SC DHHS
Broker Report Card

South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare
October 2022

Transportation Metrics	Performance Goal	August 2022 Final	September 2022 Final	October 2022 Final	Average Last Three Months	Average SFY 2023	Average SFY 2022	Totals SFY 2023	Totals SFY 2022
Unduplicated Beneficiaries		**22,039**	**21,503**	**21,562**	**21,701**	**21,396**	**19,313**	**36,698**	**53,689**
Total trips provided by type of transportation		**144,678**	**141,426**	**150,403**	**145,502**	**139,274**	**110,143**	**557,096**	**1,321,712**
• Non-Emergency Ambulatory Sedan/Van Trips		107,146	104,636	111,708	107,830	102,780	80,625	411,120	967,503
• Wheelchair Trips		15,754	15,466	16,793	16,004	15,406	12,512	61,622	150,142
• Stretcher Trips		3,139	3,005	3,231	3,125	3,028	2,415	12,111	28,982
• Individual Transportation Gas Trip		17,881	17,677	17,991	17,850	17,360	14,046	69,440	168,556
• Non-Emergency Ambulance ALS		112	111	115	113	108	79	431	953
• Non-Emergency Ambulance BLS		40	19	24	28	31	59	123	703
• Public Transportation Bus Trip		606	512	541	553	562	406	2,249	4,873
Total Over Night Trips Arranged		**112**	**98**	**91**	**100**	**112**	**140**	**447**	**1,676**
Total Extra Passengers		**10,998**	**9,563**	**9,814**	**10,125**	**9,964**	**9,395**	**39,856**	**112,738**
• Provider No-Shows as Percentage of Total Trips	**<=0.25%**	0.43%	0.34%	0.26%	0.34%	0.32%	0.35%	--	--
• Number of Pickups On Time (A Leg)		52,688	51,978	55,345	53,337	50,994	41,673	203,977	500,078
• Number of Deliveries On Time (A Leg)		47,594	46,071	49,247	47,637	45,810	37,381	183,241	448,577
• Number of Pickups On Time (B Leg)		49,039	47,517	51,273	49,276	47,049	37,297	188,194	447,559
• Number of Trips Within Ride Time (All Trips)		126,301	123,520	131,996	127,272	121,529	96,252	486,114	1,155,019
• Percent of Pickups On Time (A Leg)	**>= 90%**	83.51%	84.10%	83.31%	83.64%	84.08%	89.22%	--	--
• Percent of Deliveries On Time (A Leg)	**>= 95%**	74.63%	73.69%	73.52%	73.95%	74.52%	77.01%	--	--
• Percent of Pickups On Time (B Leg)	**>= 90%**	81.25%	80.98%	81.58%	81.27%	81.26%	81.84%	--	--
• Percent of Trips Within Ride Time (All Trips)	**>= 99%**	99.37%	99.47%	99.37%	99.40%	99.40%	99.55%	--	--
Actual number of calls		**76,792**	**70,568**	**75,301**	**74,220**	**71,502**	**67,724**	**286,007**	**812,690**
• Average phone calls daily		3,339	3,360	3,586	3,428	3,363	3,152	--	--
• Average Answer Speed	**< 1:00**	0:00:25	0:00:44	0:01:43	0:00:57	0:00:53	0:01:14	--	--
• Average Talk Time		0:04:54	0:04:55	0:05:00	0:04:56	0:04:59	0:04:34	--	--
• Average Time On Hold	**<= 3:00**	0:02:00	0:02:01	0:02:02	0:02:01	0:02:04	0:02:05	--	--
• Average time on hold before abandonment	**< 1:30**	0:01:40	0:02:34	0:04:59	0:03:04	0:02:53	0:03:08	--	--
• Average number of calls abandoned daily		27	65	156	83	74	90	--	--
• Percentage of calls abandoned daily	**< 5.0%**	0.80%	1.94%	4.35%	2.37%	2.16%	2.78%	--	--
Total number of complaints by type - Valid		**3,336**	**2,860**	**2,622**	**2,939**	**2,949**	**4,081**	**11,797**	**48,971**
• Provider No-Show		546	429	345	440	398	349	1,592	4,190
• Timeliness		581	379	302	421	397	458	1,586	5,500
• Other Stakeholders		1,757	1,694	1,563	1,671	1,775	2,822	7,098	33,864
• Call Center Operations		286	233	229	249	234	340	936	4,078
• Driver Behavior		9	8	11	9	9	6	34	71
• Provider Service Quality		127	104	154	128	116	66	465	789
• Miscellaneous		20	10	11	14	16	36	63	430
• Rider Injury / Incident		10	3	7	7	6	4	23	49
• Valid Complaints as percentage of total trips		2.31%	2.02%	1.74%	2.02%	2.14%	3.73%	--	--
Total number of complaints by type - Invalid & Other		**521**	**530**	**428**	**493**	**496**	**805**	**1,983**	**9,655**
• Provider No-Show		81	50	71	67	68	99	272	1,183
• Timeliness		46	58	29	44	40	41	159	494
• Other Stakeholders		192	235	143	190	198	440	792	5,283
• Call Center Operations		80	105	88	91	92	116	369	1,395
• Driver Behavior		45	32	32	36	36	31	142	368
• Provider Service Quality		32	22	35	30	29	23	114	279
• Miscellaneous		44	27	29	33	33	51	130	611
• Rider Injury / Incident		1	1	1	1	1	4	5	42
• Invalid & Other Complaints as percentage of total trips		0.36%	0.37%	0.28%	0.34%	0.36%	0.74%	--	--
Total number of denials by type		**2,733**	**2,860**	**2,807**	**2,800**	**2,745**	**2,432**	**10,980**	**29,182**
• Non-Urgent / Under Days of Notice		1,110	1,323	1,137	1,190	1,170	894	4,680	10,729
• Non-Covered Service		455	372	429	419	413	373	1,650	4,480
• Ineligible For Transport		111	111	92	105	114	138	457	1,650
• Unable to Confirm Medical Appointment w/ Provider		118	105	121	115	112	143	446	1,715
• Does Not Meet Transportation Protocols		2	6	5	4	4	4	14	47
• Incomplete Information		829	827	887	848	797	743	3,189	8,912
• Needs Emergency Services		3	3	1	2	3	1	10	17
• Beneficiary Has Medicare Part B or Other Coverage		105	113	135	118	134	136	534	1,632
• Denials as percentage of total trips		1.89%	2.02%	1.87%	1.93%	1.98%	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

Oct-22

FY 2022 - 2023

October 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
	III	Facility Issue	14	10	13	8									45
	I	Incident Rider	5	3	4	8									20
	I	Injury	0	8	0	0									8
	III	Modivcare Employee Issue	134	211	157	122									624
	III	Modivcare Issue	150	155	182	195									682
	IV	No Vehicle Available	76	114	89	142									421
	III	Provider Late	310	594	402	302									1,608
	II	Provider No Show	342	627	479	416									1,864
	III	Reroute	1	0	0	1									2
	II	Rider Issue	48	71	110	57									286
	II	Rider No Show	2,241	1,865	1,797	1,635									7,538
	I	Serious Injury	0	0	0	0									0
	II	Subcontractor Courtesy	39	54	40	43									176
	I	Subcontractor Safety	26	36	23	41									126
	I	Suspected Rider Fraud & Abuse	3	3	9	6									21
	I	Suspected TP Fraud & Abuse	2	2	6	1									11
	III	Transportation Provider	51	64	37	39									191
	III	Transportation Provider Early	40	33	35	29									137
	N/A	Transportation Provider Employee	0	0	0	0									0
	IV	Unknown/Other	0	0	0	0									0
	II	Vehicle Issue	1	7	6	4									18
	I	Wheelchair Tie-down Issue	0	0	1	1									2
		Subtotal	**3,483**	**3,857**	**3,390**	**3,050**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	13,780
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%									0.00%
	III	Facility Issue	0.40%	0.26%	0.38%	0.26%									0.33%
	I	Incident Rider	0.14%	0.08%	0.12%	0.26%									0.15%
	I	Injury	0.00%	0.21%	0.00%	0.00%									0.06%
	III	LogisticCare Employee Issue	3.85%	5.47%	4.63%	4.00%									4.53%
	III	Modivcare Issue	4.31%	4.02%	5.37%	6.39%									4.95%
	IV	No Vehicle Available	2.18%	2.96%	2.63%	4.66%									3.06%
	III	Provider Late	8.90%	15.40%	11.86%	9.90%									11.67%
	II	Provider No Show	9.82%	16.26%	14.13%	13.64%									13.53%
	III	ReRoute	0.03%	0.00%	0.00%	0.03%									0.01%
	II	Rider Issue	1.38%	1.84%	3.24%	1.87%									2.08%
	II	Rider No Show	64.34%	48.35%	53.01%	53.61%									54.70%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%									0.00%
	II	Subcontractor Courtesy	1.12%	1.40%	1.18%	1.41%									1.28%
	I	Subcontractor Safety	0.75%	0.93%	0.68%	1.34%									0.91%
	I	Suspected Rider Fraud & Abuse	0.09%	0.08%	0.27%	0.20%									0.15%
	I	Suspected TP Fraud & Abuse	0.06%	0.05%	0.18%	0.03%									0.08%
	III	Transportation Provider	1.46%	1.66%	1.09%	1.28%									1.39%
	III	Transportation Provider Early	1.15%	0.86%	1.03%	0.95%									0.99%
	N/A	Transportation Provider Employee	0.00%	0.00%	0.00%	0.00%									0.00%
	IV	Unknown/Other	0.00%	0.00%	0.00%	0.00%									0.00%
	II	Vehicle Issue	0.03%	0.18%	0.18%	0.13%									0.13%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.03%	0.03%									0.01%
		State Subtotal	**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	