

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,479	9,724	9,365		21,308
Total trips provided by type of transportation		61,757	52,551	52,877	167,185	336,395
• Non-Emergency Ambulatory Sedan/Van Trips		47,638	40,237	40,280	128,155	259,089
• Wheelchair Trips		7,604	6,847	7,079	21,530	42,868
• Stretcher Trips		1,302	1,095	928	3,325	6,764
• Individual Transportation Gas Trip		4,823	4,041	4,283	13,147	25,495
• Non-Emergency Ambulance ALS		4	5	7	16	34
• Non-Emergency Ambulance BLS		36	22	23	81	193
• Public Transportation Bus Trip		350	304	277	931	1,952
Total Over Night Trips Arranged		29	28	26	83	180
Total Extra Passengers		7,451	6,182	5,678	19,311	40,309
• Number of Pickups On Time (A Leg)		26,220	22,502	22,880	71,602	140,306
• Number of Deliveries On Time (A Leg)		25,485	21,962	22,213	69,660	136,639
• Number of Trips Within Ride Time (All Trips)		61,482	52,587	52,443	166,512	334,745
• Percent of Pickups On Time (A Leg)	>= 90%	86.70%	86.80%	89.00%	87.50%	85.03%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.20%	84.90%	86.50%	85.20%	82.85%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
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		901	709	601	2,211	4,424
• Provider No-Show		100	90	85	275	501
• Timeliness		623	484	367	1,474	2,937
• Other Stakeholders		106	82	95	283	636
• Call Center Operations		5	3	2	10	22
• Driver Behavior		5	1	4	10	18
• Provider Service Quality		7	3	7	17	32
• Miscellaneous		42	37	27	106	220
• Rider Injury / Incident		13	9	14	36	58
• Provider No-Shows as percentage of total trips	<= 0.25%	0.16%	0.17%	0.16%	0.16%	0.15%
• Complaints as percentage of total trips		1.46%	1.35%	1.14%	1.32%	1.32%
Total number of denials by type		2,428	2,150	2,133	6,711	13,118
• Non-Urgent / Under Days of Notice		308	405	376	1,089	2,051
• Non-Covered Service		303	220	246	769	1,591
• Ineligible For Transport		71	52	66	189	384
• Unable to Confirm Medical Appointment w/ Provider		190	182	287	659	1,148
• Does Not Meet Transportation Protocols		11	8	14	33	53
• Incomplete Information		1,101	960	862	2,923	5,593
• Needs Emergency Services		3	6	12	21	37
• Beneficiary Has Medicare Part B or Other Coverage		441	317	270	1,028	2,261
• Denials as percentage of total trips		3.93%	4.09%	4.03%	4.01%	3.90%

* Call center data for Region 3 is included on the Region 1 report.