



Transportation Metrics	Performance Goal	January 2021 Final	February 2021 Final	March 2021 Final	Average Last Three Months	Average SFY 2021	Average SFY 2020	Totals SFY 2021	Totals SFY 2020
Unduplicated Beneficiaries		18,915	19,347	20,054	19,439	19,356	23,559	47,295	69,893
Total trips provided by type of transportation		107,584	107,734	129,648	114,989	114,417	135,878	1,029,755	1,630,535
• Non-Emergency Ambulatory Sedan/Van Trips		77,602	77,515	94,405	83,174	82,198	98,548	739,786	1,182,571
• Wheelchair Trips		12,311	12,185	13,474	12,657	12,841	14,828	115,572	177,931
• Stretcher Trips		1,950	2,052	1,882	1,961	1,895	1,737	17,052	20,843
• Individual Transportation Gas Trip		14,970	15,317	19,158	16,482	16,800	20,048	151,200	240,579
• Non-Emergency Ambulance ALS		84	93	49	75	70	63	627	757
• Non-Emergency Ambulance BLS		215	188	38	147	132	59	1,191	702
• Public Transportation Bus Trip		452	384	642	493	481	596	4,327	7,152
Total Over Night Trips Arranged		132	101	160	131	124	118	1,119	1,412
Total Extra Passengers		9,178	9,894	6,910	8,661	9,506	13,385	85,553	160,623
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.17%	0.22%	0.18%	0.17%	0.22%	--	--
• Number of Pickups On Time (A Leg)		41,217	41,371	46,453	43,014	43,321	50,921	389,885	611,051
• Number of Deliveries On Time (A Leg)		38,244	37,886	42,262	39,464	39,943	47,112	359,489	565,344
• Number of Pickups On Time (B Leg)		37,973	37,649	41,796	39,139	39,457	46,646	355,114	559,753
• Number of Trips Within Ride Time (All Trips)		92,710	92,148	104,226	96,361	96,995	115,823	872,953	1,389,881
• Percent of Pickups On Time (A Leg)	>= 90%	91.40%	91.16%	92.81%	91.79%	91.70%	87.02%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	82.18%	81.38%	80.13%	81.23%	81.99%	80.95%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	86.59%	86.08%	84.33%	85.67%	85.94%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.79%	99.75%	99.67%	99.74%	99.75%	99.65%	--	--
Actual number of calls		65,716	65,359	70,560	67,212	67,089	90,212	603,798	1,082,541
• Average phone calls daily		3,286	3,268	3,068	3,207	3,166	4,219	--	--
• Average Answer Speed	< 1:00	0:02:06	0:02:45	0:05:07	0:03:19	0:01:53	0:00:35	--	--
• Average Talk Time		0:04:11	0:04:18	0:04:12	0:04:14	0:04:08	0:04:04	--	--
• Average Time On Hold	<= 3:00	0:01:30	0:01:30	0:01:30	0:01:30	0:01:30	0:01:43	--	--
• Average time on hold before abandonment	< 1:30	0:05:51	0:10:34	0:13:19	0:09:55	0:05:31	0:00:57	--	--
• Average number of calls abandoned daily		218	253	417	296	171	104	--	--
• Percentage of calls abandoned daily	< 5.0%	12.58%	7.74%	13.60%	11.30%	6.25%	2.17%	--	--
Total number of complaints by type - Valid		2,786	2,835	4,638	3,420	3,121	4,159	28,089	49,905
• Provider No-Show		148	155	232	178	164	265	1,479	3,183
• Timeliness		194	282	438	305	352	892	3,172	10,709
• Other Stakeholders		2,011	1,869	3,439	2,440	2,139	2,522	19,247	30,267
• Call Center Operations		337	410	412	386	374	378	3,365	4,540
• Driver Behavior		1	8	5	5	4	10	38	115
• Provider Service Quality		39	45	41	42	26	16	235	192
• Miscellaneous		46	53	62	54	50	62	449	744
• Rider Injury / Incident		10	13	9	11	12	13	104	155
• Valid Complaints as percentage of total trips		2.59%	2.63%	3.58%	2.93%	2.71%	3.05%	--	--
Total number of complaints by type - Invalid & Other		390	385	775	517	382	299	3,437	3,593
• Provider No-Show		21	34	71	42	33	32	293	380
• Timeliness		22	17	21	20	17	27	155	321
• Other Stakeholders		159	160	481	267	177	106	1,589	1,270
• Call Center Operations		92	88	104	95	69	54	621	646
• Driver Behavior		18	18	31	22	19	23	167	279
• Provider Service Quality		22	21	24	22	19	13	171	151
• Miscellaneous		51	46	42	46	46	39	412	473
• Rider Injury / Incident		5	1	1	2	3	6	29	73
• Invalid & Other Complaints as percentage of total trips		0.36%	0.36%	0.60%	0.44%	0.33%	0.23%	--	--
Total number of denials by type		1,893	2,621	2,592	2,369	2,487	3,948	22,381	47,375
• Non-Urgent / Under Days of Notice		816	753	894	821	892	1,545	8,029	18,538
• Non-Covered Service		286	283	439	336	367	520	3,303	6,245
• Ineligible For Transport		93	113	166	124	125	194	1,124	2,332
• Unable to Confirm Medical Appointment w/ Provider		73	79	159	104	134	163	1,209	1,955
• Does Not Meet Transportation Protocols		1	1	1	1	3	8	26	90
• Incomplete Information		492	1,251	799	847	832	1,359	7,484	16,313
• Needs Emergency Services		2	3	4	3	3	2	27	20
• Beneficiary Has Medicare Part B or Other Coverage		130	138	130	133	131	157	1,179	1,882
• Denials as percentage of total trips		1.76%	2.43%	2.00%	2.06%	2.17%	2.84%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.



All Regions

Third Quarter SFY 2020 - 2021

January 2021 - March 2021

Trip Summary

Jan-21					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	3,391	70.17%	99.30%	83.88%	76.12%
Commercial	104,985	30.04%	99.58%	91.12%	82.25%
Private	13,701	0.77%	100.00%	74.05%	88.03%
Transit	16,495	21.11%	99.80%	78.13%	75.01%
Volunteer	128	19.43%	99.26%	94.07%	91.99%
Feb-21					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	3,298	79.42%	99.57%	90.68%	78.77%
Commercial	103,638	30.59%	99.59%	91.63%	81.65%
Private	13,975	1.15%	99.98%	77.10%	86.91%
Transit	16,843	20.61%	99.73%	79.86%	77.11%
Volunteer	108	35.33%	98.33%	96.67%	92.50%
Mar-21					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	3,368	71.31%	99.11%	87.40%	72.65%
Commercial	116,364	32.50%	99.52%	90.34%	79.89%
Private	16,947	1.03%	99.47%	80.43%	84.98%
Transit	17,817	15.92%	99.77%	81.63%	78.89%
Volunteer	137	17.72%	98.17%	95.11%	87.89%
3rd Quarter SFY 2020 - 2021					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	10,057	73.69%	99.33%	87.32%	75.97%
Commercial	324,987	31.04%	99.56%	91.03%	81.27%
Private	44,623	0.98%	99.80%	77.31%	86.67%
Transit	51,155	19.21%	99.77%	79.87%	77.00%
Volunteer	373	24.16%	98.59%	95.28%	90.79%

Complaints By Provider Type

Transportation Metrics	Jan 2021	Feb 2021	Mar 2021
Total Trips Provided - Ambulance	3,391	3,298	3,368
• Provider No-Show	7	5	9
• Timeliness	6	5	8
• Other Stakeholders	53	43	62
• Call Center Operations	0	0	16
• Driver Behavior	0	0	2
• Provider Service Quality	1	1	0
• Miscellaneous	0	1	2
• Rider Injury / Incident	0	2	0
Total Valid Complaints by Provider Type - Ambulance	67	57	99
Total Invalid Complaints by Provider Type - Ambulance	3	5	3
Valid Ambulance Complaints as % of Total Ambulance Trips	1.98%	1.73%	2.94%
Total Trips Provided - Commercial	104,985	103,638	116,364
• Provider No-Show	120	124	160
• Timeliness	176	248	392
• Other Stakeholders	1,664	1,504	3,006
• Call Center Operations	0	0	203
• Driver Behavior	0	7	3
• Provider Service Quality	16	16	13
• Miscellaneous	41	43	49
• Rider Injury / Incident	7	9	8
Total Valid Complaints by Provider Type - Commercial	2,024	1,951	3,834
Total Invalid Complaints by Provider Type - Commercial	148	173	522
Valid Commercial Complaints as % of Total Commercial Trips	1.93%	1.88%	3.29%
Total Trips Provided - Private	13,701	13,975	16,947
• Provider No-Show	0	1	18
• Timeliness	1	8	9
• Other Stakeholders	49	78	73
• Call Center Operations	0	0	7
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	1
• Miscellaneous	0	0	1
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Private	50	87	109
Total Invalid Complaints by Provider Type - Private	10	6	19
Valid Private Complaints as % of Total Private Trips	0.36%	0.62%	0.64%
Total Trips Provided - Transit	16,495	16,843	17,817
• Provider No-Show	15	14	13
• Timeliness	11	16	26
• Other Stakeholders	221	213	257
• Call Center Operations	0	0	34
• Driver Behavior	0	1	0
• Provider Service Quality	0	3	2
• Miscellaneous	5	6	4
• Rider Injury / Incident	3	2	1
Total Valid Complaints by Provider Type - Transit	255	255	337
Total Invalid Complaints by Provider Type - Transit	22	21	29
Valid Transit Complaints as % of Total Transit Trips	1.55%	1.51%	1.89%
Total Trips Provided - Volunteer	128	108	137
• Provider No-Show	0	0	1
• Timeliness	0	1	1
• Other Stakeholders	4	0	5
• Call Center Operations	0	0	1
• Driver Behavior	1	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Volunteer	5	1	8
Total Invalid Complaints by Provider Type - Volunteer	1	0	1
Valid Volunteer Complaints as % of Total Volunteer Trips	3.91%	0.93%	5.84%
All Providers			
Total trips provided	138,700	137,862	154,633
Total Valid complaints	2,785	2,830	4,638
Total Invalid complaints	219	245	591
Valid Complaints as percentage of total trips	0.16%	0.18%	0.38%

Average Last Three Months	Average SFY 2020	Totals SFY 2020
3,352	3,391	30,519
7	13	116
6	7	61
53	53	476
5	9	78
1	0	4
1	1	7
1	2	14
1	1	9
74	85	765
4	6	56
2.21%	2.50%	-
108,329	107,077	963,692
135	119	1,072
272	302	2,719
2,058	1,769	15,923
68	145	1,305
3	3	25
15	11	98
44	40	363
8	9	78
2,603	2,398	21,583
281	195	1,755
2.37%	2.23%	-
14,874	14,739	132,648
6	4	33
6	6	57
67	52	467
2	4	32
0	0	0
0	1	7
0	1	5
0	0	2
82	67	603
12	7	65
0.54%	0.45%	-
17,052	17,588	158,296
14	17	152
18	36	321
230	241	2,168
11	22	199
0	0	4
2	1	13
5	6	57
2	2	15
282	325	2,929
24	22	201
1.65%	1.85%	-
124	136	1,223
0	1	11
1	0	2
3	4	40
0	2	15
0	0	1
0	0	0
0	0	2
0	0	0
5	8	71
1	1	9
3.56%	5.68%	-
143,732	142,931	1,286,378
3,418	3,122	28,098
352	248	2,232
0.24%	0.17%	-

Prompt Payment Aging Report By Invoice Received Date

01/01/2021 to 03/31/2021

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates **

Provider Billing Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	7	292,277	90.24%	135
31-60 Days	41	20,393	6.30%	65
61-90 Days	74	5,316	1.64%	22
91-120 Days	104	2,373	0.73%	11
121-150 Days	134	1,296	0.40%	5
> 150 Days	250	2,239	0.69%	4
	13	323,894	100.00%	

LogistiCare Quarterly Provider Retention

Quarter SFY	Total Active Provider Sites at Beginning of Quarter (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Quarter (e)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015	160	6	6	3	157	5.63%	3.75%
Quarter 1, 2016	157	9	3	3	160	3.82%	5.73%
Quarter 2, 2016	160	5	5	1	159	3.75%	3.13%
Quarter 3, 2016	159	1	4	5	151	5.66%	0.63%
Quarter 4, 2016	151	6	1	0	156	0.66%	3.97%
Quarter 1, 2017	156	12	3	3	162	3.85%	7.69%
Quarter 2, 2017	162	0	5	1	156	3.70%	0.00%
Quarter 3, 2017	156	3	6	6	147	7.69%	1.92%
Quarter 4, 2017	147	4	3	1	147	2.72%	2.72%
Quarter 1, 2018	147	3	4	0	146	2.72%	2.04%
Quarter 2, 2018	146	8	0	1	153	0.68%	5.48%
Quarter 3, 2018	153	1	11	3	140	9.15%	0.65%
Quarter 4, 2018	140	6	0	0	146	0.00%	4.29%
Quarter 1, 2019	146	4	0	0	150	0.00%	2.74%
Quarter 2, 2019	150	9	2	1	156	2.00%	6.00%
Quarter 3, 2019	156	7	2	0	161	1.28%	4.49%
Quarter 4, 2019	161	7	2	4	162	3.73%	4.35%
Quarter 1, 2020	162	10	2	3	167	3.09%	6.17%
Quarter 2, 2020	167	7	5	4	165	5.39%	4.19%
Quarter 3, 2020	165	7	4	1	167	3.03%	4.24%
Quarter 4, 2020	167	8	6	0	169	3.59%	4.79%
Quarter 1, 2021	169	3	0	4	168	2.37%	1.78%
Quarter 2, 2021	168	3	0	3	168	1.79%	1.79%
Quarter 3, 2021	168	3	0	4	167	2.38%	1.79%
TOTAL	n/a	144	79	52	n/a	n/a	n/a

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, MODV)

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

Quarterly Transportation Advisory Council Meetings (TAC)

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

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

SFY 2020/2021	March '20	June	September	December	March	June
*reinstate virtually in Q1 SFY 2022	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19

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

SFY 2020/2021	September '21	December '21	March '21	June '21
Condensed	virtual	virtual	virtual	virtual

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

SFY 2020/2021	April	May	June	July '21	August	September	October	November	December	January '21	February	March
Area Visited (1)	Field Activities Reduced due to CV19			Field Activities Reduced due to CV19			Field Activities Reduced due to CV19			Field Activities Reduced due to CV19		
Area Visited (2)												

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (MODV)

SFY 2020/2021	April	May	June	July '21	August	September	October	November	December	January '21	February	March
Combined	255^	237^	255^	125^	116^	128^	113^	116^	91^	123^	121^	124^

^Volume includes outreach completely virtually due to COVID19.

6/23/2021