

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
September 2019

Transportation Metrics	Performance Goal	July 2019 Final	August 2019 Final	September 2019 Final	Average Last Three Months	Average SFY 2020	Average SFY 2019	Totals SFY 2020	Totals SFY 2019
Unduplicated Beneficiaries		26,343	27,034	25,662	26,346	26,346	26,057	40,600	
Total trips provided by type of transportation		160,735	162,794	142,897	155,475	155,475	152,301	466,426	1,827,612
• Non-Emergency Ambulatory Sedan/Van Trips		115,342	117,310	103,533	112,062	112,062	110,459	336,185	1,325,512
• Wheelchair Trips		17,094	17,639	15,144	16,626	16,626	16,308	49,877	195,695
• Stretcher Trips		1,773	1,773	1,687	1,744	1,744	1,879	5,233	22,553
• Individual Transportation Gas Trip		25,824	25,366	21,843	24,344	24,344	23,062	73,033	276,740
• Non-Emergency Ambulance ALS		84	72	64	73	73	73	220	876
• Non-Emergency Ambulance BLS		61	62	54	59	59	51	177	611
• Public Transportation Bus Trip		557	572	572	567	567	469	1,701	5,625
Total Over Night Trips Arranged		145	90	59	98	98	48	294	574
Total Extra Passengers		17,148	17,099	14,327	16,191	16,191	15,524	48,574	186,283
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.31%	0.30%	0.27%	0.29%	0.29%	0.21%	--	--
• Number of Pickups On Time (A Leg)		59,664	60,845	53,094	57,868	57,868	57,666	173,603	691,991
• Number of Deliveries On Time (A Leg)		55,747	55,299	49,071	53,372	53,372	54,393	160,117	652,713
• Number of Pickups On Time (B Leg)		54,642	55,321	48,583	52,849	52,849	51,530	158,546	618,361
• Number of Trips Within Ride Time (All Trips)		135,046	137,491	120,964	131,167	131,167	129,478	393,501	1,553,736
• Percent of Pickups On Time (A Leg)	>= 90%	87.33%	87.54%	86.73%	87.20%	87.20%	88.15%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	81.78%	79.76%	80.38%	80.64%	80.64%	83.35%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	85.54%	85.01%	84.80%	85.12%	85.12%	84.30%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.57%	99.54%	99.57%	99.56%	99.56%	99.60%	--	--
Actual number of calls		107,364	108,444	98,905	104,904	104,904	101,599	314,713	1,219,185
• Average phone calls daily		4,880	4,929	4,945	4,918	4,918	4,778	--	--
• Average Answer Speed	< 1:00	0:00:56	0:00:54	0:00:47	0:00:52	0:00:52	0:00:58	--	--
• Average Talk Time		0:04:18	0:04:15	0:04:23	0:04:19	0:04:19	0:04:44	--	--
• Average Time On Hold	<= 3:00	0:01:56	0:01:56	0:01:51	0:01:55	0:01:55	0:01:37	--	--
• Average time on hold before abandonment	< 1:30	0:00:53	0:01:04	0:00:53	0:00:57	0:00:57	0:01:31	--	--
• Average number of calls abandoned daily		192	176	134	167	167	168	--	--
• Percentage of calls abandoned daily	< 5.0%	3.94%	3.58%	2.70%	3.41%	3.41%	3.49%	--	--
Total number of complaints by type - Valid		5,068	5,382	4,478	4,976	4,976	5,146	14,928	61,757
• Provider No-Show		428	412	326	389	389	276	1,166	3,310
• Timeliness		1,439	1,424	1,272	1,378	1,378	2,019	4,135	24,224
• Other Stakeholders		2,844	2,918	2,469	2,744	2,744	2,643	8,231	31,713
• Call Center Operations		249	487	313	350	350	114	1,049	1,371
• Driver Behavior		11	18	8	12	12	8	37	101
• Provider Service Quality		22	19	11	17	17	13	52	161
• Miscellaneous		55	86	67	69	69	54	208	647
• Rider Injury / Incident		20	18	12	17	17	19	50	230
• Valid Complaints as percentage of total trips		3.15%	3.31%	3.13%	3.20%	3.20%	3.39%	--	--
Total number of complaints by type - Invalid & Other		326	280	311	306	306	286	917	3,435
• Provider No-Show		37	30	42	36	36	28	109	330
• Timeliness		34	25	30	30	30	41	89	491
• Other Stakeholders		111	87	89	96	96	93	287	1,110
• Call Center Operations		57	50	54	54	54	33	161	394
• Driver Behavior		22	27	22	24	24	24	71	289
• Provider Service Quality		15	16	19	17	17	15	50	182
• Miscellaneous		40	35	45	40	40	45	120	534
• Rider Injury / Incident		10	10	10	10	10	9	30	105
• Invalid & Other Complaints as percentage of total trips		0.20%	0.17%	0.22%	0.20%	0.20%	0.19%	--	--
Total number of denials by type		4,520	5,240	4,868	4,876	4,876	4,778	14,628	57,334
• Non-Urgent / Under Days of Notice		1,552	2,148	1,923	1,874	1,874	1,760	5,623	21,123
• Non-Covered Service		730	668	650	683	683	679	2,048	8,150
• Ineligible For Transport		124	204	250	193	193	195	578	2,338
• Unable to Confirm Medical Appointment w/ Provider		199	228	220	216	216	175	647	2,096
• Does Not Meet Transportation Protocols		11	11	6	9	9	11	28	136
• Incomplete Information		1,676	1,797	1,627	1,700	1,700	1,774	5,100	21,285
• Needs Emergency Services		7	0	1	3	3	4	8	49
• Beneficiary Has Medicare Part B or Other Coverage		221	184	191	199	199	180	596	2,157
• Denials as percentage of total trips		2.81%	3.22%	3.41%	3.15%	3.15%	3.11%	--	--

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

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

Explanation of Complaint & Denial Categories

COMPLAINTS:

Provider No Show

Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

Other Stakeholders

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

Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

Provider Service Quality

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

Miscellaneous

- o Re-Route
- o Transportation Provider

Rider Injury/Incident

- o Injuries
- o Incident Rider

DENIALS:

Non-Urgent/Under Days of Notice

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

Non Covered Service

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

Ineligible for Service

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

Unable to Verify Medical Appointment

Does Not Meet Transportation Protocol

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

Incomplete Information

Needs Emergency Services

- o Needs 9-1-1

Beneficiary Has Medicare Part B

* Approval pending additional verification. Annual Adult benefit is \$750.00

* Denials are calculated with Gross Data (Verified Paid and Non-Paid Trips)

Trip Summary

Jul-19					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	4,336	323.46%	99.13%	87.23%	83.87%
Commercial	141,988	24.95%	98.76%	88.82%	81.41%
Private	16,885	1.81%	99.97%	81.05%	92.20%
Transit	24,364	11.63%	99.12%	80.76%	71.37%
Volunteer	691	12.12%	99.70%	88.69%	74.75%
Aug-19					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	5,267	277.31%	98.22%	93.53%	91.09%
Commercial	141,612	23.93%	98.99%	88.68%	80.39%
Private	16,821	3.51%	99.95%	84.21%	92.25%
Transit	23,968	12.09%	98.50%	82.44%	73.70%
Volunteer	694	12.56%	99.06%	88.13%	77.18%
Sep-19					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	4,463	145.69%	96.43%	83.89%	78.18%
Commercial	133,002	19.27%	98.93%	87.85%	79.58%
Private	16,089	5.48%	99.96%	87.99%	90.38%
Transit	20,860	13.49%	98.86%	79.87%	72.22%
Volunteer	458	17.27%	100.00%	87.36%	85.49%
1st Quarter SFY 2019 - 2020					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	14,066	243.39%	97.85%	87.95%	83.99%
Commercial	416,602	22.75%	98.89%	88.45%	80.46%
Private	49,795	3.60%	99.96%	84.35%	91.63%
Transit	69,192	12.40%	98.83%	81.03%	72.45%
Volunteer	1,843	13.78%	99.57%	88.13%	78.55%

Complaints By Provider Type

Transportation Metrics	Jul 2019	Aug 2019	Sep 2019	Average Last Three Months	Average SFY 2020	Totals SFY 2020
Total Trips Provided - Ambulance	4,336	5,267	4,463	4,689	4,689	14,066
• Provider No-Show	24	41	30	32	32	95
• Timeliness	65	87	54	69	69	206
• Other Stakeholders	62	61	60	61	61	183
• Call Center Operations	5	12	10	9	9	27
• Driver Behavior	0	0	1	0	0	1
• Provider Service Quality	0	2	1	1	1	3
• Miscellaneous	1	3	2	2	2	6
• Rider Injury / Incident	0	1	1	1	1	2
Total Valid Complaints by Provider Type - Ambulance	157	207	159	174	174	523
Total Invalid Complaints by Provider Type - Ambulance	4	9	5	6	6	18
Valid Ambulance Complaints as % of Total Ambulance Trips	3.62%	3.93%	3.56%	3.70%	3.70%	-
Total Trips Provided - Commercial	141,988	141,612	133,002	138,867	138,867	416,602
• Provider No-Show	308	273	241	274	274	822
• Timeliness	1,175	1,047	1,003	1,075	1,075	3,225
• Other Stakeholders	2,485	2,608	2,238	2,444	2,444	7,331
• Call Center Operations	103	173	141	139	139	417
• Driver Behavior	9	14	6	10	10	29
• Provider Service Quality	14	17	9	13	13	40
• Miscellaneous	51	55	52	53	53	158
• Rider Injury / Incident	16	10	7	11	11	33
Total Valid Complaints by Provider Type - Commercial	4,161	4,197	3,697	4,018	4,018	12,055
Total Invalid Complaints by Provider Type - Commercial	181	142	184	169	169	507
Valid Commercial Complaints as % of Total Commercial Trips	2.93%	2.96%	2.78%	2.89%	2.89%	-
Total Trips Provided - Private	16,885	16,821	16,089	16,598	16,598	49,795
• Provider No-Show	0	3	2	2	2	5
• Timeliness	4	5	1	3	3	10
• Other Stakeholders	7	9	4	7	7	20
• Call Center Operations	0	26	1	9	9	27
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	1	0	0	0	1
• Rider Injury / Incident	1	0	0	0	0	1
Total Valid Complaints by Provider Type - Private	12	44	8	21	21	64
Total Invalid Complaints by Provider Type - Private	3	1	7	4	4	11
Valid Private Complaints as % of Total Private Trips	0.07%	0.26%	0.05%	0.13%	0.13%	-
Total Trips Provided - Transit	24,364	23,968	20,860	23,064	23,064	69,192
• Provider No-Show	92	89	52	78	78	233
• Timeliness	194	285	212	230	230	691
• Other Stakeholders	246	198	144	196	196	588
• Call Center Operations	11	17	12	13	13	40
• Driver Behavior	1	4	1	2	2	6
• Provider Service Quality	1	0	0	0	0	1
• Miscellaneous	3	26	13	14	14	42
• Rider Injury / Incident	3	6	3	4	4	12
Total Valid Complaints by Provider Type - Transit	551	625	437	538	538	1,613
Total Invalid Complaints by Provider Type - Transit	22	23	9	18	18	54
Valid Transit Complaints as % of Total Transit Trips	2.26%	2.61%	2.09%	2.32%	2.32%	-
Total Trips Provided - Volunteer	691	694	458	614	614	1,843
• Provider No-Show	2	5	0	2	2	7
• Timeliness	1	0	0	0	0	1
• Other Stakeholders	24	15	9	16	16	48
• Call Center Operations	1	12	3	5	5	16
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	1	0	0	0	1
• Rider Injury / Incident	0	1	0	0	0	1
Total Valid Complaints by Provider Type - Volunteer	28	34	12	25	25	74
Total Invalid Complaints by Provider Type - Volunteer	4	0	1	2	2	5
Valid Volunteer Complaints as % of Total Volunteer Trips	4.05%	4.90%	2.62%	3.86%	3.86%	-
All Providers						
Total trips provided	188,264	188,362	174,872	183,833	183,833	551,498
Total Valid complaints	4,909	5,107	4,314	4,777	4,777	14,330
Total Invalid complaints	214	175	206	198	198	595
Valid Complaints as percentage of total trips	0.11%	0.09%	0.12%	0.11%	0.11%	-

Prompt Payment Aging Report By Invoice Received Date

07/01/2019 to 09/30/2019

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	466,898	100.00%	9,761	2.09%
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	466,898	100.00%	9,761	

Provider Billing

Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	8	413,835	88.63%	164
31-60 Days	42	33,772	7.23%	110
61-90 Days	72	8,491	1.82%	53
91-120 Days	104	3,785	0.81%	23
121-150 Days	131	3,256	0.70%	13
> 150 Days	315	3,759	0.81%	9
	16	466,898	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%
TOTAL	n/a	51	38	23	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
July through September 2019

Injury Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,928	Percent of Total Paid Trips for the Quarter 466,426
Injury - 1 (most severe)	0	1	1	0.0067	0.0002
Injury - 2	17	13	30	0.2010	0.0064
Injury - 3 (least severe)	4	3	7	0.0469	0.0015
Total Injuries	21	17	38	0.2546	0.0081

Incident Severity	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter 14,928	Percent of Total Paid Trips for the Quarter 466,426
Incident - 1 (most severe)	0	15	15	0.1005	0.0032
Incident - 2	9	8	17	0.1139	0.0036
Incident - 3 (least severe)	24	10	34	0.2278	0.0073
Total Incidents	33	33	66	0.4421	0.0142

Injury Severity Criteria:

- 1= Severe: Traumatic injury or loss of life.
- 2= Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours.
- 3= Non-severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

Incident Severity Criteria:

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

Note: In Quarter One of Fiscal Year 2020, the Broker and DHHS three member panel determined no incidents/injuries had insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

Note: Incident and Injury complaints can be from paid and non-paid claims.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2019/2020	October	November	December	January '19	February	March	April	May	June	July	August	September
	x	x	x	x	x	x	x	x	x	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

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

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

SFY 2019/2020	March '19	March	June	September	November
	x	x	x	x	x

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

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

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

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

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2019/2020	October	November	December	January '19	February	March	April	May	June	July	August	September
Dialysis	61	16	43	61	53	44	68	*	*	*	*	*
Mental Health	13	0	9	16	8	6	12	*	*	*	*	*
Other	31	6	18	30	26	12	34	43	19	94	143	79

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

12/2/2019