

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,669	9,949	9,537		21,384
Total trips provided by type of transportation		66,211	58,024	52,528	176,763	354,876
• Non-Emergency Ambulatory Sedan/Van Trips		51,723	44,776	40,842	137,341	276,246
• Wheelchair Trips		8,200	7,322	6,964	22,486	44,971
• Stretcher Trips		1,178	1,144	1,006	3,328	6,941
• Individual Transportation Gas Trip		5,032	4,636	3,592	13,260	26,209
• Non-Emergency Ambulance ALS		2	3	2	7	25
• Non-Emergency Ambulance BLS		66	74	44	184	321
• Public Transportation Bus Trip		10	69	78	157	163
Total Over Night Trips Arranged		22	35	23	80	161
Total Extra Passengers		8,258	7,040	6,115	21,413	44,469
• Number of Pickups On Time (A Leg)		26,872	22,438	20,704	70,014	137,521
• Number of Deliveries On Time (A Leg)		25,113	21,388	19,708	66,209	130,930
• Number of Trips Within Ride Time (All Trips)		66,694	55,954	51,810	174,458	352,157
• Percent of Pickups On Time (A Leg)	>= 90%	80.60%	80.30%	80.10%	80.33%	78.32%
• Percent of Deliveries On Time (A Leg)	>= 95%	75.70%	76.70%	76.60%	76.33%	74.22%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.12%
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		737	659	617	2,013	3,675
• Provider No-Show		86	125	116	327	550
• Timeliness		191	268	317	776	1,308
• Other Stakeholders		397	172	127	696	1,397
• Call Center Operations		7	13	7	27	59
• Driver Behavior		4	6	11	21	36
• Provider Service Quality		7	4	4	15	28
• Miscellaneous		34	63	23	120	237
• Rider Injury / Incident		11	8	12	31	60
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.22%	0.22%	0.18%	0.15%
• Complaints as percentage of total trips		1.11%	1.14%	1.17%	1.14%	1.04%
Total number of denials by type		1,748	1,610	1,468	4,826	8,634
• Non-Urgent / Under Days of Notice		392	298	293	983	1,585
• Non-Covered Service		365	304	241	910	1,701
• Ineligible For Transport		77	125	114	316	558
• Unable to Confirm Medical Appointment w/ Provider		78	55	46	179	339
• Does Not Meet Transportation Protocols		0	4	0	4	7
• Incomplete Information		606	593	567	1,766	3,032
• Needs Emergency Services		4	0	2	6	12
• Beneficiary Has Medicare Part B or Other Coverage		226	231	205	662	1,400
• Denials as percentage of total trips		2.64%	2.77%	2.79%	2.73%	2.43%

* Call center data for Region 2 is included on the Region 1 report.