

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		7,302	6,940	6,496		14,769
Total trips provided by type of transportation		44,301	40,792	35,891	120,984	241,935
• Non-Emergency Ambulatory Sedan/Van Trips		32,430	29,753	26,427	88,610	176,588
• Wheelchair Trips		5,363	5,037	4,545	14,945	30,180
• Stretcher Trips		614	568	579	1,761	3,611
• Individual Transportation Gas Trip		5,589	5,065	3,995	14,649	29,572
• Non-Emergency Ambulance ALS		9	5	4	18	25
• Non-Emergency Ambulance BLS		32	37	43	112	240
• Public Transportation Bus Trip		264	327	298	889	1,719
Total Over Night Trips Arranged		22	25	16	63	133
Total Extra Passengers		7,130	5,828	5,416	18,374	36,695
• Number of Pickups On Time (A Leg)		18,326	15,033	13,674	47,033	94,994
• Number of Deliveries On Time (A Leg)		17,824	14,965	13,344	46,133	93,130
• Number of Trips Within Ride Time (All Trips)		43,559	37,929	34,370	115,858	234,840
• Percent of Pickups On Time (A Leg)	>= 90%	86.10%	80.90%	81.20%	82.73%	82.15%
• Percent of Deliveries On Time (A Leg)	>= 95%	83.70%	80.40%	79.50%	81.20%	80.62%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.80%	99.70%	99.73%	99.42%
Actual number of calls *		114,862	96,601	83,208	294,671	600,337
• Average phone calls daily		4,994	4,391	3,962	4,449	4,580
• Average Answer Speed	< 1:00	01:19	01:12	00:40	01:04	01:04
• Average Talk Time		03:07	03:09	03:10	03:09	03:10
• Average Time On Hold	<= 3:00	01:38	01:37	01:31	01:35	01:37
• Average time on hold before abandonment	< 1:30	01:11	01:14	00:58	01:08	01:11
• Average number of calls abandoned daily		269	259	121	216	229
• Percentage of calls abandoned daily	< 5.0%	5.39%	5.90%	3.05%	4.86%	5.00%
Total number of complaints by type		510	497	505	1,512	2,939
• Provider No-Show		55	68	53	176	359
• Timeliness		158	154	247	559	928
• Other Stakeholders		263	233	170	666	1,418
• Call Center Operations		9	11	13	33	63
• Driver Behavior		9	8	8	25	56
• Provider Service Quality		4	4	3	11	27
• Miscellaneous		7	11	4	22	47
• Rider Injury / Incident		5	8	7	20	41
• Provider No-Shows as percentage of total trips	<= 0.25%	0.12%	0.17%	0.15%	0.15%	0.15%
• Complaints as percentage of total trips		1.15%	1.22%	1.41%	1.25%	1.21%
Total number of denials by type		978	933	859	2,770	5,072
• Non-Urgent / Under Days of Notice		245	207	183	635	1,008
• Non-Covered Service		179	189	134	502	993
• Ineligible For Transport		42	41	41	124	311
• Unable to Confirm Medical Appointment w/ Provider		28	29	31	88	171
• Does Not Meet Transportation Protocols		2	2	2	6	7
• Incomplete Information		386	384	378	1,148	1,999
• Needs Emergency Services		0	0	3	3	4
• Beneficiary Has Medicare Part B or Other Coverage		96	81	87	264	579
• Denials as percentage of total trips		2.21%	2.29%	2.39%	2.29%	2.10%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,669	9,949	9,537		21,384
Total trips provided by type of transportation		66,211	58,024	52,528	176,763	354,876
• Non-Emergency Ambulatory Sedan/Van Trips		51,723	44,776	40,842	137,341	276,246
• Wheelchair Trips		8,200	7,322	6,964	22,486	44,971
• Stretcher Trips		1,178	1,144	1,006	3,328	6,941
• Individual Transportation Gas Trip		5,032	4,636	3,592	13,260	26,209
• Non-Emergency Ambulance ALS		2	3	2	7	25
• Non-Emergency Ambulance BLS		66	74	44	184	321
• Public Transportation Bus Trip		10	69	78	157	163
Total Over Night Trips Arranged		22	35	23	80	161
Total Extra Passengers		8,258	7,040	6,115	21,413	44,469
• Number of Pickups On Time (A Leg)		26,872	22,438	20,704	70,014	137,521
• Number of Deliveries On Time (A Leg)		25,113	21,388	19,708	66,209	130,930
• Number of Trips Within Ride Time (All Trips)		66,694	55,954	51,810	174,458	352,157
• Percent of Pickups On Time (A Leg)	>= 90%	80.60%	80.30%	80.10%	80.33%	78.32%
• Percent of Deliveries On Time (A Leg)	>= 95%	75.70%	76.70%	76.60%	76.33%	74.22%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.12%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		737	659	617	2,013	3,675
• Provider No-Show		86	125	116	327	550
• Timeliness		191	268	317	776	1,308
• Other Stakeholders		397	172	127	696	1,397
• Call Center Operations		7	13	7	27	59
• Driver Behavior		4	6	11	21	36
• Provider Service Quality		7	4	4	15	28
• Miscellaneous		34	63	23	120	237
• Rider Injury / Incident		11	8	12	31	60
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.22%	0.22%	0.18%	0.15%
• Complaints as percentage of total trips		1.11%	1.14%	1.17%	1.14%	1.04%
Total number of denials by type		1,748	1,610	1,468	4,826	8,634
• Non-Urgent / Under Days of Notice		392	298	293	983	1,585
• Non-Covered Service		365	304	241	910	1,701
• Ineligible For Transport		77	125	114	316	558
• Unable to Confirm Medical Appointment w/ Provider		78	55	46	179	339
• Does Not Meet Transportation Protocols		0	4	0	4	7
• Incomplete Information		606	593	567	1,766	3,032
• Needs Emergency Services		4	0	2	6	12
• Beneficiary Has Medicare Part B or Other Coverage		226	231	205	662	1,400
• Denials as percentage of total trips		2.64%	2.77%	2.79%	2.73%	2.43%

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

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	October 2012 Final	November 2012 Final	December 2012 Final	SFY 2013 Q2 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,671	9,949	9,379		19,800
Total trips provided by type of transportation		62,996	55,055	51,047	169,098	340,074
• Non-Emergency Ambulatory Sedan/Van Trips		50,034	43,606	40,384	134,024	269,496
• Wheelchair Trips		7,731	6,808	6,339	20,878	42,817
• Stretcher Trips		1,095	1,090	990	3,175	6,311
• Individual Transportation Gas Trip		3,698	3,196	2,803	9,697	19,116
• Non-Emergency Ambulance ALS		30	18	15	63	84
• Non-Emergency Ambulance BLS		8	20	13	41	178
• Public Transportation Bus Trip		400	317	503	1,220	2,072
Total Over Night Trips Arranged		25	50	34	109	199
Total Extra Passengers		7,604	6,928	5,824	20,356	41,836
• Number of Pickups On Time (A Leg)		25,074	21,212	19,626	65,912	130,197
• Number of Deliveries On Time (A Leg)		23,480	20,261	18,239	61,980	121,351
• Number of Trips Within Ride Time (All Trips)		63,347	54,647	51,257	169,251	342,626
• Percent of Pickups On Time (A Leg)	>= 90%	79.30%	77.60%	77.10%	78.00%	75.95%
• Percent of Deliveries On Time (A Leg)	>= 95%	74.30%	74.40%	71.80%	73.50%	70.90%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.70%	99.63%	99.18%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		519	631	511	1,661	2,670
• Provider No-Show		87	132	110	329	486
• Timeliness		137	272	250	659	1,004
• Other Stakeholders		227	118	93	438	769
• Call Center Operations		9	9	7	25	58
• Driver Behavior		8	6	3	17	28
• Provider Service Quality		7	7	3	17	24
• Miscellaneous		37	78	40	155	247
• Rider Injury / Incident		7	9	5	21	54
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.24%	0.22%	0.19%	0.14%
• Complaints as percentage of total trips		0.82%	1.15%	1.00%	0.98%	0.79%
Total number of denials by type		1,948	1,928	1,712	5,588	10,068
• Non-Urgent / Under Days of Notice		380	368	290	1,038	1,669
• Non-Covered Service		289	317	198	804	1,514
• Ineligible For Transport		72	62	72	206	428
• Unable to Confirm Medical Appointment w/ Provider		65	83	54	202	333
• Does Not Meet Transportation Protocols		1	9	12	22	34
• Incomplete Information		636	670	635	1,941	3,373
• Needs Emergency Services		2	0	6	8	15
• Beneficiary Has Medicare Part B or Other Coverage		503	419	445	1,367	2,702
• Denials as percentage of total trips		3.09%	3.50%	3.35%	3.30%	2.96%

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

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



	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	SFY 2013 Totals
Region 1 - Logisticare													
Number of Trips	40,294	41,923	38,734	44,301	40,792	35,891							241,935
Denials	647	831	824	978	933	859							5,072
Complaints	490	478	459	510	497	505							2,939
Region 2 - Logisticare													
Number of Trips	58,180	63,814	56,119	66,211	58,024	52,528							354,876
Denials	1,135	1,337	1,336	1,748	1,610	1,468							8,634
Complaints	547	496	619	737	659	617							3,675
Region 3 - Logisticare													
Number of Trips	56,017	61,281	53,678	62,996	55,055	51,047							340,074
Denials	1,397	1,514	1,569	1,948	1,928	1,712							10,068
Complaints	350	337	322	519	631	511							2,670
State Totals													
Number of Trips	154,491	167,018	148,531	173,508	153,871	139,466							936,885
Denials	3,179	3,682	3,729	4,674	4,471	4,039							23,774
Complaints	1,387	1,311	1,400	1,766	1,787	1,633							9,284

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
Region 1 - Logisticare													
Number of Trips		10,771	33,370	38,966	39,279	35,206	38,829	44,371	43,984	41,620	44,147	39,673	410,216
Denials		263	688	726	744	576	651	510	507	727	723	658	6,773
Complaints		351	441	393	574	361	388	407	397	398	298	284	4,292
Region 2 - Logisticare													
Number of Trips								14,856	56,584	57,077	59,849	53,335	241,701
Denials								675	1,126	1,406	1,289	1,153	5,649
Complaints								308	600	512	393	324	2,137
Region 3 - Logisticare													
Number of Trips								16,851	59,378	56,288	58,503	55,408	246,428
Denials								613	1,303	1,610	1,495	1,508	6,529
Complaints								218	448	646	560	352	2,224
Region 2 - Access2Care													
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
Region 3 - Access2Care													
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
Regions 1-6 Old Contract													
Number of Trips	153,562	105,173											258,735
Denials	3,408	2,048											5,456
Complaints	736	418											1,154
State Totals													
Number of Trips	153,562	150,393	147,273	160,303	160,035	155,242	167,221	157,315	159,946	154,985	162,499	148,416	1,877,190
Denials	3,408	2,957	2,018	1,744	1,901	1,519	1,142	2,101	2,936	3,743	3,507	3,319	30,295
Complaints	736	1,195	971	859	1,043	644	684	1,087	1,445	1,556	1,251	960	12,431



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
1	Private Company	7084	20.52%	0.00%	100.00%	50.57%	98.01%	94
2	Ambulance	4	0.00%	66.67%	66.67%	33.33%	33.33%	70
37	Private Company	513	11.15%	3.43%	100.00%	85.16%	53.00%	64
3	Private Company	10251	26.75%	29.38%	99.80%	87.95%	78.56%	37
5	Ambulance	3909	17.76%	10.59%	99.93%	74.54%	87.31%	40
6	Ambulance	722	20.45%	15.72%	100.00%	92.03%	89.97%	69
7	Private Company	10037	18.46%	14.91%	99.58%	78.15%	67.63%	43
8	Private Company	4138	24.43%	12.10%	98.63%	91.95%	89.23%	43
11	ADC	2986	17.67%	3.21%	99.94%	89.90%	90.83%	75
93	Private Company	3337	18.89%	3.91%	99.35%	97.19%	93.70%	37
13	Private Company	2645	10.93%	4.49%	99.92%	89.71%	83.80%	56
132	Private Company	2751	20.63%	24.20%	99.60%	81.43%	66.10%	44
129	Private Company	11441	24.37%	7.90%	99.77%	88.37%	82.00%	48
14	ADC	3110	15.45%	0.84%	99.93%	89.62%	92.41%	78
15	Private Company	3950	27.21%	11.71%	98.86%	74.99%	81.03%	40
107	Ambulance	671	62.55%	223.41%	100.00%	87.15%	77.48%	28
17	Private Company	6798	7.92%	0.00%	100.00%	42.10%	88.01%	76
32	Private Company	136	16.21%	23.84%	99.33%	88.25%	69.56%	56
143	Private Company	2983	19.87%	53.49%	99.34%	82.68%	76.29%	39
19	Ambulance	3117	12.62%	13.31%	99.97%	86.31%	69.63%	58
21	Private Company	6491	20.98%	4.24%	99.92%	80.28%	74.52%	60
22	ADC	11948	25.40%	10.59%	99.83%	91.08%	84.36%	49
24	ADC	1530	20.61%	63.42%	99.89%	92.11%	91.58%	50
23	ADC	5814	25.51%	14.65%	99.67%	91.12%	78.68%	34
26	Private Company	28555	16.62%	6.37%	99.65%	81.96%	74.89%	45
28	Ambulance	77	3.60%	13.00%	100.00%	37.30%	22.22%	50
7	Private Company	18049	13.91%	4.77%	99.41%	71.75%	67.12%	39
173	Private Company	1880	15.82%	14.57%	99.58%	87.82%	80.98%	29
29	Ambulance	248	16.45%	10.63%	99.55%	59.87%	39.01%	34

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
36	Private Company	1121	19.33%	16.78%	99.91%	97.53%	96.12%	56
38	Private Company	2344	26.65%	3.84%	99.96%	86.26%	50.24%	71
39	Private Company	11265	14.62%	5.12%	99.81%	93.13%	96.03%	59
40	COA	10284	20.12%	7.73%	99.28%	62.63%	53.06%	40
42	ADC	2520	3.71%	3.48%	100.00%	91.67%	94.19%	74
43	COA	2661	14.60%	3.41%	99.89%	83.39%	83.54%	52
44	Ambulance	27	26.67%	0.00%	100.00%	47.22%	27.78%	79
46	Ambulance	2246	12.83%	21.36%	100.00%	93.09%	83.21%	54
48	COA	4361	19.27%	2.31%	100.00%	92.07%	93.98%	83
50	Private Company	6557	16.71%	3.00%	99.14%	67.47%	54.65%	42
52	Private Company	3408	15.07%	4.05%	99.94%	64.28%	83.50%	47
65	Private Company	2263	11.10%	10.28%	99.33%	83.50%	66.12%	70
53	ADC	3109	19.75%	0.36%	100.00%	90.02%	99.50%	96
55	Private Company	2290	7.90%	3.28%	99.92%	73.44%	95.07%	54
56	Ambulance	2639	9.03%	30.20%	99.89%	78.28%	65.23%	38
57	Private Company	3663	12.14%	3.19%	99.63%	68.29%	65.70%	42
60	Ambulance	3165	11.28%	9.80%	99.97%	76.12%	71.07%	58
61	Private Company	13727	20.50%	4.04%	99.25%	76.20%	65.51%	45
65	Private Company	5716	27.22%	0.00%	99.98%	64.11%	73.26%	83
68	Ambulance	220	15.95%	9.88%	100.00%	73.61%	70.14%	51
72	Private Company	1140	21.20%	100.04%	100.00%	91.92%	90.62%	43
9	Private Company	2682	23.09%	6.57%	99.70%	80.06%	62.27%	28
74	ADC	1389	3.79%	0.62%	100.00%	68.37%	59.03%	68
75	ADC	3836	16.23%	26.99%	99.84%	74.82%	49.63%	31
76	ADC	622	13.92%	0.99%	99.51%	21.67%	0.00%	53
199	Private Company	2885	20.36%	4.91%	99.79%	75.61%	82.53%	51

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
80	RTA	5359	20.30%	1.91%	99.96%	89.33%	83.65%	69
86	Private Company	3941	17.97%	6.93%	99.72%	72.30%	80.40%	43
87	Private Company	506	16.58%	31.58%	100.00%	64.72%	79.62%	51
206	ADC	328	9.66%	1.47%	100.00%	37.83%	37.83%	69
89	Private Company	6837	22.45%	13.08%	98.98%	84.30%	60.99%	45
90	Private Company	93	14.85%	0.00%	98.61%	94.44%	94.44%	63
211	ADC	358	8.31%	0.00%	100.00%	85.92%	49.69%	74
92	Private Company	2692	13.94%	32.94%	99.58%	57.32%	51.16%	31
94	ADC	6317	13.33%	0.15%	99.95%	42.59%	54.68%	76
200	Ambulance	3	0.00%	0.00%	66.67%	0.00%	0.00%	70
95	Ambulance	6634	10.66%	5.89%	99.64%	92.67%	86.78%	36
96	COA	6003	23.42%	8.47%	99.93%	91.82%	74.54%	59
204	Ambulance	10	0.00%	16.67%	66.67%	66.67%	25.00%	65
97	ADC	4371	12.55%	0.57%	99.93%	82.64%	70.71%	70
98	Ambulance	1033	15.08%	6.36%	99.90%	88.68%	82.65%	45
99	Ambulance	66	4.08%	56.93%	100.00%	90.48%	74.29%	36
106	Ambulance	72	23.71%	62.96%	100.00%	87.50%	45.83%	46
107	Ambulance	1241	10.64%	27.72%	99.53%	78.63%	59.88%	30
111	Private Company	25	32.80%	169.31%	100.00%	33.33%	33.33%	57
112	Private Company	5165	10.34%	4.85%	99.90%	98.49%	96.62%	46
113	Private Company	2758	15.97%	30.16%	99.89%	89.98%	84.81%	28
115	Private Company	2173	23.78%	59.70%	99.60%	89.90%	86.86%	48
117	Private Company	3112	14.55%	19.59%	99.73%	68.60%	46.77%	46
118	COA	4157	19.18%	1.27%	99.78%	78.51%	85.26%	61
120	Private Company	3486	8.52%	4.89%	99.94%	86.09%	86.68%	47
212	Private Company	2600	19.25%	14.38%	99.44%	76.75%	65.88%	44

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
18	Ambulance	4210	11.46%	21.35%	99.95%	81.53%	79.83%	35
23	Private Company	6839	16.85%	4.75%	99.41%	88.63%	87.37%	41
126	Private Company	1397	24.91%	170.37%	99.84%	95.88%	91.70%	50
139	Ambulance	3709	10.56%	2.45%	99.87%	87.05%	62.72%	52
140	Private Company	3235	11.14%	11.59%	99.82%	92.26%	93.62%	54
141	Private Company	1058	21.54%	11.28%	98.92%	86.97%	68.80%	33
151	Private Company	2519	16.90%	7.49%	99.89%	89.70%	87.11%	45
20	Private Company	410	28.52%	12.72%	99.78%	82.66%	69.09%	45
158	COA	4966	20.61%	4.77%	99.91%	84.41%	83.67%	59
133	Private Company	1651	18.38%	2.18%	98.62%	75.08%	56.51%	33
162	Private Company	9400	15.77%	3.26%	99.49%	77.87%	71.56%	55
166	Private Company	3880	10.33%	7.36%	99.71%	75.89%	81.10%	38
170	Private Company	339	13.54%	26.51%	100.00%	59.98%	71.72%	64
171	RTA	13862	26.80%	22.43%	99.51%	64.88%	62.91%	44
172	RTA	5495	20.40%	8.60%	99.89%	54.86%	75.52%	56
172	Private Company	3273	18.39%	7.40%	98.12%	68.39%	53.32%	26
185	Private Company	106	5.54%	0.90%	100.00%	0.00%	16.67%	71
35	Ambulance	794	12.19%	40.47%	100.00%	72.11%	55.85%	53
188	Ambulance	411	15.57%	3.24%	99.78%	91.71%	69.05%	47
189	COA	7588	29.97%	3.90%	99.96%	94.25%	91.11%	67
190	Private Company	3315	13.87%	19.54%	99.97%	88.57%	78.41%	56



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
41	Private Company	4793	20.47%	2.79%	99.70%	93.34%	92.61%	50
45	Private Company	16963	18.38%	0.81%	99.98%	76.56%	55.14%	78
47	Ambulance	472	11.09%	35.74%	99.77%	96.54%	92.34%	49
49	RTA	4007	16.13%	88.03%	99.99%	50.00%	45.69%	62
51	Ambulance	746	7.80%	2.16%	99.86%	97.78%	92.42%	42
54	Private Company	3724	13.87%	2.35%	99.41%	71.29%	44.56%	44
58	Private Company	3995	18.57%	1.04%	99.82%	86.15%	84.18%	63
59	Private Company	3354	21.62%	13.65%	100.00%	98.65%	98.39%	80
71	ADC	2235	7.08%	0.52%	100.00%	78.02%	89.80%	77
73	Private Company	389	19.79%	15.07%	99.82%	90.80%	91.36%	41
77	Private Company	9610	27.08%	19.21%	99.63%	86.39%	68.54%	40
201	Private Company	328	23.48%	15.27%	98.28%	69.44%	79.49%	39
78	Private Company	381	18.85%	2.00%	33.33%	71.98%	57.83%	57
79	Private Company	2052	13.33%	0.92%	99.95%	95.34%	92.93%	72
81	Ambulance	78	6.87%	5.33%	100.00%	70.00%	51.90%	45
82	Ambulance	103	12.59%	22.88%	100.00%	58.12%	47.44%	63
83	Ambulance	616	18.85%	48.88%	99.64%	90.99%	87.36%	50
84	Private Company	310	10.47%	11.63%	100.00%	40.60%	73.27%	53
91	Private Company	1901	20.30%	12.89%	99.69%	68.00%	55.45%	28
165	Ambulance	70	39.02%	23.90%	98.84%	50.00%	40.00%	0
101	Private Company	8251	20.11%	6.45%	99.88%	76.46%	59.14%	49
102	Private Company	727	10.70%	10.71%	99.84%	77.27%	78.70%	40
216	Private Company	477	16.56%	0.84%	98.95%	89.76%	81.33%	40
130	Private Company	2878	23.76%	9.21%	99.58%	89.16%	82.64%	34
104	Private Company	10122	11.25%	7.12%	99.86%	89.47%	83.22%	46
105	Private Company	298	13.39%	0.67%	99.66%	44.44%	0.00%	64

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
108	Private Company	3734	20.69%	2.79%	99.43%	64.63%	62.35%	48
109	Ambulance	1476	14.11%	15.40%	99.74%	80.66%	51.88%	38
110	Private Company	1465	21.73%	17.23%	99.71%	79.93%	77.84%	51
114	Private Company	7059	21.56%	8.49%	99.76%	92.03%	86.05%	50
116	ADC	3350	10.96%	0.00%	100.00%	37.26%	64.56%	77
119	Private Company	42	30.87%	0.00%	100.00%	0.00%	0.00%	72
121	Private Company	11150	19.76%	2.36%	99.55%	65.98%	76.74%	51
122	Private Company	6430	5.28%	2.33%	99.97%	80.35%	74.28%	43
124	Ambulance	10	13.33%	20.00%	33.33%	22.22%	22.22%	70
127	RTA	16259	16.35%	12.47%	99.90%	66.53%	67.33%	51
127	RTA	10961	25.01%	1.40%	99.81%	76.18%	75.46%	67
134	RTA	7188	23.14%	0.66%	99.87%	60.88%	69.54%	67
213	Private Company	54	20.74%	26.99%	100.00%	43.75%	35.42%	68
142	Ambulance	179	6.07%	2.19%	100.00%	26.19%	25.00%	67
163	Private Company	134	10.95%	0.00%	100.00%	72.70%	87.61%	78
13	Private Company	410	15.98%	6.31%	100.00%	84.56%	93.05%	70
154	Private Company	148	21.94%	21.53%	100.00%	88.19%	81.39%	69
155	Ambulance	3078	11.32%	4.17%	99.93%	68.26%	57.43%	56
156	Private Company	398	9.26%	45.82%	99.76%	87.69%	79.84%	39
157	Private Company	6588	19.44%	14.83%	98.61%	63.12%	66.61%	41
159	Private Company	3902	4.36%	0.36%	100.00%	56.72%	70.46%	66
160	Private Company	7673	22.30%	7.90%	99.81%	69.08%	77.19%	53
167	Private Company	803	11.61%	8.77%	99.43%	96.94%	95.31%	51
169	Private Company	3814	13.59%	4.01%	99.55%	81.66%	74.92%	22
207	Private Company	723	14.90%	38.43%	100.00%	69.84%	63.78%	56
175	Private Company	19261	19.30%	2.92%	99.84%	84.62%	79.25%	56



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
187	RTA	7451	13.79%	5.50%	99.93%	65.98%	48.24%	53

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
1	Private Company	5701	22.41%	0.00%	100.00%	52.72%	92.36%	91
2	Ambulance	18	0.00%	22.22%	100.00%	66.67%	66.67%	75
37	Private Company	418	18.08%	3.66%	98.23%	81.18%	48.21%	57
3	Private Company	9272	26.97%	63.25%	99.99%	84.23%	75.38%	54
4	Private Company	531	40.83%	2.54%	66.60%	27.56%	27.30%	70
5	Ambulance	3361	18.62%	12.54%	99.97%	77.11%	76.48%	43
6	Private Company	723	13.91%	14.82%	100.00%	95.16%	94.38%	68
7	Private Company	11007	19.90%	13.90%	99.51%	77.92%	71.47%	46
8	Private Company	3529	24.87%	23.49%	98.58%	88.39%	76.94%	45
11	COA	3138	16.11%	1.57%	100.00%	89.55%	84.02%	81
93	Private Company	2921	10.29%	8.94%	99.54%	93.28%	87.56%	30
13	Private Company	2790	9.90%	5.13%	100.00%	87.73%	82.08%	56
132	Private Company	2156	23.39%	15.35%	99.57%	75.37%	50.56%	48
129	Private Company	8274	17.63%	3.56%	99.90%	87.61%	77.76%	66
14	COA	3225	14.91%	0.78%	100.00%	91.74%	91.97%	79
15	Private Company	5017	23.91%	9.52%	99.53%	80.05%	81.05%	41
107	Ambulance	1119	9.72%	55.49%	100.00%	83.16%	70.19%	42
17	Provider Type	6495	25.07%	0.01%	100.00%	57.35%	85.39%	82
32	Private Company	190	14.41%	27.91%	100.00%	88.99%	70.11%	58
143	Private Company	2771	18.91%	15.46%	99.34%	84.10%	80.55%	46
19	Ambulance	3007	8.21%	14.50%	100.00%	86.38%	75.29%	57
20	Ambulance	451	15.51%	21.28%	100.00%	76.75%	76.03%	62
21	COA	6592	21.58%	3.06%	99.97%	86.14%	77.81%	69
22	COA	12955	26.38%	9.82%	99.87%	86.25%	73.94%	52
24	COA	8089	23.95%	32.33%	99.69%	86.59%	77.77%	35
23	COA	6126	24.04%	1.25%	99.74%	84.76%	74.11%	52
25	Private Company	12	75.00%	25.00%	100.00%	0.00%	0.00%	78
26	Private Company	31467	22.80%	4.13%	99.87%	81.96%	77.18%	58
28	Ambulance	58	15.31%	6.91%	100.00%	36.11%	33.33%	73
7	Private Company	16840	11.58%	3.28%	99.73%	70.70%	65.11%	41
29	Ambulance	189	13.90%	27.37%	100.00%	89.29%	56.43%	64



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
36	Private Company	1206	18.85%	10.89%	100.00%	99.76%	86.62%	68
38	Private Company	2166	18.69%	19.77%	100.00%	43.46%	51.02%	53
39	Private Company	11179	15.59%	7.12%	99.94%	90.75%	94.55%	70
40	COA	9236	18.55%	5.72%	99.62%	59.34%	52.57%	43
42	ADC	3016	10.98%	0.45%	100.00%	85.74%	82.84%	77
43	COA	2533	13.97%	7.20%	99.93%	76.76%	81.32%	55
44	Ambulance	18	16.67%	0.00%	100.00%	66.67%	50.00%	80
46	Ambulance	2335	9.41%	23.26%	99.95%	81.19%	77.16%	51
48	COA	4705	17.79%	2.60%	99.98%	86.67%	94.05%	81
50	Private Company	4470	14.32%	6.94%	99.54%	81.41%	66.35%	42
52	Private Company	3373	11.24%	4.51%	100.00%	80.49%	72.18%	63
65	Private Company	960	15.02%	7.93%	99.30%	87.10%	75.18%	54
53	ADC	2698	13.22%	0.91%	100.00%	80.89%	83.97%	81
55	Private Company	1871	16.53%	3.67%	100.00%	82.61%	85.64%	66
56	Ambulance	2366	6.45%	21.02%	99.92%	72.91%	61.90%	39
61	Private Company	14350	18.17%	3.48%	99.54%	71.83%	60.93%	48
62	Private Company	6474	29.93%	0.00%	100.00%	64.71%	53.04%	85
68	Ambulance	199	14.67%	0.00%	100.00%	64.44%	59.26%	73
72	Private Company	1302	17.93%	78.38%	100.00%	93.17%	88.72%	58
9	Private Company	2101	19.35%	6.92%	99.88%	75.44%	60.83%	34
74	ADC	692	4.65%	42.61%	100.00%	52.61%	23.39%	44
75	ADC	8821	10.68%	4.01%	99.63%	68.05%	51.63%	36
76	Private Company	580	16.80%	0.69%	100.00%	0.00%	33.33%	71
199	Private Company	2564	16.43%	11.54%	99.81%	56.99%	48.52%	59
78	Private Company	100	14.29%	8.10%	66.67%	46.67%	32.78%	49
80	ADC	4929	17.43%	1.16%	99.98%	94.11%	84.74%	77
86	Private Company	3105	16.71%	4.21%	99.97%	74.79%	85.73%	68
87	Private Company	500	16.05%	26.10%	100.00%	82.38%	78.72%	42
206	ADC	259	7.72%	9.01%	100.00%	47.20%	49.74%	70
89	Private Company	6865	21.01%	19.00%	99.61%	59.35%	45.29%	45
90	Private Company	109	4.69%	6.55%	100.00%	82.43%	59.05%	54
92	Private Company	5899	12.49%	20.27%	99.88%	60.18%	51.35%	44
94	ADC	6426	16.26%	0.09%	100.00%	47.69%	53.00%	81
200	Private Company	18	28.57%	7.14%	100.00%	0.00%	0.00%	63
95	Ambulance	4989	6.57%	5.31%	99.96%	87.68%	84.44%	57



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
96	COA	5439	21.13%	7.11%	99.98%	87.87%	82.29%	67
204	Ambulance	24	41.45%	34.72%	100.00%	60.00%	50.00%	71
97	ADC	5410	8.37%	0.12%	100.00%	88.74%	71.51%	70
97	Ambulance	963	13.06%	14.42%	100.00%	88.34%	80.51%	52
99	Ambulance	101	14.23%	34.10%	100.00%	85.32%	42.06%	52
107	Ambulance	717	11.02%	28.01%	100.00%	85.21%	64.35%	37
111	Private Company	29	7.02%	358.65%	100.00%	33.33%	0.00%	49
112	Private Company	4043	10.36%	4.72%	99.95%	95.39%	94.91%	46
113	Private Company	3090	18.07%	24.38%	99.94%	85.34%	82.80%	32
115	Private Company	11582	11.68%	9.14%	99.89%	87.58%	88.57%	54
117	Private Company	3425	7.86%	16.22%	100.00%	36.09%	53.58%	53
118	COA	4663	18.74%	1.26%	99.96%	74.74%	76.94%	72
120	Private Company	3055	8.15%	2.90%	99.87%	66.68%	67.41%	57
18	Ambulance	3896	9.23%	12.40%	100.00%	79.38%	80.16%	47
23	Private Company	6986	14.68%	8.96%	99.93%	89.20%	89.67%	61
126	Private Company	1223	12.38%	53.78%	99.92%	96.80%	91.32%	41
135	Private Company	162	22.83%	92.94%	100.00%	78.36%	60.43%	69
139	Private Company	3682	7.94%	4.89%	99.94%	88.03%	47.50%	50
140	Private Company	3280	8.92%	14.23%	99.88%	72.05%	97.02%	57
141	Private Company	1294	21.39%	11.60%	99.81%	63.81%	54.96%	41
151	Private Company	2477	16.92%	6.83%	99.96%	85.80%	81.33%	51
154	Private Company	592	13.08%	28.83%	99.37%	68.61%	51.62%	33
158	COA	4990	19.52%	5.89%	100.00%	77.86%	79.44%	67
159	Private Company	4075	11.07%	1.02%	100.00%	49.76%	47.74%	73
162	Private Company	2515	17.26%	4.89%	99.88%	77.45%	75.65%	66
160	Private Company	4980	20.89%	6.67%	99.93%	73.85%	69.44%	57
166	Private Company	4545	6.69%	5.31%	99.54%	70.79%	75.25%	30
167	Private Company	630	10.41%	14.42%	99.23%	74.58%	89.48%	42
34	Ambulance	20	29.17%	0.00%	100.00%	100.00%	100.00%	85
170	Private Company	359	15.53%	24.50%	100.00%	63.99%	68.45%	55
171	RTA	13572	25.28%	13.23%	99.79%	64.42%	63.53%	46
172	RTA	3598	72.67%	47.40%	99.98%	53.41%	56.76%	51
174	Private Company	2714	14.99%	13.62%	99.12%	67.62%	54.31%	20
209	Private Company	36	16.67%	5.56%	100.00%	81.25%	62.50%	66
180	Private Company	196	14.25%	6.78%	65.67%	46.45%	34.25%	49



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 2

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
202	Private Company	99	16.15%	23.58%	100.00%	84.24%	42.84%	65
195	Private Company	182	13.65%	9.96%	99.49%	92.81%	76.13%	56
194	Private Company	163	7.79%	12.44%	99.19%	77.85%	38.52%	49
205	Private Company	78	8.60%	11.83%	100.00%	74.07%	70.37%	75
208	Private Company	57	23.61%	31.35%	100.00%	29.17%	37.50%	63
185	Private Company	13	12.50%	0.00%	100.00%	25.00%	25.00%	78
35	Ambulance	920	18.24%	31.05%	99.90%	76.30%	57.01%	38
188	Ambulance	21812	7.26%	5.06%	100.00%	75.08%	56.77%	57
189	COA	6719	25.91%	3.05%	99.98%	89.53%	92.12%	72
190	Private Company	3722	12.25%	17.65%	99.97%	89.49%	79.03%	54



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
41	Private Company	3866	18.99%	1.67%	100.00%	76.37%	71.36%	60
45	Private Company	16972	11.14%	0.75%	99.99%	72.96%	54.77%	73
47	Ambulance	505	10.67%	15.64%	99.82%	96.17%	81.34%	59
49	RTA	12585	22.07%	13.89%	99.78%	72.40%	65.73%	51
51	Ambulance	700	9.80%	3.72%	100.00%	98.96%	89.27%	45
54	Private Company	3649	10.20%	1.04%	99.75%	64.72%	57.92%	56
57	Private Company	3374	12.53%	4.43%	99.91%	71.13%	67.05%	53
58	Private Company	4070	17.65%	1.81%	99.95%	75.38%	68.49%	72
59	Private Company	3185	22.20%	12.59%	100.00%	97.56%	88.22%	77
60	Private Company	3382	11.69%	9.04%	99.91%	75.66%	60.54%	58
71	ADC	2390	4.61%	0.17%	100.00%	68.53%	77.09%	71
73	Private Company	424	26.27%	52.69%	99.81%	84.96%	94.27%	55
77	Private Company	9120	26.21%	37.02%	66.42%	79.80%	63.17%	45
201	Private Company	368	19.42%	26.49%	99.43%	51.12%	44.37%	52
79	Private Company	2681	11.42%	1.60%	100.00%	78.21%	76.59%	67
81	Ambulance	79	6.17%	13.27%	100.00%	83.33%	30.56%	58
82	Ambulance	101	9.74%	45.61%	100.00%	63.76%	54.87%	56
83	Ambulance	627	16.74%	39.16%	100.00%	92.44%	79.82%	60
84	Private Company	351	6.82%	18.32%	100.00%	51.23%	80.39%	45
91	Private Company	1760	20.86%	3.77%	99.87%	70.21%	57.56%	49
101	Private Company	7441	18.57%	6.66%	99.96%	78.23%	70.55%	62
102	Private Company	1129	9.97%	9.63%	99.84%	52.54%	41.11%	34
130	Private Company	2116	18.88%	4.59%	99.86%	82.83%	75.32%	54
104	Private Company	6731	8.54%	16.07%	99.97%	90.59%	86.63%	55
105	Private Company	268	12.88%	0.40%	100.00%	75.00%	45.83%	78
106	Ambulance	198	14.17%	36.85%	100.00%	88.15%	45.19%	53
108	Private Company	3695	15.79%	3.86%	99.48%	69.73%	65.34%	38
109	Ambulance	1696	15.63%	11.32%	99.64%	76.21%	56.63%	44
110	Private Company	1254	22.84%	18.34%	100.00%	70.15%	67.03%	66
114	Private Company	7367	19.74%	2.85%	99.79%	83.56%	73.81%	52
116	ADC	3046	3.12%	0.00%	100.00%	24.50%	49.68%	72



First Quarter SFY 2012 - 2013

July 2012 - Sept 2012

Region 3

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score
GOAL			15%	2%	95%	90%	95%	68
Provider #								
119	Private Company	97	24.30%	0.00%	99.12%	100.00%	95.24%	82
186	RTA	20	40.00%	0.00%	100.00%	0.00%	0.00%	0
121	Private Company	12137	20.75%	1.73%	99.61%	66.77%	60.79%	51
122	Private Company	6499	6.86%	1.59%	99.93%	73.16%	72.09%	52
124	Ambulance	50	20.54%	19.53%	100.00%	33.33%	33.33%	77
127	RTA	16001	7.89%	16.67%	99.95%	62.56%	60.94%	50
128	RTA	10503	22.33%	1.42%	99.93%	76.12%	77.44%	71
134	RTA	6839	18.76%	1.72%	100.00%	66.88%	60.73%	75
142	Ambulance	193	4.96%	0.00%	100.00%	69.20%	69.01%	71
13	Private Company	429	15.77%	10.20%	100.00%	59.64%	75.26%	52
155	Ambulance	3639	10.02%	8.60%	99.97%	72.86%	59.75%	59
156	Private Company	455	14.14%	45.19%	100.00%	67.52%	78.03%	61
157	Private Company	5635	11.29%	3.27%	99.95%	64.89%	84.95%	46
169	Private Company	3888	9.10%	2.89%	99.67%	76.18%	63.83%	28
173	Private Company	2159	10.67%	29.51%	99.92%	75.13%	69.78%	31
207	Private Company	100	29.42%	186.72%	100.00%	71.43%	38.10%	55
175	Private Company	19415	16.28%	2.28%	99.94%	78.18%	68.04%	60
176	Private Company	1881	8.48%	7.13%	100.00%	57.82%	43.72%	58
177	Private Company	102	7.91%	19.88%	100.00%	94.44%	50.33%	58
178	Private Company	111	13.58%	25.44%	100.00%	73.48%	75.09%	65
179	Private Company	27	0.00%	66.67%	100.00%	87.50%	29.17%	65
181	Private Company	112	11.07%	16.13%	100.00%	61.97%	70.60%	63
182	Private Company	110	20.25%	17.67%	99.24%	80.95%	82.30%	53
183	Private Company	112	12.08%	9.56%	100.00%	91.95%	91.01%	76
184	Private Company	109	18.11%	28.98%	100.00%	71.01%	71.17%	69
210	Private Company	18	11.11%	0.00%	100.00%	85.71%	57.14%	67
187	RTA	7241	8.88%	4.66%	99.93%	57.09%	52.02%	42

Prompt Payment Aging Report By Invoice Received Date

10/01/2012 to 12/31/2012

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	20	489,237	98.44%	3,952	0.81%
31-60 Days	32	7,744	1.56%	296	3.82%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	496,981	100.00%	4,248	

Provider Billing**Days To Invoice**

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	12	461,192	92.80%	169
31-60 Days	41	25,800	5.19%	127
61-90 Days	71	4,628	0.93%	75
91-120 Days	105	1,414	0.28%	43
121-150 Days	133	653	0.13%	22
> 150 Days	235	3,294	0.66%	31
	16	496,981	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Sept 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	SFY 2011 Totals	SFY 2012 Totals	SFY 2013 Totals
Beneficiary	10	15	9	1	18	5	215	290	62
• Reservation	0	0	0	0	5	0	0	188	5
• Transportation	0	0	0	0	0	0	0	0	1
• Service Delivery	10	12	8	1	13	5	212	90	52
• Other	0	3	1	0	0	0	3	12	4
Transportation Provider	0	0	0	1	0	0	4	38	1
• Reservation	0	0	0	0	0	0	0	3	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	1	0	0	1	1	1
• Payment	0	0	0	0	0	0	2	31	0
• Other	0	0	0	0	0	0	1	3	0
Health Care Provider	2	2	0	0	1	0	6	52	8
• Reservation	2	0	0	0	1	0	2	36	3
• Transportation	0	0	0	0	0	0	0	0	1
• Service Delivery	0	2	0	0	0	0	4	16	4
• Other	0	0	0	0	0	0	0	0	0
Other Stakeholders	3	0	0	0	1	1	4	5	5
• Reservation	0	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	3	0	0	0	0	0	3	3	3
• Other	0	0	0	0	1	1	1	2	2
Totals	15	17	9	2	20	6	229	385	76



State of South Carolina

Department of Health and Human Services

Summary of Reported Rider Injury and Incidents October – December 2012

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

Notification Process

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

Summary Analysis of Injury and Incidents

During the second quarter of state fiscal year 2013, the broker reported the occurrence of 72 incidents and injuries for the 466,845 trips taken. There were 36 incidents and 36 injuries. Each incident and injury was reviewed by three 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. The severity rating is based on the description of the injury or incident included in the detailed compliant submitted to SCDHHS.

SCDHHS also reviewed the incidents for common factors and patterns that may identify specific problem areas or causes where resources might be needed to address specific shortcomings. For this reporting period, members had the highest occurrence rates of primary responsibility for the incidents and injuries reported. The member category includes family members and escorts. Based on our analysis, there were no transportation providers with more than one serious injury or incident. Two transportation providers had more than two reported incidents and injuries for the three month period. However, none of the reported incidents and injuries for the two transportation providers was rated with a level one severity. SCDHHS found nothing indicating that a review of operations is required for any specific transportation provider or the broker.

Summary of Reported Rider Injury and Incidents October – December 2012

Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by the broker, occurrences of injuries and incidents for the three month period from October 2012 – December 2012 have been analyzed and classified as outlined in the tables below.

Incident Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Incident	1	1
	2	13
	3	22
Incident Total		36

Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	6
	2	20
	3	10
Injury Total		36

Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	4
	2	12
	3	2
Member	1	0
	2	12
	3	15
Member And Driver	1	2
	2	2
	3	4
Other Driver	1	1
	2	6
	3	10
Other	1	0
	2	1
	3	1
Total		72

**Summary of Reported Rider Injury and Incidents
October – December 2012**

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

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

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

Agency / Broker

October 16, 2012	Agency meeting with Logisticare
November 20, 2012	Agency meeting with Logisticare
December 18, 2012	Agency meeting with Logisticare
January 17, 2013	Agency meeting with Logisticare
February 20, 2013	Agency meeting with Logisticare
March 20, 2013	Agency meeting with Logisticare

Agency / Broker Regional Meetings

Logisticare

November 9, 2012	Region 1 Quarterly Meeting - Greenville
November 14, 2012	Region 2 Quarterly Meeting - Columbia
November 15, 2012	Region 3 Quarterly Meeting - Charleston
February 11, 2013	Region 1 Quarterly Meeting - Greenville
February 13, 2013	Region 2 Quarterly Meeting - Columbia
February 14, 2013	Region 3 Quarterly Meeting - Florence
May 3, 2013	Region 1 Quarterly Meeting - Greenville-Scheduled
May 8, 2013	Region 2 Quarterly Meeting - Columbia-Scheduled
May 9, 2013	Region 3 Quarterly Meeting - Charleston-Scheduled
August 9, 2013	Region 1 Quarterly Meeting - Greenville-Scheduled
August 13, 2013	Region 2 Quarterly Meeting - Columbia-Scheduled
August 14, 2013	Region 3 Quarterly Meeting - Florence-Scheduled
October 30, 2013	Region 1 Quarterly Meeting - Greenville-Scheduled
November 7, 2013	Region 2 Quarterly Meeting - Columbia-Scheduled
November 8, 2013	Region 3 Quarterly Meeting - Charleston-Scheduled

Agency / Other Stakeholder Meetings

January 28, 2013	NEMT Open Forum - Columbia
March 5, 2013	TASC Conference - Myrtle Beach

Transportation Advisory Committee Meetings

December 13, 2012	Quarterly TAC Meeting
January 17, 2013	Transportation Provider Survey Meeting
March 28, 2013	Quarterly TAC Meeting - Scheduled
June 27, 2013	Quarterly TAC Meeting - Scheduled
September 26, 2013	Quarterly TAC Meeting - Scheduled
December 12, 2013	Quarterly TAC Meeting - Scheduled

Logisticare / Transportation Provider Meetings

November 9, 2012 Region 1 Quarterly Meeting - Greenville
November 14, 2012 Region 2 Quarterly Meeting - Columbia
November 15, 2012 Region 3 Quarterly Meeting - Charleston

Logisticare / Healthcare Community Individual Meetings

October 15, 2012 DCI - Azalea Place - Charleston
October 15, 2012 RAI Care Centers N. Charleston - Charleston
October 15, 2012 Charleston Dorchester Mental Health - Charleston
October 15, 2012 Davita - Goose Creek - Goose Creek
October 15, 2012 DCI - Goose Creek - Goose Creek
October 15, 2012 Low Country Active Day - Goose Creek
October 15, 2012 RAI Care Centers Holly Hill - Holly Hill
October 15, 2012 RAI- Moncks Corner - Moncks Corner
October 15, 2012 Davita - Walterboro - Walterboro
October 15, 2012 Davita - Jedburt - Summerville, SC
October 18, 2012 Cornerstone - Rock Hill
October 18, 2012 Case Management Meeting - Columbia
November 2, 2012 DCI - Azalea Place - Charleston
November 5, 2012 Davita - Jedburt - Summerville
November 12, 2012 DSI - Powerhorn - Greenville
November 12, 2012 Davita - Greer Kidney - Greer
November 12, 2012 Davita - Greer South - Greer
November 12, 2012 Active Day Greer - Greer
November 13, 2012 Davita - Aiken - Aiken
November 13, 2012 Aiken Barnwell Mental Health - Aiken
November 13, 2012 DCA - South Aiken - Aiken
November 13, 2012 Children's Place - Aiken
November 16, 2012 DCI - Azalea - North Charleston
November 16, 2012 Charleston Dorchester Mental Health - Charleston
December 5, 2012 RAI - Bamberg - Bamberg
December 5, 2012 DaVita - Central Bamberg Dialysis - Bamberg
December 6, 2012 DaVita - Lancaster - Lancaster
December 6, 2012 TRMC - Orangeburg
December 7, 2012 Day Spring PSR - Winnsboro
December 10, 2012 Kershaw County Adult Day Center - Camden
December 10, 2012 Kershaw County Mental Health - Camden
December 10, 2012 Springdale Healthcare - Springdale
December 10, 2012 FMC - Camden - Camden
December 10, 2012 FMC - Lugoff Elgin - Lugoff
December 11, 2012 Sumter Health & Rehabilitation - Sumter
December 11, 2012 Active Day of Sumter - Sumter
December 11, 2012 Carolina Place- MHC - Sumter
December 12, 2012 Santee Adult Daycare - Santee
December 12, 2012 Santee Wateree MH - Children & Family Services - Sumter
December 13, 2012 Honorage Nursing Home - Florence
December 13, 2012 McCoy Nursing Home - Florence
December 13, 2012 FMC- Church Street Dialysis - Florence

Logisticare / Healthcare Community Individual Meetings - Continued

December 13, 2012	Lee County Mental Health - Bishopville
December 13, 2012	Carolina Hospital System - Florence
December 14, 2012	FMC - Sumter - Sumter
December 14, 2012	FMC - Manning - Manning
December 14, 2012	FMC - Lee County Dialysis - Bishopville
January 4, 2013	FMC - Darlington - Darlington
January 4, 2013	FMC - Lee County Dialysis - Bishopville
January 17, 2013	Clarendon Behavioral Health Services - Manning
January 17, 2013	BranCo Adult Day Care - Manning
January 17, 2013	LRADAC - Columbia
January 31, 2013	Senior Options Adult Daycare - Clinton
January 31, 2013	DaVita - Palmetto - Clinton
January 31, 2013	Laurens Mental Health - Clinton
February 1, 2013	Bridges Clubhouse - Columbia
February 10, 2013	LRADAC - Columbia
February 11, 2013	Laurens Mental Health - Clinton
February 13, 2013	Triple E Adult Day Care - Barnwell
February 13, 2013	Uni-Health Post-Acute Care of Bamberg - Bamberg
February 14, 2013	DaVita - Greenwood - Greenwood
February 14, 2013	Active Day of Greenwood - Greenwood
February 22, 2013	FMC - South Columbia Dialysis - Columbia
February 22, 2013	FMC - Columbia Dialysis - Columbia
February 22, 2013	SC Immunology Center - Columbia
February 25, 2013	Greenville Memorial Hospital - Greenville
February 27, 2013	Roger C Peace Rehabilitation Hospital - Greenville
February 28, 2013	Sunny Acres - Fork
February 28, 2013	Mullins Nursing Center - Marion
February 28, 2013	Marion Nursing Center - Marion
February 28, 2013	Marion County Medical Center - Carolina's Hospital - Marion
March 4, 2013	Upstate HealthCare Summit - Expanding Medicaid - Greenville
March 5, 2013	Foothills Center for Recovery - Oconee MH - Seneca
March 5, 2013	DSI - Easley - Easley
March 5, 2013	Senior Solutions Adult Day Care - Seneca
March 6, 2013	DaVita - Pageland - Pageland
March 6, 2013	DaVita - Richmond Dialysis - Hamlet, NC
March 7, 2013	Troy - Johnson Intergenerational Daycare - Mullins
March 7, 2013	Tri-County Adult Day Services - Bennettsville
March 7, 2013	FMC - Cheraw - Cheraw
March 7, 2013	FMC - Bennettsville - Bennettsville
March 7, 2013	FMC - Dillon Dialysis - Dillon
March 7, 2013	FMC - Marion Dialysis - Marion
March 7, 2013	Marlboro Adult Day HealthCare - Bennettsville
March 7, 2013	EMJ's Adult Daycare - Little Rock
March 7, 2013	FMC - Darlington Dialysis - Darlington

Program Review Site Visits

November 13, 2012	SCDHHS - Capital City Cab - Columbia
November 16, 2012	SCDHHS and Logisticare Unannounced - Charleston
November 28, 2012	SCDHHS and Logisticare Unannounced - Anderson
December 4, 2012	SCDHHS and Logisticare Unannounced - Columbia
December 11, 2012	SCDHHS - Logisticare Call Center Unannounced - Greenville
January 25, 2013	SCDHHS and Logisticare Unannounced - Aiken