



LogistiCare
December 2019

Transportation Metrics	Performance Goal	October 2019 Final	November 2019 Final	December 2019 Final	Average Last Three Months	Average SFY 2020	Average SFY 2019	Totals SFY 2020	Totals SFY 2019
Unduplicated Beneficiaries		27,740	25,740	24,674	26,051	26,199	26,057	52,926	
Total trips provided by type of transportation		174,660	148,810	144,826	156,099	155,787	152,301	934,722	1,827,612
• Non-Emergency Ambulatory Sedan/Van Trips		125,948	107,171	104,301	112,473	112,268	110,459	673,605	1,325,512
• Wheelchair Trips		18,533	16,057	16,104	16,898	16,762	16,308	100,571	195,695
• Stretcher Trips		2,182	1,855	1,865	1,967	1,856	1,879	11,135	22,553
• Individual Transportation Gas Trip		27,220	22,842	21,679	23,914	24,129	23,062	144,774	276,740
• Non-Emergency Ambulance ALS		98	92	73	88	81	73	483	876
• Non-Emergency Ambulance BLS		59	40	32	44	51	51	308	611
• Public Transportation Bus Trip		620	753	772	715	641	469	3,846	5,625
Total Over Night Trips Arranged		91	125	183	133	116	48	693	574
Total Extra Passengers		17,950	14,640	13,626	15,405	15,798	15,524	94,790	186,283
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.24%	0.26%	0.19%	0.23%	0.26%	0.21%	--	--
• Number of Pickups On Time (A Leg)		65,278	55,307	53,779	58,121	57,995	57,666	347,967	691,991
• Number of Deliveries On Time (A Leg)		59,995	51,281	49,966	53,747	53,560	54,393	321,359	652,713
• Number of Pickups On Time (B Leg)		59,826	50,735	49,286	53,282	53,066	51,530	318,393	618,361
• Number of Trips Within Ride Time (All Trips)		147,591	125,992	123,042	132,208	131,688	129,478	790,126	1,553,736
• Percent of Pickups On Time (A Leg)	>= 90%	87.52%	87.03%	86.75%	87.10%	87.15%	88.15%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	80.61%	80.92%	80.82%	80.78%	80.71%	83.35%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	85.62%	85.09%	84.76%	85.16%	85.14%	84.30%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.61%	99.69%	99.63%	99.64%	99.60%	99.60%	--	--
Actual number of calls		114,949	93,090	91,504	99,848	102,376	101,599	614,256	1,219,185
• Average phone calls daily		4,998	4,655	4,357	4,670	4,794	4,778	--	--
• Average Answer Speed	< 1:00	0:00:46	0:00:29	0:00:22	0:00:33	0:00:42	0:00:58	--	--
• Average Talk Time		0:04:14	0:04:13	0:04:00	0:04:09	0:04:14	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:50	0:01:52	0:01:43	0:01:48	0:01:51	0:01:37	--	--
• Average time on hold before abandonment	< 1:30	0:01:03	0:00:50	0:00:30	0:00:48	0:00:52	0:01:31	--	--
• Average number of calls abandoned daily		170	86	60	105	136	168	--	--
• Percentage of calls abandoned daily	< 5.0%	3.40%	1.85%	1.39%	2.21%	2.81%	3.49%	--	--
Total number of complaints by type - Valid		5,230	4,416	4,360	4,669	4,822	5,146	28,934	61,757
• Provider No-Show		352	330	239	307	348	276	2,087	3,310
• Timeliness		1,237	1,041	896	1,058	1,218	2,019	7,309	24,224
• Other Stakeholders		3,086	2,548	2,741	2,792	2,768	2,643	16,606	31,713
• Call Center Operations		411	362	352	375	362	114	2,174	1,371
• Driver Behavior		16	5	21	14	13	8	79	101
• Provider Service Quality		24	17	25	22	20	13	118	161
• Miscellaneous		93	103	76	91	80	54	480	647
• Rider Injury / Incident		11	10	10	10	14	19	81	230
• Valid Complaints as percentage of total trips		2.99%	2.97%	3.01%	2.99%	3.09%	3.39%	--	--
Total number of complaints by type - Invalid & Other		348	335	321	335	320	286	1,921	3,435
• Provider No-Show		44	33	28	35	36	28	214	330
• Timeliness		31	30	24	28	29	41	174	491
• Other Stakeholders		100	124	105	110	103	93	616	1,110
• Call Center Operations		66	51	65	61	57	33	343	394
• Driver Behavior		30	36	28	31	28	24	165	289
• Provider Service Quality		19	8	15	14	15	15	92	182
• Miscellaneous		50	45	50	48	44	45	265	534
• Rider Injury / Incident		8	8	6	7	9	9	52	105
• Invalid & Other Complaints as percentage of total trips		0.20%	0.23%	0.22%	0.22%	0.21%	0.19%	--	--
Total number of denials by type		5,040	4,561	4,671	4,757	4,817	4,778	28,900	57,334
• Non-Urgent / Under Days of Notice		1,980	1,816	1,981	1,926	1,900	1,760	11,400	21,123
• Non-Covered Service		706	636	534	625	654	679	3,924	8,150
• Ineligible For Transport		258	220	231	236	215	195	1,287	2,338
• Unable to Confirm Medical Appointment w/ Provider		194	184	177	185	200	175	1,202	2,096
• Does Not Meet Transportation Protocols		19	3	6	9	9	11	56	136
• Incomplete Information		1,718	1,548	1,583	1,616	1,658	1,774	9,949	21,285
• Needs Emergency Services		1	3	2	2	2	4	14	49
• Beneficiary Has Medicare Part B or Other Coverage		164	151	157	157	178	180	1,068	2,157
• Denials as percentage of total trips		2.89%	3.06%	3.23%	3.06%	3.10%	3.11%	--	--

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

Oct-19					
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	5,203	280.08%	98.79%	94.47%	89.70%
Commercial	153,566	19.21%	99.22%	88.18%	79.14%
Private	17,479	1.86%	100.00%	86.01%	91.43%
Transit	23,822	14.69%	99.18%	78.92%	69.86%
Volunteer	502	13.59%	99.26%	89.88%	84.08%
Nov-19					
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	4,948	117.48%	96.05%	92.65%	87.54%
Commercial	137,195	20.92%	99.07%	87.51%	79.64%
Private	16,354	1.42%	99.99%	83.48%	90.53%
Transit	21,387	14.74%	99.16%	81.30%	72.10%
Volunteer	373	24.15%	99.44%	88.77%	80.83%
Dec-19					
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	5,307	70.45%	99.44%	91.09%	85.32%
Commercial	136,838	31.47%	99.29%	87.74%	79.84%
Private	17,014	1.99%	99.97%	85.16%	88.06%
Transit	21,531	11.20%	99.46%	80.53%	71.79%
Volunteer	297	14.48%	99.16%	91.88%	92.05%
2nd Quarter SFY 2019 - 2020					
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	15,458	164.44%	98.04%	92.80%	87.59%
Commercial	427,599	23.98%	99.19%	87.81%	79.54%
Private	50,847	1.76%	99.99%	84.88%	90.00%
Transit	66,740	13.54%	99.27%	80.25%	71.25%
Volunteer	1,172	17.60%	99.29%	90.11%	85.39%

Complaints By Provider Type

Transportation Metrics	Oct 2019	Nov 2019	Dec 2019
Total Trips Provided - Ambulance	5,203	4,948	5,307
• Provider No-Show	39	33	10
• Timeliness	84	73	59
• Other Stakeholders	53	50	87
• Call Center Operations	12	11	5
• Driver Behavior	1	0	0
• Provider Service Quality	0	1	0
• Miscellaneous	1	2	1
• Rider Injury / Incident	0	0	1
Total Valid Complaints by Provider Type - Ambulance	190	170	163
Total Invalid Complaints by Provider Type - Ambulance	8	9	6
Valid Ambulance Complaints as % of Total Ambulance Trips	3.65%	3.44%	3.07%
Total Trips Provided - Commercial	153,566	137,195	136,838
• Provider No-Show	250	226	181
• Timeliness	942	792	729
• Other Stakeholders	2,804	2,356	2,474
• Call Center Operations	186	156	150
• Driver Behavior	12	4	18
• Provider Service Quality	20	12	16
• Miscellaneous	72	60	65
• Rider Injury / Incident	8	7	7
Total Valid Complaints by Provider Type - Commercial	4,294	3,613	3,640
Total Invalid Complaints by Provider Type - Commercial	208	217	195
Valid Commercial Complaints as % of Total Commercial Trips	2.80%	2.63%	2.66%
Total Trips Provided - Private	17,479	16,354	17,014
• Provider No-Show	0	1	2
• Timeliness	1	1	3
• Other Stakeholders	3	7	5
• Call Center Operations	1	0	0
• 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	5	9	10
Total Invalid Complaints by Provider Type - Private	0	2	5
Valid Private Complaints as % of Total Private Trips	0.03%	0.06%	0.06%
Total Trips Provided - Transit	23,822	21,387	21,531
• Provider No-Show	60	68	43
• Timeliness	209	175	104
• Other Stakeholders	195	110	153
• Call Center Operations	28	21	15
• Driver Behavior	3	1	2
• Provider Service Quality	2	1	1
• Miscellaneous	19	40	10
• Rider Injury / Incident	2	3	2
Total Valid Complaints by Provider Type - Transit	518	419	330
Total Invalid Complaints by Provider Type - Transit	19	17	19
Valid Transit Complaints as % of Total Transit Trips	2.96%	2.56%	1.94%
Total Trips Provided - Volunteer	502	373	297
• Provider No-Show	3	2	3
• Timeliness	0	0	0
• Other Stakeholders	14	11	6
• Call Center Operations	2	2	5
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	1	0	0
• Rider Injury / Incident	0	0	0
Total Valid Complaints by Provider Type - Volunteer	20	15	14
Total Invalid Complaints by Provider Type - Volunteer	1	2	0
Valid Volunteer Complaints as % of Total Volunteer Trips	3.98%	4.02%	4.71%
All Providers			
Total trips provided	200,572	180,257	180,987
Total Valid complaints	5,028	4,226	4,157
Total Invalid complaints	237	247	225
Valid Complaints as percentage of total trips	0.12%	0.14%	0.12%

Average Last Three Months	Average SFY 2020	Totals SFY 2020
4,689	4,921	29,524
32	30	177
69	70	422
61	62	373
9	9	55
0	0	2
1	1	4
2	2	10
1	1	3
174	174	1,046
6	7	41
3.70%	3.55%	-
138,867	140,700	844,201
274	247	1,479
1,075	948	5,688
2,444	2,494	14,965
139	152	909
10	11	63
13	15	88
53	59	355
11	9	55
4,018	3,934	23,602
169	188	1,127
2.89%	2.79%	-
16,598	16,774	100,642
2	1	8
3	3	15
7	6	35
9	5	28
0	0	0
0	0	0
0	0	1
0	0	1
21	15	88
4	3	18
0.13%	0.09%	-
23,064	22,655	135,932
78	67	404
230	197	1,179
196	174	1,046
13	17	104
2	2	12
0	1	5
14	19	111
4	3	19
538	480	2,880
18	18	109
2.32%	2.40%	-
614	503	3,015
2	3	15
0	0	1
16	13	79
5	4	25
0	0	0
0	0	0
0	0	2
0	0	1
25	21	123
2	1	8
3.86%	4.05%	-
183,833	185,552	1,113,314
4,777	4,624	27,741
198	217	1,304
0.11%	0.12%	-

Prompt Payment Aging Report By Invoice Received Date

10/01/2019 to 12/31/2019

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates **

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	8	456,052	90.30%	157
31-60 Days	42	30,431	6.03%	97
61-90 Days	73	9,821	1.94%	37
91-120 Days	104	3,069	0.61%	19
121-150 Days	133	1,601	0.32%	8
> 150 Days	271	4,045	0.80%	11
	15	505,019	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%
Quarter 1, 2019	146	4	0	0	150	0.00%	2.74%
Quarter 2, 2019	150	9	2	1	156	2.00%	6.00%
Quarter 3, 2019	156	7	2	0	161	1.28%	4.49%
Quarter 4, 2019	161	7	2	4	162	3.73%	4.35%
Quarter 1, 2020	162	10	2	3	167	3.09%	6.17%
Quarter 2, 2020	167	7	5	4	165	5.39%	4.19%
TOTAL	n/a	120	69	40	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
August through December 2019

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,006	Percent of Total Paid Trips for the Quarter 468,296
Injury - 1 (most severe)	1	0	1	0.0071	0.0002
Injury - 2	13	10	23	0.1642	0.0049
Injury - 3 (least severe)	2	0	2	0.0143	0.0004
Total Injuries	16	10	26	0.1856	0.0056

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,006	Percent of Total Paid Trips for the Quarter 468,296
Incident - 1 (most severe)	0	11	11	0.0785	0.0023
Incident - 2	6	23	29	0.2071	0.0062
Incident - 3 (least severe)	20	5	25	0.1785	0.0053
Total Incidents	26	39	65	0.4641	0.0139

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 2020, the Broker and DHHS three member panel determined no incidents/injuries had 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 2019/2020	January '19	February	March	April	May	June	July	August	September	October	November	December
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2019/2020	December	March '19	June	December	March
	x	x	x	x	Scheduled

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

SFY 2019/2020	March	June	September	November	March '20
	x	x	x	x	Scheduled

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

SFY 2019/2020	June '19	August '19	December '19	March '20	SFY 2018/2019	June '19	August '19	December '19	March '20
Region 1	webex	webex	webex	Scheduled	Region 3	webex	webex	webex	Scheduled
SFY 2019/2020	June '19	August '19	December '19	March '20					
Region 2	x	x	x	Scheduled					

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

SFY 2019/2020	January '19	February	March	April	May	June	July	August	September	October	November	December
Area Visited (1)	-	Greenville	Florence	Anderson	Aiken	Walterboro	-	Spartanburg	Rock Hill	Myrtle Beach^	-	Columbia^
Area Visited (2)		Columbia		Liberty				Florence				Charleston

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2019/2020	January '19	February	March	April	May	June	July	August	September	October	November	December
Dialysis	61	53	44	68	*	*	*	*	*	*	*	*
Mental Health	16	8	6	12	*	*	*	*	*	*	*	*
Other	30	26	12	34	43	19	94	143	79	111	39	57

*Reporting template change did not capture 'type' of facility.

3/8/2020