

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
<b>Unduplicated Beneficiaries</b>		<b>10,671</b>	<b>9,949</b>	<b>9,379</b>		<b>19,800</b>
<b>Total trips provided by type of transportation</b>		<b>62,996</b>	<b>55,055</b>	<b>51,047</b>	<b>169,098</b>	<b>340,074</b>
• Non-Emergency Ambulatory Sedan/Van Trips		50,034	43,606	40,384	134,024	269,496
• Wheelchair Trips		7,731	6,808	6,339	20,878	42,817
• Stretcher Trips		1,095	1,090	990	3,175	6,311
• Individual Transportation Gas Trip		3,698	3,196	2,803	9,697	19,116
• Non-Emergency Ambulance ALS		30	18	15	63	84
• Non-Emergency Ambulance BLS		8	20	13	41	178
• Public Transportation Bus Trip		400	317	503	1,220	2,072
<b>Total Over Night Trips Arranged</b>		<b>25</b>	<b>50</b>	<b>34</b>	<b>109</b>	<b>199</b>
<b>Total Extra Passengers</b>		<b>7,604</b>	<b>6,928</b>	<b>5,824</b>	<b>20,356</b>	<b>41,836</b>
• Number of Pickups On Time (A Leg)		25,074	21,212	19,626	65,912	130,197
• Number of Deliveries On Time (A Leg)		23,480	20,261	18,239	61,980	121,351
• Number of Trips Within Ride Time (All Trips)		63,347	54,647	51,257	169,251	342,626
• Percent of Pickups On Time (A Leg)	<b>&gt;= 90%</b>	79.30%	77.60%	77.10%	78.00%	75.95%
• Percent of Deliveries On Time (A Leg)	<b>&gt;= 95%</b>	74.30%	74.40%	71.80%	73.50%	70.90%
• Percent of Trips Within Ride Time (All Trips)	<b>&gt;= 99%</b>	99.60%	99.60%	99.70%	99.63%	99.18%
<b>Actual number of calls *</b>						
• Average phone calls daily						
• Average Answer Speed	<b>&lt; 1:00</b>					
• Average Talk Time						
• Average Time On Hold	<b>&lt;= 3:00</b>					
• Average time on hold before abandonment	<b>&lt; 1:30</b>					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	<b>&lt; 5.0%</b>					
<b>Total number of complaints by type</b>		<b>519</b>	<b>631</b>	<b>511</b>	<b>1,661</b>	<b>2,670</b>
• Provider No-Show		87	132	110	329	486
• Timeliness		137	272	250	659	1,004
• Other Stakeholders		227	118	93	438	769
• Call Center Operations		9	9	7	25	58
• Driver Behavior		8	6	3	17	28
• Provider Service Quality		7	7	3	17	24
• Miscellaneous		37	78	40	155	247
• Rider Injury / Incident		7	9	5	21	54
• Provider No-Shows as percentage of total trips	<b>&lt;= 0.25%</b>	0.14%	0.24%	0.22%	0.19%	0.14%
• Complaints as percentage of total trips		0.82%	1.15%	1.00%	0.98%	0.79%
<b>Total number of denials by type</b>		<b>1,948</b>	<b>1,928</b>	<b>1,712</b>	<b>5,588</b>	<b>10,068</b>
• Non-Urgent / Under Days of Notice		380	368	290	1,038	1,669
• Non-Covered Service		289	317	198	804	1,514
• Ineligible For Transport		72	62	72	206	428
• Unable to Confirm Medical Appointment w/ Provider		65	83	54	202	333
• Does Not Meet Transportation Protocols		1	9	12	22	34
• Incomplete Information		636	670	635	1,941	3,373
• Needs Emergency Services		2	0	6	8	15
• Beneficiary Has Medicare Part B or Other Coverage		503	419	445	1,367	2,702
• Denials as percentage of total trips		3.09%	3.50%	3.35%	3.30%	2.96%

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