South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
December 2020

Transportation Metrics	Performance Goal	October 2020 Final	November 2020 Final	December 2020 Final		Average Last Three Months	Average SFY 2021	Average SFY 2020	Totals SFY 2021	Totals SFY 2020
Unduplicated Beneficiaries		20,407	19,377	19,317		19,700	19,315	23,559	39,914	69,893
Total trips provided by type of transportation		123,997	112,094	114,415		116,835	114,132	135,878	684,789	1,630,535
• Non-Emergency Ambulatory Sedan/Van Trips		88,904	80,972	82,346		84,074	81,711	98,548	490,264	1,182,571
• Wheelchair Trips		13,640	12,599	13,220		13,153	12,934	14,828	77,602	177,931
• Stretcher Trips		2,050	1,961	1,986		1,999	1,861	1,737	11,168	20,843
• Individual Transportation Gas Trip		18,731	16,010	16,169		16,970	16,959	20,048	101,755	240,579
• Non-Emergency Ambulance ALS		85	81	78		81	67	63	401	757
• Non-Emergency Ambulance BLS		82	39	156		92	125	59	750	702
• Public Transportation Bus Trip		505	432	460		466	475	596	2,849	7,152
Total Over Night Trips Arranged		116	77	120		104	121	118	726	1,412
Total Extra Passengers		11,010	9,466	9,637		10,038	9,929	13,385	59,571	160,623
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.20%	0.17%		0.18%	0.16%	0.22%	--	--
• Number of Pickups On Time (A Leg)		47,149	42,931	43,896		44,659	43,474	50,921	260,844	611,051
• Number of Deliveries On Time (A Leg)		43,447	39,368	40,371		41,062	40,183	47,112	241,097	565,344
• Number of Pickups On Time (B Leg)		42,886	38,967	39,837		40,563	39,616	46,646	237,696	559,753
• Number of Trips Within Ride Time (All Trips)		105,461	96,196	98,348		100,002	97,312	115,823	583,869	1,389,881
• Percent of Pickups On Time (A Leg)	>= 90%	91.56%	91.42%	91.70%		91.56%	91.66%	87.02%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	82.24%	81.57%	81.77%		81.86%	82.38%	80.95%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	86.06%	85.51%	85.60%		85.72%	86.07%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.77%	99.73%	99.75%		99.75%	99.76%	99.65%	--	--
Actual number of calls		70,524	64,047	65,099		66,557	67,027	90,212	402,163	1,082,541
• Average phone calls daily		3,206	3,202	2,959		3,122	3,145	4,219	--	--
• Average Answer Speed	< 1:00	0:00:26	0:00:15	0:00:14		0:00:18	0:01:09	0:00:35	--	--
• Average Talk Time		0:04:10	0:03:56	0:03:48		0:03:58	0:04:04	0:04:04	--	--
• Average Time On Hold	<= 3:00	0:01:30	0:01:30	0:01:27		0:01:29	0:01:29	0:01:43	--	--
• Average time on hold before abandonment	< 1:30	0:01:22	0:01:46	0:05:13		0:02:47	0:03:19	0:00:57	--	--
• Average number of calls abandoned daily		31	21	16		23	108	104	--	--
• Percentage of calls abandoned daily	< 5.0%	0.95%	0.65%	2.58%		1.40%	3.72%	2.17%	--	--
Total number of complaints by type - Valid		3,108	2,920	3,083		3,037	2,972	4,159	17,830	49,905
• Provider No-Show		172	197	166		178	157	265	944	3,183
• Timeliness		426	389	388		401	376	892	2,258	10,709
• Other Stakeholders		2,042	1,913	2,094		2,016	1,988	2,522	11,928	30,267
• Call Center Operations		385	342	330		352	368	378	2,206	4,540
• Driver Behavior		1	2	6		3	4	10	24	115
• Provider Service Quality		16	18	30		21	18	16	110	192
• Miscellaneous		49	54	56		53	48	62	288	744
• Rider Injury / Incident		17	5	13		12	12	13	72	155
• Valid Complaints as percentage of total trips		2.51%	2.60%	2.69%		2.60%	2.61%	3.05%	--	--
Total number of complaints by type - Invalid & Other		383	295	296		325	315	299	1,887	3,593
• Provider No-Show		36	23	24		28	28	32	167	380
• Timeliness		17	15	19		17	16	27	95	321
• Other Stakeholders		162	118	122		134	132	106	789	1,270
• Call Center Operations		73	66	47		62	56	54	337	646
• Driver Behavior		15	21	19		18	17	23	100	279
• Provider Service Quality		23	19	25		22	17	13	104	151
• Miscellaneous		53	33	34		40	46	39	273	473
• Rider Injury / Incident		4	0	6		3	4	6	22	73
• Invalid & Other Complaints as percentage of total trips		0.31%	0.26%	0.26%		0.28%	0.27%	0.23%	--	--
Total number of denials by type		2,841	2,361	2,220		2,474	2,546	3,948	15,275	47,375
• Non-Urgent / Under Days of Notice		1,040	949	838		942	928	1,545	5,566	18,538
• Non-Covered Service		400	362	355		372	383	520	2,295	6,245
• Ineligible For Transport		140	99	134		124	125	194	752	2,332
• Unable to Confirm Medical Appointment w/ Provider		139	118	107		121	150	163	898	1,955
• Does Not Meet Transportation Protocols		2	5	0		2	4	8	23	90
• Incomplete Information		978	712	650		780	824	1,359	4,942	16,313
• Needs Emergency Services		4	3	4		4	3	2	18	20
• Beneficiary Has Medicare Part B or Other Coverage		138	113	132		128	130	157	781	1,882
• Denials as percentage of total trips		2.29%	2.11%	1.94%		2.11%	2.23%	2.84%	--	--

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

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

Explanation of Complaint & Denial Categories

COMPLAINTS:	DENIALS:
Provider No Show	**Non-Urgent/Under Days of Notice**
Timeliness	o Lacks 2-Day Notice
o Transportation Provider Early	o Lacks 3-Day Notice
o Transportation Provider Late	**Non Covered Service**
Other Stakeholders	o Not Covered
o Facility Issues	o Breast Reconstruction
o Rider Issues	o Dental Care 21 and Over*
o Rider No Show	o Free Services
o Suspected Rider Fraud & Abuse	o Gastric Bypass Pre-Auth
Call Center Operations	o Orthotic Device Pre Auth
o LogistiCare Issues	o Hospital to Hospital (Unless a higher level of hospital service)
o LogistiCare Employee Issues	**Ineligible for Service**
Driver Behavior	o Not Eligible
o Subcontractor Courtesy	o Crisis or Disaster
o Transportation Provider Employee	o Recipient Not In Service Area
Provider Service Quality	o No Primary Care Physician Referral
o Subcontractor Safety	**Unable to Verify Medical Appointment**
o Suspected TP Fraud & Abuse	**Does Not Meet Transportation Protocol**
o Vehicle Issue	o Minor without Escort
Miscellaneous	o Refused Public Transit
o Re-Route	o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk
oTransportation Provider	**Incomplete Information**
Rider Injury/Incident	**Needs Emergency Services**
o Injuries	o Needs 9-1-1
o Incident Rider	**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)

LogistiCare

Trip Summary

	Oct-20				
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	3,341	40.19%	97.64%	91.63%	84.53%
Commercial	110,922	17.31%	99.52%	90.98%	83.20%
Private	14,432	0.65%	99.98%	81.33%	80.45%
Transit	18,445	14.54%	99.70%	81.99%	79.57%
Volunteer	138	24.92%	97.53%	100.00%	100.00%

	Nov-20				
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	3,255	96.40%	99.22%	92.97%	85.36%
Commercial	104,771	19.39%	99.46%	89.30%	80.08%
Private	14,530	0.47%	99.99%	81.73%	83.75%
Transit	17,660	16.57%	99.64%	83.32%	79.80%
Volunteer	126	26.20%	99.24%	95.56%	89.04%

	Dec-20				
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	3,393	45.24%	99.03%	88.76%	78.94%
Commercial	113,184	19.73%	99.56%	90.37%	80.67%
Private	15,494	0.47%	97.72%	82.27%	82.53%
Transit	18,770	21.88%	99.55%	81.98%	77.02%
Volunteer	114	38.12%	98.28%	95.83%	82.71%

	2nd 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	9,989	61.63%	98.68%	91.10%	82.95%
Commercial	328,877	18.84%	99.51%	90.20%	81.28%
Private	44,456	0.53%	99.15%	81.81%	82.28%
Transit	54,875	17.66%	99.63%	82.43%	78.80%
Volunteer	378	29.74%	98.35%	97.13%	90.58%

Complaints By Provider Type

Transportation Metrics	Oct 2020	Nov 2020	Dec 2020		Average Last Three Months	Average SFY 2020	Totals SFY 2020
Total Trips Provided - Ambulance	3,341	3,255	3,393		3,330	3,410	20,462
• Provider No-Show	31	16	12		20	16	95
• Timeliness	11	4	5		7	7	42
• Other Stakeholders	45	53	53		50	53	318
• Call Center Operations	8	6	19		11	10	62
• Driver Behavior	0	0	0		0	0	2
• Provider Service Quality	2	0	1		1	1	5
• Miscellaneous	2	0	1		1	2	11
• Rider Injury / Incident	2	0	2		1	1	7
Total Valid Complaints by Provider Type - Ambulance	101	79	93		91	90	542
Total Invalid Complaints by Provider Type - Ambulance	12	8	4		8	8	45
Valid Ambulance Complaints as % of Total Ambulance Trips	3.02%	2.43%	2.74%		2.73%	2.65%	-
Total Trips Provided - Commercial	110,922	104,771	113,184		109,626	106,451	638,705
• Provider No-Show	114	154	129		132	111	668
• Timeliness	357	332	346		345	317	1,903
• Other Stakeholders	1,659	1,552	1,755		1,655	1,625	9,749
• Call Center Operations	181	149	179		170	184	1,102
• Driver Behavior	1	2	5		3	3	15
• Provider Service Quality	7	12	7		9	9	53
• Miscellaneous	37	50	45		44	38	230
• Rider Injury / Incident	12	4	11		9	9	54
Total Valid Complaints by Provider Type - Commercial	2,368	2,255	2,477		2,367	2,296	13,774
Total Invalid Complaints by Provider Type - Commercial	177	144	147		156	152	912
Valid Commercial Complaints as % of Total Commercial Trips	2.13%	2.15%	2.19%		2.16%	2.16%	-
Total Trips Provided - Private	14,432	14,530	15,494		14,819	14,671	88,025
• Provider No-Show	2	0	1		1	2	14
• Timeliness	8	3	4		5	7	39
• Other Stakeholders	49	52	41		47	45	267
• Call Center Operations	3	2	1		2	4	25
• Driver Behavior	0	0	0		0	0	0
• Provider Service Quality	1	0	0		0	1	6
• Miscellaneous	0	0	1		0	1	4
• Rider Injury / Incident	0	0	0		0	0	2
Total Valid Complaints by Provider Type - Private	63	57	48		56	60	357
Total Invalid Complaints by Provider Type - Private	6	7	6		6	5	30
Valid Private Complaints as % of Total Private Trips	0.44%	0.39%	0.31%		0.38%	0.40%	-
Total Trips Provided - Transit	18,445	17,660	18,770		18,292	17,857	107,141
• Provider No-Show	15	17	20		17	18	110
• Timeliness	47	48	31		42	45	268
• Other Stakeholders	255	237	235		242	246	1,477
• Call Center Operations	32	17	19		23	28	165
• Driver Behavior	0	0	1		0	1	3
• Provider Service Quality	0	4	2		2	1	8
• Miscellaneous	7	5	8		7	7	42
• Rider Injury / Incident	3	1	0		1	2	9
Total Valid Complaints by Provider Type - Transit	359	329	316		335	347	2,082
Total Invalid Complaints by Provider Type - Transit	31	17	14		21	22	129
Valid Transit Complaints as % of Total Transit Trips	1.95%	1.86%	1.68%		1.83%	1.95%	-
Total Trips Provided - Volunteer	138	126	114		126	142	850
• Provider No-Show	2	1	1		1	2	10
• Timeliness	0	0	0		0	0	0
• Other Stakeholders	1	7	4		4	5	31
• Call Center Operations	2	3	0		2	2	14
• Driver Behavior	0	0	0		0	0	0
• Provider Service Quality	0	0	0		0	0	0
• Miscellaneous	0	0	1		0	0	2
• Rider Injury / Incident	0	0	0		0	0	0
Total Valid Complaints by Provider Type - Volunteer	5	11	6		7	10	57
Total Invalid Complaints by Provider Type - Volunteer	2	0	0		1	1	7
Valid Volunteer Complaints as % of Total Volunteer Trips	3.62%	8.73%	5.26%		5.87%	6.73%	-
All Providers							
Total trips provided	147,278	140,342	150,955		146,192	142,531	855,183
Total Valid complaints	3,105	2,920	3,083		3,036	2,974	17,845
Total Invalid complaints	245	187	184		205	196	1,177
Valid Complaints as percentage of total trips	0.17%	0.13%	0.12%		0.14%	0.14%	-

Prompt Payment Aging Report By Check Run Date

10/01/2020 to 12/31/2020

Some Broker Clients, Some Transportation Providers

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	381,178	100.00%	2,159	0.57%
31-60 Days	0	0	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	19	**381,178**	**100.00%**	**2,159**	

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	346,123	90.80%	140
31-60 Days	42	20,465	5.37%	80
61-90 Days	73	6,796	1.78%	24
91-120 Days	104	3,073	0.81%	13
121-150 Days	134	1,228	0.32%	12
> 150 Days	275	3,493	0.92%	8
	14	**381,178**	**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%
TOTAL	n/a	141	79	48	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 2020

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 9,111	Percent of Total Paid Trips for the Quarter 350,506
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	12	11	23	0.2524	0.0066
Injury - 3 (least severe)	2	0	2	0.0220	0.0006
Total Injuries	**14**	**11**	**25**	**0.2744**	**0.0071**

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 9,111	Percent of Total Paid Trips for the Quarter 350,506
Incident - 1 (most severe)	0	13	13	0.1427	0.0037
Incident - 2	5	4	9	0.0988	0.0026
Incident - 3 (least severe)	27	6	33	0.3622	0.0094
Total Incidents	**32**	**23**	**55**	**0.6037**	**0.0157**

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 Three of Fiscal Year 2020, the Broker and DHHS three member panel determined no incidents/injuries had 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 2019/2020	October	November	December	January '20	February	March	April	May	June	July'21	August	September
	x	x	x	x	x	x	x	x	x	x	x	x

October	November	December
x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2019/2020	June '19	December	March '20	June	September'21	December
	x	x	CXL-CV19	x	X	X

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

SFY 2019/2020	June '19	September	November	March '20	June	September	December
	x	x	x	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19

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

SFY 2019/2020	December '19	March '20	July '20	September	SFY 2018/2019	December '19	March '20	July '20	September
Region 1	webex	CXL-CV19	webex	webex	Region 3	webex	CXL-CV19	webex	webex

SFY 2019/2020	December '19	March '20	July '20	September	December
Region 2	x	CXL-CV19	webex	webex	webex

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

SFY 2019/2020	October	November	December	January '20	February	March	April	May	June	July '21	August	September
Area Visited (1)	Myrtle Beach^	-	Columbia^	Clinton		Bluffton	Field Activities Reduced due to CV19			Field Activities Reduced due to CV19		
Area Visited (2)			Charleston									

October	November	December
Field Activities Reduced due to CV19		

*DHEC participated
^ORS participated
~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2019/2020	October	November	December	January '20	February	March	April	May	June	July '21	August	September
Dialysis	*	*	*	*	*	*	*	*	*	*	*	*
Mental Health	*	*	*	*	*	*	*	*	*	*	*	*
Other	111	39	57	113	63	39	255^	237^	255^	125	116	128

October	November	December
*	*	*
*	*	*
113	116	91

9/9/2020

^Volume includes outreach as a result of CV19 schedule changes.