

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	January 2012 Final	February 2012 Final	March 2012 Final	SFY 2012 Q3 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		6,560	6,403	6,611		15,268
<b>Total trips provided by type of transportation</b>		<b>38,829</b>	<b>40,547</b>	<b>43,984</b>	<b>123,360</b>	<b>280,952</b>
• Non-Emergency Ambulatory Sedan/Van Trips		28,860	30,021	32,581	91,462	208,480
• Wheelchair Trips		4,246	4,757	5,235	14,238	31,901
• Stretcher Trips		564	620	672	1,856	4,542
• Individual Transportation Gas Trip		4,644	4,670	5,085	14,399	32,927
• Non-Emergency Ambulance ALS		3	2	2	7	12
• Non-Emergency Ambulance BLS		104	104	65	273	582
• Public Transportation Bus Trip		408	373	344	1,125	2,508
<b>Total Over Night Trips Arranged</b>		<b>21</b>	<b>12</b>	<b>18</b>	<b>51</b>	<b>130</b>
<b>Total Extra Passengers</b>		<b>7,253</b>	<b>5,943</b>	<b>2,799</b>	<b>15,995</b>	<b>45,165</b>
• Number of Pickups On Time (A Leg)		17,076	17,161	20,020	54,257	121,880
• Number of Deliveries On Time (A Leg)		14,741	14,826	17,628	47,195	103,545
• Number of Trips Within Ride Time (All Trips)		36,518	34,858	41,651	113,027	254,191
• Percent of Pickups On Time (A Leg)	>= 90%	89.00%	93.90%	93.70%	92.20%	92.59%
• Percent of Deliveries On Time (A Leg)	>= 95%	76.80%	81.10%	82.50%	80.13%	77.86%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.90%	99.00%	99.80%	99.57%	99.71%
<b>Actual number of calls *</b>		<b>25,862</b>	<b>64,752</b>	<b>101,615</b>	<b>192,229</b>	<b>308,269</b>
• Average phone calls daily		1,176	3,083	4,619	2,959	1,800
• Average Answer Speed	< 1:00	00:31	00:29	00:50	00:37	00:52
• Average Talk Time		03:08	03:58	03:43	03:36	04:17
• Average Time On Hold	<= 3:00	01:28	01:32	01:49	01:36	01:35
• Average time on hold before abandonment	< 1:30	00:55	01:04	01:00	01:00	01:14
• Average number of calls abandoned daily		35	103	156	98	76
• Percentage of calls abandoned daily	< 5.0%	2.98%	3.34%	3.38%	3.31%	4.23%
<b>Total number of complaints by type</b>		<b>387</b>	<b>406</b>	<b>397</b>	<b>1,190</b>	<b>3,303</b>
• Provider No-Show		55	43	77	175	730
• Timeliness		128	86	99	313	1,042
• Other Stakeholders		164	238	183	585	1,167
• Call Center Operations		19	17	1	37	115
• Driver Behavior		3	6	14	23	52
• Provider Service Quality		4	4	1	9	20
• Miscellaneous		8	9	18	35	144
• Rider Injury / Incident		6	3	4	13	33
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.11%	0.18%	0.14%	0.26%
• Complaints as percentage of total trips		1.00%	1.00%	0.90%	0.96%	1.18%
<b>Total number of denials by type</b>		<b>651</b>	<b>510</b>	<b>507</b>	<b>1,668</b>	<b>4,665</b>
• Non-Urgent / Under Days of Notice		90	71	74	235	694
• Non-Covered Service		158	116	124	398	932
• Ineligible For Transport		45	25	24	94	249
• Unable to Confirm Medical Appointment w/ Provider		15	15	6	36	111
• Does Not Meet Transportation Protocols		1	2	1	4	7
• Incomplete Information		279	216	218	713	2,179
• Needs Emergency Services		1	5	4	10	16
• Beneficiary Has Medicare Part B or Other Coverage		62	60	56	178	477
• Denials as percentage of total trips		1.68%	1.26%	1.15%	1.35%	1.66%

\* Includes calls for Regions 1-3 starting February 13, 2012 due to contract turnover.

\*\* Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Access2Care



Transportation Metrics	Performance Goal	January 2012 Final	February 2012 Final ***	March 2012 Prelim	SFY 2012 Q3 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		9,150	7,148			19,724
<b>Total trips provided by type of transportation</b>		<b>67,803</b>	<b>42,946</b>		<b>110,749</b>	<b>379,972</b>
• Non-Emergency Ambulatory Sedan/Van Trips		52,498	32,878		85,376	297,226
• Wheelchair Trips		7,834	5,031		12,865	45,738
• Stretcher Trips		1,778	1,152		2,930	7,810
• Individual Transportation Gas Trip		5,572	3,833		9,405	27,131
• Non-Emergency Ambulance ALS		18	14		32	131
• Non-Emergency Ambulance BLS		103	36		139	1,934
• Public Transportation Bus Trip		0	2		2	2
<b>Total Over Night Trips Arranged</b>		<b>3</b>	<b>4</b>		<b>7</b>	<b>36</b>
<b>Total Extra Passengers</b>		<b>3,343</b>	<b>1,930</b>		<b>5,273</b>	<b>18,379</b>
• Number of Pickups On Time (A Leg)		32,198	20,879		53,077	170,215
• Number of Deliveries On Time (A Leg)		20,872	13,135		34,007	114,017
• Number of Trips Within Ride Time (All Trips)		65,913	41,787		107,700	365,853
• Percent of Pickups On Time (A Leg)	>= 90%	93.17%	95.33%		94.25%	88.31%
• Percent of Deliveries On Time (A Leg)	>= 95%	60.40%	59.97%		60.19%	58.88%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.25%	97.32%		97.29%	97.14%
<b>Actual number of calls *</b>		<b>66,732</b>	<b>35,239</b>		<b>101,971</b>	<b>398,576</b>
• Average phone calls daily		2,153	1,762		1,958	2,466
• Average Answer Speed	< 1:00	01:27	01:06		01:16	02:41
• Average Talk Time		05:06	04:08		04:37	05:14
• Average Time On Hold	<= 3:00	01:59	01:31		01:45	01:43
• Average time on hold before abandonment	< 1:30	01:25	01:20		01:23	01:47
• Average number of calls abandoned daily		293	97		195	434
• Percentage of calls abandoned daily	< 5.0%	13.61%	5.51%		9.96%	17.58%
<b>Total number of complaints by type</b>		<b>155</b>	<b>76</b>		<b>231</b>	<b>1,303</b>
• Provider No-Show		64	18		82	582
• Timeliness		41	29		70	374
• Other Stakeholders		5	5		10	48
• Call Center Operations		24	12		36	121
• Driver Behavior		12	10		22	129
• Provider Service Quality		6	2		8	16
• Miscellaneous		1	0		1	9
• Rider Injury / Incident		2	0		2	24
• Provider No-Shows as percentage of total trips	<= 0.25%	0.09%	0.04%		0.07%	0.15%
• Complaints as percentage of total trips		0.23%	0.18%		0.21%	0.34%
<b>Total number of denials by type</b>		<b>239</b>	<b>145</b>		<b>384</b>	<b>3,161</b>
• Non-Urgent / Under Days of Notice		83	31		114	499
• Non-Covered Service		47	21		68	605
• Ineligible For Transport		4	30		34	281
• Unable to Confirm Medical Appointment w/ Provider		6	2		8	45
• Does Not Meet Transportation Protocols		4	0		4	32
• Incomplete Information		91	61		152	1,362
• Needs Emergency Services		1	0		1	3
• Beneficiary Has Medicare Part B or Other Coverage		3	0		3	334
• Denials as percentage of total trips		0.35%	0.34%		0.35%	0.83%

\* Includes call center data for Regions 2 and 3.

\*\* Includes data starting from August 22 due to contract turnover.

\*\*\* Includes data through February 20 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2012 Final	February 2012 Final **	March 2012 Final	SFY 2012 Q3 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries			5,794	9,798		11,073
<b>Total trips provided by type of transportation</b>			<b>14,856</b>	<b>56,584</b>	<b>71,440</b>	<b>71,440</b>
• Non-Emergency Ambulatory Sedan/Van Trips			12,126	44,998	57,124	57,124
• Wheelchair Trips			1,715	7,037	8,752	8,752
• Stretcher Trips			355	1,103	1,458	1,458
• Individual Transportation Gas Trip			635	3,388	4,023	4,023
• Non-Emergency Ambulance ALS			7	9	16	16
• Non-Emergency Ambulance BLS			18	49	67	67
• Public Transportation Bus Trip			0	0	0	0
<b>Total Over Night Trips Arranged</b>			<b>2</b>	<b>10</b>	<b>12</b>	<b>12</b>
<b>Total Extra Passengers</b>			<b>2,026</b>	<b>3,617</b>	<b>5,643</b>	<b>5,643</b>
• Number of Pickups On Time (A Leg)			5,311	25,430	30,741	30,741
• Number of Deliveries On Time (A Leg)			4,888	21,199	26,087	26,087
• Number of Trips Within Ride Time (All Trips)			13,126	55,227	68,353	68,353
• Percent of Pickups On Time (A Leg)	>= 90%		78.20%	90.60%	84.40%	84.40%
• Percent of Deliveries On Time (A Leg)	>= 95%		72.00%	75.50%	73.75%	73.75%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		97.90%	99.60%	98.75%	98.75%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>			<b>306</b>	<b>602</b>	<b>908</b>	<b>908</b>
• Provider No-Show			95	192	287	287
• Timeliness			70	203	273	273
• Other Stakeholders			67	92	159	159
• Call Center Operations			23	21	44	44
• Driver Behavior			0	0	0	0
• Provider Service Quality			0	2	2	2
• Miscellaneous			48	85	133	133
• Rider Injury / Incident			3	7	10	10
• Provider No-Shows as percentage of total trips	<= 0.25%		0.64%	0.34%	0.40%	0.40%
• Complaints as percentage of total trips			2.06%	1.06%	1.27%	1.27%
<b>Total number of denials by type</b>			<b>675</b>	<b>1,126</b>	<b>1,801</b>	<b>1,801</b>
• Non-Urgent / Under Days of Notice			107	134	241	241
• Non-Covered Service			189	244	433	433
• Ineligible For Transport			22	50	72	72
• Unable to Confirm Medical Appointment w/ Provider			9	46	55	55
• Does Not Meet Transportation Protocols			1	1	2	2
• Incomplete Information			256	411	667	667
• Needs Emergency Services			2	3	5	5
• Beneficiary Has Medicare Part B or Other Coverage			89	237	326	326
• Denials as percentage of total trips			4.54%	1.99%	2.52%	2.52%

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

\*\* Includes data starting from February 21 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Access2Care



Transportation Metrics	Performance Goal	January 2012 Final	February 2012 Final ***	March 2012 Prelim	SFY 2012 Q3 Totals	SFY ** 2012 Totals
Unduplicated Beneficiaries		7,945	6,290			15,882
<b>Total trips provided by type of transportation</b>		<b>60,589</b>	<b>38,291</b>		<b>98,880</b>	<b>340,138</b>
• Non-Emergency Ambulatory Sedan/Van Trips		48,545	30,406		78,951	276,170
• Wheelchair Trips		7,191	4,573		11,764	39,656
• Stretcher Trips		1,348	811		2,159	6,009
• Individual Transportation Gas Trip		3,415	2,455		5,870	16,537
• Non-Emergency Ambulance ALS		34	11		45	167
• Non-Emergency Ambulance BLS		56	35		91	1,599
• Public Transportation Bus Trip		0	0		0	0
<b>Total Over Night Trips Arranged</b>		<b>3</b>	<b>1</b>		<b>4</b>	<b>13</b>
<b>Total Extra Passengers</b>		<b>2,707</b>	<b>1,685</b>		<b>4,392</b>	<b>15,005</b>
• Number of Pickups On Time (A Leg)		28,219	18,321		46,540	147,623
• Number of Deliveries On Time (A Leg)		20,099	12,608		32,707	107,735
• Number of Trips Within Ride Time (All Trips)		59,212	37,412		96,624	324,144
• Percent of Pickups On Time (A Leg)	>= 90%	91.80%	94.06%		92.93%	87.08%
• Percent of Deliveries On Time (A Leg)	>= 95%	65.38%	64.73%		65.06%	63.48%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.76%	97.71%		97.74%	97.53%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		<b>141</b>	<b>78</b>		<b>219</b>	<b>1,321</b>
• Provider No-Show		50	18		68	461
• Timeliness		37	22		59	420
• Other Stakeholders		11	11		22	96
• Call Center Operations		23	15		38	110
• Driver Behavior		16	8		24	195
• Provider Service Quality		3	2		5	16
• Miscellaneous		0	0		0	6
• Rider Injury / Incident		1	2		3	17
• Provider No-Shows as percentage of total trips	<= 0.25%	0.08%	0.05%		0.07%	0.14%
• Complaints as percentage of total trips		0.23%	0.20%		0.22%	0.39%
<b>Total number of denials by type</b>		<b>252</b>	<b>158</b>		<b>410</b>	<b>2,727</b>
• Non-Urgent / Under Days of Notice		72	27		99	528
• Non-Covered Service		49	77		126	572
• Ineligible For Transport		12	0		12	175
• Unable to Confirm Medical Appointment w/ Provider		10	2		12	75
• Does Not Meet Transportation Protocols		0	1		1	14
• Incomplete Information		105	48		153	1,229
• Needs Emergency Services		0	0		0	2
• Beneficiary Has Medicare Part B or Other Coverage		4	3		7	132
• Denials as percentage of total trips		0.42%	0.41%		0.41%	0.80%

\* Call center data for Region 3 is included on the Region 2 report only.

\*\* Includes data starting from August 22 due to contract turnover.

\*\*\* Includes data through February 20 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	January 2012 Final	February 2012 Final **	March 2012 Final	SFY 2012 Q3 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>			5,706	9,788		11,097
<b>Total trips provided by type of transportation</b>			16,723	58,728	75,451	75,451
• Non-Emergency Ambulatory Sedan/Van Trips			13,899	47,696	61,595	61,595
• Wheelchair Trips			2,057	7,624	9,681	9,681
• Stretcher Trips			267	1,035	1,302	1,302
• Individual Transportation Gas Trip			487	2,293	2,780	2,780
• Non-Emergency Ambulance ALS			2	10	12	12
• Non-Emergency Ambulance BLS			11	70	81	81
• Public Transportation Bus Trip			0	0	0	0
<b>Total Over Night Trips Arranged</b>			7	23	30	30
<b>Total Extra Passengers</b>			1,700	2,821	4,521	4,521
• Number of Pickups On Time (A Leg)			5,859	26,727	32,586	32,586
• Number of Deliveries On Time (A Leg)			4,773	22,038	26,811	26,811
• Number of Trips Within Ride Time (All Trips)			12,899	57,747	70,646	70,646
• Percent of Pickups On Time (A Leg)	>= 90%		89.70%	91.40%	90.55%	90.55%
• Percent of Deliveries On Time (A Leg)	>= 95%		73.10%	75.40%	74.25%	74.25%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		98.00%	99.70%	98.85%	98.85%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>			216	445	661	661
• Provider No-Show			93	101	194	194
• Timeliness			42	130	172	172
• Other Stakeholders			29	125	154	154
• Call Center Operations			16	11	27	27
• Driver Behavior			0	0	0	0
• Provider Service Quality			0	0	0	0
• Miscellaneous			34	60	94	94
• Rider Injury / Incident			2	18	20	20
• Provider No-Shows as percentage of total trips	<= 0.25%		0.56%	0.17%	0.26%	0.26%
• Complaints as percentage of total trips			1.29%	0.76%	0.88%	0.88%
<b>Total number of denials by type</b>			613	1,303	1,916	1,916
• Non-Urgent / Under Days of Notice			69	110	179	179
• Non-Covered Service			110	226	336	336
• Ineligible For Transport			24	59	83	83
• Unable to Confirm Medical Appointment w/ Provider			8	36	44	44
• Does Not Meet Transportation Protocols			2	3	5	5
• Incomplete Information			264	491	755	755
• Needs Emergency Services			3	6	9	9
• Beneficiary Has Medicare Part B or Other Coverage			133	372	505	505
• Denials as percentage of total trips			3.67%	2.22%	2.54%	2.54%

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

\*\* Includes data starting from February 21 due to contract turnover.

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA**  
SFY 2012



	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	SFY 2012 Totals
<b>Region 1 - Logisticare</b>													
Number of Trips		10,771	33,370	38,966	39,279	35,206	38,829	40,547	43,984				280,952
Denials		263	688	726	744	576	651	510	507				4,665
Complaints		350	436	392	574	361	387	406	397				3,303
<b>Region 2 - Logisticare</b>													
Number of Trips								14,856	56,584				71,440
Denials								675	1,126				1,801
Complaints								306	602				908
<b>Region 3 - Logisticare</b>													
Number of Trips								16,723	58,728				75,451
Denials								613	1,303				1,916
Complaints								216	445				661
<b>Region 2 - Access2Care</b>													
Number of Trips		17,950	58,491	64,246	65,471	63,065	67,803	42,946					379,972
Denials		370	747	589	648	423	239	145					3,161
Complaints		270	242	217	207	136	155	76					1,303
<b>Region 3 - Access2Care</b>													
Number of Trips		16,499	55,412	57,091	55,285	56,971	60,589	38,291					340,138
Denials		276	583	429	509	520	252	158					2,727
Complaints		156	288	249	262	147	141	78					1,321
<b>Regions 1-6 Old Contract</b>													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
<b>State Totals</b>													
Number of Trips	153,562	150,393	147,273	160,303	160,035	155,242	167,221	153,363	159,296				1,406,688
Denials	3,408	2,957	2,018	1,744	1,901	1,519	1,142	2,101	2,936				19,726
Complaints	736	1,194	966	858	1,043	644	683	1,082	1,444				8,650

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA**  
**LOGISTICARE AND MTM**  
**SFY 2011**



	July 2010	August 2010	September 2010	October 2010	November 2010	December 2010	January 2011	February 2011	March 2011	April 2011	May 2011	June 2011	SFY 2011 Totals
<b>Region 1</b>													
Number of Trips	31,177	35,238	36,317	34,075	33,132	29,267	26,051	29,872	34,217	29,435	32,896	33,380	385,057
Denials	436	557	525	451	509	434	488	615	572	491	513	545	6,136
Complaints	161	187	168	142	142	146	198	176	182	147	146	128	1,923
<b>Region 2</b>													
Number of Trips	19,872	21,620	22,232	20,950	21,131	20,909	19,556	19,195	20,241	18,336	19,664	21,030	244,736
Denials	330	440	430	376	386	346	368	463	438	355	318	363	4,613
Complaints	92	93	83	71	80	109	92	71	78	95	65	72	1,001
<b>MTM Totals</b>													
Number of Trips	51,049	56,858	58,549	55,025	54,263	50,176	45,607	49,067	54,458	47,771	52,560	54,410	629,793
Denials	766	997	955	827	895	780	856	1,078	1,010	846	831	908	10,749
Complaints	253	280	251	213	222	255	290	247	260	242	211	200	2,924
<b>Region 3</b>													
Number of Trips	24,371	26,969	25,928	25,188	25,771	24,772	22,775	23,095	27,415	24,604	25,345	27,662	303,895
Denials	540	550	575	595	463	485	508	509	598	581	460	449	6,313
Complaints	196	247	231	211	155	140	97	251	341	228	193	163	2,453
<b>Region 4</b>													
Number of Trips	22,860	24,420	24,749	24,975	24,970	24,317	24,068	23,987	28,206	24,575	24,350	26,507	297,984
Denials	771	795	827	877	708	681	805	904	908	791	851	816	9,734
Complaints	122	124	147	117	137	81	68	68	69	82	53	84	1,152
<b>Region 5</b>													
Number of Trips	30,050	31,268	30,635	30,114	30,435	29,385	27,841	27,496	32,536	29,389	30,492	31,773	361,414
Denials	1,145	1,194	1,179	1,235	1,116	1,053	1,138	1,257	1,298	1,196	1,194	1,169	14,174
Complaints	194	208	181	260	218	199	178	208	218	132	103	82	2,181
<b>Region 6</b>													
Number of Trips	26,888	27,817	25,816	26,564	25,164	25,476	25,696	23,776	27,753	26,103	26,164	27,755	314,972
Denials	543	641	619	663	612	508	624	723	694	660	647	664	7,598
Complaints	287	298	367	310	358	246	216	264	358	273	262	318	3,557
<b>LogistiCare Totals</b>													
Number of Trips	104,169	110,474	107,128	106,841	106,340	103,950	100,380	98,354	115,910	104,671	106,351	113,697	1,278,265
Denials	2,999	3,180	3,200	3,370	2,899	2,727	3,075	3,393	3,498	3,228	3,152	3,098	37,819
Complaints	799	877	926	898	868	666	559	791	986	715	611	647	9,343
<b>State Totals</b>													
Number of Trips	155,218	167,332	165,677	161,866	160,603	154,126	145,987	147,421	170,368	152,442	158,911	168,107	1,908,058
Denials	3,765	4,177	4,155	4,197	3,794	3,507	3,931	4,471	4,508	4,074	3,983	4,006	48,568
Complaints	1,052	1,157	1,177	1,111	1,090	921	849	1,038	1,246	957	822	847	12,267

**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA**  
**LOGISTICARE AND MTM**  
**SFY 2010 - FINAL**



	July 2009	August 2009	September 2009	October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	SFY 2010 Totals
<b>Region 1</b>													
Number of Trips	31,198	30,873	31,245	32,992	29,481	29,077	29,178	29,149	34,029	32,282	30,984	32,507	372,995
Denials	234	243	311	296	193	236	216	294	416	405	452	569	3,865
Complaints	68	96	119	95	83	84	87	105	106	170	68	105	1,186
<b>Region 2</b>													
Number of Trips	17,599	18,838	19,081	18,432	16,196	17,495	17,343	16,713	20,405	18,762	18,355	19,045	218,264
Denials	155	199	234	186	158	174	150	202	344	281	396	391	2,870
Complaints	32	38	53	53	43	50	64	41	55	70	45	66	610
<b>MTM Totals</b>													
Number of Trips	48,797	49,711	50,326	51,424	45,677	46,572	46,521	45,862	54,434	51,044	49,339	51,552	591,259
Denials	389	442	545	482	351	410	366	496	760	686	848	960	6,735
Complaints	100	134	172	148	126	134	151	146	161	240	113	171	1,796
<b>Region 3</b>													
Number of Trips	24,782	24,089	24,411	25,429	22,554	24,082	23,283	22,027	26,973	25,811	24,347	25,861	293,649
Denials	474	449	476	467	497	440	537	436	546	583	499	519	5,923
Complaints	150	157	115	205	156	141	193	241	214	200	177	176	2,125
<b>Region 4</b>													
Number of Trips	25,603	24,290	24,454	25,990	22,905	23,523	23,999	22,617	26,470	24,315	23,367	24,502	292,035
Denials	820	743	749	800	806	804	821	832	877	863	831	798	9,744
Complaints	64	88	59	86	81	72	114	136	167	131	143	140	1,281
<b>Region 5</b>													
Number of Trips	29,740	29,009	29,347	30,992	27,688	28,327	28,991	27,550	32,219	30,653	28,866	30,956	354,338
Denials	1,016	965	847	850	760	738	979	937	1,233	1,045	1,076	1,170	11,616
Complaints	135	138	92	134	104	116	109	181	201	166	153	158	1,687
<b>Region 6</b>													
Number of Trips	26,784	26,167	25,932	27,536	24,612	25,325	25,282	24,524	28,134	27,156	25,263	27,369	314,084
Denials	714	527	540	530	541	470	543	578	627	632	627	621	6,950
Complaints	350	310	376	286	258	295	278	335	441	318	251	231	3,729
<b>LogistiCare Totals</b>													
Number of Trips	106,909	103,555	104,144	109,947	97,759	101,257	101,555	96,718	113,796	107,935	101,843	108,688	1,254,106
Denials	3,024	2,684	2,612	2,647	2,604	2,452	2,880	2,783	3,283	3,123	3,033	3,108	34,233
Complaints	699	693	642	711	599	624	694	893	1,023	815	724	705	8,822
<b>State Totals</b>													
Number of Trips	155,706	153,266	154,470	161,371	143,436	147,829	148,076	142,580	168,230	158,979	151,182	160,240	1,845,365
Denials	3,413	3,126	3,157	3,129	2,955	2,862	3,246	3,279	4,043	3,809	3,881	4,068	40,968
Complaints	799	827	814	859	725	758	845	1,039	1,184	1,055	837	876	10,618



**TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA**  
**LOGISTICARE AND MTM**  
**SFY 2009 - FINAL**



	July 2008	August 2008	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009	March 2009	April 2009	May 2009	June 2009	SFY 2009 Totals
<b>Region 1</b>													
Number of Trips	28,207	28,055	28,482	31,200	25,963	26,763	33,654	28,688	34,082	31,520	31,016	31,342	358,972
Denials	277	245	239	265	190	197	220	179	235	232	165	259	2,703
Complaints	39	39	33	33	30	27	50	53	35	36	44	67	486
<b>Region 2</b>													
Number of Trips	19,934	19,742	20,772	22,864	18,504	19,914	20,059	14,626	18,886	18,974	18,251	18,350	230,876
Denials	169	134	191	180	135	136	185	127	153	151	110	146	1,817
Complaints	24	36	36	33	35	25	27	31	34	42	31	27	381
<b>MTM Totals</b>													
Number of Trips	48,141	47,797	49,254	54,064	44,467	46,677	53,713	43,314	52,968	50,494	49,267	49,692	589,848
Denials	446	379	430	445	325	333	405	306	388	383	275	405	4,520
Complaints	63	75	69	66	65	52	77	84	69	78	75	94	867
<b>Region 3</b>													
Number of Trips	20,976	20,567	21,266	23,328	18,537	20,098	19,999	20,026	22,508	23,516	20,788	22,632	254,241
Denials	75	109	114	141	129	137	114	189	222	418	421	417	2,486
Complaints	96	99	139	152	77	145	210	144	183	140	116	115	1,616
<b>Region 4</b>													
Number of Trips	22,254	22,178	22,890	24,397	19,718	21,010	22,690	21,462	24,539	24,184	22,371	24,627	272,320
Denials	132	178	149	180	141	161	160	519	465	678	786	863	4,412
Complaints	46	36	31	35	26	40	42	69	69	63	66	42	565
<b>Region 5</b>													
Number of Trips	30,637	29,308	29,716	32,883	25,751	27,694	27,654	26,448	30,359	29,357	26,845	29,126	345,778
Denials	161	206	228	184	189	154	208	628	598	854	918	1,001	5,329
Complaints	124	153	146	124	65	105	74	77	79	101	73	95	1,216
<b>Region 6</b>													
Number of Trips	25,253	24,148	24,046	26,707	21,124	22,705	23,651	22,122	25,055	25,710	23,779	26,315	290,615
Denials	108	137	108	119	103	103	124	220	283	425	513	566	2,809
Complaints	291	268	235	468	411	459	311	326	336	271	265	240	3,881
<b>LogistiCare Totals</b>													
Number of Trips	99,120	96,201	97,918	107,315	85,130	91,507	93,994	90,058	102,461	102,767	93,783	102,700	1,162,954
Denials	476	630	599	624	562	555	606	1,556	1,568	2,375	2,638	2,847	15,036
Complaints	557	556	551	779	579	749	637	616	667	575	520	492	7,278
<b>State Totals</b>													
Number of Trips	147,261	143,998	147,172	161,379	129,597	138,184	147,707	133,372	155,429	153,261	143,050	152,392	1,752,802
Denials	922	1,009	1,029	1,069	887	888	1,011	1,862	1,956	2,758	2,913	3,252	19,556
Complaints	620	631	620	845	644	801	714	700	736	653	595	586	8,145



### Third Quarter SFY 2012

January 2012 - March 2012

Region 1

Provider Number	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%	90
Provider 1	Private Company	6,442	22%	0%	100%	81%	75%	83
Provider 2	Ambulance	39	15%	5%	100%	67%	56%	85
Provider 3	Private Company	5,607	22%	8%	100%	73%	71%	60
Provider 4	Private Company	2,877	30%	4%	100%	86%	77%	71
Provider 5	Private Company	4,093	11%	2%	100%	63%	68%	69
Provider 6	Private Company	839	13%	5%	100%	73%	77%	57
Provider 7	Private Company	6,886	16%	5%	100%	75%	69%	56
Provider 8	Private Company	1,390	21%	7%	99%	87%	87%	49
Provider 9	Private Company	1,018	21%	9%	100%	64%	67%	54
Provider 10	Private Company	1,129	14%	20%	100%	87%	49%	61
Provider 11	COA	2,735	15%	1%	100%	78%	71%	78
Provider 13	Private Company	1,848	7%	2%	100%	90%	87%	54
Provider 14	Private Company	3,223	16%	1%	100%	77%	88%	78
Provider 15	Private Company	12,229	24%	4%	99%	73%	66%	46
Provider 16	Ambulance	1,719	7%	3%	100%	72%	70%	60
Provider 17	Private Company	6,680	21%	0%	100%	61%	80%	83
Provider 18	Ambulance	2,045	15%	9%	100%	76%	70%	61
Provider 19	Ambulance	1,231	19%	17%	100%	69%	66%	64
Provider 20	Ambulance	379	15%	6%	100%	79%	60%	65
Provider 21	Private Company	3,484	26%	26%	100%	70%	95%	67
Provider 22	Private Company	6,964	23%	13%	100%	69%	99%	56
Provider 23	Private Company	6,110	22%	12%	99%	70%	73%	53
Provider 24	Private Company	6,305	21%	2%	99%	74%	78%	43
Provider 25	Private Company	10,410	27%	9%	100%	70%	49%	64
Provider 26	Private Company	17,983	26%	3%	100%	74%	77%	57
Provider 27	Private Company	13,171	15%	1%	99%	40%	37%	65
Provider 28	Ambulance	3,779	27%	3%	100%	37%	34%	69
Provider 29	Ambulance	734	14%	9%	100%	52%	53%	65



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 1

Provider Number	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
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>90</b>
Provider 30	Private Company	0	0%	0%	100%	0%	0%	70
Provider 31	Private Company	1,582	23%	14%	98%	92%	91%	43
Provider 32	Private Company	219	19%	12%	100%	62%	51%	60
Provider 33	Private Company	0	0%	0%	100%	0%	0%	70
Provider 34	Ambulance	6,987	13%	2%	100%	76%	75%	66
Provider 35	Ambulance	1,122	18%	18%	99%	75%	41%	46
Provider 37	Private Company	63	327%	0%	100%	0%	0%	85
Provider 143	Private Company	1,346	36%	16%	99%	70%	63%	52
Provider 158	Private Company	2,028	20%	5%	100%	71%	69%	67
Provider 180	Private Company	232	29%	9%	98%	83%	72%	33
Provider 197	Private Company	19	26%	32%	100%	34%	27%	70
Provider 198	Private Company	52	37%	4%	100%	35%	31%	70
Provider 185	Private Company	6	0%	0%	100%	100%	67%	70



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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%	90
Provider 38	Private Company	474	122%	84%	99%	0%	0%	45
Provider 39	Private Company	3,766	21%	9%	100%	68%	54%	50
Provider 40	COA	3,171	23%	13%	100%	63%	47%	55
Provider 43	COA	961	18%	3%	100%	87%	29%	69
Provider 44	Ambulance	14	43%	29%	100%	0%	0%	78
Provider 46	Ambulance	670	17%	27%	100%	82%	74%	50
Provider 48	COA	1,353	16%	6%	100%	74%	83%	66
Provider 50	priv	1,086	29%	11%	100%	75%	64%	69
Provider 51	Ambulance	0	0%	0%	100%	0%	0%	65
Provider 52	Private Company	1,472	12%	7%	100%	84%	70%	63
Provider 53	Private Company	1,102	13%	6%	100%	77%	89%	72
Provider 55	Private Company	344	23%	14%	100%	63%	63%	70
Provider 53	Ambulance	771	12%	30%	100%	63%	56%	52
Provider 60	Ambulance	1,085	13%	23%	100%	53%	42%	60
Provider 61	Private Company	5,555	21%	10%	99%	58%	49%	50
Provider 63	Private Company	27	130%	115%	100%	0%	0%	78
Provider 62	Private Company	2,328	25%	0%	100%	72%	33%	84
Provider 68	Ambulance	45	18%	0%	100%	100%	100%	85
Provider 72	Private Company	342	39%	118%	100%	63%	60%	54
Provider 74	Private Company	452	2%	2%	100%	72%	37%	42
Provider 75	Private Company	3,045	10%	2%	100%	54%	41%	41
Provider 76	Private Company	17	0%	0%	100%	0%	0%	85
Provider 191	Ambulance	4	0%	0%	100%	0%	0%	70
Provider 80	Private Company	1,698	33%	4%	100%	87%	82%	71
Provider 36	Private Company	20	20%	140%	100%	22%	50%	70
Provider 86	Private Company	1,106	22%	2%	98%	68%	72%	50
Provider 87	Private Company	242	24%	24%	98%	49%	43%	29
Provider 89	Private Company	2,323	17%	17%	99%	54%	35%	43



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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%	90
Provider 90	Private Company	26	4%	0%	100%	17%	17%	70
Provider 92	Private Company	2,672	11%	7%	100%	68%	63%	43
Provider 94	Private Company	2,295	8%	1%	100%	14%	38%	64
Provider 95	Ambulance	1,851	12%	11%	99%	77%	76%	42
Provider 96	COA	2,179	21%	4%	100%	84%	78%	65
Provider 97	Private Company	2,564	10%	0%	100%	0%	0%	71
Provider 98	Private Company	330	13%	26%	99%	76%	68%	49
Provider 99	Ambulance	9	0%	22%	100%	67%	33%	70
Provider 106	Ambulance	188	27%	12%	99%	74%	58%	54
Provider 107	Ambulance	417	5%	5%	100%	71%	39%	62
Provider 111	Private Company	33	136%	61%	100%	0%	0%	70
Provider 112	Private Company	1,521	13%	16%	100%	74%	62%	46
Provider 113	Private Company	1,246	23%	26%	100%	89%	78%	48
Provider 115	Private Company	1,130	28%	21%	99%	85%	77%	51
Provider 117	Private Company	1,037	7%	22%	100%	25%	20%	40
Provider 118	COA	1,512	19%	1%	100%	67%	74%	70
Provider 120	Private Company	958	15%	4%	99%	61%	67%	55
Provider 123	Private Company	1,916	19%	9%	99%	67%	56%	37
Provider 126	Private Company	1,331	16%	22%	98%	73%	65%	35
Provider 135	Private Company	1,128	5%	4%	100%	44%	34%	50
Provider 139	Ambulance	2,058	29%	16%	100%	73%	57%	66
Provider 140	Private Company	1,994	24%	8%	100%	73%	63%	57
Provider 141	Private Company	273	21%	29%	99%	57%	46%	42
Provider 151	Private Company	1,115	27%	6%	100%	32%	55%	49
Provider 161	Private Company	770	25%	7%	100%	82%	69%	75
Provider 152	Private Company	123	17%	3%	98%	82%	63%	60
Provider 153	Private Company	444	17%	42%	100%	65%	67%	53
Provider 154	Private Company	241	25%	39%	99%	28%	24%	58



**Third Quarter SFY 2012**

January 2012 - March 2012

Region 2

Provider Number	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%	90
Provider 159	Private Company	2,292	12%	8%	99%	60%	61%	39
Provider 162	Private Company	3,213	22%	1%	100%	36%	39%	76
Provider 166	Private Company	1,238	7%	29%	100%	77%	73%	61
Provider 167	Private Company	902	23%	35%	100%	64%	53%	69
Provider 168	Private Company	1,766	11%	3%	99%	46%	37%	48
Provider 171	RTA	4,163	37%	14%	99%	68%	54%	40
Provider 172	RTA	1,898	24%	10%	100%	66%	66%	66
Provider 173	Private Company	459	19%	23%	100%	67%	64%	41
Provider 174	Private Company	3,246	25%	6%	98%	58%	48%	42
Provider 177	Private Company	3	0%	33%	100%	33%	33%	70
Provider 178	Private Company	22	32%	18%	100%	67%	42%	70
Provider 192	Private Company	1	0%	0%	100%	32%	23%	70
Provider 181	Private Company	13	23%	31%	100%	25%	38%	70
Provider 184	Private Company	13	23%	23%	100%	78%	78%	70
Provider 185	Private Company	202	2%	1%	100%	34%	26%	68
Provider 188	Private Company	3,965	26%	2%	100%	79%	65%	58
Provider 189	COA	2,695	24%	17%	100%	80%	76%	60
Provider 190	Private Company	1,226	19%	13%	100%	88%	75%	60



### Third Quarter SFY 2012

January 2012 - March 2012

Region 3

Provider Number	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%	90
Provider 41	Private Company	1,954	25%	11%	99%	69%	54%	46
Provider 42	Private Company	1,343	17%	1%	100%	80%	27%	80
Provider 45	Private Company	7,380	8%	1%	100%	67%	55%	63
Provider 47	Ambulance	85	44%	56%	100%	91%	73%	70
Provider 49	Private Company	5,280	30%	9%	100%	66%	58%	53
Provider 54	Private Company	1,354	13%	1%	100%	61%	56%	76
Provider 57	Private Company	812	10%	4%	100%	68%	44%	55
Provider 58	Private Company	2,037	12%	4%	100%	70%	52%	47
Provider 59	Private Company	1,125	22%	6%	100%	93%	93%	77
Provider 64	Ambulance	74	12%	11%	100%	0%	0%	67
Provider 71	Private Company	920	9%	6%	100%	46%	42%	64
Provider 73	Private Company	100	10%	27%	100%	100%	100%	81
Provider 77	Private Company	1,297	25%	14%	100%	79%	62%	65
Provider 78	Private Company	165	24%	9%	99%	78%	67%	51
Provider 79	Private Company	424	20%	1%	100%	100%	100%	90
Provider 193	Private Company	19	0%	47%	100%	40%	50%	63
Provider 81	Ambulance	84	20%	0%	100%	23%	26%	70
Provider 82	Ambulance	16	25%	63%	100%	83%	75%	68
Provider 83	Ambulance	223	21%	74%	99%	22%	50%	50
Provider 88	Private Company	5,010	14%	9%	99%	78%	62%	40
Provider 91	Private Company	697	14%	10%	99%	67%	55%	41
Provider 101	Private Company	3,064	29%	23%	100%	80%	75%	48
Provider 102	Private Company	363	14%	4%	99%	52%	52%	65
Provider 194	Private Company	1	0%	0%	100%	0%	100%	75
Provider 104	Private Company	3,585	16%	9%	99%	69%	51%	35
Provider 105	Private Company	23	9%	0%	100%	65%	5%	73
Provider 108	Private Company	463	35%	20%	100%	56%	51%	51
Provider 109	Ambulance	281	32%	32%	100%	96%	61%	62



### Third Quarter SFY 2012

January 2012 - March 2012

Region 3

Provider Number	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%	90
Provider 110	Private Company	2,049	3%	3%	100%	50%	49%	53
Provider 114	Private Company	2,349	26%	4%	100%	78%	70%	65
Provider 116	Private Company	1,234	9%	0%	100%	23%	58%	75
Provider 119	Private Company	10	150%	0%	100%	0%	0%	85
Provider 121	Private Company	5,333	19%	4%	99%	61%	48%	46
Provider 122	Private Company	1,625	8%	3%	100%	70%	38%	63
Provider 124	Ambulance	1,738	20%	6%	100%	6%	40%	62
Provider 125	Ambulance	977	13%	21%	100%	85%	79%	46
Provider 127	RTA	4,947	14%	12%	100%	65%	54%	42
Provider 128	RTA	3,102	31%	2%	100%	62%	51%	72
Provider 134	RTA	2,077	28%	6%	100%	80%	66%	74
Provider 141	Private Company	868	24%	3%	99%	57%	46%	52
Provider 142	Ambulance	48	6%	4%	100%	0%	0%	70
Provider 163	Private Company	130	32%	9%	100%	34%	33%	70
Provider 155	Private Company	951	12%	27%	100%	73%	59%	66
Provider 156	Private Company	148	18%	23%	100%	71%	71%	70
Provider 157	Private Company	1,600	20%	6%	100%	58%	63%	60
Provider 160	Private Company	1,871	23%	12%	100%	60%	53%	59
Provider 169	Private Company	1,247	18%	7%	99%	75%	63%	53
Provider 175	Private Company	9,396	19%	5%	100%	70%	71%	53
Provider 176	Private Company	336	5%	13%	99%	63%	66%	63
Provider 195	Private Company	197	20%	16%	99%	81%	49%	52
Provider 186	RTA	1,669	45%	62%	96%	42%	35%	40
Provider 187	RTA	3,879	16%	5%	100%	61%	51%	47



## Prompt Payment Aging Report By Invoice Received Date

01/01/2012 to 03/31/2012

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	224,335	97.60%	1,618	0.72%
31-60 Days	31	5,525	2.40%	23	0.42%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	229,860	100.00%	1,641	

#### 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	13	196,041	85.29%	140
31-60 Days	38	18,720	8.14%	44
61-90 Days	72	5,553	2.42%	12
91-120 Days	106	5,183	2.25%	13
121-150 Days	129	2,868	1.25%	9
> 150 Days	171	1,495	0.65%	10
	21	229,860	100.00%	

# South Carolina Department of Health and Human Services

## Internal Complaints Report



Complaint Category	Dec 2011	Jan 2012	Feb 2012	Mar 2012	April 2012	May 2012	SFY 2010 Totals	SFY 2011 Totals	SFY 2012 Totals
<b>Beneficiary</b>	<b>13</b>	<b>4</b>	<b>17</b>	<b>24</b>	<b>19</b>	<b>14</b>	<b>268</b>	<b>215</b>	<b>285</b>
• Reservation	2	0	0	0	0	0	3	0	186
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	10	4	15	23	18	12	265	212	87
• Other	1	0	2	1	1	2	0	3	12
<b>Transportation Provider</b>	<b>4</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>18</b>	<b>4</b>	<b>38</b>
• Reservation	0	0	2	0	0	0	1	0	3
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	1	1
• Payment	4	0	4	2	1	1	5	2	31
• Other	0	0	2	0	0	0	10	1	3
<b>Health Care Provider</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>52</b>
• Reservation	0	0	0	0	0	1	2	2	36
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	1	1	4	1	3	6	4	16
• Other	0	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>5</b>
• Reservation	0	0	0	0	0	0	1	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	3	3
• Other	0	0	0	0	0	0	2	1	2
<b>Totals</b>	<b>17</b>	<b>5</b>	<b>26</b>	<b>30</b>	<b>21</b>	<b>19</b>	<b>298</b>	<b>229</b>	<b>380</b>



# State of South Carolina

## Department of Health and Human Services

### Summary of Reported Rider Injury and Incidents August – December 2011

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**

For the dates between August 22, 2011 and December 31, 2011, 56 incidents and injuries were reported by the brokers as occurring during the 633,657 trips taken. There were 28 incidents and 28 injuries. Each incident and injury was reviewed by 3 SCDHHS program staff members 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 or those incidents reported as being witnessed but not directly involving the driver and vehicle. 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 drivers were found to be primarily responsible for the majority of incidents and injuries rather than Medicaid members as has been the case in previous reporting periods. The analysis indicated there were two transportation providers that had a higher injury rate than other providers. However, we found nothing indicating that a review of operations is required for any specific transportation broker or transportation provider.

## Summary of Reported Rider Injury and Incidents August – December 2011

### Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by both brokers, occurrences of injuries and incidents for the period from August 22, 2011 – December 31, 2011 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	10
	2	12
	3	6
Incident Total		28

### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	13
	2	11
	3	4
Injury Total		28

### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	13
	2	9
	3	2
Member	1	4
	2	7
	3	6
Member And Driver	1	2
	2	4
	3	0
Other Driver	1	2
	2	2
	3	0
Other	1	2
	2	1
	3	2
Total		56

## Summary of Reported Rider Injury and Incidents August – December 2011

### Summary by Broker, Type and Severity

Broker and Type	Severity (1-3, 1=most serious)	Total
AMR - Injury	1	8
	2	10
	3	3
AMR - Incident	1	6
	2	6
	3	3
Logisticare - Injury	1	5
	2	1
	3	1
Logisticare - Incident	1	4
	2	6
	3	3
Total		56

### Summary by Provider and Severity (Providers with at least two level 1 injuries)

Provider and Type	Severity (1-3, 1=most serious)	Total
Provider 1	1	3
	2	1
	3	0
Provider 2	1	2
	2	0
	3	0
Provider 3	1	
	2	
	3	
Provider 4	1	
	2	
	3	
Provider 5	1	
	2	
	3	

There were only two providers that met the “Providers with at least two level 1 injuries” criteria. The injury incidents were satisfactorily dealt with by the Provider and Broker.

**Report of Meetings  
As of June 2012  
Transportation Broker Contract**

Agency / Broker

January 17, 2012	Agency meeting with Logisticare
January 18, 2012	Agency meeting with AMR
February 28, 2012	Agency meeting with Logisticare
February 29, 2012	Agency meeting with AMR
March 26, 2012	Agency meeting with Logisticare
April 17, 2012	Agency meeting with Logisticare
May 15, 2012	Agency meeting with Logisticare
June 19, 2012	Agency meeting with Logisticare
July 19, 2012	Agency meeting with Logisticare - Scheduled
August 21, 2012	Agency meeting with Logisticare - Scheduled
September 18, 2012	Agency meeting with Logisticare - Scheduled
October 16, 2012	Agency meeting with Logisticare - Scheduled
November 20, 2012	Agency meeting with Logisticare - Scheduled
December 18, 2012	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

Logisticare

June 6, 2012	Region 1 - Greenville
June 13, 2012	Region 2 - Columbia
June 14, 2012	Region 3 - Charleston

Agency / Other Stakeholder Meetings

March 27, 2012	DHEC, ORS and Logisticare - Columbia
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Agency / Logisticare / Transportation Provider Meetings

February 1, 2012	Commercial Transportation Providers - Columbia
February 27, 2012	Senior Options - Conference Call
May 17, 2012	Palmetto Public Affairs, LLC - Columbia

Transportation Advisory Committee Meetings

June 28, 2012	TAC Meeting - Scheduled
September 27, 2012	TAC Meeting - Scheduled
December 20, 2012	TAC Meeting - Scheduled

Logisticare / Transportation Provider Meetings

January 4, 2012	Provider Orientation - Florence
January 5, 2012	Provider Orientation - Charleston
January 6, 2012	Provider Orientation - Columbia
February 6, 2012	Provider Orientation - Greenville
February 20, 2012	Provider Orientation - Greenville
March 7, 2012	Region 3 Quarterly Meeting - Florence
March 8, 2012	Region 2 Quarterly Meeting - Columbia
March 15, 2012	Region 1 Quarterly Meeting - Greenville
June 6, 2012	Region 1 Quarterly Meeting - Greenville
June 13, 2012	Region 2 Quarterly Meeting - Columbia
June 14, 2012	Region 3 Quarterly Meeting - Charleston

Logisticare / Healthcare Community Individual Meetings

April 4, 2012	FMC- Freedom Dialysis Center - Florence
April 6, 2012	FMC- Conway Dialysis - Conway
April 6, 2012	DaVita- Greenville West End - Greenville
April 6, 2012	FMC- West Conway Dialysis Center - Conway
April 10, 2012	Palmetto Richland - Columbia
April 10, 2012	New Horizons - Columbia
April 11, 2012	Newberry Hospital - Newberry
April 11, 2012	LRADAC- Richland - Columbia
April 13, 2012	FMC- Marion Dialysis - Marion
April 19, 2012	New Horizons - Columbia
April 19, 2012	FMC- Lower Richland - Columbia
April 19, 2012	Lexington Medical Center - West Columbia
April 19, 2012	FMC- West Columbia - Columbia
April 20, 2012	DCI- Magnolia Court - Charleston
April 20, 2012	DCI- Azalea Place - Charleston
April 20, 2012	DCI- East Cooper - Charleston
April 20, 2012	DCI- Port Royal - Port Royal
April 20, 2012	DCI- Goose Creek - Goose Creek
April 20, 2012	DCI- Archdale - North Charleston
April 20, 2012	DCI- James Island - Charleston
April 20, 2012	DaVita- Faber Place - Charleston
April 20, 2012	Charleston Dorchester Mental Health - Charleston
April 20, 2012	RAI- Charlie Hall - Charleston
April 20, 2012	DaVita- Charles Towne - Charleston
April 20, 2012	Active Day Care of Charleston - Charleston
April 24, 2012	Lila Doyle Nursing Center - Seneca
April 27, 2012	New Horizons - Columbia
May 2, 2012	Mountain View Nursing Center - Spartanburg
May 2, 2012	ARA- Spartanburg Dialysis - Spartanburg
May 2, 2012	DCI- Dillon Dialysis - Spartanburg
May 3, 2012	Greenville Mental Health Center - Greenville
May 29, 2012	Columbia Area Mental Health - Columbia

Program Review Site Visits

February 8, 2012	Logisticare Readiness Review - Greenville
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