville
June 4, 2014	Region 2 Quarterly Meeting - Columbia
June 5, 2014	Region 3 Quarterly Meeting - Florence
June 6, 2014	Region 3 Quarterly Meeting - North Charleston

Transportation Advisory Committee Meetings

December 12, 2013	Quarterly TAC Meeting
March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting - Scheduled
September 25, 2014	Quarterly TAC Meeting - Scheduled
December 11, 2014	Quarterly TAC Meeting - Scheduled



Logisticare / Healthcare Community Individual Meetings

March 19, 2014	Lexington County Mental Health- Lexington
March 21, 2014	FMC- Cheraw- Cheraw
March 21, 2014	Tri-County Adult Day Services- Cheraw
March 27, 2014	Magnolia Adult Day Care- Sumter
March 27, 2014	Carolina Place – MHC Santee- Sumter
March 27, 2014	Active Day of Sumter- Sumter
March 28, 2014	ARA- Central Columbia Kidney Center- Columbia
March 28, 2014	ARA- North Main Kidney Center- Columbia
March 28, 2014	ARA- Northeast Columbia Kidney Center- Columbia
March 28, 2014	LRADAC- Lake Dr.- Columbia
March 28, 2014	FMC - South Columbia Dialysis Center- Columbia
March 31, 2014	FMC- Batesburg- Leesville- Batesburg
April 3, 2014	FMC- Marion Dialysis Center- Marion
April 3, 2014	Marion Adult Day Care- Marion
April 3, 2014	FMC – Lexington- Lexington
April 5, 2014	DSI- Pleasantburg Dialysis Ste C- Greenville
April 5, 2014	DSI – Powderhorn- Simpsonville
April 10, 2014	Davita - Greer Kidney- Greer
April 10, 2014	Davita - Greer South Dialysis- Greer
April 10, 2014	Active Day of Greer- Greer
April 12, 2014	RAI- Care Centers N. Charleston- North Charleston
April 12, 2014	RAI- Care Centers Charleston- Charleston
April 12, 2014	RAI Care Centers Moncks Corner I- Moncks Corner
April 12, 2014	RAI- Care Centers Summerville- Summerville
April 14, 2014	Carebridge Adult Care- Boling Springs
April 14, 2014	DCI- Freemont- Spartanburg
April 14, 2014	DCI- Gaffney- Gaffney
April 18, 2014	Davita- Palmetto- Clinton
April 18, 2014	FMC- Newberry- Newberry
May 1, 2014	Independence House- Columbia
May 1, 2014	MIRCI (Friendship & Recovery Center)- Columbia
May 1, 2014	FMC- Meadowlake Dialysis- Columbia
May 1, 2014	Bridges Clubhouse- Columbia
May 2, 2014	Carebridge Adult Care- Boling Springs
May 7, 2014	Active Day Charleston- Charleston
May 12, 2014	Tri-County Adult Day Services- Cheraw
May 12, 2014	FMC- Cheraw- Cheraw
May 13, 2014	FMC- Bennettsville- Bennettsville
May 13, 2014	Marlboro Adult Day- Bennettsville
May 13, 2014	FMC- Cheraw- Cheraw
May 14, 2014	Davita- McColl- McColl
May 15, 2014	DCI- James Island- Charleston
May 15, 2014	DCI- Azalea Place- N. Charleston
May 16, 2014	DCI- Magnolia Court- Charleston
May 19, 2014	RAI Summerville Dialysis- Summerville

Logisticare / Healthcare Community Individual Meetings – cont.

May 19, 2014	RAI- N Charleston- N Charleston
May 19, 2014	DCI- Magnolia Court- Charleston
May 22, 2014	FMC- Sumter- Sumter
May 22, 2014	Carolina Place- MH- Sumter
May 22, 2014	FMC- Lower Richland- Columbia
May 22, 2014	New Horizons- Columbia
May 27, 2014	New Horizons- Columbia
May 28, 2014	Active Day Greer- Greer
May 29, 2014	ARA- Greenville- Greenville

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference
May 1, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare
June 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare

Agency / Logisticare / Other Stakeholder Meetings

November 12, 2013	Low Country Healthy Start
November 18, 2013	Blue Choice Health Plan
December 10, 2013	Select Health
February 1, 2014	TAC Transportation Provider Sub Committee

Program Review Site Visits

November 7, 2013	SCDHHS and Logisticare Unannounced - Georgetown
November 13, 2013	Logisticare Unannounced - Beaufort
December 5, 2013	SCDHHS and Logisticare Unannounced - Lancaster
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