

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		6,572	6,660	6,556		17,830
<b>Total trips provided by type of transportation</b>		41,620	44,147	39,673	125,440	410,216
• Non-Emergency Ambulatory Sedan/Van Trips		31,088	32,821	28,847	92,756	303,806
• Wheelchair Trips		4,702	5,062	4,846	14,610	46,992
• Stretcher Trips		637	624	588	1,849	6,444
• Individual Transportation Gas Trip		4,859	5,287	5,047	15,193	48,908
• Non-Emergency Ambulance ALS		4	8	2	14	26
• Non-Emergency Ambulance BLS		67	68	33	168	711
• Public Transportation Bus Trip		263	277	310	850	3,329
<b>Total Over Night Trips Arranged</b>		35	26	16	77	207
<b>Total Extra Passengers</b>		7,891	5,906	5,499	19,296	64,461
• Number of Pickups On Time (A Leg)		17,556	20,640	18,759	56,955	178,835
• Number of Deliveries On Time (A Leg)		15,786	18,559	17,016	51,361	154,906
• Number of Trips Within Ride Time (All Trips)		39,440	42,758	38,823	121,021	375,212
• Percent of Pickups On Time (A Leg)	>= 90%	86.70%	94.50%	94.00%	91.73%	92.35%
• Percent of Deliveries On Time (A Leg)	>= 95%	78.00%	85.00%	85.30%	82.77%	79.20%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.60%	99.73%	99.72%
<b>Actual number of calls *</b>		96,833	98,402	90,496	285,731	594,000
• Average phone calls daily		4,611	4,278	4,309	4,399	2,509
• Average Answer Speed	< 1:00	00:46	00:52	00:53	00:50	00:52
• Average Talk Time		03:21	03:16	03:25	03:21	04:02
• Average Time On Hold	<= 3:00	01:40	01:35	01:40	01:38	01:36
• Average time on hold before abandonment	< 1:30	00:54	00:59	01:02	00:58	01:10
• Average number of calls abandoned daily		163	172	175	170	102
• Percentage of calls abandoned daily	< 5.0%	3.54%	4.02%	4.06%	3.86%	4.05%
<b>Total number of complaints by type</b>		398	298	284	980	4,292
• Provider No-Show		47	54	57	158	890
• Timeliness		130	127	102	359	1,401
• Other Stakeholders		191	75	90	356	1,524
• Call Center Operations		8	17	7	32	148
• Driver Behavior		4	5	11	20	73
• Provider Service Quality		2	6	2	10	29
• Miscellaneous		11	10	9	30	177
• Rider Injury / Incident		5	4	6	15	50
• Provider No-Shows as percentage of total trips	<= 0.25%	0.11%	0.12%	0.14%	0.13%	0.22%
• Complaints as percentage of total trips		0.96%	0.68%	0.72%	0.78%	1.05%
<b>Total number of denials by type</b>		727	723	658	2,108	6,773
• Non-Urgent / Under Days of Notice		82	75	86	243	937
• Non-Covered Service		156	149	96	401	1,333
• Ineligible For Transport		44	64	34	142	391
• Unable to Confirm Medical Appointment w/ Provider		13	16	19	48	159
• Does Not Meet Transportation Protocols		1	0	1	2	9
• Incomplete Information		357	336	324	1,017	3,196
• Needs Emergency Services		3	4	1	8	24
• Beneficiary Has Medicare Part B or Other Coverage		71	79	97	247	724
• Denials as percentage of total trips		1.75%	1.64%	1.66%	1.68%	1.65%

\* Includes calls for Regions 1-3 starting February 13, 2012 due to contract turnover.

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

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		9,537	9,643	9,476		17,942
<b>Total trips provided by type of transportation</b>		57,077	59,849	53,335	170,261	241,701
• Non-Emergency Ambulatory Sedan/Van Trips		45,551	46,744	42,181	134,476	191,600
• Wheelchair Trips		7,043	7,804	7,015	21,862	30,614
• Stretcher Trips		1,022	1,190	1,118	3,330	4,788
• Individual Transportation Gas Trip		3,357	4,033	2,957	10,347	14,370
• Non-Emergency Ambulance ALS		6	5	1	12	28
• Non-Emergency Ambulance BLS		48	39	46	133	200
• Public Transportation Bus Trip		50	34	17	101	101
<b>Total Over Night Trips Arranged</b>		27	37	30	94	106
<b>Total Extra Passengers</b>		10,369	8,015	7,548	25,932	31,575
• Number of Pickups On Time (A Leg)		21,745	27,889	26,573	76,207	106,948
• Number of Deliveries On Time (A Leg)		21,556	24,378	23,301	69,235	95,322
• Number of Trips Within Ride Time (All Trips)		52,439	56,450	56,020	164,909	233,262
• Percent of Pickups On Time (A Leg)	>= 90%	78.10%	92.50%	92.80%	87.80%	82.30%
• Percent of Deliveries On Time (A Leg)	>= 95%	77.40%	80.90%	81.40%	79.90%	74.97%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.80%	99.60%	99.60%	99.00%	98.43%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		512	393	324	1,229	2,137
• Provider No-Show		95	76	56	227	514
• Timeliness		278	192	123	593	867
• Other Stakeholders		67	57	94	218	377
• Call Center Operations		13	18	12	43	88
• Driver Behavior		2	5	0	7	8
• Provider Service Quality		6	10	5	21	21
• Miscellaneous		33	23	29	85	217
• Rider Injury / Incident		18	12	5	35	45
• Provider No-Shows as percentage of total trips	<= 0.25%	0.17%	0.13%	0.10%	0.13%	0.21%
• Complaints as percentage of total trips		0.90%	0.66%	0.61%	0.72%	0.88%
<b>Total number of denials by type</b>		1,406	1,289	1,153	3,848	5,649
• Non-Urgent / Under Days of Notice		148	105	112	365	606
• Non-Covered Service		244	293	231	768	1,201
• Ineligible For Transport		81	77	63	221	293
• Unable to Confirm Medical Appointment w/ Provider		48	60	31	139	194
• Does Not Meet Transportation Protocols		4	2	1	7	9
• Incomplete Information		661	543	480	1,684	2,351
• Needs Emergency Services		5	2	0	7	12
• Beneficiary Has Medicare Part B or Other Coverage		215	207	235	657	983
• Denials as percentage of total trips		2.46%	2.15%	2.16%	2.26%	2.34%

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

\*\* Includes data starting from February 21 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		9,393	9,596	9,476		17,905
<b>Total trips provided by type of transportation</b>		56,288	58,503	55,408	170,199	246,428
• Non-Emergency Ambulatory Sedan/Van Trips		45,045	46,452	43,939	135,436	197,356
• Wheelchair Trips		7,264	7,679	7,292	22,235	31,954
• Stretcher Trips		1,046	1,000	978	3,024	4,366
• Individual Transportation Gas Trip		2,671	3,054	2,882	8,607	11,720
• Non-Emergency Ambulance ALS		14	7	13	34	46
• Non-Emergency Ambulance BLS		51	26	19	96	177
• Public Transportation Bus Trip		197	285	285	767	809
<b>Total Over Night Trips Arranged</b>		20	35	26	81	111
<b>Total Extra Passengers</b>		8,417	6,908	13,047	28,372	32,893
• Number of Pickups On Time (A Leg)		23,217	27,326	26,288	76,831	109,417
• Number of Deliveries On Time (A Leg)		19,378	23,393	22,493	65,264	92,075
• Number of Trips Within Ride Time (All Trips)		54,296	57,258	55,606	167,160	237,806
• Percent of Pickups On Time (A Leg)	>= 90%	84.30%	92.50%	93.00%	89.93%	90.18%
• Percent of Deliveries On Time (A Leg)	>= 95%	70.40%	79.20%	79.60%	76.40%	75.54%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	98.70%	97.40%	98.60%	98.34%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		646	560	352	1,558	2,224
• Provider No-Show		85	55	69	209	406
• Timeliness		158	156	124	438	610
• Other Stakeholders		341	294	103	738	892
• Call Center Operations		7	9	8	24	53
• Driver Behavior		0	5	1	6	6
• Provider Service Quality		2	6	2	10	10
• Miscellaneous		42	29	34	105	199
• Rider Injury / Incident		11	6	11	28	48
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.09%	0.12%	0.12%	0.16%
• Complaints as percentage of total trips		1.15%	0.96%	0.64%	0.92%	0.90%
<b>Total number of denials by type</b>		1,610	1,495	1,508	4,613	6,529
• Non-Urgent / Under Days of Notice		117	133	116	366	545
• Non-Covered Service		254	235	242	731	1,067
• Ineligible For Transport		65	76	62	203	286
• Unable to Confirm Medical Appointment w/ Provider		43	44	36	123	167
• Does Not Meet Transportation Protocols		14	10	5	29	34
• Incomplete Information		748	595	615	1,958	2,713
• Needs Emergency Services		10	4	3	17	26
• Beneficiary Has Medicare Part B or Other Coverage		359	398	429	1,186	1,691
• Denials as percentage of total trips		2.86%	2.56%	2.72%	2.71%	2.65%

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

\*\* Includes data starting from February 21 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
<b>Region 1 - Logisticare</b>													
Number of Trips		10,771	33,370	38,966	39,279	35,206	38,829	44,371	43,984	41,620	44,147	39,673	410,216
Denials		263	688	726	744	576	651	510	507	727	723	658	6,773
Complaints		351	441	393	574	361	388	407	397	398	298	284	4,292
<b>Region 2 - Logisticare</b>													
Number of Trips								14,856	56,584	57,077	59,849	53,335	241,701
Denials								675	1,126	1,406	1,289	1,153	5,649
Complaints								308	600	512	393	324	2,137
<b>Region 3 - Logisticare</b>													
Number of Trips								16,851	59,378	56,288	58,503	55,408	246,428
Denials								613	1,303	1,610	1,495	1,508	6,529
Complaints								218	448	646	560	352	2,224
<b>Region 2 - Access2Care</b>													
Number of Trips		17,950	58,491	64,246	65,471	63,065	67,803	42,946					379,972
Denials		370	747	589	648	423	239	145					3,161
Complaints		270	242	217	207	136	155	76					1,303
<b>Region 3 - Access2Care</b>													
Number of Trips		16,499	55,412	57,091	55,285	56,971	60,589	38,291					340,138
Denials		276	583	429	509	520	252	158					2,727
Complaints		156	288	249	262	147	141	78					1,321
<b>Regions 1-6 Old Contract</b>													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
<b>State Totals</b>													
Number of Trips	153,562	150,393	147,273	160,303	160,035	155,242	167,221	157,315	159,946	154,985	162,499	148,416	1,877,190
Denials	3,408	2,957	2,018	1,744	1,901	1,519	1,142	2,101	2,936	3,743	3,507	3,319	30,295
Complaints	736	1,195	971	859	1,043	644	684	1,087	1,445	1,556	1,251	960	12,431

**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
<b>Region 1</b>													
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
<b>Region 2</b>													
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
<b>MTM Totals</b>													
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
<b>Region 3</b>													
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
<b>Region 4</b>													
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
<b>Region 5</b>													
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
<b>Region 6</b>													
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
<b>LogistiCare Totals</b>													
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
<b>State Totals</b>													
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

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
Provider #			15%	2%	95%	90%	95%	68
Provider 1	Private Company	6,237	14.96%	0.00%	100.00%	71.35%	89.82%	87
Provider 2	Ambulance	18	0.00%	8.33%	100.00%	100.00%	100.00%	80
Provider 37	Private Company	476	20.56%	8.13%	100.00%	48.79%	59.84%	59
Provider 3	Private Company	6,503	19.84%	8.16%	99.93%	94.67%	89.33%	66
Provider 4	Private Company	3,082	18.12%	7.24%	99.97%	94.10%	75.77%	73
Provider 5	Ambulance	3,698	16.69%	10.54%	99.98%	77.29%	84.70%	59
Provider 6	Private Company	938	16.42%	9.14%	100.00%	85.14%	89.50%	69
Provider 7	Private Company	7,592	18.58%	7.29%	99.61%	80.65%	82.73%	44
Provider 8	Private Company	2,004	15.43%	7.55%	99.48%	70.32%	84.51%	47
Provider 11	COA	3,050	13.08%	0.65%	100.00%	95.10%	93.27%	83
Provider 31	Private Company	2,479	18.08%	7.43%	99.84%	90.06%	93.39%	54
Provider 13	Private Company	2,507	6.67%	2.06%	99.86%	89.53%	92.13%	62
Provider 129	Private Company	1,487	24.17%	5.43%	99.84%	89.55%	80.00%	59
Provider 14	COA	3,306	16.66%	0.39%	100.00%	82.51%	92.13%	89
Provider 15	Private Company	10,944	23.70%	11.68%	99.54%	78.93%	80.17%	46
Provider 16	Ambulance	1,154	12.02%	18.53%	100.00%	84.21%	76.25%	59
Provider 17	Private Company	6,654	18.03%	0.00%	100.00%	53.59%	86.71%	82
Provider 32	Private Company	212	20.31%	16.85%	100.00%	68.68%	76.42%	52
Provider 143	Private Company	2,552	19.94%	9.13%	99.84%	78.86%	90.05%	72
Provider 19	Ambulance	3,204	12.82%	13.39%	100.00%	79.57%	83.43%	66
Provider 21	COA	5,410	24.40%	20.36%	99.96%	79.32%	87.56%	75
Provider 22	COA	13,016	20.80%	15.36%	99.81%	75.49%	79.51%	52
Provider 24	COA	9,840	20.00%	4.30%	99.31%	72.45%	82.02%	41
Provider 23	COA	6,054	20.20%	5.28%	99.61%	77.40%	79.70%	43
Provider 25	Private Company	6,539	38.91%	643.90%	99.85%	81.87%	58.91%	60
Provider 26	Private Company	35,914	22.45%	3.36%	99.89%	81.74%	85.07%	72
Provider 28	Ambulance	79	8.80%	6.25%	100.00%	13.55%	60.54%	73
Provider 27	Private Company	18,184	14.47%	1.48%	99.73%	69.85%	78.08%	57
Provider 34	Ambulance	13	4.17%	11.11%	100.00%	66.67%	39.22%	58
Provider 29	Ambulance	902	9.20%	11.06%	99.65%	68.46%	81.30%	53
Provider 180	Private Company	379	20.01%	9.39%	64.64%	78.95%	57.10%	52
Provider 198	Private Company	-	0.00%	0.00%	100.00%	0.00%	0.00%	60
Provider 182	Private Company	277	17.43%	16.51%	100.00%	82.12%	75.37%	69
Provider 194	Private Company	89	17.49%	5.88%	100.00%	60.34%	31.13%	70
Provider 164	RTA	6	0.00%	0.0%	100.0%	100.00%	100.00%	60
Provider 146	RTA	455	8.0%	0.5%	100.0%	100.00%	100.00%	83
Provider 148	RTA	465	7.9%	0.0%	100.0%	100.00%	100.00%	85

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
Provider #			15%	2%	95%	90%	95%	68
Provider 36	Private Company	1,004	16.0%	26.4%	100.0%	95.38%	80.17%	57
Provider 38	Private Company	2,242	16.2%	7.0%	99.8%	56.77%	74.72%	54
Provider 39	Private Company	11,530	18.7%	6.7%	99.8%	85.06%	89.35%	67
Provider 40	COA	6,930	19.2%	11.3%	99.6%	61.12%	74.13%	40
Provider 42	ADC	3,222	16.3%	0.7%	100.0%	82.44%	73.97%	82
Provider 43	COA	2,266	19.0%	1.6%	99.9%	66.34%	83.22%	80
Provider 44	Ambulance	39	6.3%	7.7%	100.0%	70.58%	77.38%	69
Provider 46	Ambulance	1,586	11.3%	11.5%	100.0%	90.14%	77.37%	62
Provider 48	COA	3,989	17.7%	2.9%	99.9%	79.26%	95.31%	76
Provider 50	Private Company	4,144	18.3%	6.2%	99.3%	92.17%	82.05%	34
Provider 51	Ambulance	579	8.1%	6.1%	100.0%	83.55%	84.45%	50
Provider 52	Private Company	3,803	14.4%	3.5%	100.0%	73.96%	91.06%	73
Provider 53	ADC	2,532	18.9%	1.1%	100.0%	68.51%	82.78%	83
Provider 55	Private Company	1,330	10.1%	5.5%	99.9%	72.60%	83.32%	68
Provider 56	Ambulance	1,907	13.9%	9.7%	99.9%	66.70%	82.74%	54
Provider 61	Private Company	14,257	18.0%	3.7%	99.4%	70.00%	73.83%	48
Provider 63	Private Company	959	51.3%	43.1%	66.7%	0.00%	0.00%	70
Provider 62	Private Company	6,076	22.8%	0.0%	100.0%	50.85%	61.10%	84
Provider 68	Ambulance	127	8.1%	1.2%	100.0%	59.38%	87.16%	64
Provider 70	Private Company	334	39.8%	92.6%	99.8%	78.92%	29.51%	57
Provider 72	Private Company	1,104	26.5%	99.5%	100.0%	71.66%	78.70%	60
Provider 9	Private Company	2,206	17.6%	6.8%	99.9%	61.57%	77.52%	48
Provider 74	ADC	835	11.6%	1.2%	99.5%	63.55%	41.48%	57
Provider 75	ADC	8,833	12.1%	2.1%	99.4%	17.64%	64.44%	49
Provider 76	Private Company	359	10.0%	0.0%	100.0%	56.36%	59.53%	78
Provider 199	Private Company	812	11.3%	0.8%	99.4%	67.17%	64.16%	59
Provider 78	Private Company	175	48.3%	61.5%	100.0%	100.00%	55.31%	71
Provider 191	Private Company	-	0.0%	0.0%	0.0%	92.39%	0.00%	60
Provider 80	Private Company	4,405	23.9%	3.4%	100.0%	69.46%	92.37%	84
Provider 86	Private Company	3,133	16.9%	3.6%	100.0%	51.04%	91.90%	75
Provider 87	Private Company	558	16.6%	29.6%	100.0%	55.64%	71.30%	53
Provider 89	Private Company	6,627	19.1%	18.4%	99.4%	21.43%	75.99%	41
Provider 90	Private Company	25	10.4%	0.0%	100.0%	67.34%	49.05%	55
Provider 92	Private Company	6,608	10.8%	3.3%	99.8%	0.00%	77.93%	62
Provider 200	Private Company	2	0.0%	0.0%	50.0%	0.00%	0.00%	70
Provider 95	Ambulance	4,790	8.8%	10.0%	99.8%	79.35%	85.02%	53
Provider 96	COA	5,272	23.8%	4.7%	100.0%	85.38%	86.43%	82
Provider 97	ADC	5,716	5.9%	0.1%	100.0%	86.05%	97.45%	82
Provider 98	Ambulance	930	8.7%	7.0%	100.0%	75.25%	76.45%	60
Provider 99	Ambulance	94	11.0%	31.3%	100.0%	50.00%	55.56%	52
Provider 106	Ambulance	363	17.0%	13.4%	100.0%	70.00%	74.46%	46
Provider 107	Ambulance	217	10.2%	13.3%	99.5%	37.31%	81.26%	38
Provider 111	Private Company	83	24.1%	161.9%	100.0%	24.33%	0.00%	65
Provider 112	Private Company	3,284	9.5%	5.6%	99.9%	76.23%	86.74%	47
Provider 113	Private Company	5,251	18.9%	3.3%	99.9%	77.61%	86.96%	61
Provider 115	Private Company	3,006	20.4%	10.2%	99.6%	76.54%	79.04%	46
Provider 117	Private Company	3,048	7.8%	14.9%	99.7%	33.66%	74.91%	49
Provider 118	COA	4,439	18.6%	2.3%	100.0%	69.69%	86.86%	82
Provider 120	Private Company	2,797	8.6%	2.8%	99.8%	53.87%	79.69%	70
Provider 18	Ambulance	3,741	14.5%	10.5%	99.9%	77.26%	82.86%	56

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
Provider #			15%	2%	95%	90%	95%	68
Provider 123	Private Company	5,980	14.6%	9.0%	99.3%	65.36%	74.76%	42
Provider 126	Provider Type	1,370	11.5%	34.8%	99.3%	80.98%	86.02%	47
Provider 135	Private Company	590	16.3%	6.9%	99.6%	69.80%	86.58%	52
Provider 139	Private Company	3,604	12.4%	5.3%	99.9%	85.25%	83.39%	54
Provider 140	Private Company	2,214	14.9%	7.3%	100.0%	88.79%	95.89%	69
Provider 141	Private Company	923	17.1%	48.9%	99.8%	63.36%	68.49%	60
Provider 151	Private Company	3,245	24.2%	2.3%	100.0%	81.11%	84.93%	78
Provider 161	Private Company	2	100.0%	0.0%	50.0%	0.00%	0.00%	60
Provider 200	Ambulance	430	10.4%	6.5%	100.0%	90.71%	89.22%	67
Provider 152	Private Company	967	15.5%	12.9%	99.7%	0.00%	78.94%	48
Provider 154	Private Company	544	23.4%	12.4%	100.0%	53.41%	70.97%	67
Provider 158	COA	5,327	18.7%	3.7%	99.9%	78.69%	91.13%	75
Provider 159	Private Company	4,305	6.5%	6.1%	100.0%	40.32%	65.29%	54
Provider 166	Private Company	5,468	9.9%	1.9%	99.9%	73.58%	83.89%	71
Provider 167	Private Company	710	14.9%	15.9%	99.8%	58.49%	82.63%	52
Provider 168	Private Company	3,362	40.3%	10.1%	99.8%	73.88%	61.78%	63
Provider 170	Private Company	243	10.5%	17.3%	100.0%	64.42%	89.79%	71
Provider 171	RTA	13,607	24.4%	11.2%	99.9%	60.70%	83.19%	63
Provider 172	RTA	5,247	19.4%	5.7%	100.0%	49.47%	81.11%	73
Provider 174	Private Company	3,606	13.9%	13.9%	99.2%	58.19%	75.09%	27
Provider 177	Private Company	71	6.6%	20.6%	100.0%	97.51%	84.45%	66
Provider 178	Private Company	215	15.4%	25.3%	99.6%	68.54%	80.16%	56
Provider 179	Private Company	13	8.3%	0.0%	100.0%	83.34%	58.67%	80
Provider 197	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 202	Private Company	2	0.0%	0.0%	100.0%	0.00%	0.00%	60
Provider 192	Private Company	-	0.0%	0.0%	0.0%	0.00%	0.00%	60
Provider 181	Private Company	199	15.1%	15.1%	100.0%	81.52%	82.27%	71
Provider 183	Private Company	127	12.4%	3.5%	100.0%	85.24%	85.77%	75
Provider 184	Private Company	260	11.8%	18.6%	100.0%	80.16%	81.39%	69
Provider 185	Private Company	259	5.1%	53.3%	100.0%	55.72%	57.07%	68
Provider 35	Ambulance	1,311	14.8%	24.9%	100.0%	73.88%	86.89%	71
Provider 188	Ambulance	9,870	13.2%	6.4%	99.9%	65.05%	73.89%	51
Provider 189	COA	4,510	19.3%	7.0%	99.9%	72.76%	87.32%	71
Provider 190	Private Company	3,279	12.0%	12.3%	99.9%	90.02%	82.08%	57
Provider 145	RTA	113	15.3%	6.3%	100.0%	100.00%	100.00%	79
Provider 149	RTA	37	45.0%	0.0%	100.0%	100.00%	100.00%	95



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 1

Provider Number	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 1	Private Company	6,442	22%	0%	100%	81%	75%	83
Provider 2	Ambulance	39	15%	5%	100%	67%	56%	85
Provider 3	Private Company	5,607	22%	8%	100%	73%	71%	60
Provider 4	Private Company	2,877	30%	4%	100%	86%	77%	71
Provider 5	Private Company	4,093	11%	2%	100%	63%	68%	69
Provider 6	Private Company	839	13%	5%	100%	73%	77%	57
Provider 7	Private Company	6,886	16%	5%	100%	75%	69%	56
Provider 8	Private Company	1,390	21%	7%	99%	87%	87%	49
Provider 9	Private Company	1,018	21%	9%	100%	64%	67%	54
Provider 10	Private Company	1,129	14%	20%	100%	87%	49%	61
Provider 11	COA	2,735	15%	1%	100%	78%	71%	78
Provider 13	Private Company	1,848	7%	2%	100%	90%	87%	54
Provider 14	Private Company	3,223	16%	1%	100%	77%	88%	78
Provider 15	Private Company	12,229	24%	4%	99%	73%	66%	46
Provider 16	Ambulance	1,719	7%	3%	100%	72%	70%	60
Provider 17	Private Company	6,680	21%	0%	100%	61%	80%	83
Provider 18	Ambulance	2,045	15%	9%	100%	76%	70%	61
Provider 19	Ambulance	1,231	19%	17%	100%	69%	66%	64
Provider 20	Ambulance	379	15%	6%	100%	79%	60%	65
Provider 21	Private Company	3,484	26%	26%	100%	70%	95%	67
Provider 22	Private Company	6,964	23%	13%	100%	69%	99%	56
Provider 23	Private Company	6,110	22%	12%	99%	70%	73%	53
Provider 24	Private Company	6,305	21%	2%	99%	74%	78%	43
Provider 25	Private Company	10,410	27%	9%	100%	70%	49%	64
Provider 26	Private Company	17,983	26%	3%	100%	74%	77%	57
Provider 27	Private Company	13,171	15%	1%	99%	40%	37%	65
Provider 28	Ambulance	3,779	27%	3%	100%	37%	34%	69
Provider 29	Ambulance	734	14%	9%	100%	52%	53%	65



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 1

Provider Number	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 30	Private Company	0	0%	0%	100%	0%	0%	70
Provider 31	Private Company	1,582	23%	14%	98%	92%	91%	43
Provider 32	Private Company	219	19%	12%	100%	62%	51%	60
Provider 33	Private Company	0	0%	0%	100%	0%	0%	70
Provider 34	Ambulance	6,987	13%	2%	100%	76%	75%	66
Provider 35	Ambulance	1,122	18%	18%	99%	75%	41%	46
Provider 37	Private Company	63	327%	0%	100%	0%	0%	85
Provider 143	Private Company	1,346	36%	16%	99%	70%	63%	52
Provider 158	Private Company	2,028	20%	5%	100%	71%	69%	67
Provider 180	Private Company	232	29%	9%	98%	83%	72%	33
Provider 197	Private Company	19	26%	32%	100%	34%	27%	70
Provider 198	Private Company	52	37%	4%	100%	35%	31%	70
Provider 185	Private Company	6	0%	0%	100%	100%	67%	70



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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 38	Private Company	474	122%	84%	99%	0%	0%	45
Provider 39	Private Company	3,766	21%	9%	100%	68%	54%	50
Provider 40	COA	3,171	23%	13%	100%	63%	47%	55
Provider 43	COA	961	18%	3%	100%	87%	29%	69
Provider 44	Ambulance	14	43%	29%	100%	0%	0%	78
Provider 46	Ambulance	670	17%	27%	100%	82%	74%	50
Provider 48	COA	1,353	16%	6%	100%	74%	83%	66
Provider 50	priv	1,086	29%	11%	100%	75%	64%	69
Provider 51	Ambulance	0	0%	0%	100%	0%	0%	65
Provider 52	Private Company	1,472	12%	7%	100%	84%	70%	63
Provider 53	Private Company	1,102	13%	6%	100%	77%	89%	72
Provider 55	Private Company	344	23%	14%	100%	63%	63%	70
Provider 53	Ambulance	771	12%	30%	100%	63%	56%	52
Provider 60	Ambulance	1,085	13%	23%	100%	53%	42%	60
Provider 61	Private Company	5,555	21%	10%	99%	58%	49%	50
Provider 63	Private Company	27	130%	115%	100%	0%	0%	78
Provider 62	Private Company	2,328	25%	0%	100%	72%	33%	84
Provider 68	Ambulance	45	18%	0%	100%	100%	100%	85
Provider 72	Private Company	342	39%	118%	100%	63%	60%	54
Provider 74	Private Company	452	2%	2%	100%	72%	37%	42
Provider 75	Private Company	3,045	10%	2%	100%	54%	41%	41
Provider 76	Private Company	17	0%	0%	100%	0%	0%	85
Provider 191	Ambulance	4	0%	0%	100%	0%	0%	70
Provider 80	Private Company	1,698	33%	4%	100%	87%	82%	71
Provider 36	Private Company	20	20%	140%	100%	22%	50%	70
Provider 86	Private Company	1,106	22%	2%	98%	68%	72%	50
Provider 87	Private Company	242	24%	24%	98%	49%	43%	29
Provider 89	Private Company	2,323	17%	17%	99%	54%	35%	43



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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 90	Private Company	26	4%	0%	100%	17%	17%	70
Provider 92	Private Company	2,672	11%	7%	100%	68%	63%	43
Provider 94	Private Company	2,295	8%	1%	100%	14%	38%	64
Provider 95	Ambulance	1,851	12%	11%	99%	77%	76%	42
Provider 96	COA	2,179	21%	4%	100%	84%	78%	65
Provider 97	Private Company	2,564	10%	0%	100%	0%	0%	71
Provider 98	Private Company	330	13%	26%	99%	76%	68%	49
Provider 99	Ambulance	9	0%	22%	100%	67%	33%	70
Provider 106	Ambulance	188	27%	12%	99%	74%	58%	54
Provider 107	Ambulance	417	5%	5%	100%	71%	39%	62
Provider 111	Private Company	33	136%	61%	100%	0%	0%	70
Provider 112	Private Company	1,521	13%	16%	100%	74%	62%	46
Provider 113	Private Company	1,246	23%	26%	100%	89%	78%	48
Provider 115	Private Company	1,130	28%	21%	99%	85%	77%	51
Provider 117	Private Company	1,037	7%	22%	100%	25%	20%	40
Provider 118	COA	1,512	19%	1%	100%	67%	74%	70
Provider 120	Private Company	958	15%	4%	99%	61%	67%	55
Provider 123	Private Company	1,916	19%	9%	99%	67%	56%	37
Provider 126	Private Company	1,331	16%	22%	98%	73%	65%	35
Provider 135	Private Company	1,128	5%	4%	100%	44%	34%	50
Provider 139	Ambulance	2,058	29%	16%	100%	73%	57%	66
Provider 140	Private Company	1,994	24%	8%	100%	73%	63%	57
Provider 141	Private Company	273	21%	29%	99%	57%	46%	42
Provider 151	Private Company	1,115	27%	6%	100%	32%	55%	49
Provider 161	Private Company	770	25%	7%	100%	82%	69%	75
Provider 152	Private Company	123	17%	3%	98%	82%	63%	60
Provider 153	Private Company	444	17%	42%	100%	65%	67%	53
Provider 154	Private Company	241	25%	39%	99%	28%	24%	58



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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 159	Private Company	2,292	12%	8%	99%	60%	61%	39
Provider 162	Private Company	3,213	22%	1%	100%	36%	39%	76
Provider 166	Private Company	1,238	7%	29%	100%	77%	73%	61
Provider 167	Private Company	902	23%	35%	100%	64%	53%	69
Provider 168	Private Company	1,766	11%	3%	99%	46%	37%	48
Provider 171	RTA	4,163	37%	14%	99%	68%	54%	40
Provider 172	RTA	1,898	24%	10%	100%	66%	66%	66
Provider 173	Private Company	459	19%	23%	100%	67%	64%	41
Provider 174	Private Company	3,246	25%	6%	98%	58%	48%	42
Provider 177	Private Company	3	0%	33%	100%	33%	33%	70
Provider 178	Private Company	22	32%	18%	100%	67%	42%	70
Provider 192	Private Company	1	0%	0%	100%	32%	23%	70
Provider 181	Private Company	13	23%	31%	100%	25%	38%	70
Provider 184	Private Company	13	23%	23%	100%	78%	78%	70
Provider 185	Private Company	202	2%	1%	100%	34%	26%	68
Provider 188	Private Company	3,965	26%	2%	100%	79%	65%	58
Provider 189	COA	2,695	24%	17%	100%	80%	76%	60
Provider 190	Private Company	1,226	19%	13%	100%	88%	75%	60



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 3

Provider Number	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 41	Private Company	1,954	25%	11%	99%	69%	54%	46
Provider 42	Private Company	1,343	17%	1%	100%	80%	27%	80
Provider 45	Private Company	7,380	8%	1%	100%	67%	55%	63
Provider 47	Ambulance	85	44%	56%	100%	91%	73%	70
Provider 49	Private Company	5,280	30%	9%	100%	66%	58%	53
Provider 54	Private Company	1,354	13%	1%	100%	61%	56%	76
Provider 57	Private Company	812	10%	4%	100%	68%	44%	55
Provider 58	Private Company	2,037	12%	4%	100%	70%	52%	47
Provider 59	Private Company	1,125	22%	6%	100%	93%	93%	77
Provider 64	Ambulance	74	12%	11%	100%	0%	0%	67
Provider 71	Private Company	920	9%	6%	100%	46%	42%	64
Provider 73	Private Company	100	10%	27%	100%	100%	100%	81
Provider 77	Private Company	1,297	25%	14%	100%	79%	62%	65
Provider 78	Private Company	165	24%	9%	99%	78%	67%	51
Provider 79	Private Company	424	20%	1%	100%	100%	100%	90
Provider 193	Private Company	19	0%	47%	100%	40%	50%	63
Provider 81	Ambulance	84	20%	0%	100%	23%	26%	70
Provider 82	Ambulance	16	25%	63%	100%	83%	75%	68
Provider 83	Ambulance	223	21%	74%	99%	22%	50%	50
Provider 88	Private Company	5,010	14%	9%	99%	78%	62%	40
Provider 91	Private Company	697	14%	10%	99%	67%	55%	41
Provider 101	Private Company	3,064	29%	23%	100%	80%	75%	48
Provider 102	Private Company	363	14%	4%	99%	52%	52%	65
Provider 194	Private Company	1	0%	0%	100%	0%	100%	75
Provider 104	Private Company	3,585	16%	9%	99%	69%	51%	35
Provider 105	Private Company	23	9%	0%	100%	65%	5%	73
Provider 108	Private Company	463	35%	20%	100%	56%	51%	51
Provider 109	Ambulance	281	32%	32%	100%	96%	61%	62



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 3

Provider Number	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 110	Private Company	2,049	3%	3%	100%	50%	49%	53
Provider 114	Private Company	2,349	26%	4%	100%	78%	70%	65
Provider 116	Private Company	1,234	9%	0%	100%	23%	58%	75
Provider 119	Private Company	10	150%	0%	100%	0%	0%	85
Provider 121	Private Company	5,333	19%	4%	99%	61%	48%	46
Provider 122	Private Company	1,625	8%	3%	100%	70%	38%	63
Provider 124	Ambulance	1,738	20%	6%	100%	6%	40%	62
Provider 125	Ambulance	977	13%	21%	100%	85%	79%	46
Provider 127	RTA	4,947	14%	12%	100%	65%	54%	42
Provider 128	RTA	3,102	31%	2%	100%	62%	51%	72
Provider 134	RTA	2,077	28%	6%	100%	80%	66%	74
Provider 141	Private Company	868	24%	3%	99%	57%	46%	52
Provider 142	Ambulance	48	6%	4%	100%	0%	0%	70
Provider 163	Private Company	130	32%	9%	100%	34%	33%	70
Provider 155	Private Company	951	12%	27%	100%	73%	59%	66
Provider 156	Private Company	148	18%	23%	100%	71%	71%	70
Provider 157	Private Company	1,600	20%	6%	100%	58%	63%	60
Provider 160	Private Company	1,871	23%	12%	100%	60%	53%	59
Provider 169	Private Company	1,247	18%	7%	99%	75%	63%	53
Provider 175	Private Company	9,396	19%	5%	100%	70%	71%	53
Provider 176	Private Company	336	5%	13%	99%	63%	66%	63
Provider 195	Private Company	197	20%	16%	99%	81%	49%	52
Provider 186	RTA	1,669	45%	62%	96%	42%	35%	40
Provider 187	RTA	3,879	16%	5%	100%	61%	51%	47

**Prompt Payment Aging Report By Invoice Received Date**

04/01/2012 to 06/30/2012

Some Broker Clients, All Transportation Providers

*\* May include invoices with future check dates \****Report Totals****Provider Payments  
Days To Pay**

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	19	468,856	96.90%	7,379	1.57%
<b>31-60 Days</b>	33	14,989	3.10%	297	1.98%
<b>61-90 Days</b>	62	9	0.00%	0	0.00%
<b>&gt; 90 Days</b>	0	0	0.00%	0	0.00%
	<b>20</b>	<b>483,854</b>	<b>100.00%</b>	<b>7,676</b>	

**Provider Billing  
Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	12	432,371	89.36%	160
<b>31-60 Days</b>	40	38,422	7.94%	101
<b>61-90 Days</b>	75	8,130	1.68%	49
<b>91-120 Days</b>	102	1,874	0.39%	14
<b>121-150 Days</b>	134	633	0.13%	8
<b>&gt; 150 Days</b>	202	2,424	0.50%	8
	<b>17</b>	<b>483,854</b>	<b>100.00%</b>	

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Mar 2012	April 2012	May 2012	June 2012	July 2012	Aug 2012	SFY 2011 Totals	SFY 2012 Totals
<b>Beneficiary</b>	24	19	14	5	0	4	215	290
• Reservation	0	0	0	2	0	0	0	188
• Transportation	0	0	0	0	0	1	0	0
• Service Delivery	23	18	12	3	0	3	212	90
• Other	1	1	2	0	0	0	3	12
<b>Transportation Provider</b>	2	1	1	0	0	0	4	38
• Reservation	0	0	0	0	0	0	0	3
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	1
• Payment	2	1	1	0	0	0	2	31
• Other	0	0	0	0	0	0	1	3
<b>Health Care Provider</b>	4	1	4	0	0	3	6	52
• Reservation	0	0	1	0	0	0	2	36
• Transportation	0	0	0	0	0	1	0	0
• Service Delivery	4	1	3	0	0	2	4	16
• Other	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	0	0	0	0	0	4	5
• 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	3	3
• Other	0	0	0	0	0	0	1	2
<b>Totals</b>	30	21	19	5	0	7	229	385



**State of South Carolina**  
**Department of Health and Human Services**

**Summary of Reported Rider Injury and Incidents**  
**April – June 2012**

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 fourth quarter of state fiscal year 2012, the broker reported the occurrence of 78 incidents and injuries for the 465,900 trips taken. There were 53 incidents and 25 injuries. Each incident and injury was reviewed by 2 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. 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, members and transportation drivers had the highest occurrence rates of primary responsibility for the incidents and injuries reported. The member category includes family members and escorts. Based on our analysis, there were no transportation providers with more than one serious injury or incident and no transportation provider had more than two reported incidents and injuries for the three month period. SCDHHS found nothing indicating that a review of operations is required for any specific transportation provider.

## Summary of Reported Rider Injury and Incidents April – June 2012

### 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 April 2012 – June 2012 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	26
	3	23
Incident Total		53

### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	7
	2	17
	3	1
Injury Total		25

### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	9
	2	12
	3	10
Member	1	0
	2	23
	3	13
Member And Driver	1	1
	2	0
	3	0
Other Driver	1	1
	2	3
	3	1
Other	1	0
	2	5
	3	0
Total		78

**Summary of Reported Rider Injury and Incidents  
April – June 2012**

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

Provider	Severity (1-3, 1=most serious)	Total
None this reporting period.	1	0
	2	0
	3	0

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

Agency / Broker

April 17, 2012	Agency meeting with Logisticare
May 15, 2012	Agency meeting with Logisticare
June 19, 2012	Agency meeting with Logisticare
July 19, 2012	Agency meeting with Logisticare
August 21, 2012	Agency meeting with Logisticare
September 18, 2012	Agency meeting with Logisticare
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

June 6, 2012	Region 1 Quarterly Meeting - Greenville
June 13, 2012	Region 2 Quarterly Meeting - Columbia
June 14, 2012	Region 3 Quarterly Meeting - Charleston
August 14, 2012	Region 2 Quarterly Meeting - Columbia
August 15, 2012	Region 3 Quarterly Meeting - Florence
August 22, 2012	Region 1 Quarterly Meeting - Greenville

Agency / Other Stakeholder Meetings

August 14, 2012	TASC Work Group
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Agency / Logisticare / Transportation Provider Meetings

May 17, 2012	Palmetto Public Affairs, LLC - Columbia
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Transportation Advisory Committee Meetings

June 28, 2012	TAC Meeting
September 27, 2012	TAC Meeting - Scheduled
December 13, 2012	TAC Meeting - Scheduled

### Logisticare / Transportation Provider Meetings

June 6, 2012	Region 1 Quarterly Meeting - Greenville
June 13, 2012	Region 2 Quarterly Meeting - Columbia
June 14, 2012	Region 3 Quarterly Meeting - Charleston
August 14, 2012	Region 2 Quarterly Meeting - Columbia
August 15, 2012	Region 3 Quarterly Meeting - Florence
August 22, 2012	Region 1 Quarterly Meeting - Greenville

### Logisticare / Healthcare Community Individual Meetings

September 4, 2012	New Horizons - Columbia
September 4, 2012	FMC-Lower Richland - Columbia
September 4, 2012	Helping Hands- ADC - Columbia
September 4, 2012	FMC-Meadowlake - Columbia
September 4, 2012	ARA- Central Columbia Kidney - Columbia
September 4, 2012	ARA- Northeast Columbia Kidney - Columbia
September 4, 2012	Winnsboro Active Day Care - Winnsboro
September 4, 2012	FMC-Fairfield Dialysis - Winnsboro
September 4, 2012	FMC-Camden - Camden
September 4, 2012	FMC-Lugoff-Elgin - Lugoff
September 4, 2012	Mirci - Columbia
September 5, 2012	Active Day of Greenville - Greenville
September 5, 2012	Magnolia Manor - Greenville
September 5, 2012	Davita-Greenville West End - Greenville
September 5, 2012	FMC-Fountain Inn - Fountain Inn
September 10, 2012	CareBridge Adult Day Care - Boling Springs
September 10, 2012	New Day Clubhouse - Spartanburg
September 10, 2012	ARA-Spartanburg Dialysis - Spartanburg
September 10, 2012	DCI-Freemont - Spartanburg
September 10, 2012	Charles Lea Center - Spartanburg
September 10, 2012	DCI-East Spartanburg Dialysis - Spartanburg

### Program Review Site Visits

February 8, 2012	Logisticare Readiness Review – Greenville
July 26, 2012	SCDHHS and Logisticare Unannounced – Greenville
September 6, 2012	SCDHHS and Logisticare Unannounced – Georgetown