

Version: December 3, 2013
 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 (PNS)-Contract requirement is: <0.25% of trips daily.				
	1.1	Weekly review of Provider No Shows	Ongoing	Started	Transportation Department and Quality Assurance Department	Monitoring PNS, assessing liquidated damages, and removing volume, and terminating contracts is ongoing. Additional review of the root cause of PNS complaints
	1.2	Maintain Corrective Action Plans for each provider who fails to perform at <0.25% of trips daily.	Ongoing	Started	Provider Relations Manager, Quality Assurance Manager, and Director of Operations	Terminate providers who fail to meet standard month over month.
	1.3	Evaluate reporting software for actual provider no shows in comparison to provider no shows where the trip was recoverable and the member's appointment was not missed.	1/1/2014	Scheduled	General Manager and Senior Vice President of Operations	
	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.	2/28/2014	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.	9/1/2013	Complete	Senior Vice President of Operations	
	2.2	Expand the staffing in the Atlanta CC to accommodate the requirements for call center metrics.	10/1/2013	Complete	Senior Vice President of Operations	
	2.3	Call Center Metrics achieved daily by October 2013 data. Goal to continue meeting standard thereafter.	10/1/2013	Complete	Call Center Manager - Atlanta Operations	Preliminary data for October and November shows dramatic improvement.

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3		On Time Pick-Up and Delivery-Contract requirements include: 90% of all pickups must be on time, 95% of all deliveries must be on time and 90% of all B-leg pickups 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 Provider Relations Manager	As of 12/1/13, any provider consistently performing under 70% on time drop off is placed on a Performance Improvement Plan and failure to comply will result in a contract termination letter.
	3.1.1	Broker performance to reach contractual requirement for A-Leg Drop Off May 2014 data. Goal is 2% or better incremental increase each month as a broker.	5/1/2014	Started	Director of Operations and Provider Relations Manager	During Q4 2013 trip assignment is gradually being transitioned to providers who are the highest performing provider in their geographical areas. An improvement should be seen by January 2014 data and additional incremental improvement should be maintained month-over-month. Performance in Regions 1, 2 and 3 vary between 79% and 81% during Q3 2013.
	3.1.2	Broker performance to reach contractual requirement for A-Leg Pick Up June 2014 data. Goal is 2% or better incremental increase each month as a broker.	6/1/2014	Started	Director of Operations and Provider Relations Manager	Regions 1, 2 and 3 vary between 81% and 86% OTP for the A-leg drop off during Q3 2013. LGTC has designated staff members to continue to focus on accurate capture and detail of the pick-up performance windows to meet the 4-9% improvement needed.
	3.1.3	Broker performance to reach contractual requirement for B-Leg Pick Up May 2014 data. Goal is 2% or better incremental increase each month as a broker.	5/1/2014	Started	Director of Operations and Provider Relations Manager	LGTC began a line by line comparison of trip detail for the B-leg OTP. This project was started in November 2013 and we reviewed July, August, and September 2013 data. We have determined that the B-leg pick-up performance percentage is considerably higher than the percentages originally reported to SCDHHS due to a reporting calculation error that excluded 30 minutes of the allowable 60 minutes. A review of the supporting documentation will be conducted with SCDHHS the week of 12/20/13. OTP for the B-leg pick up is actually more than 80% statewide when using the full 60 minutes allowed by contract.
	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 Provider Relations 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	