

South Carolina Department of Health and Human Services
Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		7,302	6,940	6,496		14,769
Total trips provided by type of transportation		44,301	40,792	35,891	120,984	241,935
• Non-Emergency Ambulatory Sedan/Van Trips		32,430	29,753	26,427	88,610	176,588
• Wheelchair Trips		5,363	5,037	4,545	14,945	30,180
• Stretcher Trips		614	568	579	1,761	3,611
• Individual Transportation Gas Trip		5,589	5,065	3,995	14,649	29,572
• Non-Emergency Ambulance ALS		9	5	4	18	25
• Non-Emergency Ambulance BLS		32	37	43	112	240
• Public Transportation Bus Trip		264	327	298	889	1,719
Total Over Night Trips Arranged		22	25	16	63	133
Total Extra Passengers		7,130	5,828	5,416	18,374	36,695
• Number of Pickups On Time (A Leg)		18,326	15,033	13,674	47,033	94,994
• Number of Deliveries On Time (A Leg)		17,824	14,965	13,344	46,133	93,130
• Number of Trips Within Ride Time (All Trips)		43,559	37,929	34,370	115,858	234,840
• Percent of Pickups On Time (A Leg)	>= 90%	86.10%	80.90%	81.20%	82.73%	82.15%
• Percent of Deliveries On Time (A Leg)	>= 95%	83.70%	80.40%	79.50%	81.20%	80.62%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.80%	99.70%	99.73%	99.42%
Actual number of calls *		114,862	96,601	83,208	294,671	600,337
• Average phone calls daily		4,994	4,391	3,962	4,449	4,580
• Average Answer Speed	< 1:00	01:19	01:12	00:40	01:04	01:04
• Average Talk Time		03:07	03:09	03:10	03:09	03:10
• Average Time On Hold	<= 3:00	01:38	01:37	01:31	01:35	01:37
• Average time on hold before abandonment	< 1:30	01:11	01:14	00:58	01:08	01:11
• Average number of calls abandoned daily		269	259	121	216	229
• Percentage of calls abandoned daily	< 5.0%	5.39%	5.90%	3.05%	4.86%	5.00%
Total number of complaints by type		510	497	505	1,512	2,939
• Provider No-Show		55	68	53	176	359
• Timeliness		158	154	247	559	928
• Other Stakeholders		263	233	170	666	1,418
• Call Center Operations		9	11	13	33	63
• Driver Behavior		9	8	8	25	56
• Provider Service Quality		4	4	3	11	27
• Miscellaneous		7	11	4	22	47
• Rider Injury / Incident		5	8	7	20	41
• Provider No-Shows as percentage of total trips	<= 0.25%	0.12%	0.17%	0.15%	0.15%	0.15%
• Complaints as percentage of total trips		1.15%	1.22%	1.41%	1.25%	1.21%
Total number of denials by type		978	933	859	2,770	5,072
• Non-Urgent / Under Days of Notice		245	207	183	635	1,008
• Non-Covered Service		179	189	134	502	993
• Ineligible For Transport		42	41	41	124	311
• Unable to Confirm Medical Appointment w/ Provider		28	29	31	88	171
• Does Not Meet Transportation Protocols		2	2	2	6	7
• Incomplete Information		386	384	378	1,148	1,999
• Needs Emergency Services		0	0	3	3	4
• Beneficiary Has Medicare Part B or Other Coverage		96	81	87	264	579
• Denials as percentage of total trips		2.21%	2.29%	2.39%	2.29%	2.10%

* Includes calls for Regions 1-3.