

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
February 2022

Transportation Metrics	Performance Goal	December 2021 Final	January 2022 Final	February 2022 Final	Average Last Three Months	Average SFY 2022	Average SFY 2021	Totals SFY 2022	Totals SFY 2021
Unduplicated Beneficiaries		18,567	19,005	18,947	18,840	19,178	19,261	44,265	53,411
Total trips provided by type of transportation		109,884	97,686	95,060	100,877	106,642	117,152	853,136	1,405,828
• Non-Emergency Ambulatory Sedan/Van Trips		80,046	72,455	74,803	75,768	78,302	84,152	626,413	1,009,827
• Wheelchair Trips		13,107	11,490	11,135	11,911	12,387	13,165	99,095	157,985
• Stretcher Trips		2,421	2,148	2,267	2,279	2,318	1,938	18,544	23,250
• Individual Transportation Gas Trip		13,700	10,911	6,268	10,293	13,113	17,251	104,907	207,007
• Non-Emergency Ambulance ALS		88	76	73	79	81	72	647	865
• Non-Emergency Ambulance BLS		48	152	80	93	71	112	566	1,345
• Public Transportation Bus Trip		474	454	434	454	371	462	2,964	5,549
Total Over Night Trips Arranged		207	86	111	135	148	118	1,180	1,414
Total Extra Passengers		9,299	8,977	9,025	9,100	9,365	9,547	74,919	114,564
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.36%	0.45%	0.35%	0.39%	0.36%	0.19%	--	--
• Number of Pickups On Time (A Leg)		41,553	37,090	39,273	39,305	40,464	43,017	364,173	516,206
• Number of Deliveries On Time (A Leg)		37,397	33,261	34,953	35,204	36,335	39,555	327,016	474,660
• Number of Pickups On Time (B Leg)		37,165	32,958	34,435	34,853	35,875	39,107	322,871	469,283
• Number of Trips Within Ride Time (All Trips)		96,111	86,707	91,118	91,312	93,504	96,667	841,533	1,160,008
• Percent of Pickups On Time (A Leg)	>= 90%	89.90%	89.74%	87.59%	89.08%	89.31%	91.49%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	77.30%	76.30%	75.88%	76.49%	77.02%	81.32%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	81.84%	80.53%	80.01%	80.79%	81.19%	85.45%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.58%	99.62%	99.62%	99.61%	99.55%	99.70%	--	--
Actual number of calls		63,168	66,569	63,446	64,394	67,082	66,637	536,656	799,646
• Average phone calls daily		2,746	3,170	3,172	3,030	3,161	3,127	--	--
• Average Answer Speed	< 1:00	0:00:08	0:00:05	0:00:05	0:00:06	0:01:29	0:01:44	--	--
• Average Talk Time		0:04:08	0:04:15	0:04:45	0:04:22	0:04:23	0:04:09	--	--
• Average Time On Hold	<= 3:00	0:01:59	0:02:00	0:02:15	0:02:04	0:02:06	0:01:30	--	--
• Average time on hold before abandonment	< 1:30	0:00:58	0:01:07	0:01:25	0:01:10	0:03:25	0:05:07	--	--
• Average number of calls abandoned daily		6	3	5	5	103	149	--	--
• Percentage of calls abandoned daily	< 5.0%	0.23%	0.11%	0.15%	0.16%	3.15%	5.36%	--	--
Total number of complaints by type - Valid		4,640	4,852	3,564	4,352	4,310	3,325	34,478	39,900
• Provider No-Show		349	391	334	358	360	185	2,881	2,214
• Timeliness		428	531	511	490	503	368	4,027	4,420
• Other Stakeholders		3,371	3,532	2,282	3,062	2,989	2,305	23,915	27,658
• Call Center Operations		388	318	323	343	352	369	2,816	4,422
• Driver Behavior		3	1	4	3	4	5	31	56
• Provider Service Quality		44	35	62	47	54	36	433	431
• Miscellaneous		55	40	40	45	43	48	345	570
• Rider Injury / Incident		2	4	8	5	4	11	30	129
• Valid Complaints as percentage of total trips		4.22%	4.97%	3.75%	4.31%	4.05%	2.84%	--	--
Total number of complaints by type - Invalid & Other		1,069	1,211	781	1,020	860	446	6,877	5,348
• Provider No-Show		127	153	168	149	102	37	813	442
• Timeliness		47	34	59	47	41	18	329	216
• Other Stakeholders		676	780	295	584	484	234	3,869	2,811
• Call Center Operations		122	124	109	118	124	70	993	838
• Driver Behavior		26	31	25	27	29	20	231	243
• Provider Service Quality		17	19	28	21	23	18	180	218
• Miscellaneous		52	68	93	71	53	45	424	542
• Rider Injury / Incident		2	2	4	3	5	3	38	38
• Invalid & Other Complaints as percentage of total trips		0.97%	1.24%	0.82%	1.01%	0.81%	0.38%	--	--
Total number of denials by type		1,999	2,608	2,493	2,367	2,445	2,482	19,558	29,781
• Non-Urgent / Under Days of Notice		721	925	856	834	888	900	7,103	10,795
• Non-Covered Service		305	370	395	357	356	375	2,845	4,496
• Ineligible For Transport		162	176	102	147	144	121	1,154	1,454
• Unable to Confirm Medical Appointment w/ Provider		140	128	127	132	148	144	1,180	1,727
• Does Not Meet Transportation Protocols		2	4	4	3	3	3	23	31
• Incomplete Information		566	798	862	742	773	807	6,183	9,688
• Needs Emergency Services		2	1	3	2	2	3	13	31
• Beneficiary Has Medicare Part B or Other Coverage		101	206	144	150	132	130	1,057	1,559
• Denials as percentage of total trips		1.82%	2.67%	2.62%	2.37%	2.30%	2.13%	--	--

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 Modivcare Issues
- o Modivcare 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



modivcare

January 2022

FY 2021 - 2022

February 2022	Tier	TYPE	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTAL
STATE	IV	Eligibility Issue	0	0	0	1	2	1	0	0					4
	III	Facility Issue	17	19	14	13	20	16	20	6					125
	I	Incident Rider	4	9	5	5	7	2	4	10					46
	I	Injury	5	4	3	0	4	2	2	2					22
	III	Modivcare Employee Issue	203	275	315	244	256	295	250	244					2,082
	III	Modivcare Issue	176	205	260	264	227	215	192	188					1,727
	IV	No Vehicle Available	32	54	80	38	35	42	34	57					372
	III	Provider Late	416	651	532	451	410	423	514	533					3,930
	III	Provider No Show	336	472	516	420	428	476	544	502					3,694
	III	Reroute	0	0	0	0	2	0	0	0					2
	II	Rider Issue	41	55	44	50	45	28	60	46					369
	II	Rider No Show	3,361	3,512	3,216	3,293	3,114	3,996	4,225	2,519					27,236
	I	Serious Injury	0	0	0	0	0	0	0	0					0
	II	Subcontractor Courtesy	33	42	33	34	30	29	32	29					262
	I	Subcontractor Safety	16	41	17	22	26	13	18	28					181
	I	Suspected Rider Fraud & Abuse	8	3	10	2	8	6	7	6					50
	I	Suspected TP Fraud & Abuse	1	7	3	5	0	3	0	3					22
	III	Transportation Provider	74	97	83	75	90	107	108	133					787
	III	Transportation Provider Early	51	56	64	73	42	52	51	37					426
N/A		Transportation Provider Employee	0	0	0	0	0	0	0	0					0
IV		Unknown/Other	0	0	0	0	0	0	0	0					0
	II	Vehicle Issue	5	15	3	4	4	3	2	2					38
	I	Wheelchair Tie-down Issue	0	0	0	0	0	0	0	0					0
		Subtotal	4,779	5,517	5,198	4,994	4,750	5,709	6,063	4,345	0	0	0	0	30,947
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.02%	0.04%	0.02%	0.00%	0.00%					0.01%
	III	Facility Issue	0.36%	0.34%	0.27%	0.26%	0.42%	0.28%	0.33%	0.14%					0.40%
	I	Incident Rider	0.08%	0.16%	0.10%	0.10%	0.15%	0.04%	0.07%	0.23%					0.15%
	I	Injury	0.10%	0.07%	0.06%	0.00%	0.08%	0.04%	0.03%	0.05%					0.07%
	III	LogisticCare Employee Issue	4.25%	4.98%	6.06%	4.89%	5.39%	5.17%	4.12%	5.62%					6.73%
	III	Modivcare Issue	3.68%	3.72%	5.00%	5.29%	4.78%	3.77%	3.17%	4.33%					5.58%
	IV	No Vehicle Available	0.67%	0.98%	1.54%	0.76%	0.74%	0.74%	0.56%	1.31%					1.20%
	III	Provider Late	8.70%	11.80%	10.23%	9.03%	8.63%	7.41%	8.48%	12.27%					12.70%
	III	Provider No Show	7.03%	8.56%	9.93%	8.41%	9.01%	8.34%	8.97%	11.55%					11.94%
	III	ReRoute	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%					0.01%
	II	Rider Issue	0.86%	1.00%	0.85%	1.00%	0.95%	0.49%	0.99%	1.06%					1.19%
	II	Rider No Show	70.33%	63.66%	61.87%	65.94%	65.56%	69.99%	69.68%	57.97%					88.01%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	II	Subcontractor Courtesy	0.69%	0.76%	0.63%	0.68%	0.63%	0.51%	0.53%	0.67%					0.85%
	I	Subcontractor Safety	0.33%	0.74%	0.33%	0.44%	0.55%	0.23%	0.30%	0.64%					0.58%
	I	Suspected Rider Fraud & Abuse	0.17%	0.05%	0.19%	0.04%	0.17%	0.11%	0.12%	0.14%					0.16%
	I	Suspected TP Fraud & Abuse	0.02%	0.13%	0.06%	0.10%	0.00%	0.05%	0.00%	0.07%					0.07%
	III	Transportation Provider	1.55%	1.76%	1.80%	1.50%	1.89%	1.87%	1.78%	3.06%					2.48%
	III	Transportation Provider Early	1.07%	1.02%	1.23%	1.46%	0.88%	0.91%	0.84%	0.85%					1.36%
N/A		Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
IV		Unknown/Other	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	II	Vehicle Issue	0.10%	0.27%	0.06%	0.08%	0.08%	0.05%	0.03%	0.05%					0.12%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
		State Subtotal	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%

Tier I - "Serious"
Issue involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)

Incident Rider

Injury

Serious Injury

Subcontractor Safety

Suspected Rider Fraud and Abuse

Suspected TP Fraud and Abuse

Wheelchair Tie-down Issue

Tier II - "Major"
Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)

Claims

Inclement Weather

Modivcare Employee Issue

Modivcare Employee Issue Behavior

Modivcare Issue Trip Assignment

Provider No Show

Rider Issue

Rider No Show

Subcontractor Courtesy

Transportation Provider Behavior

Transportation Provider Driving

Vehicle Issue

Vehicle Issue Equipment

Tier III - "Moderate"
Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)

Eligibility Benefit Concerns

Facility Issue

Modivcare Employee Issue Res Error

Modivcare Issue

Modivcare Issue Reimbursement

Provider Late

Provider No Show - Recovered

Reroute

Transportation Provider

Transportation Provider Early

Transportation Provider Hygiene

Transportation Provider Mask

Vehicle Issue Cleanliness

Volance Language Services

Tier IV - "Minor"
Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)

Eligibility Issue

First Call Resolution

Modivcare Issue IVA/IVR

Modivcare Issue Policy & Procedures

No Vehicle Available

Unknown / Other

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates ****Broker Client: SC DHHS****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	316,412	100.00%	8,380	2.65%
31-60 Days	0	0	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	316,412	100.00%	8,380	

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	7	273,523	86.45%	133
31-60 Days	43	19,667	6.22%	60
61-90 Days	80	9,606	3.04%	24
91-120 Days	107	4,793	1.51%	18
121-150 Days	134	3,314	1.05%	9
> 150 Days	224	5,509	1.74%	16
	18	316,412	100.00%	

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	316,412	100.00%	8,380	2.65%
31-60 Days	0	0	0.00%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	20	316,412	100.00%	8,380	

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	7	273,523	86.45%	133
31-60 Days	43	19,667	6.22%	60
61-90 Days	80	9,606	3.04%	24
91-120 Days	107	4,793	1.51%	18
121-150 Days	134	3,314	1.05%	9
> 150 Days	224	5,509	1.74%	16
	18	316,412	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%
Quarter 3, 2020	165	7	4	1	167	3.03%	4.24%
Quarter 4, 2020	167	8	6	0	169	3.59%	4.79%
Quarter 1, 2021	169	3	0	4	168	2.37%	1.78%
Quarter 2, 2021	168	3	0	3	168	1.79%	1.79%
Quarter 3, 2021	168	3	0	4	167	2.38%	1.79%
Quarter 4, 2021	167	6	2	0	171	1.20%	3.59%
Quarter 1, 2022	162	5	0	4	163	2.47%	3.09%
Quarter 2, 2022					0	#DIV/0!	#DIV/0!
Quarter 3, 2022					0	#DIV/0!	#DIV/0!
TOTAL	n/a	155	81	56	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.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, MODV)

SFY 2021/2022	January '21	February	March	April	May	June	July	August	September	October '20	November	December
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2021/2022	September '20	December	March '21	June	September	December
	x	x	x	x	(Oct)	CXL

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

SFY 2021/2022	September '20	December	March '21	June	September	December
	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19

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

SFY 2021/2022	March '21	June '21	September '21	December '21
Condensed	virtual	virtual	virtual	virtual

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

SFY 2021/2022	January '21	February	March	April	May	June	July	August	September	October '20	November	December
Area Visited (1)	ities Reduced due to CV19		Field Activities Reduced due to CV19			Field Activities Reduced due to CV20				Field Activities Reduced due to CV19		
Area Visited (2)												

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (MODV)

SFY 2021/2022	January '21	February	March	April	May	June	July	August	September	October '20	November	December
Combined	123^	121^	124^	110^	101^	119^	114^	122^	136^	113^	116^	91^

^Volume includes outreach completely virtually due to COVID19.