

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2013 Final	May 2013 Final	June 2013 Final	SFY 2013 Q4 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		6,808	6,685	6,563		19,871
<b>Total trips provided by type of transportation</b>		<b>42,096</b>	<b>42,822</b>	<b>39,367</b>	<b>124,285</b>	<b>489,620</b>
• Non-Emergency Ambulatory Sedan/Van Trips		29,826	30,226	27,320	87,372	352,567
• Wheelchair Trips		5,234	5,610	4,874	15,718	61,551
• Stretcher Trips		705	626	645	1,976	7,595
• Individual Transportation Gas Trip		5,842	5,912	6,095	17,849	63,620
• Non-Emergency Ambulance ALS		3	13	17	33	68
• Non-Emergency Ambulance BLS		53	57	38	148	574
• Public Transportation Bus Trip		433	378	378	1,189	3,645
<b>Total Over Night Trips Arranged</b>		<b>24</b>	<b>15</b>	<b>24</b>	<b>63</b>	<b>262</b>
<b>Total Extra Passengers</b>		<b>5,378</b>	<b>4,953</b>	<b>4,906</b>	<b>15,237</b>	<b>69,116</b>
• Number of Pickups On Time (A Leg)		17,416	17,700	15,934	51,050	193,837
• Number of Deliveries On Time (A Leg)		16,451	16,330	15,095	47,876	187,634
• Number of Trips Within Ride Time (All Trips)		41,188	39,947	37,669	118,804	470,659
• Percent of Pickups On Time (A Leg)	>= 90%	86.60%	86.50%	86.80%	86.63%	83.53%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.10%	83.40%	82.40%	82.63%	81.20%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.80%	99.80%	99.77%	99.57%
<b>Actual number of calls *</b>		<b>98,657</b>	<b>96,774</b>	<b>89,350</b>	<b>284,781</b>	<b>1,182,943</b>
• Average phone calls daily		4,484	4,399	4,468	4,450	4,583
• Average Answer Speed	< 1:00	00:34	00:33	00:41	00:36	00:52
• Average Talk Time		03:07	03:01	02:57	03:02	03:07
• Average Time On Hold	<= 3:00	01:26	01:25	01:29	01:27	01:32
• Average time on hold before abandonment	< 1:30	00:46	00:49	00:54	00:50	01:02
• Average number of calls abandoned daily		102	112	131	115	182
• Percentage of calls abandoned daily	< 5.0%	2.27%	2.55%	2.93%	2.58%	3.98%
<b>Total number of complaints by type</b>		<b>831</b>	<b>692</b>	<b>727</b>	<b>2,250</b>	<b>6,762</b>
• Provider No-Show		96	66	46	208	762
• Timeliness		335	358	343	1,036	2,678
• Other Stakeholders		341	216	304	861	2,785
• Call Center Operations		25	14	7	46	182
• Driver Behavior		16	15	11	42	136
• Provider Service Quality		10	7	6	23	64
• Miscellaneous		6	7	7	20	82
• Rider Injury / Incident		2	9	3	14	73
• Provider No-Shows as percentage of total trips	<= 0.25%	0.23%	0.15%	0.12%	0.17%	0.16%
• Complaints as percentage of total trips		1.97%	1.62%	1.85%	1.81%	1.38%
<b>Total number of denials by type</b>		<b>1,135</b>	<b>1,123</b>	<b>1,038</b>	<b>3,296</b>	<b>11,248</b>
• Non-Urgent / Under Days of Notice		199	178	175	552	2,067
• Non-Covered Service		177	186	168	531	1,977
• Ineligible For Transport		37	43	47	127	661
• Unable to Confirm Medical Appointment w/ Provider		37	57	50	144	457
• Does Not Meet Transportation Protocols		4	3	1	8	19
• Incomplete Information		613	561	521	1,695	4,986
• Needs Emergency Services		2	3	3	8	21
• Beneficiary Has Medicare Part B or Other Coverage		66	92	73	231	1,060
• Denials as percentage of total trips		2.70%	2.62%	2.64%	2.65%	2.30%

\* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	April 2013 Final	May 2013 Final	June 2013 Final	SFY 2013 Q4 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,101	9,964	9,832		29,051
<b>Total trips provided by type of transportation</b>		<b>62,664</b>	<b>64,209</b>	<b>57,355</b>	<b>184,228</b>	<b>719,734</b>
• Non-Emergency Ambulatory Sedan/Van Trips		48,202	48,765	43,399	140,366	555,771
• Wheelchair Trips		7,929	8,324	7,578	23,831	91,675
• Stretcher Trips		1,233	1,314	1,127	3,674	14,346
• Individual Transportation Gas Trip		5,131	5,571	5,126	15,828	56,420
• Non-Emergency Ambulance ALS		13	13	3	29	76
• Non-Emergency Ambulance BLS		45	62	48	155	641
• Public Transportation Bus Trip		111	160	74	345	805
<b>Total Over Night Trips Arranged</b>		<b>30</b>	<b>18</b>	<b>21</b>	<b>69</b>	<b>321</b>
<b>Total Extra Passengers</b>		<b>6,638</b>	<b>6,524</b>	<b>6,838</b>	<b>20,000</b>	<b>85,238</b>
• Number of Pickups On Time (A Leg)		26,039	26,710	24,022	76,771	285,838
• Number of Deliveries On Time (A Leg)		24,643	25,035	22,683	72,361	271,317
• Number of Trips Within Ride Time (All Trips)		61,574	61,732	56,906	180,212	704,069
• Percent of Pickups On Time (A Leg)	>= 90%	85.20%	87.30%	85.10%	85.87%	81.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	80.90%	82.10%	80.70%	81.23%	77.40%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.70%	99.60%	99.67%	99.38%
<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>743</b>	<b>663</b>	<b>730</b>	<b>2,136</b>	<b>8,040</b>
• Provider No-Show		142	91	86	319	1,246
• Timeliness		389	372	420	1,181	3,574
• Other Stakeholders		152	150	180	482	2,474
• Call Center Operations		15	10	5	30	141
• Driver Behavior		2	0	0	2	43
• Provider Service Quality		8	2	4	14	52
• Miscellaneous		31	33	27	91	413
• Rider Injury / Incident		4	5	8	17	97
• Provider No-Shows as percentage of total trips	<= 0.25%	0.23%	0.14%	0.15%	0.17%	0.17%
• Complaints as percentage of total trips		1.19%	1.03%	1.27%	1.16%	1.12%
<b>Total number of denials by type</b>		<b>1,918</b>	<b>1,943</b>	<b>1,732</b>	<b>5,593</b>	<b>19,230</b>
• Non-Urgent / Under Days of Notice		305	349	254	908	3,291
• Non-Covered Service		295	276	273	844	3,374
• Ineligible For Transport		54	72	55	181	1,124
• Unable to Confirm Medical Appointment w/ Provider		72	107	108	287	827
• Does Not Meet Transportation Protocols		1	1	6	8	20
• Incomplete Information		901	870	807	2,578	7,585
• Needs Emergency Services		6	3	2	11	36
• Beneficiary Has Medicare Part B or Other Coverage		284	265	227	776	2,973
• Denials as percentage of total trips		3.06%	3.03%	3.02%	3.04%	2.67%

\* 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	April 2013 Final	May 2013 Final	June 2013 Final	SFY 2013 Q4 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		9,715	9,665	9,302		28,718
<b>Total trips provided by type of transportation</b>		<b>57,196</b>	<b>58,014</b>	<b>52,958</b>	<b>168,168</b>	<b>676,908</b>
• Non-Emergency Ambulatory Sedan/Van Trips		44,616	45,256	40,840	130,712	532,781
• Wheelchair Trips		7,099	7,160	6,707	20,966	84,998
• Stretcher Trips		1,129	1,068	1,135	3,332	12,865
• Individual Transportation Gas Trip		3,832	3,989	3,838	11,659	41,101
• Non-Emergency Ambulance ALS		11	13	10	34	156
• Non-Emergency Ambulance BLS		41	31	35	107	355
• Public Transportation Bus Trip		468	497	393	1,358	4,652
<b>Total Over Night Trips Arranged</b>		<b>40</b>	<b>34</b>	<b>33</b>	<b>107</b>	<b>418</b>
<b>Total Extra Passengers</b>		<b>6,541</b>	<b>6,303</b>	<b>6,435</b>	<b>19,279</b>	<b>80,785</b>
• Number of Pickups On Time (A Leg)		22,815	22,973	21,133	66,921	262,973
• Number of Deliveries On Time (A Leg)		21,912	22,153	20,163	64,228	249,475
• Number of Trips Within Ride Time (All Trips)		57,152	58,036	52,970	168,158	677,973
• Percent of Pickups On Time (A Leg)	>= 90%	80.50%	80.10%	80.80%	80.47%	77.91%
• Percent of Deliveries On Time (A Leg)	>= 95%	77.50%	77.20%	77.30%	77.33%	74.05%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.70%	99.60%	99.67%	99.43%
<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>766</b>	<b>723</b>	<b>627</b>	<b>2,116</b>	<b>6,302</b>
• Provider No-Show		152	123	85	360	1,108
• Timeliness		469	455	380	1,304	3,152
• Other Stakeholders		64	71	95	230	1,257
• Call Center Operations		27	12	6	45	121
• Driver Behavior		2	1	5	8	41
• Provider Service Quality		5	3	2	10	41
• Miscellaneous		43	50	46	139	496
• Rider Injury / Incident		4	8	8	20	86
• Provider No-Shows as percentage of total trips	<= 0.25%	0.27%	0.21%	0.16%	0.21%	0.16%
• Complaints as percentage of total trips		1.34%	1.25%	1.18%	1.26%	0.93%
<b>Total number of denials by type</b>		<b>2,244</b>	<b>2,307</b>	<b>2,001</b>	<b>6,552</b>	<b>22,415</b>
• Non-Urgent / Under Days of Notice		312	347	308	967	3,538
• Non-Covered Service		294	268	253	815	3,034
• Ineligible For Transport		89	65	65	219	979
• Unable to Confirm Medical Appointment w/ Provider		100	100	76	276	858
• Does Not Meet Transportation Protocols		12	7	5	24	86
• Incomplete Information		961	1,015	839	2,815	8,414
• Needs Emergency Services		15	8	1	24	58
• Beneficiary Has Medicare Part B or Other Coverage		461	497	454	1,412	5,448
• Denials as percentage of total trips		3.92%	3.98%	3.78%	3.90%	3.31%

\* 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
<b>Region 1 - Logisticare</b>													
Number of Trips	40,294	41,923	38,734	44,301	40,792	35,891	43,426	39,384	40,590	42,096	42,822	37,321	487,574
Denials	647	831	824	978	933	859	1,012	919	949	1,135	1,123	1,038	11,248
Complaints	490	478	459	510	497	505	499	429	645	831	692	727	6,762
<b>Region 2 - Logisticare</b>													
Number of Trips	58,180	63,814	56,119	66,211	58,024	52,528	63,635	57,087	59,908	62,664	64,209	56,209	718,588
Denials	1,135	1,337	1,336	1,748	1,610	1,468	1,791	1,589	1,623	1,918	1,943	1,732	19,230
Complaints	547	496	619	737	659	617	716	719	794	743	663	730	8,040
<b>Region 3 - Logisticare</b>													
Number of Trips	56,017	61,281	53,678	62,996	55,055	51,047	59,324	53,350	55,992	57,196	58,014	51,400	675,350
Denials	1,397	1,514	1,569	1,948	1,928	1,712	2,084	1,783	1,928	2,244	2,307	2,001	22,415
Complaints	350	337	322	519	631	511	486	508	522	766	723	627	6,302
<b>State Totals</b>													
Number of Trips	154,491	167,018	148,531	173,508	153,871	139,466	166,385	149,821	156,490	161,956	165,045	144,930	1,881,512
Denials	3,179	3,682	3,729	4,674	4,471	4,039	4,887	4,291	4,500	5,297	5,373	4,771	52,893
Complaints	1,387	1,311	1,400	1,766	1,787	1,633	1,701	1,656	1,961	2,340	2,078	2,084	21,104

**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	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
<b>Region 2 - Logisticare</b>													
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
<b>Region 3 - Logisticare</b>													
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
<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	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



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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	6202	18.12%	0.00%	100.00%	87.88%	97.84%	94
2	Ambulance	16	11.11%	37.78%	100.00%	83.33%	83.33%	60
37	Private Company	531	19.36%	1.90%	98.63%	32.67%	32.01%	58
3	Ambulance	10969	26.94%	30.45%	99.84%	90.36%	87.62%	47
5	Ambulance	2947	27.99%	28.79%	99.45%	85.96%	80.88%	48
6	Ambulance	730	14.61%	16.85%	100.00%	91.81%	89.83%	64
7	Ambulance	11206	20.22%	9.93%	97.05%	81.33%	65.33%	38
8	Private Company	3406	25.98%	8.93%	99.53%	95.82%	94.34%	44
239	Private Company	955	21.57%	15.50%	95.50%	70.69%	70.11%	38
11	COA	2764	14.49%	4.57%	99.86%	91.72%	90.01%	69
93	Private Company	560	14.11%	12.50%	97.50%	97.86%	98.40%	45
13	Private Company	2658	12.87%	1.95%	99.51%	87.51%	80.81%	52
132	Private Company	1626	21.40%	35.72%	99.05%	81.38%	73.49%	53
129	Private Company	18593	24.63%	5.02%	98.89%	87.56%	81.06%	54
14	COA	2742	13.09%	0.59%	99.83%	88.59%	87.56%	69
15	Private Company	2928	29.48%	16.60%	97.57%	74.61%	79.54%	40
107	Ambulance	1641	16.71%	73.52%	99.83%	84.43%	78.23%	42
17	Private Company	6740	16.19%	0.00%	100.00%	80.57%	93.03%	78
32	Private Company	155	10.14%	14.44%	100.00%	89.10%	83.63%	59
233	Private Company	817	25.93%	9.32%	90.49%	73.54%	63.64%	46
143	Private Company	3024	19.29%	44.53%	99.17%	78.71%	80.42%	49
19	Ambulance	3612	20.51%	7.90%	99.92%	95.74%	76.30%	67
22	Private Company	11772	24.36%	7.21%	99.37%	93.64%	88.62%	50
24	Private Company	101	28.71%	34.65%	99.01%	100.00%	88.24%	61



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
23	Private Company	2874	22.92%	14.55%	99.02%	90.57%	78.26%	37
26	Private Company	31501	16.05%	4.66%	99.63%	84.36%	79.71%	49
28	RTA	17073	13.75%	4.10%	99.22%	75.69%	68.64%	45
7	Ambulance	75	9.38%	12.50%	98.55%	59.45%	50.66%	73
29	Ambulance	281	12.40%	38.59%	99.02%	66.21%	44.12%	33



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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
<b>GOAL</b>		<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>							
36	Private Company	381	52.56%	532.19%	99.68%	100.00%	70
38	Private Company	1966	17.04%	1.65%	99.91%	88.09%	72
39	Private Company	8311	9.13%	5.22%	99.71%	94.49%	57
40	COA	9832	20.14%	7.11%	98.49%	65.82%	43
42	Private Company	1956	15.33%	0.39%	99.96%	93.11%	59
43	COA	2540	13.47%	2.85%	99.58%	82.20%	48
44	Ambulance	84	15.74%	7.41%	100.00%	87.82%	70
45	Private Company	11064	16.49%	0.73%	99.97%	83.90%	78
224	Ambulance	1474	8.62%	20.19%	99.81%	93.89%	49
218	Private Company	1444	22.39%	7.21%	99.85%	85.93%	57
48	COA	4726	20.13%	1.08%	99.92%	92.04%	82
50	Private Company	5934	19.60%	9.12%	99.13%	82.50%	47
52	Ambulance	4062	18.82%	4.96%	99.55%	79.88%	45
65	Private Company	3744	16.62%	5.78%	96.97%	81.03%	26
53	ADC	3354	11.40%	0.82%	100.00%	98.66%	85
55	Private Company	4780	15.34%	4.28%	99.89%	85.75%	63
56	Ambulance	2900	7.95%	14.09%	99.78%	82.80%	47
61	Private Company	12948	17.84%	1.24%	98.98%	81.98%	57
238	Private Company	137	21.90%	20.44%	98.54%	68.75%	43
65	Private Company	6114	32.28%	0.00%	100.00%	69.83%	86
68	Ambulance	184	17.38%	17.44%	99.60%	76.26%	58
72	Private Company	2267	23.21%	46.48%	99.60%	88.97%	43
9	Private Company	1376	12.17%	15.79%	98.19%	81.52%	35
226	Private Company	46	39.13%	73.91%	91.30%	0.00%	25
74	ADC	1442	11.83%	1.14%	100.00%	90.85%	77





Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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
<b>GOAL</b>		<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>							
75	Private Company	1284	10.53%	23.61%	99.85%	81.00%	43
76	Private Company	489	12.33%	0.39%	99.33%	22.78%	61
199	Private Company	3659	13.08%	4.83%	99.70%	76.73%	53
78	Private Company	1102	24.12%	34.17%	95.33%	63.10%	38
80	RTA	5124	18.39%	1.51%	99.79%	93.61%	57
84	Private Company	284	9.32%	12.67%	98.04%	47.05%	39
86	COA	3267	20.65%	3.43%	99.78%	75.83%	64
87	Private Company	469	14.64%	23.56%	99.78%	74.78%	48
206	ADC	196	20.30%	3.03%	100.00%	97.10%	85
89	Private Company	7852	27.07%	10.74%	98.21%	88.32%	42
90	Private Company	1068	1.93%	0.00%	99.18%	88.95%	48
211	Private Company	206	25.52%	0.00%	100.00%	99.15%	93
92	Ambulance	2029	12.15%	38.19%	99.69%	58.02%	51
94	ADC	7168	12.15%	0.03%	100.00%	82.92%	77
219	Private Company	2480	11.33%	27.28%	99.70%	75.69%	50
231	Private Company	176	27.36%	12.85%	98.24%	91.16%	32
200	Ambulance	3	0.00%	0.00%	100.00%	0.00%	70
241	Private Company	60	31.67%	38.33%	98.33%	65.22%	44
96	COA	6034	19.58%	5.31%	99.90%	95.52%	72
204	Ambulance	41	15.56%	27.78%	97.22%	86.67%	68
97	Private Company	1753	18.16%	1.66%	99.86%	70.38%	59
98	Ambulance	994	10.46%	4.75%	100.00%	96.24%	70
106	Ambulance	202	13.39%	28.55%	93.57%	75.47%	36
107	Ambulance	1	0.00%	100.00%	100.00%	0.00%	55
111	Ambulance	8362	11.61%	7.08%	98.97%	95.41%	50



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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
<b>GOAL</b>		<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>							
112	Private Company	4863	26.47%	6.49%	99.47%	89.53%	42
113	Private Company	1164	12.30%	21.22%	99.75%	90.70%	58
115	Ambulance	1787	10.06%	44.43%	99.86%	80.96%	55
117	Private Company	3992	18.81%	1.05%	99.85%	84.43%	73
118	COA	3091	8.53%	4.84%	99.77%	85.68%	50
120	Private Company	4317	17.45%	42.31%	99.21%	76.21%	46
212	Ambulance	4246	15.52%	26.56%	99.81%	90.48%	55
18	Ambulance	8438	14.04%	2.56%	99.09%	90.49%	59
23	Private Company	1603	12.57%	6.99%	99.06%	97.94%	58
126	Private Company	6445	13.42%	6.74%	99.76%	92.87%	64
140	Private Company	718	17.42%	40.57%	98.31%	99.24%	38
141	Private Company	2843	20.46%	6.94%	99.48%	85.82%	59
151	Private Company	150	26.11%	67.66%	99.24%	87.79%	54
20	Ambulance	4741	17.50%	4.32%	99.94%	90.71%	69
158	COA	3034	3.27%	0.47%	99.87%	90.33%	62
133	Private Company	6592	24.62%	6.62%	99.21%	79.93%	50
234	Private Company	334	5.99%	14.09%	100.00%	97.60%	73
162	Private Company	11131	15.16%	1.90%	99.32%	74.50%	56
166	RTA	4163	10.27%	10.48%	99.59%	82.41%	46
167	Private Company	810	9.47%	17.85%	99.48%	81.14%	47
170	Private Company	260	8.91%	21.91%	100.00%	95.93%	72
235	Private Company	534	25.51%	3.86%	96.49%	54.91%	50
172	Private Company	3294	13.60%	8.06%	97.32%	79.98%	28
185	Private Company	126	4.01%	0.00%	100.00%	28.30%	71
35	Ambulance	941	10.53%	45.34%	99.36%	93.81%	38



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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
<b>GOAL</b>			<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>								
188	Ambulance	515	18.90%	0.65%	100.00%	94.38%	73.06%	70
189	COA	6038	28.02%	2.90%	99.88%	96.64%	93.13%	80
190	Private Company	5652	17.11%	18.67%	99.91%	93.73%	84.37%	63



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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 #								
230	ADC	128	3.33%	2.50%	100.00%	43.78%	65.67%	64
220	ADC	495	20.87%	0.00%	100.00%	90.94%	74.64%	81
237	Ambulance	4	50.00%	50.00%	100.00%	100.00%	100.00%	85
41	Private Company	6378	21.73%	3.32%	98.77%	86.42%	76.97%	45
46	Ambulance	1078	19.29%	61.47%	99.67%	83.38%	77.90%	55
47	Ambulance	596	8.79%	16.70%	99.23%	89.14%	72.27%	35
225	Ambulance	265	29.64%	69.78%	96.95%	96.00%	24.00%	42
221	Private Company	1681	17.59%	21.80%	99.65%	70.48%	59.13%	51
51	Ambulance	677	11.86%	7.55%	99.72%	90.99%	75.83%	43
54	Private Company	3537	12.05%	2.07%	99.22%	70.17%	59.39%	52
57	Private Company	4291	15.31%	10.88%	99.05%	68.59%	62.43%	36
58	Private Company	3691	17.72%	0.21%	99.86%	87.10%	82.55%	73
59	Private Company	3729	21.82%	8.82%	99.95%	98.90%	97.33%	78
60	Ambulance	4107	20.18%	16.18%	99.83%	75.70%	65.66%	51
222	Private Company	4777	26.52%	3.75%	98.44%	71.57%	62.05%	49
71	ADC	2197	5.52%	0.00%	100.00%	84.27%	87.90%	75
240	Private Company	32	18.75%	87.50%	100.00%	61.54%	76.92%	67
73	Private Company	338	11.57%	30.10%	100.00%	90.58%	94.61%	69
77	Private Company	5203	24.93%	17.04%	98.94%	85.50%	72.36%	43
79	Private Company	2965	10.08%	0.67%	99.87%	89.20%	85.58%	66
81	Ambulance	96	7.91%	0.00%	97.62%	45.49%	47.24%	65
82	Ambulance	88	5.88%	23.28%	100.00%	2.78%	0.00%	59
83	Ambulance	629	17.97%	86.47%	100.00%	96.92%	94.23%	75
91	ADC	241	22.82%	23.65%	99.59%	61.63%	68.60%	52
95	Ambulance	7493	12.44%	18.04%	99.30%	90.08%	84.91%	45
165	Ambulance	82	84.46%	66.62%	98.72%	0.00%	0.00%	60



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April 2013 - June 2013

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 #								
101	Ambulance	3249	22.10%	11.10%	99.63%	79.90%	76.30%	43
102	Private Company	629	9.30%	11.34%	99.36%	75.73%	79.94%	50
216	Private Company	6247	20.40%	10.08%	98.82%	84.97%	71.44%	45
130	Private Company	3345	27.23%	7.72%	98.62%	91.51%	85.30%	38
104	Private Company	13682	16.25%	7.04%	99.77%	92.30%	89.20%	57
105	Private Company	311	13.52%	0.33%	99.36%	16.97%	21.89%	64
106	Ambulance	196	25.91%	8.26%	100.00%	94.63%	94.85%	79
108	Private Company	5291	18.62%	4.72%	96.15%	65.42%	61.75%	40
109	Ambulance	1780	20.03%	8.03%	99.20%	85.63%	66.17%	47
110	Ambulance	1137	22.46%	43.41%	100.00%	94.28%	92.02%	75
232	Ambulance	97	23.51%	26.27%	96.15%	67.82%	59.27%	54
114	Private Company	8155	21.14%	1.08%	99.29%	84.04%	81.19%	51
116	ADC	2864	8.55%	0.00%	100.00%	35.09%	63.52%	76
157	Private Company	10231	19.14%	7.56%	98.36%	64.49%	67.95%	42
243	Private Company	234	12.45%	11.68%	99.28%	74.69%	71.22%	59
119	Private Company	2	50.00%	0.00%	100.00%	0.00%	0.00%	55
242	Private Company	4	0.00%	0.00%	100.00%	100.00%	0.00%	70
121	Private Company	19919	19.40%	1.63%	99.01%	61.99%	74.15%	57
122	Private Company	7262	13.12%	1.67%	99.70%	86.53%	73.17%	59
227	Ambulance	1401	13.44%	0.89%	99.26%	67.45%	70.74%	55
127	RTA	1255	59.14%	24.30%	99.60%	70.72%	73.75%	52
128	RTA	1344	26.79%	10.04%	99.40%	75.43%	78.23%	34
134	RTA	1012	25.59%	4.55%	100.00%	63.40%	70.03%	41
139	Ambulance	4356	11.75%	6.70%	99.05%	90.08%	74.23%	38
228	Private Company	25	12.00%	0.00%	100.00%	70.00%	60.00%	63
213	Ambulance	226	6.70%	21.28%	99.44%	80.00%	60.00%	56



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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 #								
142	Ambulance	241	14.03%	1.55%	99.18%	73.34%	63.38%	65
163	Private Company	479	4.55%	0.00%	100.00%	6.02%	25.21%	63
13	Private Company	2556	20.95%	13.94%	99.47%	87.25%	84.83%	45
155	Ambulance	7190	18.97%	1.46%	99.27%	66.45%	65.59%	59
156	Private Company	98	38.24%	496.86%	97.73%	87.78%	73.33%	63
159	ADC	3034	3.27%	0.47%	99.87%	90.33%	81.23%	62
160	Private Company	7186	13.83%	10.39%	99.76%	81.80%	80.45%	51
169	Private Company	7887	24.64%	1.33%	98.07%	77.14%	74.18%	44
207	Private Company	716	29.37%	45.14%	99.55%	81.14%	71.16%	57
175	Private Company	15816	15.36%	1.80%	99.94%	88.88%	87.16%	75
229	Private Company	184	17.53%	15.63%	99.53%	59.28%	55.49%	68
187	RTA	6670	15.77%	5.41%	99.74%	81.04%	66.35%	55



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Percentage	Free	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Service Score	Overall
GOAL			15%	2%	95%		90%	95%		68
Provider #										
1	Private Company	6448	20.80%	0.00%	100.00%		55.62%	97.53%		94
2	Ambulance	7	0.00%	0.00%	100.00%		83.33%	83.33%		60
37	Private Company	485	13.96%	2.10%	99.34%		35.87%	32.96%		58
3	Private Company	9633	25.09%	30.55%	99.84%		87.21%	80.80%		47
5	Ambulance	4192	24.00%	16.65%	99.58%		77.85%	89.13%		48
6	Ambulance	725	17.09%	8.47%	100.00%		89.52%	91.69%		64
7	Private Company	10432	19.99%	14.57%	98.13%		78.97%	66.42%		38
8	Private Company	3491	25.44%	10.71%	98.46%		89.44%	83.15%		44
11	ADC	2753	12.31%	3.20%	99.85%		89.81%	92.25%		69
93	Private Company	2587	13.31%	2.18%	98.99%		98.73%	96.42%		45
13	Private Company	2678	12.62%	1.45%	99.77%		89.85%	85.56%		52
132	Private Company	2498	18.14%	25.57%	99.72%		86.33%	72.71%		53
129	Private Company	15246	22.80%	5.17%	99.43%		91.61%	88.37%		54
14	ADC	2880	14.95%	1.50%	99.79%		89.94%	90.43%		69
15	Private Company	2888	26.60%	16.95%	98.03%		78.53%	80.88%		40
107	Ambulance	1694	17.11%	60.26%	99.82%		85.29%	77.23%		42
17	Private Company	6561	7.38%	0.00%	100.00%		61.78%	89.09%		78
32	Private Company	144	12.60%	17.98%	98.55%		88.77%	77.88%		59
143	Private Company	3119	19.46%	54.68%	99.40%		87.29%	77.99%		49
19	Ambulance	3410	21.79%	10.02%	99.97%		90.90%	75.14%		67
21	Private Company	4513	29.43%	4.91%	99.66%		77.29%	76.85%		61
22	ADC	11353	27.10%	12.66%	99.65%		92.21%	86.79%		50
24	ADC	1305	24.44%	25.69%	99.70%		92.01%	91.09%		61
23	ADC	4262	27.13%	13.15%	99.37%		74.19%	77.02%		37
26	Private Company	28481	16.02%	6.56%	99.64%		83.52%	76.59%		49
28	Ambulance	16740	13.87%	5.14%	99.16%		72.04%	70.13%		45
7	Private Company	59	15.67%	9.52%	100.00%		39.52%	42.82%		73
173	Private Company	1424	16.19%	26.95%	99.90%		93.01%	87.24%		45
29	Ambulance	611	21.43%	8.26%	98.81%		49.92%	44.99%		33



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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	867	27.03%	63.99%	99.23%	98.77%	59
38	Private Company	1889	25.60%	5.08%	100.00%	94.56%	79
39	Private Company	10859	12.91%	5.53%	99.60%	92.72%	58
40	COA	10166	20.46%	8.10%	97.83%	64.48%	39
42	ADC	3018	12.55%	0.18%	99.93%	88.59%	74
43	COA	2483	11.71%	7.19%	99.81%	82.58%	43
44	Ambulance	53	18.59%	0.00%	100.00%	100.00%	80
46	Ambulance	2661	12.15%	24.34%	100.00%	93.09%	62
218	Private Company	582	13.13%	16.74%	99.30%	83.38%	58
48	COA	4875	18.56%	2.21%	99.91%	92.72%	71
50	Private Company	6497	19.97%	7.14%	98.47%	73.37%	38
52	Private Company	4880	18.58%	8.23%	99.65%	85.84%	44
65	Private Company	3083	16.33%	11.18%	96.31%	83.11%	36
53	ADC	3321	14.44%	1.14%	100.00%	94.65%	86
55	Private Company	4995	17.79%	9.47%	99.67%	87.06%	38
56	Ambulance	2489	7.52%	18.37%	99.92%	78.64%	49
57	Private Company	5224	15.33%	12.80%	98.72%	65.60%	35
61	Private Company	13059	17.69%	1.45%	98.96%	77.17%	49
65	Private Company	5518	27.95%	0.00%	100.00%	66.89%	85
68	Ambulance	212	20.98%	11.74%	100.00%	81.00%	67
70	Private Company	1	100.00%	0.00%	100.00%	0.00%	85
72	Private Company	1276	20.63%	89.67%	99.92%	92.34%	54
9	Private Company	1999	12.62%	16.66%	98.73%	75.46%	22
74	ADC	1654	6.24%	2.15%	100.00%	81.68%	69
75	ADC	2450	13.38%	44.27%	99.52%	78.65%	30
76	ADC	533	14.12%	0.40%	99.56%	36.95%	60
199	Private Company	3673	14.31%	5.38%	99.73%	73.73%	50





Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 Service Score	Overall
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
78	Private Company	812	19.31%	2.81%	98.41%	65.21%	47.96%	33
80	RTA	5110	20.10%	2.25%	99.94%	90.22%	84.63%	71
84	Private Company	246	5.41%	5.88%	99.63%	65.83%	87.98%	56
86	Private Company	3695	21.60%	1.96%	99.83%	77.38%	90.64%	75
87	Private Company	482	15.61%	34.45%	100.00%	81.61%	79.36%	50
206	ADC	211	18.50%	0.00%	100.00%	30.16%	25.40%	79
89	Private Company	7068	22.41%	12.68%	98.06%	85.01%	68.41%	36
90	Private Company	347	3.99%	2.08%	98.68%	76.80%	67.59%	36
211	ADC	374	10.76%	0.00%	100.00%	93.65%	76.18%	80
92	Private Company	2366	16.85%	71.17%	99.00%	52.43%	49.79%	30
94	ADC	6453	12.20%	0.50%	100.00%	56.28%	57.40%	76
219	Private Company	898	11.66%	56.17%	98.75%	49.76%	38.33%	34
200	Ambulance	5	58.33%	0.00%	100.00%	0.00%	0.00%	60
95	Ambulance	6269	14.31%	11.73%	99.59%	91.75%	92.95%	53
96	COA	5849	22.41%	6.78%	99.91%	94.31%	90.11%	70
204	Ambulance	8	0.00%	0.00%	100.00%	75.00%	50.00%	70
97	ADC	3955	18.44%	0.94%	100.00%	72.17%	88.09%	77
98	Ambulance	1222	18.31%	9.18%	100.00%	87.69%	82.09%	56
99	Ambulance	2	0.00%	200.00%	100.00%	50.00%	0.00%	35
106	Ambulance	136	14.52%	9.45%	100.00%	95.93%	94.44%	63
107	Ambulance	372	15.78%	16.14%	98.41%	75.52%	64.66%	45
111	Private Company	21	51.28%	341.03%	80.77%	100.00%	100.00%	50
112	Private Company	6599	14.90%	14.96%	99.45%	95.52%	95.05%	40
113	Private Company	4104	21.08%	6.41%	99.64%	89.16%	85.11%	44
115	Private Company	1451	19.34%	9.14%	99.51%	90.55%	84.57%	48
117	Private Company	2538	8.41%	33.45%	99.91%	64.13%	50.31%	54
118	COA	3577	18.53%	1.00%	99.81%	82.44%	84.68%	68



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 Service Score	Overall
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
120	Private Company	3151	7.67%	4.05%	99.75%	86.45%	90.05%	49
212	Private Company	4902	17.73%	44.76%	99.17%	68.85%	59.68%	39
18	Ambulance	4322	18.49%	26.80%	99.83%	90.26%	83.46%	48
23	Private Company	7412	16.26%	3.57%	98.81%	88.71%	84.47%	47
126	Private Company	968	13.94%	18.36%	99.89%	97.74%	94.69%	68
139	Ambulance	3784	10.90%	4.17%	99.24%	86.39%	66.34%	43
140	Private Company	6259	14.85%	12.54%	99.77%	92.76%	94.23%	61
141	Private Company	729	15.81%	26.55%	98.99%	68.37%	66.90%	43
151	Private Company	2415	19.79%	9.41%	99.88%	88.31%	88.56%	60
20	Private Company	185	24.59%	54.62%	98.20%	89.87%	79.37%	54
158	COA	4963	20.50%	4.14%	99.92%	87.79%	85.35%	69
133	Private Company	4476	21.68%	3.80%	98.75%	70.02%	60.95%	49
162	Private Company	10957	14.18%	5.49%	99.51%	78.72%	74.74%	47
166	Private Company	4271	7.67%	8.79%	99.25%	73.05%	70.25%	32
167	Private Company	846	16.84%	13.64%	99.54%	88.33%	89.93%	57
170	Private Company	318	14.20%	68.05%	100.00%	64.77%	79.08%	66
171	RTA	19	100.00%	3394.74%	94.74%	0.00%	0.00%	25
172	RTA	16	100.00%	356.25%	100.00%	0.00%	0.00%	35
172	Private Company	3504	15.57%	6.47%	97.88%	75.45%	60.97%	26
185	Private Company	126	6.67%	0.98%	100.00%	36.30%	36.91%	71
35	Ambulance	691	17.93%	71.08%	100.00%	94.26%	85.14%	60
188	Ambulance	409	16.26%	2.30%	99.60%	91.77%	77.61%	52
189	COA	7376	31.99%	3.40%	99.85%	93.69%	78.80%	72
190	Private Company	7119	18.72%	34.02%	99.62%	90.15%	77.47%	50



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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 Service Score	Overall Score
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
220	ADC	244	1.02%	0.00%	100.00%	94.59%	79.14%	70
41	Private Company	5325	22.95%	3.90%	99.59%	90.06%	87.78%	45
45	Private Company	16281	17.98%	1.04%	99.96%	80.79%	67.63%	78
47	Ambulance	525	18.40%	53.79%	99.85%	97.18%	89.37%	65
221	Private Company	299	30.95%	64.86%	99.33%	72.25%	66.48%	42
51	Ambulance	905	16.66%	4.40%	100.00%	95.05%	83.83%	56
54	Private Company	3360	13.14%	2.65%	99.20%	67.57%	60.71%	49
58	Private Company	3931	17.59%	0.33%	99.82%	86.20%	82.05%	71
59	Private Company	3443	20.39%	9.92%	100.00%	99.55%	98.50%	81
60	Ambulance	4038	14.70%	15.23%	99.90%	72.04%	59.78%	59
222	Private Company	915	19.77%	3.54%	98.66%	77.81%	64.39%	49
71	ADC	2245	5.70%	0.13%	100.00%	74.48%	85.72%	73
73	Private Company	398	16.76%	10.82%	100.00%	90.24%	93.28%	58
77	Private Company	8439	28.82%	24.67%	98.75%	85.68%	70.28%	44
201	Private Company	92	34.78%	59.78%	98.91%	72.41%	62.07%	28
79	Private Company	2417	13.41%	1.11%	99.92%	93.81%	87.23%	66
81	Ambulance	72	9.29%	0.00%	94.60%	100.00%	75.00%	45
82	Ambulance	90	12.61%	66.74%	98.81%	73.08%	59.40%	52
83	Ambulance	618	29.31%	78.86%	99.64%	96.15%	91.32%	58
91	Private Company	2036	23.11%	8.89%	99.45%	69.95%	60.70%	35
165	Ambulance	55	90.57%	27.02%	100.00%	0.00%	0.00%	75
101	Private Company	7719	18.49%	6.94%	99.53%	75.13%	72.42%	49
102	Private Company	510	9.76%	6.74%	99.82%	81.88%	75.85%	55
216	Private Company	4280	19.79%	4.38%	99.65%	88.80%	79.97%	52
130	Private Company	2909	24.72%	8.39%	99.10%	91.60%	87.70%	41
104	Private Company	10597	15.32%	5.91%	99.78%	91.61%	90.26%	59
105	Private Company	323	9.51%	1.16%	98.84%	33.90%	31.40%	55



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

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
<b>GOAL</b>		<b>15%</b>	<b>2%</b>	<b>95%</b>	<b>90%</b>	<b>95%</b>	<b>68</b>
<b>Provider #</b>							
108	Private Company	3177	19.59%	7.27%	98.90%	73.34%	46
109	Ambulance	1428	18.72%	18.74%	99.58%	56.99%	53
110	Private Company	1442	34.60%	25.87%	99.60%	87.71%	59
114	Private Company	7654	24.23%	4.10%	99.25%	83.21%	54
116	ADC	3122	17.19%	0.00%	100.00%	51.56%	80
157	Private Company	8495	23.22%	10.34%	97.75%	63.05%	35
119	Private Company	36	89.13%	0.00%	100.00%	100.00%	65
121	Private Company	11268	22.45%	2.29%	99.25%	76.48%	57
122	Private Company	6243	14.23%	1.62%	99.97%	74.09%	65
127	RTA	12459	16.05%	21.54%	99.55%	72.64%	47
213	RTA	273	0.73%	1.47%	99.63%	74.40%	37
128	RTA	9928	23.20%	3.56%	99.61%	77.33%	57
134	RTA	6761	19.94%	1.65%	99.76%	71.05%	67
213	Private Company	130	5.14%	12.05%	96.89%	0.00%	27
142	Ambulance	214	26.12%	0.97%	100.00%	70.97%	79
163	Private Company	269	2.92%	0.00%	100.00%	72.44%	70
13	Private Company	458	18.99%	6.47%	99.73%	85.91%	49
154	Private Company	4	50.00%	0.00%	100.00%	100.00%	45
155	Ambulance	2922	16.44%	2.76%	99.93%	51.34%	70
156	Private Company	302	21.01%	42.11%	99.44%	78.04%	58
159	Private Company	3331	11.97%	2.17%	99.97%	84.30%	72
160	Private Company	8002	22.92%	13.26%	99.90%	82.25%	64
169	Private Company	2949	16.52%	3.87%	98.54%	77.61%	37
207	Private Company	784	17.93%	91.43%	99.31%	66.35%	50
175	Private Company	17244	16.50%	1.25%	99.85%	82.20%	69
187	RTA	7351	14.17%	4.92%	99.72%	56.95%	52

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	18	458,037	98.55%	2,353	0.51%
31-60 Days	31	6,733	1.45%	16	0.24%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	<b>18</b>	<b>464,770</b>	<b>100.00%</b>	<b>2,369</b>	

**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	425,450	91.54%	164
31-60 Days	40	31,732	6.83%	115
61-90 Days	72	4,735	1.02%	56
91-120 Days	103	1,631	0.35%	30
121-150 Days	134	588	0.13%	21
> 150 Days	222	634	0.14%	19
	<b>15</b>	<b>464,770</b>	<b>100.00%</b>	

# South Carolina Department of Health and Human Services

## Internal Complaints Report



Complaint Category	Mar 2013	April 2013	May 2013	June 2013	July 2013	Aug 2013	SFY 2013 Totals	SFY 2014 Totals
<b>Beneficiary</b>	11	5	12	7	8	7	99	15
• Reservation	2	4	6	0	1	5	17	6
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	9	1	6	6	6	2	76	8
• Other	0	0	0	1	1	0	5	1
<b>Transportation Provider</b>	1	0	0	1	0	0	3	0
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	0
• Payment	1	0	0	0	0	0	1	0
• Other	0	0	0	1	0	0	1	0
<b>Health Care Provider</b>	2	0	2	1	0	0	13	0
• Reservation	0	0	2	1	0	0	6	0
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	2	0	0	0	0	0	6	0
• Other	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	0	1	0	0	0	6	0
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	0
• Other	0	0	1	0	0	0	3	0
<b>Totals</b>	14	5	15	9	8	7	121	15



# State of South Carolina

## Department of Health and Human Services

### Summary of Reported Rider Injury and Incidents April – June 2013

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 fourth quarter of state fiscal year 2013, the broker reported the occurrence of 51 incidents and injuries for the 476,681 trips taken. There were 24 incidents and 27 injuries. Each incident and injury was reviewed by three members of the SCDHHS program staff 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. No transportation providers had more than two reported incidents and injuries for the three month period. 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 April – June 2013

### 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 April 2013 – June 2013 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	11
	3	12
Incident Total		24

### Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	3
	2	19
	3	5
Injury Total		27

### Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	1
	2	12
	3	2
Member	1	1
	2	8
	3	10
Member And Driver	1	1
	2	5
	3	1
Other Driver	1	0
	2	4
	3	2
Other	1	1
	2	1
	3	2
Total		51



**Summary of Reported Rider Injury and Incidents  
April – June 2013**

**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 September 2013  
Transportation Broker Contract**

Agency / Broker

January 17, 2013	Agency meeting with Logisticare
February 20, 2013	Agency meeting with Logisticare
March 20, 2013	Agency meeting with Logisticare
April 17, 2013	Agency meeting with Logisticare
May 23, 2013	Agency meeting with Logisticare
June 20, 2013	Agency meeting with Logisticare
July 17, 2013	Agency meeting with Logisticare
August 21, 2013	Agency meeting with Logisticare
September 25, 2013	Agency meeting with Logisticare
October 16, 2013	Agency meeting with Logisticare – Scheduled
November 20, 2013	Agency meeting with Logisticare – Scheduled
December 18, 2013	Agency meeting with Logisticare – Scheduled

Agency / Broker Regional Meetings

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
May 8, 2013	Region 2 Quarterly Meeting- Columbia
May 9, 2013	Region 3 Quarterly Meeting- Charleston
August 9, 2013	Region 1 Quarterly Meeting- Greenville
August 13, 2013	Region 2 Quarterly Meeting- Columbia
August 14, 2013	Region 3 Quarterly Meeting- North Charleston
August 15, 2013	Region 3 Quarterly Meeting- Myrtle Beach
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
March 5, 2013	TASC Conference
April 15, 2013	NEMT Open Forum
April 24, 2013	Transportation Providers
June 14, 2013	Greenville Health System
June 24, 2013	NEMT Open Forum

### Transportation Advisory Committee Meetings

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

### Logisticare / Healthcare Community Individual Meetings

June 11, 2013	FMC- Lexington Dialysis- Lexington
June 11, 2013	ARA- Northeast Columbia Kidney Center- Columbia
June 11, 2013	Bridges Clubhouse- Columbia
June 11, 2013	ARA- Central Columbia Kidney Center- Columbia
June 12, 2013	DCI- Landrum- Landrum
June 25, 2013	The Carolina Center for Behavioral Health- Greenville
June 25, 2013	Active Day of Greer- Greer
June 25, 2013	Pickens Place Recovery Center- Pickens
June 25, 2013	FMC- Irmo- Irmo
June 25, 2013	DaVita- Greer South Dialysis- Greer
June 27, 2013	FMC- Belton Honea Path- Honea Path
June 27, 2013	DCI- Gaffney- Gaffney
June 29, 2013	DSI- Pleasantburg Dialysis- Greenville
July 1, 2013	DCI- Saluda- Saluda
July 1, 2013	DCI- Freemont- Spartanburg
July 8, 2013	Chester Active Day Center- Chester
July 8, 2013	FMC- Chester- Chester
July 8, 2013	Carebridge Adult Day Care- Boiling Springs
July 9, 2013	Neighborhood Family Center- Kingstree
July 9, 2013	Ruth Louis Adult Day Care #2- Kingstree
July 9, 2013	Ruth Louis Adult Day Care- Andrews
July 9, 2013	Ron McNair Nursing Home- Lake City
July 9, 2013	FMC- Kingstree- Kingstree
July 10, 2013	Low Country Active Day Center- Goose Creek
July 11, 2013	RAI Care Centers Moncks Corner- Moncks Corner
July 11, 2013	RAI Care Centers Mt Pleasant- Mt Pleasant
July 11, 2013	DaVita- Goose Creek Dialysis- Goose Creek
July 11, 2013	DCI- Magnolia Court- Charleston
July 15, 2013	FMC- Belton Honea Path- Honea Path
July 15, 2013	FMC- Freemont- Spartanburg
July 16, 2013	Dayspring- Winnsboro
July 16, 2013	FMC- Fairfield County Dialysis- Winnsboro
July 16, 2013	Winnsboro Active Day Center- Winnsboro
July 16, 2013	Precious Adult Care- Winnsboro
July 18, 2013	FMC- Lower Richland Dialysis Center- Columbia
July 18, 2013	New Horizons- Columbia
July 30, 2013	ARA- Northeast Columbia Kidney Center- Columbia
July 30, 2013	Young Adults Program- Columbia
July 30, 2013	FMC- Lower Richland- Columbia
July 30, 2013	Independence House- Columbia
July 30, 2013	Dent's Adult Daycare Health Services- Columbia

Logisticare / Healthcare Community Individual Meetings - Continued

July 31, 2013	Roger Peace Rehabilitation Hospital- Greenville
August 1, 2013	Aiken Center for Alcohol Drug Treatment- Aiken
August 1, 2013	Aiken Barnwell Mental Health Center- Aiken
August 1, 2013	Lexington County Mental Health- Lexington
August 6, 2013	SC HIV Planning Council- Columbia
August 7, 2013	Neighborhood Family Center- Kingstree
August 8, 2013	Neighborhood Family Center- Kingstree
August 8, 2013	FMC- Fairfield County Dialysis- Winnsboro
August 12, 2013	DSI- Twin Oak Dialysis- Greenville
August 12, 2013	DSI- Pleasantburg Dialysis- Greenville
August 21, 2013	Keystone Substance Abuse- Rock Hill
August 22, 2013	FMC- Pendleton- Pendleton

Program Review Site Visits

January 25, 2013	SCDHHS and Logisticare Unannounced - Aiken
March 21, 2013	SCDHHS and Logisticare Unannounced - Florence
May 6, 2013	SCDHHS, Logisticare and DHEC - Unannounced - Florence
May 23, 2013	SCDHHS and Logisticare Unannounced - Columbia
July 19, 2013	SCDHHS and Logisticare Unannounced – Orangeburg