

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report

LogistiCare  
September 2016

Transportation Metrics	Performance Goal	July 2016 Final	August 2016 Final	September 2016 Final
Unduplicated Beneficiaries		26,487	28,846	27,824
<b>Total trips provided by type of transportation</b>		<b>151,592</b>	<b>177,121</b>	<b>162,898</b>
• Non-Emergency Ambulatory Sedan/Van Trips		109,536	127,991	117,287
• Wheelchair Trips		19,994	22,615	20,647
• Stretcher Trips		2,764	3,238	2,817
• Individual Transportation Gas Trip		18,507	22,272	21,227
• Non-Emergency Ambulance ALS		108	126	122
• Non-Emergency Ambulance BLS		104	144	126
• Public Transportation Bus Trip		579	735	672
<b>Total Over Night Trips Arranged</b>		<b>89</b>	<b>86</b>	<b>94</b>
<b>Total Extra Passengers</b>		<b>18,116</b>	<b>21,405</b>	<b>21,708</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.29%	0.25%	0.25%
• Number of Pickups On Time (A Leg)		61,356	69,760	63,540
• Number of Deliveries On Time (A Leg)		58,368	66,193	60,065
• Number of Pickups On Time (B Leg)		54,750	63,342	57,715
• Number of Trips Within Ride Time (All Trips)		133,105	154,847	141,770
• Percent of Pickups On Time (A Leg)	>= 90%	91.34%	89.17%	88.91%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.10%	84.90%	84.21%
• Percent of Pickups On Time (B Leg)	>= 90%	87.08%	86.70%	86.46%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.65%	99.69%	99.69%
<b>Actual number of calls</b>		<b>82,044</b>	<b>99,098</b>	<b>92,963</b>
• Average phone calls daily		4,102	4,309	4,427
• Average Answer Speed	< 1:00	0:01:31	0:01:12	0:01:58
• Average Talk Time		0:04:30	0:04:47	0:04:37
• Average Time On Hold	<= 3:00	0:01:47	0:01:52	0:01:54
• Average time on hold before abandonment	< 1:30	0:01:16	0:01:15	0:01:35
• Average number of calls abandoned daily		216	182	344
• Percentage of calls abandoned daily	< 5.0%	5.27%	4.23%	7.77%
<b>Total number of complaints by type - Valid</b>		<b>7,038</b>	<b>7,324</b>	<b>6,564</b>
• Provider No-Show		363	389	359
• Timeliness		1,772	2,205	2,062
• Other Stakeholders		4,770	4,567	4,011
• Call Center Operations		23	37	18
• Driver Behavior		3	3	6
• Provider Service Quality		20	15	8
• Miscellaneous		71	96	86
• Rider Injury / Incident		16	22	14
• Valid Complaints as percentage of total trips		4.64%	4.14%	4.03%
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>291</b>	<b>289</b>	<b>209</b>
• Provider No-Show		20	35	32
• Timeliness		35	47	51
• Other Stakeholders		152	121	42
• Call Center Operations		12	12	16
• Driver Behavior		12	10	6
• Provider Service Quality		8	2	7
• Miscellaneous		39	57	35
• Rider Injury / Incident		13	5	20
• Invalid & Other Complaints as percentage of total trips		0.19%	0.16%	0.13%
<b>Total number of denials by type</b>		<b>4,858</b>	<b>5,135</b>	<b>5,285</b>
• Non-Urgent / Under Days of Notice		1,322	1,307	1,744
• Non-Covered Service		418	532	468
• Ineligible For Transport		240	226	277
• Unable to Confirm Medical Appointment w/ Provider		152	160	228
• Does Not Meet Transportation Protocols		14	22	10
• Incomplete Information		2,026	2,235	1,936
• Needs Emergency Services		6	9	10
• Beneficiary Has Medicare Part B or Other Coverage		680	644	612
• Denials as percentage of total trips		3.20%	2.90%	3.24%

Average Last Three Months	Average SFY 2017	Average SFY 2016	Totals SYF 2017	Totals SFY 2016
27,719	27,719	27,372	36,826	76,868
163,870	163,870	159,385	491,611	1,912,616
118,271	118,271	116,315	354,814	1,395,783
21,085	21,085	20,207	63,256	242,485
2,940	2,940	2,816	8,819	33,791
20,669	20,669	19,279	62,006	231,345
119	119	82	356	978
125	125	109	374	1,313
662	662	577	1,986	6,921
90	90	76	269	910
20,410	20,410	18,315	61,229	219,775
0.26%	0.26%	0.21%	--	--
64,885	64,885	67,240	194,656	806,881
61,542	61,542	65,036	184,626	780,432
58,602	58,602	60,843	175,807	730,117
143,241	143,241	146,335	429,722	1,756,018
89.81%	89.81%	90.83%	--	--
85.41%	85.41%	88.22%	--	--
86.75%	86.75%	90.05%	--	--
99.68%	99.68%	99.71%	--	--
91,368	91,368	91,438	274,105	1,097,260
4,279	4,279	4,275	--	--
0:01:34	0:01:34	0:02:45	--	--
0:04:38	0:04:38	0:04:27	--	--
0:01:51	0:01:51	0:01:44	--	--
0:01:22	0:01:22	0:02:06	--	--
247	247	439	--	--
5.76%	5.76%	10.16%	--	--
6,975	6,975	3,556	20,926	42,672
370	370	299	1,111	3,592
2,013	2,013	1,696	6,039	20,356
4,449	4,449	1,423	13,348	17,080
26	26	36	78	433
4	4	6	12	77
14	14	9	43	109
84	84	62	253	749
17	17	23	52	275
4.27%	4.27%	2.23%	--	--
263	263	209	789	2,510
29	29	41	87	489
44	44	50	133	605
105	105	27	315	318
13	13	14	40	173
9	9	15	28	177
6	6	10	17	117
44	44	41	131	491
13	13	12	38	140
0.16%	0.16%	0.13%	--	--
5,093	5,093	4,760	15,278	57,123
1,458	1,458	1,143	4,373	13,721
473	473	443	1,418	5,316
248	248	299	743	3,585
180	180	150	540	1,803
15	15	8	46	92
2,066	2,066	2,115	6,197	25,381
8	8	6	25	77
645	645	596	1,936	7,148
3.12%	3.12%	2.99%	--	--

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 LogistiCare Issues
- o LogistiCare 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

### Trip Summary

July 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	17768	44.76%	99.03%	92.78%	85.93%
Commercial	134858	13.43%	98.97%	90.54%	85.22%
Private	15702	0.01%	100.00%	87.13%	84.40%
Transit	23275	7.48%	99.69%	88.48%	88.39%
Volunteer	649	5.83%	98.09%	96.36%	80.80%
August 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	19805	26.28%	99.27%	93.29%	87.09%
Commercial	153682	12.31%	98.85%	90.96%	86.50%
Private	17579	0.16%	99.85%	82.63%	96.17%
Transit	26866	9.71%	99.54%	87.39%	85.43%
Volunteer	670	17.30%	98.53%	92.23%	81.18%
September 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	17365	0.00%	99.31%	93.08%	88.33%
Commercial	142984	0.00%	98.90%	90.61%	85.64%
Private	17005	0.00%	100.00%	82.12%	95.60%
Transit	25018	0.00%	99.51%	86.26%	84.38%
Volunteer	731	0.00%	99.56%	94.37%	76.36%
1st Quarter SFY 2016 - 2017					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	54938	23.65%	99.20%	93.05%	87.10%
Commercial	431524	8.43%	98.90%	90.71%	85.80%
Private	50286	0.05%	99.95%	83.89%	92.21%
Transit	75159	5.73%	99.58%	87.38%	86.07%
Volunteer	2050	7.91%	98.73%	94.28%	79.48%

## Complaints By Provider Type

Transportation Metrics	July 2016	Aug 2016	Sept 2016
<b>Total Trips Provided - Ambulance</b>	<b>17,768</b>	<b>19,805</b>	<b>17,365</b>
• Provider No-Show	40	29	23
• Timeliness	95	133	95
• Other Stakeholders	251	239	163
• Call Center Operations	4	5	3
• Driver Behavior	1	0	0
• Provider Service Quality	2	0	1
• Miscellaneous	7	3	2
• Rider Injury / Incident	1	1	2
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>401</b>	<b>410</b>	<b>289</b>
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>7</b>	<b>17</b>	<b>6</b>
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>2.26%</b>	<b>2.07%</b>	<b>1.66%</b>
<b>Total Trips Provided - Commercial</b>	<b>134,858</b>	<b>153,682</b>	<b>142,984</b>
• Provider No-Show	306	330	302
• Timeliness	1,581	1,912	1,804
• Other Stakeholders	3,748	2,465	3,132
• Call Center Operations	17	16	9
• Driver Behavior	2	3	6
• Provider Service Quality	18	15	7
• Miscellaneous	61	89	82
• Rider Injury / Incident	15	19	11
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>5,748</b>	<b>5,849</b>	<b>5,353</b>
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>7</b>	<b>129</b>	<b>117</b>
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>4.26%</b>	<b>3.81%</b>	<b>3.74%</b>
<b>Total Trips Provided - Private</b>	<b>15,702</b>	<b>17,579</b>	<b>17,005</b>
• Provider No-Show	1	0	0
• Timeliness	15	0	0
• Other Stakeholders	0	4	4
• Call Center Operations	0	0	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Private</b>	<b>16</b>	<b>4</b>	<b>4</b>
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.10%</b>	<b>0.02%</b>	<b>0.02%</b>
<b>Total Trips Provided - Transit</b>	<b>23,275</b>	<b>26,866</b>	<b>25,018</b>
• Provider No-Show	11	29	30
• Timeliness	97	160	168
• Other Stakeholders	686	793	353
• Call Center Operations	0	2	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	5	3
• Rider Injury / Incident	4	2	1
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>798</b>	<b>991</b>	<b>855</b>
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>11</b>	<b>14</b>	<b>11</b>
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>3.43%</b>	<b>3.69%</b>	<b>3.42%</b>
<b>Total Trips Provided - Volunteer</b>	<b>649</b>	<b>670</b>	<b>731</b>
• Provider No-Show	9	5	3
• Timeliness	2	5	1
• Other Stakeholders	15	26	17
• Call Center Operations	0	3	1
• Driver Behavior	0	0	0
• Provider Service Quality	0	1	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>26</b>	<b>40</b>	<b>22</b>
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>2</b>	<b>1</b>	<b>2</b>
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>4.01%</b>	<b>5.97%</b>	<b>3.01%</b>
<b>All Providers</b>			
<b>Total trips provided</b>	<b>192,252</b>	<b>218,602</b>	<b>203,103</b>
<b>Total Valid complaints</b>	<b>6,989</b>	<b>7,294</b>	<b>6,523</b>
<b>Total Invalid complaints</b>	<b>186</b>	<b>161</b>	<b>136</b>
<b>Valid Complaints as percentage of total trips</b>	<b>0.10%</b>	<b>0.07%</b>	<b>0.07%</b>

Average Last Three Months	Average SFY 2016-2017	Totals SFY 2016-2017
18,313	18,313	54,938
31	31	92
108	108	323
218	218	653
4	4	12
0	0	1
1	1	3
4	4	12
1	1	4
367	367	1,100
10	10	30
2.00%	2.00%	-
143,841	143,841	431,524
313	313	938
1,766	1,766	5,297
3,115	3,115	9,345
14	14	42
4	4	11
13	13	40
77	77	232
15	15	45
5,650	5,650	16,950
84	84	253
3.94%	3.94%	-
16,762	16,762	50,286
0	0	1
5	5	15
3	3	8
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
8	8	24
1	1	4
0.05%	0.05%	-
25,053	25,053	75,159
23	23	70
142	142	425
611	611	1,832
1	1	2
0	0	0
0	0	0
3	3	8
2	2	7
881	881	2,644
12	12	36
3.51%	3.51%	-
683	683	2,050
6	6	17
3	3	8
19	19	58
1	1	4
0	0	0
0	0	1
0	0	0
0	0	0
29	29	88
2	2	5
4.33%	4.33%	-
204,652	204,652	613,957
6,935	6,935	20,806
161	161	483
0.08%	0.08%	-

Prompt Payment Aging Report By Invoice Received Date

07/01/2016 to 09/30/2016

Some Broker Clients, Some Transportation Providers

\* May include invoices with future check dates \*

Report Totals

Provider Payments  
Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	19	481,130	99.90%	6,725	1.40%
31-60 Days	59	171	0.04%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	101	316	0.07%	38	12.03%
	19	481,617	100.00%	6,763	

Provider Billing  
Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	11	438,194	90.98%	178
31-60 Days	41	31,943	6.63%	104
61-90 Days	73	6,199	1.29%	47
91-120 Days	103	2,532	0.53%	23
121-150 Days	134	978	0.20%	8
> 150 Days	240	1,771	0.37%	7
	15	481,617	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%
<b>TOTAL</b>	n/a	51	27	16	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.

**NEMT Incidents and Injuries by Provider Contribution**  
**July through September, 2016**

<b>Injury Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>20,926</b>	Percent of Total Paid Trips for the Quarter <b>491,611</b>
Injury - 1 (most severe)	0	0	0	0.00	0.00
Injury - 2	5	9	14	0.07	0.00
Injury - 3 (least severe)	4	7	11	0.05	0.00
<b>Total Injuries</b>	<b>9</b>	<b>16</b>	<b>25</b>	<b>0.12</b>	<b>0.01</b>

<b>Incident Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>20,926</b>	Percent of Total Paid Trips for the Quarter <b>491,611</b>
Incident - 1 (most severe)	0	12	12	0.06	0.00
Incident - 2	17	15	32	0.15	0.01
Incident - 3 (least severe)	3	12	15	0.07	0.00
<b>Total Incidents</b>	<b>20</b>	<b>39</b>	<b>59</b>	<b>0.28</b>	<b>0.01</b>

**Injury Severity Criteria:**

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

**Incident Severity Criteria:**

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe injury reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;  
Non-severe incident effecting member.

Note: In Quarter One of Fiscal Year 2017, the Broker and DHHS three member panel determined 2 incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

# Report of Meetings

## Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2015/2016	October '15	November	December	January '16	February	March	April	May	June	July	August	September
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2015/2016	September '15	December	March '16	June	September	December
	x	x	x	x	x	Scheduled

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

SFY 2015/2016	September '15	December	March	June	September	December
	x	x	x	x	x	Scheduled

## Quarterly Advisory Regional Meetings (DHHS, LGTC, HealthCare Providers, Transportation Providers, Members)

SFY 2015/2016	August '15	December	March	June	September '16	SFY 2015/2016	August '15	December	March	June	September '16
Region 1	x	x	x	x	x	Region 3	x	x	x	x	x
SFY 2015/2016	August '15	December	March	June	September '16	SFY 2015/2016	August '15	December	March	June	September '16
Region 2	x	x	x	x	x	Region 3.1	x	x	x	x	x

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

SFY 2015/2016	October	November	December	January	February	March	April	May	June	July '16	August	September
Area Visited (1)		Charleston	Lee/Sumter	Anderson	Charleston		Florence	Greenville	Allendale	Individual	Individual	Individual
Area Visited (2)			Greenville		Columbia							

\*DHEC participated

^ORS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2016	October	November	December	January	February	March	April	May	June	July '16	August	September
Dialysis	8	2*	0	1*	11	19	15	18	12	12	21	6
Mental Health	4	0	0	1	5	7	7	3	10	2	6	2
Other	5	1^	0	0	15	8	9	8	15	7	10	6

\* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

Updated 12/1/16