

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
June 2017

Transportation Metrics	Performance Goal	April 2017 Final	May 2017 Final	June 2017 Final
Unduplicated Beneficiaries		25,697	26,972	26,829
Total trips provided by type of transportation		145,586	163,284	158,815
• Non-Emergency Ambulatory Sedan/Van Trips		103,828	116,334	112,586
• Wheelchair Trips		19,080	21,667	20,191
• Stretcher Trips		2,533	2,929	2,790
• Individual Transportation Gas Trip		19,365	21,540	22,427
• Non-Emergency Ambulance ALS		106	93	100
• Non-Emergency Ambulance BLS		126	157	120
• Public Transportation Bus Trip		548	564	601
Total Over Night Trips Arranged		98	91	90
Total Extra Passengers		17,038	18,341	19,637
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.20%	0.22%	0.20%
• Number of Pickups On Time (A Leg)		56,278	63,507	61,258
• Number of Deliveries On Time (A Leg)		52,301	58,987	57,125
• Number of Pickups On Time (B Leg)		51,276	57,879	55,697
• Number of Trips Within Ride Time (All Trips)		126,580	141,718	136,485
• Percent of Pickups On Time (A Leg)	>= 90%	88.64%	88.85%	89.27%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.48%	82.63%	83.35%
• Percent of Pickups On Time (B Leg)	>= 90%	86.65%	86.48%	86.62%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.58%	99.55%	99.60%
Actual number of calls		80,864	92,974	90,271
• Average phone calls daily		4,043	4,226	4,103
• Average Answer Speed	< 1:00	0:00:34	0:01:11	0:00:58
• Average Talk Time		0:05:07	0:05:05	0:05:12
• Average Time On Hold	<= 3:00	0:01:39	0:01:35	0:01:40
• Average time on hold before abandonment	< 1:30	0:00:57	0:02:10	0:01:36
• Average number of calls abandoned daily		67	179	131
• Percentage of calls abandoned daily	< 5.0%	1.65%	4.23%	3.18%
Total number of complaints by type - Valid		4,605	5,296	5,473
• Provider No-Show		249	315	278
• Timeliness		2,180	2,346	2,709
• Other Stakeholders		2,066	2,502	2,366
• Call Center Operations		8	15	14
• Driver Behavior		13	8	5
• Provider Service Quality		14	11	22
• Miscellaneous		58	76	57
• Rider Injury / Incident		17	23	22
• Valid Complaints as percentage of total trips		3.16%	3.24%	3.45%
Total number of complaints by type - Invalid & Other		207	223	240
• Provider No-Show		31	26	42
• Timeliness		57	50	58
• Other Stakeholders		45	49	48
• Call Center Operations		2	8	2
• Driver Behavior		24	18	21
• Provider Service Quality		9	7	5
• Miscellaneous		36	44	56
• Rider Injury / Incident		3	21	8
• Invalid & Other Complaints as percentage of total trips		0.14%	0.14%	0.15%
Total number of denials by type		5,302	5,986	5,332
• Non-Urgent / Under Days of Notice		1,399	1,703	1,475
• Non-Covered Service		611	613	584
• Ineligible For Transport		408	451	384
• Unable to Confirm Medical Appointment w/ Provider		153	189	191
• Does Not Meet Transportation Protocols		10	5	12
• Incomplete Information		2,113	2,386	2,112
• Needs Emergency Services		5	5	9
• Beneficiary Has Medicare Part B or Other Coverage		603	634	565
• Denials as percentage of total trips		3.64%	3.67%	3.36%

Average Last Three Months	Average SFY 2017	Average SFY 2016	Totals SFY 2017	Totals SFY 2016
26,499	27,159	27,372	75,849	76,868
155,895	157,728	159,385	1,892,734	1,912,616
110,916	113,180	116,315	1,358,154	1,395,783
20,313	20,191	20,207	242,291	242,485
2,751	2,843	2,816	34,112	33,791
21,111	20,667	19,279	248,007	231,345
100	103	82	1,234	978
134	124	109	1,492	1,313
571	620	577	7,444	6,921
93	91	76	1,086	910
18,339	19,993	18,315	239,914	219,775
0.21%	0.28%	0.21%	--	--
60,348	61,478	67,240	737,737	806,881
56,138	57,919	65,036	695,027	780,432
54,951	55,858	60,843	670,297	730,117
134,928	137,321	146,335	1,647,852	1,756,018
88.92%	88.99%	90.83%	--	--
82.82%	83.98%	88.22%	--	--
86.58%	86.82%	90.05%	--	--
99.58%	99.64%	99.71%	--	--
88,036	89,380	91,438	1,072,563	1,097,260
4,124	4,205	4,275	--	--
0:00:54	0:00:57	0:02:45	--	--
0:05:08	0:04:44	0:04:27	--	--
0:01:38	0:01:45	0:01:44	--	--
0:01:34	0:01:16	0:02:06	--	--
125	138	439	--	--
3.02%	3.26%	10.16%	--	--
5,125	5,812	3,556	69,745	42,672
281	387	299	4,645	3,592
2,412	2,298	1,696	27,578	20,356
2,311	2,979	1,423	35,742	17,080
12	23	36	271	433
9	8	6	93	77
16	12	9	145	109
64	88	62	1,054	749
21	19	23	227	275
3.28%	3.68%	2.23%	--	--
223	205	209	2,460	2,510
33	27	41	318	489
55	45	50	536	605
47	59	27	709	318
4	10	14	117	173
21	12	15	149	177
7	6	10	68	117
45	36	41	437	491
11	11	12	126	140
0.14%	0.13%	0.13%	--	--
5,540	5,171	4,760	62,052	57,123
1,526	1,450	1,143	17,399	13,721
603	495	443	5,945	5,316
414	311	299	3,735	3,585
178	185	150	2,220	1,803
9	12	8	141	92
2,204	2,105	2,115	25,257	25,381
6	6	6	72	77
601	607	596	7,283	7,148
3.56%	3.28%	2.99%	--	--

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

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

Explanation of Complaint & Denial Categories

COMPLAINTS:

Provider No Show

Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

Miscellaneous

- o Re-Route
- o Transportation Provider

Rider Injury/Incident

- o Injuries
- o Incident Rider

DENIALS:

Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over*
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

Unable to Verify Medical Appointment

Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

Incomplete Information

Needs Emergency Services

- o Needs 9-1-1

Beneficiary Has Medicare Part B

* Approval pending additional verification. Annual Adult benefit is \$750.00

* Denials are calculated with Gross Data (Verified Paid and Non-Paid Trips)

Trip Summary

Apr-17					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	14,728	43.84%	98.90%	91.96%	85.84%
Commercial	120,878	15.22%	98.60%	88.71%	81.19%
Private	15,030	0.25%	100.00%	85.60%	89.13%
Transit	21,046	14.11%	99.29%	86.59%	83.64%
Volunteer	538	4.81%	99.36%	93.48%	86.58%
May-17					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	15,922	50.85%	99.41%	93.76%	86.87%
Commercial	135,085	14.13%	98.55%	88.48%	81.00%
Private	17,020	0.28%	99.98%	82.27%	90.52%
Transit	23,820	12.53%	99.17%	86.67%	83.04%
Volunteer	609	21.87%	99.74%	91.25%	84.76%
Jun-17					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	15,056	64.88%	99.49%	92.93%	86.62%
Commercial	131,519	17.20%	98.35%	88.58%	80.45%
Private	16,253	0.12%	99.99%	83.04%	93.68%
Transit	22,970	11.98%	99.19%	86.61%	83.35%
Volunteer	547	8.68%	99.38%	92.38%	81.34%
4th					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	45,706	53.07%	99.26%	92.87%	86.43%
Commercial	387,482	15.52%	98.50%	88.59%	80.87%
Private	48,303	0.22%	99.99%	83.60%	91.15%
Transit	67,836	12.87%	99.22%	86.62%	83.34%
Volunteer	1,694	11.70%	99.50%	92.43%	84.42%

Complaints By Provider Type

Transportation Metrics	Apr 2017	May 2017	Jun 2017
Total Trips Provided - Ambulance	14,728	15,922	15,056
• Provider No-Show	15	24	15
• Timeliness	156	121	126
• Other Stakeholders	91	100	84
• Call Center Operations	2	1	0
• Driver Behavior	1	0	0
• Provider Service Quality	0	0	1
• Miscellaneous	5	7	5
• Rider Injury / Incident	0	2	0
Total Valid Complaints by Provider Type - Ambulance	270	255	231
Total Invalid Complaints by Provider Type - Ambulance	6	4	1
Valid Ambulance Complaints as % of Total Ambulance Trips	1.83%	1.60%	1.53%
Total Trips Provided - Commercial	120,878	135,085	131,519
• Provider No-Show	211	250	241
• Timeliness	1,840	2,054	2,366
• Other Stakeholders	1,629	2,006	1,908
• Call Center Operations	5	5	3
• Driver Behavior	11	8	5
• Provider Service Quality	14	11	21
• Miscellaneous	44	56	49
• Rider Injury / Incident	18	18	18
Total Valid Complaints by Provider Type - Commercial	3,772	4,408	4,611
Total Invalid Complaints by Provider Type - Commercial	123	125	131
Valid Commercial Complaints as % of Total Commercial Trips	3.12%	3.26%	3.51%
Total Trips Provided - Private	15,030	17,020	16,253
• Provider No-Show	0	2	1
• Timeliness	1	0	0
• Other Stakeholders	2	0	1
• Call Center Operations	0	0	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	1	0
• Rider Injury / Incident	0	1	0
Total Valid Complaints by Provider Type - Private	3	4	2
Total Invalid Complaints by Provider Type - Private	0	5	0
Valid Private Complaints as % of Total Private Trips	0.02%	0.02%	0.01%
Total Trips Provided - Transit	21,046	23,820	22,970
• Provider No-Show	18	22	14
• Timeliness	180	166	214
• Other Stakeholders	304	365	357
• Call Center Operations	0	1	3
• Driver Behavior	2	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	5	7	3
• Rider Injury / Incident	1	2	4
Total Valid Complaints by Provider Type - Transit	510	563	595
Total Invalid Complaints by Provider Type - Transit	21	24	29
Valid Transit Complaints as % of Total Transit Trips	2.42%	2.36%	2.59%
Total Trips Provided - Volunteer	538	609	547
• Provider No-Show	1	0	1
• Timeliness	2	2	3
• Other Stakeholders	11	13	11
• Call Center Operations	0	0	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Volunteer	14	15	15
Total Invalid Complaints by Provider Type - Volunteer	1	0	0
Valid Volunteer Complaints as % of Total Volunteer Trips	2.60%	2.46%	2.74%
All Providers			
Total trips provided	172,220	192,456	186,345
Total Valid complaints	4,569	5,245	5,454
Total Invalid complaints	151	158	161
Valid Complaints as percentage of total trips	0.09%	0.08%	0.09%

Average Last Three Months	Average SFY 2017	Totals SFY 2017
15,235	16,788	201,461
18	22	267
134	118	1,410
92	133	1,593
1	3	33
0	0	5
0	1	9
6	4	48
1	1	13
252	282	3,378
4	6	72
1.66%	1.67%	-
129,161	135,057	1,620,685
234	315	3,783
2,087	1,922	23,065
1,848	2,262	27,140
4	14	162
8	8	90
15	12	140
50	76	914
18	15	182
4,264	4,706	56,476
126	102	1,226
3.30%	3.48%	-
16,101	16,189	194,271
1	1	7
0	2	18
1	2	27
0	0	2
0	0	0
0	0	0
0	0	3
0	0	1
3	5	58
2	1	10
0.02%	0.03%	-
22,612	24,031	288,366
18	25	305
187	176	2,106
342	474	5,692
1	2	20
1	0	4
0	0	3
5	6	66
2	3	30
556	711	8,526
25	20	238
2.46%	2.94%	-
565	587	7,041
1	3	40
2	2	21
12	17	199
0	1	6
0	0	0
0	0	3
0	0	5
0	0	2
15	23	276
0	1	8
2.60%	3.91%	-
183,674	192,652	2,311,824
5,089	5,726	68,711
157	142	1,708
0.09%	0.07%	-

Prompt Payment Aging Report By Invoice Received Date

LogistiCare Solutions, LLC

04/01/2017 to 06/30/2017

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

Report Totals

Provider Payments

Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	19	497,822	100.00%	5,230	1.05%
31-60 Days	44	10	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	19	497,832	100.00%	5,230	

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	10	460,038	92.41%	166
31-60 Days	41	25,261	5.07%	103
61-90 Days	74	6,751	1.36%	39
91-120 Days	102	2,492	0.50%	19
121-150 Days	134	1,087	0.22%	6
> 150 Days	248	2,203	0.44%	10
	14	497,832	100.00%	

LogistiCare Quarterly Provider Retention

Quarter SFY	Total Active Provider Sites at Beginning of Quarter (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Quarter (e)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015	160	6	6	3	157	5.63%	3.75%
Quarter 1, 2016	157	9	3	3	160	3.82%	5.73%
Quarter 2, 2016	160	5	5	1	159	3.75%	3.13%
Quarter 3, 2016	159	1	4	5	151	5.66%	0.63%
Quarter 4, 2016	151	6	1	0	156	0.66%	3.97%
Quarter 1, 2017	156	12	3	3	162	3.85%	7.69%
Quarter 2, 2017	162	0	5	1	156	3.70%	0.00%
Quarter 3, 2017	156	3	6	6	147	7.69%	1.92%
Quarter 4, 2017	147	4	3	1	147	2.72%	2.72%
TOTAL	n/a	51	38	23	n/a	n/a	n/a

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

NEMT Incidents and Injuries by Provider Contribution
April through June, 2017

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 15,374	Percent of Total Paid Trips for the Quarter 467,685
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	12	12	24	0.1561	0.0051
Injury - 3 (least severe)	6	7	13	0.0846	0.0028
Total Injuries	18	19	37	0.2407	0.0079

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 15,374	Percent of Total Paid Trips for the Quarter 467,685
Incident - 1 (most severe)	0	15	15	0.0976	0.0032
Incident - 2	13	15	28	0.1821	0.0060
Incident - 3 (least severe)	27	7	34	0.2212	0.0073
Total Incidents	40	37	77	0.5008	0.0165

Injury Severity Criteria:

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Non-severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

Incident Severity Criteria:

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe incident reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;
Non-severe incident effecting member.

Note: In Quarter Three of Fiscal Year 2017, the Broker and DHHS three member panel determined 5 incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

Note: Incident and Injury complaints can be from paid and non-paid claims.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2016/2017	July	August	September	October	November	December	January '17	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2016/2017	September	December	March '17	June	September
	x	x	X	x	Scheduled

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

SFY 2016/2017	September	December	March	June	September
	x	x	Rescheduled	x	Scheduled

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

SFY 2016/2017	September	December	March	June	August	SFY 2016/2017	September	December	March	June	August
Region 1	x	x	x	x	Scheduled	Region 3	x	x	x	x	Scheduled
SFY 2016/2017	September	December	March	June	August	SFY 2016/2017	September	December	March	June	August
Region 2	x	x	x	x	Scheduled	Region 3.1	x	x	x	x	Scheduled

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

SFY 2016/2017	July '16	August	September	October	November	December	January '17	February	March	April	May	June
Area Visited (1)	Individual	Individual	Individual	Columbia~	Hampton	Greenville	Aiken		Myrtle Beach	Sumter	Manning	Spartanburg
Area Visited (2)					Colleton							

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2016/2017	July '16	August	September	October	November	December	January '17	February	March	April	May	June
Dialysis	12	21	6	4	5	6	23	12	24	17	28	39
Mental Health	2	6	2	2	0	3	4	5	4	6	2	11
Other	7	10	6	36	30	10	24	21	17	18	17	8

9/14/2017

Rider No Show Process for Other States

State	Response	Methodology	Notes
Arkansas	No	N/A	
Connecticut	No	N/A	
Delaware	No	N/A	
Florida	No	N/A	
Georgia	Yes	Rate is Broker specific (more than one broker in the state). Certain procedure and State Funds.	
Kenucky	No	N/A	
Louisiana	No	N/A	
Maine	No	N/A	
Massachusetts	No	N/A	
Michigan	No	N/A	
Missouri	No	N/A	
Nebraska	No	N/A	
New Jersey	No	N/A	
New York	No	N/A	
Oklahoma	No	N/A	
Pennsylvania	No	N/A	
Rhode Island	No	N/A	
Tennessee	No	N/A	
Texas	No	N/A	
Utah	No	N/A	
Vermont	No	N/A	
Virginia	No	N/A	
Washington	No	N/A	
Washington D.C.	No	N/A	
West Virginia	No	N/A	
Wyoming	No	N/A	Wyoming does not utilize a broker system, but pay taxi's directly. If behavior continues, taxi's will refuse service.