SC DHHS
Broker Report Card

South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
January 2023

Transportation Metrics	Performance Goal	November 2022 Final	December 2022 Final	January 2023 Final	Average Last Three Months	Average SFY 2023	Average SFY 2022	Totals SFY 2023	Totals SFY 2022
Unduplicated Beneficiaries		**21,216**	**20,458**	**21,921**	**21,198**	**21,311**	**19,313**	**45,490**	**53,689**
Total trips provided by type of transportation		**143,454**	**128,028**	**134,378**	**135,287**	**137,565**	**110,143**	**962,956**	**1,321,712**
• Non-Emergency Ambulatory Sedan/Van Trips		107,948	100,071	107,571	105,197	103,816	80,625	726,710	967,503
• Wheelchair Trips		16,106	15,281	15,395	15,594	15,486	12,512	108,404	150,142
• Stretcher Trips		2,961	2,990	3,164	3,038	3,032	2,415	21,226	28,982
• Individual Transportation Gas Trip		15,706	8,805	7,257	10,589	14,458	14,046	101,208	168,556
• Non-Emergency Ambulance ALS		111	127	127	122	114	79	796	953
• Non-Emergency Ambulance BLS		8	6	26	13	23	59	163	703
• Public Transportation Bus Trip		614	748	838	733	636	406	4,449	4,873
Total Over Night Trips Arranged		**68**	**63**	**106**	**79**	**98**	**140**	**684**	**1,676**
Total Extra Passengers		**9,774**	**8,620**	**9,969**	**9,454**	**9,746**	**9,395**	**68,219**	**112,738**
• Provider No-Shows as Percentage of Total Trips	**<=0.25%**	0.21%	0.19%	0.24%	0.21%	0.28%	0.35%	--	--
• Number of Pickups On Time (A Leg)		53,263	48,883	52,553	51,566	51,239	41,673	358,676	500,078
• Number of Deliveries On Time (A Leg)		47,997	42,936	46,722	45,885	45,842	37,381	320,896	448,577
• Number of Pickups On Time (B Leg)		49,749	46,405	50,363	48,839	47,816	37,297	334,711	447,559
• Number of Trips Within Ride Time (All Trips)		127,368	118,508	127,365	124,414	122,765	96,252	859,355	1,155,019
• Percent of Pickups On Time (A Leg)	**>= 90%**	83.06%	82.44%	81.24%	82.25%	83.29%	89.22%	--	--
• Percent of Deliveries On Time (A Leg)	**>= 95%**	74.34%	71.16%	71.88%	72.46%	73.64%	77.01%	--	--
• Percent of Pickups On Time (B Leg)	**>= 90%**	82.21%	81.86%	83.30%	82.46%	81.78%	81.84%	--	--
• Percent of Trips Within Ride Time (All Trips)	**>= 99%**	99.44%	99.41%	99.48%	99.44%	99.42%	99.55%	--	--
Actual number of calls		**68,884**	**61,127**	**71,516**	**67,176**	**69,648**	**67,724**	**487,534**	**812,690**
• Average phone calls daily		3,280	2,911	3,576	3,256	3,317	3,152	--	--
• Average Answer Speed	**< 1:00**	0:01:59	0:00:05	0:00:15	0:00:46	0:00:50	0:01:14	--	--
• Average Talk Time		0:04:52	0:04:57	0:04:54	0:04:54	0:04:57	0:04:34	--	--
• Average Time On Hold	**<= 3:00**	0:02:03	0:02:19	0:02:09	0:02:10	0:02:07	0:02:05	--	--
• Average time on hold before abandonment	**< 1:30**	0:05:56	0:00:36	0:01:44	0:02:45	0:02:49	0:03:08	--	--
• Average number of calls abandoned daily		206	3	21	77	75	90	--	--
• Percentage of calls abandoned daily	**< 5.0%**	6.27%	0.12%	0.58%	2.32%	2.23%	2.78%	--	--
Total number of complaints by type - Valid		**2,316**	**2,295**	**1,843**	**2,151**	**2,607**	**4,081**	**18,251**	**48,971**
• Provider No-Show		264	229	316	270	343	349	2,401	4,190
• Timeliness		234	168	186	196	311	458	2,174	5,500
• Other Stakeholders		1,443	1,557	959	1,320	1,580	2,822	11,057	33,864
• Call Center Operations		249	241	268	253	242	340	1,694	4,078
• Driver Behavior		4	8	0	4	7	6	46	71
• Provider Service Quality		106	82	102	97	108	66	755	789
• Miscellaneous		12	6	10	9	13	36	91	430
• Rider Injury / Incident		4	4	2	3	5	4	33	49
• Valid Complaints as percentage of total trips		1.61%	1.79%	1.37%	1.59%	1.90%	3.73%	--	--
Total number of complaints by type - Invalid & Other		**377**	**304**	**301**	**327**	**424**	**805**	**2,965**	**9,655**
• Provider No-Show		72	45	67	61	65	99	456	1,183
• Timeliness		29	21	20	23	33	41	229	494
• Other Stakeholders		108	100	55	88	151	440	1,055	5,283
• Call Center Operations		92	66	86	81	88	116	613	1,395
• Driver Behavior		17	22	27	22	30	31	208	368
• Provider Service Quality		25	15	19	20	25	23	173	279
• Miscellaneous		32	31	25	29	31	51	218	611
• Rider Injury / Incident		2	4	2	3	2	4	13	42
• Invalid & Other Complaints as percentage of total trips		0.26%	0.24%	0.22%	0.24%	0.31%	0.74%	--	--
Total number of denials by type		**2,420**	**2,196**	**2,694**	**2,437**	**2,613**	**2,432**	**18,290**	**29,182**
• Non-Urgent / Under Days of Notice		955	984	1,239	1,059	1,123	894	7,858	10,729
• Non-Covered Service		325	256	315	299	364	373	2,546	4,480
• Ineligible For Transport		94	106	170	123	118	138	827	1,650
• Unable to Confirm Medical Appointment w/ Provider		153	134	126	138	123	143	859	1,715
• Does Not Meet Transportation Protocols		4	2	0	2	3	4	20	47
• Incomplete Information		798	620	727	715	762	743	5,334	8,912
• Needs Emergency Services		0	2	3	2	2	1	15	17
• Beneficiary Has Medicare Part B or Other Coverage		91	92	114	99	119	136	831	1,632
• Denials as percentage of total trips		1.69%	1.72%	2.00%	1.80%	1.90%	2.22%	--	--

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

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

Explanation of Complaint & Denial Categories

COMPLAINTS:	DENIALS:
Provider No Show	**Non-Urgent/Under Days of Notice**
Timeliness	o Lacks 2-Day Notice
o Transportation Provider Early	o Lacks 3-Day Notice
o Transportation Provider Late	**Non Covered Service**
Other Stakeholders	o Not Covered
o Facility Issues	o Breast Reconstruction
o Rider Issues	o Dental Care 21 and Over
o Rider No Show	o Free Services
o Suspected Rider Fraud & Abuse	o Gastric Bypass Pre-Auth
Call Center Operations	o Orthotic Device Pre Auth
o Modivcare Issues	o Hospital to Hospital (Unless a higher level of hospital service)
o Modivcare Employee Issues	**Ineligible for Service**
Driver Behavior	o Not Eligible
o Subcontractor Courtesy	o Crisis or Disaster
o Transportation Provider Employee	o Recipient Not In Service Area
Provider Service Quality	o No Primary Care Physician Referral
o Subcontractor Safety	**Unable to Verify Medical Appointment**
o Suspected TP Fraud & Abuse	**Does Not Meet Transportation Protocol**
o Vehicle Issue	o Minor without Escort
Miscellaneous	o Refused Public Transit
o Re-Route	o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk
oTransportation Provider	**Incomplete Information**
Rider Injury/Incident	**Needs Emergency Services**
o Injuries	o Needs 9-1-1
o Incident Rider	**Beneficiary Has Medicare Part B**

modivcare

Jan-23

FY 2022 - 2023

anuary 202	Tier	TYPE	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0	0						0
	III	Facility Issue	14	10	13	8	8	4	11						68
	I	Incident Rider	5	3	4	8	6	6	3						35
	I	Injury	0	8	0	0	0	2	1						11
	III	Modivcare Employee Issue	134	211	157	122	166	145	165						1,100
	III	Modivcare Issue	150	155	182	195	175	162	189						1,208
	IV	No Vehicle Available	76	114	89	142	96	77	87						681
	III	Provider Late	310	594	402	302	237	171	193						2,209
	II	Provider No Show	342	627	479	416	336	274	383						2,857
	III	Reroute	1	0	0	1	0	0	0						2
	II	Rider Issue	48	71	110	57	65	62	62						475
	II	Rider No Show	2,241	1,865	1,797	1,635	1,473	1,588	934						11,533
	I	Serious Injury	0	0	0	0	0	0	0						0
	II	Subcontractor Courtesy	39	54	40	43	21	30	27						254
	I	Subcontractor Safety	26	36	23	41	30	17	25						198
	I	Suspected Rider Fraud & Abuse	3	3	9	6	5	3	7						36
	I	Suspected TP Fraud & Abuse	2	2	6	1	3	1	4						19
	III	Transportation Provider	51	64	37	39	44	37	35						307
	III	Transportation Provider Early	40	33	35	29	26	18	13						194
	N/A	Transportation Provider Employee	0	0	0	0	0	0	0						0
	IV	Unknown/Other	0	0	0	0	0	0	0						0
	II	Vehicle Issue	1	7	6	4	2	2	5						27
	I	Wheelchair Tie-down Issue	0	0	1	1	0	0	0						2
		Subtotal	**3,483**	**3,857**	**3,390**	**3,050**	**2,693**	**2,599**	**2,144**	**0**	**0**	**0**	**0**	**0**	19,072
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	III	Facility Issue	0.40%	0.26%	0.38%	0.26%	0.30%	0.15%	0.51%						0.36%
	I	Incident Rider	0.14%	0.08%	0.12%	0.26%	0.22%	0.23%	0.14%						0.18%
	I	Injury	0.00%	0.21%	0.00%	0.00%	0.00%	0.08%	0.05%						0.06%
	III	LogisticCare Employee Issue	3.85%	5.47%	4.63%	4.00%	6.16%	5.58%	7.70%						5.77%
	III	Modivcare Issue	4.31%	4.02%	5.37%	6.39%	6.50%	6.23%	8.82%						6.33%
	IV	No Vehicle Available	2.18%	2.96%	2.63%	4.66%	3.56%	2.96%	4.06%						3.57%
	III	Provider Late	8.90%	15.40%	11.86%	9.90%	8.80%	6.58%	9.00%						11.58%
	II	Provider No Show	9.82%	16.26%	14.13%	13.64%	12.48%	10.54%	17.86%						14.98%
	III	ReRoute	0.03%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%						0.01%
	II	Rider Issue	1.38%	1.84%	3.24%	1.87%	2.41%	2.39%	2.89%						2.49%
	II	Rider No Show	64.34%	48.35%	53.01%	53.61%	54.70%	61.10%	43.56%						60.47%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	II	Subcontractor Courtesy	1.12%	1.40%	1.18%	1.41%	0.78%	1.15%	1.26%						1.33%
	I	Subcontractor Safety	0.75%	0.93%	0.68%	1.34%	1.11%	0.65%	1.17%						1.04%
	I	Suspected Rider Fraud & Abuse	0.09%	0.08%	0.27%	0.20%	0.19%	0.12%	0.33%						0.19%
	I	Suspected TP Fraud & Abuse	0.06%	0.05%	0.18%	0.03%	0.11%	0.04%	0.19%						0.10%
	III	Transportation Provider	1.46%	1.66%	1.09%	1.28%	1.63%	1.42%	1.63%						1.61%
	III	Transportation Provider Early	1.15%	0.86%	1.03%	0.95%	0.97%	0.69%	0.61%						1.02%
	N/A	Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	IV	Unknown/Other	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	II	Vehicle Issue	0.03%	0.18%	0.18%	0.13%	0.07%	0.08%	0.23%						0.14%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.03%	0.03%	0.00%	0.00%	0.00%						0.01%
		State Subtotal	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**						**100.00%**

Tier I - "Serious" **Issue involving safety (eg. Traffic accident, abondoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)**	**Tier II - "Major"** **Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)**	**Tier III - "Moderate"** **Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)**	**Tier IV - "Minor"** **Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)**
Incident Rider	Claims	Eligibility Benefit Concerns	Eligibility Issue
Injury	Inclement Weather	Facility Issue	First Call Resolution
Serious Injury	Modivcare Employee Issue	Modivcare Employee Issue Res Error	Modivcare Issue IVA/IVR
Subcontractor Safety	Modivcare Employee Issue Behavior	Modivcare Issue	Modivcare Issue Policy & Procedures
Suspected Rider Fraud and Abuse	Modivcare Issue Trip Assignment	Modivcare Issue Reimbursement	No Vehicle Available
Suspected TP Fraud and Abuse	Provider No Show	Provider Late	Unknown / Other
Wheelchair Tie-down Issue	Rider Issue	Provider No Show - Recovered	
	Rider No Show	Reroute	
	Subcontractor Courtesy	Transportation Provider	
	Transportation Provider Behavior	Transportation Provider Early	
	Transportation Provider Driving	Transportation Provider Hygiene	
	Vehicle Issue	Transportation Provider Mask	
	Vehicle Issue Equipment	Vehicle Issue Cleanliness	
		Voiance Language Services	