

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
May 2022

Transportation Metrics	Performance Goal	March 2022 Final	April 2022 Final	May 2022 Final	Average Last Three Months	Average SFY 2022	Average SFY 2021	Totals SFY 2022	Totals SFY 2021
Unduplicated Beneficiaries		20,135	18,923	19,424	19,494	19,264	19,261	51,346	53,411
Total trips provided by type of transportation		120,757	112,770	116,686	116,738	109,395	117,152	1,203,349	1,405,828
• Non-Emergency Ambulatory Sedan/Van Trips		88,793	81,744	85,256	85,264	80,201	84,152	882,206	1,009,827
• Wheelchair Trips		13,343	12,299	12,730	12,791	12,497	13,165	137,467	157,985
• Stretcher Trips		2,608	2,345	2,704	2,552	2,382	1,938	26,201	23,250
• Individual Transportation Gas Trip		15,749	15,724	15,264	15,579	13,786	17,251	151,644	207,007
• Non-Emergency Ambulance ALS		58	77	92	76	79	72	874	865
• Non-Emergency Ambulance BLS		68	31	24	41	63	112	689	1,345
• Public Transportation Bus Trip		138	550	616	435	388	462	4,268	5,549
Total Over Night Trips Arranged		119	53	123	98	134	118	1,475	1,414
Total Extra Passengers		9,847	8,607	9,142	9,199	9,320	9,547	102,515	114,564
• Provider No-Shows as Percentage of Total Trips	<= 0.25%	0.39%	0.28%	0.29%	0.32%	0.35%	0.19%	--	--
• Number of Pickups On Time (A Leg)		45,462	42,002	43,984	43,816	41,486	43,017	456,348	516,206
• Number of Deliveries On Time (A Leg)		40,314	37,577	39,154	39,015	37,192	39,555	409,108	474,660
• Number of Pickups On Time (B Leg)		41,117	38,411	40,177	39,902	37,104	39,107	408,141	469,283
• Number of Trips Within Ride Time (All Trips)		105,254	96,951	101,171	101,125	95,799	96,667	1,053,791	1,160,008
• Percent of Pickups On Time (A Leg)	>= 90%	87.99%	89.33%	88.39%	88.57%	89.26%	91.49%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	76.03%	76.77%	76.83%	76.54%	76.99%	81.32%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	82.66%	83.43%	83.56%	83.21%	81.85%	85.45%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.55%	99.58%	99.52%	99.55%	99.55%	99.70%	--	--
Actual number of calls		73,480	63,872	68,770	68,707	67,525	66,637	742,778	799,646
• Average phone calls daily		3,195	3,042	3,126	3,121	3,150	3,127	--	--
• Average Answer Speed	< 1:00	0:00:15	0:00:39	0:01:34	0:00:50	0:01:18	0:01:44	--	--
• Average Talk Time		0:04:47	0:04:54	0:05:00	0:04:54	0:04:32	0:04:09	--	--
• Average Time On Hold	<= 3:00	0:01:55	0:02:01	0:02:09	0:02:02	0:02:05	0:01:30	--	--
• Average time on hold before abandonment	< 1:30	0:01:02	0:01:36	0:03:48	0:02:09	0:03:04	0:05:07	--	--
• Average number of calls abandoned daily		15	43	150	69	94	149	--	--
• Percentage of calls abandoned daily	< 5.0%	0.47%	1.42%	4.80%	2.23%	2.90%	5.36%	--	--
Total number of complaints by type - Valid		3,947	3,351	3,391	3,563	4,106	3,325	45,167	39,900
• Provider No-Show		415	281	295	330	352	185	3,872	2,214
• Timeliness		503	236	305	348	461	368	5,071	4,420
• Other Stakeholders		2,572	2,358	2,338	2,423	2,835	2,305	31,183	27,658
• Call Center Operations		342	360	313	338	348	369	3,831	4,422
• Driver Behavior		5	9	12	9	5	5	57	56
• Provider Service Quality		69	87	107	88	63	36	696	431
• Miscellaneous		35	16	16	22	37	48	412	570
• Rider Injury / Incident		6	4	5	5	4	11	45	129
• Valid Complaints as percentage of total trips		3.27%	2.97%	2.91%	3.05%	3.78%	2.84%	--	--
Total number of complaints by type - Invalid & Other		839	676	667	727	824	446	9,059	5,348
• Provider No-Show		149	98	65	104	102	37	1,125	442
• Timeliness		62	29	29	40	41	18	449	216
• Other Stakeholders		355	363	392	370	453	234	4,979	2,811
• Call Center Operations		128	88	83	100	117	70	1,292	838
• Driver Behavior		29	31	40	33	30	20	331	243
• Provider Service Quality		28	23	24	25	23	18	255	218
• Miscellaneous		86	43	34	54	53	45	587	542
• Rider Injury / Incident		2	1	0	1	4	3	41	38
• Invalid & Other Complaints as percentage of total trips		0.69%	0.60%	0.57%	0.62%	0.76%	0.38%	--	--
Total number of denials by type		2,620	2,179	2,193	2,331	2,414	2,482	26,550	29,781
• Non-Urgent / Under Days of Notice		935	839	871	882	886	900	9,748	10,795
• Non-Covered Service		408	410	393	404	369	375	4,056	4,496
• Ineligible For Transport		125	87	114	109	135	121	1,480	1,454
• Unable to Confirm Medical Appointment w/ Provider		153	127	96	125	141	144	1,556	1,727
• Does Not Meet Transportation Protocols		4	2	4	3	3	3	33	31
• Incomplete Information		840	574	585	666	744	807	8,182	9,688
• Needs Emergency Services		2	0	1	1	1	3	16	31
• Beneficiary Has Medicare Part B or Other Coverage		153	140	129	141	134	130	1,479	1,559
• Denials as percentage of total trips		2.17%	1.93%	1.88%	1.99%	2.22%	2.13%	--	--

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 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



April 2022

FY 2021 - 2022

May 2022	Tier	TYPE	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL
STATE	IV	Eligibility Issue	0	0	0	1	2	1	0	0	0	1	0		5
	III	Facility Issue	17	19	14	13	20	16	20	6	21	16	10		172
	I	Incident Rider	4	9	5	5	7	2	4	10	7	4	5		62
	I	Injury	5	4	3	0	4	2	2	2	1	1	0		24
	III	Modivcare Employee Issue	203	275	315	244	256	295	250	244	304	280	245		2,911
	III	Modivcare Issue	176	205	260	264	227	215	192	188	166	168	151		2,212
	IV	No Vehicle Available	32	54	80	38	35	42	34	57	67	88	89		616
	IV	Provider Late	416	651	532	451	410	423	514	533	510	230	297		4,967
	II	Provider No Show	336	472	516	420	428	476	544	502	564	379	360		4,997
	III	Reroute	0	0	0	0	2	0	0	0	2	0	0		4
	II	Rider Issue	41	55	44	50	45	28	60	46	50	40	41		500
	II	Rider No Show	3,361	3,512	3,216	3,293	3,114	3,996	4,225	2,519	2,844	2,646	2,676		35,402
	I	Serious Injury	0	0	0	0	0	0	0	0	0	0	0		0
	I	Subcontractor Courtesy	33	42	33	34	30	29	32	29	34	40	52		388
	I	Subcontractor Safety	16	41	17	22	26	13	18	28	25	17	26		249
	I	Suspected Rider Fraud & Abuse	8	3	10	2	8	6	7	6	12	18	3		83
	I	Suspected TP Fraud & Abuse	1	7	3	5	0	3	0	3	3	3	5		33
	III	Transportation Provider	74	97	83	75	90	107	108	133	119	59	50		995
	III	Transportation Provider Early	51	56	64	73	42	52	51	37	55	35	37		553
N/A		Transportation Provider Employee	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
II		Vehicle Issue	5	15	3	4	4	3	2	2	1	1	11		51
I		Wheelchair Tie-down Issue	0	0	0	0	0	0	0	0	1	1	0		2
		Subtotal	4,779	5,517	5,198	4,994	4,750	5,709	6,063	4,345	4,786	4,027	4,058	0	30,947
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.02%	0.04%	0.02%	0.00%	0.00%	0.00%	0.02%	0.00%		0.02%
	III	Facility Issue	0.36%	0.34%	0.27%	0.26%	0.42%	0.28%	0.33%	0.14%	0.44%	0.40%	0.25%		0.56%
	I	Incident Rider	0.08%	0.16%	0.10%	0.10%	0.15%	0.04%	0.07%	0.23%	0.15%	0.10%	0.12%		0.20%
	I	Injury	0.10%	0.07%	0.06%	0.00%	0.08%	0.04%	0.03%	0.05%	0.02%	0.02%	0.00%		0.08%
	III	LogisticCare Employee Issue	4.25%	4.98%	6.06%	4.89%	5.39%	5.17%	4.12%	5.62%	6.35%	6.95%	6.04%		9.41%
	III	Modivcare Issue	3.68%	3.72%	5.00%	5.29%	4.78%	3.77%	3.17%	4.33%	3.47%	4.17%	3.72%		7.15%
	IV	No Vehicle Available	0.67%	0.98%	1.54%	0.76%	0.74%	0.74%	0.56%	1.31%	1.40%	2.19%	2.19%		1.99%
	III	Provider Late	8.70%	11.80%	10.23%	9.03%	8.63%	7.41%	8.48%	12.27%	10.66%	5.71%	7.32%		16.05%
	II	Provider No Show	7.03%	8.56%	9.93%	8.41%	9.01%	8.34%	8.97%	11.55%	11.78%	9.41%	8.87%		16.15%
	II	ReRoute	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%		0.01%
	II	Rider Issue	0.86%	1.00%	0.85%	1.00%	0.95%	0.49%	0.99%	1.06%	1.04%	0.99%	1.01%		1.62%
	II	Rider No Show	70.33%	63.66%	61.87%	65.94%	65.56%	69.99%	69.68%	57.97%	59.42%	65.71%	65.94%		114.40%
	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%
	II	Subcontractor Courtesy	0.69%	0.76%	0.63%	0.63%	0.63%	0.51%	0.53%	0.67%	0.71%	0.99%	1.28%		1.25%
	I	Subcontractor Safety	0.33%	0.74%	0.33%	0.44%	0.55%	0.23%	0.30%	0.64%	0.52%	0.42%	0.64%		0.80%
	I	Suspected Rider Fraud & Abuse	0.17%	0.05%	0.19%	0.04%	0.17%	0.11%	0.12%	0.14%	0.25%	0.45%	0.07%		0.27%
	I	Suspected TP Fraud & Abuse	0.02%	0.13%	0.06%	0.10%	0.00%	0.05%	0.00%	0.07%	0.06%	0.07%	0.12%		0.11%
	III	Transportation Provider	1.55%	1.76%	1.60%	1.50%	1.89%	1.87%	1.78%	3.06%	2.49%	1.47%	1.23%		3.22%
	III	Transportation Provider Early	1.07%	1.02%	1.23%	1.46%	0.88%	0.91%	0.84%	0.85%	1.15%	0.87%	0.91%		1.79%
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%
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%
II		Vehicle Issue	0.10%	0.27%	0.06%	0.08%	0.08%	0.05%	0.03%	0.05%	0.02%	0.02%	0.27%		0.16%
I		Wheelchair Tie-down Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.02%	0.00%		0.01%
		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%

Tier I - "Serious" Issue involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)	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.)	Tier III - "Moderate" Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)	Tier IV - "Minor" Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)
Incident Rider	Claims	Eligibility Benefit Concerns	Eligibility Issue
Injury	Indement Weather	Facility Issue	First Call Resolution
Serious Injury	Modivcare Employee Issue	Modivcare Employee Issue Res Error	Modivcare Issue IVA/IVR
Subcontractor Safety	Modivcare Employee Issue Behavior	Modivcare Issue Trip Assignment	Modivcare Issue Policy & Procedures
Suspected Rider Fraud and Abuse	Modivcare Issue Provider No Show	Modivcare Issue Reimbursement	No Vehicle Available
Suspected TP Fraud and Abuse	Provider No Show	Provider Late	Unknown / Other
Wheelchair Tie-down Issue	Rider Issue	Provider No Show - Recovered	
	Rider No Show	Reroute	
	Subcontractor Courtesy	Transportation Provider	
	Transportation Provider Behavior	Transportation Provider Early	
	Transportation Provider Driving	Transportation Provider Hygiene	
	Vehicle Issue	Transportation Provider Mask	
	Vehicle Issue Equipment	Vehicle Issue Cleanliness	
		Voiance Language Services	

Prompt Payment Report By Invoice Received Date (No Cost)

04/01/2022 to 06/30/2022

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

SC DHHS

Claim Status	Number of Claims	Percent of Claims
Clean Claims Paid	329,999	97.83%
Clean Claims Denied	790	0.23%
Claims Pended For Additional Information - Paid	258	0.08%
Claims Pended For Additional Information - Denied	1,092	0.32%
Claims Pended	0	0.00%
Unclean Claims	5,180	1.54%
Total	337,319	100.00%

Clean Claims Paid or Denied From Dt of Receipt	Avg Days	No of Clean Claims Paid	Pct of Clean Claims Paid	No of Clean Claims Denied	Pct of Clean Claims Denied	No of Clean Claims Paid or Denied	Pct of Clean Claims Paid or Denied
0-30 Days	19	329,999	100.00%	790	100.00%	330,789	100.00%
31-45 Days	0	0	0.00%	0	0.00%	0	0.00%
46-60 Days	0	0	0.00%	0	0.00%	0	0.00%
61-75 Days	0	0	0.00%	0	0.00%	0	0.00%
76-90 Days	0	0	0.00%	0	0.00%	0	0.00%
91 + Days	0	0	0.00%	0	0.00%	0	0.00%
Total	19	329,999	100.00%	790	100.00%	330,789	100.00%

Prompt Payment Report By Invoice Received Date (No Cost)

04/01/2022 to 06/30/2022

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates **

SC DHHS

Pended Claims Paid or Denied From Dt of Receipt	Avg Days	No of Pended Claims Paid	Pct of Pended Claims Paid	No of Pended Claims Denied	Pct of Pended Claims Denied	No of Pended Claims Paid or Denied	Pct of Pended Claims Paid or Denied
0-30 Days	21	258	100.00%	1,092	100.00%	1,350	100.00%
31-45 Days	0	0	0.00%	0	0.00%	0	0.00%
46-60 Days	0	0	0.00%	0	0.00%	0	0.00%
61-75 Days	0	0	0.00%	0	0.00%	0	0.00%
76-90 Days	0	0	0.00%	0	0.00%	0	0.00%
91 + Days	0	0	0.00%	0	0.00%	0	0.00%
Total	21	258	100.00%	1,092	100.00%	1,350	100.00%

Pended Claims	Avg Days	No of Pended Claims	Pct of Pended Claims
0-30 Days	21	1,350	100.00%
31-45 Days	0	0	0.00%
46-60 Days	0	0	0.00%
61-75 Days	0	0	0.00%
76-90 Days	0	0	0.00%
91 + Days	0	0	0.00%
Total	21	1,350	100.00%

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%
Quarter 1, 2021	169	3	0	4	168	2.37%	1.78%
Quarter 2, 2021	168	3	0	3	168	1.79%	1.79%
Quarter 3, 2021	168	3	0	4	167	2.38%	1.79%
Quarter 4, 2021	167	6	2	0	171	1.20%	3.59%
Quarter 1, 2022	162	5	0	4	163	2.47%	3.09%
Quarter 2, 2022	183	11	11	0	183	6.01%	6.01%
Quarter 3, 2022					0	#DIV/0!	#DIV/0!
TOTAL	n/a	166	92	56	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.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, MODV)

SFY 2021/2022	May	June	July	August	September	October	November	December	January '22	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2021/2022	September '20	December	March '21	June	September	December	February	May
	x	x	x	x	x (Oct)	CXL	X (March)	DHHS

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

SFY 2021/2022	September '20	December	March '21	June	September	December	Not done since 2021
	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	

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

SFY 2021/2022	July	August	September	October	November	December	January '22	February	March	April	May	June
Area Visited (1)	Field Activities Reduced due to CV19			N/A	11/13/2021	N/A		1/26/2022			5/12/2022	
Area Visited (2)				^*FKC Georgetown				*^Greenville			*^Charleston	

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (MODV)

SFY 2021/2022	July	August	September	October	November	December	January '22	February	March	April	May	June
Combined	114^	122^	136^	149^	149^	57	123^	121^	124^	62^	105^	104^

^Volume includes outreach completely virtually due to COVID19.

x