

SC DHHS
Broker Report Card



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

March 2016

Transportation Metrics	Performance Goal	January 2016 Final	February 2016 Final	March 2016 Final	Average Last Three Months	Average SFY 2016	Average SFY 2015	Totals SYF 2016	Totals SFY 2015
Unduplicated Beneficiaries		26,969	27,564	27,435	27,323	27,611	27,694	68,188	79,291
Total trips provided by type of transportation		149,133	155,798	171,823	158,918	158,551	157,147	1,426,962	1,885,766
• Non-Emergency Ambulatory Sedan/Van Trips		109,253	113,315	125,655	116,074	115,971	117,144	1,043,737	1,405,729
• Wheelchair Trips		18,218	19,808	21,702	19,909	19,753	19,723	177,773	236,678
• Stretcher Trips		2,575	2,599	2,926	2,700	2,803	2,795	25,228	33,542
• Individual Transportation Gas Trip		18,302	19,362	20,668	19,444	19,277	16,795	173,489	201,543
• Non-Emergency Ambulance ALS		75	72	75	74	75	56	673	676
• Non-Emergency Ambulance BLS		101	119	138	119	110	103	987	1,236
• Public Transportation Bus Trip		609	523	659	597	564	530	5,075	6,362
Total Over Night Trips Arranged		64	79	45	63	72	89	647	1,064
Total Extra Passengers		17,780	18,391	18,362	18,178	18,635	18,757	167,713	225,086
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.27%	0.20%	0.20%	0.22%	0.19%	0.19%	--	--
• Number of Pickups On Time (A Leg)		66,602	61,832	68,716	65,717	68,169	65,751	613,521	789,010
• Number of Deliveries On Time (A Leg)		67,432	59,300	65,863	64,198	65,721	63,839	591,486	766,068
• Number of Pickups On Time (B Leg)		54,078	56,277	64,426	58,260	61,524	61,259	553,720	735,105
• Number of Trips Within Ride Time (All Trips)		142,928	136,156	148,872	142,652	147,665	145,043	1,328,982	1,740,517
• Percent of Pickups On Time (A Leg)	>= 90%	88.79%	89.30%	91.99%	90.03%	91.35%	90.83%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	91.15%	86.00%	88.41%	88.52%	88.50%	88.30%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	88.61%	89.85%	89.99%	89.48%	90.25%	90.97%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.72%	99.69%	99.69%	99.70%	99.72%	99.68%	--	--
Actual number of calls		92,144	87,158	89,493	89,598	92,253	104,937	830,279	1,259,241
• Average phone calls daily		4,607	4,150	3,891	4,216	4,310	4,980	--	--
• Average Answer Speed	< 1:00	0:05:03	0:02:35	0:01:10	0:02:56	0:02:32	0:03:56	--	--
• Average Talk Time		0:04:39	0:04:42	0:04:37	0:04:39	0:04:20	0:03:23	--	--
• Average Time On Hold	<= 3:00	0:01:55	0:01:48	0:01:48	0:01:50	0:01:40	0:01:33	--	--
• Average time on hold before abandonment	< 1:30	0:03:14	0:02:07	0:01:11	0:02:11	0:02:00	0:02:41	--	--
• Average number of calls abandoned daily		813	371	160	448	418	794	--	--
• Percentage of calls abandoned daily	< 5.0%	17.64%	8.94%	4.12%	10.23%	9.51%	15.46%	--	--
Total number of complaints by type - Valid		3,090	3,162	3,581	3,278	3,494	3,353	31,448	40,240
• Provider No-Show		387	273	302	321	278	251	2,500	3,011
• Timeliness		1,643	1,570	1,780	1,664	1,617	1,736	14,557	20,834
• Other Stakeholders		958	1,196	1,377	1,177	1,464	1,243	13,178	14,913
• Call Center Operations		34	40	34	36	37	28	337	335
• Driver Behavior		9	5	6	7	6	9	58	102
• Provider Service Quality		6	8	8	7	9	11	80	132
• Miscellaneous		34	45	48	42	60	55	539	658
• Rider Injury / Incident		19	25	26	23	22	21	198	255
• Valid Complaints as percentage of total trips		2.07%	2.03%	2.08%	2.06%	2.20%	2.13%	--	--
Total number of complaints by type - Invalid & Other		173	187	229	196	206	163	1,852	1,955
• Provider No-Show		54	31	37	41	42	34	382	403
• Timeliness		25	39	47	37	54	50	484	602
• Other Stakeholders		18	15	48	27	19	14	172	167
• Call Center Operations		15	25	12	17	15	13	137	159
• Driver Behavior		7	16	21	15	13	12	119	138
• Provider Service Quality		7	8	14	10	9	8	85	93
• Miscellaneous		35	45	38	39	41	23	370	275
• Rider Injury / Incident		12	8	12	11	11	10	103	118
• Invalid & Other Complaints as percentage of total trips		0.12%	0.12%	0.13%	0.12%	0.13%	0.10%	--	--
Total number of denials by type		4,381	4,514	4,844	4,580	4,735	5,139	42,613	61,666
• Non-Urgent / Under Days of Notice		1,001	959	984	981	1,107	1,253	9,960	15,035
• Non-Covered Service		464	426	438	443	447	622	4,027	7,460
• Ineligible For Transport		313	331	293	312	309	182	2,781	2,186
• Unable to Confirm Medical Appointment w/ Provider		108	90	156	118	132	283	1,189	3,396
• Does Not Meet Transportation Protocols		6	6	14	9	8	9	71	113
• Incomplete Information		1,968	2,163	2,332	2,154	2,140	2,200	19,256	26,405
• Needs Emergency Services		9	2	9	7	6	9	51	104
• Beneficiary Has Medicare Part B or Other Coverage		512	537	618	556	586	564	5,278	6,766
• Denials as percentage of total trips		2.94%	2.90%	2.82%	2.88%	2.99%	3.26%	--	--

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.

Trip Summary

January 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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	17,961	41.59%	99.48%	90.80%	86.81%
Commercial	137,248	17.40%	99.02%	91.24%	87.65%
Private	15,292	0.13%	99.99%	84.33%	95.25%
Transit	23,644	9.65%	99.49%	85.24%	83.74%
Volunteer	734	8.62%	99.74%	88.56%	76.49%
February 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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	20,024	41.79%	98.91%	92.51%	86.75%
Commercial	151,956	18.38%	99.00%	92.18%	88.70%
Private	17,280	0.09%	100.00%	87.61%	98.24%
Transit	25,026	8.82%	99.53%	84.35%	83.55%
Volunteer	924	7.42%	99.17%	86.07%	71.92%
March 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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	18,556	53.13%	99.62%	92.56%	85.72%
Commercial	141,598	19.76%	98.99%	91.82%	88.81%
Private	15,993	0.09%	97.22%	85.15%	96.72%
Transit	23,427	11.30%	99.55%	85.95%	84.92%
Volunteer	777	14.00%	96.79%	88.91%	79.64%
3rd Quarter SFY 2015 - 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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	56541	45.62%	99.34%	91.93%	86.42%
Commercial	430802	18.53%	99.00%	91.75%	88.39%
Private	48565	0.10%	99.04%	85.70%	96.74%
Transit	72097	9.93%	99.52%	85.18%	84.08%
Volunteer	2435	10.04%	98.55%	87.85%	76.01%

Transportation Metrics	January 2016 Final	February 2016 Final	March 2016 Final
Total Trips Provided - Ambulance	17,961	18,556	20,024
• Provider No-Show	21	21	24
• Timeliness	100	99	87
• Other Stakeholders	51	45	45
• Call Center Operations	3	3	3
• Driver Behavior	1	0	0
• Provider Service Quality	0	2	1
• Miscellaneous	0	3	2
• Rider Injury / Incident	5	3	4
Total Valid Complaints by Provider Type - Ambulance	181	176	166
Total Invalid Complaints by Provider Type - Ambulance	8	7	11
Valid Ambulance Complaints as % of Total Ambulance Trips	1.01%	0.95%	0.83%
Total Trips Provided - Commercial	137,248	141,598	151,956
• Provider No-Show	343	234	254
• Timeliness	1,404	1,326	1,539
• Other Stakeholders	826	1,100	1,244
• Call Center Operations	20	26	22
• Driver Behavior	8	5	5
• Provider Service Quality	6	6	7
• Miscellaneous	29	38	40
• Rider Injury / Incident	11	19	21
Total Valid Complaints by Provider Type - Commercial	2,647	2,754	3,132
Total Invalid Complaints by Provider Type - Commercial	86	92	136
Valid Commercial Complaints as % of Total Commercial Trips	1.93%	1.94%	2.06%
Total Trips Provided - Private	15,292	15,993	17,280
• Provider No-Show	1	1	1
• Timeliness	0	0	0
• Other Stakeholders	1	0	0
• Call Center Operations	0	0	2
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Private	2	1	3
Total Invalid Complaints by Provider Type - Private	0	0	4
Valid Private Complaints as % of Total Private Trips	0.01%	0.01%	0.02%
Total Trips Provided - Transit	23,644	23,427	25,026
• Provider No-Show	13	1	19
• Timeliness	138	142	150
• Other Stakeholders	64	36	54
• Call Center Operations	3	4	1
• Driver Behavior	0	0	1
• Provider Service Quality	0	0	0
• Miscellaneous	5	4	6
• Rider Injury / Incident	3	3	1
Total Valid Complaints by Provider Type - Transit	226	200	232
Total Invalid Complaints by Provider Type - Transit	28	20	9
Valid Transit Complaints as % of Total Transit Trips	0.96%	0.85%	0.93%
Total Trips Provided - Volunteer	734	777	924
• Provider No-Show	1	6	4
• Timeliness	1	3	4
• Other Stakeholders	12	8	17
• Call Center Operations	0	1	3
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Volunteer	14	18	28
Total Invalid Complaints by Provider Type - Volunteer	0	0	1
Valid Volunteer Complaints as % of Total Volunteer Trips	1.91%	2.32%	3.03%
All Providers			
Total trips provided	194,879	200,351	215,210
Total Valid complaints	3,070	3,149	3,561
Total Invalid complaints	122	119	161
Valid Complaints as percentage of total trips	0.06%	0.06%	0.07%

Average Last Three Months	Average SFY 2016	Totals SFY 2016
18,847	19,694	157,226
22	22	177
95	107	873
47	71	590
3	3	27
0	1	6
1	1	12
2	3	28
4	4	28
174	212	1,741
9	12	100
0.92%	1.08%	-
143,601	141,993	1,125,981
277	232	1,838
1,423	1,382	10,902
1,057	1,290	10,363
23	23	185
6	6	48
6	8	61
36	51	418
17	16	121
2,844	3,008	23,936
105	149	1,205
1.98%	2.12%	-
16,148	15,988	126,608
2	1	11
1	0	2
5	2	15
0	0	1
0	0	0
0	0	0
0	0	0
0	0	1
7	4	30
1	2	10
0.05%	0.03%	-
24,354	24,839	198,529
19	17	136
97	126	988
121	81	676
1	2	17
0	0	2
0	0	1
5	5	42
1	3	23
244	235	1,885
19	18	154
1.00%	0.95%	-
758	861	6,825
2	3	23
1	1	9
17	14	110
1	1	5
0	0	1
0	0	0
0	1	5
0	0	0
21	20	153
2	2	15
2.76%	2.34%	-
199,791	201,896	1,615,169
3,418	3,468	27,745
220	186	1,484
1.71%	1.72%	-

Prompt Payment Aging Report By Invoice Received Date

01/01/2016 to 03/31/2016

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	466,978	99.81%	7,042	1.51%
31-60 Days	46	891	0.19%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	19	467,869	100.00%	7,042	

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	432,029	92.34%	169
31-60 Days	41	25,526	5.46%	105
61-90 Days	73	5,095	1.09%	37
91-120 Days	103	2,208	0.47%	23
121-150 Days	134	910	0.19%	11
> 150 Days	228	2,101	0.45%	11
	15	467,869	100.00%	

LogistiCare Quarterly Provider Retention

Quarter	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%
TOTAL	n/a	18	11	4	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
January through March, 2016

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	Frequency	19	30	49
	Overall Percent	15.57	24.59	40.16
	Row Percent	38.78	61.22	100.00
	Column Percent	36.54	42.86	-----
Incident only/No Injury	Frequency	33	40	73
	Overall Percent	27.05	32.79	59.84
	Row Percent	45.21	54.79	100.00
	Column Percent	63.46	57.14	-----
Total	Frequency	52	70	122
	Overall Percent	42.62	57.38	100.00
	Row Percent	-----	-----	-----
	Column Percent	100.00	100.00	-----

Injury Severity

	Provider Contributed Yes	Provider Contributed No	Total
Injury - 1 (most severe)	0	0	0
Injury - 2	5	10	15
Injury - 3 (least severe)	14	20	34
	19	30	49

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 Criteria:

- Accident without bodily injury; or
- Medical Episode not caused by injury; or
- Law enforcement involvement; or
- Non-severe injury reported to broker past 72 hours.

Note: In Quarter Three of Fiscal Year 2016, 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.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, LGTC)

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

Quarterly Transportation Advisory Council Meetings

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

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

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

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

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

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

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

*DHEC participated

^ORS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2016	April	May	June	July	August	September	October	November	December	January	February	March
Dialysis	6	16	2	16	5	23	8	2*	0	1*	11	19
Mental Health	9	8	2	2	2	11	4	0	0	1	5	7
Other	14	11	3	14	4	8	5	1^	0	0	15	8

* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

Updated 6/17/16