SC DHHS
Broker Report Card

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

Transportation Metrics	Performance Goal	October 2023 Final	November 2023 Final	December 2023 Final	Average Last Three Months	Average SFY 2024	Average SFY 2023	Totals SFY 2024	Totals SFY 2023
Unduplicated Beneficiaries		**22,589**	**21,884**	**20,830**	**21,768**	**21,980**	**21,459**	**43,154**	**57,107**
Total trips provided by type of transportation		**157,552**	**139,585**	**133,957**	**143,698**	**146,791**	**137,479**	**880,743**	**1,649,751**
• Non-Emergency Ambulatory Sedan/Van Trips		124,428	109,951	106,356	113,578	117,471	106,828	704,823	1,281,940
• Wheelchair Trips		20,403	18,413	17,377	18,731	18,672	15,766	112,029	189,194
• Stretcher Trips		3,004	2,844	2,814	2,887	2,877	3,129	17,259	37,546
• Individual Transportation Gas Trip		9,134	7,777	6,816	7,909	7,151	11,085	42,905	133,023
• Non-Emergency Ambulance ALS		124	128	97	116	107	126	642	1,506
• Non-Emergency Ambulance BLS		50	33	8	30	37	21	221	254
• Public Transportation Bus Trip		409	439	489	446	477	524	2,864	6,288
Total Over Night Trips Arranged		**170**	**119**	**99**	**129**	**145**	**111**	**870**	**1,328**
Total Extra Passengers		**14,181**	**12,875**	**11,313**	**12,790**	**12,753**	**10,332**	**76,516**	**123,982**
• Provider No-Shows as Percentage of Total Trips	**<=0.25%**	0.09%	0.13%	0.10%	0.11%	0.12%	0.23%	--	--
• Number of Pickups On Time (A Leg)		61,418	53,908	48,421	54,582	56,761	52,462	340,567	629,544
• Number of Deliveries On Time (A Leg)		52,449	46,148	41,580	46,726	49,413	47,013	296,477	564,161
• Number of Pickups On Time (B Leg)		55,820	49,298	40,670	48,596	50,969	49,013	305,811	588,155
• Number of Trips Within Ride Time (All Trips)		148,414	131,709	102,792	127,638	135,621	126,283	813,723	1,515,400
• Percent of Pickups On Time (A Leg)	**>= 90%**	81.44%	80.49%	94.04%	85.32%	82.66%	82.05%	--	--
• Percent of Deliveries On Time (A Leg)	**>= 95%**	69.84%	68.70%	80.73%	73.09%	72.41%	73.46%	--	--
• Percent of Pickups On Time (B Leg)	**>= 90%**	78.96%	78.38%	82.28%	79.87%	79.36%	81.83%	--	--
• Percent of Trips Within Ride Time (All Trips)	**>= 99%**	99.58%	99.58%	99.79%	99.65%	99.66%	99.46%	--	--
Actual number of calls		**59,569**	**53,486**	**47,528**	**53,528**	**60,281**	**67,898**	**361,685**	**814,774**
• Average phone calls daily		2,708	2,674	2,376	2,586	2,886	3,236	--	--
• Average Answer Speed	**< 1:00**	0:00:07	0:00:16	0:00:03	0:00:09	0:00:55	0:00:58	--	--
• Average Talk Time		0:05:35	0:05:29	0:05:31	0:05:32	0:05:33	0:05:03	--	--
• Average Time On Hold	**<= 3:00**	0:02:12	0:02:07	0:02:36	0:02:18	0:02:20	0:02:05	--	--
• Average time on hold before abandonment	**< 1:30**	0:00:44	0:00:41	0:00:22	0:00:36	0:01:30	0:02:44	--	--
• Average number of calls abandoned daily		6	18	3	9	98	88	--	--
• Percentage of calls abandoned daily	**< 5.0%**	0.22%	0.69%	0.15%	0.35%	3.10%	2.72%	--	--
Total number of complaints by type - Valid		**875**	**830**	**616**	**774**	**832**	**1,903**	**4,990**	**22,840**
• Provider No-Show		146	173	108	142	173	293	1,038	3,514
• Timeliness		151	145	103	133	152	249	913	2,985
• Other Stakeholders		400	335	260	332	323	1,026	1,935	12,310
• Call Center Operations		137	130	118	128	141	219	843	2,628
• Driver Behavior		4	7	8	6	6	6	37	77
• Provider Service Quality		26	26	16	23	23	93	138	1,113
• Miscellaneous		11	11	2	8	12	13	71	157
• Rider Injury / Incident		0	3	1	1	3	5	15	56
• Valid Complaints as percentage of total trips		0.56%	0.59%	0.46%	0.54%	0.56%	1.39%	--	--
Total number of complaints by type - Invalid & Other		**335**	**314**	**254**	**301**	**303**	**361**	**1,820**	**4,330**
• Provider No-Show		56	59	51	55	56	61	337	727
• Timeliness		36	29	36	34	32	32	192	387
• Other Stakeholders		53	62	30	48	55	108	331	1,296
• Call Center Operations		84	85	63	77	71	79	423	944
• Driver Behavior		40	24	34	33	30	28	180	341
• Provider Service Quality		32	27	11	23	24	22	144	265
• Miscellaneous		32	23	25	27	32	29	190	342
• Rider Injury / Incident		2	5	4	4	4	2	23	28
• Invalid & Other Complaints as percentage of total trips		0.21%	0.22%	0.19%	0.21%	0.21%	0.26%	--	--
Total number of denials by type		**2,601**	**2,866**	**2,427**	**2,631**	**2,576**	**2,481**	**15,457**	**29,776**
• Non-Urgent / Under Days of Notice		815	823	756	798	852	1,045	5,114	12,542
• Non-Covered Service		410	425	346	394	404	343	2,422	4,117
• Ineligible For Transport		145	142	146	144	151	123	905	1,477
• Unable to Confirm Medical Appointment w/ Provider		114	104	105	108	115	117	688	1,405
• Does Not Meet Transportation Protocols		8	8	2	6	7	2	39	28
• Incomplete Information		1,033	1,217	959	1,070	959	745	5,754	8,936
• Needs Emergency Services		0	2	0	1	1	2	6	19
• Beneficiary Has Medicare Part B or Other Coverage		76	145	113	111	88	104	529	1,252
• Denials as percentage of total trips		1.65%	2.05%	1.81%	1.84%	1.76%	1.81%	--	--

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.

Old Name	New Name
Broker Report Card	
Explanation of Categories	
Undups	
Trips	
Miles	
TimePerfDaily	
RideTimePerfDet	
TeleComResv	
TeleComDailyDet	
TeleComResvAfterHrs	
AfterhoursDailyDetail	
TeleComFac	
Staffing	
ComplaintRawData	
ComplaintData	
Complaints	
By Treatment	
DenialsDet	
Denials	
TPbyTripCount	
TP Report Card	
Ancillary Services	
Terminated or Denied Drivers	
Terminated or Denied Providers	

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

Nov-23

FY 2023 - 2024

ecember 20	Tier	TYPE	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0							0
	III	Facility Issue	4	4	8	6	5	3							30
	I	Incident Rider	7	6	4	1	7	2							27
	I	Injury	2	4	0	1	1	3							11
	III	Modivcare Employee Issue	101	116	90	108	108	98							621
	III	Modivcare Issue	119	101	122	113	107	83							645
	IV	No Vehicle Available	10	18	14	13	18	13							86
	III	Provider Late	185	193	175	175	161	118							1,007
	II	Provider No Show	228	282	272	202	232	159							1,375
	III	Reroute	0	0	1	0	0	0							1
	II	Rider Issue	57	73	58	58	59	48							353
	II	Rider No Show	241	343	324	388	330	238							1,864
	I	Serious Injury	0	0	0	0	0	0							0
	II	Subcontractor Courtesy	39	36	25	44	31	42							217
	I	Subcontractor Safety	16	22	21	30	26	11							126
	I	Suspected Rider Fraud & Abuse	3	3	8	1	3	1							19
	I	Suspected TP Fraud & Abuse	5	9	9	7	1	1							32
	III	Transportation Provider	50	54	52	43	34	27							260
	III	Transportation Provider Early	19	23	10	12	13	21							98
	N/A	Transportation Provider Employee	0	0	0	0	0	0							0
	IV	Unknown/Other	0	0	0	0	0	0							0
	II	Vehicle Issue	4	5	9	7	6	2							33
	I	Wheelchair Tie-down Issue	1	1	0	1	2	0							5
		Subtotal	**1,091**	**1,293**	**1,202**	**1,210**	**1,144**	**870**	**0**	**0**	**0**	**0**	**0**	**0**	6,810
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	III	Facility Issue	0.37%	0.31%	0.67%	0.50%	0.44%	0.34%							0.44%
	I	Incident Rider	0.64%	0.46%	0.33%	0.08%	0.61%	0.23%							0.40%
	I	Injury	0.18%	0.31%	0.00%	0.08%	0.09%	0.34%							0.16%
	III	LogisticCare Employee Issue	9.26%	8.97%	7.49%	8.93%	9.44%	11.26%							9.12%
	III	Modivcare Issue	10.91%	7.81%	10.15%	9.34%	9.35%	9.54%							9.47%
	IV	No Vehicle Available	0.92%	1.39%	1.16%	1.07%	1.57%	1.49%							1.26%
	III	Provider Late	16.96%	14.93%	14.56%	14.46%	14.07%	13.56%							14.79%
	II	Provider No Show	20.90%	21.81%	22.63%	16.69%	20.28%	18.28%							20.19%
	III	ReRoute	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%							0.01%
	II	Rider Issue	5.22%	5.65%	4.83%	4.79%	5.16%	5.52%							5.18%
	II	Rider No Show	22.09%	26.53%	26.96%	32.07%	28.85%	27.36%							27.37%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	II	Subcontractor Courtesy	3.57%	2.78%	2.08%	3.64%	2.71%	4.83%							3.19%
	I	Subcontractor Safety	1.47%	1.70%	1.75%	2.48%	2.27%	1.26%							1.85%
	I	Suspected Rider Fraud & Abuse	0.27%	0.23%	0.67%	0.08%	0.26%	0.11%							0.28%
	I	Suspected TP Fraud & Abuse	0.46%	0.70%	0.75%	0.58%	0.09%	0.11%							0.47%
	III	Transportation Provider	4.58%	4.18%	4.33%	3.55%	2.97%	3.10%							3.82%
	III	Transportation Provider Early	1.74%	1.78%	0.83%	0.99%	1.14%	2.41%							1.44%
	N/A	Transportation Provider Employee	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%
	II	Vehicle Issue	0.37%	0.39%	0.75%	0.58%	0.52%	0.23%							0.48%
	I	Wheelchair Tie-down Issue	0.09%	0.08%	0.00%	0.08%	0.17%	0.00%							0.07%
		State Subtotal	**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	