



Version: November 8, 2012
 Project Name: LogistiCare Work Plan
 Project Description: Corrective Action Plan
 Team: LogistiCare Solutions, LLC

Key: Status
 Green: On Track
 Red: Overdue
 Blue: Complete

Task	Sub-Task	Task/Issue	Target End Date	Status	Accountability	Actions Taken to Date
1		Provider No Shows-Contract requirement is: <0.25% of trips daily.				
	1.1	Daily Review of Provider No Shows by Transportation Manager and Director of Operations.	11/16/2012	Started	Transportation Department	
	1.2	Immediate (within 2 business days) Corrective Action Plan for providers with validated no shows (Corrective Action Plan may include reduction in trip volume or liquidated damages if appropriate)	11/16/2012	Started	Transportation Department	
	1.3	Monthly update to include progress improvement to be submitted to DHHS-submitted as part of the Monthly Broker Meeting Agenda.	12/18/2012	Scheduled	Director of Operations and General Manager	
	1.4	Reduction in complaint averages to be complete. January data should reflect no dates in which a provider no show percentage is over the 0.25 mark.	1/31/2013	Scheduled	Director of Operations and General Manager	

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2		Call Center Metrics-Contract requirement includes: <5% of calls abandoned daily and <60 second average speed to answer.				
	2.1	Assess the staffing needs based on increased call volume and review daily volume being offered.	11/9/2012	Complete	General Manager and Call Center Manager	
	2.2	Expand the Greenville, SC site location to include additional staffing levels to compensate for volume increase and performance requirements.	11/28/2012	Started	General Manager and Call Center Manager	
	2.3	Review ability to direct call volume to Network Operations Center in Atlanta GA to assist with the escalated volume experienced traditionally on Mondays that does not remain consistently high Tuesday-Friday.	11/16/2012	Started	General Manager and Senior Vice President of Operations	
	2.4	New hires that are on board before or by November 28th, 2012, trained for taking calls by December 12, 2012.	12/12/2012	Scheduled	Call Center Manager and Training Coach	
	2.5	Call Center Metrics achieved daily by January 2013 data. Goal to continue meeting standard thereafter.	1/1/2013	Scheduled	Call Center Manager	

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3		On Time Pick-Up and Delivery-Contract requirements include: 90% of all pickups must be on time and 95% of all deliveries must be on time.				
	3.1	Monthly review of individual Provider Performance. Transportation Providers who do not meet either standard of performance will be placed on a Corrective Action Plan within 60 days of the month ending period to allow time for claims processing to take place and be reviewed. (Ex: July performance would result in a Corrective Action Plan no later than September 30.) New providers who have joined the network are provided 60 days to pull their efforts into compliance and, if needed, Corrective Action will be taken on the first full month following the end of the 60-days. Providers who improve their On Time Performance by 5% or more each month are left on a Corrective Action Plan but trip volume reductions will not be assessed. Providers who fail to improve by 5% monthly have their trip volume limits lowered until performance can be improved.	Ongoing	Started	Director of Operations and Transportation Manager	
	3.1.1	Region 1 Providers: LGTC has reviewed performance in this Region since August 22, 2011. Providers are on active action plans since June 2012. Broker performance to reach contractual requirement for June 2013 data. Goal is 2% or better incremental increase each month as a broker.	Ongoing	Started	Director of Operations and Transportation Manager	As of October 30, 19 action plans are under review.
	3.1.2	Region 2 Providers: LGTC has reviewed performance in this Region since February 21, 2012. Providers are on active action plans since September 2012. Target date is the date for all Corrective Action to be completed. Broker performance to reach contractual requirement for June 2013 data. Goal is 2% or better incremental increase each month as a broker.	11/30/2012 then ongoing	Started	Director of Operations and Transportation Manager	As of October 30, 32 action plans are under review.
	3.1.3	Region 3 Providers: LGTC has reviewed performance in this Region since February 21, 2012. Providers are on active actions plans since October 2012. Target date is the date for all Corrective Action to be completed. Broker performance to reach contractual requirement for June 2013 data. Goal is 2% or better incremental increase each month as a broker.	11/30/2012 then ongoing	Started	Director of Operations and Transportation Manager	As of October 30, 38 action plans are under review.
	3.2	Providers who maintain performance requirements are removed from their corrective action plan after demonstrating a consecutive 60-day (2 month) ability to meet and maintain the contractual performance requirement.	Ongoing	Started	Director of Operations and Transportation Manager	
	3.3	Network Development-Replacement Provider Volume. LogistiCare recognizes that not all provider who are placed on Corrective Action Plans will correct the issue and come into compliance with both DHHS and LogistiCare standards. LogistiCare is currently conducting orientations and contract review meetings with providers statewide in the effort to ensure an adequate network is available to meet the needs of the Medicaid population.	Ongoing	Started	Director of Operations and General Manager	Orientation held October 10th and scheduled for November 13. Individual contract negotiation meetings are scheduled beginning the week of November 12. 22 providers attended the October 10 group orientation and will be offered an individual meeting.

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4		Complete and accurate reporting including all reported complaints-Contractual requirement includes that state report is due on the last day of each month for the month prior.				
	4.1	Complaints Closing-Complaints filed are to be researched and closed out within 72 hours (3-days) of receipt. Complaints that are not closed within 5-days shall be reported to DHHS.	1/1/2013	Started	Quality Assurance Manager	
	4.1.1	Complaint volume and tracking has required additional staffing. Additional headcount requirement has been reviewed and added as of September 2012.	9/30/2012	Complete	Quality Assurance Manager	
	4.1.2	Reports submitted November 30 for the reporting time frame October 2012, will contain a full resolution on all complaints for the reporting time frame. Complaints that do not receive an appropriate response from the Transportation Provider will be closed with comments to include the facts as we know them and a submission for Corrective Action Plan on the Transportation Provider for failure to respond.	11/30/2012	Started	Quality Assurance Manager	
	4.2	Reports Specialist will be submitting completed reports 2 days prior to due date to allow time for full review and reconciliation by leadership team.	11/28/2012	Scheduled	Quality Assurance Manager and General Manager	