



South Carolina Department of Health and Human Services
Broker Report Card - LogistiCare
 May, June, and July 2007

Transportation Metrics	May	June	July
Total unduplicated beneficiaries served	12,541	12,768	12,717
Total trips provided by type of transportation	140,325	110,316	109,650
• Non-Emergency Ambulatory Sedan/Van Trips	121,132	91,032	89,762
• Non-Emergency Ambulance/BLS (Broker Sponsored)	381	392	276
• Wheelchair Trips	16,563	16,096	15,757
• Stretcher Trips	1,811	2,326	3,234
• Individual Transportation Gas Trip	438	470	621
• Public Transportation Bus Trip	0	0	0
Actual number of calls	39,300	28,292	30,421
• Average phone calls daily	1,871	1,347	1,449
• Average Answer Speed (minutes)	3:11	0:53	0:41
• Average Talk Time (minutes)	4:18	3:15	3:42
• Average number of calls abandoned daily	304	70	39
Total number of complaints by type*	270	147	180
• Internal Complaint	100	11	15
• Call Center Operator	0	0	0
• Driver Behavior	1	14	31
• Miscellaneous	14	10	9
• Provider No-Show	19	50	44
• Timeliness	26	55	67
• Provider Service Quality	110	7	14
• Complaints as percentage of total trips	.19%	.13%	.16%

* Subsequent report cards will incorporate data on Transportation Denials and Deliveries on Time. Tracking systems are being designed to capture this information.



South Carolina Department of Health and Human Services

Broker Report Card - MTM

May, June, and July 2007

Transportation Metrics	May	June	July
Total unduplicated beneficiaries served	4,918	5,631	5,513
Total trips provided by type of transportation	47,534	46,308	46,202
• Non-Emergency Ambulatory Sedan/Van Trips	39,419	37,889	37,017
• Non-Emergency Ambulance/BLS (Broker Sponsored)	68	20	36
• Wheelchair Trips	7,197	7,584	7,827
• Stretcher Trips	834	782	843
• Individual Transportation Gas Trip	10	33	465
• Public Transportation Bus Trip	6	0	14
Actual number of calls	21,005	15,708	15,174
• Average phone calls daily	1,050	785	759
• Average Answer Speed (minutes)	1:31	0:33	:51
• Average Talk Time (minutes)	4:04	3:42	3:57
• Average number of calls abandoned daily	174	44	73.3
Total number of complaints by type*	499	305	288
• Internal Complaint	6	6	4
• Call Center Operator	5	6	5
• Driver Behavior	23	23	17
• Miscellaneous	3	0	3
• Provider No-Show	247	121	154
• Timeliness	184	116	86
• Provider Service Quality	31	33	19
• Complaints as percentage of total trips	1.05%	.66%	.62%

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