



LogistiCare
December 2018

Transportation Metrics	Performance Goal	October 2018 Final	November 2018 Final	December 2018 Final	Average Last Three Months	Average SFY 2019	Average SFY 2018	Totals SFY 2019	Totals SFY 2018
Unduplicated Beneficiaries		27,563	26,235	24,354	26,051	26,004	26,522	52,475	73,928
Total trips provided by type of transportation		169,331	152,755	133,749	151,945	150,117	154,555	900,703	1,854,656
• Non-Emergency Ambulatory Sedan/Van Trips		123,667	111,253	98,137	111,019	109,002	110,627	654,011	1,327,529
• Wheelchair Trips		17,561	16,197	14,714	16,157	16,162	18,456	96,973	221,477
• Stretcher Trips		2,169	1,975	1,409	1,851	1,804	2,282	10,823	27,388
• Individual Transportation Gas Trip		25,226	22,695	19,027	22,316	22,572	22,516	135,434	270,194
• Non-Emergency Ambulance ALS		84	86	50	73	63	96	380	1,150
• Non-Emergency Ambulance BLS		78	68	26	57	62	89	369	1,069
• Public Transportation Bus Trip		546	481	386	471	452	487	2,713	5,849
Total Over Night Trips Arranged		32	18	29	26	44	102	265	1,223
Total Extra Passengers		17,590	15,673	13,605	15,623	15,510	16,787	93,061	201,439
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.18%	0.21%	0.23%	0.21%	0.21%	0.24%	--	--
• Number of Pickups On Time (A Leg)		64,298	58,107	51,010	57,805	57,039	59,293	342,236	711,519
• Number of Deliveries On Time (A Leg)		60,598	54,488	47,972	54,353	53,809	55,626	322,851	667,516
• Number of Pickups On Time (B Leg)		58,740	50,622	44,670	51,344	51,310	53,938	307,860	647,251
• Number of Trips Within Ride Time (All Trips)		144,267	130,257	114,864	129,796	127,786	132,231	766,714	1,586,766
• Percent of Pickups On Time (A Leg)	>= 90%	88.10%	88.24%	88.03%	88.12%	88.31%	88.78%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	83.24%	82.93%	83.01%	83.06%	83.54%	83.55%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	86.25%	82.47%	82.38%	83.70%	85.07%	86.63%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.57%	99.56%	99.56%	99.56%	99.60%	99.59%	--	--
Actual number of calls		115,985	99,373	86,063	100,474	101,408	97,043	608,448	1,164,518
• Average phone calls daily		5,043	4,517	4,303	4,621	4,747	4,581	--	--
• Average Answer Speed	< 1:00	0:00:51	0:00:32	0:00:29	0:00:37	0:01:08	0:00:53	--	--
• Average Talk Time		0:04:23	0:04:09	0:04:36	0:04:23	0:04:45	0:05:05	--	--
• Average Time On Hold	<= 3:00	0:01:38	0:01:28	0:01:29	0:01:32	0:01:39	0:01:40	--	--
• Average time on hold before abandonment	< 1:30	0:01:21	0:01:01	0:01:16	0:01:13	0:01:43	0:01:15	--	--
• Average number of calls abandoned daily		143	79	70	97	194	133	--	--
• Percentage of calls abandoned daily	< 5.0%	2.84%	1.74%	1.62%	2.07%	4.02%	2.90%	--	--
Total number of complaints by type - Valid		5,977	5,664	4,929	5,523	5,173	5,265	31,035	63,181
• Provider No-Show		254	272	260	262	271	315	1,625	3,775
• Timeliness		2,571	2,408	1,959	2,313	2,102	2,383	12,610	28,596
• Other Stakeholders		2,947	2,799	2,552	2,766	2,625	2,420	15,747	29,038
• Call Center Operations		99	77	64	80	81	52	486	628
• Driver Behavior		3	6	16	8	6	7	38	82
• Provider Service Quality		16	10	8	11	11	12	66	140
• Miscellaneous		72	68	51	64	58	54	347	646
• Rider Injury / Incident		15	24	19	19	19	23	116	276
• Valid Complaints as percentage of total trips		3.53%	3.71%	3.69%	3.64%	3.45%	3.40%	--	--
Total number of complaints by type - Invalid & Other		493	279	224	332	290	276	1,738	3,314
• Provider No-Show		31	36	26	31	27	34	164	409
• Timeliness		80	36	38	51	40	56	239	668
• Other Stakeholders		211	81	60	117	97	68	583	816
• Call Center Operations		37	41	35	38	30	21	180	246
• Driver Behavior		40	34	20	31	30	33	177	392
• Provider Service Quality		33	9	9	17	18	16	108	193
• Miscellaneous		44	33	33	37	39	40	233	481
• Rider Injury / Incident		17	9	3	10	9	9	54	109
• Invalid & Other Complaints as percentage of total trips		0.29%	0.18%	0.17%	0.21%	0.19%	0.18%	--	--
Total number of denials by type		5,020	4,240	4,290	4,517	4,512	5,081	27,074	60,972
• Non-Urgent / Under Days of Notice		1,654	1,527	1,725	1,635	1,659	1,577	9,952	18,926
• Non-Covered Service		918	590	485	664	643	608	3,855	7,298
• Ineligible For Transport		241	161	164	189	204	290	1,225	3,475
• Unable to Confirm Medical Appointment w/ Provider		144	156	187	162	159	237	951	2,847
• Does Not Meet Transportation Protocols		8	9	14	10	10	13	61	154
• Incomplete Information		1,895	1,654	1,538	1,696	1,679	2,008	10,074	24,090
• Needs Emergency Services		2	4	2	3	4	8	26	91
• Beneficiary Has Medicare Part B or Other Coverage		158	139	175	157	155	341	930	4,091
• Denials as percentage of total trips		2.96%	2.78%	3.21%	2.98%	3.01%	3.29%	--	--

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

Oct-18					
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	11,541	107.60%	99.11%	94.62%	89.98%
Commercial	139,358	15.13%	98.56%	90.29%	83.67%
Private	17,733	0.07%	99.99%	81.95%	88.23%
Transit	26,521	10.56%	98.86%	84.52%	80.00%
Volunteer	491	32.91%	99.01%	91.38%	84.83%
Nov-18					
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	10,300	162.03%	96.96%	93.63%	87.92%
Commercial	128,222	15.20%	98.67%	91.05%	84.15%
Private	16,791	0.06%	100.00%	84.96%	90.47%
Transit	24,846	9.80%	98.68%	82.20%	75.67%
Volunteer	485	22.96%	99.65%	89.16%	79.78%
Dec-18					
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	8,539	186.45%	95.86%	94.72%	91.27%
Commercial	119,952	12.07%	98.76%	89.86%	83.25%
Private	16,183	0.05%	99.87%	83.57%	91.07%
Transit	23,005	7.67%	98.96%	82.56%	77.38%
Volunteer	543	10.70%	99.40%	82.96%	72.47%
2nd 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	30,380	153.03%	97.27%	94.32%	89.72%
Commercial	387,532	14.09%	98.67%	90.39%	83.68%
Private	50,707	0.06%	99.95%	83.49%	89.92%
Transit	74,372	9.34%	98.83%	83.10%	77.69%
Volunteer	1,519	21.57%	99.36%	87.60%	78.68%



Complaints By Provider Type

Transportation Metrics	Oct 2018	Nov 2018	Dec 2018	Average Last Three Months	Average SFY 2019	Totals SFY 2019
Total Trips Provided - Ambulance	11,541	10,300	8,539	10,127	10,113	60,675
• Provider No-Show	14	26	17	19	20	117
• Timeliness	177	189	144	170	143	860
• Other Stakeholders	269	188	157	205	153	916
• Call Center Operations	1	2	1	1	3	19
• Driver Behavior	1	0	1	1	0	2
• Provider Service Quality	2	0	0	1	1	6
• Miscellaneous	1	5	5	4	3	15
• Rider Injury / Incident	1	1	1	1	1	6
Total Valid Complaints by Provider Type - Ambulance	466	411	326	401	324	1,941
Total Invalid Complaints by Provider Type - Ambulance	39	25	5	23	15	92
Valid Ambulance Complaints as % of Total Ambulance Trips	4.04%	3.99%	3.82%	3.95%	3.19%	-
Total Trips Provided - Commercial	139,358	128,222	119,952	129,177	128,488	770,927
• Provider No-Show	186	167	176	176	184	1,103
• Timeliness	1,905	1,722	1,490	1,706	1,526	9,156
• Other Stakeholders	2,239	2,238	2,052	2,176	2,098	12,589
• Call Center Operations	47	39	28	38	45	267
• Driver Behavior	2	5	12	6	5	29
• Provider Service Quality	7	10	7	8	8	46
• Miscellaneous	58	55	43	52	48	290
• Rider Injury / Incident	14	17	14	15	15	89
Total Valid Complaints by Provider Type - Commercial	4,458	4,253	3,822	4,178	3,928	23,569
Total Invalid Complaints by Provider Type - Commercial	290	137	118	182	158	950
Valid Commercial Complaints as % of Total Commercial Trips	3.20%	3.32%	3.19%	3.23%	3.05%	-
Total Trips Provided - Private	17,733	16,791	16,183	16,902	16,693	100,160
• Provider No-Show	2	0	2	1	1	5
• Timeliness	1	0	1	1	1	5
• Other Stakeholders	4	3	0	2	4	23
• Call Center Operations	0	0	0	0	0	0
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	5	0	0	2	1	5
• Miscellaneous	1	0	1	1	0	2
• Rider Injury / Incident	0	0	0	0	0	0
Total Valid Complaints by Provider Type - Private	13	3	4	7	7	40
Total Invalid Complaints by Provider Type - Private	0	3	0	1	1	3
Valid Private Complaints as % of Total Private Trips	0.07%	0.02%	0.02%	0.04%	0.04%	-
Total Trips Provided - Transit	26,521	24,846	23,005	24,791	24,699	148,193
• Provider No-Show	47	67	54	56	54	321
• Timeliness	432	466	295	398	389	2,333
• Other Stakeholders	347	272	282	300	314	1,883
• Call Center Operations	6	5	9	7	6	35
• Driver Behavior	0	1	3	1	1	7
• Provider Service Quality	1	0	0	0	1	6
• Miscellaneous	11	7	2	7	5	29
• Rider Injury / Incident	0	5	3	3	3	15
Total Valid Complaints by Provider Type - Transit	844	823	648	772	772	4,629
Total Invalid Complaints by Provider Type - Transit	22	19	21	21	18	106
Valid Transit Complaints as % of Total Transit Trips	4.76%	4.90%	4.00%	4.56%	3.85%	-
Total Trips Provided - Volunteer	491	485	543	506	505	3,030
• Provider No-Show	2	2	1	2	2	13
• Timeliness	1	0	2	1	1	7
• Other Stakeholders	11	23	21	18	15	88
• Call Center Operations	1	0	0	0	1	3
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	0	0	0	0	2
• Rider Injury / Incident	0	0	0	0	1	3
Total Valid Complaints by Provider Type - Volunteer	15	25	24	21	19	116
Total Invalid Complaints by Provider Type - Volunteer	1	3	0	1	1	6
Valid Volunteer Complaints as % of Total Volunteer Trips	3.05%	5.15%	4.42%	4.21%	3.81%	-
All Providers						
Total trips provided	195,644	180,644	168,222	181,503	180,498	1,082,985
Total Valid complaints	5,781	5,515	4,824	5,373	5,047	30,280
Total Invalid complaints	351	187	144	227	193	1,157
Valid Complaints as percentage of total trips	0.18%	0.10%	0.09%	0.12%	0.11%	-

Prompt Payment Aging Report By Invoice Received Date

10/01/2018 to 12/31/2018

Some Broker Clients, All 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	483,874	99.99%	6,848	1.42%
31-60 Days	46	46	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	19	483,920	100.00%	6,848	

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	426,485	88.13%	160
31-60 Days	44	40,707	8.41%	84
61-90 Days	73	8,166	1.69%	35
91-120 Days	104	3,281	0.68%	18
121-150 Days	135	1,559	0.32%	11
> 150 Days	274	3,722	0.77%	8
	15	483,920	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%
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
October through December, 2018**

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 16,570	Percent of Total Paid Trips for the Quarter 455,835
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	19	21	40	0.2414	0.0088
Injury - 3 (least severe)	3	7	10	0.0604	0.0022
Total Injuries	22	28	50	0.3018	0.0110

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 16,570	Percent of Total Paid Trips for the Quarter 455,835
Incident - 1 (most severe)	0	8	8	0.0483	0.0018
Incident - 2	12	7	19	0.1147	0.0042
Incident - 3 (least severe)	11	15	26	0.1569	0.0057
Total Incidents	23	30	53	0.3199	0.0116

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 Two of Fiscal Year 2019, the Broker and DHHS three member panel determined 1 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 2018/2019	January '18	February	March	April	May	June	July	August	September	October	November	December
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2018/2019	March '18	June	September	December	March '19
	x	x	x	x	scheduled

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

SFY 2018/2019	March '18	June	September	December	March '19
	x	x	CXL Due to Hurricanes	x	scheduled

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

SFY 2017/2018	May '18	August '18	November '18	March '19	SFY 2017/2018	May '18	August '18	October '18	March '19
Region 1	x	x	x	webex	Region 3	x	x	x	webex
SFY 2017/2018	May '18	August '18	November '18	March '19					
Region 2	x	x	x	scheduled					

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

SFY 2018/2019	January '18	February	March	April	May	June	July	August	September	October	November	December
Area Visited (1)	Orangeburg^~	Florence^	-	Spartanburg*^~	-	Beaufort	Greenville	Newberry	Kingstree^	(Hurricane)	Charleston	Greenville
Area Visited (2)	Greenville		-	Irmo	-			Lexington	Lake City^			
Area Visited (3)			-	Winnsboro	-							

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2018/2019	January '18	February	March	April	May	June	July	August	September	October	November	December
Dialysis	72	41	32	58	42	56	37	56	33	61	16	43
Mental Health	13	10	5	19	8	14	9	8	5	13	0	9
Other	43	32	8	32	30	20	25	32	12	31	6	18

3/5/2019