

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		6,832	7,058	6,857		11,065
Total trips provided by type of transportation		41,449	41,566	40,859	123,874	123,874
• Non-Emergency Ambulatory Sedan/Van Trips		29,526	29,787	28,852	88,165	88,165
• Wheelchair Trips		5,239	5,297	5,089	15,625	15,625
• Stretcher Trips		523	533	554	1,610	1,610
• Individual Transportation Gas Trip		5,645	5,454	5,855	16,954	16,954
• Non-Emergency Ambulance ALS		17	15	17	49	49
• Non-Emergency Ambulance BLS		41	52	50	143	143
• Public Transportation Bus Trip		458	428	442	1,328	1,328
Total Over Night Trips Arranged		25	20	11	56	56
Total Extra Passengers		4,906	5,423	4,315	14,644	14,644
• Number of Pickups On Time (A Leg)		16,836	16,845	16,317	49,998	49,998
• Number of Deliveries On Time (A Leg)		15,848	15,641	15,608	47,097	47,097
• Number of Trips Within Ride Time (All Trips)		39,920	40,054	39,480	119,454	119,454
• Percent of Pickups On Time (A Leg)	>= 90%	86.10%	86.00%	85.70%	85.93%	85.93%
• Percent of Deliveries On Time (A Leg)	>= 95%	81.40%	80.00%	81.20%	80.87%	80.87%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.80%	99.80%	99.80%
Actual number of calls *		100,720	104,601	101,215	306,536	306,536
• Average phone calls daily		4,578	4,755	5,061	4,798	4,798
• Average Answer Speed	< 1:00	00:48	01:05	01:30	01:08	01:08
• Average Talk Time		02:54	03:06	02:59	03:00	03:00
• Average Time On Hold	<= 3:00	01:26	01:39	01:34	01:33	01:33
• Average time on hold before abandonment	< 1:30	00:56	01:12	01:17	01:08	01:08
• Average number of calls abandoned daily		171	234	323	243	243
• Percentage of calls abandoned daily	< 5.0%	3.74%	4.92%	6.38%	5.06%	5.06%
Total number of complaints by type		732	769	859	2,360	2,360
• Provider No-Show		52	56	56	164	164
• Timeliness		394	479	437	1,310	1,310
• Other Stakeholders		243	196	334	773	773
• Call Center Operations		13	12	6	31	31
• Driver Behavior		8	7	1	16	16
• Provider Service Quality		0	1	0	1	1
• Miscellaneous		12	13	22	47	47
• Rider Injury / Incident		10	5	3	18	18
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.13%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.77%	1.85%	2.10%	1.91%	1.91%
Total number of denials by type		1,284	1,153	1,062	3,499	3,499
• Non-Urgent / Under Days of Notice		216	214	149	579	579
• Non-Covered Service		199	150	162	511	511
• Ineligible For Transport		49	28	41	118	118
• Unable to Confirm Medical Appointment w/ Provider		110	102	86	298	298
• Does Not Meet Transportation Protocols		3	1	2	6	6
• Incomplete Information		613	566	518	1,697	1,697
• Needs Emergency Services		5	2	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		89	90	103	282	282
• Denials as percentage of total trips		3.10%	2.77%	2.60%	2.82%	2.82%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,289	10,627	10,385		16,618
Total trips provided by type of transportation		60,698	62,438	59,998	183,134	183,134
• Non-Emergency Ambulatory Sedan/Van Trips		46,347	47,664	45,111	139,122	139,122
• Wheelchair Trips		7,838	8,161	7,836	23,835	23,835
• Stretcher Trips		1,089	1,128	1,126	3,343	3,343
• Individual Transportation Gas Trip		5,238	5,280	5,735	16,253	16,253
• Non-Emergency Ambulance ALS		32	27	20	79	79
• Non-Emergency Ambulance BLS		46	26	15	87	87
• Public Transportation Bus Trip		108	152	155	415	415
Total Over Night Trips Arranged		40	30	15	85	85
Total Extra Passengers		7,683	7,651	6,727	22,061	22,061
• Number of Pickups On Time (A Leg)		24,336	25,298	24,438	74,072	74,072
• Number of Deliveries On Time (A Leg)		22,995	24,148	23,444	70,587	70,587
• Number of Trips Within Ride Time (All Trips)		58,617	60,075	57,865	176,557	176,557
• Percent of Pickups On Time (A Leg)	>= 90%	83.80%	84.70%	85.70%	84.73%	84.73%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.70%	81.20%	82.20%	81.03%	81.03%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.60%	99.63%	99.63%
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		810	908	1,004	2,722	2,722
• Provider No-Show		99	101	152	352	352
• Timeliness		470	613	689	1,772	1,772
• Other Stakeholders		181	129	100	410	410
• Call Center Operations		12	12	11	35	35
• Driver Behavior		0	3	2	5	5
• Provider Service Quality		2	10	10	22	22
• Miscellaneous		37	35	34	106	106
• Rider Injury / Incident		9	5	6	20	20
• Provider No-Shows as percentage of total trips	<= 0.25%	0.16%	0.16%	0.25%	0.19%	0.19%
• Complaints as percentage of total trips		1.33%	1.45%	1.67%	1.49%	1.49%
Total number of denials by type		2,036	1,887	1,867	5,790	5,790
• Non-Urgent / Under Days of Notice		315	312	273	900	900
• Non-Covered Service		316	279	281	876	876
• Ineligible For Transport		73	74	46	193	193
• Unable to Confirm Medical Appointment w/ Provider		203	177	184	564	564
• Does Not Meet Transportation Protocols		2	3	2	7	7
• Incomplete Information		869	796	846	2,511	2,511
• Needs Emergency Services		4	3	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		254	243	234	731	731
• Denials as percentage of total trips		3.35%	3.02%	3.11%	3.16%	3.16%

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

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		9,749	9,923	9,822		15,872
Total trips provided by type of transportation		56,952	57,161	55,097	169,210	169,210
• Non-Emergency Ambulatory Sedan/Van Trips		44,001	44,362	42,571	130,934	130,934
• Wheelchair Trips		7,261	7,157	6,920	21,338	21,338
• Stretcher Trips		1,192	1,198	1,049	3,439	3,439
• Individual Transportation Gas Trip		4,032	4,111	4,205	12,348	12,348
• Non-Emergency Ambulance ALS		5	5	8	18	18
• Non-Emergency Ambulance BLS		50	22	40	112	112
• Public Transportation Bus Trip		411	306	304	1,021	1,021
Total Over Night Trips Arranged		37	29	31	97	97
Total Extra Passengers		6,980	7,377	6,641	20,998	20,998
• Number of Pickups On Time (A Leg)		22,756	23,603	22,345	68,704	68,704
• Number of Deliveries On Time (A Leg)		22,044	22,971	21,964	66,979	66,979
• Number of Trips Within Ride Time (All Trips)		56,157	57,531	54,545	168,233	168,233
• Percent of Pickups On Time (A Leg)	>= 90%	81.50%	82.90%	83.30%	82.57%	82.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.00%	80.80%	81.70%	80.50%	80.50%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
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		806	728	679	2,213	2,213
• Provider No-Show		87	62	77	226	226
• Timeliness		539	473	451	1,463	1,463
• Other Stakeholders		112	143	98	353	353
• Call Center Operations		4	5	3	12	12
• Driver Behavior		1	6	1	8	8
• Provider Service Quality		3	6	6	15	15
• Miscellaneous		55	23	36	114	114
• Rider Injury / Incident		5	10	7	22	22
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.11%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.42%	1.27%	1.23%	1.31%	1.31%
Total number of denials by type		2,355	2,151	1,901	6,407	6,407
• Non-Urgent / Under Days of Notice		372	313	277	962	962
• Non-Covered Service		300	265	257	822	822
• Ineligible For Transport		71	68	56	195	195
• Unable to Confirm Medical Appointment w/ Provider		196	167	126	489	489
• Does Not Meet Transportation Protocols		6	9	5	20	20
• Incomplete Information		936	910	824	2,670	2,670
• Needs Emergency Services		8	7	1	16	16
• Beneficiary Has Medicare Part B or Other Coverage		466	412	355	1,233	1,233
• Denials as percentage of total trips		4.14%	3.76%	3.45%	3.79%	3.79%

* Call center data for Region 3 is included on the Region 1 report.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2014



	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	SFY 2014 Totals
Region 1 - Logisticare													
Number of Trips	41,449	41,566	40,859										123,874
Denials	1,284	1,153	1,062										3,499
Complaints	732	769	859										2,360
Region 2 - Logisticare													
Number of Trips	60,698	62,438	59,998										183,134
Denials	2,036	1,887	1,867										5,790
Complaints	810	908	1,004										2,722
Region 3 - Logisticare													
Number of Trips	56,952	57,161	55,097										169,210
Denials	2,355	2,151	1,901										6,407
Complaints	806	728	679										2,213
State Totals													
Number of Trips	159,099	161,165	155,954										476,218
Denials	5,675	5,191	4,830										15,696
Complaints	2,348	2,405	2,542										7,295

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2013



	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	SFY 2013 Totals
Region 1 - Logisticare													
Number of Trips	40,294	41,923	38,734	44,301	40,792	35,891	43,426	39,384	40,590	42,096	42,822	37,321	487,574
Denials	647	831	824	978	933	859	1,012	919	949	1,135	1,123	1,038	11,248
Complaints	490	478	459	510	497	505	499	429	645	831	692	727	6,762
Region 2 - Logisticare													
Number of Trips	58,180	63,814	56,119	66,211	58,024	52,528	63,635	57,087	59,908	62,664	64,209	56,209	718,588
Denials	1,135	1,337	1,336	1,748	1,610	1,468	1,791	1,589	1,623	1,918	1,943	1,732	19,230
Complaints	547	496	619	737	659	617	716	719	794	743	663	730	8,040
Region 3 - Logisticare													
Number of Trips	56,017	61,281	53,678	62,996	55,055	51,047	59,324	53,350	55,992	57,196	58,014	51,400	675,350
Denials	1,397	1,514	1,569	1,948	1,928	1,712	2,084	1,783	1,928	2,244	2,307	2,001	22,415
Complaints	350	337	322	519	631	511	486	508	522	766	723	627	6,302
State Totals													
Number of Trips	154,491	167,018	148,531	173,508	153,871	139,466	166,385	149,821	156,490	161,956	165,045	144,930	1,881,512
Denials	3,179	3,682	3,729	4,674	4,471	4,039	4,887	4,291	4,500	5,297	5,373	4,771	52,893
Complaints	1,387	1,311	1,400	1,766	1,787	1,633	1,701	1,656	1,961	2,340	2,078	2,084	21,104



Region 1

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
1	Private Company	4648	0.00%	100.00%	84.67%	94.50%
2	Ambulance	5	0.00%	100.00%	50.00%	25.00%
37	Private Company	511	0.18%	99.40%	51.43%	44.46%
3	Ambulance	8859	41.04%	99.87%	97.18%	91.92%
5	Ambulance	2171	33.22%	99.45%	87.93%	84.58%
6	Ambulance	720	10.06%	100.00%	91.76%	90.48%
7	Ambulance	625	22.40%	99.04%	27.03%	33.83%
8	Private Company	3282	24.99%	98.50%	94.96%	91.68%
239	Private Company	3637	14.19%	94.76%	78.85%	73.94%
11	COA	313	20.77%	98.75%	74.62%	64.66%
93	Private Company	2680	3.33%	99.81%	86.21%	86.02%
13	Private Company	2581	1.93%	99.65%	82.69%	75.77%
132	Private Company	472	41.81%	99.57%	93.77%	91.12%
129	Private Company	15771	6.44%	98.94%	85.93%	77.32%
14	COA	2435	1.25%	99.92%	83.41%	88.00%
15	Private Company	1514	44.71%	99.80%	82.91%	77.76%
107	Ambulance	6395	0.00%	100.00%	78.23%	93.76%
17	Private Company	163	9.59%	100.00%	85.76%	77.07%
32	Private Company	3665	21.94%	99.94%	89.01%	81.25%
233	Private Company	1024	33.13%	91.83%	83.15%	68.45%
143	Private Company	2643	23.71%	99.24%	88.79%	84.78%
19	Ambulance	3498	5.58%	100.00%	96.41%	78.07%
22	Private Company	10176	11.03%	99.03%	94.48%	89.24%
24	Private Company	2905	10.01%	98.76%	93.39%	86.64%
23	Private Company	30350	6.25%	98.97%	82.33%	75.31%
26	Private Company	1382	24.34%	98.24%	85.83%	76.72%
28	RTA	17502	4.95%	97.94%	74.42%	66.92%
7	Ambulance	69	65.73%	98.89%	74.44%	67.96%
29	Ambulance	164	31.25%	99.07%	75.56%	76.51%
257	Private Company	588	42.04%	97.81%	72.38%	64.22%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 99.81	99.80 - 99.71	= or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0



Region 2

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
36	Private Company	306	56.65%	99.31%	97.75%	97.17%
38	Private Company	2731	5.15%	99.82%	51.49%	54.49%
39	Private Company	18	266.67%	100.00%	0.00%	0.00%
40	COA	9897	6.30%	98.20%	62.66%	63.13%
43	COA	2368	9.51%	99.65%	74.17%	75.43%
44	Ambulance	89	8.94%	99.22%	80.56%	80.83%
45	Private Company	11113	1.47%	99.82%	87.90%	85.63%
218	Private Company	1271	12.46%	99.83%	82.21%	81.86%
48	COA	4227	1.68%	99.81%	90.83%	94.39%
50	Private Company	4072	14.01%	98.04%	94.92%	90.53%
258	Private Company	326	5.26%	99.57%	86.41%	74.93%
52	Private Company	4144	7.56%	99.39%	77.92%	80.94%
65	Private Company	4171	18.36%	96.67%	91.27%	80.49%
244	Private Company	328	18.15%	99.10%	76.86%	66.30%
53	ADC	3684	0.55%	99.97%	87.02%	89.39%
55	Private Company	4199	2.60%	99.93%	88.45%	88.08%
56	Ambulance	2611	36.91%	99.85%	84.67%	77.91%
254	Ambulance	25	6.25%	100.00%	77.78%	66.67%
61	Private Company	10972	0.26%	99.04%	92.13%	87.56%
238	Private Company	399	6.22%	99.12%	72.14%	55.70%
65	Private Company	4544	0.00%	99.97%	85.95%	89.08%
68	Ambulance	182	4.07%	100.00%	88.32%	61.71%
72	Private Company	2437	38.53%	99.74%	91.24%	90.09%
9	Private Company	1409	19.19%	98.42%	90.55%	68.66%
74	ADC	1368	2.82%	100.00%	93.13%	89.42%
75	ADC	1054	25.99%	99.90%	89.42%	85.65%
76	ADC	621	1.13%	100.00%	44.01%	40.90%
199	Private Company	3574	6.58%	99.60%	78.78%	83.47%
78	Private Company	64	190.63%	96.88%	57.05%	20.00%
80	RTA	4735	3.07%	99.79%	96.54%	91.91%
84	Private Company	371	15.35%	99.35%	79.10%	85.93%
86	Private Company	3062	4.50%	99.75%	75.18%	80.24%
87	Private Company	592	26.50%	99.81%	74.64%	84.69%
206	ADC	287	1.33%	100.00%	97.10%	98.55%
89	Private Company	6334	9.52%	97.26%	89.89%	80.88%
90	Private Company	1188	0.00%	98.58%	89.99%	80.56%
211	ADC	18	0.00%	100.00%	100.00%	100.00%
92	Private Company	1769	27.44%	99.77%	56.17%	48.84%
94	ADC	7969	0.13%	99.96%	59.29%	59.97%
219	Private Company	2380	11.74%	99.60%	90.83%	85.98%
231	Private Company	430	3.30%	99.27%	84.30%	74.81%
241	Private Company	39	89.74%	100.00%	31.82%	40.91%
96	COA	5710	5.17%	99.80%	94.74%	89.27%
204	Ambulance	22	70.83%	100.00%	100.00%	83.33%
98	Ambulance	1011	10.48%	99.90%	97.87%	95.62%
111	Private Company	8	0.00%	100.00%	0.00%	0.00%
112	Private Company	1996	27.05%	98.90%	31.85%	48.33%
113	Private Company	3018	7.56%	99.59%	90.67%	83.70%
115	Private Company	1973	2.96%	99.09%	74.41%	75.65%
117	Private Company	1063	79.14%	100.00%	79.97%	93.03%
118	COA	4029	1.40%	99.67%	83.91%	83.48%
120	Private Company	2831	3.16%	99.86%	96.47%	88.92%
212	Private Company	2794	40.01%	99.36%	80.74%	77.21%
18	Ambulance	8405	2.12%	98.78%	96.62%	98.42%
126	Private Company	2194	12.46%	98.47%	98.27%	96.07%
140	Private Company	6247	7.61%	99.69%	93.42%	94.62%
141	Private Company	937	31.41%	97.26%	93.52%	90.42%



Region 2

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
151	Private Company	2476	9.27%	99.48%	94.19%	91.72%
256	Private Company	407	13.15%	98.04%	43.29%	79.10%
20	Ambulance	71	42.84%	100.00%	62.50%	50.00%
158	COA	4091	4.86%	99.82%	87.53%	80.64%
133	Private Company	9089	4.33%	97.56%	73.51%	62.06%
234	Private Company	519	2.97%	100.00%	94.73%	89.39%
162	Private Company	14047	6.19%	97.66%	75.06%	70.93%
166	Private Company	6493	8.18%	97.34%	73.94%	71.79%
167	Private Company	712	18.79%	99.54%	73.91%	85.07%
170	Private Company	276	24.62%	99.70%	94.93%	99.24%
235	Private Company	3319	12.53%	98.84%	75.37%	66.16%
172	Private Company	5094	19.16%	95.35%	77.49%	67.27%
185	Private Company	158	1.96%	99.38%	45.98%	40.98%
35	Ambulance	1082	20.47%	99.73%	95.53%	81.35%
188	Ambulance	445	0.23%	100.00%	91.70%	74.57%
189	COA	5986	9.23%	99.65%	48.70%	46.85%
190	Private Company	5460	22.75%	99.70%	93.93%	85.36%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 99.81	99.80 - 99.71	= or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0



Region 3

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
230	ADC	233	0.00%	100.00%	84.89%	75.63%
220	ADC	478	0.00%	100.00%	91.97%	85.36%
237	Ambulance	210	5.25%	99.51%	86.11%	73.76%
41	Private Company	5907	4.65%	98.96%	84.88%	73.77%
46	Ambulance	106	30.18%	98.67%	75.90%	62.78%
47	Ambulance	884	18.33%	99.89%	74.81%	75.00%
221	Private Company	1416	9.26%	99.95%	89.75%	81.12%
51	Ambulance	487	0.47%	99.79%	94.44%	90.22%
54	Private Company	2905	0.95%	99.56%	73.74%	80.09%
57	Private Company	3732	8.79%	98.73%	76.54%	77.73%
58	Private Company	3160	0.28%	99.69%	86.37%	81.34%
59	Private Company	3366	12.98%	99.93%	99.41%	97.18%
60	Ambulance	2961	16.46%	99.90%	78.83%	70.38%
222	Private Company	6239	1.41%	99.02%	75.39%	78.64%
71	ADC	1945	0.26%	100.00%	70.11%	92.66%
240	Private Company	74	69.44%	98.33%	85.87%	87.32%
73	Private Company	348	17.21%	99.32%	91.27%	93.86%
77	Private Company	2894	2.29%	99.06%	84.73%	71.96%
255	Ambulance	1093	14.58%	96.42%	88.95%	85.39%
79	Private Company	3310	0.75%	99.73%	87.67%	84.33%
81	Ambulance	60	0.00%	97.62%	65.53%	71.12%
82	Ambulance	84	28.57%	98.96%	15.39%	7.69%
83	Ambulance	618	76.09%	100.00%	95.02%	94.08%
95	Ambulance	3944	29.85%	99.64%	87.01%	82.05%
165	Ambulance	2400	9.44%	99.59%	93.45%	93.64%
102	Private Company	854	6.46%	99.06%	71.04%	76.51%
216	Private Company	4103	2.03%	98.39%	85.28%	72.92%
130	Private Company	2	0.00%	100.00%	0.00%	0.00%
104	Private Company	19	0.00%	100.00%	0.00%	0.00%
105	Private Company	2	0.00%	100.00%	0.00%	0.00%
247	Private Company	5719	4.68%	95.05%	83.05%	70.26%
249	Private Company	13900	1.50%	99.52%	92.06%	86.08%
248	Private Company	272	0.00%	99.21%	32.38%	30.90%
106	Ambulance	190	3.02%	100.00%	95.94%	97.33%
108	Private Company	3550	0.70%	98.86%	83.53%	78.38%
109	Ambulance	1480	5.60%	99.51%	84.47%	64.41%
110	Private Company	976	61.33%	100.00%	89.57%	85.57%
232	Ambulance	428	38.20%	99.34%	83.71%	49.79%
114	Private Company	7397	1.54%	98.71%	86.96%	82.96%
116	ADC	2433	0.00%	100.00%	47.03%	50.21%
157	Private Company	11352	12.60%	97.26%	79.78%	91.89%
243	Private Company	997	7.58%	96.04%	81.00%	90.06%
242	Private Company	491	26.11%	98.72%	86.64%	75.67%
121	Private Company	18376	2.03%	98.11%	70.82%	68.29%
122	Private Company	6879	1.66%	99.93%	91.17%	77.77%
227	Ambulance	2557	1.73%	99.17%	81.92%	67.50%
139	Ambulance	3532	7.89%	99.38%	91.58%	81.17%



Region 3

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
213	Private Company	56	30.61%	100.00%	100.00%	75.00%
142	Ambulance	380	0.52%	99.00%	91.62%	91.22%
163	Private Company	51	0.00%	100.00%	42.42%	57.58%
13	Private Company	1818	18.58%	99.53%	88.86%	87.19%
155	Ambulance	8123	22.27%	99.68%	70.61%	75.01%
159	Private Company	2827	0.00%	100.00%	84.44%	68.98%
160	Private Company	7026	11.66%	99.69%	85.93%	85.25%
169	Private Company	4997	1.00%	99.24%	72.08%	71.80%
251	Private Company	259	5.72%	100.00%	76.04%	74.06%
207	Private Company	243	14.81%	100.00%	69.51%	68.27%
175	Private Company	12251	3.76%	99.88%	96.52%	64.08%
252	Private Company	359	14.84%	99.22%	52.47%	61.78%
229	Private Company	343	58.51%	99.23%	90.53%	81.42%
187	RTA	6252	5.40%	99.66%	80.99%	69.85%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 99.81	99.80 - 99.71	= or < 99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	> 95.0	= 95.0	85.1 - 94.9	= or < 85.0



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
1	Private Company	6202	18.12%	0.00%	100.00%	87.88%	97.84%	94
2	Ambulance	16	11.11%	37.78%	100.00%	83.33%	83.33%	60
37	Private Company	531	19.36%	1.90%	98.63%	32.67%	32.01%	58
3	Ambulance	10969	26.94%	30.45%	99.84%	90.36%	87.62%	47
5	Ambulance	2947	27.99%	28.79%	99.45%	85.96%	80.88%	48
6	Ambulance	730	14.61%	16.85%	100.00%	91.81%	89.83%	64
7	Ambulance	11206	20.22%	9.93%	97.05%	81.33%	65.33%	38
8	Private Company	3406	25.98%	8.93%	99.53%	95.82%	94.34%	44
239	Private Company	955	21.57%	15.50%	95.50%	70.69%	70.11%	38
11	COA	2764	14.49%	4.57%	99.86%	91.72%	90.01%	69
93	Private Company	560	14.11%	12.50%	97.50%	97.86%	98.40%	45
13	Private Company	2658	12.87%	1.95%	99.51%	87.51%	80.81%	52
132	Private Company	1626	21.40%	35.72%	99.05%	81.38%	73.49%	53
129	Private Company	18593	24.63%	5.02%	98.89%	87.56%	81.06%	54
14	COA	2742	13.09%	0.59%	99.83%	88.59%	87.56%	69
15	Private Company	2928	29.48%	16.60%	97.57%	74.61%	79.54%	40
107	Ambulance	1641	16.71%	73.52%	99.83%	84.43%	78.23%	42
17	Private Company	6740	16.19%	0.00%	100.00%	80.57%	93.03%	78
32	Private Company	155	10.14%	14.44%	100.00%	89.10%	83.63%	59
233	Private Company	817	25.93%	9.32%	90.49%	73.54%	63.64%	46
143	Private Company	3024	19.29%	44.53%	99.17%	78.71%	80.42%	49
19	Ambulance	3612	20.51%	7.90%	99.92%	95.74%	76.30%	67
22	Private Company	11772	24.36%	7.21%	99.37%	93.64%	88.62%	50
24	Private Company	101	28.71%	34.65%	99.01%	100.00%	88.24%	61



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
23	Private Company	2874	22.92%	14.55%	99.02%	90.57%	78.26%	37
26	Private Company	31501	16.05%	4.66%	99.63%	84.36%	79.71%	49
28	RTA	17073	13.75%	4.10%	99.22%	75.69%	68.64%	45
7	Ambulance	75	9.38%	12.50%	98.55%	59.45%	50.66%	73
29	Ambulance	281	12.40%	38.59%	99.02%	66.21%	44.12%	33



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 2

Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL		15%	2%	95%	90%	95%	68
Provider #							
36	Private Company	381	52.56%	532.19%	99.68%	100.00%	70
38	Private Company	1966	17.04%	1.65%	99.91%	88.09%	72
39	Private Company	8311	9.13%	5.22%	99.71%	94.49%	57
40	COA	9832	20.14%	7.11%	98.49%	65.82%	43
42	Private Company	1956	15.33%	0.39%	99.96%	93.11%	59
43	COA	2540	13.47%	2.85%	99.58%	82.20%	48
44	Ambulance	84	15.74%	7.41%	100.00%	87.82%	70
45	Private Company	11064	16.49%	0.73%	99.97%	83.90%	78
224	Ambulance	1474	8.62%	20.19%	99.81%	93.89%	49
218	Private Company	1444	22.39%	7.21%	99.85%	85.93%	57
48	COA	4726	20.13%	1.08%	99.92%	92.04%	82
50	Private Company	5934	19.60%	9.12%	99.13%	82.50%	47
52	Ambulance	4062	18.82%	4.96%	99.55%	79.88%	45
65	Private Company	3744	16.62%	5.78%	96.97%	81.03%	26
53	ADC	3354	11.40%	0.82%	100.00%	98.66%	85
55	Private Company	4780	15.34%	4.28%	99.89%	85.75%	63
56	Ambulance	2900	7.95%	14.09%	99.78%	82.80%	47
61	Private Company	12948	17.84%	1.24%	98.98%	81.98%	57
238	Private Company	137	21.90%	20.44%	98.54%	68.75%	43
65	Private Company	6114	32.28%	0.00%	100.00%	69.83%	86
68	Ambulance	184	17.38%	17.44%	99.60%	76.26%	58
72	Private Company	2267	23.21%	46.48%	99.60%	88.97%	43
9	Private Company	1376	12.17%	15.79%	98.19%	81.52%	35
226	Private Company	46	39.13%	73.91%	91.30%	0.00%	25
74	ADC	1442	11.83%	1.14%	100.00%	90.85%	77



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 2

Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL		15%	2%	95%	90%	95%	68
Provider #							
75	Private Company	1284	10.53%	23.61%	99.85%	81.00%	43
76	Private Company	489	12.33%	0.39%	99.33%	22.78%	61
199	Private Company	3659	13.08%	4.83%	99.70%	76.73%	53
78	Private Company	1102	24.12%	34.17%	95.33%	63.10%	38
80	RTA	5124	18.39%	1.51%	99.79%	93.61%	57
84	Private Company	284	9.32%	12.67%	98.04%	47.05%	39
86	COA	3267	20.65%	3.43%	99.78%	75.83%	64
87	Private Company	469	14.64%	23.56%	99.78%	74.78%	48
206	ADC	196	20.30%	3.03%	100.00%	97.10%	85
89	Private Company	7852	27.07%	10.74%	98.21%	88.32%	42
90	Private Company	1068	1.93%	0.00%	99.18%	88.95%	48
211	Private Company	206	25.52%	0.00%	100.00%	99.15%	93
92	Ambulance	2029	12.15%	38.19%	99.69%	58.02%	51
94	ADC	7168	12.15%	0.03%	100.00%	82.92%	77
219	Private Company	2480	11.33%	27.28%	99.70%	75.69%	50
231	Private Company	176	27.36%	12.85%	98.24%	91.16%	32
200	Ambulance	3	0.00%	0.00%	100.00%	0.00%	70
241	Private Company	60	31.67%	38.33%	98.33%	65.22%	44
96	COA	6034	19.58%	5.31%	99.90%	95.52%	72
204	Ambulance	41	15.56%	27.78%	97.22%	86.67%	68
97	Private Company	1753	18.16%	1.66%	99.86%	70.38%	59
98	Ambulance	994	10.46%	4.75%	100.00%	96.24%	70
106	Ambulance	202	13.39%	28.55%	93.57%	75.47%	36
107	Ambulance	1	0.00%	100.00%	100.00%	0.00%	55
111	Ambulance	8362	11.61%	7.08%	98.97%	95.41%	50



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 2

Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL		15%	2%	95%	90%	95%	68
Provider #							
112	Private Company	4863	26.47%	6.49%	99.47%	89.53%	42
113	Private Company	1164	12.30%	21.22%	99.75%	90.70%	58
115	Ambulance	1787	10.06%	44.43%	99.86%	80.96%	55
117	Private Company	3992	18.81%	1.05%	99.85%	84.43%	73
118	COA	3091	8.53%	4.84%	99.77%	85.68%	50
120	Private Company	4317	17.45%	42.31%	99.21%	76.21%	46
212	Ambulance	4246	15.52%	26.56%	99.81%	90.48%	55
18	Ambulance	8438	14.04%	2.56%	99.09%	90.49%	59
23	Private Company	1603	12.57%	6.99%	99.06%	97.94%	58
126	Private Company	6445	13.42%	6.74%	99.76%	92.87%	64
140	Private Company	718	17.42%	40.57%	98.31%	99.24%	38
141	Private Company	2843	20.46%	6.94%	99.48%	85.82%	59
151	Private Company	150	26.11%	67.66%	99.24%	87.79%	54
20	Ambulance	4741	17.50%	4.32%	99.94%	90.71%	69
158	COA	3034	3.27%	0.47%	99.87%	90.33%	62
133	Private Company	6592	24.62%	6.62%	99.21%	79.93%	50
234	Private Company	334	5.99%	14.09%	100.00%	97.60%	73
162	Private Company	11131	15.16%	1.90%	99.32%	74.50%	56
166	RTA	4163	10.27%	10.48%	99.59%	82.41%	46
167	Private Company	810	9.47%	17.85%	99.48%	81.14%	47
170	Private Company	260	8.91%	21.91%	100.00%	95.93%	72
235	Private Company	534	25.51%	3.86%	96.49%	54.91%	50
172	Private Company	3294	13.60%	8.06%	97.32%	79.98%	28
185	Private Company	126	4.01%	0.00%	100.00%	28.30%	71
35	Ambulance	941	10.53%	45.34%	99.36%	93.81%	38



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
188	Ambulance	515	18.90%	0.65%	100.00%	94.38%	73.06%	70
189	COA	6038	28.02%	2.90%	99.88%	96.64%	93.13%	80
190	Private Company	5652	17.11%	18.67%	99.91%	93.73%	84.37%	63



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
230	ADC	128	3.33%	2.50%	100.00%	43.78%	65.67%	64
220	ADC	495	20.87%	0.00%	100.00%	90.94%	74.64%	81
237	Ambulance	4	50.00%	50.00%	100.00%	100.00%	100.00%	85
41	Private Company	6378	21.73%	3.32%	98.77%	86.42%	76.97%	45
46	Ambulance	1078	19.29%	61.47%	99.67%	83.38%	77.90%	55
47	Ambulance	596	8.79%	16.70%	99.23%	89.14%	72.27%	35
225	Ambulance	265	29.64%	69.78%	96.95%	96.00%	24.00%	42
221	Private Company	1681	17.59%	21.80%	99.65%	70.48%	59.13%	51
51	Ambulance	677	11.86%	7.55%	99.72%	90.99%	75.83%	43
54	Private Company	3537	12.05%	2.07%	99.22%	70.17%	59.39%	52
57	Private Company	4291	15.31%	10.88%	99.05%	68.59%	62.43%	36
58	Private Company	3691	17.72%	0.21%	99.86%	87.10%	82.55%	73
59	Private Company	3729	21.82%	8.82%	99.95%	98.90%	97.33%	78
60	Ambulance	4107	20.18%	16.18%	99.83%	75.70%	65.66%	51
222	Private Company	4777	26.52%	3.75%	98.44%	71.57%	62.05%	49
71	ADC	2197	5.52%	0.00%	100.00%	84.27%	87.90%	75
240	Private Company	32	18.75%	87.50%	100.00%	61.54%	76.92%	67
73	Private Company	338	11.57%	30.10%	100.00%	90.58%	94.61%	69
77	Private Company	5203	24.93%	17.04%	98.94%	85.50%	72.36%	43
79	Private Company	2965	10.08%	0.67%	99.87%	89.20%	85.58%	66
81	Ambulance	96	7.91%	0.00%	97.62%	45.49%	47.24%	65
82	Ambulance	88	5.88%	23.28%	100.00%	2.78%	0.00%	59
83	Ambulance	629	17.97%	86.47%	100.00%	96.92%	94.23%	75
91	ADC	241	22.82%	23.65%	99.59%	61.63%	68.60%	52
95	Ambulance	7493	12.44%	18.04%	99.30%	90.08%	84.91%	45
165	Ambulance	82	84.46%	66.62%	98.72%	0.00%	0.00%	60



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
101	Ambulance	3249	22.10%	11.10%	99.63%	79.90%	76.30%	43
102	Private Company	629	9.30%	11.34%	99.36%	75.73%	79.94%	50
216	Private Company	6247	20.40%	10.08%	98.82%	84.97%	71.44%	45
130	Private Company	3345	27.23%	7.72%	98.62%	91.51%	85.30%	38
104	Private Company	13682	16.25%	7.04%	99.77%	92.30%	89.20%	57
105	Private Company	311	13.52%	0.33%	99.36%	16.97%	21.89%	64
106	Ambulance	196	25.91%	8.26%	100.00%	94.63%	94.85%	79
108	Private Company	5291	18.62%	4.72%	96.15%	65.42%	61.75%	40
109	Ambulance	1780	20.03%	8.03%	99.20%	85.63%	66.17%	47
110	Ambulance	1137	22.46%	43.41%	100.00%	94.28%	92.02%	75
232	Ambulance	97	23.51%	26.27%	96.15%	67.82%	59.27%	54
114	Private Company	8155	21.14%	1.08%	99.29%	84.04%	81.19%	51
116	ADC	2864	8.55%	0.00%	100.00%	35.09%	63.52%	76
157	Private Company	10231	19.14%	7.56%	98.36%	64.49%	67.95%	42
243	Private Company	234	12.45%	11.68%	99.28%	74.69%	71.22%	59
119	Private Company	2	50.00%	0.00%	100.00%	0.00%	0.00%	55
242	Private Company	4	0.00%	0.00%	100.00%	100.00%	0.00%	70
121	Private Company	19919	19.40%	1.63%	99.01%	61.99%	74.15%	57
122	Private Company	7262	13.12%	1.67%	99.70%	86.53%	73.17%	59
227	Ambulance	1401	13.44%	0.89%	99.26%	67.45%	70.74%	55
127	RTA	1255	59.14%	24.30%	99.60%	70.72%	73.75%	52
128	RTA	1344	26.79%	10.04%	99.40%	75.43%	78.23%	34
134	RTA	1012	25.59%	4.55%	100.00%	63.40%	70.03%	41
139	Ambulance	4356	11.75%	6.70%	99.05%	90.08%	74.23%	38
228	Private Company	25	12.00%	0.00%	100.00%	70.00%	60.00%	63
213	Ambulance	226	6.70%	21.28%	99.44%	80.00%	60.00%	56



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
142	Ambulance	241	14.03%	1.55%	99.18%	73.34%	63.38%	65
163	Private Company	479	4.55%	0.00%	100.00%	6.02%	25.21%	63
13	Private Company	2556	20.95%	13.94%	99.47%	87.25%	84.83%	45
155	Ambulance	7190	18.97%	1.46%	99.27%	66.45%	65.59%	59
156	Private Company	98	38.24%	496.86%	97.73%	87.78%	73.33%	63
159	ADC	3034	3.27%	0.47%	99.87%	90.33%	81.23%	62
160	Private Company	7186	13.83%	10.39%	99.76%	81.80%	80.45%	51
169	Private Company	7887	24.64%	1.33%	98.07%	77.14%	74.18%	44
207	Private Company	716	29.37%	45.14%	99.55%	81.14%	71.16%	57
175	Private Company	15816	15.36%	1.80%	99.94%	88.88%	87.16%	75
229	Private Company	184	17.53%	15.63%	99.53%	59.28%	55.49%	68
187	RTA	6670	15.77%	5.41%	99.74%	81.04%	66.35%	55

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	463,210	97.74%	4,796	1.04%
31-60 Days	32	10,704	2.26%	94	0.88%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	473,914	100.00%	4,890	

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	12	436,846	92.18%	171
31-60 Days	41	28,643	6.04%	117
61-90 Days	72	4,811	1.02%	56
91-120 Days	102	1,609	0.34%	29
121-150 Days	134	624	0.13%	21
> 150 Days	229	1,381	0.29%	19
	15	473,914	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	June 2013	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	SFY 2013 Totals	SFY 2014 Totals
Beneficiary	7	8	7	11	8	3	99	37
• Reservation	0	1	5	10	1	1	17	18
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	6	6	2	1	7	2	76	18
• Other	1	1	0	0	0	0	5	1
Transportation Provider	1	0	0	1	0	1	3	2
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	0
• Payment	0	0	0	1	0	1	1	2
• Other	1	0	0	0	0	0	1	0
Health Care Provider	1	0	0	0	0	0	13	0
• Reservation	1	0	0	0	0	0	6	0
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	0	0	0	0	0	0	6	0
• Other	0	0	0	0	0	0	0	0
Other Stakeholders	0	0	0	0	1	0	6	1
• Reservation	0	0	0	0	1	0	0	1
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	0
• Other	0	0	0	0	0	0	3	0
Totals	9	8	7	12	9	4	121	40



State of South Carolina

Department of Health and Human Services

Summary of Reported Rider Injury and Incidents July – September 2013

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

During the first quarter of state fiscal year 2014, the broker reported the occurrence of 60 incidents and injuries for the 476,218 trips taken. There were 33 incidents and 27 injuries. Each incident and injury was reviewed by two members of the SCDHHS program staff independently to determine the level of severity of each occurrence. Incidents and injuries rated with a severity of one are most severe and include injuries resulting in members being taken to the emergency room for evaluation and or treatment. Incidents and injuries rated with a severity of two or three are less severe and include incidents reported for such things as member or driver rudeness. The severity rating is based on the description of the injury or incident included in the detailed compliant submitted to SCDHHS.

SCDHHS also reviewed the incidents for common factors and patterns that may identify specific problem areas or causes where resources might be needed to address specific shortcomings. For this reporting period, members had the highest occurrence rates of primary responsibility for the incidents and injuries reported. The member category includes family members and escorts. Based on our analysis, there were no transportation providers with more than one serious injury or incident. No transportation providers had more than three reported incidents and injuries for the three month period. SCDHHS found nothing indicating that a review of operations is required for any specific transportation provider or the broker.

Summary of Reported Rider Injury and Incidents July – September 2013

Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by the broker, occurrences of injuries and incidents for the three month period from July 2013 – September 2013 have been analyzed and classified as outlined in the tables below.

Incident Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Incident	1	1
	2	18
	3	14
Incident Total		33

Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	0
	2	13
	3	14
Injury Total		27

Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	0
	2	9
	3	5
Member	1	1
	2	17
	3	16
Member And Driver	1	0
	2	3
	3	1
Other Driver	1	0
	2	2
	3	6
Other	1	0
	2	0
	3	0
Total		60

**Summary of Reported Rider Injury and Incidents
July – September 2013**

**Summary by Provider and Severity
(Providers with at least two severity 1 injuries)**

Provider	Severity (1-3, 1=most serious)	Total
None this reporting period.	1	0
	2	0
	3	0

**Report of Meetings
As of December 2013
Transportation Broker Contract**

Agency / Broker

January 17, 2013	Agency meeting with Logisticare
February 20, 2013	Agency meeting with Logisticare
March 20, 2013	Agency meeting with Logisticare
April 17, 2013	Agency meeting with Logisticare
May 23, 2013	Agency meeting with Logisticare
June 20, 2013	Agency meeting with Logisticare
July 17, 2013	Agency meeting with Logisticare
August 21, 2013	Agency meeting with Logisticare
September 25, 2013	Agency meeting with Logisticare
October 16, 2013	Agency meeting with Logisticare
November 20, 2013	Agency meeting with Logisticare
December 18, 2013	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

February 11, 2013	Region 1 Quarterly Meeting - Greenville
February 13, 2013	Region 2 Quarterly Meeting - Columbia
February 14, 2013	Region 3 Quarterly Meeting - Florence
May 3, 2013	Region 1 Quarterly Meeting - Greenville
May 8, 2013	Region 2 Quarterly Meeting - Columbia
May 9, 2013	Region 3 Quarterly Meeting - Charleston
August 9, 2013	Region 1 Quarterly Meeting - Greenville
August 13, 2013	Region 2 Quarterly Meeting - Columbia
August 14, 2013	Region 3 Quarterly Meeting - North Charleston
August 15, 2013	Region 3 Quarterly Meeting - Myrtle Beach
November 6, 2013	Region 2 Quarterly Meeting - Columbia
November 7, 2013	Region 3 Quarterly Meeting - Myrtle Beach
November 8, 2013	Region 3 Quarterly Meeting - North Charleston
November 15, 2013	Region 1 Quarterly Meeting - Greenville

Transportation Advisory Committee Meetings

January 17, 2013	Transportation Provider Survey Meeting
March 28, 2013	Quarterly TAC Meeting
June 27, 2013	Quarterly TAC Meeting
September 26, 2013	Quarterly TAC Meeting
December 12, 2013	Quarterly TAC Meeting

Logisticare / Healthcare Community Individual Meetings

September 9, 2013	Phoenix Center - Greenville
September 9, 2013	New Hope Adult Day Care - Anderson
September 9, 2013	Wonder Center - Greenville
September 10, 2013	FMC- Freedom Dialysis - Florence
September 10, 2013	FMC - Lake Marion - Summerton
September 10, 2013	FMC - Lee County Dialysis Center - Bishopville
September 11, 2013	Kingston Nursing Home - Conway
September 11, 2013	Loris Adult Day Care - Loris
September 11, 2013	Conway Adult Day Care - Conway
September 11, 2013	FMC- Conway Dialysis - Conway
September 11, 2013	FMC- Loris - Loris
September 11, 2013	Waccamaw Center Mental Health - Conway
September 12, 2013	FMC- Lexington Dialysis Center - Lexington
September 12, 2013	DaVita- North Orangeburg - Orangeburg
September 12, 2013	RAI- Care Centers Orangeburg Mall - Orangeburg
September 12, 2013	Davita- Hartsville - Hartsville
September 12, 2013	Orangeburg Adult Day Care - Orangeburg
September 13, 2013	FMC- Irmo - Irmo
September 13, 2013	MIRCI- Homeless Recovery Center - Columbia
September 13, 2013	Davita- Gaston - Gaston
September 13, 2013	MIRCI (Friendship & Recovery Center) - Columbia
September 17, 2013	FMC- Batesburg- Leesville - Leesville
September 17, 2013	MIRCI (Friendship & Recovery Center) - Columbia
September 17, 2013	Lexington County Mental Health Center - Lexington
September 18, 2013	Us Renal Care Of South Aiken Dialysis Center - Aiken
September 18, 2013	FMC- Atomic Road - North Augusta
September 18, 2013	FMC- Evans GA - Evans GA
September 18, 2013	Us Renal Care Of Barnwell Dialysis Center - Barnwell
September 19, 2013	Island House Suite B - Hilton Head
September 19, 2013	Program for Exceptional People - Hilton Head
September 19, 2013	Triple E Adult Day Care - Allendale
September 19, 2013	Triple E Adult Day Care - Barnwell
September 19, 2013	FMC- Marshland - Beauford
September 19, 2013	FMC- Hilton Head Dialysis - Hilton Head
September 19, 2013	FMC- Low Country Dialysis - Beauford
September 20, 2013	Rai Care Centers Savannah Dialysis - Savannah, GA
October 7, 2013	DCI - West End - Spartanburg
October 7, 2013	DSI - Lyman - Lyman
October 8, 2013	Lexington County Mental Health Center - Lexington
October 8, 2013	OB Medicine Meeting - Hampton
October 9, 2013	Magnolia Place Clubhouse - Walterboro
October 9, 2013	Davita- Walterboro - Walterboro
October 9, 2013	Tucker's Adult Health Day Care - Walterboro
October 9, 2013	RAI- Bamberg Dialysis - Bamberg
October 15, 2013	FMC- Columbia Dialysis - Columbia

Logisticare / Healthcare Community Individual Meetings - Continued

October 15, 2013	Bridges Clubhouse - Cayce
October 15, 2013	FMC - South Columbia Dialysis Center - Columbia
October 19, 2013	DSI- Pleasantburg Dialysis - Greenville
October 21, 2013	DSI- Pleasantburg Dialysis - Greenville
October 22, 2013	FMC- Batesburg- Leesville - Leesville
October 22, 2013	OB Medicine Meeting - Barnwell
October 23, 2013	Us Renal Care Of Barnwell Dialysis Center - Barnwell
October 23, 2013	Polly Best Center - Barnwell
October 23, 2013	Triple E Adult Day Care - Barnwell - Barnwell
October 24, 2013	Aiken Barnwell Mental Health Center - Aiken
October 24, 2013	Children's Place Incorporated - Aiken
October 24, 2013	FMC- Chester - Chester
October 24, 2013	Aiken Center for Alcohol/ Drug Treatment - Aiken
October 25, 2013	Davita- Fountain Inn - Fountain Inn
October 25, 2013	DSI- Pleasantburg Dialysis - Greenville
October 30, 2013	DSI- Fountain Inn - Greenville
October 30, 2013	DSI- Powderhorn - Greenville
October 30, 2013	DSI- Pleasantburg Dialysis - Greenville
November 5, 2013	DCI- East Spartanburg Dialysis - Spartanburg
November 12, 2013	Healthy Start - Orangeburg
November 12, 2013	RAI-Orangeburg Dialysis - Orangeburg
November 18, 2013	BCBS Meeting - Columbia
November 18, 2013	McCoy Nursing Home - Bishopville
November 18, 2013	Faith Healthcare - Florence
November 18, 2013	Springdale Healthcare Center - Camden
November 18, 2013	Heritage Healthcare Florence - Florence
November 18, 2013	Florence Rehab and Nursing - Florence
November 19, 2013	Davita- Gaston - Gaston
November 20, 2013	FMC- Low Country - Port Royal
November 21, 2013	Brookview HealthCare - Gaffney
November 21, 2013	DSI- Gaffney - Gaffney
November 21, 2013	Peachtree Centre Nursing Home - Gaffney
November 22, 2013	LRADAC - Lexington
November 22, 2013	FMC- Irmo - Irmo

Agency / Other Stakeholder Meetings

January 28, 2013	NEMT Open Forum
March 5, 2013	TASC Conference
April 15, 2013	NEMT Open Forum
April 24, 2013	Transportation Providers
June 14, 2013	Greenville Health System
June 24, 2013	NEMT Open Forum

Agency / Logisticare / Other Stakeholder Meetings

November 12, 2013 Low Country Healthy Start
November 18, 2013 Blue Choice Health Plan
December 10, 2013 Select Health

Program Review Site Visits

January 25, 2013 SCDHHS and Logisticare Unannounced - Aiken
February 19, 2013 SCDHHS and Logisticare Unannounced - Spartanburg
March 21, 2013 SCDHHS and Logisticare Unannounced - Florence
May 6, 2013 SCDHHS, Logisticare and DHEC - Unannounced - Florence
May 23, 2013 SCDHHS and Logisticare Unannounced - Columbia
June 13, 2013 SCDHHS and Logisticare Unannounced - Greenwood
July 19, 2013 SCDHHS and Logisticare Unannounced - Orangeburg
September 27, 2013 SCDHHS and Logisticare Unannounced - Myrtle Beach
October 22, 2013 SCDHHS and Logisticare Unannounced - Greenville
November 7, 2013 SCDHHS and Logisticare Unannounced - Georgetown
November 13, 2013 Logisticare Unannounced - Beaufort