

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		6,710	6,718	6,922		19,758
Total trips provided by type of transportation		40,533	39,682	39,260	119,475	475,338
• Non-Emergency Ambulatory Sedan/Van Trips		28,925	28,552	27,692	85,169	339,164
• Wheelchair Trips		4,987	4,957	5,093	15,037	59,790
• Stretcher Trips		598	576	600	1,774	6,641
• Individual Transportation Gas Trip		5,659	5,275	5,513	16,447	64,496
• Non-Emergency Ambulance ALS		19	21	20	60	237
• Non-Emergency Ambulance BLS		17	47	46	110	470
• Public Transportation Bus Trip		328	254	296	878	4,540
Total Over Night Trips Arranged		30	26	15	71	225
Total Extra Passengers		4,145	4,193	4,678	13,016	56,669
• Number of Pickups On Time (A Leg)		17,521	17,170	16,577	51,268	198,436
• Number of Deliveries On Time (A Leg)		16,539	16,399	15,652	48,590	188,817
• Number of Trips Within Ride Time (All Trips)		35,552	35,481	35,915	106,948	450,465
• Percent of Pickups On Time (A Leg)	>= 90%	92.10%	91.50%	91.00%	91.53%	88.77%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.00%	87.50%	85.80%	86.77%	84.41%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.90%	99.90%	99.90%	99.90%	99.84%
Actual number of calls *		103,121	103,964	106,113	313,198	1,216,155
• Average phone calls daily		4,687	4,726	5,053	4,822	4,732
• Average Answer Speed	< 1:00	00:41	00:56	00:57	00:51	00:54
• Average Talk Time		02:48	02:49	02:50	02:49	02:57
• Average Time On Hold	<= 3:00	01:37	01:36	01:38	01:37	01:36
• Average time on hold before abandonment	< 1:30	01:07	01:11	01:19	01:12	01:07
• Average number of calls abandoned daily		133	201	229	188	188
• Percentage of calls abandoned daily	< 5.0%	2.84%	4.25%	4.53%	3.89%	3.97%
Total number of complaints by type		1,013	1,354	1,480	3,847	11,029
• Provider No-Show		75	106	135	316	864
• Timeliness		544	620	818	1,982	5,902
• Other Stakeholders		335	583	459	1,377	3,731
• Call Center Operations		6	3	5	14	86
• Driver Behavior		4	10	10	24	78
• Provider Service Quality		9	3	6	18	45
• Miscellaneous		27	24	41	92	217
• Rider Injury / Incident		13	5	6	24	106
• Provider No-Shows as percentage of total trips	<= 0.25%	0.19%	0.27%	0.34%	0.26%	0.18%
• Complaints as percentage of total trips		2.50%	3.41%	3.77%	3.22%	2.32%
Total number of denials by type		1,371	1,244	1,369	3,984	15,036
• Non-Urgent / Under Days of Notice		262	281	263	806	2,908
• Non-Covered Service		191	184	199	574	2,137
• Ineligible For Transport		38	28	33	99	388
• Unable to Confirm Medical Appointment w/ Provider		89	89	110	288	1,233
• Does Not Meet Transportation Protocols		5	1	5	11	28
• Incomplete Information		690	573	647	1,910	7,215
• Needs Emergency Services		2	4	7	13	40
• Beneficiary Has Medicare Part B or Other Coverage		94	84	105	283	1,087
• Denials as percentage of total trips		3.38%	3.13%	3.49%	3.33%	3.16%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,305	9,937	10,543		29,834
Total trips provided by type of transportation		62,668	62,733	62,439	187,840	718,976
• Non-Emergency Ambulatory Sedan/Van Trips		48,195	47,739	47,721	143,655	546,603
• Wheelchair Trips		7,513	8,078	7,781	23,372	91,341
• Stretcher Trips		1,039	1,098	1,144	3,281	13,224
• Individual Transportation Gas Trip		5,803	5,732	5,692	17,227	65,886
• Non-Emergency Ambulance ALS		16	7	11	34	177
• Non-Emergency Ambulance BLS		32	25	28	85	334
• Public Transportation Bus Trip		70	54	62	186	1,411
Total Over Night Trips Arranged		20	33	15	68	258
Total Extra Passengers		7,077	6,549	7,671	21,297	83,836
• Number of Pickups On Time (A Leg)		26,670	25,701	25,973	78,344	297,936
• Number of Deliveries On Time (A Leg)		26,087	25,460	25,233	76,780	289,124
• Number of Trips Within Ride Time (All Trips)		55,452	57,380	57,659	170,491	680,202
• Percent of Pickups On Time (A Leg)	>= 90%	89.50%	88.00%	88.90%	88.80%	87.55%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.50%	87.10%	86.30%	86.97%	84.98%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.65%
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		1,092	1,079	1,227	3,398	10,834
• Provider No-Show		95	90	90	275	1,188
• Timeliness		706	682	770	2,158	7,011
• Other Stakeholders		217	225	286	728	1,853
• Call Center Operations		7	7	4	18	115
• Driver Behavior		12	8	3	23	60
• Provider Service Quality		12	8	8	28	91
• Miscellaneous		29	56	49	134	383
• Rider Injury / Incident		14	3	17	34	133
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.14%	0.14%	0.15%	0.17%
• Complaints as percentage of total trips		1.74%	1.72%	1.97%	1.81%	1.51%
Total number of denials by type		2,063	2,022	2,211	6,296	24,284
• Non-Urgent / Under Days of Notice		400	440	439	1,279	4,516
• Non-Covered Service		260	260	278	798	3,330
• Ineligible For Transport		31	36	43	110	622
• Unable to Confirm Medical Appointment w/ Provider		195	196	203	594	2,323
• Does Not Meet Transportation Protocols		1	2	3	6	32
• Incomplete Information		985	906	1,017	2,908	10,829
• Needs Emergency Services		3	3	7	13	50
• Beneficiary Has Medicare Part B or Other Coverage		188	179	221	588	2,582
• Denials as percentage of total trips		3.29%	3.22%	3.54%	3.35%	3.38%

* 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	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		9,992	9,937	10,121		28,987
Total trips provided by type of transportation		58,412	57,677	57,070	173,159	669,120
• Non-Emergency Ambulatory Sedan/Van Trips		44,440	44,206	43,551	132,197	513,103
• Wheelchair Trips		7,624	7,169	7,008	21,801	84,935
• Stretcher Trips		1,149	1,147	1,111	3,407	13,329
• Individual Transportation Gas Trip		4,812	4,757	5,025	14,594	53,296
• Non-Emergency Ambulance ALS		16	24	32	72	158
• Non-Emergency Ambulance BLS		39	40	20	99	384
• Public Transportation Bus Trip		332	334	323	989	3,915
Total Over Night Trips Arranged		34	35	28	97	370
Total Extra Passengers		7,057	6,521	7,050	20,628	80,772
• Number of Pickups On Time (A Leg)		25,573	25,233	24,895	75,701	285,335
• Number of Deliveries On Time (A Leg)		25,329	24,697	24,163	74,189	278,721
• Number of Trips Within Ride Time (All Trips)		52,884	54,529	53,695	161,108	649,633
• Percent of Pickups On Time (A Leg)	>= 90%	89.80%	89.90%	90.20%	89.97%	87.54%
• Percent of Deliveries On Time (A Leg)	>= 95%	88.90%	88.00%	87.50%	88.13%	85.52%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.58%
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		793	799	941	2,533	8,639
• Provider No-Show		75	72	77	224	903
• Timeliness		528	532	622	1,682	5,704
• Other Stakeholders		138	133	171	442	1,370
• Call Center Operations		7	11	9	27	64
• Driver Behavior		11	16	9	36	72
• Provider Service Quality		9	9	6	24	71
• Miscellaneous		17	9	18	44	322
• Rider Injury / Incident		8	17	29	54	133
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.12%	0.13%	0.13%	0.13%
• Complaints as percentage of total trips		1.36%	1.39%	1.65%	1.46%	1.29%
Total number of denials by type		2,232	2,261	2,225	6,718	26,667
• Non-Urgent / Under Days of Notice		431	444	387	1,262	4,713
• Non-Covered Service		269	271	267	807	3,254
• Ineligible For Transport		61	35	32	128	668
• Unable to Confirm Medical Appointment w/ Provider		169	205	191	565	2,217
• Does Not Meet Transportation Protocols		4	5	5	14	92
• Incomplete Information		999	982	1,064	3,045	11,620
• Needs Emergency Services		4	2	9	15	69
• Beneficiary Has Medicare Part B or Other Coverage		295	317	270	882	4,034
• Denials as percentage of total trips		3.82%	3.92%	3.90%	3.88%	3.99%

* 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	38,533	32,011	40,116	40,533	39,682	39,260	475,338
Denials	1,284	1,153	1,062	1,222	1,216	1,263	1,557	1,019	1,276	1,371	1,244	1,369	15,036
Complaints	732	769	859	1,094	863	699	755	760	651	1,013	1,354	1,480	11,029
Region 2 - Logisticare													
Number of Trips	60,698	62,438	59,998	66,840	55,987	55,852	57,109	50,011	62,203	62,668	62,733	62,439	718,976
Denials	2,036	1,887	1,867	2,083	1,925	2,000	2,387	1,807	1,996	2,063	2,022	2,211	24,284
Complaints	810	908	1,004	1,176	741	618	735	604	840	1,092	1,079	1,227	10,834
Region 3 - Logisticare													
Number of Trips	56,952	57,161	55,097	61,757	52,551	52,877	53,722	48,576	57,268	58,412	57,677	57,070	669,120
Denials	2,355	2,151	1,901	2,428	2,150	2,133	2,581	2,029	2,221	2,232	2,261	2,225	26,667
Complaints	806	728	679	901	709	601	496	502	684	793	799	941	8,639
State Totals													
Number of Trips	159,099	161,165	155,954	174,143	147,037	146,013	149,364	130,598	159,587	161,613	160,092	158,769	1,863,434
Denials	5,675	5,191	4,830	5,733	5,291	5,396	6,525	4,855	5,493	5,666	5,527	5,805	65,987
Complaints	2,348	2,405	2,542	3,171	2,313	1,918	1,986	1,866	2,175	2,898	3,232	3,648	30,502

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

Fourth Quarter SFY 2013 - 2014

April 2014 - June 2014

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes / No
Provider #							
P 001	Private	5940	0.03%	100.00%	92.43%	97.51%	Yes
P 002	Ambulance	14	16.67%	100.00%			No
P 037	Ambulance	557	3.99%	99.07%	71.13%	72.15%	Yes
P 003	Ambulance	8593	44.51%	99.82%	98.01%	97.27%	Yes
P 005	Ambulance	3052	20.33%	99.54%	91.41%	89.60%	Yes
P 006	Ambulance	951	11.03%	99.89%	94.97%	91.94%	Yes
P 278	Private	917	0.00%	100.00%	95.87%	95.44%	No
P 266	Commercial	2866	0.85%	99.17%	85.60%	72.22%	No
P 239	Commercial	4124	5.61%	96.73%	88.72%	87.82%	No
P 246	Commercial	174	10.43%	99.26%	92.18%	70.89%	Yes
P 011	Transit	2503	2.33%	99.67%	94.64%	92.96%	Yes
P 284	Ambulance	1321	4.27%	97.73%	85.19%	74.16%	No
P 013	Commercial	2803	1.07%	99.68%	74.77%	67.31%	Yes
P 132	Commercial	128	50.74%	100.00%	100.00%	100.00%	No
P 129	Commercial	17138	3.06%	98.65%	93.58%	90.16%	Yes
P 014	Transit	2609	0.77%	99.89%	79.99%	95.02%	Yes
P 016	Ambulance	2365	38.14%	99.74%	85.10%	72.53%	Yes
P 017	Private	7055	0.00%	100.00%	76.72%	92.72%	Yes
P 032	Commercial	137	16.77%	100.00%	95.16%	90.07%	Yes
P 018	Ambulance	3388	14.49%	99.76%	83.48%	80.10%	Yes
P 233	Commercial	660	8.90%	95.70%	96.40%	94.71%	Yes
P 143	Commercial	2480	25.10%	98.28%	91.15%	85.30%	Yes
P 019	Ambulance	4502	5.97%	99.93%	95.93%	81.45%	Yes
P 272	Commercial	2244	3.48%	96.52%	77.12%	58.60%	No
P 022	Commercial	12300	7.68%	99.22%	97.70%	95.86%	Yes
P 023	Commercial	4772	1.03%	98.51%	94.39%	92.62%	Yes
P 026	Commercial	37169	5.69%	97.23%	93.77%	85.75%	Yes
P 250	Commercial	1577	21.27%	97.07%	94.95%	92.16%	No
P 027	Transit	18144	3.11%	97.50%	81.72%	66.88%	Yes
P 028	Ambulance	72	19.41%	100.00%	79.93%	74.27%	Yes
P 029	Ambulance	46	131.25%	100.00%	80.95%	69.84%	Yes
P 257	Commercial	211	9.81%	98.33%	81.48%	68.52%	No
P 287	Ambulance	21	157.58%	100.00%	100.00%	50.00%	No

	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

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes / No
Provider #							
P 036	Commercial	323	211.71%	94.99%	99.49%	98.48%	No
P 038	Commercial	2978	13.83%	99.46%	96.04%	95.53%	Yes
P 040	Transit	9133	6.97%	98.71%	79.65%	72.68%	Yes
P 043	Transit	3067	1.04%	99.40%	67.95%	67.88%	Yes
P 044	Ambulance	200	7.23%	100.00%	81.04%	68.97%	Yes
P 045	Commercial	17256	0.87%	99.69%	87.46%	91.10%	Yes
P 218	Commercial	681	18.49%	100.00%	97.92%	98.60%	Yes
P 048	Transit	5640	1.68%	99.75%	88.27%	96.73%	Yes
P 052	Ambulance	4859	3.15%	99.67%	90.93%	89.12%	Yes
P 065	Commercial	543	7.37%	97.61%	97.19%	89.89%	No
P 053	Private	4022	3.02%	99.98%	94.35%	99.25%	Yes
P 055	Commercial	4982	3.23%	99.90%	97.07%	96.77%	Yes
P 056	Ambulance	1892	19.27%	99.32%	84.35%	73.77%	Yes
P 254	Ambulance	54	4.05%	100.00%			Yes
P 261	Commercial	468	23.06%	96.52%	87.81%	83.06%	Yes
P 061	Commercial	6549	0.44%	99.52%	90.26%	88.52%	Yes
P 238	Commercial	546	33.03%	99.76%	96.60%	95.17%	Yes
P 062	Private	6274	0.00%	100.00%	97.04%	96.46%	Yes
P 068	Ambulance	145	34.63%	100.00%	89.34%	74.09%	Yes
P 070	Commercial	3432	1.35%	93.27%	75.68%	70.48%	Yes
P 072	Commercial	4982	29.24%	99.56%	94.21%	93.39%	Yes
P 009	Commercial	1780	4.65%	99.00%	91.32%	86.24%	Yes
P 074	Private	1917	1.04%	100.00%	98.79%	97.68%	No
P 199	Commercial	4124	3.16%	99.71%	84.10%	86.73%	Yes
P 080	Transit	4397	5.30%	99.77%	96.09%	94.18%	Yes
P 084	Commercial	318	42.47%	99.74%	93.09%	94.32%	Yes
P 086	Transit	3970	5.49%	99.32%	74.72%	94.81%	Yes
P 087	Commercial	543	49.19%	99.82%	80.94%	84.72%	Yes
P 206	Private	751	0.00%	100.00%	90.00%	89.72%	No
P 089	Commercial	7483	9.22%	96.15%	92.07%	93.44%	Yes
P 090	Commercial	1365	0.00%	99.09%	96.60%	95.29%	Yes
P 092	Ambulance	1280	132.86%	99.77%	98.08%	73.28%	Yes
P 094	Private	9326	0.18%	100.00%	76.26%	84.46%	Yes
P 219	Commercial	3047	10.92%	99.90%	96.44%	93.50%	Yes
P 231	Commercial	836	2.96%	99.89%	78.08%	74.45%	Yes
P 200	Private	5	66.67%	100.00%			No
P 096	Transit	6165	5.99%	99.71%	91.93%	85.91%	Yes
P 098	Ambulance	1337	8.86%	100.00%	98.59%	96.00%	Yes
P 111	Ambulance	52	11.80%	96.67%			No
P 113	Commercial	4723	12.62%	99.47%	94.15%	92.23%	Yes

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)	Corrective Action Plan	
GOAL		2%	99.81%	90.00%	95.00%	Yes / No	
Provider #							
P 115	Ambulance	1964	3.90%	99.34%	99.75%	99.64%	Yes
P 270	Commercial	480	11.91%	98.24%	89.97%	94.59%	No
P 117	Commercial	1590	23.69%	99.94%	87.26%	63.30%	Yes
P 118	Transit	3959	0.77%	99.77%	89.78%	88.81%	Yes
P 120	Commercial	0					Yes
P 279	Commercial	2367	4.24%	99.37%	88.43%	71.53%	No
P 212	Ambulance	2764	48.40%	97.88%	81.98%	79.01%	Yes
P 123	Commercial	13460	0.75%	99.12%	97.85%	97.93%	No
P 126	Commercial	2368	3.59%	98.21%	94.93%	90.35%	Yes
P 140	Commercial	6791	10.32%	99.65%	94.80%	95.66%	No
P 141	Commercial	998	65.36%	98.49%	93.18%	81.76%	Yes
P 280	Commercial	4269	6.36%	98.33%	80.66%	73.01%	No
P286	Commercial	678	0.74%	88.95%	68.87%	66.00%	No
P 151	Commercial	3408	7.77%	99.12%	95.58%	96.17%	Yes
P 256	Commercial	2818	5.26%	99.97%	91.94%	89.55%	Yes
P 158	Transit	4899	3.72%	99.80%	96.18%	92.38%	Yes
P 133	Commercial	10894	7.66%	97.91%	84.39%	82.99%	Yes
P 273	Commercial	4448	0.13%	99.12%	79.89%	81.60%	No
P 234	Commercial	578	0.00%	99.83%	100.00%	99.52%	No
P 162	Commercial	12562	3.53%	95.83%	82.73%	77.73%	Yes
P 166	Transit	6408	6.31%	98.15%	83.21%	77.28%	Yes
P 167	Commercial	763	39.97%	98.96%	60.27%	78.54%	Yes
P 170	Commercial	313	15.83%	100.00%	100.00%	99.17%	Yes
P 235	Commercial	1493	20.21%	99.53%	79.35%	71.13%	Yes
P 274	Commercial	234	132.30%	66.14%	52.15%	47.85%	No
P 185	Commercial	185	53.54%	100.00%	68.11%	67.40%	No
P 035	Ambulance	1699	11.12%	99.64%	91.89%	82.96%	Yes
P 188	Ambulance	2	100.00%	100.00%			Yes
P 189	Transit	6792	11.99%	98.88%	77.46%	79.28%	Yes
P 190	Commercial	5093	24.31%	99.65%	93.96%	85.55%	Yes

	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

	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)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	
Provider #							
P 230	Private	842	0.48%	100.00%	73.49%	86.90%	No
P 220	Private	568	0.00%	100.00%	82.81%	89.04%	No
P 263	Private	764	0.80%	100.00%	47.12%	90.36%	No
P 237	Ambulance	134	14.85%	100.00%	96.97%	93.94%	Yes
P 041	Commercial	7506	5.55%	99.19%	75.29%	78.57%	Yes
P 046	Ambulance	650	14.76%	99.84%	93.97%	88.85%	Yes
P 260	Commercial	783	32.34%	99.14%	98.04%	97.45%	Yes
P 264	Commercial	278	26.66%	99.52%	68.58%	80.72%	No
P 047	Ambulance	642	3.11%	99.85%	87.21%	78.46%	Yes
P 221	Commercial	2011	2.29%	99.95%	95.33%	97.29%	No
P 051	Ambulance	345	1.80%	98.78%	99.52%	96.97%	Yes
P 265	Commercial	60	1.59%	100.00%	64.04%	64.04%	No
P 054	Commercial	3210	3.74%	99.13%	77.01%	78.50%	Yes
P 058	Commercial	2702	2.95%	99.41%	93.16%	89.18%	Yes
P 059	Commercial	3961	6.86%	99.98%	98.90%	98.52%	No
P 060	Ambulance	3274	17.28%	99.76%	84.68%	72.16%	Yes
P 222	Commercial	8634	1.03%	97.92%	92.77%	85.75%	Yes
P 275	Ambulance	184	34.34%	98.18%	100.00%	100.00%	No
P 071	Private	1697	0.00%	100.00%	96.43%	97.02%	No
P 073	Commercial	13	207.69%	92.31%	100.00%	80.00%	Yes
P 077	Commercial	18	127.78%	94.44%			Yes
P 255	Commercial	5514	7.03%	98.31%	97.44%	95.88%	No
P 079	Commercial	4422	1.54%	99.79%	96.55%	92.52%	Yes
P 081	Ambulance	32	0.00%	100.00%	83.33%	83.33%	No
P 082	Ambulance	2	100.00%	100.00%			No
P 083	Ambulance	545	89.23%	99.80%	95.88%	96.24%	Yes
P 095	Ambulance	3268	25.55%	98.62%	86.03%	75.91%	Yes
P 165	Ambulance	3862	2.76%	98.35%	82.64%	76.96%	Yes
P 216	Commercial	11585	14.99%	98.34%	94.55%	89.01%	Yes
P 247	Commercial	98	0.00%	98.91%	72.50%	72.50%	No
P 268	Commercial	23332	0.79%	99.33%	93.46%	85.55%	Yes
P 106	Ambulance	476	9.04%	99.59%	96.57%	92.17%	No
P 108	Commercial	1734	11.91%	99.24%	99.03%	96.76%	Yes
P 109	Ambulance	947	61.52%	99.10%	85.26%	70.00%	Yes
P 110	Ambulance	1261	22.16%	99.53%	90.74%	81.59%	Yes
P 232	Ambulance	443	52.05%	99.34%	85.74%	77.39%	Yes
P 114	Commercial	7346	8.56%	98.18%	88.88%	83.99%	Yes
P 262	Ambulance	1187	12.26%	98.11%	78.55%	66.12%	Yes
P 116	Private	3183	0.00%	100.00%	61.31%	92.89%	Yes
P 157	Commercial	5201	4.31%	94.99%	73.65%	73.61%	Yes



Region 3

Fourth Quarter SFY 2013 - 2014

April 2014 - June 2014

	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)	Corrective Action Plan
GOAL							
			2%	99.81%	90.00%	95.00%	
Provider #							
P 243	Commercial	1150	17.29%	97.12%	62.64%	71.41%	Yes
P 242	Commercial	1030	35.05%	99.43%	94.74%	83.25%	Yes
P 121	Commercial	21296	5.01%	99.30%	91.52%	90.23%	Yes
P 122	Commercial	7128	1.46%	99.72%	96.20%	90.54%	Yes
P 227	Ambulance	4671	2.59%	98.59%	96.17%	95.32%	Yes
P 139	Ambulance	3868	2.49%	99.64%	94.83%	83.27%	Yes
P 213	Ambulance	133	25.83%	99.12%	91.67%	79.17%	No
P 142	Ambulance	121	11.79%	97.85%	100.00%	98.67%	Yes
P 271	Commercial	1031	5.59%	99.88%	96.41%	96.13%	No
P 281	Commercial	406	10.08%	99.72%	89.71%	84.50%	No
P 153	Commercial	1382	5.35%	99.93%	97.87%	96.87%	Yes
P 155	Ambulance	8626	3.88%	99.76%	82.81%	88.85%	Yes
P 156	Commercial	244	152.42%	96.67%	99.02%	96.97%	Yes
P 159	Private	3369	1.01%	99.94%	52.61%	56.85%	Yes
P 160	Commercial	8450	9.36%	99.56%	88.12%	94.35%	Yes
P 169	Commercial	3705	4.45%	98.17%	70.13%	64.21%	Yes
P 276	Commercial	2205	5.11%	96.29%	61.17%	52.61%	No
P 175	Commercial	15379	19.00%	99.58%	92.29%	87.10%	Yes
P 288	Commercial	71	60.56%	92.96%	89.47%	73.68%	No
P 252	Commercial	247	5.89%	98.76%	75.66%	73.32%	Yes
P 229	Commercial	429	29.46%	99.77%	93.55%	93.53%	Yes
P 187	Transit	5621	1.94%	99.73%	96.44%	96.22%	Yes

	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

Prompt Payment Aging Report By Invoice Received Date

04/01/2014 to 06/30/2014

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	18	474,406	99.94%	3,506	0.74%
31-60 Days	31	280	0.06%	0	0.00%
61-90 Days	67	2	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	474,688	100.00%	3,506	

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	12	434,097	91.45%	170
31-60 Days	40	31,772	6.69%	120
61-90 Days	72	5,014	1.06%	65
91-120 Days	103	1,764	0.37%	35
121-150 Days	133	735	0.15%	16
> 150 Days	229	1,306	0.28%	14
	15	474,688	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report

Complaint Category	Mar 2014	Apr 2014	May 2014	Jun 2014	July 2014	Aug 2014	SFY 2013 Totals	SFY 2014 Totals	SFY 2015 Totals
Beneficiary	5	3	0	10	4	7	99	70	11
• Reservation	1	0	0	7	0	2	17	32	2
• Transportation	0	0	0	0	0	0	1	0	0
• Service Delivery	2	2	0	3	4	5	76	33	9
• Other	2	1	0	0	0	0	5	5	0
Transportation Provider	0	0	0	0	0	0	3	2	0
• Reservation	0	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	0	0
• Payment	0	0	0	0	0	0	1	2	0
• Other	0	0	0	0	0	0	1	0	0
Health Care Provider	2	0	0	0	0	0	13	6	0
• Reservation	1	0	0	0	0	0	6	2	0
• Transportation	1	0	0	0	0	0	1	1	0
• Service Delivery	0	0	0	0	0	0	6	3	0
• Other	0	0	0	0	0	0	0	0	0
Other Stakeholders	1	0	0	0	0	1	6	3	1
• Reservation	0	0	0	0	0	0	0	1	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	1	0
• Other	1	0	0	0	0	1	3	1	1
Totals	8	3	0	10	4	8	121	81	12

Summary of Reported Rider Injury and Incidents
April – June 2014

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

Summary of Reported Rider Injury and Incidents for April – June 2014 will be reported at the December 11, 2014 Quarterly Transportation Advisory Committee Meeting.

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

Agency / Broker

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
May 21, 2014	Agency meeting with Logisticare
June 18, 2014	Agency meeting with Logisticare
July 16, 2014	Agency meeting with Logisticare
August 20, 2014	Agency meeting with Logisticare
September 21, 2014	Agency meeting with Logisticare
October 15, 2014	Agency meeting with Logisticare - Scheduled
November 19, 2014	Agency meeting with Logisticare - Scheduled
December 17, 2014	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

August 12, 2014	Region 1 Quarterly Meeting - Greenville
August 13, 2014	Region 2 Quarterly Meeting - Columbia
August 28, 2014	Region 3 Quarterly Meeting - Florence
August 29, 2014	Region 3 Quarterly Meeting - North Charleston
December 9, 2014	Region 1 Quarterly Meeting - Greenville
December 3, 2014	Region 2 Quarterly Meeting - Columbia
December 4, 2014	Region 3 Quarterly Meeting - Florence
December 5, 2014	Region 3 Quarterly Meeting - North Charleston

Transportation Advisory Committee Meetings

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

Logisticare / Healthcare Community Individual Meetings

June 2, 2014	DSI- Twin Oaks- Greenville
June 4, 2014	FMC- Andrews- Andrews
June 4, 2014	FMC- Winyah- Wynch
June 4, 2014	FMC- Georgetown Dialysis- Georgetown
June 24, 2014	The Regional Medical Center (TRMC) - Orangburg
June 25, 2014	Carolinas Hospital System- Marion
June 26, 2014	Spartanburg Regional Hospital- Spartanburg

Logisticare / Healthcare Community Individual Meetings

June 27, 2014	Aiken Barnwell Mental Health Center- Aiken
July 1, 2014	FMC- Fort Lawn- Fort Lawn
July 1, 2014	FMC- York- York
July 1, 2014	Davita- Fort Mill- Fort Mill
July 1, 2014	Keystone Substance Abuse- Rock Hill
July 1, 2014	FMC- Fort Mill- Fort Mill
July 2, 2014	FMC- Rock Hill- Rock Hill
July 8, 2014	RAI- Care Centers N Charleston- North Charleston
July 8, 2014	RAI- Care Centers Summerville- Summerville
July 8, 2014	Our Place- MH- Charleston
July 9, 2014	Columbia Adult Care- Main- Columbia
July 9, 2014	Columbia Adult Care- Columbia
July 9, 2014	Lexington County Mental Health- Lexington
July 10, 2014	RAI- Care Centers Orangeburg Mall- Orangeburg
July 10, 2014	Davita- North Orangeburg- Orangeburg
July 14, 2014	Orangeburg Adult Day Care- Orangeburg
July 14, 2014	RAI- Care Centers Orangeburg Mall- Orangeburg
July 14, 2014	Davita- South Orangeburg Dialysis- Orangeburg
July 14, 2014	Davita- North Orangeburg- Orangeburg
July 15, 2014	Active Day of Greenville- Greenville
July 15, 2014	Sunshine House- Simpsonville
July 15, 2014	DSI – Powderhorn- Simpsonville
July 16, 2014	Coastal Empire MHC- Beaufort Clinic- Beaufort
July 16, 2014	DCI- Port Royal- Port Royal
July 16, 2014	FMC- Low Country Dialysis- Port Royal
July 16, 2014	Harrington Place- Beaufort
July 18, 2014	FMC- Myrtle Beach- Myrtle Beach
July 18, 2014	FMC- North Myrtle Beach- North Myrtle Beach
July 18, 2014	Active Day Center- Grand Stand – Myrtle Beach
July 18, 2014	Waccamaw Center Mental Health- Conway
July 19, 2014	FMC- Conway Dialysis- Conway
July 19, 2014	FMC- West Conway Dialysis Center- Conway
July 21, 2014	Charleston Dorchester Mental Health- Charleston
July 23, 2014	Charleston Dorchester Mental Health- Charleston
July 23, 2014	RAI Care Centers Hollywood- Ravenal- Ravenal
July 23, 2014	RAI- Care Centers Charleston- Charleston
July 23, 2014	RAI- Care Centers Summerville- Summerville
July 23, 2014	RAI- Care Centers N Charleston- N Charleston
July 23, 2014	Our Place- MH- Charleston
July 24, 2014	NCA- Augusta- Augusta
July 24, 2014	Davita Nephrology Clinic Of North Augusta- Augusta
July 24, 2014	Autumn Care ADC- Augusta
July 25, 2014	Dent's Adult Daycare Health Services- Columbia
July 25, 2014	FMC- West Columbia Dialysis- Columbia
July 29, 2014	FMC - Church Street Dialysis- Florence
July 29, 2014	FMC- Freedom Dialysis- Florence
July 29, 2014	Pee Dee Mental Health- Lake City
July 29, 2014	Lake City Adult Day Care- Lake City
July 29, 2014	Lake City Community Day Services- Lake City
July 29, 2014	Melva's Adult and Children's Day Care- Lake City

Logisticare / Healthcare Community Individual Meetings

July 29, 2014	FMC- Pee Dee Dialysis- Lake City
July 31, 2014	Lowcountry Active Day Center- Charleston
July 31, 2014	FMC- N Charleston- North Charleston
July 31, 2014	DCI- Goose Creek- Goose Creek
July 31, 2014	Davita- Goose Creek Dialysis- Goose Creek
August 5, 2014	Fairfield County Mental Health Clinic- Winnsboro
August 7, 2014	H. Alton Boyd Senior Center- Kingstree
August 7, 2014	FMC- Kingstree Dialysis- Kingstree
August 18, 2014	DSI- Twin Oaks Dialysis- Greenville
August 18, 2014	Davita- Upstate Dialysis- Greenville
September 2, 2014	FMC - Fairfield County Dialysis Ste A- Winnsboro
September 2, 2014	Winnsboro Active Day Center- Winnsboro
September 2, 2014	Chappell Adult Day Care- Winnsboro
September 2, 2014	Precious Adult Care- Winnsboro
September 8, 2014	Davita- Fort Mill- Fort Mill
September 8, 2014	FMC- Fort Mill- Fort Mill

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference – Myrtle Beach
May 1, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
June 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
July 16, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
August 13, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
August 21, 2014	Piedmont Health Foundation - Greenville

Agency / Logisticare / Other Stakeholder Meetings

February 1, 2014	TAC Transportation Provider Sub Committee - Columbia
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Program Review Site Visits

February 7, 2014	SCDHHS and Logisticare Unannounced - Charleston
March 24, 2014	SCDHHS and Logisticare Unannounced - Seneca
April 22, 2014	SCDHHS and Logisticare Unannounced - Florence
April 23, 2014	SCDHHS and Logisticare Unannounced – Sumter
June 12, 2014	SCDHHS and Logisticare Unannounced-Greenville
August 7, 2014	SCDHHS and Logisticare Unannounced-Williamsburg/Kingstree
August 19, 2014	SCDHHS and Logisticare Unannounced-Columbia
September 9, 2014	SCDHHS and Logisticare Unannounced-Anderson

