

SC DHHS
Broker Report Card

South Carolina Department of Health and Human Services
Broker Performance Report



LogistiCare
February 2024

Transportation Metrics	Performance Goal	February 2024 Final	March 2024 Final	April 2024 Final
Unduplicated Beneficiaries		22,239	21,773	22,011
Total trips provided by type of transportation		149,185	152,181	148,784
• Non-Emergency Ambulatory Sedan/Van Trips		118,098	118,335	115,379
• Wheelchair Trips		19,134	19,642	19,709
• Stretcher Trips		2,725	3,107	2,922
• Individual Transportation Gas Trip		8,682	10,550	10,254
• Non-Emergency Ambulance ALS		107	69	98
• Non-Emergency Ambulance BLS		15	20	14
• Public Transportation Bus Trip		424	458	408
Total Over Night Trips Arranged		130	150	129
Total Extra Passengers		12,668	9,582	7,482
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.08%	0.15%
• Number of Pickups On Time (A Leg)		41,172	69,778	71,760
• Number of Deliveries On Time (A Leg)		35,297	63,343	64,458
• Number of Pickups On Time (B Leg)		37,148	54,690	55,793
• Number of Trips Within Ride Time (All Trips)		93,219	141,867	145,146
• Percent of Pickups On Time (A Leg)	>= 90%	87.21%	88.95%	89.99%
• Percent of Deliveries On Time (A Leg)	>= 95%	74.47%	80.28%	80.43%
• Percent of Pickups On Time (B Leg)	>= 90%	83.74%	88.74%	88.93%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.32%	99.57%	99.60%
Actual number of calls		54,823	50,095	53,313
• Average phone calls daily		2,611	2,385	2,423
• Average Answer Speed	< 1:00	0:00:12	0:00:14	0:00:18
• Average Talk Time		0:05:13	0:05:14	0:05:24
• Average Time On Hold	<= 3:00	0:02:10	0:01:53	0:01:50
• Average time on hold before abandonment	< 1:30	0:01:08	0:01:39	0:00:56
• Average number of calls abandoned daily		12	11	11
• Percentage of calls abandoned daily	< 5.0%	0.47%	0.45%	0.43%
Total number of complaints by type - Valid		849	842	994
• Provider No-Show		150	117	235
• Timeliness		156	128	208
• Other Stakeholders		317	303	206
• Call Center Operations		165	232	162
• Driver Behavior		8	4	13
• Provider Service Quality		43	47	155
• Miscellaneous		7	7	13
• Rider Injury / Incident		3	4	2
• Valid Complaints as percentage of total trips		0.57%	0.55%	0.67%
Total number of complaints by type - Invalid & Other		291	305	370
• Provider No-Show		45	48	66
• Timeliness		33	40	52
• Other Stakeholders		43	38	39
• Call Center Operations		86	99	97
• Driver Behavior		30	23	45
• Provider Service Quality		20	28	22
• Miscellaneous		25	28	46
• Rider Injury / Incident		9	1	3
• Invalid & Other Complaints as percentage of total trips		0.20%	0.20%	0.25%
Total number of denials by type		3,288	3,234	3,026
• Non-Urgent / Under Days of Notice		841	847	787
• Non-Covered Service		501	378	408
• Ineligible For Transport		199	170	246
• Unable to Confirm Medical Appointment w/ Provider		144	123	123
• Does Not Meet Transportation Protocols		16	23	18
• Incomplete Information		1,508	1,607	1,388
• Needs Emergency Services		0	0	2
• Beneficiary Has Medicare Part B or Other Coverage		79	86	54
• Denials as percentage of total trips		2.20%	2.13%	2.03%

Average Last Three Months	Average SFY 2024	Average SFY 2023	Totals SFY 2024	Totals SFY 2023
22,008	22,040	21,459	48,817	57,107
150,050	147,871	137,479	1,478,710	1,649,751
117,271	117,432	106,828	1,174,316	1,281,940
19,495	18,958	15,766	189,582	189,194
2,918	2,890	3,129	28,902	37,546
9,829	8,004	11,085	80,041	133,023
91	102	126	1,019	1,506
16	28	21	279	254
430	457	524	4,571	6,288
136	140	111	1,404	1,328
9,911	11,972	10,332	119,723	123,982
0.14%	0.13%	0.23%	--	--
51,089	56,560	52,462	565,595	629,544
44,962	49,582	47,013	495,821	564,161
43,211	49,124	49,013	491,237	588,155
110,318	128,982	126,283	1,289,824	1,515,400
87.74%	84.19%	82.05%	--	--
76.32%	73.65%	73.46%	--	--
85.18%	82.07%	81.83%	--	--
99.45%	99.59%	99.46%	--	--
52,744	57,984	67,898	579,836	814,774
2,473	2,759	3,236	--	--
0:00:15	0:00:39	0:00:58	--	--
0:05:17	0:05:26	0:05:03	--	--
0:01:58	0:02:12	0:02:05	--	--
0:01:14	0:01:22	0:02:44	--	--
11	63	88	--	--
0.45%	2.03%	2.72%	--	--
895	858	1,903	8,581	22,840
167	172	293	1,722	3,514
164	156	249	1,557	2,985
275	313	1,026	3,129	12,310
186	154	219	1,542	2,628
8	7	6	69	77
82	42	93	416	1,113
9	11	13	113	157
3	3	5	33	56
0.60%	0.58%	1.39%	--	--
322	308	361	3,083	4,330
53	54	61	541	727
42	36	32	358	387
40	49	108	489	1,296
94	78	79	780	944
33	32	28	322	341
23	23	22	234	265
33	32	29	320	342
4	4	2	39	28
0.21%	0.21%	0.26%	--	--
3,183	2,798	2,481	27,981	29,776
825	859	1,045	8,594	12,542
429	421	343	4,211	4,117
205	169	123	1,685	1,477
130	121	117	1,207	1,405
19	10	2	99	28
1,501	1,137	745	11,365	8,936
1	1	2	8	19
73	81	104	812	1,252
2.12%	1.90%	1.81%	--	--

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 Modivcare Issues
- o Modivcare 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



Mar-24

FY 2023 - 2024

	Tier	TYPE	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0	0	0	1	3			4
	III	Facility Issue	4	4	8	6	5	3	3	3	3	6			45
	I	Incident Rider	7	6	4	1	7	2	11	11	5	4			58
	I	Injury	2	4	0	1	1	3	1	1	0	0			13
	III	Modivcare Employee Issue	101	116	90	108	108	98	107	118	121	84			1,061
	III	Modivcare Issue	119	101	122	113	107	83	108	133	169	177			1,232
	IV	No Vehicle Available	10	18	14	13	18	13	26	35	43	153			343
	III	Provider Late	185	193	175	175	161	118	161	167	134	240			1,709
	II	Provider No Show	228	282	272	202	232	199	227	195	171	300			2,268
	III	Reroute	0	0	1	0	0	0	0	0	0	0			1
	II	Rider Issue	57	73	58	58	59	48	53	48	51	47			552
	II	Rider No Show	241	343	324	388	330	238	343	303	278	182			2,970
	I	Serious Injury	0	0	0	0	0	0	0	0	0	0			0
	II	Subcontractor Courtesy	39	36	25	44	31	42	51	38	26	40			372
	I	Subcontractor Safety	16	22	21	30	26	11	13	16	16	13			186
	I	Suspected Rider Fraud & Abuse	3	3	8	1	3	1	7	6	3	4			39
	I	Suspected TP Fraud & Abuse	5	9	9	7	1	1	6	5	4	3			50
	III	Transportation Provider	50	54	52	43	34	27	46	32	81	77			496
	III	Transportation Provider Early	19	23	10	12	13	21	32	22	37	20			209
	N/A	Transportation Provider Employee	0	0	0	0	0	0	0	0	0	0			0
	IV	Unknown/Other	0	0	0	0	0	0	0	0	0	0			0
	II	Vehicle Issue	4	5	9	7	6	2	8	6	3	9			59
	I	Wheelchair Tie-down Issue	1	1	0	1	2	0	0	1	1	2			8
		Subtotal	1,091	1,293	1,202	1,210	1,144	870	1,203	1,140	1,147	1,364	0	0	6,810
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.22%			0.06%
	III	Facility Issue	0.37%	0.31%	0.67%	0.50%	0.44%	0.34%	0.25%	0.26%	0.26%	0.44%			0.66%
	I	Incident Rider	0.64%	0.46%	0.33%	0.08%	0.61%	0.23%	0.91%	0.96%	0.44%	0.29%			0.85%
	I	Injury	0.18%	0.31%	0.00%	0.08%	0.09%	0.34%	0.08%	0.08%	0.00%	0.00%			0.19%
	III	Logistic/Care Employee Issue	9.26%	8.97%	7.49%	8.93%	9.44%	11.26%	8.89%	10.35%	10.55%	6.16%			15.43%
	III	Modivcare Issue	10.91%	7.81%	10.15%	9.34%	9.35%	9.54%	8.98%	11.67%	14.73%	12.98%			18.09%
	IV	No Vehicle Available	0.92%	1.39%	1.16%	1.07%	1.57%	1.49%	2.16%	3.07%	3.75%	11.22%			5.04%
	III	Provider Late	16.96%	14.93%	14.56%	14.46%	14.07%	13.56%	13.38%	14.65%	11.68%	17.60%			25.10%
	II	Provider No Show	20.90%	21.81%	22.63%	16.69%	20.28%	18.28%	18.87%	17.11%	14.91%	21.99%			33.30%
	III	Reroute	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.01%
	II	Rider Issue	5.22%	5.65%	4.83%	4.79%	5.16%	5.52%	4.41%	4.21%	4.45%	3.45%			8.11%
	II	Rider No Show	22.09%	26.53%	26.96%	32.07%	28.85%	27.36%	26.51%	26.56%	24.24%	13.34%			43.61%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	II	Subcontractor Courtesy	3.57%	2.78%	2.08%	3.64%	2.71%	4.83%	4.24%	3.33%	2.27%	2.93%			5.46%
	I	Subcontractor Safety	1.47%	1.70%	1.75%	2.48%	2.27%	1.26%	1.08%	1.40%	1.39%	0.95%			2.70%
	I	Suspected Rider Fraud & Abuse	0.27%	0.23%	0.67%	0.08%	0.26%	0.11%	0.58%	0.53%	0.26%	0.29%			0.57%
	I	Suspected TP Fraud & Abuse	0.46%	0.70%	0.75%	0.58%	0.09%	0.11%	0.50%	0.44%	0.35%	0.22%			0.73%
	III	Transportation Provider	4.58%	4.18%	4.33%	3.55%	2.97%	3.10%	3.82%	2.81%	7.06%	5.65%			7.28%
	III	Transportation Provider Early	1.74%	1.78%	0.83%	0.99%	1.14%	2.41%	2.66%	1.93%	3.23%	1.47%			3.07%
	N/A	Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
IV	Unknown/Other	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Vehicle Issue	0.37%	0.39%	0.75%	0.58%	0.52%	0.23%	0.67%	0.53%	0.26%	0.66%				0.87%
	Wheelchair Tie-down Issue	0.09%	0.08%	0.00%	0.08%	0.17%	0.00%	0.00%	0.00%	0.09%	0.09%	0.15%			0.13%
	State Subtotal		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%

Tier I - "Serious"	Issue	Tier II - "Major"	Tier III - "Moderate"	Tier IV - "Minor"
Involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)	Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)	Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)	Eligibility Benefit Concerns Facility Issue Modivcare Employee Issue Res Error Modivcare Issue Modivcare Issue Reimbursement Provider Late Provider No Show - Recovered Reroute Subcontractor Courtesy Transportation Provider Behavior Transportation Provider Driving Vehicle Issue Vehicle Issue Equipment	Eligibility Issue First Call Resolution Modivcare Issue N/A/IVR Modivcare Issue Policy & Procedures No Vehicle Available Unknown / Other
Incident Rider	Claims			
Injury	Inclement Weather			
Serious Injury	Modivcare Employee Issue			
Subcontractor Safety	Modivcare Employee Issue Behavior			
Suspected Rider Fraud and Abuse	Modivcare Issue Trip Assignment			
Suspected TP Fraud and Abuse	Provider No Show			
Wheelchair Tie-down Issue	Rider Issue			
	Rider No Show			
	Subcontractor Courtesy			
	Transportation Provider Behavior			
	Transportation Provider Driving			
	Vehicle Issue			
	Vehicle Issue Equipment			