

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report  
LogistiCare  
June 2023

Transportation Metrics	Performance Goal	April 2023 Final	May 2023 Final	June 2023 Final
<b>Unduplicated Beneficiaries</b>		<b>20,823</b>	<b>22,028</b>	<b>21,544</b>
<b>Total trips provided by type of transportation</b>		<b>129,683</b>	<b>151,779</b>	<b>144,234</b>
• Non-Emergency Ambulatory Sedan/Van Trips		103,911	121,199	117,664
• Wheelchair Trips		15,031	18,036	18,375
• Stretcher Trips		3,081	3,754	3,005
• Individual Transportation Gas Trip		7,443	7,928	4,556
• Non-Emergency Ambulance ALS		155	152	138
• Non-Emergency Ambulance BLS		6	10	28
• Public Transportation Bus Trip		56	700	468
<b>Total Over Night Trips Arranged</b>		<b>89</b>	<b>150</b>	<b>126</b>
<b>Total Extra Passengers</b>		<b>10,083</b>	<b>11,501</b>	<b>11,763</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.17%	0.16%	0.14%
• Number of Pickups On Time (A Leg)		50,883	59,593	56,434
• Number of Deliveries On Time (A Leg)		44,651	53,390	52,290
• Number of Pickups On Time (B Leg)		47,982	55,186	52,420
• Number of Trips Within Ride Time (All Trips)		122,500	144,001	139,967
• Percent of Pickups On Time (A Leg)	>= 90%	80.71%	80.41%	78.89%
• Percent of Deliveries On Time (A Leg)	>= 95%	72.30%	73.21%	74.05%
• Percent of Pickups On Time (B Leg)	>= 90%	82.90%	81.19%	79.09%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.58%	99.46%	99.56%
<b>Actual number of calls</b>		<b>61,806</b>	<b>66,657</b>	<b>61,904</b>
• Average phone calls daily		3,090	3,030	2,948
• Average Answer Speed	< 1:00	0:01:34	0:00:49	0:00:39
• Average Talk Time		0:05:15	0:05:11	0:05:26
• Average Time On Hold	<= 3:00	0:02:03	0:01:52	0:02:04
• Average time on hold before abandonment	< 1:30	0:04:31	0:01:01	0:00:56
• Average number of calls abandoned daily		145	74	51
• Percentage of calls abandoned daily	< 5.0%	4.69%	2.45%	1.72%
<b>Total number of complaints by type - Valid</b>		<b>870</b>	<b>899</b>	<b>701</b>
• Provider No-Show		210	232	202
• Timeliness		150	176	131
• Other Stakeholders		252	272	235
• Call Center Operations		182	129	89
• Driver Behavior		6	8	2
• Provider Service Quality		51	61	33
• Miscellaneous		14	15	7
• Rider Injury / Incident		5	6	2
• Valid Complaints as percentage of total trips		0.67%	0.59%	0.49%
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>259</b>	<b>286</b>	<b>238</b>
• Provider No-Show		63	47	51
• Timeliness		32	36	30
• Other Stakeholders		53	50	49
• Call Center Operations		48	62	50
• Driver Behavior		21	30	23
• Provider Service Quality		22	21	20
• Miscellaneous		18	35	14
• Rider Injury / Incident		2	5	1
• Invalid & Other Complaints as percentage of total trips		0.20%	0.19%	0.17%
<b>Total number of denials by type</b>		<b>1,894</b>	<b>2,440</b>	<b>2,462</b>
• Non-Urgent / Under Days of Notice		797	987	835
• Non-Covered Service		248	300	274
• Ineligible For Transport		91	125	216
• Unable to Confirm Medical Appointment w/ Provider		79	140	101
• Does Not Meet Transportation Protocols		1	2	1
• Incomplete Information		581	796	961
• Needs Emergency Services		0	2	1
• Beneficiary Has Medicare Part B or Other Coverage		97	88	73
• Denials as percentage of total trips		1.46%	1.61%	1.71%

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.

Average Last Three Months	Average SFY 2023	Average SFY 2022	Totals SFY 2023	Totals SFY 2022
21,465	21,459	19,313	57,107	53,689
141,899	137,479	110,143	1,649,751	1,321,712
114,258	106,828	80,625	1,281,940	967,503
17,147	15,766	12,512	189,194	150,142
3,280	3,129	2,415	37,546	28,982
6,642	11,085	14,046	133,023	168,556
148	126	79	1,506	953
15	21	59	254	703
408	524	406	6,288	4,873
122	111	140	1,328	1,676
11,116	10,332	9,395	123,982	112,738
0.16%	0.23%	0.35%	--	--
55,637	52,462	41,673	629,544	500,078
50,110	47,013	37,381	564,161	448,577
51,863	49,013	37,297	588,155	447,559
135,489	126,283	96,252	1,515,400	1,155,019
80.01%	82.05%	89.22%	--	--
73.19%	73.46%	77.01%	--	--
81.06%	81.83%	81.84%	--	--
99.53%	99.46%	99.55%	--	--
63,456	67,898	67,724	814,774	812,690
3,023	3,236	3,152	--	--
0:01:01	0:00:58	0:01:14	--	--
0:05:17	0:05:03	0:04:34	--	--
0:02:00	0:02:05	0:02:05	--	--
0:02:09	0:02:44	0:03:08	--	--
90	88	90	--	--
2.95%	2.72%	2.78%	--	--
823	1,903	4,081	22,840	48,971
215	293	349	3,514	4,190
152	249	458	2,985	5,500
253	1,026	2,822	12,310	33,864
133	219	340	2,628	4,078
5	6	6	77	71
48	93	66	1,113	789
12	13	36	157	430
4	5	4	56	49
0.58%	1.39%	3.73%	--	--
261	361	805	4,330	9,655
54	61	99	727	1,183
33	32	41	387	494
51	108	440	1,296	5,283
53	79	116	944	1,395
25	28	31	341	368
21	22	23	265	279
22	29	51	342	611
3	2	4	28	42
0.18%	0.26%	0.74%	--	--
2,265	2,481	2,432	29,776	29,182
873	1,045	894	12,542	10,729
274	343	373	4,117	4,480
144	123	138	1,477	1,650
107	117	143	1,405	1,715
1	2	4	28	47
779	745	743	8,936	8,912
1	2	1	19	17
86	104	136	1,252	1,632
1.59%	1.81%	2.22%	--	--

## 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



modivcare

Jun-23

FY 2022 - 2023

June 2023	Tier	TYPE	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0	0	0	0	1	0	0	1
	III	Facility Issue	14	10	13	8	8	4	11	2	7	15	10	1	103
	I	Incident Rider	5	3	4	8	6	6	3	8	5	5	8	2	63
	I	Injury	0	8	0	0	0	2	1	2	2	2	3	1	21
	III	Modivcare Employee Issue	134	211	157	122	166	145	165	165	148	95	96	52	1,656
	III	Modivcare Issue	150	155	182	195	175	162	189	190	202	135	95	87	1,917
	IV	No Vehicle Available	76	114	89	142	96	77	87	116	89	44	41	21	992
	III	Provider Late	310	594	402	302	237	171	193	188	178	156	186	150	3,067
	II	Provider No Show	342	627	479	416	336	274	383	264	315	273	279	253	4,241
	III	Reroute	1	0	0	1	0	0	0	0	0	0	0	0	2
	II	Rider Issue	48	71	110	57	65	62	62	48	44	45	56	38	706
	II	Rider No Show	2,241	1,865	1,797	1,635	1,473	1,588	934	191	273	238	250	232	12,717
	I	Serious Injury	0	0	0	0	0	0	0	0	0	0	0	0	0
	I	Subcontractor Courtesy	39	54	40	43	21	30	27	29	45	27	38	25	418
	I	Subcontractor Safety	26	36	23	41	30	17	25	14	14	19	27	19	291
	I	Suspected Rider Fraud & Abuse	3	3	9	6	5	3	7	10	8	6	6	13	79
	I	Suspected TP Fraud & Abuse	2	2	6	1	3	1	4	1	2	4	7	4	37
	III	Transportation Provider	51	64	37	39	44	37	35	30	57	32	50	21	497
	III	Transportation Provider Early	40	33	35	29	26	18	13	23	25	26	26	11	305
	N/A	Transportation Provider Employee	0	0	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	0	0
	II	Vehicle Issue	1	7	6	4	2	2	5	2	3	6	7	9	54
	I	Wheelchair Tie-down Issue	0	0	1	1	0	0	0	1	0	0	0	0	3
		Subtotal	3,483	3,857	3,390	3,050	2,693	2,599	2,144	1,284	1,417	1,129	1,185	939	19,072
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.01%
	III	Facility Issue	0.40%	0.26%	0.38%	0.26%	0.30%	0.15%	0.51%	0.16%	0.49%	1.33%	0.84%	0.11%	0.54%
	I	Incident Rider	0.14%	0.08%	0.12%	0.26%	0.22%	0.23%	0.14%	0.62%	0.35%	0.44%	0.68%	0.21%	0.33%
	I	Injury	0.00%	0.21%	0.00%	0.00%	0.00%	0.08%	0.05%	0.16%	0.14%	0.18%	0.25%	0.11%	0.11%
	III	LogisticCare Employee Issue	3.85%	5.47%	4.63%	4.00%	6.16%	5.58%	7.70%	12.85%	10.44%	8.41%	8.10%	5.54%	8.68%
	III	Modivcare Issue	4.31%	4.02%	5.37%	6.39%	6.50%	6.23%	8.82%	14.80%	14.26%	11.96%	8.02%	9.27%	10.05%
	IV	No Vehicle Available	2.18%	2.96%	2.63%	4.66%	3.56%	2.96%	4.06%	9.03%	6.28%	3.90%	3.46%	2.24%	5.20%
	III	Provider Late	8.90%	15.40%	11.86%	9.90%	8.80%	6.58%	9.00%	14.64%	12.56%	13.82%	15.70%	15.97%	16.08%
	III	Provider No Show	9.82%	16.26%	14.13%	13.64%	12.48%	10.54%	17.86%	20.56%	22.23%	24.18%	23.54%	26.94%	22.24%
	III	ReRoute	0.03%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
	III	Rider Issue	1.38%	1.84%	3.24%	1.87%	2.41%	2.39%	2.89%	3.74%	3.11%	3.99%	4.73%	4.05%	3.70%
	III	Rider No Show	64.34%	48.35%	53.01%	53.61%	54.70%	61.10%	43.56%	14.88%	19.27%	21.08%	21.10%	24.71%	66.68%
	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%	0.00%	0.00%
	I	Subcontractor Courtesy	1.12%	1.40%	1.18%	1.41%	0.78%	1.15%	1.26%	2.26%	3.18%	2.39%	3.21%	2.66%	2.19%
	I	Subcontractor Safety	0.75%	0.93%	0.68%	1.34%	1.11%	0.65%	1.17%	1.09%	0.99%	1.68%	2.28%	2.02%	1.53%
	I	Suspected Rider Fraud & Abuse	0.09%	0.08%	0.27%	0.20%	0.19%	0.12%	0.33%	0.78%	0.56%	0.53%	0.51%	1.38%	0.41%
	I	Suspected TP Fraud & Abuse	0.06%	0.05%	0.18%	0.03%	0.11%	0.04%	0.19%	0.08%	0.14%	0.35%	0.59%	0.43%	0.19%
	III	Transportation Provider	1.46%	1.86%	1.09%	1.28%	1.63%	1.42%	1.63%	2.34%	4.02%	2.63%	4.22%	2.24%	2.61%
	III	Transportation Provider Early	1.15%	0.86%	1.03%	0.85%	0.97%	0.69%	0.61%	1.79%	1.76%	2.30%	2.19%	1.17%	1.60%
	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%	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%	0.00%
	II	Vehicle Issue	0.03%	0.18%	0.18%	0.13%	0.07%	0.08%	0.23%	0.16%	0.21%	0.53%	0.59%	0.96%	0.28%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.03%	0.03%	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.02%
		State Subtotal	100.00%	100.00%	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 involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)

Incident Rider

Injury

Serious Injury

Subcontractor Safety

Suspected Rider Fraud and Abuse

Suspected TP Fraud and Abuse

Wheelchair Tie-down Issue

Tier II - "Major"  
Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)

Claims

Inclement Weather

Modivcare Employee Issue

Modivcare Employee Issue Behavior

Modivcare Issue Trip Assignment

Provider No Show

Rider Issue

Rider No Show

Subcontractor Courtesy

Transportation Provider Behavior

Transportation Provider Driving

Vehicle Issue

Vehicle Issue Equipment

Tier III - "Moderate"  
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

Transportation Provider

Transportation Provider Early

Transportation Provider Hygiene

Transportation Provider Mask

Vehicle Issue Cleanliness

Volance Language Services

Tier IV - "Minor"  
Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)

Eligibility Issue

First Call Resolution

Modivcare Issue IVA/IVR

Modivcare Issue Policy & Procedures

No Vehicle Available

Unknown / Other