

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
June 2020

Transportation Metrics	Performance Goal	April 2020 Final	May 2020 Final	June 2020 Final	Average Last Three Months	Average SFY 2020	Average SFY 2019	Totals SFY 2020	Totals SFY 2019
Unduplicated Beneficiaries		15,167	15,269	17,994	16,143	23,559	26,057	65,391	69,893
Total trips provided by type of transportation		74,189	80,344	104,765	86,433	135,878	152,301	1,630,535	1,827,612
• Non-Emergency Ambulatory Sedan/Van Trips		53,641	56,979	74,201	61,607	98,548	110,459	1,182,571	1,325,512
• Wheelchair Trips		8,360	9,088	12,533	9,994	14,828	16,308	177,931	195,695
• Stretcher Trips		1,026	1,177	1,584	1,262	1,737	1,879	20,843	22,553
• Individual Transportation Gas Trip		10,670	12,597	15,828	13,032	20,048	23,062	240,579	276,740
• Non-Emergency Ambulance ALS		21	32	46	33	63	73	757	876
• Non-Emergency Ambulance BLS		95	75	93	88	59	51	702	611
• Public Transportation Bus Trip		376	396	480	417	596	469	7,152	5,625
Total Over Night Trips Arranged		50	132	152	111	118	48	1,412	574
Total Extra Passengers		5,174	5,537	8,838	6,516	13,385	15,524	160,623	186,283
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.13%	0.17%	0.14%	0.15%	0.22%	0.21%	--	--
• Number of Pickups On Time (A Leg)		27,909	29,925	38,958	32,264	50,921	57,666	611,051	691,991
• Number of Deliveries On Time (A Leg)		25,907	27,989	36,568	30,155	47,112	54,393	565,344	652,713
• Number of Pickups On Time (B Leg)		25,498	27,329	36,043	29,623	46,646	51,530	559,753	618,361
• Number of Trips Within Ride Time (All Trips)		63,575	67,776	89,005	73,452	115,823	129,478	1,389,881	1,553,736
• Percent of Pickups On Time (A Leg)	>= 90%	87.33%	87.37%	86.46%	87.05%	87.02%	88.15%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	81.72%	82.42%	81.79%	81.98%	80.95%	83.35%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	85.17%	85.38%	85.60%	85.38%	85.09%	84.30%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.85%	99.82%	99.75%	99.81%	99.65%	99.60%	--	--
Actual number of calls		45,631	50,597	65,970	54,066	90,212	101,599	1,082,541	1,219,185
• Average phone calls daily		2,074	2,409	2,999	2,494	4,219	4,778	--	--
• Average Answer Speed	< 1:00	0:00:07	0:00:15	0:00:22	0:00:15	0:00:35	0:00:58	--	--
• Average Talk Time		0:03:52	0:03:54	0:03:57	0:03:54	0:04:04	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:37	0:01:29	0:01:32	0:01:33	0:01:43	0:01:37	--	--
• Average time on hold before abandonment	< 1:30	0:00:15	0:00:52	0:01:16	0:00:48	0:00:57	0:01:31	--	--
• Average number of calls abandoned daily		2	9	23	11	104	168	--	--
• Percentage of calls abandoned daily	< 5.0%	0.09%	0.38%	0.75%	0.41%	2.17%	3.49%	--	--
Total number of complaints by type - Valid		2,221	2,388	2,710	2,440	4,159	5,146	49,905	61,757
• Provider No-Show		83	115	125	108	265	276	3,183	3,310
• Timeliness		172	251	276	233	892	2,019	10,709	24,224
• Other Stakeholders		1,672	1,555	1,843	1,690	2,522	2,643	30,267	31,713
• Call Center Operations		249	425	415	363	378	114	4,540	1,371
• Driver Behavior		0	5	3	3	10	8	115	101
• Provider Service Quality		10	10	8	9	16	13	192	161
• Miscellaneous		28	18	28	25	62	54	744	647
• Rider Injury / Incident		7	9	12	9	13	19	155	230
• Valid Complaints as percentage of total trips		2.99%	2.97%	2.59%	2.85%	3.05%	3.39%	--	--
Total number of complaints by type - Invalid & Other		191	208	282	227	299	286	3,593	3,435
• Provider No-Show		21	17	27	22	32	28	380	330
• Timeliness		6	13	29	16	27	41	321	491
• Other Stakeholders		79	98	108	95	106	93	1,270	1,110
• Call Center Operations		45	36	46	42	54	33	646	394
• Driver Behavior		12	19	12	14	23	24	279	289
• Provider Service Quality		10	4	7	7	13	15	151	182
• Miscellaneous		17	19	49	28	39	45	473	534
• Rider Injury / Incident		1	2	4	2	6	9	73	105
• Invalid & Other Complaints as percentage of total trips		0.26%	0.26%	0.27%	0.26%	0.23%	0.19%	--	--
Total number of denials by type		1,597	2,218	2,060	1,958	3,948	4,778	47,375	57,334
• Non-Urgent / Under Days of Notice		502	876	821	733	1,545	1,760	18,538	21,123
• Non-Covered Service		202	269	322	264	520	679	6,245	8,150
• Ineligible For Transport		96	86	125	102	194	195	2,332	2,338
• Unable to Confirm Medical Appointment w/ Provider		133	108	47	96	163	175	1,955	2,096
• Does Not Meet Transportation Protocols		1	3	10	5	8	11	90	136
• Incomplete Information		512	772	667	650	1,359	1,774	16,313	21,285
• Needs Emergency Services		1	0	1	1	2	4	20	49
• Beneficiary Has Medicare Part B or Other Coverage		150	104	67	107	157	180	1,882	2,157
• Denials as percentage of total trips		2.15%	2.76%	1.97%	2.29%	2.84%	3.11%	--	--

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

Apr-20					
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	2,205	36.50%	99.75%	95.20%	90.14%
Commercial	97,966	15.71%	99.56%	88.72%	80.45%
Private	18,901	0.26%	99.97%	64.62%	70.77%
Transit	14,613	6.91%	99.77%	75.35%	71.92%
Volunteer	112	18.43%	100.00%	93.95%	90.18%
May-20					
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	2,182	44.39%	99.07%	95.12%	91.72%
Commercial	89,993	19.81%	99.49%	90.30%	82.75%
Private	15,702	1.48%	99.96%	85.98%	89.69%
Transit	14,769	7.89%	99.39%	81.14%	77.94%
Volunteer	192	52.55%	100.00%	97.13%	94.78%
Jun-20					
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	3,085	49.89%	99.16%	92.64%	83.40%
Commercial	99,895	22.10%	99.54%	89.34%	82.48%
Private	16,505	7.18%	99.85%	70.49%	71.55%
Transit	17,328	8.82%	99.56%	80.20%	75.44%
Volunteer	213	13.31%	96.15%	92.53%	85.90%
4th Quarter SFY 2019 - 2020					
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	7,472	44.11%	99.32%	94.15%	87.95%
Commercial	287,854	19.20%	99.53%	89.45%	81.90%
Private	51,108	3.12%	99.92%	74.12%	76.05%
Transit	46,710	7.87%	99.57%	78.84%	75.03%
Volunteer	517	28.10%	98.72%	94.53%	90.29%

Complaints By Provider Type

Transportation Metrics	Apr 2020	May 2020	Jun 2020
Total Trips Provided - Ambulance	2,205	2,182	3,085
• Provider No-Show	3	7	7
• Timeliness	2	4	11
• Other Stakeholders	24	26	33
• Call Center Operations	5	9	9
• Driver Behavior	0	0	1
• Provider Service Quality	0	0	0
• Miscellaneous	0	5	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Ambulance	34	51	61
Total Invalid Complaints by Provider Type - Ambulance	1	3	4
Valid Ambulance Complaints as % of Total Ambulance Trips	1.54%	2.34%	1.98%
Total Trips Provided - Commercial	97,966	89,993	99,895
• Provider No-Show	58	64	89
• Timeliness	150	217	220
• Other Stakeholders	1,424	1,280	1,571
• Call Center Operations	121	148	200
• Driver Behavior	0	1	2
• Provider Service Quality	7	6	5
• Miscellaneous	21	8	23
• Rider Injury / Incident	4	7	11
Total Valid Complaints by Provider Type - Commercial	1,785	1,731	2,121
Total Invalid Complaints by Provider Type - Commercial	86	119	149
Valid Commercial Complaints as % of Total Commercial Trips	1.82%	1.92%	2.12%
Total Trips Provided - Private	18,901	15,702	16,505
• Provider No-Show	4	8	2
• Timeliness	9	7	6
• Other Stakeholders	52	41	22
• Call Center Operations	4	3	8
• Driver Behavior	0	2	0
• Provider Service Quality	1	4	0
• Miscellaneous	0	0	1
• Rider Injury / Incident	1	0	1
Total Valid Complaints by Provider Type - Private	71	65	40
Total Invalid Complaints by Provider Type - Private	7	1	6
Valid Private Complaints as % of Total Private Trips	0.38%	0.41%	0.24%
Total Trips Provided - Transit	14,613	14,769	17,328
• Provider No-Show	14	31	25
• Timeliness	10	23	36
• Other Stakeholders	155	200	202
• Call Center Operations	20	19	32
• Driver Behavior	0	2	0
• Provider Service Quality	1	0	3
• Miscellaneous	7	5	3
• Rider Injury / Incident	2	2	0
Total Valid Complaints by Provider Type - Transit	209	282	301
Total Invalid Complaints by Provider Type - Transit	19	23	20
Valid Transit Complaints as % of Total Transit Trips	1.43%	1.91%	1.74%
Total Trips Provided - Volunteer	112	192	213
• Provider No-Show	0	0	1
• Timeliness	0	0	2
• Other Stakeholders	2	3	8
• Call Center Operations	0	1	5
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	1
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Volunteer	2	4	17
Total Invalid Complaints by Provider Type - Volunteer	0	0	3
Valid Volunteer Complaints as % of Total Volunteer Trips	1.79%	2.08%	7.98%
All Providers			
Total trips provided	133,797	122,838	137,026
Total Valid complaints	2,122	2,152	2,541
Total Invalid complaints	116	146	182
Valid Complaints as percentage of total trips	0.09%	0.12%	0.13%

Average Last Three Months	Average SFY 2020	Totals SFY 2020
2,491	4,453	53,438
6	21	256
6	48	579
28	56	674
8	9	107
0	0	4
0	0	4
2	2	25
0	0	5
49	138	1,654
3	6	76
1.95%	2.96%	-
95,951	129,075	1,548,898
70	186	2,234
196	710	8,517
1,425	2,212	26,549
156	156	1,867
1	7	86
6	12	140
17	47	568
7	10	116
1,879	3,340	40,077
118	171	2,054
1.96%	2.54%	-
17,036	17,071	204,854
5	2	27
7	4	49
38	17	209
5	4	44
1	0	2
2	0	5
0	0	3
1	0	3
59	29	342
5	5	56
0.34%	0.17%	-
15,570	20,640	247,677
23	53	630
23	130	1,554
186	209	2,509
24	19	232
1	2	18
1	1	15
5	12	142
1	2	28
264	427	5,128
21	21	251
1.69%	2.19%	-
172	375	4,499
0	2	20
1	0	3
4	11	131
2	3	41
0	0	0
0	0	0
0	0	5
0	0	1
8	17	201
1	1	15
3.95%	4.43%	-
131,220	171,614	2,059,366
2,272	3,955	47,459
148	205	2,458
0.11%	0.12%	-

Prompt Payment Aging Report By Invoice Received Date

LogistiCare Solutions, LLC

04/01/2020 to 06/30/2020

Some Broker Clients, Some 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	20	281,112	100.00%	5,003	1.78%
31-60 Days	0	0	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	281,112	100.00%	5,003	

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%
Quarter 3, 2019	156	7	2	0	161	1.28%	4.49%
Quarter 4, 2019	161	7	2	4	162	3.73%	4.35%
Quarter 1, 2020	162	10	2	3	167	3.09%	6.17%
Quarter 2, 2020	167	7	5	4	165	5.39%	4.19%
Quarter 3, 2020	165	7	4	1	167	3.03%	4.24%
Quarter 4, 2020	167	8	6	0	169	3.59%	4.79%
TOTAL	n/a	135	79	41	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
April through June 2020

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 7,319	Percent of Total Paid Trips for the Quarter 259,298
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	7	4	11	0.1503	0.0042
Injury - 3 (least severe)	6	0	6	0.0820	0.0023
Total Injuries	13	4	17	0.2323	0.0066

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 7,319	Percent of Total Paid Trips for the Quarter 259,298
Incident - 1 (most severe)	0	10	10	0.1366	0.0039
Incident - 2	3	1	4	0.0547	0.0015
Incident - 3 (least severe)	20	4	24	0.3279	0.0093
Total Incidents	23	15	38	0.5192	0.0147

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 Three of Fiscal Year 2020, the Broker and DHHS three member panel determined no incidents/injuries had 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 2019/2020	July	August	September	October	November	December	January '20	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2019/2020	June '19	December	March '20	June	September
	x	x	CXL-CV19	x	Scheduled

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

SFY 2019/2020	June '19	September	November	March '20	June
	x	x	x	CXL-CV19	CXL-CV19

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

SFY 2019/2020	December '19	March '20	July '20	September	SFY 2018/2019	December '19	webex	Region 3	September	July '20	webex	September
Region 1	webex	CXL-CV19	webex	scheduled								
SFY 2019/2020	December '19	March '20	July '20	September								
Region 2	x	CXL-CV19	webex	scheduled								

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

SFY 2019/2020	July '19	August	September	October	November	December	January '20	February	March	April	May	June
Area Visited (1)	-	Spartanburg	Rock Hill	Myrtle Beach^	-	Columbia^	Clinton		Bluffton			
Area Visited (2)		Florence				Charleston						

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2019/2020	July '19	August	September	October	November	December	January '20	February	March	April	May	June
Dialysis	*	*	*	*	*	*	*	*	*	*	*	*
Mental Health	*	*	*	*	*	*	*	*	*	*	*	*
Other	94	143	79	111	39	57	113	63	39	255^	237^	255^

*Reporting template change did not capture 'type' of facility.

^Volume includes outreach as a result of CV19 schedule changes.

9/9/2020