SC DHHS
Broker Report Card

South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
March 2019

Transportation Metrics	Performance Goal	January 2019 Final	February 2019 Final	March 2019 Final	Average Last Three Months	Average SFY 2019	Average SFY 2018	Totals SFY 2019	Totals SFY 2018
Unduplicated Beneficiaries		**27,114**	**26,567**	**25,788**	**26,490**	**26,166**	**26,522**	**62,097**	**73,928**
Total trips provided by type of transportation		**160,633**	**148,815**	**154,323**	**154,590**	**151,608**	**154,555**	**1,364,474**	**1,854,656**
• Non-Emergency Ambulatory Sedan/Van Trips		117,237	108,955	111,647	112,613	110,206	110,627	991,850	1,327,529
• Wheelchair Trips		16,942	15,406	16,399	16,249	16,191	18,456	145,720	221,477
• Stretcher Trips		2,154	1,992	1,984	2,043	1,884	2,282	16,953	27,388
• Individual Transportation Gas Trip		23,783	21,868	23,669	23,107	22,750	22,516	204,754	270,194
• Non-Emergency Ambulance ALS		86	77	81	81	69	96	624	1,150
• Non-Emergency Ambulance BLS		79	50	37	55	59	89	535	1,069
• Public Transportation Bus Trip		352	467	506	442	449	487	4,038	5,849
Total Over Night Trips Arranged		**24**	**33**	**50**	**36**	**41**	**102**	**372**	**1,223**
Total Extra Passengers		**17,457**	**16,123**	**15,097**	**16,226**	**15,749**	**16,787**	**141,738**	**201,439**
• Provider No-Shows as Percentage of Total Trips	**<=0.25%**	0.22%	0.19%	0.18%	0.20%	0.21%	0.24%	--	--
• Number of Pickups On Time (A Leg)		60,849	56,501	58,669	58,673	57,584	59,293	518,255	711,519
• Number of Deliveries On Time (A Leg)		57,588	53,501	55,289	55,459	54,359	55,626	489,229	667,516
• Number of Pickups On Time (B Leg)		53,449	49,415	51,107	51,324	51,315	53,938	461,831	647,251
• Number of Trips Within Ride Time (All Trips)		137,175	127,418	130,941	131,845	129,139	132,231	1,162,248	1,586,766
• Percent of Pickups On Time (A Leg)	**>= 90%**	87.98%	88.09%	88.71%	88.26%	88.29%	88.78%	--	--
• Percent of Deliveries On Time (A Leg)	**>= 95%**	83.43%	83.54%	83.74%	83.57%	83.55%	83.55%	--	--
• Percent of Pickups On Time (B Leg)	**>= 90%**	82.44%	82.40%	82.73%	82.53%	84.22%	86.63%	--	--
• Percent of Trips Within Ride Time (All Trips)	**>= 99%**	99.57%	99.67%	99.62%	99.62%	99.61%	99.59%	--	--
Actual number of calls		**114,369**	**102,035**	**98,008**	**104,804**	**102,540**	**97,043**	**922,860**	**1,164,518**
• Average phone calls daily		4,973	5,102	4,666	4,913	4,802	4,581	--	--
• Average Answer Speed	**< 1:00**	0:00:39	0:00:55	0:00:53	0:00:49	0:01:01	0:00:53	--	--
• Average Talk Time		0:04:34	0:04:40	0:04:48	0:04:41	0:04:43	0:05:05	--	--
• Average Time On Hold	**<= 3:00**	0:01:21	0:01:23	0:01:28	0:01:24	0:01:34	0:01:40	--	--
• Average time on hold before abandonment	**< 1:30**	0:00:59	0:01:18	0:01:29	0:01:15	0:01:34	0:01:15	--	--
• Average number of calls abandoned daily		102	169	165	145	178	133	--	--
• Percentage of calls abandoned daily	**< 5.0%**	2.05%	3.32%	3.54%	2.97%	3.67%	2.90%	--	--
Total number of complaints by type - Valid		**6,166**	**5,093**	**4,936**	**5,398**	**5,248**	**5,265**	**47,230**	**63,181**
• Provider No-Show		302	244	232	259	267	315	2,403	3,775
• Timeliness		2,810	2,210	1,848	2,289	2,164	2,383	19,478	28,596
• Other Stakeholders		2,806	2,440	2,681	2,642	2,630	2,420	23,674	29,038
• Call Center Operations		120	107	72	100	87	52	785	628
• Driver Behavior		10	12	13	12	8	7	73	82
• Provider Service Quality		9	17	14	13	12	12	106	140
• Miscellaneous		87	44	52	61	59	54	530	646
• Rider Injury / Incident		22	19	24	22	20	23	181	276
• Valid Complaints as percentage of total trips		3.84%	3.42%	3.20%	3.49%	3.46%	3.40%	--	--
Total number of complaints by type - Invalid & Other		**294**	**229**	**245**	**256**	**278**	**276**	**2,506**	**3,314**
• Provider No-Show		25	19	38	27	27	34	246	409
• Timeliness		51	48	39	46	42	56	377	668
• Other Stakeholders		86	73	65	75	90	68	807	816
• Call Center Operations		27	14	16	19	26	21	237	246
• Driver Behavior		25	13	12	17	25	33	227	392
• Provider Service Quality		12	5	12	10	15	16	137	193
• Miscellaneous		62	50	52	55	44	40	397	481
• Rider Injury / Incident		6	7	11	8	9	9	78	109
• Invalid & Other Complaints as percentage of total trips		0.18%	0.15%	0.16%	0.17%	0.18%	0.18%	--	--
Total number of denials by type		**5,466**	**4,830**	**4,978**	**5,091**	**4,705**	**5,081**	**42,348**	**60,972**
• Non-Urgent / Under Days of Notice		1,926	1,690	1,866	1,827	1,715	1,577	15,434	18,926
• Non-Covered Service		692	718	695	702	662	608	5,960	7,298
• Ineligible For Transport		263	185	199	216	208	290	1,872	3,475
• Unable to Confirm Medical Appointment w/ Provider		168	140	170	159	159	237	1,429	2,847
• Does Not Meet Transportation Protocols		9	13	16	13	11	13	99	154
• Incomplete Information		2,241	1,893	1,797	1,977	1,778	2,008	16,005	24,090
• Needs Emergency Services		3	4	1	3	4	8	34	91
• Beneficiary Has Medicare Part B or Other Coverage		164	187	234	195	168	341	1,515	4,091
• Denials as percentage of total trips		3.40%	3.25%	3.23%	3.29%	3.10%	3.29%	--	--

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

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

Explanation of Complaint & Denial Categories

COMPLAINTS:	DENIALS:
Provider No Show	**Non-Urgent/Under Days of Notice**
Timeliness	o Lacks 2-Day Notice
o Transportation Provider Early	o Lacks 3-Day Notice
o Transportation Provider Late	**Non Covered Service**
Other Stakeholders	o Not Covered
o Facility Issues	o Breast Reconstruction
o Rider Issues	o Dental Care 21 and Over*
o Rider No Show	o Free Services
o Suspected Rider Fraud & Abuse	o Gastric Bypass Pre-Auth
Call Center Operations	o Orthotic Device Pre Auth
o LogistiCare Issues	o Hospital to Hospital (Unless a higher level of hospital service)
o LogistiCare Employee Issues	**Ineligible for Service**
Driver Behavior	o Not Eligible
o Subcontractor Courtesy	o Crisis or Disaster
o Transportation Provider Employee	o Recipient Not In Service Area
Provider Service Quality	o No Primary Care Physician Referral
o Subcontractor Safety	**Unable to Verify Medical Appointment**
o Suspected TP Fraud & Abuse	**Does Not Meet Transportation Protocol**
o Vehicle Issue	o Minor without Escort
Miscellaneous	o Refused Public Transit
o Re-Route	o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk
oTransportation Provider	**Incomplete Information**
Rider Injury/Incident	**Needs Emergency Services**
o Injuries	o Needs 9-1-1
o Incident Rider	**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)

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All Regions

Third Quarter SFY 2018 - 2019 **January 2019 - March 2019**

Trip Summary

	Jan-19				
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	8,498	183.54%	97.77%	94.60%	90.86%
Commercial	138,582	16.10%	98.45%	90.90%	83.64%
Private	18,089	0.16%	99.99%	83.23%	90.92%
Transit	25,258	11.20%	98.67%	82.39%	77.64%
Volunteer	805	8.02%	99.17%	82.39%	74.43%

	Feb-19				
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	6,970	307.99%	98.01%	93.08%	88.95%
Commercial	127,741	16.86%	98.77%	91.42%	84.68%
Private	15,995	0.11%	99.99%	82.02%	90.12%
Transit	22,889	11.29%	98.69%	82.64%	76.56%
Volunteer	775	7.61%	99.64%	85.66%	75.35%

	Mar-19				
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	7,132	145.51%	98.34%	93.55%	89.18%
Commercial	130,117	16.28%	98.86%	91.17%	83.96%
Private	16,622	0.36%	99.99%	84.17%	91.12%
Transit	22,983	16.16%	98.75%	82.34%	75.93%
Volunteer	600	18.41%	99.64%	87.19%	78.08%

	3rd Quarter SFY 2018 - 2019				
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	22,600	211.68%	98.03%	93.79%	89.74%
Commercial	396,440	16.42%	98.69%	91.16%	84.10%
Private	50,706	0.21%	99.99%	83.12%	90.71%
Transit	71,130	12.89%	98.70%	82.46%	76.71%
Volunteer	2,180	11.35%	99.48%	85.08%	75.96%

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All Regions

Third Quarter SFY 2018 - 2019 **January 2018 - March 2018**

Complaints By Provider Type

Transportation Metrics	Jan 2019	Feb 2019	Mar 2019	Average Last Three Months	Average SFY 2019	Totals SFY 2019
Total Trips Provided - Ambulance	**8,498**	**6,970**	**7,132**	**7,533**	**9,253**	**83,275**
• Provider No-Show	14	14	3	**10**	**16**	**148**
• Timeliness	161	117	108	**129**	**138**	**1,246**
• Other Stakeholders	108	91	94	**98**	**134**	**1,209**
• Call Center Operations	3	4	1	**3**	**3**	**27**
• Driver Behavior	0	0	0	**0**	**0**	**2**
• Provider Service Quality	0	0	2	**1**	**1**	**8**
• Miscellaneous	5	2	2	**3**	**3**	**24**
• Rider Injury / Incident	1	0	5	**2**	**1**	**12**
Total Valid Complaints by Provider Type - Ambulance	**292**	**228**	**215**	**245**	**297**	**2,676**
Total Invalid Complaints by Provider Type - Ambulance	**10**	**4**	**7**	**7**	**13**	**113**
Valid Ambulance Complaints as % of Total Ambulance Trips	**3.44%**	**3.27%**	**3.01%**	**3.24%**	**3.21%**	**-**
Total Trips Provided - Commercial	**138,582**	**127,741**	**130,117**	**132,147**	**129,707**	**1,167,367**
• Provider No-Show	226	173	164	**188**	**185**	**1,666**
• Timeliness	2,231	1,681	1,406	**1,773**	**1,608**	**14,474**
• Other Stakeholders	2,303	2,105	2,299	**2,236**	**2,144**	**19,296**
• Call Center Operations	26	10	11	**16**	**35**	**314**
• Driver Behavior	7	11	12	**10**	**7**	**59**
• Provider Service Quality	8	16	10	**11**	**9**	**80**
• Miscellaneous	76	33	47	**52**	**50**	**446**
• Rider Injury / Incident	19	17	15	**17**	**16**	**140**
Total Valid Complaints by Provider Type - Commercial	**4,896**	**4,046**	**3,964**	**4,302**	**4,053**	**36,475**
Total Invalid Complaints by Provider Type - Commercial	**150**	**123**	**135**	**136**	**151**	**1,358**
Valid Commercial Complaints as % of Total Commercial Trips	**3.53%**	**3.17%**	**3.05%**	**3.25%**	**3.12%**	**-**
Total Trips Provided - Private	**18,089**	**15,995**	**16,622**	**16,902**	**16,763**	**150,866**
• Provider No-Show	2	1	1	**1**	**1**	**9**
• Timeliness	0	0	2	**1**	**1**	**7**
• Other Stakeholders	1	2	0	**1**	**3**	**26**
• Call Center Operations	1	0	0	**0**	**0**	**1**
• Driver Behavior	0	0	0	**0**	**0**	**0**
• Provider Service Quality	0	0	0	**0**	**1**	**5**
• Miscellaneous	0	0	0	**0**	**0**	**2**
• Rider Injury / Incident	0	0	0	**0**	**0**	**0**
Total Valid Complaints by Provider Type - Private	**4**	**3**	**3**	**3**	**6**	**50**
Total Invalid Complaints by Provider Type - Private	**0**	**3**	**4**	**2**	**1**	**10**
Valid Private Complaints as % of Total Private Trips	**0.02%**	**0.02%**	**0.02%**	**0.02%**	**0.03%**	**-**
Total Trips Provided - Transit	**25,258**	**22,889**	**22,983**	**23,710**	**24,369**	**219,323**
• Provider No-Show	55	51	59	**55**	**54**	**486**
• Timeliness	413	411	330	**385**	**387**	**3,487**
• Other Stakeholders	356	222	260	**279**	**302**	**2,721**
• Call Center Operations	5	6	1	**4**	**5**	**47**
• Driver Behavior	3	1	1	**2**	**1**	**12**
• Provider Service Quality	1	0	2	**1**	**1**	**9**
• Miscellaneous	6	5	3	**5**	**5**	**43**
• Rider Injury / Incident	1	2	4	**2**	**2**	**22**
Total Valid Complaints by Provider Type - Transit	**840**	**698**	**660**	**733**	**759**	**6,827**
Total Invalid Complaints by Provider Type - Transit	**23**	**14**	**7**	**15**	**17**	**150**
Valid Transit Complaints as % of Total Transit Trips	**3.33%**	**3.05%**	**2.87%**	**3.08%**	**3.59%**	**-**
Total Trips Provided - Volunteer	**805**	**775**	**600**	**727**	**579**	**5,210**
• Provider No-Show	4	2	1	**2**	**2**	**20**
• Timeliness	3	1	1	**2**	**1**	**12**
• Other Stakeholders	27	17	16	**20**	**16**	**148**
• Call Center Operations	0	1	0	**0**	**0**	**4**
• Driver Behavior	0	0	0	**0**	**0**	**0**
• Provider Service Quality	0	0	0	**0**	**0**	**0**
• Miscellaneous	0	1	0	**0**	**0**	**3**
• Rider Injury / Incident	1	0	0	**0**	**0**	**4**
Total Valid Complaints by Provider Type - Volunteer	**35**	**22**	**18**	**25**	**21**	**191**
Total Invalid Complaints by Provider Type - Volunteer	**3**	**0**	**0**	**1**	**1**	**9**
Valid Volunteer Complaints as % of Total Volunteer Trips	**4.35%**	**2.84%**	**3.00%**	**3.40%**	**3.67%**	**-**
All Providers						
Total trips provided	**191,232**	**174,370**	**177,454**	**181,019**	**180,671**	**1,626,041**
Total Valid complaints	**6,067**	**4,997**	**4,860**	**5,308**	**5,134**	**46,204**
Total Invalid complaints	**186**	**144**	**153**	**161**	**182**	**1,640**
Valid Complaints as percentage of total trips	**0.10%**	**0.08%**	**0.09%**	**0.09%**	**0.10%**	**-**

Prompt Payment Aging Report By Invoice Received Date

01/01/2019 to 03/31/2019

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	20	474,801	100.00%	7,318	1.54%
31-60 Days	32	11	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	**474,812**	**100.00%**	**7,318**	

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	8	422,969	89.08%	157
31-60 Days	42	35,518	7.48%	93
61-90 Days	72	8,527	1.80%	37
91-120 Days	103	3,096	0.65%	10
121-150 Days	134	1,218	0.26%	9
> 150 Days	266	3,484	0.73%	9
	15	**474,812**	**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%
Quarter 1, 2018	147	3	4	0	146	2.72%	2.04%
Quarter 2, 2018	146	8	0	1	153	0.68%	5.48%
Quarter 3, 2018	153	1	11	3	140	9.15%	0.65%
Quarter 4, 2018	140	6	0	0	146	0.00%	4.29%
Quarter 1, 2019	146	4	0	0	150	0.00%	2.74%
Quarter 2, 2019	150	9	2	1	156	2.00%	6.00%
Quarter 3, 2019	156	7	2	0	161	1.28%	4.49%
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
January through March 2019

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter **16,195**	Percent of Total Paid Trips for the Quarter **463,771**
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	8	14	22	0.1358	0.0047
Injury - 3 (least severe)	4	2	6	0.0370	0.0013
Total Injuries	**12**	**16**	**28**	**0.1729**	**0.0060**

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter **16,195**	Percent of Total Paid Trips for the Quarter **463,771**
Incident - 1 (most severe)	0	14	14	0.0864	0.0030
Incident - 2	13	8	21	0.1297	0.0045
Incident - 3 (least severe)	22	9	31	0.1914	0.0067
Total Incidents	**35**	**31**	**66**	**0.4075**	**0.0142**

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 2019, the Broker and DHHS three member panel determined no incidents/injuries had 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 2018/2019	April	May	June	July	August	September	October	November	December	January '19	February	March
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2018/2019	June	September	December	March '19	June
	x	x	x	x	Scheduled

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

SFY 2018/2019	June	September	December	March '19	March
	x	CXL Due to Hurricanes	x	x	scheduled

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

SFY 2018/2019	August '18	November '18	March '19	June '19	SFY 2018/2019	August '18	October '18	March '19	June '19
Region 1	x	x	webex	webex	**Region 3**	x	x	webex	webex
SFY 2018/2019	**August '18**	**November '18**	**March '19**	**June '19**					
Region 2	x	x	x	x					

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

SFY 2018/2019	April	May	June	July	August	September	October	November	December	January '19	February	March
Area Visited (1)	Spartanburg*^~	-	Beaufort	Greenville	Newberry	Kingstree^	(Hurricane)	Charleston	Greenville	-	Greenville	Florence
Area Visited (2)	Irmo	-			Lexington	Lake City^					Columbia	
Area Visited (3)	Winnsboro	-										

*DHEC participated
^ORS participated
~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2018/2019	April	May	June	July	August	September	October	November	December	January '19	February	March
Dialysis	58	42	56	37	56	33	61	16	43	61	53	44
Mental Health	19	8	14	9	8	5	13	0	9	16	8	6
Other	32	30	20	25	32	12	31	6	18	30	26	12

6/15/2019