

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		7,217	6,649	6,549		14,545
Total trips provided by type of transportation		45,546	38,499	37,284	121,329	245,203
• Non-Emergency Ambulatory Sedan/Van Trips		32,278	27,376	26,744	86,398	174,563
• Wheelchair Trips		5,457	5,027	4,790	15,274	30,899
• Stretcher Trips		560	571	459	1,590	3,200
• Individual Transportation Gas Trip		6,611	4,983	4,897	16,491	33,445
• Non-Emergency Ambulance ALS		15	17	13	45	94
• Non-Emergency Ambulance BLS		49	37	31	117	260
• Public Transportation Bus Trip		576	488	350	1,414	2,742
Total Over Night Trips Arranged		16	18	15	49	105
Total Extra Passengers		4,835	4,043	3,958	12,836	27,480
• Number of Pickups On Time (A Leg)		18,655	15,890	15,531	50,076	100,074
• Number of Deliveries On Time (A Leg)		17,976	15,370	14,847	48,193	95,290
• Number of Trips Within Ride Time (All Trips)		44,957	38,037	36,075	119,069	238,523
• Percent of Pickups On Time (A Leg)	>= 90%	85.80%	86.60%	88.30%	86.90%	86.42%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.50%	83.40%	84.30%	83.40%	82.13%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.82%
Actual number of calls *		112,587	90,621	91,050	294,258	600,794
• Average phone calls daily		4,895	4,531	4,336	4,587	4,693
• Average Answer Speed	< 1:00	01:02	00:36	00:49	00:49	00:58
• Average Talk Time		03:10	03:04	03:00	03:05	03:02
• Average Time On Hold	<= 3:00	01:46	01:35	01:34	01:38	01:36
• Average time on hold before abandonment	< 1:30	01:04	00:53	00:58	00:58	01:03
• Average number of calls abandoned daily		200	112	170	161	202
• Percentage of calls abandoned daily	< 5.0%	4.09%	2.47%	3.92%	3.50%	4.30%
Total number of complaints by type		1,094	863	699	2,656	5,016
• Provider No-Show		98	72	61	231	395
• Timeliness		637	464	452	1,553	2,863
• Other Stakeholders		319	288	147	754	1,527
• Call Center Operations		5	5	4	14	45
• Driver Behavior		5	5	5	15	31
• Provider Service Quality		2	1	9	12	13
• Miscellaneous		20	12	9	41	88
• Rider Injury / Incident		8	16	12	36	54
• Provider No-Shows as percentage of total trips	<= 0.25%	0.22%	0.19%	0.16%	0.19%	0.16%
• Complaints as percentage of total trips		2.40%	2.24%	1.87%	2.19%	2.05%
Total number of denials by type		1,222	1,216	1,263	3,701	7,200
• Non-Urgent / Under Days of Notice		215	250	230	695	1,274
• Non-Covered Service		184	156	165	505	1,016
• Ineligible For Transport		25	23	33	81	199
• Unable to Confirm Medical Appointment w/ Provider		84	122	185	391	689
• Does Not Meet Transportation Protocols		1	3	1	5	11
• Incomplete Information		612	579	562	1,753	3,450
• Needs Emergency Services		4	3	2	9	17
• Beneficiary Has Medicare Part B or Other Coverage		97	80	85	262	544
• Denials as percentage of total trips		2.68%	3.16%	3.39%	3.05%	2.94%

* Includes calls for Regions 1-3.