

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report

LogistiCare
September 2021

Transportation Metrics	Performance Goal	July 2021 Final	August 2021 Final	September 2021 Final	Average Last Three Months	Average SFY 2022	Average SFY 2021	Totals SFY 2022	Totals SFY 2021
Unduplicated Beneficiaries		19,247	19,889	4,558	14,565	14,565	19,261	7,268	53,411
Total trips provided by type of transportation		109,966	113,911	109,850	111,242	111,242	117,152	333,727	1,405,828
• Non-Emergency Ambulatory Sedan/Van Trips		80,001	82,321	79,413	80,578	80,578	84,152	241,735	1,009,827
• Wheelchair Trips		12,701	13,135	12,489	12,775	12,775	13,165	38,325	157,985
• Stretcher Trips		2,277	2,214	2,270	2,254	2,254	1,938	6,761	23,250
• Individual Transportation Gas Trip		14,592	15,831	15,266	15,230	15,230	17,251	45,689	207,007
• Non-Emergency Ambulance ALS		74	78	74	75	75	72	226	865
• Non-Emergency Ambulance BLS		17	40	60	39	39	112	117	1,345
• Public Transportation Bus Trip		304	292	278	291	291	462	874	5,549
Total Over Night Trips Arranged		180	94	127	134	134	118	401	1,414
Total Extra Passengers		10,023	10,046	9,243	9,771	9,771	9,547	29,312	114,564
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.31%	0.42%	0.44%	0.39%	0.39%	0.19%	--	--
• Number of Pickups On Time (A Leg)		41,652	42,734	41,115	41,834	41,834	43,017	125,501	516,206
• Number of Deliveries On Time (A Leg)		37,700	38,563	37,007	37,757	37,757	39,555	113,270	474,660
• Number of Pickups On Time (B Leg)		37,106	37,862	36,575	37,181	37,181	39,107	111,543	469,283
• Number of Trips Within Ride Time (All Trips)		95,343	98,096	94,587	96,009	96,009	96,667	288,026	1,160,008
• Percent of Pickups On Time (A Leg)	>= 90%	90.60%	90.14%	89.83%	90.19%	90.19%	91.49%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	78.39%	77.88%	77.53%	77.94%	77.94%	81.32%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	82.09%	81.71%	81.66%	81.82%	81.82%	85.45%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.47%	99.47%	99.50%	99.48%	99.48%	99.70%	--	--
Actual number of calls		66,853	73,402	70,157	70,137	70,137	66,637	210,412	799,646
• Average phone calls daily		3,183	3,336	3,341	3,287	3,287	3,127	--	--
• Average Answer Speed	< 1:00	0:01:33	0:03:08	0:03:35	0:02:45	0:02:45	0:01:44	--	--
• Average Talk Time		0:04:27	0:04:25	0:04:26	0:04:26	0:04:26	0:04:09	--	--
• Average Time On Hold	<= 3:00	0:01:54	0:02:08	0:02:04	0:02:02	0:02:02	0:01:30	--	--
• Average time on hold before abandonment	< 1:30	0:03:11	0:04:45	0:04:18	0:04:05	0:04:05	0:05:07	--	--
• Average number of calls abandoned daily		93	259	229	193	193	149	--	--
• Percentage of calls abandoned daily	< 5.0%	2.93%	7.75%	6.84%	5.84%	5.84%	5.36%	--	--
Total number of complaints by type - Valid		4,160	4,713	4,397	4,423	4,423	3,325	13,270	39,900
• Provider No-Show		300	413	420	378	378	185	1,133	2,214
• Timeliness		449	674	541	555	555	368	1,664	4,420
• Other Stakeholders		3,040	3,131	2,893	3,021	3,021	2,305	9,064	27,658
• Call Center Operations		281	358	420	353	353	369	1,059	4,422
• Driver Behavior		5	7	6	6	6	5	18	56
• Provider Service Quality		43	72	82	66	66	36	197	431
• Miscellaneous		38	57	34	43	43	48	129	570
• Rider Injury / Incident		4	1	1	2	2	11	6	129
• Valid Complaints as percentage of total trips		3.78%	4.14%	4.00%	3.97%	3.97%	2.84%	--	--
Total number of complaints by type - Invalid & Other		619	804	801	741	741	446	2,224	5,348
• Provider No-Show		36	59	96	64	64	37	191	442
• Timeliness		18	33	55	35	35	18	106	216
• Other Stakeholders		387	458	391	412	412	234	1,236	2,811
• Call Center Operations		98	122	155	125	125	70	375	838
• Driver Behavior		28	35	27	30	30	20	90	243
• Provider Service Quality		11	45	21	26	26	18	77	218
• Miscellaneous		36	40	49	42	42	45	125	542
• Rider Injury / Incident		5	12	7	8	8	3	24	38
• Invalid & Other Complaints as percentage of total trips		0.56%	0.71%	0.73%	0.67%	0.67%	0.38%	--	--
Total number of denials by type		2,548	2,775	2,641	2,655	2,655	2,482	7,964	29,781
• Non-Urgent / Under Days of Notice		941	1,031	1,048	1,007	1,007	900	3,020	10,795
• Non-Covered Service		346	358	384	363	363	375	1,088	4,496
• Ineligible For Transport		165	130	171	155	155	121	466	1,454
• Unable to Confirm Medical Appointment w/ Provider		114	130	204	149	149	144	448	1,727
• Does Not Meet Transportation Protocols		5	3	3	4	4	3	11	31
• Incomplete Information		855	1,000	721	859	859	807	2,576	9,688
• Needs Emergency Services		1	1	1	1	1	3	3	31
• Beneficiary Has Medicare Part B or Other Coverage		121	122	109	117	117	130	352	1,559
• Denials as percentage of total trips		2.32%	2.44%	2.40%	2.39%	2.39%	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 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

MONTHLY COMPLAINT BY COMPLAINT TYPE



MONTHLY COMPLAINT BY COMPLAINT TYPE JULY 2021-SEPTEMBER 2021 4TH QTR.

	TYPE	Jul-21	Aug-21	Sep-21	TOTAL
STATE	Eligibility Issue	0	0	0	0
	Facility Issue	17	19	14	50
	Incident Rider	4	9	5	18
	Injury	5	4	3	12
	LogisticCare Employee Issue	203	275	315	793
	Logisticare Issue	176	205	260	641
	No Vehicle Available	32	54	80	166
	Provider Late	416	651	532	1,599
	Provider No Show	336	472	516	1,324
	ReRoute	0	0	0	0
	Rider Issue	41	55	44	140
	Rider No Show	3,361	3,512	3,216	10,089
	Serious Injury	0	0	0	0
	Subcontractor Courtesy	33	42	33	108
	Subcontractor Safety	16	41	17	74
	Suspected Rider Fraud & Abuse	8	3	10	21
	Suspected TP Fraud & Abuse	1	7	3	11
	Transportation Provider	74	97	83	254
	Transportation Provider Early	51	56	64	171
	Transportation Provider Employee	0	0	0	0
	Unknown/Other	0	0	0	0
	Vehicle Issue	5	15	3	23
	Wheelchair Tie-down Issue	0	0	0	0
	State Subtotal	4,779	5,517	5,198	15,494

MONTHLY COMPLAINT BY COMPLAINT TYPE



MONTHLY COMPLAINT BY COMPLAINT TYPE JULY 2021-SEPTEMBER 2021 4TH QTR.

	TYPE	Jul-21	Aug-21	Sep-21	TOTAL
STATE %	Eligibility Issue	0.00%	0.00%	0.00%	0.00%
	Facility Issue	0.36%	0.34%	0.27%	0.32%
	Incident Rider	0.08%	0.16%	0.10%	0.12%
	Injury	0.10%	0.07%	0.06%	0.08%
	LogisticCare Employee Issue	4.25%	4.98%	6.06%	5.12%
	Logisticare Issue	3.68%	3.72%	5.00%	4.14%
	No Vehicle Available	0.67%	0.98%	1.54%	1.07%
	Provider Late	8.70%	11.80%	10.23%	10.32%
	Provider No Show	7.03%	8.56%	9.93%	8.55%
	ReRoute	0.00%	0.00%	0.00%	0.00%
	Rider Issue	0.86%	1.00%	0.85%	0.90%
	Rider No Show	70.33%	63.66%	61.87%	65.12%
	Serious Injury	0.00%	0.00%	0.00%	0.00%
	Subcontractor Courtesy	0.69%	0.76%	0.63%	0.70%
	Subcontractor Safety	0.33%	0.74%	0.33%	0.48%
	Suspected Rider Fraud & Abuse	0.17%	0.05%	0.19%	0.14%
	Suspected TP Fraud & Abuse	0.02%	0.13%	0.06%	0.07%
	Transportation Provider	1.55%	1.76%	1.60%	1.64%
	Transportation Provider Early	1.07%	1.02%	1.23%	1.10%
	Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%
	Unknown/Other	0.00%	0.00%	0.00%	0.00%
	Vehicle Issue	0.10%	0.27%	0.06%	0.15%
	Wheelchair Tie-down Issue	0.00%	0.00%	0.00%	0.00%
	State Totals	100.00%	100.00%	100.00%	100.00%

Prompt Payment Aging Report By Invoice Received Date

07/01/2021 to 09/30/2021

Some Broker Clients, All Transportation Providers

** May include invoices with future check dates **

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	295,902	89.82%	134
31-60 Days	42	18,698	5.68%	70
61-90 Days	73	7,336	2.23%	27
91-120 Days	104	3,010	0.91%	13
121-150 Days	134	1,636	0.50%	5
> 150 Days	232	2,845	0.86%	12
	14	329,427	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	171				171	0.00%	0.00%
TOTAL	n/a	150	81	52	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.

LogistiCare Quarterly Provider Retention

Note: Only full contracts are represented.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, MODV)

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

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (MODV)

SFY 2021/2022	October '20	November	December	January '21	February	March	April	May	June	July	August	September
Combined	113^	116^	91^	123^	121^	124^	110^	101^	119^	62^	75^	77^

^Volume includes outreach completely virtually due to COVID19.