

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,931	10,046	9,877		22,024
Total trips provided by type of transportation		66,840	55,987	55,852	178,679	361,813
• Non-Emergency Ambulatory Sedan/Van Trips		50,415	42,266	42,048	134,729	273,851
• Wheelchair Trips		8,582	7,265	7,400	23,247	47,082
• Stretcher Trips		1,309	1,037	1,119	3,465	6,808
• Individual Transportation Gas Trip		6,304	5,190	5,139	16,633	32,886
• Non-Emergency Ambulance ALS		9	19	6	34	113
• Non-Emergency Ambulance BLS		24	34	25	83	170
• Public Transportation Bus Trip		197	176	115	488	903
Total Over Night Trips Arranged		18	14	20	52	137
Total Extra Passengers		7,480	6,216	6,264	19,960	42,021
• Number of Pickups On Time (A Leg)		27,425	22,715	23,800	73,940	148,012
• Number of Deliveries On Time (A Leg)		26,917	22,137	23,040	72,094	142,681
• Number of Trips Within Ride Time (All Trips)		65,107	53,326	54,714	173,147	349,704
• Percent of Pickups On Time (A Leg)	>= 90%	85.90%	86.90%	88.40%	87.07%	85.90%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.10%	84.50%	85.60%	84.73%	82.88%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.60%	99.60%	99.63%	99.63%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		1,176	741	618	2,535	5,257
• Provider No-Show		132	104	92	328	680
• Timeliness		848	459	392	1,699	3,471
• Other Stakeholders		130	114	78	322	732
• Call Center Operations		9	14	9	32	67
• Driver Behavior		6	3	3	12	17
• Provider Service Quality		8	8	7	23	45
• Miscellaneous		27	29	20	76	182
• Rider Injury / Incident		16	10	17	43	63
• Provider No-Shows as percentage of total trips	<= 0.25%	0.20%	0.19%	0.16%	0.18%	0.19%
• Complaints as percentage of total trips		1.76%	1.32%	1.11%	1.42%	1.45%
Total number of denials by type		2,083	1,925	2,000	6,008	11,798
• Non-Urgent / Under Days of Notice		307	355	369	1,031	1,931
• Non-Covered Service		280	257	263	800	1,676
• Ineligible For Transport		82	44	49	175	368
• Unable to Confirm Medical Appointment w/ Provider		161	215	295	671	1,235
• Does Not Meet Transportation Protocols		4	4	4	12	19
• Incomplete Information		989	859	792	2,640	5,151
• Needs Emergency Services		5	2	7	14	22
• Beneficiary Has Medicare Part B or Other Coverage		255	189	221	665	1,396
• Denials as percentage of total trips		3.12%	3.44%	3.58%	3.36%	3.26%

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