

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report  
LogistiCare  
December 2017

Transportation Metrics	Performance Goal	October 2017 Final	November 2017 Final	December 2017 Final	Average Last Three Months	Average SFY 2018	Average SFY 2017	Totals SFY 2018	Totals SFY 2017
Unduplicated Beneficiaries		28,659	27,513	26,093	27,422	27,295	27,159	56,496	75,849
Total trips provided by type of transportation		167,280	156,128	143,218	155,542	155,265	157,728	931,590	1,892,734
• Non-Emergency Ambulatory Sedan/Van Trips		118,450	110,205	100,928	109,861	109,253	113,180	655,518	1,358,154
• Wheelchair Trips		21,330	20,152	19,066	20,183	20,219	20,191	121,314	242,291
• Stretcher Trips		2,928	2,724	2,596	2,749	2,772	2,843	16,631	34,112
• Individual Transportation Gas Trip		23,698	22,340	19,936	21,991	22,232	20,667	133,391	248,007
• Non-Emergency Ambulance ALS		129	100	83	104	104	103	624	1,234
• Non-Emergency Ambulance BLS		95	87	72	85	92	124	550	1,492
• Public Transportation Bus Trip		650	520	537	569	594	620	3,562	7,444
Total Over Night Trips Arranged		122	99	90	104	97	91	580	1,086
Total Extra Passengers		19,033	17,399	15,872	17,435	18,064	19,993	108,382	239,914
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.26%	0.25%	0.26%	0.26%	0.26%	0.28%	--	--
• Number of Pickups On Time (A Leg)		63,638	59,542	55,143	59,441	59,320	61,478	355,919	737,737
• Number of Deliveries On Time (A Leg)		59,235	55,618	51,760	55,538	55,253	57,919	331,519	695,027
• Number of Pickups On Time (B Leg)		57,721	54,030	50,401	54,051	53,651	55,858	321,903	670,297
• Number of Trips Within Ride Time (All Trips)		143,693	133,847	123,352	133,631	133,068	126,463	798,405	1,517,550
• Percent of Pickups On Time (A Leg)	>= 90%	88.04%	88.10%	88.32%	88.15%	88.43%	88.99%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	82.05%	82.47%	83.22%	82.58%	82.56%	83.98%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	85.21%	85.96%	86.90%	86.02%	85.65%	86.82%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.50%	99.61%	99.57%	99.55%	99.64%	--	--
Actual number of calls		109,859	98,025	83,793	97,226	95,237	89,380	571,424	1,072,563
• Average phone calls daily		4,994	4,668	4,190	4,617	4,529	4,205	--	--
• Average Answer Speed	< 1:00	0:00:52	0:00:41	0:00:43	0:00:45	0:00:47	0:00:57	--	--
• Average Talk Time		0:05:03	0:05:04	0:04:54	0:05:00	0:05:13	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:44	0:01:41	0:01:36	0:01:40	0:01:42	0:01:45	--	--
• Average time on hold before abandonment	< 1:30	0:01:18	0:01:24	0:01:03	0:01:15	0:01:13	0:01:16	--	--
• Average number of calls abandoned daily		152	123	97	124	113	138	--	--
• Percentage of calls abandoned daily	< 5.0%	3.03%	2.64%	2.32%	2.66%	2.49%	3.26%	--	--
Total number of complaints by type - Valid		6,565	5,435	4,697	5,566	5,732	5,812	34,391	69,745
• Provider No-Show		371	339	324	345	345	387	2,069	4,645
• Timeliness		3,585	2,664	2,039	2,763	2,869	2,298	17,213	27,578
• Other Stakeholders		2,440	2,258	2,180	2,293	2,352	2,979	14,109	35,742
• Call Center Operations		75	56	66	66	55	23	332	271
• Driver Behavior		8	7	11	9	9	8	52	93
• Provider Service Quality		5	16	9	10	14	12	84	145
• Miscellaneous		62	71	50	61	66	88	394	1,054
• Rider Injury / Incident		19	24	18	20	23	19	138	227
• Valid Complaints as percentage of total trips		3.92%	3.48%	3.28%	3.56%	3.68%	3.68%	--	--
Total number of complaints by type - Invalid & Other		284	268	260	271	285	205	1,707	2,460
• Provider No-Show		21	33	49	34	36	27	214	318
• Timeliness		64	71	56	64	65	45	390	536
• Other Stakeholders		55	43	54	51	64	59	382	709
• Call Center Operations		17	16	17	17	16	10	93	117
• Driver Behavior		32	49	31	37	33	12	200	149
• Provider Service Quality		8	20	11	13	14	6	82	68
• Miscellaneous		72	30	33	45	48	36	288	437
• Rider Injury / Incident		15	6	9	10	10	11	58	126
• Invalid & Other Complaints as percentage of total trips		0.17%	0.17%	0.18%	0.17%	0.18%	0.13%	--	--
Total number of denials by type		6,008	5,475	5,190	5,558	5,407	5,171	32,444	62,052
• Non-Urgent / Under Days of Notice		1,319	1,478	1,721	1,506	1,464	1,450	8,781	17,399
• Non-Covered Service		796	626	565	662	643	495	3,859	5,945
• Ineligible For Transport		286	322	288	299	327	311	1,960	3,735
• Unable to Confirm Medical Appointment w/ Provider		302	202	162	222	233	185	1,400	2,220
• Does Not Meet Transportation Protocols		8	9	8	8	10	12	60	141
• Incomplete Information		2,720	2,272	2,049	2,347	2,200	2,105	13,198	25,257
• Needs Emergency Services		6	19	10	12	7	6	43	72
• Beneficiary Has Medicare Part B or Other Coverage		571	547	387	502	524	607	3,143	7,283
• Denials as percentage of total trips		3.59%	3.51%	3.62%	3.57%	3.49%	3.28%	--	--

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.

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

#### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over\*
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B

\* Approval pending additional verification. Annual Adult benefit is \$750.00

\* Denials are calculated with Gross Data (Verified Paid and Non-Paid Trips)

### Trip Summary

Oct-17					
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>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	16,059	54.00%	99.00%	93.00%	85.00%
Commercial	134,273	28.00%	94.00%	90.00%	83.00%
Private	17,381	0.00%	100.00%	75.00%	96.00%
Transit	26,795	10.00%	99.00%	87.00%	81.00%
Volunteer	739	10.00%	99.00%	95.00%	85.00%
Nov-17					
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>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	15,653	47.00%	99.00%	94.00%	87.00%
Commercial	129,313	20.00%	99.00%	90.00%	83.00%
Private	16,924	0.00%	100.00%	74.00%	95.00%
Transit	25,514	9.00%	99.00%	86.00%	80.00%
Volunteer	603	15.00%	99.00%	94.00%	87.00%
Dec-17					
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>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	14,348	58.00%	98.00%	94.00%	87.00%
Commercial	121,647	18.00%	99.00%	91.00%	84.00%
Private	16,272	0.00%	100.00%	79.00%	95.00%
Transit	23,935	10.00%	99.00%	86.00%	82.00%
Volunteer	568	15.00%	98.00%	92.00%	89.00%
2nd Quarter SFY 2017 - 2018					
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>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	46,060	53.00%	99.00%	94.00%	87.00%
Commercial	385,233	22.00%	97.00%	90.00%	83.00%
Private	50,577	0.00%	100.00%	76.00%	96.00%
Transit	76,244	10.00%	99.00%	86.00%	81.00%
Volunteer	1,910	13.00%	99.00%	94.00%	87.00%

### Complaints By Provider Type

Transportation Metrics	Oct 2017	Nov 2017	Dec 2017	Average Last Three Months	Average SFY 2017	Totals SFY 2017
<b>Total Trips Provided - Ambulance</b>	<b>16,059</b>	<b>15,653</b>	<b>14,348</b>	<b>15,353</b>	<b>15,104</b>	<b>90,624</b>
• Provider No-Show	24	27	21	24	27	164
• Timeliness	255	208	112	192	212	1,274
• Other Stakeholders	112	124	81	106	108	646
• Call Center Operations	6	3	5	5	4	24
• Driver Behavior	0	0	0	0	0	2
• Provider Service Quality	1	0	0	0	1	6
• Miscellaneous	7	6	3	5	6	34
• Rider Injury / Incident	2	5	4	4	4	23
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>407</b>	<b>373</b>	<b>226</b>	<b>335</b>	<b>362</b>	<b>2,173</b>
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>47</b>
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>2.53%</b>	<b>2.38%</b>	<b>1.58%</b>	<b>2.16%</b>	<b>2.38%</b>	<b>-</b>
<b>Total Trips Provided - Commercial</b>	<b>134,273</b>	<b>129,313</b>	<b>121,647</b>	<b>128,411</b>	<b>129,477</b>	<b>776,862</b>
• Provider No-Show	281	231	237	250	248	1,487
• Timeliness	2,686	1,980	1,507	2,058	2,151	12,907
• Other Stakeholders	1,888	1,752	1,757	1,799	1,768	10,609
• Call Center Operations	24	25	33	27	24	141
• Driver Behavior	5	3	10	6	6	38
• Provider Service Quality	3	14	8	8	11	66
• Miscellaneous	48	52	38	46	51	307
• Rider Injury / Incident	17	15	13	15	16	93
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>4,952</b>	<b>4,072</b>	<b>3,603</b>	<b>4,209</b>	<b>4,275</b>	<b>25,648</b>
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>149</b>	<b>139</b>	<b>138</b>	<b>142</b>	<b>146</b>	<b>875</b>
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>3.69%</b>	<b>3.15%</b>	<b>2.96%</b>	<b>3.27%</b>	<b>3.29%</b>	<b>-</b>
<b>Total Trips Provided - Private</b>	<b>17,381</b>	<b>16,924</b>	<b>16,272</b>	<b>16,859</b>	<b>16,496</b>	<b>98,973</b>
• Provider No-Show	0	1	1	1	1	4
• Timeliness	0	0	0	0	1	3
• Other Stakeholders	2	0	0	1	2	11
• Call Center Operations	1	0	1	1	1	3
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	1	0	0	0	0	1
• Rider Injury / Incident	0	0	0	0	0	0
<b>Total Valid Complaints by Provider Type - Private</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>22</b>
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.02%</b>	<b>0.01%</b>	<b>0.01%</b>	<b>0.01%</b>	<b>0.02%</b>	<b>-</b>
<b>Total Trips Provided - Transit</b>	<b>26,795</b>	<b>25,514</b>	<b>23,935</b>	<b>25,415</b>	<b>24,901</b>	<b>149,403</b>
• Provider No-Show	50	66	38	51	43	258
• Timeliness	630	471	413	505	417	2,503
• Other Stakeholders	365	342	303	337	340	2,042
• Call Center Operations	4	4	3	4	3	17
• Driver Behavior	3	4	1	3	2	10
• Provider Service Quality	1	2	0	1	1	7
• Miscellaneous	4	10	5	6	5	28
• Rider Injury / Incident	0	4	1	2	3	15
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>1,057</b>	<b>903</b>	<b>764</b>	<b>908</b>	<b>813</b>	<b>4,880</b>
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>21</b>	<b>27</b>	<b>15</b>	<b>21</b>	<b>28</b>	<b>169</b>
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>3.94%</b>	<b>3.54%</b>	<b>3.19%</b>	<b>3.56%</b>	<b>3.24%</b>	<b>-</b>
<b>Total Trips Provided - Volunteer</b>	<b>739</b>	<b>603</b>	<b>568</b>	<b>637</b>	<b>581</b>	<b>3,485</b>
• Provider No-Show	3	2	5	3	3	16
• Timeliness	4	3	1	3	3	16
• Other Stakeholders	19	8	12	13	15	90
• Call Center Operations	3	1	0	1	1	8
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	1	0	0	1
• Miscellaneous	0	0	1	0	0	1
• Rider Injury / Incident	0	0	0	0	0	1
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>29</b>	<b>14</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>133</b>
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>3.92%</b>	<b>2.32%</b>	<b>3.52%</b>	<b>3.26%</b>	<b>3.92%</b>	<b>-</b>
<b>All Providers</b>	<b>195,247</b>	<b>188,007</b>	<b>176,770</b>	<b>186,675</b>	<b>186,608</b>	<b>1,119,647</b>
<b>Total Valid complaints</b>	<b>6,449</b>	<b>5,363</b>	<b>4,615</b>	<b>5,476</b>	<b>5,476</b>	<b>32,856</b>
<b>Total Invalid complaints</b>	<b>178</b>	<b>174</b>	<b>165</b>	<b>172</b>	<b>184</b>	<b>1,104</b>
<b>Valid Complaints as percentage of total trips</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.10%</b>	<b>-</b>

## Prompt Payment Aging Report By Invoice Received Date

10/01/2017 to 12/31/2017

Some Broker Clients, All 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	19	499,408	99.81%	7,546	1.51%
31-60 Days	42	309	0.06%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	115	620	0.12%	32	5.16%
	<b>20</b>	<b>500,337</b>	<b>100.00%</b>	<b>7,578</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	10	448,342	89.61%	166
31-60 Days	41	36,193	7.23%	95
61-90 Days	71	8,485	1.70%	49
91-120 Days	103	3,108	0.62%	21
121-150 Days	135	1,358	0.27%	10
> 150 Days	237	2,851	0.57%	10
	<b>15</b>	<b>500,337</b>	<b>100.00%</b>	

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%
<b>TOTAL</b>	n/a	51	38	23	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.

**NEMT Incidents and Injuries by Provider Contribution**  
**October through December, 2017**

<b>Injury Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>16,697</b>	Percent of Total Paid Trips for the Quarter <b>466,626</b>
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	17	9	26	0.1557	0.0056
Injury - 3 (least severe)	11	2	13	0.0779	0.0028
<b>Total Injuries</b>	<b>28</b>	<b>11</b>	<b>39</b>	<b>0.2336</b>	<b>0.0084</b>

<b>Incident Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>16,697</b>	Percent of Total Paid Trips for the Quarter <b>466,626</b>
Incident - 1 (most severe)	0	14	14	0.0838	0.0030
Incident - 2	6	12	18	0.1078	0.0039
Incident - 3 (least severe)	15	13	28	0.1677	0.0060
<b>Total Incidents</b>	<b>21</b>	<b>39</b>	<b>60</b>	<b>0.3593</b>	<b>0.0129</b>

**Injury Severity Criteria:**

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Non-severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

**Incident Severity Criteria:**

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe incident reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;  
Non-severe incident effecting member.

**Note:** In Quarter Four of Fiscal Year 2017, the Broker and DHHS three member panel determined 0 incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

**Note:** Incident and Injury complaints can be from paid and non-paid claims.

# Report of Meetings

## Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2017/2018	January '17	February	March	April	May	June	July	August	September	October	November	December
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2017/2018	June '17	September	December	March
	x	x	x	Scheduled

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

SFY 2017/2018	June '17	September	December	March
	x	x	x	Scheduled

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

SFY 2017/2018	August '17	December	February '18	May	SFY 2017/2018	August '17	December	February '18	May
Region 1	x	x	x	Scheduled	Region 3	x	x	x	Scheduled
SFY 2017/2018	August '17	December	February '18	May	SFY 2017/2018	August '17	December	February '18	May
Region 2	x	x	x	Scheduled	Region 3.1*	x	x		

\*Region 3.1 discontinued due to low attendance

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

SFY 2017/2018	January '17	February	March	April	May	June	July	August	September	October	November	December
Area Visited (1)	Aiken		Myrtle Beach	Sumter	Manning	Spartanburg	Columbia^	Myrtle Beach^	Rock Hill	Charleston	Clinton	Columbia^
Area Visited (2)								Georgetown				
Area Visited (3)								Easley^~				

\*DHEC participated

^ORS participated

~DHHS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2017/2018	January '17	February	March	April	May	June	July	August	September	October	November	December
Dialysis	23	12	24	17	28	39	54	19	25	59	36	25
Mental Health	4	5	4	6	2	11	11	4	5	13	11	7
Other	24	21	17	18	17	8	21	36	27	28	21	18

3/5/2018