

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	January 2013 Final	February 2013 Final	March 2013 Final	SFY 2013 Q3 Totals	SFY 2013 Totals
<b>Unduplicated Beneficiaries</b>		<b>7,152</b>	<b>6,782</b>	<b>6,805</b>		<b>17,508</b>
<b>Total trips provided by type of transportation</b>		<b>43,426</b>	<b>39,384</b>	<b>40,590</b>	<b>123,400</b>	<b>365,335</b>
• Non-Emergency Ambulatory Sedan/Van Trips		31,372	28,117	29,118	88,607	265,195
• Wheelchair Trips		5,526	4,994	5,133	15,653	45,833
• Stretcher Trips		717	607	684	2,008	5,619
• Individual Transportation Gas Trip		5,480	5,404	5,315	16,199	45,771
• Non-Emergency Ambulance ALS		2	4	4	10	35
• Non-Emergency Ambulance BLS		65	66	55	186	426
• Public Transportation Bus Trip		264	192	281	737	2,456
<b>Total Over Night Trips Arranged</b>		<b>24</b>	<b>17</b>	<b>25</b>	<b>66</b>	<b>199</b>
<b>Total Extra Passengers</b>		<b>6,278</b>	<b>5,406</b>	<b>5,500</b>	<b>17,184</b>	<b>53,879</b>
• Number of Pickups On Time (A Leg)		15,916	15,658	16,219	47,793	142,787
• Number of Deliveries On Time (A Leg)		15,682	15,293	15,653	46,628	139,758
• Number of Trips Within Ride Time (All Trips)		39,583	38,260	39,172	117,015	351,855
• Percent of Pickups On Time (A Leg)	>= 90%	81.10%	83.90%	84.60%	83.20%	82.50%
• Percent of Deliveries On Time (A Leg)	>= 95%	80.20%	80.70%	81.90%	80.93%	80.72%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.60%	99.70%	99.67%	99.50%
<b>Actual number of calls *</b>		<b>110,364</b>	<b>94,504</b>	<b>92,957</b>	<b>297,825</b>	<b>898,162</b>
• Average phone calls daily		5,017	4,725	4,427	4,723	4,627
• Average Answer Speed	< 1:00	00:55	00:41	00:37	00:44	00:57
• Average Talk Time		03:05	03:08	03:09	03:07	03:09
• Average Time On Hold	<= 3:00	01:26	01:30	01:31	01:29	01:34
• Average time on hold before abandonment	< 1:30	01:02	00:55	00:54	00:57	01:06
• Average number of calls abandoned daily		209	145	117	157	205
• Percentage of calls abandoned daily	< 5.0%	4.17%	3.07%	2.64%	3.32%	4.43%
<b>Total number of complaints by type</b>		<b>499</b>	<b>429</b>	<b>645</b>	<b>1,573</b>	<b>4,512</b>
• Provider No-Show		65	57	73	195	554
• Timeliness		221	180	313	714	1,642
• Other Stakeholders		158	142	206	506	1,924
• Call Center Operations		17	26	30	73	136
• Driver Behavior		16	9	13	38	94
• Provider Service Quality		3	7	4	14	41
• Miscellaneous		8	4	3	15	62
• Rider Injury / Incident		11	4	3	18	59
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.14%	0.18%	0.16%	0.15%
• Complaints as percentage of total trips		1.15%	1.09%	1.59%	1.27%	1.24%
<b>Total number of denials by type</b>		<b>1,012</b>	<b>919</b>	<b>949</b>	<b>2,880</b>	<b>7,952</b>
• Non-Urgent / Under Days of Notice		173	149	185	507	1,515
• Non-Covered Service		158	167	128	453	1,446
• Ineligible For Transport		74	76	73	223	534
• Unable to Confirm Medical Appointment w/ Provider		53	45	44	142	313
• Does Not Meet Transportation Protocols		2	1	1	4	11
• Incomplete Information		441	413	438	1,292	3,291
• Needs Emergency Services		4	3	2	9	13
• Beneficiary Has Medicare Part B or Other Coverage		107	65	78	250	829
• Denials as percentage of total trips		2.33%	2.33%	2.34%	2.33%	2.18%

\* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2013 Final	February 2013 Final	March 2013 Final	SFY 2013 Q3 Totals	SFY 2013 Totals
<b>Unduplicated Beneficiaries</b>		<b>10,648</b>	<b>10,068</b>	<b>9,964</b>		<b>25,587</b>
<b>Total trips provided by type of transportation</b>		<b>63,635</b>	<b>57,087</b>	<b>59,908</b>	<b>180,630</b>	<b>535,506</b>
• Non-Emergency Ambulatory Sedan/Van Trips		49,287	43,934	45,938	139,159	415,405
• Wheelchair Trips		8,023	7,198	7,652	22,873	67,844
• Stretcher Trips		1,322	1,192	1,217	3,731	10,672
• Individual Transportation Gas Trip		4,842	4,624	4,917	14,383	40,592
• Non-Emergency Ambulance ALS		19	2	1	22	47
• Non-Emergency Ambulance BLS		68	48	49	165	486
• Public Transportation Bus Trip		74	89	134	297	460
<b>Total Over Night Trips Arranged</b>		<b>24</b>	<b>36</b>	<b>31</b>	<b>91</b>	<b>252</b>
<b>Total Extra Passengers</b>		<b>7,822</b>	<b>6,654</b>	<b>6,293</b>	<b>20,769</b>	<b>65,238</b>
• Number of Pickups On Time (A Leg)		24,233	22,483	24,830	71,546	209,067
• Number of Deliveries On Time (A Leg)		23,305	21,264	23,457	68,026	198,956
• Number of Trips Within Ride Time (All Trips)		58,777	54,224	58,699	171,700	523,857
• Percent of Pickups On Time (A Leg)	>= 90%	82.70%	83.70%	84.90%	83.77%	80.13%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.90%	79.40%	80.50%	79.93%	76.12%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.70%	99.63%	99.29%
<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>716</b>	<b>719</b>	<b>794</b>	<b>2,229</b>	<b>5,904</b>
• Provider No-Show		127	128	122	377	927
• Timeliness		384	360	341	1,085	2,393
• Other Stakeholders		143	170	282	595	1,992
• Call Center Operations		14	24	14	52	111
• Driver Behavior		3	1	1	5	41
• Provider Service Quality		4	2	4	10	38
• Miscellaneous		32	29	24	85	322
• Rider Injury / Incident		9	5	6	20	80
• Provider No-Shows as percentage of total trips	<= 0.25%	0.20%	0.22%	0.20%	0.21%	0.17%
• Complaints as percentage of total trips		1.13%	1.26%	1.33%	1.23%	1.10%
<b>Total number of denials by type</b>		<b>1,791</b>	<b>1,589</b>	<b>1,623</b>	<b>5,003</b>	<b>13,637</b>
• Non-Urgent / Under Days of Notice		244	261	293	798	2,383
• Non-Covered Service		317	256	256	829	2,530
• Ineligible For Transport		155	104	126	385	943
• Unable to Confirm Medical Appointment w/ Provider		60	72	69	201	540
• Does Not Meet Transportation Protocols		2	1	2	5	12
• Incomplete Information		739	613	623	1,975	5,007
• Needs Emergency Services		3	5	5	13	25
• Beneficiary Has Medicare Part B or Other Coverage		271	277	249	797	2,197
• Denials as percentage of total trips		2.81%	2.78%	2.71%	2.77%	2.55%

\* 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	January 2013 Final	February 2013 Final	March 2013 Final	SFY 2013 Q3 Totals	SFY 2013 Totals
<b>Unduplicated Beneficiaries</b>		<b>10,482</b>	<b>9,821</b>	<b>9,579</b>		<b>25,282</b>
<b>Total trips provided by type of transportation</b>		<b>59,324</b>	<b>53,350</b>	<b>55,992</b>	<b>168,666</b>	<b>508,740</b>
• Non-Emergency Ambulatory Sedan/Van Trips		46,986	42,058	43,529	132,573	402,069
• Wheelchair Trips		7,390	6,649	7,176	21,215	64,032
• Stretcher Trips		1,114	976	1,132	3,222	9,533
• Individual Transportation Gas Trip		3,425	3,267	3,634	10,326	29,442
• Non-Emergency Ambulance ALS		7	15	16	38	122
• Non-Emergency Ambulance BLS		25	18	27	70	248
• Public Transportation Bus Trip		377	367	478	1,222	3,294
<b>Total Over Night Trips Arranged</b>		<b>41</b>	<b>29</b>	<b>42</b>	<b>112</b>	<b>311</b>
<b>Total Extra Passengers</b>		<b>7,316</b>	<b>6,225</b>	<b>6,129</b>	<b>19,670</b>	<b>61,506</b>
• Number of Pickups On Time (A Leg)		22,709	20,990	22,156	65,855	196,052
• Number of Deliveries On Time (A Leg)		21,844	20,253	21,799	63,896	185,247
• Number of Trips Within Ride Time (All Trips)		58,235	53,276	55,678	167,189	509,815
• Percent of Pickups On Time (A Leg)	>= 90%	78.30%	79.20%	80.30%	79.27%	77.06%
• Percent of Deliveries On Time (A Leg)	>= 95%	75.50%	76.60%	79.10%	77.07%	72.96%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.70%	99.70%	99.70%	99.36%
<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>486</b>	<b>508</b>	<b>522</b>	<b>1,516</b>	<b>4,186</b>
• Provider No-Show		84	70	108	262	748
• Timeliness		272	285	287	844	1,848
• Other Stakeholders		70	105	83	258	1,027
• Call Center Operations		4	6	8	18	76
• Driver Behavior		2	0	3	5	33
• Provider Service Quality		3	2	2	7	31
• Miscellaneous		44	38	28	110	357
• Rider Injury / Incident		7	2	3	12	66
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.13%	0.19%	0.16%	0.15%
• Complaints as percentage of total trips		0.82%	0.95%	0.93%	0.90%	0.82%
<b>Total number of denials by type</b>		<b>2,084</b>	<b>1,783</b>	<b>1,928</b>	<b>5,795</b>	<b>15,863</b>
• Non-Urgent / Under Days of Notice		315	266	321	902	2,571
• Non-Covered Service		282	205	218	705	2,219
• Ineligible For Transport		124	95	113	332	760
• Unable to Confirm Medical Appointment w/ Provider		80	98	71	249	582
• Does Not Meet Transportation Protocols		13	9	6	28	62
• Incomplete Information		774	693	759	2,226	5,599
• Needs Emergency Services		7	2	10	19	34
• Beneficiary Has Medicare Part B or Other Coverage		489	415	430	1,334	4,036
• Denials as percentage of total trips		3.51%	3.34%	3.44%	3.44%	3.12%

\* 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	44,301	40,792	35,891	43,426	39,384	40,590				365,335
Denials	647	831	824	978	933	859	1,012	919	949				7,952
Complaints	490	478	459	510	497	505	499	429	645				4,512
<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				535,506
Denials	1,135	1,337	1,336	1,748	1,610	1,468	1,791	1,589	1,623				13,637
Complaints	547	496	619	737	659	617	716	719	794				5,904
<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				508,740
Denials	1,397	1,514	1,569	1,948	1,928	1,712	2,084	1,783	1,928				15,863
Complaints	350	337	322	519	631	511	486	508	522				4,186
<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				1,409,581
Denials	3,179	3,682	3,729	4,674	4,471	4,039	4,887	4,291	4,500				37,452
Complaints	1,387	1,311	1,400	1,766	1,787	1,633	1,701	1,656	1,961				14,602

**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



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Percentage	Free	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Service Score	Overall
GOAL			15%	2%	95%		90%	95%		68
Provider #										
1	Private Company	6448	20.80%	0.00%	100.00%		55.62%	97.53%		94
2	Ambulance	7	0.00%	0.00%	100.00%		83.33%	83.33%		60
37	Private Company	485	13.96%	2.10%	99.34%		35.87%	32.96%		58
3	Private Company	9633	25.09%	30.55%	99.84%		87.21%	80.80%		47
5	Ambulance	4192	24.00%	16.65%	99.58%		77.85%	89.13%		48
6	Ambulance	725	17.09%	8.47%	100.00%		89.52%	91.69%		64
7	Private Company	10432	19.99%	14.57%	98.13%		78.97%	66.42%		38
8	Private Company	3491	25.44%	10.71%	98.46%		89.44%	83.15%		44
11	ADC	2753	12.31%	3.20%	99.85%		89.81%	92.25%		69
93	Private Company	2587	13.31%	2.18%	98.99%		98.73%	96.42%		45
13	Private Company	2678	12.62%	1.45%	99.77%		89.85%	85.56%		52
132	Private Company	2498	18.14%	25.57%	99.72%		86.33%	72.71%		53
129	Private Company	15246	22.80%	5.17%	99.43%		91.61%	88.37%		54
14	ADC	2880	14.95%	1.50%	99.79%		89.94%	90.43%		69
15	Private Company	2888	26.60%	16.95%	98.03%		78.53%	80.88%		40
107	Ambulance	1694	17.11%	60.26%	99.82%		85.29%	77.23%		42
17	Private Company	6561	7.38%	0.00%	100.00%		61.78%	89.09%		78
32	Private Company	144	12.60%	17.98%	98.55%		88.77%	77.88%		59
143	Private Company	3119	19.46%	54.68%	99.40%		87.29%	77.99%		49
19	Ambulance	3410	21.79%	10.02%	99.97%		90.90%	75.14%		67
21	Private Company	4513	29.43%	4.91%	99.66%		77.29%	76.85%		61
22	ADC	11353	27.10%	12.66%	99.65%		92.21%	86.79%		50
24	ADC	1305	24.44%	25.69%	99.70%		92.01%	91.09%		61
23	ADC	4262	27.13%	13.15%	99.37%		74.19%	77.02%		37
26	Private Company	28481	16.02%	6.56%	99.64%		83.52%	76.59%		49
28	Ambulance	16740	13.87%	5.14%	99.16%		72.04%	70.13%		45
7	Private Company	59	15.67%	9.52%	100.00%		39.52%	42.82%		73
173	Private Company	1424	16.19%	26.95%	99.90%		93.01%	87.24%		45
29	Ambulance	611	21.43%	8.26%	98.81%		49.92%	44.99%		33



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 #							
36	Private Company	867	27.03%	63.99%	99.23%	98.77%	59
38	Private Company	1889	25.60%	5.08%	100.00%	94.56%	79
39	Private Company	10859	12.91%	5.53%	99.60%	92.72%	58
40	COA	10166	20.46%	8.10%	97.83%	64.48%	39
42	ADC	3018	12.55%	0.18%	99.93%	88.59%	74
43	COA	2483	11.71%	7.19%	99.81%	82.58%	43
44	Ambulance	53	18.59%	0.00%	100.00%	100.00%	80
46	Ambulance	2661	12.15%	24.34%	100.00%	93.09%	62
218	Private Company	582	13.13%	16.74%	99.30%	83.38%	58
48	COA	4875	18.56%	2.21%	99.91%	92.72%	71
50	Private Company	6497	19.97%	7.14%	98.47%	73.37%	38
52	Private Company	4880	18.58%	8.23%	99.65%	85.84%	44
65	Private Company	3083	16.33%	11.18%	96.31%	83.11%	36
53	ADC	3321	14.44%	1.14%	100.00%	94.65%	86
55	Private Company	4995	17.79%	9.47%	99.67%	87.06%	38
56	Ambulance	2489	7.52%	18.37%	99.92%	78.64%	49
57	Private Company	5224	15.33%	12.80%	98.72%	65.60%	35
61	Private Company	13059	17.69%	1.45%	98.96%	77.17%	49
65	Private Company	5518	27.95%	0.00%	100.00%	66.89%	85
68	Ambulance	212	20.98%	11.74%	100.00%	81.00%	67
70	Private Company	1	100.00%	0.00%	100.00%	0.00%	85
72	Private Company	1276	20.63%	89.67%	99.92%	92.34%	54
9	Private Company	1999	12.62%	16.66%	98.73%	75.46%	22
74	ADC	1654	6.24%	2.15%	100.00%	81.68%	69
75	ADC	2450	13.38%	44.27%	99.52%	78.65%	30
76	ADC	533	14.12%	0.40%	99.56%	36.95%	60
199	Private Company	3673	14.31%	5.38%	99.73%	73.73%	50



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 #							
78	Private Company	812	19.31%	2.81%	98.41%	65.21%	33
80	RTA	5110	20.10%	2.25%	99.94%	90.22%	71
84	Private Company	246	5.41%	5.88%	99.63%	65.83%	56
86	Private Company	3695	21.60%	1.96%	99.83%	77.38%	75
87	Private Company	482	15.61%	34.45%	100.00%	81.61%	50
206	ADC	211	18.50%	0.00%	100.00%	30.16%	79
89	Private Company	7068	22.41%	12.68%	98.06%	85.01%	36
90	Private Company	347	3.99%	2.08%	98.68%	76.80%	36
211	ADC	374	10.76%	0.00%	100.00%	93.65%	80
92	Private Company	2366	16.85%	71.17%	99.00%	52.43%	30
94	ADC	6453	12.20%	0.50%	100.00%	56.28%	76
219	Private Company	898	11.66%	56.17%	98.75%	49.76%	34
200	Ambulance	5	58.33%	0.00%	100.00%	0.00%	60
95	Ambulance	6269	14.31%	11.73%	99.59%	91.75%	53
96	COA	5849	22.41%	6.78%	99.91%	94.31%	70
204	Ambulance	8	0.00%	0.00%	100.00%	75.00%	70
97	ADC	3955	18.44%	0.94%	100.00%	72.17%	77
98	Ambulance	1222	18.31%	9.18%	100.00%	87.69%	56
99	Ambulance	2	0.00%	200.00%	100.00%	50.00%	35
106	Ambulance	136	14.52%	9.45%	100.00%	95.93%	63
107	Ambulance	372	15.78%	16.14%	98.41%	75.52%	45
111	Private Company	21	51.28%	341.03%	80.77%	100.00%	50
112	Private Company	6599	14.90%	14.96%	99.45%	95.52%	40
113	Private Company	4104	21.08%	6.41%	99.64%	89.16%	44
115	Private Company	1451	19.34%	9.14%	99.51%	90.55%	48
117	Private Company	2538	8.41%	33.45%	99.91%	64.13%	54
118	COA	3577	18.53%	1.00%	99.81%	82.44%	68





Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 Service Score	Overall
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
120	Private Company	3151	7.67%	4.05%	99.75%	86.45%	90.05%	49
212	Private Company	4902	17.73%	44.76%	99.17%	68.85%	59.68%	39
18	Ambulance	4322	18.49%	26.80%	99.83%	90.26%	83.46%	48
23	Private Company	7412	16.26%	3.57%	98.81%	88.71%	84.47%	47
126	Private Company	968	13.94%	18.36%	99.89%	97.74%	94.69%	68
139	Ambulance	3784	10.90%	4.17%	99.24%	86.39%	66.34%	43
140	Private Company	6259	14.85%	12.54%	99.77%	92.76%	94.23%	61
141	Private Company	729	15.81%	26.55%	98.99%	68.37%	66.90%	43
151	Private Company	2415	19.79%	9.41%	99.88%	88.31%	88.56%	60
20	Private Company	185	24.59%	54.62%	98.20%	89.87%	79.37%	54
158	COA	4963	20.50%	4.14%	99.92%	87.79%	85.35%	69
133	Private Company	4476	21.68%	3.80%	98.75%	70.02%	60.95%	49
162	Private Company	10957	14.18%	5.49%	99.51%	78.72%	74.74%	47
166	Private Company	4271	7.67%	8.79%	99.25%	73.05%	70.25%	32
167	Private Company	846	16.84%	13.64%	99.54%	88.33%	89.93%	57
170	Private Company	318	14.20%	68.05%	100.00%	64.77%	79.08%	66
171	RTA	19	100.00%	3394.74%	94.74%	0.00%	0.00%	25
172	RTA	16	100.00%	356.25%	100.00%	0.00%	0.00%	35
172	Private Company	3504	15.57%	6.47%	97.88%	75.45%	60.97%	26
185	Private Company	126	6.67%	0.98%	100.00%	36.30%	36.91%	71
35	Ambulance	691	17.93%	71.08%	100.00%	94.26%	85.14%	60
188	Ambulance	409	16.26%	2.30%	99.60%	91.77%	77.61%	52
189	COA	7376	31.99%	3.40%	99.85%	93.69%	78.80%	72
190	Private Company	7119	18.72%	34.02%	99.62%	90.15%	77.47%	50



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 Service Score	Overall
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
220	ADC	244	1.02%	0.00%	100.00%	94.59%	79.14%	70
41	Private Company	5325	22.95%	3.90%	99.59%	90.06%	87.78%	45
45	Private Company	16281	17.98%	1.04%	99.96%	80.79%	67.63%	78
47	Ambulance	525	18.40%	53.79%	99.85%	97.18%	89.37%	65
221	Private Company	299	30.95%	64.86%	99.33%	72.25%	66.48%	42
51	Ambulance	905	16.66%	4.40%	100.00%	95.05%	83.83%	56
54	Private Company	3360	13.14%	2.65%	99.20%	67.57%	60.71%	49
58	Private Company	3931	17.59%	0.33%	99.82%	86.20%	82.05%	71
59	Private Company	3443	20.39%	9.92%	100.00%	99.55%	98.50%	81
60	Ambulance	4038	14.70%	15.23%	99.90%	72.04%	59.78%	59
222	Private Company	915	19.77%	3.54%	98.66%	77.81%	64.39%	49
71	ADC	2245	5.70%	0.13%	100.00%	74.48%	85.72%	73
73	Private Company	398	16.76%	10.82%	100.00%	90.24%	93.28%	58
77	Private Company	8439	28.82%	24.67%	98.75%	85.68%	70.28%	44
201	Private Company	92	34.78%	59.78%	98.91%	72.41%	62.07%	28
79	Private Company	2417	13.41%	1.11%	99.92%	93.81%	87.23%	66
81	Ambulance	72	9.29%	0.00%	94.60%	100.00%	75.00%	45
82	Ambulance	90	12.61%	66.74%	98.81%	73.08%	59.40%	52
83	Ambulance	618	29.31%	78.86%	99.64%	96.15%	91.32%	58
91	Private Company	2036	23.11%	8.89%	99.45%	69.95%	60.70%	35
165	Ambulance	55	90.57%	27.02%	100.00%	0.00%	0.00%	75
101	Private Company	7719	18.49%	6.94%	99.53%	75.13%	72.42%	49
102	Private Company	510	9.76%	6.74%	99.82%	81.88%	75.85%	55
216	Private Company	4280	19.79%	4.38%	99.65%	88.80%	79.97%	52
130	Private Company	2909	24.72%	8.39%	99.10%	91.60%	87.70%	41
104	Private Company	10597	15.32%	5.91%	99.78%	91.61%	90.26%	59
105	Private Company	323	9.51%	1.16%	98.84%	33.90%	31.40%	55



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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>							
108	Private Company	3177	19.59%	7.27%	98.90%	73.34%	46
109	Ambulance	1428	18.72%	18.74%	99.58%	56.99%	53
110	Private Company	1442	34.60%	25.87%	99.60%	87.71%	59
114	Private Company	7654	24.23%	4.10%	99.25%	83.21%	54
116	ADC	3122	17.19%	0.00%	100.00%	51.56%	80
157	Private Company	8495	23.22%	10.34%	97.75%	63.05%	35
119	Private Company	36	89.13%	0.00%	100.00%	100.00%	65
121	Private Company	11268	22.45%	2.29%	99.25%	76.48%	57
122	Private Company	6243	14.23%	1.62%	99.97%	74.09%	65
127	RTA	12459	16.05%	21.54%	99.55%	72.64%	47
213	RTA	273	0.73%	1.47%	99.63%	74.40%	37
128	RTA	9928	23.20%	3.56%	99.61%	77.33%	57
134	RTA	6761	19.94%	1.65%	99.76%	71.05%	67
213	Private Company	130	5.14%	12.05%	96.89%	0.00%	27
142	Ambulance	214	26.12%	0.97%	100.00%	70.97%	79
163	Private Company	269	2.92%	0.00%	100.00%	72.44%	70
13	Private Company	458	18.99%	6.47%	99.73%	85.91%	49
154	Private Company	4	50.00%	0.00%	100.00%	100.00%	45
155	Ambulance	2922	16.44%	2.76%	99.93%	51.34%	70
156	Private Company	302	21.01%	42.11%	99.44%	78.04%	58
159	Private Company	3331	11.97%	2.17%	99.97%	84.30%	72
160	Private Company	8002	22.92%	13.26%	99.90%	82.25%	64
169	Private Company	2949	16.52%	3.87%	98.54%	77.61%	37
207	Private Company	784	17.93%	91.43%	99.31%	66.35%	50
175	Private Company	17244	16.50%	1.25%	99.85%	82.20%	69
187	RTA	7351	14.17%	4.92%	99.72%	56.95%	52



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

Region 1

	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	7084	20.52%	0.00%	100.00%	50.57%	98.01%	94
2	Ambulance	4	0.00%	66.67%	66.67%	33.33%	33.33%	70
37	Private Company	513	11.15%	3.43%	100.00%	85.16%	53.00%	64
3	Private Company	10251	26.75%	29.38%	99.80%	87.95%	78.56%	37
5	Ambulance	3909	17.76%	10.59%	99.93%	74.54%	87.31%	40
6	Ambulance	722	20.45%	15.72%	100.00%	92.03%	89.97%	69
7	Private Company	10037	18.46%	14.91%	99.58%	78.15%	67.63%	43
8	Private Company	4138	24.43%	12.10%	98.63%	91.95%	89.23%	43
11	ADC	2986	17.67%	3.21%	99.94%	89.90%	90.83%	75
93	Private Company	3337	18.89%	3.91%	99.35%	97.19%	93.70%	37
13	Private Company	2645	10.93%	4.49%	99.92%	89.71%	83.80%	56
132	Private Company	2751	20.63%	24.20%	99.60%	81.43%	66.10%	44
129	Private Company	11441	24.37%	7.90%	99.77%	88.37%	82.00%	48
14	ADC	3110	15.45%	0.84%	99.93%	89.62%	92.41%	78
15	Private Company	3950	27.21%	11.71%	98.86%	74.99%	81.03%	40
107	Ambulance	671	62.55%	223.41%	100.00%	87.15%	77.48%	28
17	Private Company	6798	7.92%	0.00%	100.00%	42.10%	88.01%	76
32	Private Company	136	16.21%	23.84%	99.33%	88.25%	69.56%	56
143	Private Company	2983	19.87%	53.49%	99.34%	82.68%	76.29%	39
19	Ambulance	3117	12.62%	13.31%	99.97%	86.31%	69.63%	58
21	Private Company	6491	20.98%	4.24%	99.92%	80.28%	74.52%	60
22	ADC	11948	25.40%	10.59%	99.83%	91.08%	84.36%	49
24	ADC	1530	20.61%	63.42%	99.89%	92.11%	91.58%	50
23	ADC	5814	25.51%	14.65%	99.67%	91.12%	78.68%	34
26	Private Company	28555	16.62%	6.37%	99.65%	81.96%	74.89%	45
28	Ambulance	77	3.60%	13.00%	100.00%	37.30%	22.22%	50
7	Private Company	18049	13.91%	4.77%	99.41%	71.75%	67.12%	39
173	Private Company	1880	15.82%	14.57%	99.58%	87.82%	80.98%	29
29	Ambulance	248	16.45%	10.63%	99.55%	59.87%	39.01%	34

	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	1121	19.33%	16.78%	99.91%	97.53%	96.12%	56
38	Private Company	2344	26.65%	3.84%	99.96%	86.26%	50.24%	71
39	Private Company	11265	14.62%	5.12%	99.81%	93.13%	96.03%	59
40	COA	10284	20.12%	7.73%	99.28%	62.63%	53.06%	40
42	ADC	2520	3.71%	3.48%	100.00%	91.67%	94.19%	74
43	COA	2661	14.60%	3.41%	99.89%	83.39%	83.54%	52
44	Ambulance	27	26.67%	0.00%	100.00%	47.22%	27.78%	79
46	Ambulance	2246	12.83%	21.36%	100.00%	93.09%	83.21%	54
48	COA	4361	19.27%	2.31%	100.00%	92.07%	93.98%	83
50	Private Company	6557	16.71%	3.00%	99.14%	67.47%	54.65%	42
52	Private Company	3408	15.07%	4.05%	99.94%	64.28%	83.50%	47
65	Private Company	2263	11.10%	10.28%	99.33%	83.50%	66.12%	70
53	ADC	3109	19.75%	0.36%	100.00%	90.02%	99.50%	96
55	Private Company	2290	7.90%	3.28%	99.92%	73.44%	95.07%	54
56	Ambulance	2639	9.03%	30.20%	99.89%	78.28%	65.23%	38
57	Private Company	3663	12.14%	3.19%	99.63%	68.29%	65.70%	42
60	Ambulance	3165	11.28%	9.80%	99.97%	76.12%	71.07%	58
61	Private Company	13727	20.50%	4.04%	99.25%	76.20%	65.51%	45
65	Private Company	5716	27.22%	0.00%	99.98%	64.11%	73.26%	83
68	Ambulance	220	15.95%	9.88%	100.00%	73.61%	70.14%	51
72	Private Company	1140	21.20%	100.04%	100.00%	91.92%	90.62%	43
9	Private Company	2682	23.09%	6.57%	99.70%	80.06%	62.27%	28
74	ADC	1389	3.79%	0.62%	100.00%	68.37%	59.03%	68
75	ADC	3836	16.23%	26.99%	99.84%	74.82%	49.63%	31
76	ADC	622	13.92%	0.99%	99.51%	21.67%	0.00%	53
199	Private Company	2885	20.36%	4.91%	99.79%	75.61%	82.53%	51

	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>								
80	RTA	5359	20.30%	1.91%	99.96%	89.33%	83.65%	69
86	Private Company	3941	17.97%	6.93%	99.72%	72.30%	80.40%	43
87	Private Company	506	16.58%	31.58%	100.00%	64.72%	79.62%	51
206	ADC	328	9.66%	1.47%	100.00%	37.83%	37.83%	69
89	Private Company	6837	22.45%	13.08%	98.98%	84.30%	60.99%	45
90	Private Company	93	14.85%	0.00%	98.61%	94.44%	94.44%	63
211	ADC	358	8.31%	0.00%	100.00%	85.92%	49.69%	74
92	Private Company	2692	13.94%	32.94%	99.58%	57.32%	51.16%	31
94	ADC	6317	13.33%	0.15%	99.95%	42.59%	54.68%	76
200	Ambulance	3	0.00%	0.00%	66.67%	0.00%	0.00%	70
95	Ambulance	6634	10.66%	5.89%	99.64%	92.67%	86.78%	36
96	COA	6003	23.42%	8.47%	99.93%	91.82%	74.54%	59
204	Ambulance	10	0.00%	16.67%	66.67%	66.67%	25.00%	65
97	ADC	4371	12.55%	0.57%	99.93%	82.64%	70.71%	70
98	Ambulance	1033	15.08%	6.36%	99.90%	88.68%	82.65%	45
99	Ambulance	66	4.08%	56.93%	100.00%	90.48%	74.29%	36
106	Ambulance	72	23.71%	62.96%	100.00%	87.50%	45.83%	46
107	Ambulance	1241	10.64%	27.72%	99.53%	78.63%	59.88%	30
111	Private Company	25	32.80%	169.31%	100.00%	33.33%	33.33%	57
112	Private Company	5165	10.34%	4.85%	99.90%	98.49%	96.62%	46
113	Private Company	2758	15.97%	30.16%	99.89%	89.98%	84.81%	28
115	Private Company	2173	23.78%	59.70%	99.60%	89.90%	86.86%	48
117	Private Company	3112	14.55%	19.59%	99.73%	68.60%	46.77%	46
118	COA	4157	19.18%	1.27%	99.78%	78.51%	85.26%	61
120	Private Company	3486	8.52%	4.89%	99.94%	86.09%	86.68%	47
212	Private Company	2600	19.25%	14.38%	99.44%	76.75%	65.88%	44

	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>								
18	Ambulance	4210	11.46%	21.35%	99.95%	81.53%	79.83%	35
23	Private Company	6839	16.85%	4.75%	99.41%	88.63%	87.37%	41
126	Private Company	1397	24.91%	170.37%	99.84%	95.88%	91.70%	50
139	Ambulance	3709	10.56%	2.45%	99.87%	87.05%	62.72%	52
140	Private Company	3235	11.14%	11.59%	99.82%	92.26%	93.62%	54
141	Private Company	1058	21.54%	11.28%	98.92%	86.97%	68.80%	33
151	Private Company	2519	16.90%	7.49%	99.89%	89.70%	87.11%	45
20	Private Company	410	28.52%	12.72%	99.78%	82.66%	69.09%	45
158	COA	4966	20.61%	4.77%	99.91%	84.41%	83.67%	59
133	Private Company	1651	18.38%	2.18%	98.62%	75.08%	56.51%	33
162	Private Company	9400	15.77%	3.26%	99.49%	77.87%	71.56%	55
166	Private Company	3880	10.33%	7.36%	99.71%	75.89%	81.10%	38
170	Private Company	339	13.54%	26.51%	100.00%	59.98%	71.72%	64
171	RTA	13862	26.80%	22.43%	99.51%	64.88%	62.91%	44
172	RTA	5495	20.40%	8.60%	99.89%	54.86%	75.52%	56
172	Private Company	3273	18.39%	7.40%	98.12%	68.39%	53.32%	26
185	Private Company	106	5.54%	0.90%	100.00%	0.00%	16.67%	71
35	Ambulance	794	12.19%	40.47%	100.00%	72.11%	55.85%	53
188	Ambulance	411	15.57%	3.24%	99.78%	91.71%	69.05%	47
189	COA	7588	29.97%	3.90%	99.96%	94.25%	91.11%	67
190	Private Company	3315	13.87%	19.54%	99.97%	88.57%	78.41%	56



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 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	4793	20.47%	2.79%	99.70%	93.34%	92.61%	50
45	Private Company	16963	18.38%	0.81%	99.98%	76.56%	55.14%	78
47	Ambulance	472	11.09%	35.74%	99.77%	96.54%	92.34%	49
49	RTA	4007	16.13%	88.03%	99.99%	50.00%	45.69%	62
51	Ambulance	746	7.80%	2.16%	99.86%	97.78%	92.42%	42
54	Private Company	3724	13.87%	2.35%	99.41%	71.29%	44.56%	44
58	Private Company	3995	18.57%	1.04%	99.82%	86.15%	84.18%	63
59	Private Company	3354	21.62%	13.65%	100.00%	98.65%	98.39%	80
71	ADC	2235	7.08%	0.52%	100.00%	78.02%	89.80%	77
73	Private Company	389	19.79%	15.07%	99.82%	90.80%	91.36%	41
77	Private Company	9610	27.08%	19.21%	99.63%	86.39%	68.54%	40
201	Private Company	328	23.48%	15.27%	98.28%	69.44%	79.49%	39
78	Private Company	381	18.85%	2.00%	33.33%	71.98%	57.83%	57
79	Private Company	2052	13.33%	0.92%	99.95%	95.34%	92.93%	72
81	Ambulance	78	6.87%	5.33%	100.00%	70.00%	51.90%	45
82	Ambulance	103	12.59%	22.88%	100.00%	58.12%	47.44%	63
83	Ambulance	616	18.85%	48.88%	99.64%	90.99%	87.36%	50
84	Private Company	310	10.47%	11.63%	100.00%	40.60%	73.27%	53
91	Private Company	1901	20.30%	12.89%	99.69%	68.00%	55.45%	28
165	Ambulance	70	39.02%	23.90%	98.84%	50.00%	40.00%	0
101	Private Company	8251	20.11%	6.45%	99.88%	76.46%	59.14%	49
102	Private Company	727	10.70%	10.71%	99.84%	77.27%	78.70%	40
216	Private Company	477	16.56%	0.84%	98.95%	89.76%	81.33%	40
130	Private Company	2878	23.76%	9.21%	99.58%	89.16%	82.64%	34
104	Private Company	10122	11.25%	7.12%	99.86%	89.47%	83.22%	46
105	Private Company	298	13.39%	0.67%	99.66%	44.44%	0.00%	64



	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 #								
108	Private Company	3734	20.69%	2.79%	99.43%	64.63%	62.35%	48
109	Ambulance	1476	14.11%	15.40%	99.74%	80.66%	51.88%	38
110	Private Company	1465	21.73%	17.23%	99.71%	79.93%	77.84%	51
114	Private Company	7059	21.56%	8.49%	99.76%	92.03%	86.05%	50
116	ADC	3350	10.96%	0.00%	100.00%	37.26%	64.56%	77
119	Private Company	42	30.87%	0.00%	100.00%	0.00%	0.00%	72
121	Private Company	11150	19.76%	2.36%	99.55%	65.98%	76.74%	51
122	Private Company	6430	5.28%	2.33%	99.97%	80.35%	74.28%	43
124	Ambulance	10	13.33%	20.00%	33.33%	22.22%	22.22%	70
127	RTA	16259	16.35%	12.47%	99.90%	66.53%	67.33%	51
127	RTA	10961	25.01%	1.40%	99.81%	76.18%	75.46%	67
134	RTA	7188	23.14%	0.66%	99.87%	60.88%	69.54%	67
213	Private Company	54	20.74%	26.99%	100.00%	43.75%	35.42%	68
142	Ambulance	179	6.07%	2.19%	100.00%	26.19%	25.00%	67
163	Private Company	134	10.95%	0.00%	100.00%	72.70%	87.61%	78
13	Private Company	410	15.98%	6.31%	100.00%	84.56%	93.05%	70
154	Private Company	148	21.94%	21.53%	100.00%	88.19%	81.39%	69
155	Ambulance	3078	11.32%	4.17%	99.93%	68.26%	57.43%	56
156	Private Company	398	9.26%	45.82%	99.76%	87.69%	79.84%	39
157	Private Company	6588	19.44%	14.83%	98.61%	63.12%	66.61%	41
159	Private Company	3902	4.36%	0.36%	100.00%	56.72%	70.46%	66
160	Private Company	7673	22.30%	7.90%	99.81%	69.08%	77.19%	53
167	Private Company	803	11.61%	8.77%	99.43%	96.94%	95.31%	51
169	Private Company	3814	13.59%	4.01%	99.55%	81.66%	74.92%	22
207	Private Company	723	14.90%	38.43%	100.00%	69.84%	63.78%	56
175	Private Company	19261	19.30%	2.92%	99.84%	84.62%	79.25%	56



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 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>								
187	RTA	7451	13.79%	5.50%	99.93%	65.98%	48.24%	53

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

01/01/2013 to 03/31/2013

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>	19	457,816	99.42%	3,322	0.73%
<b>31-60 Days</b>	31	2,667	0.58%	4	0.15%
<b>61-90 Days</b>	0	0	0.00%	0	0.00%
<b>&gt; 90 Days</b>	0	0	0.00%	0	0.00%
	<b>19</b>	<b>460,483</b>	<b>100.00%</b>	<b>3,326</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	421,298	91.49%	176
<b>31-60 Days</b>	41	28,698	6.23%	124
<b>61-90 Days</b>	70	6,449	1.40%	64
<b>91-120 Days</b>	103	1,388	0.30%	48
<b>121-150 Days</b>	134	834	0.18%	24
<b>&gt; 150 Days</b>	241	1,816	0.39%	32
	<b>16</b>	<b>460,483</b>	<b>100.00%</b>	

# South Carolina Department of Health and Human Services

## Internal Complaints Report



Complaint Category	Dec 2012	Jan 2013	Feb 2013	Mar 2013	April 2013	May 2013	SFY 2012 Totals	SFY 2013 Totals
<b>Beneficiary</b>	1	18	5	11	5	12	290	92
• Reservation	0	5	0	2	4	6	188	17
• Transportation	0	0	0	0	0	0	0	1
• Service Delivery	1	13	5	9	1	6	90	70
• Other	0	0	0	0	0	0	12	4
<b>Transportation Provider</b>	1	0	0	1	0	0	38	2
• Reservation	0	0	0	0	0	0	3	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	1	0	0	0	0	0	1	1
• Payment	0	0	0	1	0	0	31	1
• Other	0	0	0	0	0	0	3	0
<b>Health Care Provider</b>	0	1	0	2	0	2	52	12
• Reservation	0	1	0	0	0	2	36	5
• Transportation	0	0	0	0	0	0	0	1
• Service Delivery	0	0	0	2	0	0	16	6
• Other	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	1	1	0	0	1	5	6
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	3
• Other	0	1	1	0	0	1	2	3
<b>Totals</b>	2	20	6	14	5	15	385	112



# State of South Carolina

## Department of Health and Human Services

### Summary of Reported Rider Injury and Incidents January – March 2013

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 2013, the broker reported the occurrence of 50 incidents and injuries for the 472,696 trips taken. There were 34 incidents and 16 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, 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. One transportation provider had more than two reported incidents and injuries for the three month period; however, none of the reported incidents and injuries for the transportation provider was rated with a level one severity. 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 January – March 2013

### 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 2013 – March 2013 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	2
	2	16
	3	16
Incident Total		34

### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	1
	2	13
	3	2
Injury Total		16

### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	0
	2	8
	3	1
Member	1	2
	2	14
	3	10
Member And Driver	1	1
	2	2
	3	2
Other Driver	1	0
	2	3
	3	4
Other	1	0
	2	2
	3	1
Total		50

**Summary of Reported Rider Injury and Incidents  
January – March 2013**

**Summary by Provider and Severity  
(Providers with at least two severity 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 June 2013  
Transportation Broker Contract**

Agency / Broker

October 16, 2012	Agency meeting with Logisticare
November 20, 2012	Agency meeting with Logisticare
December 18, 2012	Agency meeting with Logisticare
January 17, 2013	Agency meeting with Logisticare
February 20, 2013	Agency meeting with Logisticare
March 20, 2013	Agency meeting with Logisticare
April 17, 2013	Agency meeting with Logisticare
May 23, 2013	Agency meeting with Logisticare
June 20, 2013	Agency meeting with Logisticare

Agency / Broker Regional Meetings

Logisticare

February 11, 2013	Region 1 Quarterly Meeting- Greenville
February 13, 2013	Region 2 Quarterly Meeting- Columbia
February 14, 2013	Region 3 Quarterly Meeting- Florence
May 3, 2013	Region 1 Quarterly Meeting- Greenville
May 8, 2013	Region 2 Quarterly Meeting- Columbia
May 9, 2013	Region 3 Quarterly Meeting- Charleston
August 9, 2013	Region 1 Quarterly Meeting- Greenville-Scheduled
August 13, 2013	Region 2 Quarterly Meeting- Columbia-Scheduled
August 14, 2013	Region 3 Quarterly Meeting- Florence-Scheduled
October 30, 2013	Region 1 Quarterly Meeting- Greenville-Scheduled
November 7, 2013	Region 2 Quarterly Meeting- Columbia-Scheduled
November 8, 2013	Region 3 Quarterly Meeting- Charleston-Scheduled

Agency / Other Stakeholder Meetings

January 28, 2013	NEMT Open Forum
March 5, 2013	TASC Conference
April 15, 2013	NEMT Open Forum
April 24, 2013	Transportation Providers
June 14, 2013	Greenville Health System
June 24, 2013	NEMT Open Forum - Scheduled



### Transportation Advisory Committee Meetings

December 13, 2012	Quarterly TAC Meeting
January 17, 2013	Transportation Provider Survey Meeting
March 28, 2013	Quarterly TAC Meeting
June 27, 2013	Quarterly TAC Meeting - Scheduled
September 26, 2013	Quarterly TAC Meeting - Scheduled
December 12, 2013	Quarterly TAC Meeting - Scheduled

### Logisticare / Healthcare Community Individual Meetings

March 13, 2013	FMC- Pee Dee Dialysis- Lake City
March 13, 2013	Pee Dee Mental Health- Lake City
March 13, 2013	Lake City Adult Day Care- Lake City
March 13, 2013	FMC- Hartsville- Hartsville
April 1, 2013	Magnolia Manor- Rock Hill
April 2, 2013	FMC- Florence Dialysis- Florence
April 2, 2013	Pee Dee Mental Health- Florence
April 2, 2013	FMC-Freedom Dialysis- Florence
April 3, 2013	New Horizon's Clubhouse- Columbia
April 3, 2013	FMC- Lower Richland- Columbia
April 3, 2013	Columbia Adult Care-Main- Columbia
April 4, 2013	Columbia Adult Care- Columbia
April 4, 2013	Levine Children's Hospital Pediatric Dialysis- Charlotte
April 12, 2013	Helping Hand Adult Day Care- Cayce
April 13, 2013	FMC- Darlington- Darlington
April 13, 2013	FMC- Hartsville- Hartsville
April 15, 2013	FMC- Freedom Dialysis- Florence
April 15, 2013	Pee Dee Active Day Center- Florence
April 16, 2013	Pee Dee Mental Health- Florence
April 16, 2013	FMC- Pee Dee Dialysis- Lake City
April 17, 2013	FMC- Marion Dialysis- Marion
April 17, 2013	FMC- Darlington Dialysis- Darlington
April 20, 2013	Levine Children's Hospital Pediatric Dialysis- Charlotte
April 22, 2013	FMC- Church Street Dialysis- Florence
April 22, 2013	FMC- Freedom Dialysis- Florence
April 22, 2013	Tri-County Adult Day Services- Cheraw
April 23, 2013	Pee Dee Mental Health- Florence
April 26, 2013	Sumter Family Health- Sumter
May 1, 2013	Charleston Dorchester Mental Health- Charleston
May 1, 2013	DCI- West Ashley- Charleston
May 1, 2013	RAI Care Centers Hollywood Ravenal- Ravenal
May 1, 2013	Our Place- Charleston
May 1, 2013	FMC- Charleston County- Mt Pleasant
May 2, 2013	DaVita- Allendale County Dialysis- Fairfax
May 2, 2013	RAI- Bamberg Dialysis- Bamberg
May 2, 2013	Magnolia Place Clubhouse- Walterboro
May 2, 2013	DaVita- Walterboro- Walterboro
May 2, 2013	Tucker's Adult Heath Day Care- Walterboro
May 2, 2013	Coastal Empire MHC- Beaufort Clinic- Beaufort
May 2, 2013	DCI- Port Royal- Port Royal

Logisticare / Healthcare Community Individual Meetings - Continued

May 2, 2013	FMC- Low Country- Port Royal
May 2, 2013	Beaufort- PSR Riverview Clubhouse- Beaufort
May 3, 2013	DaVita- Ridgeland- Ridgeland
May 3, 2013	DaVita- Marshlands- Ridgeland
May 16, 2013	Pee Dee Mental Health- Florence
May 23, 2013	NCA- Augusta- Augusta
May 23, 2013	Autumn Care ADC- Augusta
May 23, 2013	Ginger Adult Day Care- North Augusta
May 23, 2013	FMC-NA- Atomic Road- North Augusta
May 23, 2013	Active Day Greenwood- Greenwood
May 29, 2013	Pickens Place Recovery- Pickens
May 29, 2013	DCI- Landrum- Landrum

Program Review Site Visits

November 13, 2012	SCDHHS - Capital City Cab - Columbia
November 16, 2012	SCDHHS and Logisticare Unannounced - Charleston
November 28, 2012	SCDHHS and Logisticare Unannounced - Anderson
December 4, 2012	SCDHHS and Logisticare Unannounced - Columbia
December 11, 2012	SCDHHS - Logisticare Call Center Unannounced - Greenville
January 25, 2013	SCDHHS and Logisticare Unannounced - Aiken
March 21, 2013	SCDHHS and Logisticare Unannounced - Florence
May 6, 2013	SCDHHS, Logisticare and DHEC - Unannounced - Florence
May 23, 2013	SCDHHS and Logisticare Unannounced - Columbia