

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2011 Final	August 2011 Final **	September 2011 Final	SFY ** 2012 Q1 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries			4,176	6,698		7,684
Total trips provided by type of transportation			17,143	50,772	67,915	67,915
• Non-Emergency Ambulatory Sedan/Van Trips			13,384	38,180	51,564	51,564
• Wheelchair Trips			1,984	6,000	7,984	7,984
• Stretcher Trips			320	803	1,123	1,123
• Individual Transportation Gas Trip			1,422	5,480	6,902	6,902
• Non-Emergency Ambulance ALS			2	1	3	3
• Non-Emergency Ambulance BLS			5	82	87	87
• Public Transportation Bus Trip			26	226	252	252
Total Over Night Trips Arranged			1	8	9	9
Total Extra Passengers			3,047	4,854	7,901	7,901
• Number of Pickups On Time (A Leg)			5,018	13,830	18,848	18,848
• Number of Deliveries On Time (A Leg)			3,911	11,732	15,643	15,643
• Number of Trips Within Ride Time (All Trips)			10,510	29,418	39,928	39,928
• Percent of Pickups On Time (A Leg)	>= 90%		91.28%	92.10%	91.69%	91.69%
• Percent of Deliveries On Time (A Leg)	>= 95%		71.15%	78.20%	74.68%	74.68%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		99.79%	99.70%	99.75%	99.75%
Actual number of calls			18,684	26,512	45,196	45,196
• Average phone calls daily			1,038	1,205	1,122	1,122
• Average Answer Speed	< 1:00		02:39	01:01	01:50	01:50
• Average Talk Time			04:53	04:11	04:32	04:32
• Average Time On Hold	<= 3:00		01:30	01:50	01:40	01:40
• Average time on hold before abandonment	< 1:30		02:35	01:16	01:56	01:56
• Average number of calls abandoned daily			140	88	114	114
• Percentage of calls abandoned daily	< 5.0%		13.49%	7.30%	10.40%	10.40%
Total number of complaints by type			350	436	786	786
• Provider No-Show			184	166	350	350
• Timeliness			125	196	321	321
• Other Stakeholders			4	19	23	23
• Call Center Operations			17	24	41	41
• Driver Behavior			1	6	7	7
• Provider Service Quality			2	2	4	4
• Miscellaneous			14	16	30	30
• Rider Injury / Incident			3	7	10	10
• Provider No-Shows as percentage of total trips	<= 0.25%		1.07%	0.33%	0.52%	0.52%
• Complaints as percentage of total trips			2.04%	0.86%	1.16%	1.16%
Total number of denials by type			263	688	951	951
• Non-Urgent / Under Days of Notice			76	181	257	257
• Non-Covered Service			58	100	158	158
• Ineligible For Transport			9	44	53	53
• Unable to Confirm Medical Appointment w/ Provider			5	13	18	18
• Does Not Meet Transportation Protocols			0	1	1	1
• Incomplete Information			87	266	353	353
• Needs Emergency Services			0	2	2	2
• Beneficiary Has Medicare Part B or Other Coverage			28	81	109	109
• Denials as percentage of total trips			1.53%	1.36%	1.40%	1.40%

** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2011 Final	November 2011 Final	December 2011 Final	SFY 2012 Q2 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		6,639	6,525	6,293		12,152
Total trips provided by type of transportation		38,966	39,279	35,206	113,451	157,592
• Non-Emergency Ambulatory Sedan/Van Trips		28,910	29,578	26,144	84,632	117,018
• Wheelchair Trips		4,171	4,135	4,039	12,345	17,663
• Stretcher Trips		654	620	583	1,857	2,686
• Individual Transportation Gas Trip		4,808	4,498	3,959	13,265	18,528
• Non-Emergency Ambulance ALS		0	2	2	4	5
• Non-Emergency Ambulance BLS		70	94	79	243	309
• Public Transportation Bus Trip		353	352	400	1,105	1,383
Total Over Night Trips Arranged		25	23	21	69	79
Total Extra Passengers		7,644	6,809	6,816	21,269	29,170
• Number of Pickups On Time (A Leg)		15,762	16,285	16,798	48,845	67,623
• Number of Deliveries On Time (A Leg)		13,151	13,816	13,807	40,774	56,350
• Number of Trips Within Ride Time (All Trips)		32,962	33,823	34,419	101,204	141,164
• Percent of Pickups On Time (A Leg)	>= 90%	93.00%	93.90%	93.90%	93.60%	92.82%
• Percent of Deliveries On Time (A Leg)	>= 95%	77.60%	79.70%	77.20%	78.17%	76.50%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.80%
Actual number of calls		26,348	23,285	21,211	70,844	116,040
• Average phone calls daily		1,255	1,058	964	1,092	1,104
• Average Answer Speed	< 1:00	00:36	00:31	00:22	00:30	02:42
• Average Talk Time		04:34	04:55	04:55	04:48	04:42
• Average Time On Hold	<= 3:00	01:37	01:35	01:23	01:32	01:35
• Average time on hold before abandonment	< 1:30	01:03	01:35	00:23	01:00	01:22
• Average number of calls abandoned daily		39	31	17	29	63
• Percentage of calls abandoned daily	< 5.0%	3.11%	2.93%	1.76%	2.65%	5.71%
Total number of complaints by type		392	574	361	1,327	2,113
• Provider No-Show		81	92	32	205	555
• Timeliness		150	184	74	408	729
• Other Stakeholders		125	247	187	559	582
• Call Center Operations		6	10	21	37	78
• Driver Behavior		9	9	4	22	29
• Provider Service Quality		3	2	2	7	11
• Miscellaneous		16	26	37	79	109
• Rider Injury / Incident		2	4	4	10	20
• Provider No-Shows as percentage of total trips	<= 0.25%	0.21%	0.23%	0.09%	0.18%	0.35%
• Complaints as percentage of total trips		1.01%	1.46%	1.03%	1.17%	1.34%
Total number of denials by type		726	744	576	2,046	2,997
• Non-Urgent / Under Days of Notice		83	77	42	202	459
• Non-Covered Service		117	137	122	376	534
• Ineligible For Transport		44	31	27	102	155
• Unable to Confirm Medical Appointment w/ Provider		22	20	15	57	75
• Does Not Meet Transportation Protocols		1	0	1	2	3
• Incomplete Information		374	413	326	1,113	1,466
• Needs Emergency Services		1	1	2	4	6
• Beneficiary Has Medicare Part B or Other Coverage		84	65	41	190	299
• Denials as percentage of total trips		1.86%	1.89%	1.64%	1.80%	1.90%

** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Access2Care



Transportation Metrics	Performance Goal	July 2011 Final	August 2011 Final **	September 2011 Final	SFY ** 2012 Q1 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries			3,585	7,644		8,606
Total trips provided by type of transportation			14,254	53,090	67,344	67,344
• Non-Emergency Ambulatory Sedan/Van Trips			11,791	44,223	56,014	56,014
• Wheelchair Trips			1,802	6,382	8,184	8,184
• Stretcher Trips			12	232	244	244
• Individual Transportation Gas Trip			371	1,211	1,582	1,582
• Non-Emergency Ambulance ALS			10	53	63	63
• Non-Emergency Ambulance BLS			268	989	1,257	1,257
• Public Transportation Bus Trip			0	0	0	0
Total Over Night Trips Arranged			4	8	12	12
Total Extra Passengers			762	2,745	3,507	3,507
• Number of Pickups On Time (A Leg)			6,050	22,540	28,590	28,590
• Number of Deliveries On Time (A Leg)			4,114	16,546	20,660	20,660
• Number of Trips Within Ride Time (All Trips)			13,760	51,485	65,245	65,245
• Percent of Pickups On Time (A Leg)	>= 90%		82.98%	83.14%	83.06%	83.06%
• Percent of Deliveries On Time (A Leg)	>= 95%		56.43%	61.03%	58.73%	58.73%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		96.87%	96.99%	96.93%	96.93%
Actual number of calls *			58,503	62,883	121,386	121,386
• Average phone calls daily			2,786	2,734	2,760	2,760
• Average Answer Speed	< 1:00		11:32	01:39	06:35	06:35
• Average Talk Time			08:07	05:31	06:49	06:49
• Average Time On Hold	<= 3:00		02:40	01:37	02:08	02:08
• Average time on hold before abandonment	< 1:30		05:29	01:04	03:17	03:17
• Average number of calls abandoned daily			1711	288	1,000	1,000
• Percentage of calls abandoned daily	< 5.0%		61.41%	10.53%	35.97%	35.97%
Total number of complaints by type			270	242	512	512
• Provider No-Show			230	95	325	325
• Timeliness			13	65	78	78
• Other Stakeholders			4	4	8	8
• Call Center Operations			13	11	24	24
• Driver Behavior			8	55	63	63
• Provider Service Quality			2	1	3	3
• Miscellaneous			0	8	8	8
• Rider Injury / Incident			0	3	3	3
• Provider No-Shows as percentage of total trips	<= 0.25%		1.61%	0.18%	0.48%	0.48%
• Complaints as percentage of total trips			1.89%	0.46%	0.76%	0.76%
Total number of denials by type			370	747	1,117	1,117
• Non-Urgent / Under Days of Notice			14	41	55	55
• Non-Covered Service			30	138	168	168
• Ineligible For Transport			42	189	231	231
• Unable to Confirm Medical Appointment w/ Provider			6	9	15	15
• Does Not Meet Transportation Protocols			1	6	7	7
• Incomplete Information			165	317	482	482
• Needs Emergency Services			0	1	1	1
• Beneficiary Has Medicare Part B or Other Coverage			112	46	158	158
• Denials as percentage of total trips			2.60%	1.41%	1.66%	1.66%

* Includes call center data for Regions 2 and 3.

** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Access2Care



Transportation Metrics	Performance Goal	October 2011 Final	November 2011 Final	December 2011 Final	SFY 2012 Q2 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		9,156	9,171	8,728		23,979
Total trips provided by type of transportation		62,966	61,490	62,239	186,695	254,039
• Non-Emergency Ambulatory Sedan/Van Trips		50,283	47,875	47,976	146,134	202,148
• Wheelchair Trips		7,509	7,580	7,418	22,507	30,691
• Stretcher Trips		1,112	1,432	1,585	4,129	4,373
• Individual Transportation Gas Trip		3,796	4,518	5,157	13,471	15,053
• Non-Emergency Ambulance ALS		22	7	9	38	101
• Non-Emergency Ambulance BLS		244	78	94	416	1,673
• Public Transportation Bus Trip		0	0	0	0	0
Total Over Night Trips Arranged		11	1	5	17	29
Total Extra Passengers		3,342	3,285	2,972	9,599	13,106
• Number of Pickups On Time (A Leg)		27,081	28,626	29,017	84,724	117,138
• Number of Deliveries On Time (A Leg)		18,968	19,417	19,221	57,606	80,010
• Number of Trips Within Ride Time (All Trips)		61,099	62,666	60,971	184,736	258,153
• Percent of Pickups On Time (A Leg)	>= 90%	84.22%	87.00%	90.79%	87.34%	85.93%
• Percent of Deliveries On Time (A Leg)	>= 95%	58.99%	59.01%	60.14%	59.38%	58.36%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.06%	97.11%	97.22%	97.13%	97.09%
Actual number of calls *		59,236	58,181	57,802	175,219	296,605
• Average phone calls daily		2,693	2,909	2,223	2,608	2,669
• Average Answer Speed	< 1:00	00:13	00:36	02:16	01:02	03:15
• Average Talk Time		04:37	04:26	04:46	04:36	05:29
• Average Time On Hold	<= 3:00	01:12	01:25	01:39	01:25	01:43
• Average time on hold before abandonment	< 1:30	00:27	00:38	02:09	01:05	01:57
• Average number of calls abandoned daily		63	237	346	215	529
• Percentage of calls abandoned daily	< 5.0%	2.34%	8.15%	15.56%	8.26%	19.82%
Total number of complaints by type		217	207	136	560	1,072
• Provider No-Show		48	94	33	175	500
• Timeliness		102	65	59	226	304
• Other Stakeholders		10	11	9	30	38
• Call Center Operations		31	18	12	61	85
• Driver Behavior		17	11	16	44	107
• Provider Service Quality		1	4	0	5	8
• Miscellaneous		0	0	0	0	8
• Rider Injury / Incident		8	4	7	19	22
• Provider No-Shows as percentage of total trips	<= 0.25%	0.08%	0.15%	0.05%	0.09%	0.20%
• Complaints as percentage of total trips		0.34%	0.34%	0.22%	0.30%	0.42%
Total number of denials by type		589	648	423	1,660	2,777
• Non-Urgent / Under Days of Notice		149	85	96	330	385
• Non-Covered Service		104	125	140	369	537
• Ineligible For Transport		12	1	3	16	247
• Unable to Confirm Medical Appointment w/ Provider		8	6	8	22	37
• Does Not Meet Transportation Protocols		2	8	11	21	28
• Incomplete Information		285	304	139	728	1,210
• Needs Emergency Services		0	0	1	1	2
• Beneficiary Has Medicare Part B or Other Coverage		29	119	25	173	331
• Denials as percentage of total trips		0.94%	1.05%	0.68%	0.89%	1.09%

* Includes call center data for Regions 2 and 3.

** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Access2Care



Transportation Metrics	Performance Goal	July 2011 Final	August 2011 Final **	September 2011 Final	SFY ** 2012 Q1 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries			3,371	7,126		8,103
Total trips provided by type of transportation			12,993	49,212	62,205	62,205
• Non-Emergency Ambulatory Sedan/Van Trips			10,893	41,951	52,844	52,844
• Wheelchair Trips			1,543	5,276	6,819	6,819
• Stretcher Trips			68	323	391	391
• Individual Transportation Gas Trip			231	803	1,034	1,034
• Non-Emergency Ambulance ALS			7	44	51	51
• Non-Emergency Ambulance BLS			251	811	1,062	1,062
• Public Transportation Bus Trip			0	4	4	4
Total Over Night Trips Arranged			0	3	3	3
Total Extra Passengers			678	2,626	3,304	3,304
• Number of Pickups On Time (A Leg)			5,491	20,695	26,186	26,186
• Number of Deliveries On Time (A Leg)			4,146	16,048	20,194	20,194
• Number of Trips Within Ride Time (All Trips)			12,611	47,869	60,480	60,480
• Percent of Pickups On Time (A Leg)	>= 90%		82.40%	82.43%	82.42%	82.42%
• Percent of Deliveries On Time (A Leg)	>= 95%		62.21%	63.92%	63.07%	63.07%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		97.07%	97.22%	97.15%	97.15%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type			156	288	444	444
• Provider No-Show			135	89	224	224
• Timeliness			7	57	64	64
• Other Stakeholders			5	14	19	19
• Call Center Operations			1	12	13	13
• Driver Behavior			5	103	108	108
• Provider Service Quality			3	5	8	8
• Miscellaneous			0	6	6	6
• Rider Injury / Incident			0	2	2	2
• Provider No-Shows as percentage of total trips	<= 0.25%		1.04%	0.18%	0.36%	0.36%
• Complaints as percentage of total trips			1.20%	0.59%	0.71%	0.71%
Total number of denials by type			276	583	859	859
• Non-Urgent / Under Days of Notice			9	62	71	71
• Non-Covered Service			32	136	168	168
• Ineligible For Transport			82	37	119	119
• Unable to Confirm Medical Appointment w/ Provider			22	6	28	28
• Does Not Meet Transportation Protocols			1	4	5	5
• Incomplete Information			127	276	403	403
• Needs Emergency Services			0	0	0	0
• Beneficiary Has Medicare Part B or Other Coverage			3	62	65	65
• Denials as percentage of total trips			2.12%	1.18%	1.38%	1.38%

* Call center data for Region 3 is included on the Region 2 report only.

** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Access2Care



Transportation Metrics	Performance Goal	October 2011 Final	November 2011 Final	December 2011 Final	SFY 2012 Q2 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		7,052	7,099	7,235		19,061
Total trips provided by type of transportation		55,004	50,576	54,241	159,821	222,026
• Non-Emergency Ambulatory Sedan/Van Trips		45,918	41,553	43,831	131,302	184,146
• Wheelchair Trips		5,879	5,658	6,244	17,781	24,600
• Stretcher Trips		939	912	1,081	2,932	3,323
• Individual Transportation Gas Trip		2,002	2,368	3,040	7,410	8,444
• Non-Emergency Ambulance ALS		16	14	28	58	109
• Non-Emergency Ambulance BLS		250	71	17	338	1,400
• Public Transportation Bus Trip		0	0	0	0	4
Total Over Night Trips Arranged		0	3	3	6	9
Total Extra Passengers		2,479	2,389	2,441	7,309	10,613
• Number of Pickups On Time (A Leg)		23,293	23,116	24,803	71,212	101,083
• Number of Deliveries On Time (A Leg)		17,637	17,164	17,804	52,605	75,028
• Number of Trips Within Ride Time (All Trips)		53,634	51,821	53,468	158,923	227,520
• Percent of Pickups On Time (A Leg)	>= 90%	83.37%	85.32%	89.16%	85.95%	84.74%
• Percent of Deliveries On Time (A Leg)	>= 95%	63.12%	63.35%	64.00%	63.49%	62.86%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.53%	97.66%	97.69%	97.63%	97.44%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		249	262	147	658	1,102
• Provider No-Show		36	92	41	169	393
• Timeliness		132	103	62	297	361
• Other Stakeholders		21	25	9	55	74
• Call Center Operations		24	16	19	59	72
• Driver Behavior		28	22	13	63	171
• Provider Service Quality		3	0	0	3	11
• Miscellaneous		0	0	0	0	6
• Rider Injury / Incident		5	4	3	12	14
• Provider No-Shows as percentage of total trips	<= 0.25%	0.07%	0.18%	0.08%	0.11%	0.18%
• Complaints as percentage of total trips		0.45%	0.52%	0.27%	0.41%	0.50%
Total number of denials by type		429	509	520	1,458	2,317
• Non-Urgent / Under Days of Notice		93	138	127	358	429
• Non-Covered Service		113	95	70	278	446
• Ineligible For Transport		2	2	40	44	163
• Unable to Confirm Medical Appointment w/ Provider		30	3	2	35	63
• Does Not Meet Transportation Protocols		3	3	2	8	13
• Incomplete Information		159	237	277	673	1,076
• Needs Emergency Services		1	0	1	2	2
• Beneficiary Has Medicare Part B or Other Coverage		28	31	1	60	125
• Denials as percentage of total trips		0.78%	1.01%	0.96%	0.91%	1.04%

* Call center data for Region 3 is included on the Region 2 report only.

** Includes data starting from August 22 due to contract turnover.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2012



	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	SFY 2012 Totals
Region 1 - Logisticare													
Number of Trips		17,143	50,772										67,915
Denials		263	688										951
Complaints		350	436										786
Region 2 - Access2Care													
Number of Trips		14,254	53,090										67,344
Denials		370	747										1,117
Complaints		270	242										512
Region 3 - Access2Care													
Number of Trips		12,993	49,212										62,205
Denials		276	583										859
Complaints		156	288										444
Regions 1-6 Old Contract													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
State Totals													
Number of Trips	153,562	149,563	153,074										456,199
Denials	3,408	2,957	2,018										8,383
Complaints	736	1,194	966										2,896

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2012



	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	SFY 2012 Totals
Region 1 - Logisticare													
Number of Trips		10,771	33,370	38,966	39,279	35,206							157,592
Denials		263	688	726	744	576							2,997
Complaints		350	436	392	574	361							2,113
Region 2 - Access2Care													
Number of Trips		14,254	53,090	62,966	61,490	62,239							254,039
Denials		370	747	589	648	423							2,777
Complaints		270	242	217	207	136							1,072
Region 3 - Access2Care													
Number of Trips		12,993	49,212	55,004	50,576	54,241							222,026
Denials		276	583	429	509	520							2,317
Complaints		156	288	249	262	147							1,102
Regions 1-6 Old Contract													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
State Totals													
Number of Trips	153,562	143,191	135,672	156,936	151,345	151,686							892,392
Denials	3,408	2,957	2,018	1,744	1,901	1,519							13,547
Complaints	736	1,194	966	858	1,043	644							5,441

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
LOGISTICARE AND MTM
SFY 2011**



	July 2010	August 2010	September 2010	October 2010	November 2010	December 2010	January 2011	February 2011	March 2011	April 2011	May 2011	June 2011	SFY 2011 Totals
Region 1													
Number of Trips	31,177	35,238	36,317	34,075	33,132	29,267	26,051	29,872	34,217	29,435	32,896	33,380	385,057
Denials	436	557	525	451	509	434	488	615	572	491	513	545	6,136
Complaints	161	187	168	142	142	146	198	176	182	147	146	128	1,923
Region 2													
Number of Trips	19,872	21,620	22,232	20,950	21,131	20,909	19,556	19,195	20,241	18,336	19,664	21,030	244,736
Denials	330	440	430	376	386	346	368	463	438	355	318	363	4,613
Complaints	92	93	83	71	80	109	92	71	78	95	65	72	1,001
MTM Totals													
Number of Trips	51,049	56,858	58,549	55,025	54,263	50,176	45,607	49,067	54,458	47,771	52,560	54,410	629,793
Denials	766	997	955	827	895	780	856	1,078	1,010	846	831	908	10,749
Complaints	253	280	251	213	222	255	290	247	260	242	211	200	2,924
Region 3													
Number of Trips	24,371	26,969	25,928	25,188	25,771	24,772	22,775	23,095	27,415	24,604	25,345	27,662	303,895
Denials	540	550	575	595	463	485	508	509	598	581	460	449	6,313
Complaints	196	247	231	211	155	140	97	251	341	228	193	163	2,453
Region 4													
Number of Trips	22,860	24,420	24,749	24,975	24,970	24,317	24,068	23,987	28,206	24,575	24,350	26,507	297,984
Denials	771	795	827	877	708	681	805	904	908	791	851	816	9,734
Complaints	122	124	147	117	137	81	68	68	69	82	53	84	1,152
Region 5													
Number of Trips	30,050	31,268	30,635	30,114	30,435	29,385	27,841	27,496	32,536	29,389	30,492	31,773	361,414
Denials	1,145	1,194	1,179	1,235	1,116	1,053	1,138	1,257	1,298	1,196	1,194	1,169	14,174
Complaints	194	208	181	260	218	199	178	208	218	132	103	82	2,181
Region 6													
Number of Trips	26,888	27,817	25,816	26,564	25,164	25,476	25,696	23,776	27,753	26,103	26,164	27,755	314,972
Denials	543	641	619	663	612	508	624	723	694	660	647	664	7,598
Complaints	287	298	367	310	358	246	216	264	358	273	262	318	3,557
LogistiCare Totals													
Number of Trips	104,169	110,474	107,128	106,841	106,340	103,950	100,380	98,354	115,910	104,671	106,351	113,697	1,278,265
Denials	2,999	3,180	3,200	3,370	2,899	2,727	3,075	3,393	3,498	3,228	3,152	3,098	37,819
Complaints	799	877	926	898	868	666	559	791	986	715	611	647	9,343
State Totals													
Number of Trips	155,218	167,332	165,677	161,866	160,603	154,126	145,987	147,421	170,368	152,442	158,911	168,107	1,908,058
Denials	3,765	4,177	4,155	4,197	3,794	3,507	3,931	4,471	4,508	4,074	3,983	4,006	48,568
Complaints	1,052	1,157	1,177	1,111	1,090	921	849	1,038	1,246	957	822	847	12,267

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
LOGISTICARE AND MTM
SFY 2010 - FINAL



	July 2009	August 2009	September 2009	October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	SFY 2010 Totals
Region 1													
Number of Trips	31,198	30,873	31,245	32,992	29,481	29,077	29,178	29,149	34,029	32,282	30,984	32,507	372,995
Denials	234	243	311	296	193	236	216	294	416	405	452	569	3,865
Complaints	68	96	119	95	83	84	87	105	106	170	68	105	1,186
Region 2													
Number of Trips	17,599	18,838	19,081	18,432	16,196	17,495	17,343	16,713	20,405	18,762	18,355	19,045	218,264
Denials	155	199	234	186	158	174	150	202	344	281	396	391	2,870
Complaints	32	38	53	53	43	50	64	41	55	70	45	66	610
MTM Totals													
Number of Trips	48,797	49,711	50,326	51,424	45,677	46,572	46,521	45,862	54,434	51,044	49,339	51,552	591,259
Denials	389	442	545	482	351	410	366	496	760	686	848	960	6,735
Complaints	100	134	172	148	126	134	151	146	161	240	113	171	1,796
Region 3													
Number of Trips	24,782	24,089	24,411	25,429	22,554	24,082	23,283	22,027	26,973	25,811	24,347	25,861	293,649
Denials	474	449	476	467	497	440	537	436	546	583	499	519	5,923
Complaints	150	157	115	205	156	141	193	241	214	200	177	176	2,125
Region 4													
Number of Trips	25,603	24,290	24,454	25,990	22,905	23,523	23,999	22,617	26,470	24,315	23,367	24,502	292,035
Denials	820	743	749	800	806	804	821	832	877	863	831	798	9,744
Complaints	64	88	59	86	81	72	114	136	167	131	143	140	1,281
Region 5													
Number of Trips	29,740	29,009	29,347	30,992	27,688	28,327	28,991	27,550	32,219	30,653	28,866	30,956	354,338
Denials	1,016	965	847	850	760	738	979	937	1,233	1,045	1,076	1,170	11,616
Complaints	135	138	92	134	104	116	109	181	201	166	153	158	1,687
Region 6													
Number of Trips	26,784	26,167	25,932	27,536	24,612	25,325	25,282	24,524	28,134	27,156	25,263	27,369	314,084
Denials	714	527	540	530	541	470	543	578	627	632	627	621	6,950
Complaints	350	310	376	286	258	295	278	335	441	318	251	231	3,729
LogistiCare Totals													
Number of Trips	106,909	103,555	104,144	109,947	97,759	101,257	101,555	96,718	113,796	107,935	101,843	108,688	1,254,106
Denials	3,024	2,684	2,612	2,647	2,604	2,452	2,880	2,783	3,283	3,123	3,033	3,108	34,233
Complaints	699	693	642	711	599	624	694	893	1,023	815	724	705	8,822
State Totals													
Number of Trips	155,706	153,266	154,470	161,371	143,436	147,829	148,076	142,580	168,230	158,979	151,182	160,240	1,845,365
Denials	3,413	3,126	3,157	3,129	2,955	2,862	3,246	3,279	4,043	3,809	3,881	4,068	40,968
Complaints	799	827	814	859	725	758	845	1,039	1,184	1,055	837	876	10,618

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
LOGISTICARE AND MTM
SFY 2009 - FINAL**



	July 2008	August 2008	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009	March 2009	April 2009	May 2009	June 2009	SFY 2009 Totals
Region 1													
Number of Trips	28,207	28,055	28,482	31,200	25,963	26,763	33,654	28,688	34,082	31,520	31,016	31,342	358,972
Denials	277	245	239	265	190	197	220	179	235	232	165	259	2,703
Complaints	39	39	33	33	30	27	50	53	35	36	44	67	486
Region 2													
Number of Trips	19,934	19,742	20,772	22,864	18,504	19,914	20,059	14,626	18,886	18,974	18,251	18,350	230,876
Denials	169	134	191	180	135	136	185	127	153	151	110	146	1,817
Complaints	24	36	36	33	35	25	27	31	34	42	31	27	381
MTM Totals													
Number of Trips	48,141	47,797	49,254	54,064	44,467	46,677	53,713	43,314	52,968	50,494	49,267	49,692	589,848
Denials	446	379	430	445	325	333	405	306	388	383	275	405	4,520
Complaints	63	75	69	66	65	52	77	84	69	78	75	94	867
Region 3													
Number of Trips	20,976	20,567	21,266	23,328	18,537	20,098	19,999	20,026	22,508	23,516	20,788	22,632	254,241
Denials	75	109	114	141	129	137	114	189	222	418	421	417	2,486
Complaints	96	99	139	152	77	145	210	144	183	140	116	115	1,616
Region 4													
Number of Trips	22,254	22,178	22,890	24,397	19,718	21,010	22,690	21,462	24,539	24,184	22,371	24,627	272,320
Denials	132	178	149	180	141	161	160	519	465	678	786	863	4,412
Complaints	46	36	31	35	26	40	42	69	69	63	66	42	565
Region 5													
Number of Trips	30,637	29,308	29,716	32,883	25,751	27,694	27,654	26,448	30,359	29,357	26,845	29,126	345,778
Denials	161	206	228	184	189	154	208	628	598	854	918	1,001	5,329
Complaints	124	153	146	124	65	105	74	77	79	101	73	95	1,216
Region 6													
Number of Trips	25,253	24,148	24,046	26,707	21,124	22,705	23,651	22,122	25,055	25,710	23,779	26,315	290,615
Denials	108	137	108	119	103	103	124	220	283	425	513	566	2,809
Complaints	291	268	235	468	411	459	311	326	336	271	265	240	3,881
LogistiCare Totals													
Number of Trips	99,120	96,201	97,918	107,315	85,130	91,507	93,994	90,058	102,461	102,767	93,783	102,700	1,162,954
Denials	476	630	599	624	562	555	606	1,556	1,568	2,375	2,638	2,847	15,036
Complaints	557	556	551	779	579	749	637	616	667	575	520	492	7,278
State Totals													
Number of Trips	147,261	143,998	147,172	161,379	129,597	138,184	147,707	133,372	155,429	153,261	143,050	152,392	1,752,802
Denials	922	1,009	1,029	1,069	887	888	1,011	1,862	1,956	2,758	2,913	3,252	19,556
Complaints	620	631	620	845	644	801	714	700	736	653	595	586	8,145



Second Quarter SFY 2011
 October 2011 - December 2011
 Region 1

GOAL	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
			15%	2%	95%	90%	95%	90%
Provider for Region 1								
Provider 1	Private Company	6,691	17.7%	0.0%	100.0%	77.87%	75.89%	81
Provider 2	Ambulance	30	6.7%	6.7%	100.0%	85.72%	64.29%	69
Provider 3	Private Company	5,577	18.1%	2.9%	100.0%	83.90%	68.52%	60
Provider 4	Private Company	1,759	16.0%	5.3%	99.9%	75.93%	79.81%	65
Provider 5	Private Company	3,003	9.9%	0.6%	100.0%	74.02%	62.98%	72
Provider 6	Private Company	698	12.8%	7.2%	99.7%	73.11%	58.54%	52
Provider 7	Private Company	3,902	20.3%	2.8%	99.8%	80.68%	71.15%	64
Provider 8	Private Company	895	29.3%	5.4%	99.0%	81.53%	71.42%	55
Provider 9	Private Company	419	13.6%	5.7%	99.8%	72.67%	61.34%	42
Provider 10	Private Company	2,165	16.2%	12.4%	99.9%	91.04%	85.81%	58
Provider 11	COA	3,024	11.7%	0.7%	100.0%	73.68%	72.91%	71
Provider 13	Private Company	1,070	10.7%	3.2%	99.9%	81.94%	69.90%	56
Provider 14	Private Company	3,321	12.0%	1.0%	100.0%	77.96%	67.47%	73
Provider 15	Private Company	11,016	22.7%	5.8%	98.6%	80.75%	64.90%	46
Provider 16	Ambulance	1,289	13.1%	2.5%	99.9%	67.11%	57.38%	66
Provider 17	Private Company	6,553	16.0%	0.0%	100.0%	58.95%	79.53%	80
Provider 18	Ambulance	1,439	14.9%	10.1%	99.6%	70.92%	66.07%	53
Provider 19	Ambulance	516	11.0%	20.0%	99.8%	68.88%	55.00%	55
Provider 20	Ambulance	64	28.1%	3.1%	100.0%	85.29%	73.53%	77
Provider 21	Private Company	4,501	25.4%	3.3%	100.0%	72.58%	70.26%	75
Provider 22	Private Company	12,126	14.2%	0.6%	99.9%	74.91%	61.88%	71
Provider 23	Private Company	8,819	15.8%	5.8%	99.3%	82.57%	79.61%	44
Provider 24	Private Company	10,172	17.7%	1.9%	98.9%	65.84%	63.34%	45
Provider 25	Private Company	7,480	26.1%	2.0%	99.4%	78.30%	49.02%	58
Provider 26	Private Company	15,528	22.6%	1.3%	99.9%	84.58%	77.94%	76
Provider 27	Private Company	20,602	12.3%	1.2%	99.5%	59.89%	54.04%	54
Provider 28	Ambulance	106	7.5%	7.5%	100.0%	30.86%	24.69%	58
Provider 29	Ambulance	1,285	9.8%	4.0%	100.0%	53.39%	44.91%	63
Provider 30	Private Company	43	27.9%	69.8%	100.0%	80.00%	73.34%	70
Provider 31	Private Company	692	20.5%	14.9%	100.0%	78.04%	79.22%	60
Provider 32	Private Company	179	21.2%	5.0%	100.0%	61.04%	50.64%	57
Provider 33	Private Company	606	34.3%	14.2%	99.5%	87.20%	75.83%	48
Provider 34	Ambulance	17	23.5%	0.0%	100.0%	100.00%	57.14%	70
Provider 35	Ambulance	101	15.8%	6.9%	99.0%	78.75%	40.00%	41



First Quarter SFY 2012

* August 2011 - September 2011

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	90%
Provider For Region 1								
Provider 1	Private Company	3,608	19.8%	0.0%	100.0%	68.24%	79.72%	83
Provider 2	Ambulance	20	10.0%	0.0%	100.0%	85.72%	85.72%	82
Provider 3	Private Company	2,129	15.9%	27.3%	99.9%	84.20%	60.90%	43
Provider 4	Private Company	1,147	14.8%	20.1%	99.7%	81.45%	69.84%	48
Provider 5	Private Company	1,347	14.4%	8.9%	99.8%	74.41%	62.50%	54
Provider 6	Private Company	274	14.6%	6.6%	98.9%	64.00%	60.80%	45
Provider 7	Private Company	1,138	24.2%	3.2%	99.1%	77.24%	70.71%	63
Provider 8	Private Company	451	30.8%	66.3%	98.7%	73.79%	48.28%	47
Provider 9	Private Company	136	13.2%	13.2%	100.0%	72.00%	48.00%	67
Provider 10	Private Company	588	15.3%	15.8%	99.7%	87.57%	84.58%	59
Provider 11	COA	1,381	19.6%	4.0%	99.9%	65.87%	65.13%	65
Provider 12	Private Company	10	20.0%	0.0%	100.0%	100.00%	100.00%	84
Provider 13	Private Company	619	12.8%	8.6%	99.7%	76.01%	63.82%	53
Provider 14	Private Company	1,707	13.2%	2.0%	99.6%	77.76%	58.88%	58
Provider 15	Private Company	5,106	20.2%	1.7%	99.4%	79.35%	66.74%	58
Provider 16	Ambulance	659	13.7%	8.6%	99.8%	73.29%	63.70%	54
Provider 17	Private Company	3,534	19.5%	0.0%	100.0%	47.96%	76.82%	82
Provider 18	Ambulance	845	14.9%	12.4%	100.0%	69.20%	61.59%	66
Provider 19	Ambulance	163	20.2%	57.1%	100.0%	57.69%	55.77%	53
Provider 20	Ambulance	29	17.2%	6.9%	100.0%	91.67%	75.00%	74
Provider 21	Private Company	3,315	22.9%	6.5%	99.8%	71.16%	69.65%	59
Provider 22	Private Company	7,432	13.9%	7.5%	99.4%	63.37%	37.63%	41
Provider 23	Private Company	4,597	22.2%	9.8%	98.4%	77.78%	77.78%	51
Provider 24	Private Company	6,060	24.0%	4.4%	96.8%	0.00%	0.00%	45
Provider 25	Private Company	5,767	34.7%	4.2%	98.3%	87.89%	41.26%	48
Provider 26	Private Company	10,719	18.0%	2.4%	99.9%	75.36%	72.47%	72
Provider 27	Private Company	10,020	16.7%	3.4%	99.5%	60.36%	55.24%	53
Provider 28	Ambulance	56	23.2%	10.7%	98.2%	39.29%	39.28%	61
Provider 29	Ambulance	639	8.6%	18.8%	99.4%	50.24%	49.27%	44

* Data used for report starts on August 22, 2011.



Transportation Solutions

Second Quarter SFY 2012

December 1, 2011 - December 31, 2011

Regions 2 and 3

Provider Performance Report

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	68
Provider 1	Private	861	0.00%	1.39%	99.54%	91.18%	78.43%	93.55
Provider 2	Private	461	0.00%	5.42%	97.18%	86.30%	62.82%	88.18
Provider 3	Private	415	0.96%	5.30%	98.07%	94.38%	73.97%	92.03
Provider 4	Private	392	0.00%	5.61%	99.49%	87.05%	61.14%	88.41
Provider 5	Private	519	0.19%	1.73%	100.00%	93.98%	72.29%	92.87
Provider 6	Private	68	0.00%	5.88%	100.00%	94.44%	55.56%	88.82
Provider 7	Private	2812	0.00%	2.60%	99.64%	94.30%	67.29%	91.73
Provider 8	Public	1297	0.00%	8.33%	98.38%	80.88%	53.15%	84.82
Provider 9	Private	1098	0.00%	5.92%	99.45%	92.62%	73.44%	91.92
Provider 10	Public	814	0.00%	0.12%	100.00%	87.65%	23.49%	82.20
Provider 11	Public	757	0.00%	1.59%	100.00%	80.90%	68.26%	89.51
Provider 12	Ambulance	8	0.00%	0.00%	100.00%	100.00%	100.00%	100.00
Provider 13	Private	4898	0.00%	0.29%	99.71%	93.50%	82.07%	95.00
Provider 14	Ambulance	662	0.00%	1.96%	98.64%	89.62%	68.50%	90.96
Provider 15	Ambulance	463	0.00%	0.43%	98.70%	89.57%	51.74%	87.92
Provider 16	Ambulance	370	0.00%	3.78%	100.00%	80.43%	48.37%	85.00
Provider 17	Ambulance	118	0.00%	17.80%	98.31%	88.71%	51.61%	84.17
Provider 18	Private	362	0.00%	2.76%	100.00%	95.11%	85.33%	95.53
Provider 19	Private	1364	0.00%	1.39%	100.00%	93.99%	72.10%	92.94
Provider 20	Public	798	0.00%	2.26%	100.00%	90.64%	76.90%	93.06
Provider 21	Public	3622	0.00%	2.43%	99.61%	89.94%	65.66%	90.56
Provider 22	Ambulance	278	0.00%	5.76%	99.28%	95.91%	49.71%	87.83
Provider 23	Private	1187	0.00%	0.17%	100.00%	96.57%	51.29%	89.54
Provider 24	Private	703	0.28%	1.71%	100.00%	78.97%	74.25%	90.25
Provider 25	Ambulance	868	0.00%	1.50%	99.77%	90.00%	57.86%	89.23
Provider 26	Private	667	0.00%	13.04%	99.10%	89.74%	56.41%	86.44
Provider 27	Private	785	0.00%	8.03%	98.34%	85.71%	69.58%	89.12
Provider 28	Private	1767	0.00%	3.74%	99.32%	90.26%	60.62%	89.29
Provider 29	Private	835	0.00%	1.20%	99.52%	94.19%	84.34%	95.37
Provider 30	Ambulance	948	0.00%	4.54%	99.58%	94.90%	60.56%	90.10
Provider 31	Private	232	0.00%	6.03%	100.00%	96.08%	59.48%	89.90



Transportation Solutions

Second Quarter SFY 2012

December 1, 2011 - December 31, 2011

Regions 2 and 3

Provider Performance Report

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	68
Provider 32	Private	6420	0.00%	1.46%	99.31%	89.48%	63.48%	90.16
Provider 33	Ambulance	442	0.00%	3.17%	99.10%	88.98%	65.35%	90.05
Provider 34	Private	1864	0.00%	7.78%	98.28%	91.20%	56.97%	87.74
Provider 35	Public	1449	0.00%	2.48%	99.86%	88.08%	71.62%	91.41
Provider 36	Public	1196	0.00%	0.00%	99.83%	96.51%	41.28%	87.53
Provider 37	Private	540	0.00%	1.11%	98.89%	91.64%	67.25%	91.33
Provider 38	Private	1183	0.00%	7.61%	98.99%	91.04%	66.56%	89.80
Provider 39	Private	412	0.00%	1.94%	100.00%	99.03%	66.18%	92.66
Provider 40	Private	841	0.12%	5.47%	99.29%	86.95%	62.96%	88.72
Provider 41	Private	953	0.00%	3.46%	99.79%	87.58%	64.08%	89.60
Provider 42	Private	46	0.00%	4.35%	100.00%	96.15%	57.69%	89.90
Provider 43	Private	310	0.00%	28.06%	98.71%	88.89%	58.78%	83.66
Provider 44	Private	2122	0.00%	3.77%	99.43%	89.64%	48.22%	86.71
Provider 45	Private	742	0.27%	4.04%	98.65%	86.47%	63.91%	88.94
Provider 46	Private	707	0.00%	1.41%	99.15%	91.85%	63.95%	90.71
Provider 47	Private	504	0.00%	0.79%	100.00%	83.13%	78.60%	92.19
Provider 48	Private	410	0.98%	1.46%	100.00%	85.80%	67.61%	90.19
Provider 49	Public	1223	0.00%	2.21%	100.00%	87.75%	79.90%	93.09
Provider 50	Private	125	0.00%	12.80%	100.00%	97.22%	50.00%	86.88
Provider 51	Private	65	0.00%	1.54%	100.00%	100.00%	70.83%	93.86
Provider 52	Ambulance	339	0.00%	7.67%	98.82%	90.20%	72.33%	90.74
Provider 53	Private	839	0.00%	0.48%	99.05%	90.77%	69.39%	91.75
Provider 54	Private	531	0.00%	3.01%	98.68%	86.36%	72.22%	90.85
Provider 55	Private	1036	0.00%	3.67%	97.88%	90.33%	70.71%	91.05
Provider 56	Ambulance	41	0.00%	0.00%	100.00%	94.74%	68.42%	92.63
Provider 57	Private	2894	0.00%	0.93%	99.72%	88.28%	68.07%	91.03
Provider 58	Private	399	0.00%	1.50%	99.50%	89.13%	61.96%	89.82
Provider 59	Private	890	0.00%	2.92%	99.55%	88.84%	57.81%	88.66
Provider 60	Private	236	0.00%	0.00%	99.15%	87.14%	67.14%	90.69
Provider 61	Private	1623	0.00%	4.81%	99.75%	93.77%	65.87%	90.92
Provider 62	Private	29	0.00%	13.79%	100.00%	85.71%	71.43%	88.67



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Provider Performance Report

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	68
Provider 63	Private	1708	0.00%	1.29%	99.88%	83.72%	42.97%	85.06
Provider 64	Public	44	0.00%	0.00%	100.00%	100.00%	100.00%	100.00
Provider 65	Private	1176	0.00%	1.28%	99.49%	88.89%	72.46%	91.91
Provider 66	Private	747	0.00%	2.28%	98.13%	88.16%	61.18%	89.04
Provider 67	Public	1181	0.00%	1.52%	99.83%	96.58%	71.50%	93.28
Provider 68	Ambulance	67	0.00%	5.97%	100.00%	94.44%	61.11%	89.92
Provider 69	Public	1427	0.00%	1.26%	100.00%	93.08%	90.19%	96.40
Provider 70	Ambulance	402	0.00%	1.24%	99.00%	93.75%	76.47%	93.60
Provider 71	Ambulance	68	0.00%	8.82%	100.00%	100.00%	62.07%	90.65
Provider 72	Public	242	0.00%	6.61%	100.00%	92.80%	63.20%	89.88
Provider 73	Private	1632	0.00%	1.72%	98.77%	82.89%	74.04%	90.80
Provider 74	Private	534	0.00%	1.50%	99.63%	88.66%	67.01%	90.76
Provider 75	Private	159	0.00%	12.58%	100.00%	96.43%	82.14%	93.20
Provider 76	Private	1748	0.00%	1.95%	100.00%	91.88%	75.99%	93.18
Provider 77	Private	339	0.00%	13.86%	100.00%	87.62%	66.67%	88.08
Provider 78	Ambulance	17	0.00%	0.00%	100.00%	100.00%	50.00%	90.00
Provider 79	Private	922	0.00%	5.21%	100.00%	92.90%	59.76%	89.49
Provider 80	Ambulance	343	0.00%	3.50%	99.42%	93.53%	62.69%	90.43
Provider 81	Private	286	0.00%	2.10%	100.00%	87.18%	60.90%	89.20
Provider 82	Private	709	0.00%	0.00%	100.00%	94.82%	70.41%	93.05
Provider 83	Private	1000	0.00%	2.00%	99.40%	84.93%	68.56%	90.18
Provider 84	Private	990	0.00%	2.02%	99.49%	77.02%	67.23%	88.35
Provider 85	Private	657	0.00%	4.57%	99.70%	90.94%	70.19%	91.25
Provider 86	Private	1237	0.00%	0.89%	99.68%	83.01%	41.67%	84.69
Provider 87	Public	1113	0.00%	2.88%	100.00%	85.48%	71.51%	90.82
Provider 88	Private	296	0.00%	0.00%	100.00%	100.00%	30.48%	86.10
Provider 89	Private	535	0.00%	0.00%	100.00%	95.78%	43.98%	87.95
Provider 90	Private	631	0.00%	3.80%	100.00%	87.09%	69.87%	90.63
Provider 91	Private	2675	0.00%	6.50%	97.31%	83.86%	56.37%	86.21
Provider 92	Ambulance	1255	0.00%	0.32%	99.68%	90.85%	68.85%	91.81
Provider 93	Private	1593	0.00%	1.32%	99.87%	84.69%	74.17%	91.48



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Provider Performance Report

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	68
Provider 94	Private	1744	0.00%	8.43%	98.85%	84.89%	63.07%	87.68
Provider 95	Private	43	0.00%	9.30%	100.00%	85.71%	47.62%	84.81
Provider 96	Ambulance	826	0.00%	0.61%	99.76%	97.17%	74.06%	94.08
Provider 97	Private	452	0.00%	10.18%	98.23%	88.70%	63.60%	88.07
Provider 98	Public	3676	0.00%	3.05%	99.84%	89.59%	65.61%	90.40
Provider 99	Public	2635	0.00%	1.52%	99.92%	87.41%	73.19%	91.80
Provider 100	Public	1732	0.00%	0.64%	99.88%	84.18%	60.64%	88.81
Provider 101	Private	456	0.00%	4.39%	95.61%	89.38%	74.36%	90.99
Provider 102	Ambulance	1315	0.00%	1.83%	99.85%	92.79%	67.31%	91.62
Provider 103	Private	638	0.00%	0.78%	100.00%	93.14%	73.77%	93.23
Provider 104	Private	59	0.00%	3.39%	100.00%	90.91%	87.27%	94.96
Provider 105	Private	351	0.00%	7.41%	100.00%	80.72%	74.70%	89.60
Provider 106	Private	656	0.00%	3.66%	98.78%	86.36%	64.77%	89.25
Provider 107	Ambulance	68	0.00%	0.00%	100.00%	86.67%	66.67%	90.67
Provider 108	Private	883	0.00%	2.49%	99.21%	90.70%	71.83%	91.85
Provider 109	Private	308	1.95%	3.90%	98.05%	90.40%	65.54%	89.63
Provider 110	Ambulance	1079	0.00%	0.83%	99.63%	91.34%	65.52%	91.13
Provider 111	Private	1251	0.00%	1.44%	99.04%	88.75%	62.31%	89.73
Provider 112	Private	399	0.00%	3.01%	100.00%	89.27%	77.07%	92.67
Provider 113	Private	457	0.00%	2.84%	98.69%	91.34%	81.23%	93.68
Provider 114	Private	254	0.00%	9.45%	100.00%	95.48%	72.90%	91.79
Provider 115	Private	810	0.00%	2.22%	100.00%	86.78%	59.85%	88.88
Provider 116	Ambulance	1081	0.00%	1.20%	99.81%	86.70%	73.24%	91.71
Provider 117	Public	1565	0.00%	1.79%	99.74%	94.72%	66.01%	91.74
Provider 118	Public	2834	0.00%	1.27%	99.44%	90.95%	74.47%	92.72
Provider 119	Private	247	0.81%	6.07%	100.00%	91.80%	73.05%	91.59
Provider 120	Public	62	0.00%	35.48%	100.00%	100.00%	87.18%	90.34
Provider 121	Private	641	0.00%	7.18%	99.38%	89.41%	61.06%	88.53
Provider 122	Private	272	0.00%	0.00%	97.06%	87.17%	68.22%	90.49
Provider 123	Private	1510	0.00%	0.53%	99.34%	68.17%	40.24%	81.44
Provider 124	Private	1558	0.00%	4.11%	99.74%	87.83%	75.16%	91.73



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Provider Performance Report

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	68
Provider 125	Public	363	0.00%	1.10%	100.00%	87.21%	73.26%	91.87
Provider 126	Private	428	0.00%	7.48%	100.00%	81.53%	58.92%	86.59
Provider 127	Private	2424	0.00%	3.34%	99.09%	95.10%	92.93%	96.76
Provider 128	Private	823	0.00%	3.65%	99.76%	90.40%	63.89%	90.08
Provider 129	Private	177	0.00%	2.26%	98.87%	85.34%	71.55%	90.70
Provider 130	Ambulance	307	0.65%	7.17%	100.00%	93.70%	69.29%	91.03
Provider 131	Private	876	0.00%	10.62%	99.09%	85.32%	53.42%	85.44
Provider 132	Public	6268	0.00%	3.84%	99.62%	86.79%	57.12%	87.94
Provider 133	Private	402	0.00%	6.97%	99.50%	92.61%	79.57%	92.94
Provider 134	Private	801	0.00%	6.87%	100.00%	93.29%	83.69%	94.02
Provider 135	Private	756	0.00%	4.50%	99.74%	92.82%	57.46%	89.10
Provider 136	Private	409	0.00%	0.49%	99.51%	92.89%	85.79%	95.54
Provider 137	Public	1792	0.06%	0.89%	99.67%	91.52%	64.34%	90.92
Provider 138	Ambulance	4035	0.00%	1.24%	99.85%	86.71%	57.15%	88.50
Provider 139	Ambulance	2540	0.00%	1.34%	100.00%	87.10%	67.47%	90.65
Provider 140	Private	2	0.00%	0.00%	100.00%	100.00%	0.00%	80.00
Provider 141	Public	1089	0.00%	4.96%	99.63%	90.80%	82.30%	93.55
Provider 142	Private	805	0.00%	2.98%	99.50%	91.63%	80.54%	93.74

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* August 2011 - September 2011

Regions 2 and 3

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	90
Provider 1	Private Company	803	0.25%	2.99%	99.50%	83.83%	67.65%	90
Provider 2	Private Company	523	0.00%	8.60%	95.79%	79.53%	65.69%	86
Provider 3	Private Company	311	0.00%	49.52%	95.82%	88.64%	68.45%	81
Provider 4	Private Company	1502	0.00%	4.39%	98.67%	82.02%	61.86%	88
Provider 5	Private Company	249	0.00%	4.82%	97.59%	91.56%	44.16%	86
Provider 6	Private Company	82	0.00%	0.00%	95.12%	91.18%	79.41%	93
Provider 7	Private Company	4901	0.08%	0.55%	99.35%	85.21%	57.85%	88
Provider 8	Public	931	0.43%	17.83%	99.36%	80.10%	54.32%	83
Provider 9	Private Company	1408	0.28%	3.55%	99.72%	80.40%	65.48%	88
Provider 10	Public	393	0.00%	2.04%	100.00%	92.57%	19.31%	82
Provider 11	Public	685	0.00%	6.28%	100.00%	83.29%	67.37%	89
Provider 12	Ambulance	8	0.00%	0.00%	100.00%	100.00%	37.50%	88
Provider 13	Private Company	5069	0.00%	0.53%	99.72%	82.92%	76.55%	92
Provider 14	Ambulance	480	0.00%	13.13%	98.75%	82.93%	70.87%	88
Provider 15	Ambulance	402	0.00%	10.70%	98.51%	91.15%	61.31%	88
Provider 16	Ambulance	695	0.00%	8.63%	99.71%	87.06%	58.88%	87
Provider 17	Ambulance	49	0.00%	8.16%	100.00%	100.00%	58.82%	90
Provider 18	Private Company	1745	0.06%	1.66%	99.43%	79.62%	63.82%	88
Provider 19	Public	609	0.00%	0.99%	100.00%	77.22%	78.70%	91
Provider 20	Public	3367	0.06%	3.24%	98.81%	85.22%	64.57%	89
Provider 21	Private Company	322	0.00%	2.80%	99.38%	82.14%	40.48%	84
Provider 22	Private Company	1232	0.00%	1.30%	99.19%	80.56%	52.07%	86
Provider 23	Private Company	947	0.11%	5.81%	100.00%	79.26%	73.91%	89
Provider 24	Ambulance	592	0.00%	7.43%	98.31%	83.65%	56.30%	86
Provider 25	Private Company	535	0.00%	8.97%	98.13%	93.86%	61.40%	89
Provider 26	Private Company	979	0.41%	5.11%	98.47%	81.08%	69.32%	89
Provider 27	Private Company	1892	0.11%	2.06%	98.94%	85.04%	56.90%	88
Provider 28	Private Company	791	0.00%	1.26%	100.00%	84.23%	83.83%	93
Provider 29	Ambulance	126	0.00%	4.76%	100.00%	78.46%	63.08%	87
Provider 30	Ambulance	452	0.22%	25.66%	97.79%	84.03%	61.34%	83
Provider 31	Ambulance	16	0.00%	0.00%	87.50%	93.75%	62.50%	89
Provider 32	Private Company	627	0.00%	2.55%	100.00%	92.81%	71.24%	92
Provider 33	Private Company	6386	0.03%	3.35%	99.75%	83.18%	60.17%	88

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* August 2011 - September 2011

Regions 2 and 3

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	90
Provider 34	Ambulance	762	0.26%	0.00%	99.61%	80.06%	66.04%	89
Provider 35	Private Company	1841	0.05%	4.29%	98.53%	89.85%	60.30%	89
Provider 36	Public	1424	0.00%	0.14%	99.58%	83.13%	71.06%	91
Provider 37	Private Company	1160	0.09%	0.00%	100.00%	99.82%	27.80%	86
Provider 38	Private Company	1152	0.26%	24.31%	97.92%	83.96%	68.24%	85
Provider 39	Public	483	0.00%	0.41%	97.10%	81.47%	61.02%	88
Provider 40	Private Company	1696	0.12%	1.53%	97.76%	84.23%	62.98%	89
Provider 41	Private Company	1379	0.22%	4.64%	97.39%	78.26%	58.22%	86
Provider 42	Private Company	78	0.00%	2.56%	100.00%	90.91%	50.00%	88
Provider 43	Private Company	95	0.00%	4.21%	97.89%	76.19%	63.10%	87
Provider 44	Private Company	1481	0.00%	13.57%	98.78%	87.88%	48.50%	84
Provider 45	Private Company	1163	0.00%	1.98%	98.19%	71.28%	54.93%	84
Provider 46	Private Company	558	0.00%	1.61%	100.00%	78.34%	70.04%	89
Provider 47	Public	1042	0.00%	7.10%	99.81%	93.33%	84.32%	94
Provider 48	Private Company	111	1.80%	4.50%	98.20%	97.67%	60.47%	90
Provider 49	Private Company	69	0.00%	11.59%	97.10%	83.33%	64.29%	87
Provider 50	Ambulance	357	0.28%	1.12%	99.16%	82.28%	71.58%	90
Provider 51	Private Company	1255	0.72%	3.51%	96.81%	76.83%	58.99%	86
Provider 52	Private Company	588	0.00%	6.12%	98.64%	82.76%	73.31%	90
Provider 53	Private Company	1386	0.00%	3.03%	96.61%	81.94%	66.13%	88
Provider 54	Ambulance	90	0.00%	6.67%	97.78%	89.72%	59.81%	88
Provider 55	Private Company	3036	0.13%	4.87%	98.39%	80.58%	64.10%	88
Provider 56	Private Company	3359	0.18%	0.71%	98.51%	80.10%	63.51%	88
Provider 57	Private Company	161	0.00%	1.24%	98.14%	82.84%	64.50%	89
Provider 58	Private Company	3046	0.00%	9.75%	98.95%	80.17%	58.95%	86
Provider 59	Private Company	57	0.00%	3.51%	96.49%	93.55%	77.42%	93
Provider 60	Private Company	1626	0.00%	0.49%	99.88%	84.91%	57.91%	88
Provider 61	Public	49	0.00%	0.00%	100.00%	100.00%	86.36%	97
Provider 62	Private Company	1359	0.00%	1.62%	98.82%	78.00%	71.02%	89
Provider 63	Public	1056	0.00%	1.33%	99.81%	72.84%	77.70%	90
Provider 64	Ambulance	74	0.00%	2.70%	100.00%	86.84%	68.42%	91
Provider 65	Public	745	0.00%	0.00%	100.00%	100.00%	78.74%	96
Provider 66	Ambulance	85	0.00%	0.00%	100.00%	90.70%	62.79%	91

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Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	90
Provider 67	Public	431	0.00%	15.55%	99.54%	71.15%	61.66%	83
Provider 68	Private Company	3194	0.03%	2.54%	99.12%	81.39%	71.68%	90
Provider 69	Private Company	616	0.00%	4.06%	98.70%	77.29%	63.71%	87
Provider 70	Private Company	35	0.00%	5.71%	100.00%	88.89%	83.33%	93
Provider 71	Private Company	2201	0.27%	16.27%	99.05%	82.64%	64.83%	86
Provider 72	Private Company	162	0.00%	0.00%	98.77%	71.60%	60.49%	86
Provider 73	Private Company	93	0.00%	0.00%	97.85%	89.74%	76.92%	93
Provider 74	Ambulance	19	0.00%	5.26%	100.00%	94.23%	57.69%	89
Provider 75	Private Company	923	0.43%	12.35%	99.35%	81.66%	56.52%	85
Provider 76	Ambulance	259	0.00%	3.47%	99.23%	90.21%	69.93%	91
Provider 77	Private Company	774	0.00%	2.07%	99.35%	78.50%	67.22%	89
Provider 78	Private Company	1236	0.08%	1.86%	99.35%	80.10%	69.11%	89
Provider 79	Private Company	1189	0.00%	9.42%	98.91%	75.49%	63.09%	86
Provider 80	Private Company	1265	0.00%	2.77%	98.74%	75.03%	55.96%	85
Provider 81	Public	966	0.00%	1.04%	100.00%	89.21%	72.51%	92
Provider 82	Private Company	914	2.41%	0.44%	99.78%	85.67%	52.55%	87
Provider 83	Private Company	1024	0.20%	0.59%	100.00%	79.69%	80.36%	92
Provider 84	Private Company	855	0.00%	25.15%	99.30%	75.64%	65.77%	83
Provider 85	Private Company	3331	0.03%	3.30%	97.87%	75.61%	57.80%	86
Provider 86	Ambulance	721	0.14%	5.69%	100.00%	83.96%	61.90%	88
Provider 87	Private Company	1592	0.00%	7.22%	99.81%	79.46%	72.98%	89
Provider 88	Private Company	2336	0.00%	8.30%	98.67%	78.14%	58.52%	85
Provider 89	Private Company	31	0.00%	6.45%	100.00%	96.00%	60.00%	90
Provider 90	Ambulance	1238	0.32%	2.42%	98.47%	83.78%	66.16%	89
Provider 91	Public	3593	0.00%	11.77%	99.44%	84.37%	64.58%	87
Provider 92	Public	2842	0.00%	3.31%	100.00%	85.93%	69.16%	90
Provider 93	Public	1366	0.00%	14.35%	100.00%	89.04%	56.16%	86
Provider 94	Private Company	2562	0.00%	0.94%	98.63%	73.20%	60.76%	86
Provider 95	Ambulance	1232	0.16%	0.89%	99.51%	92.32%	62.69%	91
Provider 96	Private Company	1033	0.00%	9.87%	99.32%	80.75%	64.93%	87
Provider 97	Private Company	0	0.00%	0.00%	100.00%	50.00%	50.00%	80
Provider 98	Private Company	295	0.00%	2.71%	100.00%	71.85%	63.03%	86
Provider 99	Private Company	1448	0.00%	2.14%	98.62%	83.87%	64.94%	89

Access2Care

Transportation Solutions

First Quarter SFY 2012

* August 2011 - September 2011

Regions 2 and 3

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	90
Provider 100	Ambulance	74	0.00%	5.41%	100.00%	86.49%	75.68%	91
Provider 101	Private Company	1476	0.00%	3.12%	99.39%	84.74%	68.38%	90
Provider 102	Private Company	80	0.00%	7.50%	97.50%	91.67%	58.33%	88
Provider 103	Ambulance	1176	0.00%	4.68%	99.57%	83.69%	63.63%	88
Provider 104	Private Company	846	0.00%	1.18%	98.23%	84.25%	51.68%	87
Provider 105	Private Company	549	0.00%	1.09%	100.00%	82.38%	76.18%	91
Provider 106	Private Company	163	0.00%	1.23%	98.77%	82.93%	79.27%	92
Provider 107	Private Company	657	0.00%	8.83%	97.72%	80.70%	65.30%	87
Provider 108	Private Company	645	0.00%	6.20%	99.69%	80.11%	60.50%	87
Provider 109	Ambulance	1735	0.00%	33.03%	99.02%	79.45%	63.94%	82
Provider 110	Public	3727	0.03%	0.59%	99.79%	82.89%	67.03%	90
Provider 111	Public	3047	0.00%	4.27%	99.47%	80.12%	68.53%	89
Provider 112	Private Company	381	0.00%	2.10%	98.16%	79.87%	66.52%	88
Provider 113	Public	849	0.00%	9.42%	100.00%	98.75%	65.49%	91
Provider 114	Private Company	1266	0.16%	5.61%	98.34%	80.36%	61.33%	87
Provider 115	Private Company	222	0.00%	7.66%	94.14%	83.05%	65.42%	87
Provider 116	Private Company	2980	0.00%	2.85%	98.99%	68.14%	56.77%	84
Provider 117	Private Company	1432	0.07%	11.38%	98.46%	78.19%	68.74%	87
Provider 118	Public	467	0.00%	1.71%	99.57%	100.00%	100.00%	100
Provider 119	Private Company	1398	0.00%	2.65%	98.35%	84.60%	66.09%	89
Provider 120	Private Company	1783	0.11%	2.97%	97.81%	88.80%	81.34%	93
Provider 121	Private Company	129	0.00%	2.33%	96.90%	74.53%	66.98%	87
Provider 122	Private Company	275	0.00%	0.00%	100.00%	80.00%	63.57%	89
Provider 123	Private Company	143	1.40%	4.20%	96.50%	89.29%	65.48%	89
Provider 124	Private Company	937	0.21%	4.27%	98.93%	80.04%	55.67%	86
Provider 125	Private Company	6256	0.03%	7.30%	98.85%	80.01%	56.53%	86
Provider 126	Private Company	30	0.00%	0.00%	100.00%	80.00%	73.33%	91
Provider 127	Private Company	141	0.00%	0.00%	97.87%	100.00%	91.55%	98
Provider 128	Private Company	75	0.00%	1.33%	100.00%	100.00%	60.00%	92
Provider 129	Private Company	623	0.00%	3.85%	99.36%	83.92%	71.39%	90
Provider 130	Public	1708	0.00%	0.94%	99.47%	82.87%	57.41%	88
Provider 131	Private Company	4003	0.27%	14.71%	99.45%	77.75%	56.72%	84
Provider 132	Private Company	2352	0.00%	4.29%	99.70%	85.78%	62.18%	89

Access2Care

Transportation Solutions

First Quarter SFY 2012

* August 2011 - September 2011

Regions 2 and 3

Provider	Provider Type	Total Trips	Cancellation %	Reroute %	Complaint Free %	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Overall Score
Goal			15%	2%	95%	90%	95%	90
Provider 133	Private Company	157	0.00%	0.00%	98.73%	55.56%	66.67%	84
Provider 134	Public	886	0.00%	8.24%	99.77%	87.48%	83.81%	93
Provider 135	Private Company	1170	0.00%	1.37%	99.57%	82.82%	76.27%	91

* Data used for report starts on August 22, 2011.

Prompt Payment Aging Report By Invoice Received Date

10/01/2011 to 12/31/2011

Some Broker Clients, Some 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	108,047	96.58%	402	0.37%
31-60 Days	32	3,822	3.42%	12	0.31%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	111,869	100.00%	414	

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	15	86,205	77.06%	37
31-60 Days	41	19,561	17.49%	27
61-90 Days	68	2,734	2.44%	15
91-120 Days	105	2,647	2.37%	11
121-150 Days	125	474	0.42%	10
> 150 Days	185	248	0.22%	11
	23	111,869	100.00%	



Accounts Payable Aging Report - As of March 15, 2012

Provider	10 Days or Less	11 to 30 Days	Greater Than 30 Days	Grand Total
Provider 1			3	3
Provider 2			3	3
Provider 3		18	5	23
Provider 4		4	8	12
Provider 5	48	1164	4	1216
Provider 6		2		2
Provider 7		202	55	257
Provider 8	1956	2650	364	4970
Provider 9	41	214	41	296
Provider 10			4	4
Provider 11			12	12
Provider 12			2	2
Provider 13		3	3	6
Provider 14		1	1	2
Provider 15			4	4
Provider 16	2	807		809
Provider 17		2		2
Provider 18			6	6
Provider 19			1	1
Provider 20		3	2	5
Provider 21		672		672
Provider 22	168	404	60	632
Provider 23		1		1
Provider 24		2		2
Provider 25		19	3	22
Provider 26			1	1
Provider 27			2	2
Provider 28	38	658	1	697
Provider 29		9	14	23
Provider 30		78	2	80
Provider 31			1	1
Provider 32			1	1
Provider 33		2	2	4
Provider 34	1	6	5	12
Provider 35	67	606	126	799
Provider 36			4	4



Accounts Payable Aging Report - As of March 15, 2012

Provider	10 Days or Less	11 to 30 Days	Greater Than 30 Days	Grand Total
Provider 37		270	55	325
Provider 38		68	17	85
Provider 39			5	5
Provider 40		1		1
Provider 41			1	1
Provider 42		331	72	403
Provider 43	21	12	40	73
Provider 44		2	1	3
Provider 45		102	25	127
Provider 46		180	8	188
Provider 47		685	435	1120
Provider 48	4	247	58	309
Provider 49			1	1
Provider 50			1	1
Provider 51			3	3
Provider 52			6	6
Provider 53			2	2
Provider 54		3	4	7
Provider 55		327	36	363
Provider 56		2	1	3
Provider 57	63	424	49	536
Provider 58		2	1	3
Provider 59		19		19
Provider 60			2	2
Provider 61	114	264	66	444
Provider 62		147		147
Provider 63		2	2	4
Provider 64	39	313	6	358
Provider 65		412	74	486
Provider 66		840	223	1063
Provider 67		2		2
Provider 68			5	5
Provider 69			2	2
Provider 70		4	265	269
Provider 71			1	1
Provider 72	57	90	20	167



Accounts Payable Aging Report - As of March 15, 2012

Provider	10 Days or Less	11 to 30 Days	Greater Than 30 Days	Grand Total
Provider 73			2	2
Provider 74		2		2
Provider 75		1	3	4
Provider 76			2	2
Provider 77			2	2
Provider 78		9	8	17
Provider 79			8	8
Provider 80			5	5
Provider 81	2	378	81	461
Provider 82			2	2
Provider 83		2		2
Provider 84			1	1
Provider 85			1	1
Provider 86			1	1
Provider 87		2	6	8
Provider 88		2	1	3
Provider 89		2	1	3
Provider 90			4	4
Provider 91		4		4
Provider 92		4	4	8
Provider 93			7	7
Provider 94			71	71
Provider 95			2	2
Grand Total	2621	12682	2439	17742

AMR - AP Aging Report as of December 9, 2011

By Provider

Provider	10 Days or Less	11 to 30 Days	Greater Than 30 Days	Grand Total
Provider 1	101	1		102
Provider 2	29			29
Provider 3	64			64
Provider 4	58			58
Provider 5	44			44
Provider 6	13			13
Provider 7	477			477
Provider 8	180			180
Provider 9	281	2		283
Provider 10	191			191
Provider 11	118	37		155
Provider 12	1,120	1	2	1,123
Provider 13	125		5	130
Provider 14	36	1		37
Provider 15	79		4	83
Provider 16	18		1	19
Provider 17	182		10	192
Provider 18	141		1	142
Provider 19	1,383		1	1,384
Provider 20	48	9	1	58
Provider 21	110			110
Provider 22	133		2	135
Provider 23	336		4	340
Provider 24	73			73
Provider 25	146		1	147
Provider 26	290			290
Provider 27	116	1	1	118
Provider 28	2			2
Provider 29	26			26
Provider 30	775			775
Provider 31	273		3	276
Provider 32	232			232
Provider 33	299			299
Provider 34	242		3	245
Provider 35	71			71
Provider 36	43			43
Provider 37	123			123
Provider 38	6			6
Provider 39			1	1

AMR - AP Aging Report as of December 9, 2011

Provider	10 Days or Less	11 to 30 Days	Greater Than 30 Days	Grand Total
Provider 40			1	1
Provider 41	66			66
Provider 42	120			120
Provider 43	5			5
Provider 44	38			38
Provider 45	14			14
Provider 46	77			77
Provider 47	27		1	28
Provider 48	18	1		19
Provider 49	477		1	478
Provider 50	121		1	122
Provider 51	10			10
Provider 52	257		2	259
Provider 53	1			1
Provider 54	331			331
Provider 55	10			10
Provider 56	123		4	127
Provider 57	181			181
Provider 58	11		2	13
Provider 59	255			255
Provider 60	54	1		55
Provider 61	56		1	57
Provider 62	258	3	4	265
Provider 63	247			247
Provider 64	31		2	33
Provider 65	243			243
Provider 66	43		12	55
Provider 67	175		1	176
Provider 68	84	2	18	104
Provider 69	130			130
Provider 70	246			246
Provider 71	109	1,787	226	2,122
Provider 72	205		1	206
Provider 73	160			160
Provider 74	169			169
Provider 75	304	65	1	370
Provider 76	10			10
Provider 77	70	2		72
Provider 78	473	1	1	475
Provider 79	337	13	6	356
Provider 80	13	2		15
Provider 81	306		3	309
Provider 82	7		2	9

AMR - AP Aging Report as of December 9, 2011

Provider	10 Days or		Greater Than		Grand Total
	Less	11 to 30 Days	30 Days		
Provider 83	659		1		660
Provider 84	1,067				1,067
Provider 85	25				25
Provider 86	69	1	4		74
Provider 87	151		46		197
Provider 88	73		1		74
Provider 89	60				60
Provider 90	26				26
Provider 91	3				3
Provider 92	81				81
Provider 93	45				45
Provider 94	200		25		225
Provider 95	181				181
Provider 96	31				31
Provider 97	70		2		72
Provider 98	34				34
Provider 99	208				208
Provider 100	262		4		266
Provider 101	287		1		288
Provider 102	635		4		639
Provider 103	4				4
Provider 104	6				6
Provider 105	96				96
Provider 106	225		1		226
Provider 107	223		1		224
Provider 108			5		5
Provider 109	60	2			62
Provider 110	429	1			430
Provider 111	8	1			9
Provider 112	122	112	168		402
Provider 113	127	2	1		130
Provider 114	1,299	2	1		1,302
Provider 115	61				61
Provider 116	120				120
Provider 117	2				2
Provider 118	38				38
Provider 119	359				359
Provider 120	752	8	2		762
Provider 121	497				497
Provider 122		48			48
Provider 123	230				230
Provider 124	107				107
Provider 125	24				24
Provider 126	37				37
Provider 127	10	1	2		13

AMR - AP Aging Report as of December 9, 2011

Provider	10 Days or		Greater Than	Grand Total
	Less	11 to 30 Days	30 Days	
Provider 128	5			5
Provider 129	96	1		97
Provider 130	29			29
Provider 131	235	8		243
Provider 132	7			7
Provider 133	9	5		14
Provider 134	20	3		23
Provider 135	4			4
Provider 136	7	6		13
Provider 137	4			4
Provider 138	6	4		10
Provider 139	9	8		17
Provider 140	4	2		6
Provider 141	9			9
Provider 142	2	6		8
Provider 143	3			3
Provider 144	2			2
Grand Total	23,310	2,150	599	26,059

By Month of Service

Month	10 Days or		Greater Than	Grand Total
	Less	11 to 30 Days	30 Days	
August	97	11	50	158
September	14	36	131	181
October	146	3	261	410
November	7,528	2,100	157	9,785
December	15,525			15,525
Grand Total	23,310	2,150	599	26,059

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	June 2011	July 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	SFY 2010 Totals	SFY 2011 Totals	SFY 2012 Totals
Beneficiary	0	0	174	4	2	13	268	215	193
• Reservation	0	0	174	4	1	5	3	0	184
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	4	265	212	4
• Other	0	0	0	0	1	4	0	3	5
Transportation Provider	0	0	3	10	7	2	18	4	22
• Reservation	0	0	0	1	0	0	1	0	1
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	1	0	3	1	1
• Payment	0	0	3	9	6	1	5	2	19
• Other	0	0	0	0	0	1	10	1	1
Health Care Provider	2	0	27	4	5	5	8	6	43
• Reservation	1	0	27	1	5	2	2	2	36
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	1	0	0	3	0	3	6	4	7
• Other	0	0	0	0	0	0	0	0	0
Other Stakeholders	0	0	1	3	1	0	4	4	5
• Reservation	0	0	0	0	0	0	1	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	1	2	0	0	1	3	3
• Other	0	0	0	1	1	0	2	1	2
Totals	2	0	205	21	15	20	298	229	263

Note: 107 of the 229 complaints logged for state fiscal year 2011 are from one member.

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	SFY 2010 Totals	SFY 2011 Totals	SFY 2012 Totals
Beneficiary	4	2	14	13	4	17	268	215	228
• Reservation	4	1	5	2	0	0	3	0	186
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	5	10	4	15	265	212	34
• Other	0	1	4	1	0	2	0	3	8
Transportation Provider	10	7	2	4	0	8	18	4	34
• Reservation	1	0	0	0	0	2	1	0	3
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	1	0	0	0	0	3	1	1
• Payment	9	6	1	4	0	4	5	2	27
• Other	0	0	1	0	0	2	10	1	3
Health Care Provider	4	5	5	0	1	1	8	6	43
• Reservation	1	5	2	0	0	0	2	2	35
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	3	0	3	0	1	1	6	4	8
• Other	0	0	0	0	0	0	0	0	0
Other Stakeholders	3	1	0	0	0	0	4	4	5
• Reservation	0	0	0	0	0	0	1	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	2	0	0	0	0	0	1	3	3
• Other	1	1	0	0	0	0	2	1	2
Totals	21	15	21	17	5	26	298	229	310



State of South Carolina
Department of Health and Human Services

Summary of Reported Rider Injury and Incidents
August – December 2011

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The Brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

For the dates between August 22, 2011 and December 31, 2011, 56 incidents and injuries were reported by the brokers as occurring during the 633,657 trips taken. There were 28 incidents and 28 injuries. Each incident and injury was reviewed by 3 SCDHHS program staff members independently to determine the level of severity of each occurrence. Incidents and injuries rated with a severity of one are most severe and include injuries resulting in members being taken to the emergency room for evaluation and or treatment. Incidents and injuries rated with a severity of two or three are less severe and include incidents reported for such things as member or driver rudeness or those incidents reported as being witnessed but not directly involving the driver and vehicle. The severity rating is based on the description of the injury or incident included in the detailed complaint submitted to SCDHHS.

SCDHHS also reviewed the incidents for common factors and patterns that may identify specific problem areas or causes where resources might be needed to address specific shortcomings. For this reporting period drivers were found to be primarily responsible for the majority of incidents and injuries rather than Medicaid members as has been the case in previous reporting periods. The analysis indicated there were two transportation providers that had a higher injury rate than other providers. However, we found nothing indicating that a review of operations is required for any specific transportation broker or transportation provider.

Summary of Reported Rider Injury and Incidents August – December 2011

Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by both brokers, occurrences of injuries and incidents for the period from August 22, 2011 – December 31, 2011 have been analyzed and classified as outlined in the tables below.

Incident Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Incident	1	10
	2	12
	3	6
Incident Total		28

Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	13
	2	11
	3	4
Injury Total		28

Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	13
	2	9
	3	2
Member	1	4
	2	7
	3	6
Member And Driver	1	2
	2	4
	3	0
Other Driver	1	2
	2	2
	3	0
Other	1	2
	2	1
	3	2
Total		56

**Summary of Reported Rider Injury and Incidents
August – December 2011**

Summary by Broker, Type and Severity

Broker and Type	Severity (1-3, 1=most serious)	Total
AMR - Injury	1	8
	2	10
	3	3
AMR - Incident	1	6
	2	6
	3	3
Logisticare - Injury	1	5
	2	1
	3	1
Logisticare - Incident	1	4
	2	6
	3	3
Total		56

**Summary by Provider and Severity
(Providers with at least two level 1 injuries)**

Provider and Type	Severity (1-3, 1=most serious)	Total
Provider 1	1	3
	2	1
	3	0
Provider 2	1	2
	2	0
	3	0
Provider 3	1	
	2	
	3	
Provider 4	1	
	2	
	3	
Provider 5	1	
	2	
	3	

There were only two providers that met the “Providers with at least two level 1 injuries” criteria. The injury incidents were satisfactorily dealt with by the Provider and Broker.

**Report of Meetings
As of March 2012
Transportation Broker Contract**

Agency / Broker

October 18, 2011	Agency meeting with Logisticare
October 19, 2011	Agency meeting with AMR
November 15, 2011	Agency meeting with Logisticare
November 16, 2011	Agency meeting with AMR
December 20, 2011	Agency meeting with Logisticare
December 21, 2011	Agency meeting with AMR
January 17, 2012	Agency meeting with Logisticare
January 18, 2012	Agency meeting with AMR
February 28, 2012	Agency meeting with Logisticare
February 29, 2012	Agency meeting with AMR
March 26, 2012	Agency meeting with Logisticare - Scheduled
April 17, 2012	Agency meeting with Logisticare - Scheduled
May 15, 2012	Agency meeting with Logisticare - Scheduled
June 19, 2012	Agency meeting with Logisticare - Scheduled
July 19, 2012	Agency meeting with Logisticare - Scheduled
August 21, 2012	Agency meeting with Logisticare - Scheduled
September 18, 2012	Agency meeting with Logisticare - Scheduled
October 16, 2012	Agency meeting with Logisticare - Scheduled
November 20, 2012	Agency meeting with Logisticare - Scheduled
December 18, 2012	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

Logisticare

November 16, 2011	Region 1 - Greenwood
November 18, 2011	Region 1 - Greenville
March 7, 2012	Region 3 - Florence
March 8, 2012	Region 2 - Columbia
March 15, 2012	Region 1 - Greenville

AMR

December 16, 2011	Region 2 - West Columbia
December 20, 2011	Region 2 - Charleston

Agency / Healthcare Provider Meetings

September 14, 2011 Oakmont Rehabilitation & Nursing Home - Union
September 14, 2011 St. Paul's Adult Day Care - Union
September 14, 2011 DCI Dialysis - Union
September 20, 2011 Columbia Area Mental Health, Access 2 Care - Columbia

Agency / Other Stakeholder Meetings

August 22, 2011 Medicaid MCOs - Columbia
September 6, 2011 South Carolina Department of Motor Vehicles - Columbia
September 12, 2011 Members of Transportation Association of South Carolina -
Columbia
October 6, 2011 Medicaid MHN - Columbia
November 4, 2011 South Carolina Department of Transportation - Columbia
November 14, 2011 Members of Transportation Association of South Carolina -
Columbia
March 27, 2012 DHEC, ORS and Logisticare - Columbia - Scheduled

Agency / AMR / Transportation Provider Meetings

October 24, 2011 PDRTA - Conference Call
October 25, 2011 SandHills Ambulance - Conference Call
November 9, 2011 SWRTA - Columbia

Agency / LGTC / Transportation Provider Meetings

February 1, 2012 Commercial Transportation Providers - Columbia
February 27, 2012 Senior Options - Conference Call

Transportation Advisory Meetings

October 5, 2011 Transportation Advisory Committee Meeting
November 18, 2011 Transportation Advisory Committee Meeting
December 15, 2011 Transportation Advisory Committee Meeting
January 23, 2012 Transportation Advisory Committee Meeting
March 22, 2012 Transportation Advisory Committee Meeting - Scheduled
June 28, 2012 Transportation Advisory Committee Meeting - Scheduled
September 27, 2012 Transportation Advisory Committee Meeting - Scheduled
December 20, 2012 Transportation Advisory Committee Meeting - Scheduled

Logisticare / Transportation Provider Meetings

November 16, 2011 Region 1 - Greenwood
November 18, 2011 Region 1 - Greenville
January 4, 2012 Provider Orientation - Florence
January 5, 2012 Provider Orientation - Charleston
January 6, 2012 Provider Orientation - Columbia
February 6, 2012 Provider Orientation - Greenville
February 20, 2012 Provider Orientation - Greenville

AMR / Healthcare Community Meetings

August 15, 2011 Palmetto Richland Safe Kids Program - Columbia
August 15, 2011 Palmetto Richland - Columbia
August 18, 2011 FMC Midlands Region - Columbia
September 6, 2011 Florence Area FMC Dialysis Centers - Florence
October 3, 2011 Lexington Medical Center - Lexington
October 6, 2011 Social Workers of SC Conference - Columbia
October 6, 2011 Palmetto Richland - Columbia
October 7, 2011 Columbia Area Mental Health - Columbia
October 7, 2011 MUSC - Charleston
October 11, 2011 Charleston-Dorchester Mental Health Conference - Charleston
October 13, 2011 Honorage Nursing Center Social Workers - Florence
October 17, 2011 Coastal Empire Community Mental Health - Beaufort
October 28, 2011 New Horizons/Lower Richland Mental Health - Columbia
November 10, 2011 MUSC - Charleston
December 2, 2011 Kingston Nursing Home - Conway
December 2, 2011 FMC Georgetown Dialysis Center - Georgetown
December 6, 2011 Columbia Area Mental Health - Columbia

Logisticare / Healthcare Community Outreach

January 31, 2012 Group Meeting - Phone Conference
February 1, 2012 Group Meeting - Phone Conference
February 2, 2012 Group Meeting - Greenville
February 6, 2012 Group Meeting - Myrtle Beach
February 7, 2012 Group Meeting - Florence
February 8, 2012 Group Meeting - North Charleston
February 9, 2012 Group Meeting - Columbia
February 10, 2012 Group Meeting - Aiken
February 14, 2012 Group Meeting - Phone Conference
February 15, 2012 Group Meeting - Phone Conference

Logisticare / Healthcare Community Individual Meetings

October 6, 2011 Beckman Center Mental Health - Greenwood
October 6, 2011 DaVita Greenwood - Greenwood
October 6, 2011 Magnolia Manor Greenwood - Greenwood
October 6, 2011 Active Day of Greenwood - Greenwood
October 7, 2011 DSI Twin Oaks Dialysis - Greenville
October 11, 2011 Carolina Dialysis - Spartanburg
October 12, 2011 FMC Anderson - Anderson
October 12, 2011 New Hope ADC - Anderson
October 12, 2011 Market Place Cinema ADC - Anderson
October 12, 2011 Horizon's ADC - Anderson
October 12, 2011 Day Break Mental Health - Anderson
October 14, 2011 DCI Freemont - Spartanburg
October 18, 2011 NHC Clinton - Clinton
October 19, 2011 DCI Freemont - Spartanburg
December 7, 2011 Majesty Healthcare - Easley
January 4, 2012 FMC York - York
January 4, 2012 FMC Rock Hill- Rock Hill
January 4, 2012 DCI Union - Union
January 4, 2012 York Mental Health Center - York
January 4, 2012 DaVita Fort Mill - Fort Mill
January 4, 2012 FMC Chester - Chester
January 4, 2012 Active Day Chester - Chester
January 17, 2012 Pee Dee Mental Health - Florence
January 17, 2012 Stokes Eye Center - Florence
January 17, 2012 FMC Florence Dialysis - Florence
January 17, 2012 FMC Freedom Dialysis - Florence
January 17, 2012 FMC Church Street Dialysis - Florence
January 17, 2012 Honorage Healthcare - Florence
January 18, 2012 FMC South Columbia - Columbia
January 18, 2012 FMC - Columbia
February 9, 2012 Palmetto Health Richland - Columbia
March 1, 2012 NHC Anderson - Anderson
March 6, 2012 Carolina's Hospital System - Florence
March 6, 2012 McLeod Hospital System - Florence
March 6, 2012 Sumter Valley - Sumter
March 6, 2012 Sumter Health and Rehab - Sumter
March 6, 2012 Florence Rehab and Nursing Center - Florence
March 6, 2012 Faith Healthcare - Florence
March 6, 2012 Heritage Home - Florence

Agency / Broker Call Center Calibration Conferences

LGTC

July 22, 2011

AMR

September 27, 2011

Program Review Site Visits

August 3, 2011	Access 2 Care Readiness Review - West Columbia
August 3, 2011	Logisticare Readiness Review - Greenville
August 4, 2011	Access 2 Care Readiness Review - West Columbia
August 4, 2011	Logisticare Readiness Review - Greenville
August 5, 2011	Access 2 Care Readiness Review - West Columbia
August 5, 2011	Logisticare Readiness Review - Greenville
August 10, 2011	Access 2 Care Readiness Review - West Columbia
August 12, 2011	Star Care, Access 2 Care - Lynchburg
August 12, 2011	Med One, Access 2 Care - Florence
August 16, 2011	Lifeline Ambulance, Access 2 Care - Lugoff
August 17, 2011	Star Care, Access 2 Care - Lynchburg
September 14, 2011	Access 2 Care Call Center - West Columbia
September 15, 2011	Logisticare Call Center - Greenville
November 7, 2011	Access 2 Care Call Center - West Columbia
December 6, 2011	Logisticare Call Center - Greenville
December 7, 2011	Access 2 Care Call Center - West Columbia
February 8, 2012	Logisticare Readiness Review - Greenville