

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		7,217	6,649	6,549		14,545
Total trips provided by type of transportation		45,546	38,499	37,284	121,329	245,203
• Non-Emergency Ambulatory Sedan/Van Trips		32,278	27,376	26,744	86,398	174,563
• Wheelchair Trips		5,457	5,027	4,790	15,274	30,899
• Stretcher Trips		560	571	459	1,590	3,200
• Individual Transportation Gas Trip		6,611	4,983	4,897	16,491	33,445
• Non-Emergency Ambulance ALS		15	17	13	45	94
• Non-Emergency Ambulance BLS		49	37	31	117	260
• Public Transportation Bus Trip		576	488	350	1,414	2,742
Total Over Night Trips Arranged		16	18	15	49	105
Total Extra Passengers		4,835	4,043	3,958	12,836	27,480
• Number of Pickups On Time (A Leg)		18,655	15,890	15,531	50,076	100,074
• Number of Deliveries On Time (A Leg)		17,976	15,370	14,847	48,193	95,290
• Number of Trips Within Ride Time (All Trips)		44,957	38,037	36,075	119,069	238,523
• Percent of Pickups On Time (A Leg)	>= 90%	85.80%	86.60%	88.30%	86.90%	86.42%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.50%	83.40%	84.30%	83.40%	82.13%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.82%
Actual number of calls *		112,587	90,621	91,050	294,258	600,794
• Average phone calls daily		4,895	4,531	4,336	4,587	4,693
• Average Answer Speed	< 1:00	01:02	00:36	00:49	00:49	00:58
• Average Talk Time		03:10	03:04	03:00	03:05	03:02
• Average Time On Hold	<= 3:00	01:46	01:35	01:34	01:38	01:36
• Average time on hold before abandonment	< 1:30	01:04	00:53	00:58	00:58	01:03
• Average number of calls abandoned daily		200	112	170	161	202
• Percentage of calls abandoned daily	< 5.0%	4.09%	2.47%	3.92%	3.50%	4.30%
Total number of complaints by type		1,094	863	699	2,656	5,016
• Provider No-Show		98	72	61	231	395
• Timeliness		637	464	452	1,553	2,863
• Other Stakeholders		319	288	147	754	1,527
• Call Center Operations		5	5	4	14	45
• Driver Behavior		5	5	5	15	31
• Provider Service Quality		2	1	9	12	13
• Miscellaneous		20	12	9	41	88
• Rider Injury / Incident		8	16	12	36	54
• Provider No-Shows as percentage of total trips	<= 0.25%	0.22%	0.19%	0.16%	0.19%	0.16%
• Complaints as percentage of total trips		2.40%	2.24%	1.87%	2.19%	2.05%
Total number of denials by type		1,222	1,216	1,263	3,701	7,200
• Non-Urgent / Under Days of Notice		215	250	230	695	1,274
• Non-Covered Service		184	156	165	505	1,016
• Ineligible For Transport		25	23	33	81	199
• Unable to Confirm Medical Appointment w/ Provider		84	122	185	391	689
• Does Not Meet Transportation Protocols		1	3	1	5	11
• Incomplete Information		612	579	562	1,753	3,450
• Needs Emergency Services		4	3	2	9	17
• Beneficiary Has Medicare Part B or Other Coverage		97	80	85	262	544
• Denials as percentage of total trips		2.68%	3.16%	3.39%	3.05%	2.94%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,931	10,046	9,877		22,024
Total trips provided by type of transportation		66,840	55,987	55,852	178,679	361,813
• Non-Emergency Ambulatory Sedan/Van Trips		50,415	42,266	42,048	134,729	273,851
• Wheelchair Trips		8,582	7,265	7,400	23,247	47,082
• Stretcher Trips		1,309	1,037	1,119	3,465	6,808
• Individual Transportation Gas Trip		6,304	5,190	5,139	16,633	32,886
• Non-Emergency Ambulance ALS		9	19	6	34	113
• Non-Emergency Ambulance BLS		24	34	25	83	170
• Public Transportation Bus Trip		197	176	115	488	903
Total Over Night Trips Arranged		18	14	20	52	137
Total Extra Passengers		7,480	6,216	6,264	19,960	42,021
• Number of Pickups On Time (A Leg)		27,425	22,715	23,800	73,940	148,012
• Number of Deliveries On Time (A Leg)		26,917	22,137	23,040	72,094	142,681
• Number of Trips Within Ride Time (All Trips)		65,107	53,326	54,714	173,147	349,704
• Percent of Pickups On Time (A Leg)	>= 90%	85.90%	86.90%	88.40%	87.07%	85.90%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.10%	84.50%	85.60%	84.73%	82.88%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.60%	99.60%	99.63%	99.63%
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		1,176	741	618	2,535	5,257
• Provider No-Show		132	104	92	328	680
• Timeliness		848	459	392	1,699	3,471
• Other Stakeholders		130	114	78	322	732
• Call Center Operations		9	14	9	32	67
• Driver Behavior		6	3	3	12	17
• Provider Service Quality		8	8	7	23	45
• Miscellaneous		27	29	20	76	182
• Rider Injury / Incident		16	10	17	43	63
• Provider No-Shows as percentage of total trips	<= 0.25%	0.20%	0.19%	0.16%	0.18%	0.19%
• Complaints as percentage of total trips		1.76%	1.32%	1.11%	1.42%	1.45%
Total number of denials by type		2,083	1,925	2,000	6,008	11,798
• Non-Urgent / Under Days of Notice		307	355	369	1,031	1,931
• Non-Covered Service		280	257	263	800	1,676
• Ineligible For Transport		82	44	49	175	368
• Unable to Confirm Medical Appointment w/ Provider		161	215	295	671	1,235
• Does Not Meet Transportation Protocols		4	4	4	12	19
• Incomplete Information		989	859	792	2,640	5,151
• Needs Emergency Services		5	2	7	14	22
• Beneficiary Has Medicare Part B or Other Coverage		255	189	221	665	1,396
• Denials as percentage of total trips		3.12%	3.44%	3.58%	3.36%	3.26%

* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,479	9,724	9,365		21,308
Total trips provided by type of transportation		61,757	52,551	52,877	167,185	336,395
• Non-Emergency Ambulatory Sedan/Van Trips		47,638	40,237	40,280	128,155	259,089
• Wheelchair Trips		7,604	6,847	7,079	21,530	42,868
• Stretcher Trips		1,302	1,095	928	3,325	6,764
• Individual Transportation Gas Trip		4,823	4,041	4,283	13,147	25,495
• Non-Emergency Ambulance ALS		4	5	7	16	34
• Non-Emergency Ambulance BLS		36	22	23	81	193
• Public Transportation Bus Trip		350	304	277	931	1,952
Total Over Night Trips Arranged		29	28	26	83	180
Total Extra Passengers		7,451	6,182	5,678	19,311	40,309
• Number of Pickups On Time (A Leg)		26,220	22,502	22,880	71,602	140,306
• Number of Deliveries On Time (A Leg)		25,485	21,962	22,213	69,660	136,639
• Number of Trips Within Ride Time (All Trips)		61,482	52,587	52,443	166,512	334,745
• Percent of Pickups On Time (A Leg)	>= 90%	86.70%	86.80%	89.00%	87.50%	85.03%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.20%	84.90%	86.50%	85.20%	82.85%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
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		901	709	601	2,211	4,424
• Provider No-Show		100	90	85	275	501
• Timeliness		623	484	367	1,474	2,937
• Other Stakeholders		106	82	95	283	636
• Call Center Operations		5	3	2	10	22
• Driver Behavior		5	1	4	10	18
• Provider Service Quality		7	3	7	17	32
• Miscellaneous		42	37	27	106	220
• Rider Injury / Incident		13	9	14	36	58
• Provider No-Shows as percentage of total trips	<= 0.25%	0.16%	0.17%	0.16%	0.16%	0.15%
• Complaints as percentage of total trips		1.46%	1.35%	1.14%	1.32%	1.32%
Total number of denials by type		2,428	2,150	2,133	6,711	13,118
• Non-Urgent / Under Days of Notice		308	405	376	1,089	2,051
• Non-Covered Service		303	220	246	769	1,591
• Ineligible For Transport		71	52	66	189	384
• Unable to Confirm Medical Appointment w/ Provider		190	182	287	659	1,148
• Does Not Meet Transportation Protocols		11	8	14	33	53
• Incomplete Information		1,101	960	862	2,923	5,593
• Needs Emergency Services		3	6	12	21	37
• Beneficiary Has Medicare Part B or Other Coverage		441	317	270	1,028	2,261
• Denials as percentage of total trips		3.93%	4.09%	4.03%	4.01%	3.90%

* Call center data for Region 3 is included on the Region 1 report.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2014



	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	SFY 2014 Totals
Region 1 - Logisticare													
Number of Trips	41,449	41,566	40,859	45,546	38,499	37,284							245,203
Denials	1,284	1,153	1,062	1,222	1,216	1,263							7,200
Complaints	732	769	859	1,094	863	699							5,016
Region 2 - Logisticare													
Number of Trips	60,698	62,438	59,998	66,840	55,987	55,852							361,813
Denials	2,036	1,887	1,867	2,083	1,925	2,000							11,798
Complaints	810	908	1,004	1,176	741	618							5,257
Region 3 - Logisticare													
Number of Trips	56,952	57,161	55,097	61,757	52,551	52,877							336,395
Denials	2,355	2,151	1,901	2,428	2,150	2,133							13,118
Complaints	806	728	679	901	709	601							4,424
State Totals													
Number of Trips	159,099	161,165	155,954	174,143	147,037	146,013							943,411
Denials	5,675	5,191	4,830	5,733	5,291	5,396							32,116
Complaints	2,348	2,405	2,542	3,171	2,313	1,918							14,697

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2013



	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	SFY 2013 Totals
Region 1 - Logisticare													
Number of Trips	40,294	41,923	38,734	44,301	40,792	35,891	43,426	39,384	40,590	42,096	42,822	37,321	487,574
Denials	647	831	824	978	933	859	1,012	919	949	1,135	1,123	1,038	11,248
Complaints	490	478	459	510	497	505	499	429	645	831	692	727	6,762
Region 2 - Logisticare													
Number of Trips	58,180	63,814	56,119	66,211	58,024	52,528	63,635	57,087	59,908	62,664	64,209	56,209	718,588
Denials	1,135	1,337	1,336	1,748	1,610	1,468	1,791	1,589	1,623	1,918	1,943	1,732	19,230
Complaints	547	496	619	737	659	617	716	719	794	743	663	730	8,040
Region 3 - Logisticare													
Number of Trips	56,017	61,281	53,678	62,996	55,055	51,047	59,324	53,350	55,992	57,196	58,014	51,400	675,350
Denials	1,397	1,514	1,569	1,948	1,928	1,712	2,084	1,783	1,928	2,244	2,307	2,001	22,415
Complaints	350	337	322	519	631	511	486	508	522	766	723	627	6,302
State Totals													
Number of Trips	154,491	167,018	148,531	173,508	153,871	139,466	166,385	149,821	156,490	161,956	165,045	144,930	1,881,512
Denials	3,179	3,682	3,729	4,674	4,471	4,039	4,887	4,291	4,500	5,297	5,373	4,771	52,893
Complaints	1,387	1,311	1,400	1,766	1,787	1,633	1,701	1,656	1,961	2,340	2,078	2,084	21,104



Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
1	Private Company	7050	0.00%	100.00%	73.93%	92.62%
2	Ambulance	9	37.50%	100.00%		
37	Private Company	585	6.84%	99.66%	71.75%	67.44%
3	Ambulance	10574	36.52%	99.82%	97.12%	94.59%
5	Ambulance	3115	22.04%	99.18%	86.57%	84.74%
6	Ambulance	1101	9.29%	100.00%	93.04%	91.32%
266	Private Company	779	0.38%	97.71%	64.41%	49.71%
239	Private Company	5164	8.72%	95.09%	77.77%	77.33%
246	Private Company	356	18.79%	98.03%	87.92%	60.26%
11	COA	3006	1.71%	99.67%	92.19%	89.91%
13	Private Company	2922	2.74%	99.61%	82.40%	72.11%
132	Private Company	513	49.20%	99.75%	94.91%	94.39%
129	Private Company	18199	5.07%	99.34%	89.13%	87.19%
14	COA	2677	1.10%	99.90%	82.66%	87.32%
16	Ambulance	1783	77.00%	99.90%	83.09%	74.64%
17	Private Company	6508	0.00%	100.00%	78.01%	94.33%
32	Private Company	147	14.54%	99.44%	80.89%	72.00%
18	Ambulance	3729	20.80%	99.86%	89.93%	76.47%
233	Private Company	2000	57.08%	93.69%	84.41%	75.10%
143	Private Company	3150	20.06%	98.87%	87.97%	85.06%
19	Ambulance	4145	6.67%	100.00%	95.64%	77.66%
272	Private Company	275	18.18%	94.91%	60.71%	51.79%
22	Private Company	12238	10.15%	99.18%	95.90%	93.37%
23	Private Company	4210	4.12%	99.17%	94.35%	90.84%
26	Private Company	34688	7.77%	98.31%	83.71%	76.49%
250	Private Company	1947	25.94%	98.41%	79.88%	80.13%
27	RTA	19483	4.31%	98.07%	74.40%	64.38%
28	Ambulance	76	17.83%	98.61%	72.63%	70.96%
29	Ambulance	85	149.14%	98.48%	92.19%	86.13%



Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
257	Private Company	1663	37.61%	99.75%	83.55%	73.54%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
36	Private Company	349	97.32%	99.12%	98.85%	99.43%
38	Private Company	4496	7.22%	99.16%	92.56%	90.35%
40	COA	10897	6.98%	98.84%	65.88%	65.28%
43	COA	2658	6.42%	99.58%	74.00%	72.01%
44	Ambulance	59	8.02%	98.33%	79.63%	51.11%
45	Private Company	15262	2.34%	99.82%	92.27%	91.74%
218	Private Company	1410	25.12%	99.94%	87.66%	81.48%
48	COA	4967	1.63%	99.70%	88.35%	93.11%
253	Private Company	1012	27.42%	97.19%	85.92%	75.79%
52	Private Company	4951	4.27%	99.55%	80.66%	82.44%
65	Private Company	4130	19.70%	96.94%	92.51%	85.35%
53	ADC	4005	0.00%	99.90%	85.62%	94.89%
55	Private Company	5014	3.10%	99.94%	96.99%	97.07%
256	Ambulance	2647	14.29%	99.73%	83.49%	77.17%
254	Ambulance	62	297.62%	100.00%	66.67%	100.00%
261	Private Company	589	16.74%	97.62%	89.32%	82.03%
61	Private Company	12505	4.69%	98.77%	86.25%	82.11%
238	ADC	764	23.80%	99.76%	87.28%	75.75%
62	Private Company	5499	0.00%	99.98%	89.66%	92.73%
68	Ambulance	189	20.64%	99.74%	83.42%	70.11%
70	Private Company	1517	22.89%	98.86%	78.64%	71.30%
72	Private Company	3342	32.77%	99.53%	91.92%	90.35%
9	Private Company	1150	34.70%	98.72%	92.65%	69.28%
74	ADC	1653	3.29%	100.00%	99.86%	99.29%
75	ADC	16	568.75%	100.00%	100.00%	100.00%
199	Private Company	4361	3.78%	99.60%	78.65%	82.92%
80	RTA	5408	2.43%	99.79%	97.10%	92.79%
84	Private Company	409	12.03%	99.50%	95.99%	92.70%
86	Private Company	3734	10.63%	99.53%	74.08%	82.77%
87	Private Company	549	32.08%	100.00%	74.21%	86.32%
206	ADC	247	0.00%	100.00%	96.82%	95.83%



Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
89	Private Company	7295	11.46%	97.16%	87.58%	85.17%
90	Private Company	1732	0.05%	100.00%	92.51%	88.21%
92	Private Company	1782	66.59%	99.68%	86.62%	74.10%
94	ADC	8956	0.07%	100.00%	65.44%	78.51%
219	Private Company	2637	16.21%	99.80%	95.26%	89.95%
231	ADC	986	4.20%	99.25%	79.65%	72.18%
200	Private Company	20	0.00%	100.00%	100.00%	100.00%
96	COA	6456	5.73%	99.80%	93.22%	86.13%
204	Ambulance	8	12.50%	100.00%	100.00%	100.00%
98	Ambulance	1569	10.32%	100.00%	96.62%	93.33%
99	Ambulance	2	0.00%	100.00%	100.00%	100.00%
269	Private Company	251	0.45%	98.41%	57.75%	56.34%
111	Private Company	72	7.03%	100.00%		
113	Private Company	3960	17.51%	99.53%	89.64%	85.26%
115	Private Company	2512	33.10%	98.47%	85.34%	86.70%
270	Private Company	397	16.50%	97.92%	86.54%	79.70%
117	Private Company	1163	48.08%	100.00%	79.55%	97.11%
118	COA	4281	1.34%	99.77%	88.73%	90.08%
120	Private Company	2769	3.67%	99.72%	96.74%	96.59%
212	Private Company	2558	61.13%	99.48%	85.34%	89.14%
123	Private Company	11313	2.43%	99.16%	97.18%	97.14%
126	Private Company	1720	22.22%	99.04%	96.21%	92.41%
140	Private Company	6125	8.66%	99.86%	95.65%	96.50%
213	Private Company	1493	21.49%	98.57%	96.71%	92.18%
151	Private Company	3160	8.87%	99.44%	94.99%	93.69%
256	Private Company	1603	12.99%	99.93%	91.17%	82.42%
20	Ambulance	51	148.30%	95.83%		
158	COA	4850	5.69%	99.75%	88.56%	85.72%
133	Private Company	9657	7.22%	97.59%	82.54%	72.94%
276	Private Company	200	11.50%	98.50%	82.19%	76.71%
234	Private Company	435	17.84%	99.83%	98.47%	97.32%



Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
162	Private Company	14340	6.49%	98.36%	79.12%	75.96%
166	Private Company	6639	9.13%	97.84%	74.08%	74.16%
167	Private Company	750	10.46%	99.34%	74.52%	83.30%
170	Private Company	292	8.03%	100.00%	99.24%	98.92%
235	Private Company	2501	19.89%	99.36%	78.28%	66.33%
274	Private Company	219	19.18%	99.47%	55.33%	55.74%
185	Private Company	153	6.17%	100.00%	74.78%	75.58%
35	Ambulance	1107	20.80%	99.91%	95.85%	87.13%
188	Ambulance	612	1.18%	100.00%	92.33%	75.52%
189	COA	7586	9.28%	99.66%	86.26%	85.89%
190	Private Company	5226	31.41%	99.78%	94.73%	85.35%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 3

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

GOAL	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)
Provider #			2%	99.81%	90.00%	95.00%
230	ADC	314	0.00%	100.00%	82.85%	91.31%
220	ADC	499	0.00%	100.00%	94.82%	91.78%
263	ADC	284	0.00%	100.00%	77.27%	25.45%
237	Ambulance	183	14.32%	99.17%	93.41%	81.50%
41	Private Company	7090	3.32%	99.34%	89.46%	75.81%
46	Ambulance	321	35.92%	100.00%	85.76%	76.84%
260	Private Company	299	16.04%	100.00%	92.94%	76.33%
264	Private Company	14	0.00%	100.00%	100.00%	100.00%
47	Ambulance	953	25.25%	99.80%	95.72%	85.40%
221	Private Company	970	2.18%	100.00%	97.78%	96.88%
51	Ambulance	463	4.98%	99.40%	99.24%	93.64%
265	Private Company	11	0.00%	100.00%	92.86%	92.87%
54	Private Company	3430	2.11%	99.28%	75.36%	81.74%
57	Private Company	3885	7.85%	98.64%	86.34%	82.29%
58	Private Company	3528	0.50%	99.77%	81.35%	80.86%
59	Private Company	4021	9.98%	99.98%	99.74%	99.29%
60	Ambulance	3606	8.36%	99.89%	76.18%	70.83%
222	Private Company	6436	1.40%	99.28%	79.70%	85.27%
275	Private Company	56	3.57%	100.00%		
71	ADC	1902	0.00%	100.00%	93.41%	97.88%
73	Private Company	336	38.00%	99.74%	95.59%	95.12%
77	Private Company	2177	2.09%	99.50%	86.35%	76.80%
255	Ambulance	3430	6.26%	98.28%	90.73%	83.61%
79	Private Company	4210	1.27%	99.70%	92.89%	89.08%
81	Ambulance	60	3.57%	100.00%	90.04%	79.01%
82	Ambulance	98	10.33%	98.04%	100.00%	100.00%
83	Ambulance	692	73.25%	99.87%	95.93%	96.28%
267	Private Company	129	56.81%	97.13%	90.74%	78.21%
95	Ambulance	3404	27.27%	99.46%	85.96%	79.16%
165	Ambulance	3629	1.14%	99.31%	93.28%	90.90%
102	Private Company	42	169.05%	100.00%	63.64%	81.82%
216	Private Company	5513	8.00%	98.97%	95.83%	91.59%



Region 3

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

GOAL	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)
Provider #			2%	99.81%	90.00%	95.00%
247	Private Company	6708	1.99%	91.97%	79.60%	65.70%
268	Private Company	749	1.55%	90.99%	67.73%	65.41%
249	Private Company	16798	1.24%	99.64%	89.95%	82.10%
106	Ambulance	305	6.84%	100.00%	99.28%	98.55%
108	Private Company	2694	0.91%	99.42%	98.70%	96.44%
109	Ambulance	1391	13.03%	99.55%	82.10%	66.04%
110	Private Company	1156	41.69%	99.57%	91.43%	84.78%
232	Ambulance	547	17.90%	99.15%	81.91%	52.60%
114	Private Company	7858	2.09%	99.27%	87.25%	82.64%
262	Private Company	201	66.86%	100.00%	83.85%	76.28%
116	ADC	2665	0.00%	99.97%	85.89%	75.43%
157	Private Company	10366	6.61%	97.76%	74.37%	88.53%
243	Private Company	2423	1.85%	99.09%	73.09%	90.64%
242	Private Company	982	22.20%	100.00%	89.61%	82.02%
121	Private Company	21029	2.18%	99.20%	83.46%	86.77%
122	Private Company	7658	1.94%	99.72%	87.83%	79.44%
227	Private Company	3277	3.79%	98.63%	86.70%	80.56%
139	Ambulance	3696	3.89%	99.81%	91.04%	80.48%
213	Private Company	376	12.15%	97.28%	65.31%	58.77%
142	Ambulance	491	2.76%	99.62%	83.66%	79.09%
271	Private Company	311	10.27%	99.80%	85.36%	77.31%
153	Private Company	1291	4.77%	99.58%	89.73%	85.94%
155	Ambulance	9597	5.32%	99.61%	79.94%	85.52%
156	Private Company	243	161.50%	98.75%	100.00%	98.25%
159	Private Company	2919	0.00%	100.00%	75.39%	67.71%
160	Private Company	7550	10.15%	99.77%	87.35%	91.67%
169	Private Company	8020	1.34%	98.38%	71.65%	69.75%
276	Private Company	410	3.66%	98.29%	59.70%	87.90%
251	Private Company	172	42.24%	99.69%	85.26%	82.69%
207	Private Company	155	27.30%	97.34%	85.17%	78.03%
175	Private Company	14911	12.89%	99.78%	95.12%	88.75%
252	Private Company	264	19.00%	99.72%	67.63%	56.94%



Region 3

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
229	Private Company	401	50.12%	100.00%	92.80%	84.92%
187	RTA	6537	4.37%	99.80%	87.25%	77.13%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



Region 1

First Quarter SFY 2013 - 2014

July 2013 - September 2013

GOAL	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)
Provider #			2%	99.81%	90.00%	95.00%
1	Private Company	4648	0.00%	100.00%	84.67%	94.50%
2	Ambulance	5	0.00%	100.00%	50.00%	25.00%
37	Private Company	511	0.18%	99.40%	51.43%	44.46%
3	Ambulance	8859	41.04%	99.87%	97.18%	91.92%
5	Ambulance	2171	33.22%	99.45%	87.93%	84.58%
6	Ambulance	720	10.06%	100.00%	91.76%	90.48%
7	Ambulance	625	22.40%	99.04%	27.03%	33.83%
8	Private Company	3282	24.99%	98.50%	94.96%	91.68%
239	Private Company	3637	14.19%	94.76%	78.85%	73.94%
11	COA	313	20.77%	98.75%	74.62%	64.66%
93	Private Company	2680	3.33%	99.81%	86.21%	86.02%
13	Private Company	2581	1.93%	99.65%	82.69%	75.77%
132	Private Company	472	41.81%	99.57%	93.77%	91.12%
129	Private Company	15771	6.44%	98.94%	85.93%	77.32%
14	COA	2435	1.25%	99.92%	83.41%	88.00%
15	Private Company	1514	44.71%	99.80%	82.91%	77.76%
107	Ambulance	6395	0.00%	100.00%	78.23%	93.76%
17	Private Company	163	9.59%	100.00%	85.76%	77.07%
32	Private Company	3665	21.94%	99.94%	89.01%	81.25%
233	Private Company	1024	33.13%	91.83%	83.15%	68.45%
143	Private Company	2643	23.71%	99.24%	88.79%	84.78%
19	Ambulance	3498	5.58%	100.00%	96.41%	78.07%
22	Private Company	10176	11.03%	99.03%	94.48%	89.24%
24	Private Company	2905	10.01%	98.76%	93.39%	86.64%
23	Private Company	30350	6.25%	98.97%	82.33%	75.31%
26	Private Company	1382	24.34%	98.24%	85.83%	76.72%
28	RTA	17502	4.95%	97.94%	74.42%	66.92%
7	Ambulance	69	65.73%	98.89%	74.44%	67.96%
29	Ambulance	164	31.25%	99.07%	75.56%	76.51%
257	Private Company	588	42.04%	97.81%	72.38%	64.22%

Provider Complaint Free Percentage	Exceeds Expectations 99.82 - 100.0	Meets Expectations = 99.81	Needs Development 99.80 - 99.71	Unsatisfactory = or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0



Region 2

First Quarter SFY 2013 - 2014

July 2013 - September 2013

GOAL	Provider Type	Number Of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg F/U)	On Time Performance (A Leg D/O)
Provider #			2%	99.81%	90%	95%
36	Private Company	306	56.65%	99.31%	97.75%	97.17%
38	Private Company	2731	5.15%	99.82%	51.49%	54.49%
39	Private Company	18	266.67%	100.00%	0.00%	0.00%
40	COA	9897	6.30%	98.20%	62.66%	63.13%
43	COA	2368	9.51%	99.65%	74.17%	75.43%
44	Ambulance	89	8.94%	99.22%	80.56%	80.83%
45	Private Company	11113	1.47%	99.82%	87.90%	85.63%
218	Private Company	1271	12.46%	99.83%	82.21%	81.86%
48	COA	4227	1.68%	99.81%	90.83%	94.39%
50	Private Company	4072	14.01%	98.04%	94.92%	90.53%
258	Private Company	326	5.26%	99.57%	86.41%	74.93%
52	Private Company	4144	7.56%	99.39%	77.92%	80.94%
65	Private Company	4171	18.36%	96.67%	91.27%	80.49%
244	Private Company	328	18.15%	99.10%	76.86%	66.30%
53	ADC	3684	0.55%	99.97%	87.02%	89.39%
55	Private Company	4199	2.60%	99.93%	88.45%	88.08%
56	Ambulance	2611	36.91%	99.85%	84.67%	77.91%
254	Ambulance	25	6.25%	100.00%	77.78%	66.67%
61	Private Company	10972	0.26%	99.04%	92.13%	87.56%
238	Private Company	399	6.22%	99.12%	72.14%	55.70%
65	Private Company	4544	0.00%	99.97%	85.95%	89.08%
68	Ambulance	182	4.07%	100.00%	88.32%	61.71%
72	Private Company	2437	38.53%	99.74%	91.24%	90.09%
9	Private Company	1409	19.19%	98.42%	90.55%	68.66%
74	ADC	1368	2.82%	100.00%	93.13%	89.42%
75	ADC	1054	25.99%	99.90%	89.42%	85.65%
76	ADC	621	1.13%	100.00%	44.01%	40.90%
199	Private Company	3574	6.58%	99.60%	78.78%	83.47%
78	Private Company	64	190.63%	96.88%	57.05%	20.00%
80	RTA	4735	3.07%	99.79%	96.54%	91.91%
84	Private Company	371	15.35%	99.35%	79.10%	85.93%
86	Private Company	3062	4.50%	99.75%	75.18%	80.24%
87	Private Company	592	26.50%	99.81%	74.64%	84.69%
206	ADC	287	1.33%	100.00%	97.10%	98.55%
89	Private Company	6334	9.52%	97.26%	89.89%	80.88%
90	Private Company	1188	0.00%	98.58%	89.99%	80.56%
211	ADC	18	0.00%	100.00%	100.00%	100.00%
92	Private Company	1769	27.44%	99.77%	56.17%	48.84%
94	ADC	7969	0.13%	99.96%	59.29%	59.97%
219	Private Company	2380	11.74%	99.60%	90.83%	85.98%
231	Private Company	430	3.30%	99.27%	84.30%	74.81%
241	Private Company	39	89.74%	100.00%	31.82%	40.91%
96	COA	5710	5.17%	99.80%	94.74%	89.27%
204	Ambulance	22	70.83%	100.00%	100.00%	83.33%
98	Ambulance	1011	10.48%	99.90%	97.87%	95.62%
111	Private Company	8	0.00%	100.00%	0.00%	0.00%
112	Private Company	1996	27.05%	98.90%	31.85%	48.33%
113	Private Company	3018	7.56%	99.59%	90.67%	83.70%
115	Private Company	1973	2.96%	99.09%	74.41%	75.65%
117	Private Company	1063	79.14%	100.00%	79.97%	93.03%
118	COA	4029	1.40%	99.67%	83.91%	83.48%
120	Private Company	2831	3.16%	99.86%	96.47%	88.92%
212	Private Company	2794	40.01%	99.36%	80.74%	77.21%
18	Ambulance	8405	2.12%	98.78%	96.62%	98.42%
126	Private Company	2194	12.46%	98.47%	98.27%	96.07%
140	Private Company	6247	7.61%	99.69%	93.42%	94.62%
141	Private Company	937	31.41%	97.26%	93.52%	90.42%



Region 2

First Quarter SFY 2013 - 2014

July 2013 - September 2013

GOAL	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)
Provider #			2%	99.81%	90%	95%
151	Private Company	2476	9.27%	99.48%	94.19%	91.72%
256	Private Company	407	13.15%	98.04%	43.29%	79.10%
20	Ambulance	71	42.84%	100.00%	62.50%	50.00%
158	COA	4091	4.86%	99.82%	87.53%	80.64%
133	Private Company	9089	4.33%	97.56%	73.51%	62.06%
234	Private Company	519	2.97%	100.00%	94.73%	89.39%
162	Private Company	14047	6.19%	97.66%	75.06%	70.93%
166	Private Company	6493	8.18%	97.34%	73.94%	71.79%
167	Private Company	712	18.79%	99.54%	73.91%	85.07%
170	Private Company	276	24.62%	99.70%	94.93%	99.24%
235	Private Company	3319	12.53%	98.84%	75.37%	66.16%
172	Private Company	5094	19.16%	95.35%	77.49%	67.27%
185	Private Company	158	1.96%	99.38%	45.98%	40.98%
35	Ambulance	1082	20.47%	99.73%	95.53%	81.35%
188	Ambulance	445	0.23%	100.00%	91.70%	74.57%
189	COA	5986	9.23%	99.65%	48.70%	46.85%
190	Private Company	5460	22.75%	99.70%	93.93%	85.36%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 99.81	99.80 - 99.71	= or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0



Region 3

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
230	ADC	233	0.00%	100.00%	84.89%	75.63%
220	ADC	478	0.00%	100.00%	91.97%	85.36%
237	Ambulance	210	5.25%	99.51%	86.11%	73.76%
41	Private Company	5907	4.65%	98.96%	84.88%	73.77%
46	Ambulance	106	30.18%	98.67%	75.90%	62.78%
47	Ambulance	884	18.33%	99.89%	74.81%	75.00%
221	Private Company	1416	9.26%	99.95%	89.75%	81.12%
51	Ambulance	487	0.47%	99.79%	94.44%	90.22%
54	Private Company	2905	0.95%	99.56%	73.74%	80.09%
57	Private Company	3732	8.79%	98.73%	76.54%	77.73%
58	Private Company	3160	0.28%	99.69%	86.37%	81.34%
59	Private Company	3366	12.98%	99.93%	99.41%	97.18%
60	Ambulance	2961	16.46%	99.90%	78.83%	70.38%
222	Private Company	6239	1.41%	99.02%	75.39%	78.64%
71	ADC	1945	0.26%	100.00%	70.11%	92.66%
240	Private Company	74	69.44%	98.33%	85.87%	87.32%
73	Private Company	348	17.21%	99.32%	91.27%	93.86%
77	Private Company	2894	2.29%	99.06%	84.73%	71.96%
255	Ambulance	1093	14.58%	96.42%	88.95%	85.39%
79	Private Company	3310	0.75%	99.73%	87.67%	84.33%
81	Ambulance	60	0.00%	97.62%	65.53%	71.12%
82	Ambulance	84	28.57%	98.96%	15.39%	7.69%
83	Ambulance	618	76.09%	100.00%	95.02%	94.08%
95	Ambulance	3944	29.85%	99.64%	87.01%	82.05%
165	Ambulance	2400	9.44%	99.59%	93.45%	93.64%
102	Private Company	854	6.46%	99.06%	71.04%	76.51%
216	Private Company	4103	2.03%	98.39%	85.28%	72.92%
130	Private Company	2	0.00%	100.00%	0.00%	0.00%
104	Private Company	19	0.00%	100.00%	0.00%	0.00%
105	Private Company	2	0.00%	100.00%	0.00%	0.00%
247	Private Company	5719	4.68%	95.05%	83.05%	70.26%
249	Private Company	13900	1.50%	99.52%	92.06%	86.08%
248	Private Company	272	0.00%	99.21%	32.38%	30.90%
106	Ambulance	190	3.02%	100.00%	95.94%	97.33%
108	Private Company	3550	0.70%	98.86%	83.53%	78.38%
109	Ambulance	1480	5.60%	99.51%	84.47%	64.41%
110	Private Company	976	61.33%	100.00%	89.57%	85.57%
232	Ambulance	428	38.20%	99.34%	83.71%	49.79%
114	Private Company	7397	1.54%	98.71%	86.96%	82.96%
116	ADC	2433	0.00%	100.00%	47.03%	50.21%
157	Private Company	11352	12.60%	97.26%	79.78%	91.89%
243	Private Company	997	7.58%	96.04%	81.00%	90.06%
242	Private Company	491	26.11%	98.72%	86.64%	75.67%
121	Private Company	18376	2.03%	98.11%	70.82%	68.29%
122	Private Company	6879	1.66%	99.93%	91.17%	77.77%
227	Ambulance	2557	1.73%	99.17%	81.92%	67.50%
139	Ambulance	3532	7.89%	99.38%	91.58%	81.17%



Region 3

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
213	Private Company	56	30.61%	100.00%	100.00%	75.00%
142	Ambulance	380	0.52%	99.00%	91.62%	91.22%
163	Private Company	51	0.00%	100.00%	42.42%	57.58%
13	Private Company	1818	18.58%	99.53%	88.86%	87.19%
155	Ambulance	8123	22.27%	99.68%	70.61%	75.01%
159	Private Company	2827	0.00%	100.00%	84.44%	68.98%
160	Private Company	7026	11.66%	99.69%	85.93%	85.25%
169	Private Company	4997	1.00%	99.24%	72.08%	71.80%
251	Private Company	259	5.72%	100.00%	76.04%	74.06%
207	Private Company	243	14.81%	100.00%	69.51%	68.27%
175	Private Company	12251	3.76%	99.88%	96.52%	64.08%
252	Private Company	359	14.84%	99.22%	52.47%	61.78%
229	Private Company	343	58.51%	99.23%	90.53%	81.42%
187	RTA	6252	5.40%	99.66%	80.99%	69.85%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 99.81	99.80 - 99.71	= or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0

Prompt Payment Aging Report By Invoice Received Date

10/01/2013 to 12/31/2013

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	486,391	99.25%	3,584	0.74%
31-60 Days	31	3,673	0.75%	10	0.27%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	19	490,064	100.00%	3,594	

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	13	439,672	89.72%	175
31-60 Days	40	34,050	6.95%	131
61-90 Days	75	11,582	2.36%	67
91-120 Days	101	2,920	0.60%	42
121-150 Days	134	606	0.12%	15
> 150 Days	206	1,234	0.25%	18
	17	490,064	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	SFY 2013 Totals	SFY 2014 Totals
Beneficiary	11	8	3	5	7	3	99	52
• Reservation	10	1	1	1	2	3	17	24
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	1	7	2	4	4	0	76	26
• Other	0	0	0	0	1	0	5	2
Transportation Provider	1	0	1	0	0	0	3	2
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	0
• Payment	1	0	1	0	0	0	1	2
• Other	0	0	0	0	0	0	1	0
Health Care Provider	0	0	0	1	3	0	13	4
• Reservation	0	0	0	1	0	0	6	1
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	0	0	0	0	3	0	6	3
• Other	0	0	0	0	0	0	0	0
Other Stakeholders	0	1	0	0	1	0	6	2
• Reservation	0	1	0	0	0	0	0	1
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	1	0	3	1
• Other	0	0	0	0	0	0	3	0
Totals	12	9	4	6	11	3	121	60

Summary of Reported Rider Injury and Incidents
October – December 2013

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

During the second quarter of state fiscal year 2014, the broker reported the occurrence of 115 incidents and injuries for the 467,193 trips taken. A 90% increase over the previous quarter. There were 37 incidents and 78 injuries. Each incident and injury was reviewed by two members of the SCDHHS program staff 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. The severity rating is based on the description of the injury or incident included in the detailed compliant 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 had the highest occurrence rates of primary responsibility for the incidents and injuries reported. Members had at least some responsibility for 43 of the reported occurrences. The member category includes family members and escorts. One transportation provider had more than one serious injury or incident. Based on our detailed reviews, it appears that there were more incidents and injuries caused by member slips and falls going to and from vehicles. We also determined that 16 incidents or injuries involved members in wheelchairs. In those cases, Logisticare is requiring drivers to retake the wheelchair safety training course.

Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by the broker, occurrences of injuries and incidents for the three month period from October 2013 – December 2013 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	4
	2	17
	3	16
Incident Total		37

Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	7
	2	23
	3	48
Injury Total		78

Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	8
	2	14
	3	16
Member	1	1
	2	10
	3	12
Member And Driver	1	1
	2	7
	3	12
Other Driver	1	0
	2	6
	3	18
Other	1	1
	2	3
	3	6
Total		115

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

Provider	Severity (1-3, 1=most serious)	Total
Provider One	1	2
	2	1
	3	0

**Report of Meetings
As of March 2014
Transportation Broker Contract**

Agency / Broker

July 17, 2013	Agency meeting with Logisticare
August 21, 2013	Agency meeting with Logisticare
September 25, 2013	Agency meeting with Logisticare
October 16, 2013	Agency meeting with Logisticare
November 20, 2013	Agency meeting with Logisticare
December 18, 2013	Agency meeting with Logisticare
January 22, 2014	Agency meeting with Logisticare
February 19, 2014	Agency meeting with Logisticare
March 19, 2014	Agency meeting with Logisticare
April 16, 2014	Agency meeting with Logisticare - Scheduled
May 21, 2014	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

August 9, 2013	Region 1 Quarterly Meeting - Greenville
August 13, 2013	Region 2 Quarterly Meeting - Columbia
August 14, 2013	Region 3 Quarterly Meeting - North Charleston
August 15, 2013	Region 3 Quarterly Meeting - Myrtle Beach
November 6, 2013	Region 2 Quarterly Meeting - Columbia
November 7, 2013	Region 3 Quarterly Meeting - Myrtle Beach
November 8, 2013	Region 3 Quarterly Meeting - North Charleston
November 15, 2013	Region 1 Quarterly Meeting - Greenville
March 14, 2014	Region 2 Quarterly Meeting - Columbia
March 6, 2014	Region 3 Quarterly Meeting - Myrtle Beach
March 7, 2014	Region 3 Quarterly Meeting - North Charleston
March 13, 2014	Region 1 Quarterly Meeting - Greenville

Transportation Advisory Committee Meetings

September 26, 2013	Quarterly TAC Meeting
December 12, 2013	Quarterly TAC Meeting
March 27, 2014	Quarterly TAC Meeting - Scheduled
June 26, 2014	Quarterly TAC Meeting - Scheduled
September 25, 2014	Quarterly TAC Meeting - Scheduled
December 11, 2014	Quarterly TAC Meeting - Scheduled

Logisticare / Healthcare Community Individual Meetings

November 5, 2013 DCI – East Spartanburg Dialysis- Spartanburg
November 12, 2013 RAI- Care Centers Orangeburg Mall- Orangeburg
November 18, 2013 McCoy Nursing Center- Bishopville
November 18, 2013 Faith Healthcare- Florence
November 18, 2013 Heritage Healthcare Florence- Florence
November 18, 2013 Florence Rehab& Nursing Center- Florence
November 20, 2013 FMC- Low Country- Port Royal
November 21, 2013 Brookview Nursing Home- Gaffney
November 22, 2013 LRADAC- Columbia
December 4, 2013 Davita- Palmetto- Clinton
December 5, 2013 Senior Options Adult Day Health Care- Clinton
December 5, 2013 Davita- Palmetto- Clinton
December 5, 2013 FMC- Anderson-Anderson
December 6, 2013 Davita- Greenwood- Greenwood
December 6, 2013 Davita – Abbeville- Abbeville
December 6, 2013 Active Day of Greenwood- Greenwood
December 10, 2013 FMC- Church Street Dialysis- Florence
December 10, 2013 FMC- Freedom Dialysis- Florence
December 23, 2013 Davita - Greer Kidney- Greer
December 23, 2013 Davita - Greer South Dialysis- Greer
December 27, 2013 DaVita- Pendleton- Pendleton
December 27, 2013 FMC- Pendleton- Pendleton
December 31, 2013 Helping Hands Adult Day Care- Cayce
December 31, 2013 Hopebridge Adult Day Care- Columbia
December 31, 2013 Bridges Clubhouse- Cayce
January 2, 2014 FMC- Lower Richland Dialysis Center- Columbia
January 2, 2014 New Horizons- Columbia- Columbia
January 2, 2014 Columbia Adult Care- Columbia
January 2, 2014 Columbia Adult Care- Main- Columbia
January 2, 2014 FMC- West Columbia Dialysis- West Columbia
January 10, 2014 DaVita- Jedburg- Jedburg
January 10, 2014 DCI- Archdale- North Charleston
January 10, 2014 Davita- Faber Place Dialysis- North Charleston
January 10, 2014 Davita- North Charleston Dialysis- Suite E- North Charleston
January 10, 2014 DCI- West Ashley- Charleston
January 10, 2014 RAI- Care Centers N Charleston- North Charleston
January 14, 2014 FMC- York- York
January 14, 2014 Davita- Fort Mill- Fort Mill
January 14, 2014 FMC- Fort Mill- Fort Mill
January 21, 2014 Active Day Center- Grand Stand- Myrtle Beach
January 21, 2014 Davita- Myrtle Beach Dialysis- Myrtle Beach
January 21, 2014 FMC- North Myrtle Beach- North Myrtle Beach
January 22, 2014 FMC- Marion Dialysis Center- Marion
January 22, 2014 FMC- Loris Dialysis- Loris
January 22, 2014 FMC- Myrtle Beach- Myrtle Beach

Logisticare / Healthcare Community Individual Meetings - Continued

January 22, 2014	Conway Adult Day Care- Conway
January 23, 2014	FMC- Conway Dialysis- Conway
January 23, 2014	FMC- West Conway Dialysis Center- Conway
January 24, 2014	Fairfield County Mental Health Clinic- Winnsboro
January 24, 2014	New Horizons- Columbia- Columbia
January 27, 2014	Davita- Gaston- Gaston
January 31, 2014	Pickens Place Recovery Center- Pickens
February 3, 2014	Sunshine House- Simpsonville
February 3, 2014	Spartanburg A & D Abuse- Spartanburg
February 3, 2014	Greer Mental Health- Greer
February 3, 2014	DSI- Lyman- Lyman
February 4, 2014	Daybreak Program- Anderson
February 4, 2014	Anderson Behavioral Health Services- Anderson
February 5, 2014	TRMC - Orangeburg
February 6, 2014	Keystone- Rock Hill
February 10, 2014	Berkley County Mental Health- Monck Corner
February 10, 2014	RAI- Care Centers Holly Hill- Holly Hill
February 10, 2014	RAI- Care Centers N. Charleston- N. Charleston
February 17, 2014	FMC- Pee Dee Dialysis- Lake City
February 17, 2014	FMC- Darlington- Darlington
February 17, 2014	FMC- Dillon Dialysis- Dillon
February 19, 2014	FMC- Georgetown- Georgetown
February 19, 2014	Georgetown Active Day- Georgetown
February 20, 2014	Independence House- Columbia
March 7, 2014	Us Renal Barnwell- Barnwell
March 10, 2014	RAI- Charleston- Charleston
March 10, 2014	DCI- Archdale- Charleston
March 11, 2014	FMC- Myrtle Beach- Myrtle Beach

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference
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Agency / Logisticare / Other Stakeholder Meetings

November 12, 2013	Low Country Healthy Start
November 18, 2013	Blue Choice Health Plan
December 10, 2013	Select Health
February 1, 2014	TAC Transportation Provider Sub Committee

Program Review Site Visits

July 19, 2013	SCDHHS and Logisticare Unannounced - Orangeburg
September 27, 2013	SCDHHS and Logisticare Unannounced - Myrtle Beach
October 22, 2013	SCDHHS and Logisticare Unannounced - Greenville
November 7, 2013	SCDHHS and Logisticare Unannounced - Georgetown
November 13, 2013	Logisticare Unannounced – Beaufort
December 5, 2013	SCDHHS and Logisticare Unannounced – Lancaster
February 7, 2014	SCDHHS and Logisticare Unannounced – Charleston