## South Carolina Department of Health and Human Services Transportation Advisory Committee

### Quarterly Meeting Agenda
June 23, 2016 – 10:00 a.m.
1801 Main Street, Columbia, SC – **10th Floor Conference Room**
**Conference Call Number: (800) 753-1965**
**Access Code: 8982936**

I.  Welcome and Introductions – Coretta Bedsole

II.  Purpose of Transportation Advisory Committee (TAC) – Courtney Sanders

III.  Meeting Minutes Approval – March 10, 2016 – TAC Committee

IV.  SCDHHS Staffing Update – Courtney Sanders

V.  Stakeholder Input – Courtney Sanders

    a.  Procurement Update

VI.  Gross Reporting – SCDHHS Staff

    a.  Conference Call
        i.  Gross Trips vs. Rider No Show Data

VII.  Program Monitoring/Tools

    a.  Transportation Broker Performance Reports (January – March 2016) - Definitions
    b.  Transportation Provider Performance Reports and Summary
    c.  Complaint by Provider Type (Valid and Invalid)
    d.  Transportation Broker Accounts Payable Aging Report
    e.  Transportation Provider Retention
    f.  Report of Injuries and Incidents
    g.  Report of Meetings

VIII.  Advisory Committee – Current Issues and Concerns

IX.  Next Meeting: September 22, 2016

## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

### Meeting Minutes

### March 10, 2016

**Committee Members in Attendance**: Lydia Hennick, Douglas Wright, Lynn Stockman, Dr. Keith Guest, and, Scott Lesiak, and Troy Sapp.

**Committee Members via Telephone**: David Elliot, Ken Welch, Alfton Ellison, Coretta Bedsole, Gloria Provost,

**Guests in Attendance**: Krista Martin, Michael Egan, Lisa Firmender, and Kay Clary

**SCDHHS Staff**: Courtney Sanders, Stacey Shull, and Maudra Brown.

I.  **Welcome and Introductions:** Coretta Bedsole, Chairwoman of the TAC attended the March 10, 2016 TAC Meeting via phone; at Ms. Bedsole's request Dr. Keith Guest chaired the meeting in her absence. Dr. Guest called the meeting to order.

II. **Purpose of the Transportation Advisory Committee (TAC): (Skipped)** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.

III. **Meeting Minutes Approval:** The committee approved the meeting minutes for December 10, 2015.

IV. **Fleet Mechanical Health – Sub-Committee Update:** During the June 25, 2015, meeting the Sub Committee was formed to capture the vehicle health of all credentialed vehicles with full transportation contracts in the State of South Carolina. The chart presented by LogistiCare presented the Fleet Mechanical Health by vehicle mileage and age; data was as current as September 14, 2015. Doug advised the committee that in some markets 10 year old vehicles are prohibited and a maximum mileage is issued for vehicles. The committee agreed that age and mileage are a concern, but maintenance is key, and noting the committee understand these vehicle run every day for a minimum of 8 to 10 hours. Stephen discussed specific parameters of the chart, mainly that 13.36% of fleet in its upper life and questioned the reliability. Doug and Lynn stated that the DOT states that Goshen vans need to be replaced at 250,000 miles. Gloria stated the simplicity of the chart is amazing; questioned if data was available that compares high mileage vs. maintenance issues. LogistiCare stated the maintenance is handled internally; if a trend is noticed conversations between broker and provider are initiated, corrective action plan are issued, audits conducted, and re-inspection of specific vehicle or entire fleet are mandated. Coretta seconded Gloria's request for data, but it is simply not available.

Stephen discussed that 50% of vehicles in the fleet have up to 250,000 miles on its vehicles; in 6 months those vehicles may not be viable, we need a plan from the providers. Doug pointed out that replacement vehicle and general maintenance is expensive, and correlates to the financial stability of the provider. Ken pointed out that the mileage on the odometer may not be the actual mileage due to engine replacement. Stephen stated that ties back to the vehicle maintenance and not be considered in this data. The committee recommended that the chart be broken down into two year increments to better capture the vehicle mechanical health. A revised chart will be presented at the December 10, 2015, and once approved the Fleet Mechanical Health report will be an annual document for the TAC to review. During the December 10, 2015, Krista Martin presented the new format of the Fleet Mechanical Health Graph. The TAC Members discussed the new graph did not effectively represent the true health of the fleet; the graph is overly complex and two topics represented on one graph misleads the data into an unnatural trend. The TAC members motioned to revert to the original graph presented in September, all seconded; so ordered. TAC will revisit in March to finalize format. On March 23, 2016, the two aforementioned graphs were presented; the TAC members agreed the data delivered by Vehicle by Mileage Range and Vehicles by Year in two year increments was the preference. The report will be generated annually. Based on the decision, the committee is dissolved, motioned, all seconded, so ordered.

V.  **Stakeholder Input – Procurement Update:** Courtney Sanders spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP. Amendment Number Two rewrote the RFP and Amendment Number Four answered questions related to Amendment Number Two; budget, rates, air ambulance, and fixed rates are reflected in Amendment Number Four. Lynn raised a question of recurring (standing) trips vs. regular (non-standing) rates, and why recurring was less; Courtney advised Lynn the answer is in Amendment Number Four. Additionally, Lynn stated the rates were possibly jeopardizing her business in the rural communities and the ability to transport members; Dr. Guest expressed concern for all communities. Courtney stated that network adequacy will be discussed with the Awardee and any related issues will be handled between the Transportation Coordinator and SCDHHS. Courtney reminded the TAC Members that we are still in the quiet period and the RFP would not be discussed further. On March 10, 2016, Coretta Bedsole read a letter she received from Lisa Firmender of Generations Unlimited regarding the RFP in protest and rates. A discussion began regarding the rates and the providers are concerned about sustainability. The biggest concerns were regarding long distance trips and standing orders. Courtney Sanders reminded the TAC Members that we are in the quiet period, and SCDHHS were not allowed to speak on the RFP. Coretta encouraged the TAC Members to FOI all documents related to the RFP process. Courtney Sanders informed the TAC Members to refer to the Procurement Link provided in previous correspondences to receive the most updated information on the RFP process. Courtney Sanders will provide an update at all future meetings regarding the RFP.

VI.  **Program Monitoring Tools / Activities:** Reporting for the TAC has been modified; Reporting is Statewide versus Regional. Provider Retention was added; Report of Injuries/Incidents was modified; removal of DHHS internal Complaint Tracking; Transportation Provider Performance Reports and Summary was modified. TAC was allotted several minutes to review and discussion would follow. Motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary.

a. **Transportation Broker Performance Reports (January - December 2015) – Trips, Denials, and Complaints Statewide (SFY 2016, SFY 2015):** Discussion surrounding the 'Explanation of Complaint & Denial Categories' was initiated by Dr. Guest. To the external individuals or groups the terminology is confusing and not specific. Dr. Guest suggested examples be given for certain terms, and more exact definitions provided. Lydia Hennick with LogistiCare acknowledged the external parties struggle, but stated changes to the 'Explanation of Complaint & Denial Categories' will be discussed internally with SCDHHS and any changes reported. On March 10, 2016, SCDHHS and Logisticare presented a list of proposed glossary terms, recommendations were made, the discussion lengthened, and TAC Members were advised to email Courtney Sanders with further recommendations. Discussion will continue at the June 23, 2106 TAC Meeting.

b. **Transportation Provider Performance Reports:** The report was summarized into a one pager versus the multiple pages. No comments or discussion.

c. **Complaint by Provider Type:** One pager was added to the TAC Reports to define Complaints by Provider Type and complaint type. Upon review of the document the TAC Members requested definitions for Private, Commercial, and 'Other' provider type. Lydia stated Private Providers only transports their Members (Adult Day), Commercial is both their and public members; 'Other' provider is defined as any other provider type, gas mileage reimbursement. The TAC Members motioned the 'Other' provider type category be removed, all seconded; so ordered. TAC will revisit if necessary.

d. **Transportation Broker Accounts Payable Aging Report:** SCDHHS and the TAC have requested to have the information contained in the two page document to be compressed into one page; the TAC approved. Doug commended LogistiCare on their payment methodology and efficiency; he continued by also commending the Electronic Claim System, highlighting the accuracy and efficiency the system has allotted his company.

e. **Transportation Provider Retention:** No comments or discussion.

f. **Report of Injuries / Incidents:** No comments or discussion.

g. **Report of Meetings:** During the June 25, 2015 meeting, Stephen moved to summarize by provider and other parameters; the draft was presented by Lydia and the committee approved the template and parameter of fiscal year vs. calendar year. The finalized document with valid data will be presented at the December 10, 2015 TAC meeting. On December 10, 2015, Lydia presented the one pager document representing the Report of Meeting document; data was not accurate in this document, for presentation only. TAC Members commented on the simplicity of the document, motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary. Specific meeting data can be requested at any time and provided. On March 10, 2016, the new revised document was presented, no questions were posed, and the current format will be utilized for all future reporting.

## XI    Advisory Committee – Current Issues/Concerns:

Coretta will be working with the Office of Aging to secure representation to fill the mandate vacancy on the TAC.

Questions arose regarding the correlation between the utilization of the broker system and healthy outcomes for members.

Michael Egan of LogistiCare presented the newly established Rider Rights and Responsibilities, all Medicaid Members utilizing transportation service must adhere. The issue of Rider No Shows was presented to the TAC; providers that were present stressed the financial impact of rider no shows to their company and to their schedules/manifest. LogistiCare asked that all providers file complaints on Members that no show for their transportation, so chronic offenders can be addressed and outreach can be completed to the member and any applicable advocates to ensure all medical appointments are being attended. The TAC Members asked to see data regarding rider no shows; LogistiCare stated that data is present in the Gross Reporting numbers, and the Broker Report Card only reports on verified paid trips. SCDHHS and LogistiCare will gather a report of gross reporting numbers; SCDHHS asked the TAC Members what other parameters would be of value from the gross numbers. At the time the question was posed, TAC Members requested time to ponder, and Courtney Sanders suggested a conference call at a later date, and an appointment would be sent to TAC Members following the meeting. Data to be presented on the June 23, 2016 TAC Meeting.

The meeting adjourned at 11:35 a.m.

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12: 00 p.m.

**SC DHHS**
**Broker Report Card**

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

**March 2016**

| Transportation Metrics | Performance Goal | January 2016 Final | February 2016 Final | March 2016 Final | Average Last Three Months | Average SFY 2016 | Average SFY 2015 | Totals SYF 2016 | Totals SFY 2015 |
|---|---|---|---|---|---|---|---|---|---|
| **Unduplicated Beneficiaries** | | 26,969 | 27,564 | 27,435 | 27,323 | 27,611 | 27,694 | 68,188 | 79,291 |
| | | | | | | | | | |
| **Total trips provided by type of transportation** | | 149,133 | 155,798 | 171,823 | 158,918 | 158,551 | 157,147 | 1,426,962 | 1,885,766 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 109,253 | 113,315 | 125,655 | 116,074 | 115,971 | 117,144 | 1,043,737 | 1,405,729 |
| • Wheelchair Trips | | 18,218 | 19,808 | 21,702 | 19,909 | 19,753 | 19,723 | 177,773 | 236,678 |
| • Stretcher Trips | | 2,575 | 2,599 | 2,926 | 2,700 | 2,803 | 2,795 | 25,228 | 33,542 |
| • Individual Transportation Gas Trip | | 18,302 | 19,362 | 20,668 | 19,444 | 19,277 | 16,795 | 173,489 | 201,543 |
| • Non-Emergency Ambulance ALS | | 75 | 72 | 75 | 74 | 75 | 56 | 673 | 676 |
| • Non-Emergency Ambulance BLS | | 101 | 119 | 138 | 119 | 110 | 103 | 987 | 1,236 |
| • Public Transportation Bus Trip | | 609 | 523 | 659 | 597 | 564 | 530 | 5,075 | 6,362 |
| **Total Over Night Trips Arranged** | | 64 | 79 | 45 | 63 | 72 | 89 | 647 | 1,064 |
| **Total Extra Passengers** | | 17,780 | 18,391 | 18,362 | 18,178 | 18,635 | 18,757 | 167,713 | 225,086 |
| | | | | | | | | | |
| • Provider No-Shows as Percentage of Total Trips | <=0.25% | 0.27% | 0.20% | 0.20% | 0.22% | 0.19% | 0.19% | -- | -- |
| • Number of Pickups On Time (A Leg) | | 66,602 | 61,832 | 68,716 | 65,717 | 68,169 | 65,751 | 613,521 | 789,010 |
| • Number of Deliveries On Time (A Leg) | | 67,432 | 59,300 | 65,863 | 64,198 | 65,721 | 63,839 | 591,486 | 766,068 |
| • Number of Pickups On Time (B Leg) | | 54,078 | 56,277 | 64,426 | 58,260 | 61,524 | 61,259 | 553,720 | 735,105 |
| • Number of Trips Within Ride Time (All Trips) | | 142,928 | 136,156 | 148,872 | 142,652 | 147,665 | 145,043 | 1,328,982 | 1,740,517 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 88.79% | 89.30% | 91.99% | 90.03% | 91.35% | 90.83% | -- | -- |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 91.15% | 86.00% | 88.41% | 88.52% | 88.50% | 88.30% | -- | -- |
| • Percent of Pickups On Time (B Leg) | >= 90% | 88.61% | 89.85% | 89.99% | 89.48% | 90.25% | 90.97% | -- | -- |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.72% | 99.69% | 99.69% | 99.70% | 99.72% | 99.68% | -- | -- |
| | | | | | | | | | |
| **Actual number of calls** | | 92,144 | 87,158 | 89,493 | 89,598 | 92,253 | 104,937 | 830,279 | 1,259,241 |
| • Average phone calls daily | | 4,607 | 4,150 | 3,891 | 4,216 | 4,310 | 4,980 | -- | -- |
| • Average Answer Speed | < 1:00 | 0:05:03 | 0:02:35 | 0:01:10 | 0:02:56 | 0:02:32 | 0:03:56 | -- | -- |
| • Average Talk Time | | 0:04:39 | 0:04:42 | 0:04:37 | 0:04:39 | 0:04:20 | 0:03:23 | -- | -- |
| • Average Time On Hold | <= 3:00 | 0:01:55 | 0:01:48 | 0:01:48 | 0:01:50 | 0:01:40 | 0:01:33 | -- | -- |
| • Average time on hold before abandonment | < 1:30 | 0:03:14 | 0:02:07 | 0:01:11 | 0:02:11 | 0:02:00 | 0:02:41 | -- | -- |
| • Average number of calls abandoned daily | | 813 | 371 | 160 | 448 | 418 | 794 | -- | -- |
| • Percentage of calls abandoned daily | < 5.0% | 17.64% | 8.94% | 4.12% | 10.23% | 9.51% | 15.46% | -- | -- |
| | | | | | | | | | |
| **Total number of complaints by type - Valid** | | 3,090 | 3,162 | 3,581 | 3,278 | 3,494 | 3,353 | 31,448 | 40,240 |
| • Provider No-Show | | 387 | 273 | 302 | 321 | 278 | 251 | 2,500 | 3,011 |
| • Timeliness | | 1,643 | 1,570 | 1,780 | 1,664 | 1,617 | 1,736 | 14,557 | 20,834 |
| • Other Stakeholders | | 958 | 1,196 | 1,377 | 1,177 | 1,464 | 1,243 | 13,178 | 14,913 |
| • Call Center Operations | | 34 | 40 | 34 | 36 | 37 | 28 | 337 | 335 |
| • Driver Behavior | | 9 | 5 | 6 | 7 | 6 | 9 | 58 | 102 |
| • Provider Service Quality | | 6 | 8 | 8 | 7 | 9 | 11 | 80 | 132 |
| • Miscellaneous | | 34 | 45 | 48 | 42 | 60 | 55 | 539 | 658 |
| • Rider Injury / Incident | | 19 | 25 | 26 | 23 | 22 | 21 | 198 | 255 |
| • Valid Complaints as percentage of total trips | | 2.07% | 2.03% | 2.08% | 2.06% | 2.20% | 2.13% | -- | -- |
| | | | | | | | | | |
| **Total number of complaints by type - Invalid & Other** | | 173 | 187 | 229 | 196 | 206 | 163 | 1,852 | 1,955 |
| • Provider No-Show | | 54 | 31 | 37 | 41 | 42 | 34 | 382 | 403 |
| • Timeliness | | 25 | 39 | 47 | 37 | 54 | 50 | 484 | 602 |
| • Other Stakeholders | | 18 | 15 | 48 | 27 | 19 | 14 | 172 | 167 |
| • Call Center Operations | | 15 | 25 | 12 | 17 | 15 | 13 | 137 | 159 |
| • Driver Behavior | | 7 | 16 | 21 | 15 | 13 | 12 | 119 | 138 |
| • Provider Service Quality | | 7 | 8 | 14 | 10 | 9 | 8 | 85 | 93 |
| • Miscellaneous | | 35 | 45 | 38 | 39 | 41 | 23 | 370 | 275 |
| • Rider Injury / Incident | | 12 | 8 | 12 | 11 | 11 | 10 | 103 | 118 |
| • Invalid & Other Complaints as percentage of total trips | | 0.12% | 0.12% | 0.13% | 0.12% | 0.13% | 0.10% | -- | -- |
| | | | | | | | | | |
| **Total number of denials by type** | | 4,381 | 4,514 | 4,844 | 4,580 | 4,735 | 5,139 | 42,613 | 61,666 |
| • Non-Urgent / Under Days of Notice | | 1,001 | 959 | 984 | 981 | 1,107 | 1,253 | 9,960 | 15,035 |
| • Non-Covered Service | | 464 | 426 | 438 | 443 | 447 | 622 | 4,027 | 7,460 |
| • Ineligible For Transport | | 313 | 331 | 293 | 312 | 309 | 182 | 2,781 | 2,186 |
| • Unable to Confirm Medical Appointment w/ Provider | | 108 | 90 | 156 | 118 | 132 | 283 | 1,189 | 3,396 |
| • Does Not Meet Transportation Protocols | | 6 | 6 | 14 | 9 | 8 | 9 | 71 | 113 |
| • Incomplete Information | | 1,968 | 2,163 | 2,332 | 2,154 | 2,140 | 2,200 | 19,256 | 26,405 |
| • Needs Emergency Services | | 9 | 2 | 9 | 7 | 6 | 9 | 51 | 104 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 512 | 537 | 618 | 556 | 586 | 564 | 5,278 | 6,766 |
| • Denials as percentage of total trips | | 2.94% | 2.90% | 2.82% | 2.88% | 2.99% | 3.26% | -- | -- |

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.

## Trip Summary

| | January 2016 | | | | |
|---|---|---|---|---|---|
| Provider Type | Number of Trips | Provider Reroute Percentage | Complaint Free Percentage | On Time Performance (A Leg P/U) | On Time Performance (A Leg D/O) |
| **Metric** | | **<2%** | **>=99.81%** | **>=90%** | **>=95%** |
| Ambulance | 17,961 | 41.59% | 99.48% | 90.80% | 86.81% |
| Commercial | 137,248 | 17.40% | 99.02% | 91.24% | 87.65% |
| Private | 15,292 | 0.13% | 99.99% | 84.33% | 95.25% |
| Transit | 23,644 | 9.65% | 99.49% | 85.24% | 83.74% |
| Volunteer | 734 | 8.62% | 99.74% | 88.56% | 76.49% |

| | February 2016 | | | | |
|---|---|---|---|---|---|
| Provider Type | Number of Trips | Provider Reroute Percentage | Complaint Free Percentage | On Time Performance (A Leg P/U) | On Time Performance (A Leg D/O) |
| **Metric** | | **<2%** | **>=99.81%** | **>=90%** | **>=95%** |
| Ambulance | 20,024 | 41.79% | 98.91% | 92.51% | 86.75% |
| Commercial | 151,956 | 18.38% | 99.00% | 92.18% | 88.70% |
| Private | 17,280 | 0.09% | 100.00% | 87.61% | 98.24% |
| Transit | 25,026 | 8.82% | 99.53% | 84.35% | 83.55% |
| Volunteer | 924 | 7.42% | 99.17% | 86.07% | 71.92% |

| | March 2016 | | | | |
|---|---|---|---|---|---|
| Provider Type | Number of Trips | Provider Reroute Percentage | Complaint Free Percentage | On Time Performance (A Leg P/U) | On Time Performance (A Leg D/O) |
| **Metric** | | **<2%** | **>=99.81%** | **>=90%** | **>=95%** |
| Ambulance | 18,556 | 53.13% | 99.62% | 92.56% | 85.72% |
| Commercial | 141,598 | 19.76% | 98.99% | 91.82% | 88.81% |
| Private | 15,993 | 0.09% | 97.22% | 85.15% | 96.72% |
| Transit | 23,427 | 11.30% | 99.55% | 85.95% | 84.92% |
| Volunteer | 777 | 14.00% | 96.79% | 88.91% | 79.64% |

| | 3rd Quarter SFY 2015 - 2016 | | | | |
|---|---|---|---|---|---|
| Provider Type | Number of Trips | Provider Reroute Percentage | Complaint Free Percentage | On Time Performance (A Leg P/U) | On Time Performance (A Leg D/O) |
| **Metric** | | **<2%** | **>=99.81%** | **>=90%** | **>=95%** |
| Ambulance | 56541 | 45.62% | 99.34% | 91.93% | 86.42% |
| Commercial | 430802 | 18.53% | 99.00% | 91.75% | 88.39% |
| Private | 48565 | 0.10% | 99.04% | 85.70% | 96.74% |
| Transit | 72097 | 9.93% | 99.52% | 85.18% | 84.08% |
| Volunteer | 2435 | 10.04% | 98.55% | 87.85% | 76.01% |

| Transportation Metrics | January 2016 Final | February 2016 Final | March 2016 Final | | Average Last Three Months | Average SFY 2016 | Totals SFY 2016 |
|---|---|---|---|---|---|---|---|
| **Total Trips Provided - Ambulance** | 17,961 | 18,556 | 20,024 | | 18,847 | 19,694 | 157,226 |
| • Provider No-Show | 21 | 21 | 24 | | 22 | 22 | 177 |
| • Timeliness | 100 | 99 | 87 | | 95 | 107 | 873 |
| • Other Stakeholders | 51 | 45 | 45 | | 47 | 71 | 590 |
| • Call Center Operations | 3 | 3 | 3 | | 3 | 3 | 27 |
| • Driver Behavior | 1 | 0 | 0 | | 0 | 1 | 6 |
| • Provider Service Quality | 0 | 2 | 1 | | 1 | 1 | 12 |
| • Miscellaneous | 0 | 3 | 2 | | 2 | 3 | 28 |
| • Rider Injury / Incident | 5 | 3 | 4 | | 4 | 4 | 28 |
| **Total Valid Complaints by Provider Type - Ambulance** | 181 | 176 | 166 | | 174 | 212 | 1,741 |
| Total Invalid Complaints by Provider Type - Ambulance | 8 | 7 | 11 | | 9 | 12 | 100 |
| Valid Ambulance Complaints as % of Total Ambulance Trips | 1.01% | 0.95% | 0.83% | | 0.92% | 1.08% | - |
| | | | | | | | |
| **Total Trips Provided - Commercial** | 137,248 | 141,598 | 151,956 | | 143,601 | 141,993 | 1,125,981 |
| • Provider No-Show | 343 | 234 | 254 | | 277 | 232 | 1,838 |
| • Timeliness | 1,404 | 1,326 | 1,539 | | 1,423 | 1,382 | 10,902 |
| • Other Stakeholders | 826 | 1,100 | 1,244 | | 1,057 | 1,290 | 10,363 |
| • Call Center Operations | 20 | 26 | 22 | | 23 | 23 | 185 |
| • Driver Behavior | 8 | 5 | 5 | | 6 | 6 | 48 |
| • Provider Service Quality | 6 | 6 | 7 | | 6 | 8 | 61 |
| • Miscellaneous | 29 | 38 | 40 | | 36 | 51 | 418 |
| • Rider Injury / Incident | 11 | 19 | 21 | | 17 | 16 | 121 |
| **Total Valid Complaints by Provider Type - Commercial** | 2,647 | 2,754 | 3,132 | | 2,844 | 3,008 | 23,936 |
| Total Invalid Complaints by Provider Type - Commercial | 86 | 92 | 136 | | 105 | 149 | 1,205 |
| Valid Commercial Complaints as % of Total Commercial Trips | 1.93% | 1.94% | 2.06% | | 1.98% | 2.12% | - |
| | | | | | | | |
| **Total Trips Provided - Private** | 15,292 | 15,993 | 17,280 | | 16,148 | 15,988 | 126,608 |
| • Provider No-Show | 1 | 1 | 1 | | 2 | 1 | 11 |
| • Timeliness | 0 | 0 | 0 | | 1 | 0 | 2 |
| • Other Stakeholders | 1 | 0 | 0 | | 5 | 2 | 15 |
| • Call Center Operations | 0 | 0 | 2 | | 0 | 0 | 1 |
| • Driver Behavior | 0 | 0 | 0 | | 0 | 0 | 0 |
| • Provider Service Quality | 0 | 0 | 0 | | 0 | 0 | 0 |
| • Miscellaneous | 0 | 0 | 0 | | 0 | 0 | 0 |
| • Rider Injury / Incident | 0 | 0 | 0 | | 0 | 0 | 1 |
| **Total Valid Complaints by Provider Type - Private** | 2 | 1 | 3 | | 7 | 4 | 30 |
| Total Invalid Complaints by Provider Type - Private | 0 | 0 | 4 | | 1 | 2 | 10 |
| Valid Private Complaints as % of Total Private Trips | 0.01% | 0.01% | 0.02% | | 0.05% | 0.03% | - |
| | | | | | | | |
| **Total Trips Provided - Transit** | 23,644 | 23,427 | 25,026 | | 24,354 | 24,839 | 198,529 |
| • Provider No-Show | 13 | 1 | 19 | | 19 | 17 | 136 |
| • Timeliness | 138 | 142 | 150 | | 97 | 126 | 988 |
| • Other Stakeholders | 64 | 36 | 54 | | 121 | 81 | 676 |
| • Call Center Operations | 3 | 4 | 1 | | 1 | 2 | 17 |
| • Driver Behavior | 0 | 0 | 1 | | 0 | 0 | 2 |
| • Provider Service Quality | 0 | 0 | 0 | | 0 | 0 | 1 |
| • Miscellaneous | 5 | 4 | 6 | | 5 | 5 | 42 |
| • Rider Injury / Incident | 3 | 3 | 1 | | 1 | 3 | 23 |
| **Total Valid Complaints by Provider Type - Transit** | 226 | 200 | 232 | | 244 | 235 | 1,885 |
| Total Invalid Complaints by Provider Type - Transit | 28 | 20 | 9 | | 19 | 18 | 154 |
| Valid Transit Complaints as % of Total Transit Trips | 0.96% | 0.85% | 0.93% | | 1.00% | 0.95% | - |
| | | | | | | | |
| **Total Trips Provided - Volunteer** | 734 | 777 | 924 | | 758 | 861 | 6,825 |
| • Provider No-Show | 1 | 6 | 4 | | 2 | 3 | 23 |
| • Timeliness | 1 | 3 | 4 | | 1 | 1 | 9 |
| • Other Stakeholders | 12 | 8 | 17 | | 17 | 14 | 110 |
| • Call Center Operations | 0 | 1 | 3 | | 1 | 1 | 5 |
| • Driver Behavior | 0 | 0 | 0 | | 0 | 0 | 1 |
| • Provider Service Quality | 0 | 0 | 0 | | 0 | 0 | 0 |
| • Miscellaneous | 0 | 0 | 0 | | 0 | 1 | 5 |
| • Rider Injury / Incident | 0 | 0 | 0 | | 0 | 0 | 0 |
| **Total Valid Complaints by Provider Type - Volunteer** | 14 | 18 | 28 | | 21 | 20 | 153 |
| Total Invalid Complaints by Provider Type - Volunteer | 0 | 0 | 1 | | 2 | 2 | 15 |
| Valid Volunteer Complaints as % of Total Volunteer Trips | 1.91% | 2.32% | 3.03% | | 2.76% | 2.34% | - |
| | | | | | | | |
| **All Providers** | | | | | | | |
| **Total trips provided** | 194,879 | 200,351 | 215,210 | | 199,791 | 201,896 | 1,615,169 |
| **Total Valid complaints** | 3,070 | 3,149 | 3,561 | | 3,418 | 3,468 | 27,745 |
| Total Invalid complaints | 122 | 119 | 161 | | 220 | 186 | 1,484 |
| Valid Complaints as percentage of total trips | 0.06% | 0.06% | 0.07% | | 1.71% | 1.72% | - |

# Prompt Payment Aging Report By Invoice Received Date

LogistiCare Solutions, LLC

01/01/2016 to 03/31/2016

Some Broker Clients, Some Transportation Providers

*\* May include invoices with future check dates \**

## Report Totals

**Provider Payments**
**Days To Pay**

| Days From Invoice Submission To AP | Average Days | Number Of Trips Billed | Percent | Trips Denied | Denied As Percent Of Billed |
|---|---|---|---|---|---|
| 0-30 Days | 19 | 466,978 | 99.81% | 7,042 | 1.51% |
| 31-60 Days | 46 | 891 | 0.19% | 0 | 0.00% |
| 61-90 Days | 0 | 0 | 0.00% | 0 | 0.00% |
| > 90 Days | 0 | 0 | 0.00% | 0 | 0.00% |
| | 19 | 467,869 | 100.00% | 7,042 | |

**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 | 11 | 432,029 | 92.34% | 169 |
| 31-60 Days | 41 | 25,526 | 5.46% | 105 |
| 61-90 Days | 73 | 5,095 | 1.09% | 37 |
| 91-120 Days | 103 | 2,208 | 0.47% | 23 |
| 121-150 Days | 134 | 910 | 0.19% | 11 |
| > 150 Days | 228 | 2,101 | 0.45% | 11 |
| | 15 | 467,869 | 100.00% | |

LogistiCare Quarterly Provider Retention

| Quarter | 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% |
| TOTAL | n/a | 18 | 11 | 4 | 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.

**NEMT Incidents and Injuries by Provider Contribution**
**January through March, 2016**

|  |  | Provider Contributed Yes | Provider Contributed No | Total |
|---|---|---|---|---|
| **Injury Occurred** | Frequency | 19 | 30 | 49 |
|  | Overall Percent | 15.57 | 24.59 | 40.16 |
|  | Row Percent | 38.78 | 61.22 | 100.00 |
|  | Column Percent | 36.54 | 42.86 | -------- |
| **Incident only/No Injury** | Frequency | 33 | 40 | 73 |
|  | Overall Percent | 27.05 | 32.79 | 59.84 |
|  | Row Percent | 45.21 | 54.79 | 100.00 |
|  | Column Percent | 63.46 | 57.14 | -------- |
| **Total** | Frequency | 52 | 70 | 122 |
|  | Overall Percent | 42.62 | 57.38 | 100.00 |
|  | Row Percent | -------- | -------- | -------- |
|  | Column Percent | 100.00 | 100.00 | -------- |

## Injury Severity

|  | Provider Contributed Yes | Provider Contributed No | Total |
|---|---|---|---|
| Injury - 1 (most severe) | 0 | 0 | 0 |
| Injury - 2 | 5 | 10 | 15 |
| Injury - 3 (least severe) | 14 | 20 | 34 |
|  | 19 | 30 | 49 |

Injury Severity Criteria:

1 – Severe: Traumatic injury or loss of life

2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene and transported to ER; Went to ER within 72 hours

3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

Incident Criteria:

Accident without bodily injury; or

Medical Episode not caused by injury; or

Law enforcement involvement; or

Non-severe injury reported to broker past 72 hours.

Note: In Quarter Three of Fiscal Year 2016, the Broker and DHHS three member panel determined
**1** incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

# Report of Meetings

**Monthly Agency / Broker Meetings (DHHS, LGTC)**

| SFY 2015/2016 | April '15 | May '15 | June '15 | July | August | September | October | November | December | January | February | March |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | x | x | x | x | x | x | x | x | x | x | x | x |

**Quarterly Transportation Advisory Council Meetings**

| SFY 2015/2016 | June '15 | September | December | March |
|---|---|---|---|---|
| | x | x | x | x |

**Quarterly Inter-Agency Meetings (DHHS, SCDOT, OAG, DHEC, ORS, LGTC)**

| SFY 2015/2016 | June '15 | September | December | March |
|---|---|---|---|---|
| | x | x | x | x |

**Quarterly Advisory Regional Meetings (DHHS, LGTC, HealthCare Providers, Transportation Providers, Members)**

| SFY 2015/2016 | June '15 | August | December | March | SFY 2015/2016 | June '15 | August | December | March |
|---|---|---|---|---|---|---|---|---|---|
| Region 1 | x | x | x | x | Region 3 | x | x | x | x |
| SFY 2015/2016 | June '15 | August | December | March | SFY 2015/2016 | June '15 | August | December | March |
| Region 2 | x | x | x | x | Region 3.1 | x | x | x | x |

**Program Review Site Visits (Unannounced Field Operations "Blitz" LGTC-DHHS)**

| SFY 2015/2016 | April | May | June | July | August | September | October | November | December | January | February | March |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Area Visited (1) | Greenville* | Florence | | Beaufort | Spartanburg | Chester | | Charleston | Lee/Sumter | Anderson | Charleston | |
| Area Visited (2) | | Sumter | | Allendale | | | | | Greenville | | Columbia | |

*DHEC participated

^ORS participated

**HealthCare Community Individual Outreach (LGTC)**

| SFY 2016 | April | May | June | July | August | September | October | November | December | January | February | March |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dialysis | 6 | 16 | 2 | 16 | 5 | 23 | 6 | 2* | 0 | 1* | 11 | 19 |
| Mental Health | 9 | 8 | 2 | 2 | 2 | 11 | 4 | 0 | 0 | 1 | 5 | 7 |
| Other | 14 | 11 | 3 | 14 | 4 | 8 | 5 | 1^ | 0 | 0 | 15 | 8 |

* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

Updated 6/17/16