

SC DHHS  
Broker Report Card



South Carolina Department of Health and Human Services  
Broker Performance Report  
LogistiCare  
June 2021

Transportation Metrics	Performance Goal	April 2021 Final	May 2021 Final	June 2021 Final	Average Last Three Months	Average SFY 2021	Average SFY 2020	Totals SFY 2021	Totals SFY 2020
Unduplicated Beneficiaries		18,845	18,682	19,392	18,973	19,261	23,559	53,411	69,893
<b>Total trips provided by type of transportation</b>		<b>153,092</b>	<b>109,129</b>	<b>113,852</b>	<b>125,358</b>	<b>117,152</b>	<b>135,878</b>	<b>1,405,828</b>	<b>1,630,535</b>
• Non-Emergency Ambulatory Sedan/Van Trips		110,447	78,033	81,561	90,014	84,152	98,548	1,009,827	1,182,571
• Wheelchair Trips		16,172	12,992	13,249	14,138	13,165	14,828	157,985	177,931
• Stretcher Trips		2,017	2,038	2,143	2,066	1,938	1,737	23,250	20,843
• Individual Transportation Gas Trip		23,728	15,649	16,430	18,602	17,251	20,048	207,007	240,579
• Non-Emergency Ambulance ALS		48	83	107	79	72	63	865	757
• Non-Emergency Ambulance BLS		50	50	54	51	112	59	1,345	702
• Public Transportation Bus Trip		630	284	308	407	462	596	5,549	7,152
<b>Total Over Night Trips Arranged</b>		<b>93</b>	<b>99</b>	<b>103</b>	<b>98</b>	<b>118</b>	<b>118</b>	<b>1,414</b>	<b>1,412</b>
<b>Total Extra Passengers</b>		<b>9,307</b>	<b>9,545</b>	<b>10,159</b>	<b>9,670</b>	<b>9,547</b>	<b>13,385</b>	<b>114,564</b>	<b>160,623</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.26%	0.23%	0.27%	0.25%	0.19%	0.22%	--	--
• Number of Pickups On Time (A Leg)		42,842	40,933	42,546	42,107	43,017	50,921	516,206	611,051
• Number of Deliveries On Time (A Leg)		38,982	37,240	38,949	38,390	39,555	47,112	474,660	565,344
• Number of Pickups On Time (B Leg)		38,470	37,044	38,655	38,056	39,107	46,646	469,283	559,753
• Number of Trips Within Ride Time (All Trips)		96,070	93,523	97,462	95,685	96,667	115,823	1,160,008	1,389,881
• Percent of Pickups On Time (A Leg)	>= 90%	92.11%	90.22%	90.29%	90.87%	91.49%	87.02%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	80.06%	78.69%	79.18%	79.31%	81.32%	80.95%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	84.52%	83.62%	83.80%	83.98%	85.45%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.48%	99.52%	99.53%	99.70%	99.65%	--	--
<b>Actual number of calls</b>		<b>61,986</b>	<b>63,653</b>	<b>70,209</b>	<b>65,283</b>	<b>66,637</b>	<b>90,212</b>	<b>799,646</b>	<b>1,082,541</b>
• Average phone calls daily		2,818	3,031	3,191	3,013	3,127	4,219	--	--
• Average Answer Speed	< 1:00	0:00:27	0:01:10	0:02:18	0:01:18	0:01:44	0:00:35	--	--
• Average Talk Time		0:04:06	0:04:10	0:04:26	0:04:14	0:04:09	0:04:04	--	--
• Average Time On Hold	<= 3:00	0:01:30	0:01:30	0:01:30	0:01:30	0:01:30	0:01:43	--	--
• Average time on hold before abandonment	< 1:30	0:02:41	0:02:59	0:06:09	0:03:56	0:05:07	0:00:57	--	--
• Average number of calls abandoned daily		30	66	153	83	149	104	--	--
• Percentage of calls abandoned daily	< 5.0%	1.07%	2.17%	4.79%	2.68%	5.36%	2.17%	--	--
<b>Total number of complaints by type - Valid</b>		<b>3,999</b>	<b>3,733</b>	<b>4,079</b>	<b>3,937</b>	<b>3,325</b>	<b>4,159</b>	<b>39,900</b>	<b>49,905</b>
• Provider No-Show		253	214	268	245	185	265	2,214	3,183
• Timeliness		425	375	448	416	368	892	4,420	10,709
• Other Stakeholders		2,824	2,694	2,893	2,804	2,305	2,522	27,658	30,267
• Call Center Operations		392	347	318	352	369	378	4,422	4,540
• Driver Behavior		9	6	3	6	5	10	56	115
• Provider Service Quality		47	54	95	65	36	16	431	192
• Miscellaneous		40	36	45	40	48	62	570	744
• Rider Injury / Incident		9	7	9	8	11	13	129	155
• Valid Complaints as percentage of total trips		2.61%	3.42%	3.58%	3.21%	2.84%	3.05%	--	--
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>641</b>	<b>589</b>	<b>681</b>	<b>637</b>	<b>446</b>	<b>299</b>	<b>5,348</b>	<b>3,593</b>
• Provider No-Show		54	47	48	50	37	32	442	380
• Timeliness		20	20	21	20	18	27	216	321
• Other Stakeholders		401	376	445	407	234	106	2,811	1,270
• Call Center Operations		78	67	72	72	70	54	838	646
• Driver Behavior		23	23	30	25	20	23	243	279
• Provider Service Quality		14	18	15	16	18	13	218	151
• Miscellaneous		48	34	48	43	45	39	542	473
• Rider Injury / Incident		3	4	2	3	3	6	38	73
• Invalid & Other Complaints as percentage of total trips		0.42%	0.54%	0.60%	0.52%	0.38%	0.23%	--	--
<b>Total number of denials by type</b>		<b>2,632</b>	<b>2,322</b>	<b>2,446</b>	<b>2,467</b>	<b>2,482</b>	<b>3,948</b>	<b>29,781</b>	<b>47,375</b>
• Non-Urgent / Under Days of Notice		980	889	897	922	900	1,545	10,795	18,538
• Non-Covered Service		453	374	366	398	375	520	4,496	6,245
• Ineligible For Transport		112	99	119	110	121	194	1,454	2,332
• Unable to Confirm Medical Appointment w/ Provider		188	177	153	173	144	163	1,727	1,955
• Does Not Meet Transportation Protocols		2	2	1	2	3	8	31	90
• Incomplete Information		775	662	767	735	807	1,359	9,688	16,313
• Needs Emergency Services		0	2	2	1	3	2	31	20
• Beneficiary Has Medicare Part B or Other Coverage		122	117	141	127	130	157	1,559	1,882
• Denials as percentage of total trips		1.72%	2.13%	2.15%	2.00%	2.13%	2.84%	--	--

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

### Complaints By Provider Type

Transportation Metrics	Apr 2021	May 2021	Jun 2021
<b>Total Trips Provided - Ambulance</b>	<b>2,854</b>	<b>2,920</b>	<b>3,399</b>
• Provider No-Show	6	9	7
• Timeliness	8	1	6
• Other Stakeholders	30	42	41
• Call Center Operations	8	10	8
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	1	3	0
• Rider Injury / Incident	2	0	0
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>55</b>	<b>65</b>	<b>62</b>
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>4</b>	<b>5</b>	<b>12</b>
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>1.93%</b>	<b>2.23%</b>	<b>1.82%</b>
<b>Total Trips Provided - Commercial</b>	<b>105,636</b>	<b>100,011</b>	<b>103,668</b>
• Provider No-Show	193	154	195
• Timeliness	363	304	380
• Other Stakeholders	2,497	2,279	2,268
• Call Center Operations	183	152	139
• Driver Behavior	9	5	3
• Provider Service Quality	21	11	18
• Miscellaneous	34	27	34
• Rider Injury / Incident	7	4	7
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>3,307</b>	<b>2,936</b>	<b>3,044</b>
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>435</b>	<b>332</b>	<b>368</b>
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>3.13%</b>	<b>2.94%</b>	<b>2.94%</b>
<b>Total Trips Provided - Private</b>	<b>15,742</b>	<b>15,065</b>	<b>15,511</b>
• Provider No-Show	15	10	4
• Timeliness	16	8	8
• Other Stakeholders	54	36	59
• Call Center Operations	4	2	3
• Driver Behavior	0	1	0
• Provider Service Quality	0	0	6
• Miscellaneous	0	2	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Private</b>	<b>89</b>	<b>59</b>	<b>80</b>
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>15</b>	<b>17</b>	<b>15</b>
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.57%</b>	<b>0.39%</b>	<b>0.52%</b>
<b>Total Trips Provided - Transit</b>	<b>16,646</b>	<b>17,985</b>	<b>17,097</b>
• Provider No-Show	18	24	28
• Timeliness	31	59	49
• Other Stakeholders	232	188	237
• Call Center Operations	24	26	28
• Driver Behavior	0	0	0
• Provider Service Quality	3	4	1
• Miscellaneous	3	2	4
• Rider Injury / Incident	0	3	2
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>311</b>	<b>306</b>	<b>349</b>
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>33</b>	<b>24</b>	<b>33</b>
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>1.87%</b>	<b>1.70%</b>	<b>2.04%</b>
<b>Total Trips Provided - Volunteer</b>	<b>138</b>	<b>131</b>	<b>135</b>
• Provider No-Show	0	1	2
• Timeliness	0	0	0
• Other Stakeholders	1	3	2
• Call Center Operations	1	0	1
• Driver Behavior	0	0	0
• Provider Service Quality	0	0	0
• Miscellaneous	0	0	0
• Rider Injury / Incident	0	0	0
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>2</b>	<b>4</b>	<b>5</b>
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>1.45%</b>	<b>3.05%</b>	<b>3.70%</b>
<b>All Providers</b>			
<b>Total trips provided</b>	<b>141,016</b>	<b>136,112</b>	<b>139,810</b>
<b>Total Valid complaints</b>	<b>3,995</b>	<b>3,732</b>	<b>4,079</b>
<b>Total Invalid complaints</b>	<b>505</b>	<b>462</b>	<b>546</b>
<b>Valid Complaints as percentage of total trips</b>	<b>0.36%</b>	<b>0.34%</b>	<b>0.39%</b>

Average Last Three Months	Average SFY 2020	Totals SFY 2020
3,352	3,308	39,692
7	12	138
6	6	76
53	49	589
5	9	104
1	0	4
1	1	7
1	2	18
1	1	11
74	79	947
4	6	77
2.21%	2.38%	-
108,329	106,084	1,273,007
135	135	1,614
272	314	3,766
2,058	1,914	22,967
68	148	1,779
3	4	42
15	12	148
44	38	458
8	8	96
2,603	2,573	30,870
281	241	2,890
2.37%	2.42%	-
14,874	14,914	178,966
6	5	62
6	7	89
67	51	616
2	3	41
0	0	1
0	1	13
0	1	7
0	0	2
82	69	831
12	9	112
0.54%	0.46%	-
17,052	17,502	210,024
14	19	222
18	38	460
230	235	2,825
11	23	277
0	0	4
2	2	21
5	6	66
2	2	20
282	325	3,895
24	24	291
1.65%	1.85%	-
124	136	1,627
0	1	14
1	0	2
3	4	46
0	1	17
0	0	1
0	0	0
0	0	2
0	0	0
5	7	82
1	1	11
3.56%	4.94%	-
143,732	141,943	1,703,316
3,418	3,325	39,904
352	312	3,745
0.24%	0.22%	-

**Prompt Payment Aging Report By Invoice Received Date**

04/01/2021 to 06/30/2021

Some Broker Clients, All Transportation Providers

*\* May include invoices with future check dates \****Report Totals****Provider Payments****Days To Pay**

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	20	333,128	100.00%	3,873	1.16%
<b>31-60 Days</b>	0	0	0.00%	0	0.00%
<b>61-90 Days</b>	0	0	0.00%	0	0.00%
<b>&gt; 90 Days</b>	0	0	0.00%	0	0.00%
	<b>20</b>	<b>333,128</b>	<b>100.00%</b>	<b>3,873</b>	

**Provider Billing****Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	7	297,773	89.39%	135
<b>31-60 Days</b>	43	21,119	6.34%	73
<b>61-90 Days</b>	73	7,519	2.26%	38
<b>91-120 Days</b>	104	2,726	0.82%	23
<b>121-150 Days</b>	134	1,426	0.43%	14
<b>&gt; 150 Days</b>	278	2,565	0.77%	10
	<b>14</b>	<b>333,128</b>	<b>100.00%</b>	

## 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	5	2	0	170	1.20%	2.99%
<b>TOTAL</b>	n/a	149	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.

Note: Only full contracts are represented.

# Report of Meetings

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

SFY 2020/2021	July '20	August	September	October	November	December	January '21	February	March	April	May	June
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2020/2021	June	September	December	March '21	June	September
	x	x	x	x	x	Postponed

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

SFY 2020/2021	June '20	September	December	March '21	June
*reinstate virtually in Q1 SFY 2022	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19	CXL-CV19

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

SFY 2020/2021	December '20	March '21	June '21	September '21
Condensed	virtual	virtual	virtual	virtual

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

SFY 2020/2021	July '20	August	September	October	November	December	January '21	February	March	April	May	June
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 2020/2021	July '20	August	September	October	November	December	January '21	February	March	April	May	June
Combined	125^	116^	128^	113^	116^	91^	123^	121^	124^	110^	101^	119^

^Volume includes outreach completely virtually due to COVID19.

9/23/2021