

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report  
LogistiCare  
February 2024

Transportation Metrics	Performance Goal	April 2024 Final	May 2024 Final	June 2024 Final
Unduplicated Beneficiaries		22,011	22,042	21,163
Total trips provided by type of transportation		148,784	158,464	143,405
• Non-Emergency Ambulatory Sedan/Van Trips		115,379	123,657	111,379
• Wheelchair Trips		19,709	21,174	19,138
• Stretcher Trips		2,922	3,267	2,821
• Individual Transportation Gas Trip		10,254	9,882	9,531
• Non-Emergency Ambulance ALS		98	107	100
• Non-Emergency Ambulance BLS		14	19	5
• Public Transportation Bus Trip		408	358	431
Total Over Night Trips Arranged		129	134	194
Total Extra Passengers		7,482	10,149	9,941
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.15%	0.09%
• Number of Pickups On Time (A Leg)		71,760	74,930	75,364
• Number of Deliveries On Time (A Leg)		64,458	67,259	60,106
• Number of Pickups On Time (B Leg)		55,793	57,490	51,811
• Number of Trips Within Ride Time (All Trips)		145,146	150,060	133,707
• Percent of Pickups On Time (A Leg)	>= 90%	89.99%	90.06%	90.89%
• Percent of Deliveries On Time (A Leg)	>= 95%	80.43%	80.50%	81.44%
• Percent of Pickups On Time (B Leg)	>= 90%	88.93%	88.96%	89.16%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.64%	99.71%
Actual number of calls		53,313	58,845	44,963
• Average phone calls daily		2,423	2,558	2,248
• Average Answer Speed	< 1:00	0:00:18	0:00:16	0:00:37
• Average Talk Time		0:05:24	0:05:03	0:05:30
• Average Time On Hold	<= 3:00	0:01:50	0:01:37	0:01:27
• Average time on hold before abandonment	< 1:30	0:00:56	0:01:06	0:01:15
• Average number of calls abandoned daily		11	12	17
• Percentage of calls abandoned daily	< 5.0%	0.43%	0.48%	0.77%
Total number of complaints by type - Valid		994	952	855
• Provider No-Show		235	231	133
• Timeliness		208	157	108
• Other Stakeholders		206	185	187
• Call Center Operations		162	102	89
• Driver Behavior		13	11	14
• Provider Service Quality		155	249	313
• Miscellaneous		13	13	9
• Rider Injury / Incident		2	4	2
• Valid Complaints as percentage of total trips		0.67%	0.60%	0.60%
Total number of complaints by type - Invalid & Other		370	370	294
• Provider No-Show		66	67	44
• Timeliness		52	57	31
• Other Stakeholders		39	41	35
• Call Center Operations		97	82	81
• Driver Behavior		45	51	45
• Provider Service Quality		22	31	28
• Miscellaneous		46	37	25
• Rider Injury / Incident		3	4	5
• Invalid & Other Complaints as percentage of total trips		0.25%	0.23%	0.21%
Total number of denials by type		3,026	3,222	2,803
• Non-Urgent / Under Days of Notice		787	1,063	815
• Non-Covered Service		408	394	416
• Ineligible For Transport		246	357	245
• Unable to Confirm Medical Appointment w/ Provider		123	110	105
• Does Not Meet Transportation Protocols		18	8	14
• Incomplete Information		1,388	1,210	1,131
• Needs Emergency Services		2	2	2
• Beneficiary Has Medicare Part B or Other Coverage		54	78	75
• Denials as percentage of total trips		2.03%	2.03%	1.95%

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.

Average Last Three Months	Average SFY 2024	Average SFY 2023	Totals SFY 2024	Totals SFY 2023
21,739	21,967	21,459	55,505	57,107
150,218	148,382	137,479	1,780,579	1,649,751
116,805	117,446	106,828	1,409,352	1,281,940
20,007	19,158	15,766	229,894	189,194
3,003	2,916	3,129	34,990	37,546
9,889	8,288	11,085	99,454	133,023
102	102	126	1,226	1,506
13	25	21	303	254
399	447	524	5,360	6,288
152	144	111	1,732	1,328
9,191	11,651	10,332	139,813	123,982
0.13%	0.13%	0.23%	--	--
74,018	59,657	52,462	715,889	629,544
63,941	51,932	47,013	623,186	564,161
55,031	50,045	49,013	600,538	588,155
142,971	131,133	126,283	1,573,591	1,515,400
90.32%	85.24%	82.05%	--	--
80.79%	74.87%	73.46%	--	--
89.02%	83.23%	81.83%	--	--
99.65%	99.61%	99.46%	--	--
52,374	56,970	67,898	683,644	814,774
2,410	2,700	3,236	--	--
0:00:24	0:00:37	0:00:58	--	--
0:05:19	0:05:25	0:05:03	--	--
0:01:38	0:02:05	0:02:05	--	--
0:01:06	0:01:20	0:02:44	--	--
13	55	88	--	--
0.56%	1.79%	2.72%	--	--
934	866	1,903	10,388	22,840
200	174	293	2,086	3,514
158	152	249	1,822	2,985
193	292	1,026	3,501	12,310
118	144	219	1,733	2,628
13	8	6	94	77
239	82	93	978	1,113
12	11	13	135	157
3	3	5	39	56
0.62%	0.58%	1.39%	--	--
345	312	361	3,747	4,330
59	54	61	652	727
47	37	32	446	387
38	47	108	565	1,296
87	79	79	943	944
47	35	28	418	341
27	24	22	293	265
36	32	29	382	342
4	4	2	48	28
0.23%	0.21%	0.26%	--	--
3,017	2,834	2,481	34,006	29,776
888	873	1,045	10,472	12,542
406	418	343	5,021	4,117
283	191	123	2,287	1,477
113	119	117	1,422	1,405
13	10	2	121	28
1,243	1,142	745	13,706	8,936
2	1	2	12	19
69	80	104	965	1,252
2.01%	1.91%	1.81%	--	--

## 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 Quarterly Provider Retention

Quarter SFY	Total Active Provider Sites at Beginning	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of
			Broker Initiated (c)	Provider Initiated (d)	
Quarter 3, 2015	154	12	5	1	160
Quarter 4, 2015	160	6	6	3	157
Quarter 1, 2016	157	9	3	3	160
Quarter 2, 2016	160	5	5	1	159
Quarter 3, 2016	159	1	4	5	151
Quarter 4, 2016	151	6	1	0	156
Quarter 1, 2017	156	12	3	3	162
Quarter 2, 2017	162	0	5	1	156
Quarter 3, 2017	156	3	6	6	147
Quarter 4, 2017	147	4	3	1	147
Quarter 1, 2018	147	3	4	0	146
Quarter 2, 2018	146	8	0	1	153
Quarter 3, 2018	153	1	11	3	140
Quarter 4, 2018	140	6	0	0	146
Quarter 1, 2019	146	4	0	0	150
Quarter 2, 2019	150	9	2	4	156
Quarter 3, 2019	156	7	2	0	161
Quarter 4, 2019	161	7	2	4	162
Quarter 1, 2020	162	10	2	3	167
Quarter 2, 2020	167	7	5	4	165
Quarter 3, 2020	165	7	4	1	167
Quarter 4, 2020	167	8	6	0	169
Quarter 1, 2021	169	3	0	4	168
Quarter 2, 2021	168	3	0	3	168
Quarter 3, 2021	168	3	0	4	167
Quarter 4, 2021	167	6	2	0	171
Quarter 1, 2022	171	0	1	0	170
Quarter 2, 2022	170	6	0	0	176
Quarter 3, 2022	176	10	0	1	186
Quarter 4, 2022	186	0	0	3	183
Quarter 1, 2023	183	2	0	0	183
Quarter 2, 2023	183	2	0	0	183
Quarter 3, 2023	182	2	0	0	182
Quarter 4, 2023	184	2	0	1	184
Quarter 4, 2023	184	2	0	1	184
Quarter 1, 2024	184	2	0	3	184
Quarter 2, 2024	184	3	3	0	184
Total	184	181	85	64	184



% Provider Sites Terminated	% Sites Added (b/a)
3.90%	7.79%
5.63%	3.75%
3.82%	5.73%
3.75%	3.13%
5.66%	0.63%
0.66%	3.97%
3.85%	7.69%
3.70%	0.00%
7.69%	1.92%
2.72%	2.72%
2.72%	2.04%
0.68%	5.48%
9.15%	0.65%
0.00%	4.29%
0.00%	2.74%
4.00%	6.00%
1.28%	4.49%
3.73%	4.35%
3.09%	6.17%
5.39%	4.19%
3.03%	4.24%
3.59%	4.79%
2.37%	1.78%
1.79%	1.79%
2.38%	1.79%
1.20%	3.59%
0.58%	0.00%
0.00%	3.53%
0.57%	5.68%
1.61%	0.00%
0.00%	1.09%
0.00%	1.09%
0.00%	1.10%
0.54%	1.09%
0.54%	1.09%
1.63%	1.09%
1.63%	1.63%
n/a	n/a