

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
June 2018

Transportation Metrics	Performance Goal	April 2018 Final	May 2018 Final	June 2018 Final	Average Last Three Months	Average SFY 2018	Average SFY 2017	Totals SFY 2018	Totals SFY 2017
Unduplicated Beneficiaries		25,363	25,943	25,260	25,522	26,522	27,159	73,928	75,849
Total trips provided by type of transportation		152,565	165,254	154,515	157,445	154,555	157,728	1,854,656	1,892,734
• Non-Emergency Ambulatory Sedan/Van Trips		111,401	119,290	112,057	114,249	110,627	113,180	1,327,529	1,358,154
• Wheelchair Trips		16,353	18,143	17,072	17,189	18,456	20,191	221,477	242,291
• Stretcher Trips		2,065	2,047	1,684	1,932	2,282	2,843	27,388	34,112
• Individual Transportation Gas Trip		22,575	25,014	23,031	23,540	22,516	20,667	270,194	248,007
• Non-Emergency Ambulance ALS		71	69	78	73	96	103	1,150	1,234
• Non-Emergency Ambulance BLS		100	94	60	85	89	124	1,069	1,492
• Public Transportation Bus Trip		0	597	533	377	487	620	5,849	7,444
Total Over Night Trips Arranged		96	112	113	107	102	91	1,223	1,086
Total Extra Passengers		14,731	15,292	16,276	15,433	16,787	19,993	201,439	239,914
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.18%	0.19%	0.18%	0.18%	0.24%	0.28%	--	--
• Number of Pickups On Time (A Leg)		59,151	63,919	59,451	60,840	59,293	61,478	711,519	737,737
• Number of Deliveries On Time (A Leg)		55,887	60,615	56,468	57,657	55,626	57,919	667,516	695,027
• Number of Pickups On Time (B Leg)		54,341	58,462	54,894	55,899	53,938	55,858	647,251	670,297
• Number of Trips Within Ride Time (All Trips)		130,731	140,328	131,785	134,281	132,231	126,463	1,586,766	1,517,550
• Percent of Pickups On Time (A Leg)	>= 90%	89.48%	89.80%	89.25%	89.51%	88.78%	88.99%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	84.90%	85.50%	85.18%	85.19%	83.55%	83.98%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	88.15%	88.30%	88.43%	88.29%	86.63%	86.82%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.64%	99.64%	99.69%	99.66%	99.59%	99.64%	--	--
Actual number of calls		96,641	100,900	94,741	97,427	97,043	89,380	1,164,518	1,072,563
• Average phone calls daily		4,602	4,586	4,511	4,567	4,581	4,205	--	--
• Average Answer Speed	< 1:00	0:01:15	0:01:10	0:00:51	0:01:05	0:00:53	0:00:57	--	--
• Average Talk Time		0:04:59	0:05:02	0:04:53	0:04:58	0:05:05	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:39	0:01:38	0:01:34	0:01:37	0:01:40	0:01:45	--	--
• Average time on hold before abandonment	< 1:30	0:01:45	0:01:26	0:01:13	0:01:28	0:01:15	0:01:16	--	--
• Average number of calls abandoned daily		201	184	123	170	133	138	--	--
• Percentage of calls abandoned daily	< 5.0%	4.37%	4.02%	2.74%	3.71%	2.90%	3.26%	--	--
Total number of complaints by type - Valid		4,418	4,850	4,798	4,689	5,265	5,812	63,181	69,745
• Provider No-Show		234	267	241	247	315	387	3,775	4,645
• Timeliness		1,784	1,823	1,716	1,774	2,383	2,298	28,596	27,578
• Other Stakeholders		2,285	2,626	2,704	2,538	2,420	2,979	29,038	35,742
• Call Center Operations		47	58	54	53	52	23	628	271
• Driver Behavior		9	3	5	6	7	8	82	93
• Provider Service Quality		5	9	9	8	12	12	140	145
• Miscellaneous		32	39	50	40	54	88	646	1,054
• Rider Injury / Incident		22	25	19	22	23	19	276	227
• Valid Complaints as percentage of total trips		2.90%	2.93%	3.11%	2.98%	3.40%	3.68%	--	--
Total number of complaints by type - Invalid & Other		220	244	291	252	276	205	3,314	2,460
• Provider No-Show		27	27	27	27	34	27	409	318
• Timeliness		36	39	45	40	56	45	668	536
• Other Stakeholders		45	66	101	71	68	59	816	709
• Call Center Operations		25	28	33	29	21	10	246	117
• Driver Behavior		32	34	20	29	33	12	392	149
• Provider Service Quality		22	9	22	18	16	6	193	68
• Miscellaneous		21	33	33	29	40	36	481	437
• Rider Injury / Incident		12	8	10	10	9	11	109	126
• Invalid & Other Complaints as percentage of total trips		0.14%	0.15%	0.19%	0.16%	0.18%	0.13%	--	--
Total number of denials by type		4,511	4,742	4,478	4,577	5,081	5,171	60,972	62,052
• Non-Urgent / Under Days of Notice		1,570	1,725	1,626	1,640	1,577	1,450	18,926	17,399
• Non-Covered Service		601	610	571	594	608	495	7,298	5,945
• Ineligible For Transport		210	268	254	244	290	311	3,475	3,735
• Unable to Confirm Medical Appointment w/ Provider		230	241	211	227	237	185	2,847	2,220
• Does Not Meet Transportation Protocols		19	28	10	19	13	12	154	141
• Incomplete Information		1,700	1,672	1,656	1,676	2,008	2,105	24,090	25,257
• Needs Emergency Services		19	2	8	10	8	6	91	72
• Beneficiary Has Medicare Part B or Other Coverage		162	196	142	167	341	607	4,091	7,283
• Denials as percentage of total trips		2.96%	2.87%	2.90%	2.91%	3.29%	3.28%	--	--

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

* Approval pending additional verification. Annual Adult benefit is \$750.00

* Denials are calculated with Gross Data (Verified Paid and Non-Paid Trips)

Trip Summary

Apr-18					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	10,326	296.14%	97.57%	91.09%	85.50%
Commercial	126,065	21.71%	98.98%	91.82%	86.25%
Private	16,056	0.14%	99.99%	87.27%	89.36%
Transit	23,376	11.53%	98.84%	85.08%	79.25%
Volunteer	578	10.66%	99.40%	92.70%	83.72%
May-18					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	11,199	688.84%	99.28%	95.56%	90.15%
Commercial	135,297	13.43%	99.01%	91.52%	86.81%
Private	17,826	0.10%	99.99%	90.78%	90.19%
Transit	25,753	11.26%	98.96%	84.83%	80.82%
Volunteer	632	15.89%	99.07%	93.09%	83.89%
Jun-18					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	10,148	107.79%	99.43%	91.82%	88.37%
Commercial	126,534	13.26%	98.90%	91.19%	85.68%
Private	15,756	0.11%	99.97%	90.25%	87.77%
Transit	24,776	8.92%	99.07%	84.91%	81.03%
Volunteer	604	13.18%	99.73%	93.43%	80.30%
4th Quarter SFY 2017 - 2018					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	31,673	371.64%	98.69%	92.82%	88.01%
Commercial	387,896	16.17%	98.96%	91.51%	86.25%
Private	49,638	0.12%	99.98%	89.44%	89.10%
Transit	73,905	10.57%	98.96%	84.94%	80.37%
Volunteer	1,814	13.30%	99.40%	93.08%	82.61%



All Regions
Fourth Quarter SFY 2017 - 2018

April 2018 - June 2018

Complaints By Provider Type

Transportation Metrics	Apr 2018	May 2018	Jun 2018	Average Last Three Months	Average SFY 2018	Totals SFY 2018
Total Trips Provided - Ambulance	10,326	11,199	10,148	10,558	12,933	155,197
• Provider No-Show	25	18	14	19	24	286
• Timeliness	104	161	115	127	172	2,062
• Other Stakeholders	93	111	94	99	103	1,237
• Call Center Operations	4	3	1	3	3	38
• Driver Behavior	0	1	1	1	0	5
• Provider Service Quality	0	0	0	0	1	8
• Miscellaneous	1	3	1	2	4	46
• Rider Injury / Incident	1	3	0	1	3	35
Total Valid Complaints by Provider Type - Ambulance	228	300	226	251	310	3,717
Total Invalid Complaints by Provider Type - Ambulance	6	7	6	6	7	88
Valid Ambulance Complaints as % of Total Ambulance Trips	2.21%	2.68%	2.23%	2.37%	2.39%	-
Total Trips Provided - Commercial	126,065	135,297	126,534	129,299	129,413	1,552,951
• Provider No-Show	152	177	173	167	226	2,708
• Timeliness	1,279	1,306	1,306	1,297	1,781	21,374
• Other Stakeholders	1,893	2,088	2,208	2,063	1,879	22,548
• Call Center Operations	31	32	38	34	27	321
• Driver Behavior	5	2	3	3	5	59
• Provider Service Quality	4	8	9	7	9	112
• Miscellaneous	29	33	44	35	43	512
• Rider Injury / Incident	13	20	16	16	16	192
Total Valid Complaints by Provider Type - Commercial	3,406	3,666	3,797	3,623	3,986	47,826
Total Invalid Complaints by Provider Type - Commercial	128	130	182	147	147	1,760
Valid Commercial Complaints as % of Total Commercial Trips	2.70%	2.71%	3.00%	2.80%	3.08%	-
Total Trips Provided - Private	16,056	17,826	15,756	16,546	16,580	198,963
• Provider No-Show	0	1	1	1	1	12
• Timeliness	1	2	0	1	1	8
• Other Stakeholders	1	10	5	5	3	39
• Call Center Operations	0	0	0	0	0	4
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	1	0	0	1	7
• Miscellaneous	0	1	0	0	0	3
• Rider Injury / Incident	0	0	0	0	0	2
Total Valid Complaints by Provider Type - Private	2	15	6	8	6	75
Total Invalid Complaints by Provider Type - Private	1	1	0	1	1	16
Valid Private Complaints as % of Total Private Trips	0.01%	0.08%	0.04%	0.04%	0.04%	-
Total Trips Provided - Transit	23,376	25,753	24,776	24,635	24,746	296,952
• Provider No-Show	53	53	47	51	45	542
• Timeliness	394	349	281	341	381	4,575
• Other Stakeholders	257	356	335	316	343	4,118
• Call Center Operations	2	7	2	4	3	39
• Driver Behavior	4	0	1	2	1	16
• Provider Service Quality	1	0	0	0	1	8
• Miscellaneous	1	2	5	3	5	57
• Rider Injury / Incident	7	2	3	4	3	37
Total Valid Complaints by Provider Type - Transit	719	769	674	721	783	9,392
Total Invalid Complaints by Provider Type - Transit	15	13	19	16	24	285
Valid Transit Complaints as % of Total Transit Trips	3.08%	2.99%	2.72%	2.93%	3.15%	-
Total Trips Provided - Volunteer	578	632	604	605	589	7,067
• Provider No-Show	1	2	1	1	2	24
• Timeliness	1	2	1	1	2	22
• Other Stakeholders	16	16	13	15	15	178
• Call Center Operations	0	0	2	1	1	13
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	1
• Miscellaneous	1	0	0	0	0	3
• Rider Injury / Incident	0	0	0	0	0	2
Total Valid Complaints by Provider Type - Volunteer	19	20	17	19	20	243
Total Invalid Complaints by Provider Type - Volunteer	0	1	1	1	1	16
Valid Volunteer Complaints as % of Total Volunteer Trips	3.29%	3.16%	2.81%	3.09%	3.49%	-
All Providers	176,401	190,707	177,818	181,642	184,286	2,211,430
Total Valid complaints	4,374	4,770	4,720	4,621	5,105	61,254
Total Invalid complaints	150	152	208	170	181	2,166
Valid Complaints as percentage of total trips	0.09%	0.08%	0.12%	0.09%	0.10%	-

Prompt Payment Aging Report By Invoice Received Date

04/01/2018 to 06/30/2018

Some Broker Clients, All 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	492,594	99.52%	4,253	0.86%
31-60 Days	46	1,668	0.34%	12	0.72%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	110	689	0.14%	12	1.74%
	19	494,951	100.00%	4,277	

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	9	448,634	90.64%	158
31-60 Days	41	33,225	6.71%	78
61-90 Days	73	6,393	1.29%	34
91-120 Days	104	3,199	0.65%	16
121-150 Days	133	1,368	0.28%	12
> 150 Days	261	2,132	0.43%	6
	14	494,951	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%
TOTAL	n/a	51	38	23	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
April through June, 2018

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,066	Percent of Total Paid Trips for the Quarter 472,334
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	14	12	26	0.1848	0.0055
Injury - 3 (least severe)	6	3	9	0.0640	0.0019
Total Injuries	20	15	35	0.2488	0.0074

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,066	Percent of Total Paid Trips for the Quarter 472,334
Incident - 1 (most severe)	0	17	17	0.1209	0.0036
Incident - 2	9	14	23	0.1635	0.0049
Incident - 3 (least severe)	24	14	38	0.2702	0.0080
Total Incidents	33	45	78	0.5545	0.0165

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= Non-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 incident reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;
Non-severe incident effecting member.

Note: In Quarter Two of Fiscal Year 2017, the Broker and DHHS three member panel determined 1 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.

Note: Incident and Injury complaints can be from paid and non-paid claims.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2017/2018	July '17	August	September	October	November	December	January '18	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2017/2018	September '17	December	March '18	June	September
	x	x	x	x	Scheduled

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

SFY 2017/2018	September '17	December	March '18	June	September
	x	x	x	x	Scheduled

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

SFY 2017/2018	February '18	May '18	August '18	November '18	SFY 2017/2018	February '18	May '18	August '18	October '18
Region 1	x	x	x	Scheduled	Region 3	x	x	x	Scheduled
SFY 2017/2018	February '18	May '18	August '18	November '18					
Region 2	x	x	x	Scheduled					

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

SFY 2017/2018	July	August	September	October	November	December	January '18	February	March	April	May	June
Area Visited (1)	Columbia^	Myrtle Beach^	Rock Hill	Charleston	Clinton	Columbia^	Orangeburg^~	Florence^	-	Spartanburg*^~	-	Beaufort
Area Visited (2)		Georgetown					Greenville		-	Irmo	-	
Area Visited (3)		Easley^~							-	Winnsboro	-	

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2017/2018	July	August	September	October	November	December	January '18	February	March	April	May	June
Dialysis	54	19	25	59	36	25	72	41	32	58	42	56
Mental Health	11	4	5	13	11	7	13	10	5	19	8	14
Other	21	36	27	28	21	18	43	32	8	32	30	20

9/24/2018