

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report

LogistiCare  
June 2016

Transportation Metrics	Performance Goal	April 2016 Final	May 2016 Final	June 2016 Final	Average Last Three Months	Average SFY 2016	Average SFY 2015	Totals SYF 2016	Totals SFY 2015
Unduplicated Beneficiaries		26,571	26,518	26,873	26,654	27,372	27,694	76,868	79,291
Total trips provided by type of transportation		160,500	161,469	163,685	161,885	159,385	157,147	1,912,616	1,885,766
• Non-Emergency Ambulatory Sedan/Van Trips		116,758	116,802	118,486	117,349	116,315	117,144	1,395,783	1,405,729
• Wheelchair Trips		21,287	21,500	21,925	21,571	20,207	19,723	242,485	236,678
• Stretcher Trips		2,860	2,835	2,868	2,854	2,816	2,795	33,791	33,542
• Individual Transportation Gas Trip		18,856	19,480	19,520	19,285	19,279	16,795	231,345	201,543
• Non-Emergency Ambulance ALS		91	106	108	102	82	56	978	676
• Non-Emergency Ambulance BLS		111	109	106	109	109	103	1,313	1,236
• Public Transportation Bus Trip		537	637	672	615	577	530	6,921	6,362
Total Over Night Trips Arranged		98	82	83	88	76	89	910	1,064
Total Extra Passengers		16,699	16,754	18,609	17,354	18,315	18,757	219,775	225,086
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.27%	0.23%	0.29%	0.26%	0.21%	0.19%	--	--
• Number of Pickups On Time (A Leg)		63,989	64,755	64,616	64,453	67,240	65,751	806,881	789,010
• Number of Deliveries On Time (A Leg)		61,007	61,994	65,945	62,982	65,036	63,839	780,432	766,068
• Number of Pickups On Time (B Leg)		58,100	58,713	59,584	58,799	60,843	61,259	730,117	735,105
• Number of Trips Within Ride Time (All Trips)		141,230	142,046	143,760	142,345	146,335	145,043	1,756,018	1,740,517
• Percent of Pickups On Time (A Leg)	>= 90%	89.22%	89.85%	88.73%	89.27%	90.83%	90.83%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	85.24%	86.20%	90.78%	87.41%	88.22%	88.30%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	89.20%	89.49%	89.74%	89.48%	90.05%	90.97%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.68%	99.66%	99.66%	99.67%	99.71%	99.68%	--	--
Actual number of calls		87,034	88,693	91,254	88,994	91,438	104,937	1,097,260	1,259,241
• Average phone calls daily		4,144	4,223	4,148	4,172	4,275	4,980	--	--
• Average Answer Speed	< 1:00	0:01:53	0:03:49	0:04:34	0:03:25	0:02:45	0:03:56	--	--
• Average Talk Time		0:04:45	0:04:36	0:05:01	0:04:47	0:04:27	0:03:23	--	--
• Average Time On Hold	<= 3:00	0:01:52	0:01:53	0:02:02	0:01:56	0:01:44	0:01:33	--	--
• Average time on hold before abandonment	< 1:30	0:01:42	0:02:41	0:02:49	0:02:24	0:02:06	0:02:41	--	--
• Average number of calls abandoned daily		293	592	628	504	439	794	--	--
• Percentage of calls abandoned daily	< 5.0%	7.07%	14.02%	15.14%	12.08%	10.16%	15.46%	--	--
Total number of complaints by type - Valid		3,788	3,584	3,852	3,741	3,556	3,353	42,672	40,240
• Provider No-Show		376	331	385	364	299	251	3,592	3,011
• Timeliness		2,087	1,709	2,003	1,933	1,696	1,736	20,356	20,834
• Other Stakeholders		1,172	1,403	1,327	1,301	1,423	1,243	17,080	14,913
• Call Center Operations		28	40	28	32	36	28	433	335
• Driver Behavior		6	7	6	6	6	9	77	102
• Provider Service Quality		10	9	10	10	9	11	109	132
• Miscellaneous		84	57	69	70	62	55	749	658
• Rider Injury / Incident		25	28	24	26	23	21	275	255
• Valid Complaints as percentage of total trips		2.36%	2.22%	2.35%	2.31%	2.23%	2.13%	--	--
Total number of complaints by type - Invalid & Other		242	209	207	219	209	163	2,510	1,955
• Provider No-Show		35	39	33	36	41	34	489	403
• Timeliness		50	33	38	40	50	50	605	602
• Other Stakeholders		61	51	34	49	27	14	318	167
• Call Center Operations		13	12	11	12	14	13	173	159
• Driver Behavior		17	21	20	19	15	12	177	138
• Provider Service Quality		9	9	14	11	10	8	117	93
• Miscellaneous		52	35	34	40	41	23	491	275
• Rider Injury / Incident		5	9	23	12	12	10	140	118
• Invalid & Other Complaints as percentage of total trips		0.15%	0.13%	0.13%	0.14%	0.13%	0.10%	--	--
Total number of denials by type		4,621	4,993	4,896	4,837	4,760	5,139	57,123	61,666
• Non-Urgent / Under Days of Notice		1,002	1,345	1,414	1,254	1,143	1,253	13,721	15,035
• Non-Covered Service		434	428	427	430	443	622	5,316	7,460
• Ineligible For Transport		254	291	259	268	299	182	3,585	2,186
• Unable to Confirm Medical Appointment w/ Provider		192	208	214	205	150	283	1,803	3,396
• Does Not Meet Transportation Protocols		3	9	9	7	8	9	92	113
• Incomplete Information		2,146	2,109	1,870	2,042	2,115	2,200	25,381	26,405
• Needs Emergency Services		2	12	12	9	6	9	77	104
• Beneficiary Has Medicare Part B or Other Coverage		588	591	691	623	596	564	7,148	6,766
• Denials as percentage of total trips		2.88%	3.09%	2.99%	2.99%	2.99%	3.26%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

##### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B

### Trip Summary

April 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	18830	41.42%	99.14%	91.57%	86.11%
Commercial	140461	17.93%	98.87%	91.27%	88.10%
Private	15490	0.54%	100.00%	88.07%	95.54%
Transit	23670	10.27%	99.47%	84.14%	83.99%
Volunteer	771	10.86%	98.97%	87.81%	76.68%
May 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	18873	33.53%	99.39%	90.71%	83.74%
Commercial	138255	10.61%	98.96%	90.55%	87.33%
Private	16672	0.11%	99.99%	88.62%	94.77%
Transit	24479	7.53%	99.54%	84.26%	84.26%
Volunteer	664	9.59%	99.26%	93.84%	79.22%
June 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	18751	50.36%	99.04%	92.15%	85.93%
Commercial	143602	16.56%	98.95%	90.72%	87.23%
Private	14546	0.16%	100.00%	86.18%	96.59%
Transit	24589	10.09%	99.42%	86.11%	85.52%
Volunteer	653	12.90%	98.96%	93.77%	85.06%
4th Quarter SFY 2015 - 2016					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	56454	41.58%	99.20%	91.47%	85.25%
Commercial	422318	15.02%	98.93%	90.84%	87.55%
Private	46708	0.27%	99.99%	87.65%	95.61%
Transit	72738	9.30%	99.47%	84.84%	84.59%
Volunteer	2088	11.06%	99.07%	91.74%	80.17%

## Complaints By Provider Type

Transportation Metrics	April 2016 Final	May 2016 Final	June 2016 Final
<b>Total Trips Provided - Ambulance</b>	<b>18,830</b>	<b>18,873</b>	<b>18,751</b>
• Provider No-Show	24	20	36
• Timeliness	162	113	106
• Other Stakeholders	45	84	75
• Call Center Operations	5	10	6
• Driver Behavior	1	1	0
• Provider Service Quality	0	1	0
• Miscellaneous	1	3	5
• Rider Injury / Incident	3	3	2
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>241</b>	<b>235</b>	<b>230</b>
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>10</b>	<b>7</b>	<b>4</b>
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>1.28%</b>	<b>1.25%</b>	<b>1.23%</b>
<b>Total Trips Provided - Commercial</b>	<b>140,461</b>	<b>138,255</b>	<b>143,602</b>
• Provider No-Show	332	280	325
• Timeliness	1,772	1,475	1,777
• Other Stakeholders	1,025	1,173	1,098
• Call Center Operations	17	19	15
• Driver Behavior	4	6	5
• Provider Service Quality	9	7	7
• Miscellaneous	81	45	59
• Rider Injury / Incident	18	23	20
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>3,258</b>	<b>3,028</b>	<b>3,306</b>
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>156</b>	<b>126</b>	<b>117</b>
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>2.32%</b>	<b>2.19%</b>	<b>2.30%</b>
<b>Total Trips Provided - Private</b>	<b>15,490</b>	<b>16,672</b>	<b>14,546</b>
• Provider No-Show	0	3	0
• Timeliness	0	0	0
• Other Stakeholders	1	0	0
• Call Center Operations	1	0	0
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	2
<b>Total Valid Complaints by Provider Type - Private</b>	<b>2</b>	<b>3</b>	<b>2</b>
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>12</b>	<b>0</b>	<b>1</b>
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.01%</b>	<b>0.02%</b>	<b>0.01%</b>
<b>Total Trips Provided - Transit</b>	<b>23,670</b>	<b>24,479</b>	<b>24,589</b>
• Provider No-Show	13	15	20
• Timeliness	150	116	119
• Other Stakeholders	72	125	129
• Call Center Operations	2	2	2
• Driver Behavior	1	0	0
• Provider Service Quality	0	1	2
• Miscellaneous	1	8	4
• Rider Injury / Incident	2	2	0
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>241</b>	<b>269</b>	<b>276</b>
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>12</b>	<b>15</b>	<b>14</b>
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>1.02%</b>	<b>1.10%</b>	<b>1.12%</b>
<b>Total Trips Provided - Volunteer</b>	<b>771</b>	<b>664</b>	<b>653</b>
• Provider No-Show	3	11	2
• Timeliness	3	1	1
• Other Stakeholders	11	11	9
• Call Center Operations	0	7	1
• Driver Behavior	0	0	1
• Provider Service Quality	0	0	1
• Miscellaneous	0	1	1
• Rider Injury / Incident	2	0	0
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>19</b>	<b>18</b>	<b>16</b>
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>2</b>	<b>0</b>	<b>1</b>
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>2.46%</b>	<b>2.71%</b>	<b>2.45%</b>
<b>All Providers</b>			
<b>Total trips provided</b>	<b>199,222</b>	<b>198,943</b>	<b>202,141</b>
<b>Total Valid complaints</b>	<b>3,761</b>	<b>3,553</b>	<b>3,830</b>
<b>Total Invalid complaints</b>	<b>178</b>	<b>148</b>	<b>137</b>
<b>Valid Complaints as percentage of total trips</b>	<b>0.09%</b>	<b>0.07%</b>	<b>0.07%</b>

Average Last Three Months	Average SFY 2016	Totals SFY 2016
18,818	19,475	233,704
27	23	281
127	112	1,341
68	70	839
7	4	51
1	1	8
0	1	14
3	3	39
3	3	40
235	218	2,613
7	11	132
1.25%	1.12%	-
140,773	141,688	1,700,255
312	252	3,029
1,675	1,455	17,465
1,099	1,242	14,903
17	22	258
5	6	68
8	8	91
62	54	643
20	17	203
3,197	3,055	36,660
133	145	1,740
2.27%	2.16%	-
15,569	15,883	190,596
1	1	15
0	0	2
0	1	16
0	0	4
0	0	0
0	0	0
0	0	0
1	0	3
2	3	40
4	2	27
0.01%	0.02%	-
24,246	29,076	348,916
16	16	193
128	127	1,523
109	88	1,056
2	2	24
0	0	4
1	0	4
4	5	61
1	2	28
262	242	2,903
14	17	204
1.08%	0.93%	-
696	820	9,837
5	4	43
2	2	18
10	13	158
3	1	16
0	0	2
0	0	1
1	1	7
1	0	2
18	20	234
1	2	19
2.54%	2.41%	-
200,102	206,942	2,483,308
3,715	3,538	42,450
154	176	2,108
0.08%	0.09%	-

Prompt Payment Aging Report By Invoice Received Date

04/01/2016 to 06/30/2016

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	18	512,444	99.49%	4,007	0.78%
31-60 Days	38	278	0.05%	0	0.00%
61-90 Days	72	2,357	0.46%	49	2.08%
> 90 Days	0	0	0.00%	0	0.00%
	19	515,079	100.00%	4,056	

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	11	473,158	91.86%	175
31-60 Days	41	29,173	5.66%	98
61-90 Days	75	7,427	1.44%	45
91-120 Days	105	2,791	0.54%	25
121-150 Days	134	1,188	0.23%	18
> 150 Days	216	1,342	0.26%	8
	15	515,079	100.00%	

LogistiCare Quarterly Provider Retention

Quarter	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%
<b>TOTAL</b>	n/a	39	24	13	n/a	n/a	n/a

\* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

**NEMT Incidents and Injuries by Provider Contribution**  
**April through June, 2016**

<b>Injury Severity</b>	<b>Provider Contributed Yes</b>	<b>Provider Contributed No</b>	<b>Total</b>	<b>Percent of Total Valid Complaints for the Quarter <b>11,224</b></b>	<b>Percent of Total Paid Trips for the Quarter <b>485,654</b></b>
Injury - 1 (most severe)	0	0	0	0.00	0.00
Injury - 2	12	17	29	0.26	0.01
Injury - 3 (least severe)	3	9	12	0.11	0.00
<b>Total Injuries</b>	<b>15</b>	<b>26</b>	<b>41</b>	<b>0.37</b>	<b>0.01</b>

<b>Incident Severity</b>	<b>Provider Contributed Yes</b>	<b>Provider Contributed No</b>	<b>Total</b>	<b>Percent of Total Valid Complaints for the Quarter <b>11,224</b></b>	<b>Percent of Total Paid Trips for the Quarter <b>485,654</b></b>
Incident - 1 (most severe)	0	17	17	0.15	0.00
Incident - 2	14	11	25	0.22	0.01
Incident - 3 (least severe)	13	24	37	0.33	0.01
<b>Total Incidents</b>	<b>27</b>	<b>52</b>	<b>79</b>	<b>0.70</b>	<b>0.02</b>

**Injury Severity Criteria:**

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

**Incident Severity Criteria:**

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe injury reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident;  
Non-severe incident effecting member.

Note: In Quarter Four of Fiscal Year 2016, the Broker and DHHS three member panel determined 1 incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

# Report of Meetings

## Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2015/2016	July '15	August	September	October	November	December	January	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2015/2016	September '15	December	March	June
	x	x	x	x

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

SFY 2015/2016	September '15	December	March	June
	x	x	x	x

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

SFY 2015/2016	August '15	December	March	June	SFY 2015/2016	August '15	December	March	June
Region 1	x	x	x	x	Region 3	x	x	x	x
SFY 2015/2016	August '15	December	March	June	SFY 2015/2016	August '15	December	March	June
Region 2	x	x	x	x	Region 3.1	x	x	x	x

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

SFY 2015/2016	July '15	August	September	October	November	December	January	February	March	April	May	June
Area Visited (1)	Beaufort	Spartanburg	Chester		Charleston	Lee/Sumter	Anderson	Charleston		Florence	Greenville	Allendale
Area Visited (2)	Allendale					Greenville		Columbia				

\*DHEC participated

^ORS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2016	July	August	September	October	November	December	January	February	March	April	May	June
Dialysis	16	5	23	8	2*	0	1*	11	19	15	18	12
Mental Health	2	2	11	4	0	0	1	5	7	7	3	10
Other	14	4	8	5	1^	0	0	15	8	9	8	15

\* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

Updated 9/15/16