

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

**Quarterly Meeting Agenda**

March 09, 2017 – 10:00 a.m.

1801 Main Street, Columbia, SC – **9<sup>th</sup> Floor Conference Room**

**Conference Call Number: (800) 753-1965**

**Access Code: 8982936**

- I. Welcome and Introductions
- II. Meeting Minutes Approval – December 08, 2016 – TAC Committee – Pg. 1 - 3
- III. NEMT Updates
  - a. Procurement Update – MCO Carve In
- IV. Program Monitoring/Tools
  - a. Transportation Broker Performance Reports (Oct. – Dec. 2016) – Pg. 4 - 5
  - b. Transportation Provider Performance Reports and Summary – Pg. 6
  - c. Complaint by Provider Type (Valid and Invalid) – Pg. 7
  - d. Transportation Broker Accounts Payable Aging Report – Pg. 8
  - e. Transportation Provider Retention – Pg. 9
  - f. Report of Injuries and Incidents – Pg. 10
  - g. Report of Meetings – Pg. 11
- V. Advisory Committee – Current Issues and Concerns
  - a. Rider No Show Update – Pg. 12



## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

#### Meeting Minutes

December 08, 2016

**Committee Members in Attendance:** Lydia Hennick, Troy Sapp, and Ken Welch, Dr. Keith Guest.

**Committee Members via Telephone:** Scott Lesiak, Heath Hill, Lynn Stockman, David Elliot, and Doug Wright

**Guests in Attendance:** Krista Martin, Michael Egan (Phone), Scott Bagwell (Phone), and Billy Tolbert

**SCDHHS Staff:** Courtney Sanders, Stacey Shull, Maudra Brown, Stephen Boucher, Peter Brooks, and Deirdra Singleton

- I. **Welcome and Introductions:** Stephen Boucher of SCDHHS 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. TAC members discussed removing as a standing agenda item. Seconded, and so ordered.
- III. **Meeting Minutes Approval:** The committee approved the meeting minutes for September 22, 2016.
- IV. **NEMT Updates – Procurement Update:** At the November 15, 2016 Medical Care Advisory Committee (MCAC) Meeting, Deirdra Singleton proposed Non-Emergency Medical Transportation (NEMT) Carve-In into the Managed Care Organizations (MCOs) on or after January 01, 2018. Stephen Boucher proposed the carve-in and implementation of the new RFP would be correlated. Currently, the State maintains five MCOs.  
  
Updates to the State Plan in relation to Broker Transportation is in progress. A new, revised RFP should be released prior to the next scheduled TAC Meeting in March of 2017.
- V. **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 (July - September 2016) – Trips, Denials, and Complaints Statewide (SFY 2017, SFY 2016):** Proposed glossary definitions were approved for integration into TAC reports. No comments or further discussion.
- b. **Transportation Provider Performance Reports:** No comments or discussion.
- c. **Complaint by Provider Type:** No comments or discussion.
- d. **Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- e. **Transportation Provider Retention:** No comments or discussion.
- f. **Report of Injuries / Incidents:** Injury Criteria is a bit confusing to some TAC members. Clarity provided and definition for Injury Severity 3 changed to Non Severe from Not Severe. Additionally, definition for Incident Severity 3 changed to Non-severe incident from Non-severe injury. For the column depicting Percent of Total Paid Trips for the Quarter, the numbers will now contain four numbers after the decimal to capture accurate response. The table contains incident and injury complaints from paid and non-paid claims, a footnote will be added. Dr. Keith Guest approved of the new format.
- g. **Report of Meetings:** No comments or discussion.

**VI. Advisory Committee – Current Issues/Concerns:**

- a. **Escort Policy:** Currently, if a member requires an escort, the escort is provided by the facility or family. Effective July 01, 2015, if the member was residing at a nursing home, an escort was mandated. The mandate came from the number of complaints from providers, medical and transportation regarding the need of an escort during transportation and during medical appointments for prescription compliance and medical directive understanding. After several discussions, the mandated requirement was lifted. Currently, at the time of scheduling for members residing at a Nursing Home, LogistiCare CSRs are asking SCDHHS approved 'pointed' questions to determine the necessity of an escort. Based on responses, if an escort is necessary for that specific member, one will need to be provided by the facility or family. At this time, Nursing Homes are to continue normal operations regarding escorts.

In the future RFP escorts will be better defined, especially from an operational stand point. For example, SCDHHS is considering mandating an attendant requirement for all providers that service Nursing Homes. The attendant will be employed by the provider, and utilized only for transport, not to sit with the member during medical appointments. Additionally, SCDHHS is considering

TAC Quarterly Meeting  
December 08, 2016 Meeting Minutes

single loading all Nursing Home trips. Troy Sapp questioned the financial aspect of single loading versus multi loading. In his opinion, breaking the system for one problem is not the answer. Dr. Keith Guest advised the TAC members of the Mega Rule for Nursing Homes. Dr. Guest supports the diagnosis should drive the mandate of an escort versus the location of the residence. Transfer points are deemed the most dangerous for a Nursing Home patient. SCDHHS will consider all points regarding Nursing Home and Escorts in drafting the soon to be published RFP.

- b. Rider No Show Update:** Krista Martin of LogistiCare presented the latest numbers of Rider No Shows and Corrective Actions. No comments or further discussion.
- c. Email Assistance:** On October 14, 2016, Courtney sent an email to the TAC Member requesting input on how to assist a member (and like members in the future) who are violent on the vehicle and require an escort, but one isn't available and the member can't utilize gas mileage reimbursement. Several TAC members provided responses. Discussion was conducted during the meeting. SCDHHS and LogistiCare will consider all responses and suggestions with future issues regarding members with behavioral issues.
- d. Outstanding Items for 2016 - Definitions:** Addressed during Program Monitoring Tools / Activities.

During the distribution of the TAC documents for the December 08, 2016 meeting, the SCDHHS firewall secured all communication, posing an accessibility issue for members. In the future, all documents related to the meeting will be placed on the website, according to date. An email will be send to all members informing of the availability of aforementioned documents. Additionally, page numbers will be added to all documents for navigational purposes.

Gloria Prevost addressed some concerns from SCDMH regarding hours of operations of LogistiCare. Per contract, Logisticare is available for member, provider, and facility access twenty four hours a day and seven days a week.

The meeting adjourned at 11:55 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.



LogistiCare  
December 2016

Transportation Metrics	Performance Goal	October 2016 Final	November 2016 Final	December 2016 Final
<b>Unduplicated Beneficiaries</b>		<b>27,063</b>	<b>27,127</b>	<b>26,173</b>
<b>Total trips provided by type of transportation</b>		<b>149,183</b>	<b>155,072</b>	<b>149,479</b>
• Non-Emergency Ambulatory Sedan/Van Trips		107,338	111,394	107,353
• Wheelchair Trips		18,354	19,247	19,433
• Stretcher Trips		2,907	3,005	2,856
• Individual Transportation Gas Trip		19,751	20,624	19,136
• Non-Emergency Ambulance ALS		90	91	81
• Non-Emergency Ambulance BLS		97	109	143
• Public Transportation Bus Trip		646	602	477
<b>Total Over Night Trips Arranged</b>		<b>74</b>	<b>91</b>	<b>76</b>
<b>Total Extra Passengers</b>		<b>20,423</b>	<b>20,957</b>	<b>20,546</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.30%	0.38%	0.34%
• Number of Pickups On Time (A Leg)		57,659	60,273	58,311
• Number of Deliveries On Time (A Leg)		54,736	57,328	55,194
• Number of Pickups On Time (B Leg)		52,605	55,128	52,919
• Number of Trips Within Ride Time (All Trips)		129,844	135,118	130,983
• Percent of Pickups On Time (A Leg)	>= 90%	88.53%	88.85%	88.64%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.17%	84.64%	84.03%
• Percent of Pickups On Time (B Leg)	>= 90%	87.17%	87.78%	86.83%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.66%	99.73%	99.70%
<b>Actual number of calls</b>		<b>85,900</b>	<b>86,899</b>	<b>81,724</b>
• Average phone calls daily		4,090	4,138	3,892
• Average Answer Speed	< 1:00	0:00:45	0:00:45	0:00:39
• Average Talk Time		0:04:44	0:04:29	0:04:31
• Average Time On Hold	<= 3:00	0:01:52	0:01:47	0:01:51
• Average time on hold before abandonment	< 1:30	0:01:01	0:01:04	0:01:01
• Average number of calls abandoned daily		107	115	97
• Percentage of calls abandoned daily	< 5.0%	2.62%	2.78%	2.49%
<b>Total number of complaints by type - Valid</b>		<b>5,591</b>	<b>5,122</b>	<b>5,291</b>
• Provider No-Show		395	517	448
• Timeliness		1,819	1,931	2,288
• Other Stakeholders		3,225	2,526	2,377
• Call Center Operations		19	16	36
• Driver Behavior		4	18	13
• Provider Service Quality		8	11	14
• Miscellaneous		100	82	106
• Rider Injury / Incident		21	21	9
• Valid Complaints as percentage of total trips		3.75%	3.30%	3.54%
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>200</b>	<b>141</b>	<b>132</b>
• Provider No-Show		42	23	16
• Timeliness		58	29	29
• Other Stakeholders		35	27	23
• Call Center Operations		9	6	9
• Driver Behavior		5	8	15
• Provider Service Quality		7	6	3
• Miscellaneous		29	40	25
• Rider Injury / Incident		15	2	12
• Invalid & Other Complaints as percentage of total trips		0.13%	0.09%	0.09%
<b>Total number of denials by type</b>		<b>4,862</b>	<b>4,838</b>	<b>4,730</b>
• Non-Urgent / Under Days of Notice		1,368	1,426	1,396
• Non-Covered Service		448	429	365
• Ineligible For Transport		267	235	270
• Unable to Confirm Medical Appointment w/ Provider		181	212	215
• Does Not Meet Transportation Protocols		16	12	9
• Incomplete Information		2,041	1,989	1,886
• Needs Emergency Services		5	6	5
• Beneficiary Has Medicare Part B or Other Coverage		536	529	584
• Denials as percentage of total trips		3.26%	3.12%	3.16%

Average Last Three Months	Average SFY 2017	Average SFY 2016	Totals SFY 2017	Totals SFY 2016
<b>26,788</b>	<b>27,253</b>	<b>27,372</b>	<b>52,679</b>	<b>76,868</b>
<b>151,245</b>	<b>157,558</b>	<b>159,385</b>	<b>945,345</b>	<b>1,912,616</b>
108,695	113,483	116,315	680,899	1,395,783
19,011	20,048	20,207	120,290	242,485
2,923	2,931	2,816	17,587	33,791
19,837	20,253	19,279	121,517	231,345
87	103	82	618	978
116	121	109	723	1,313
575	619	577	3,711	6,921
<b>80</b>	<b>85</b>	<b>76</b>	<b>510</b>	<b>910</b>
<b>20,642</b>	<b>20,526</b>	<b>18,315</b>	<b>123,155</b>	<b>219,775</b>
0.34%	0.30%	0.21%	--	--
58,748	61,817	67,240	370,899	806,881
55,753	58,647	65,036	351,884	780,432
53,551	56,077	60,843	336,459	730,117
131,982	137,611	146,335	825,667	1,756,018
88.67%	89.24%	90.83%	--	--
84.28%	84.84%	88.22%	--	--
87.26%	87.00%	90.05%	--	--
99.70%	99.69%	99.71%	--	--
<b>84,841</b>	<b>88,105</b>	<b>91,438</b>	<b>528,628</b>	<b>1,097,260</b>
4,040	4,160	4,275	--	--
0:00:45	0:01:14	0:02:45	--	--
0:04:36	0:04:37	0:04:27	--	--
0:01:49	0:01:50	0:01:44	--	--
0:01:02	0:01:14	0:02:06	--	--
106	177	439	--	--
2.63%	4.19%	10.16%	--	--
<b>5,335</b>	<b>6,155</b>	<b>3,556</b>	<b>36,930</b>	<b>42,672</b>
453	412	299	2,471	3,592
2,013	2,013	1,696	12,077	20,356
2,709	3,579	1,423	21,476	17,080
24	25	36	149	433
12	8	6	47	77
11	13	9	76	109
96	90	62	541	749
17	17	23	103	275
3.53%	3.90%	2.23%	--	--
<b>158</b>	<b>210</b>	<b>209</b>	<b>1,262</b>	<b>2,510</b>
27	28	41	168	489
39	42	50	249	605
28	67	27	400	318
8	11	14	64	173
9	9	15	56	177
5	6	10	33	117
31	38	41	225	491
10	11	12	67	140
0.10%	0.13%	0.13%	--	--
<b>4,810</b>	<b>4,951</b>	<b>4,760</b>	<b>29,708</b>	<b>57,123</b>
1,397	1,427	1,143	8,563	13,721
414	443	443	2,660	5,316
257	253	299	1,515	3,585
203	191	150	1,148	1,803
12	14	8	83	92
1,972	2,019	2,115	12,113	25,381
5	7	6	41	77
550	598	596	3,585	7,148
3.18%	3.15%	2.99%	--	--

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

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

Explanation of Complaint & Denial Categories	
<p><b>COMPLAINTS:</b></p> <p><b>Provider No Show</b></p> <p><b>Timeliness</b></p> <ul style="list-style-type: none"> <li>o Transportation Provider Early</li> <li>o Transportation Provider Late</li> </ul> <p><b>Other Stakeholders</b></p> <ul style="list-style-type: none"> <li>o Facility Issues</li> <li>o Rider Issues</li> <li>o Rider No Show</li> <li>o Suspected Rider Fraud &amp; Abuse</li> </ul> <p><b>Call Center Operations</b></p> <ul style="list-style-type: none"> <li>o LogistiCare Issues</li> <li>o LogistiCare Employee Issues</li> </ul> <p><b>Driver Behavior</b></p> <ul style="list-style-type: none"> <li>o Subcontractor Courtesy</li> <li>o Transportation Provider Employee</li> </ul> <p><b>Provider Service Quality</b></p> <ul style="list-style-type: none"> <li>o Subcontractor Safety</li> <li>o Suspected TP Fraud &amp; Abuse</li> <li>o Vehicle Issue</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>o Re-Route</li> <li>o Transportation Provider</li> </ul> <p><b>Rider Injury/Incident</b></p> <ul style="list-style-type: none"> <li>o Injuries</li> <li>o Incident Rider</li> </ul>	<p><b>DENIALS:</b></p> <p><b>Non-Urgent/Under Days of Notice</b></p> <ul style="list-style-type: none"> <li>o Lacks 2-Day Notice</li> <li>o Lacks 3-Day Notice</li> </ul> <p><b>Non Covered Service</b></p> <ul style="list-style-type: none"> <li>o Not Covered</li> <li>o Breast Reconstruction</li> <li>o Dental Care 21 and Over</li> <li>o Free Services</li> <li>o Gastric Bypass Pre-Auth</li> <li>o Orthotic Device Pre Auth</li> <li>o Hospital to Hospital (Unless a higher level of hospital service)</li> </ul> <p><b>Ineligible for Service</b></p> <ul style="list-style-type: none"> <li>o Not Eligible</li> <li>o Crisis or Disaster</li> <li>o Recipient Not In Service Area</li> <li>o No Primary Care Physician Referral</li> </ul> <p><b>Unable to Verify Medical Appointment</b></p> <p><b>Does Not Meet Transportation Protocol</b></p> <ul style="list-style-type: none"> <li>o Minor without Escort</li> <li>o Refused Public Transit</li> <li>o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk</li> </ul> <p><b>Incomplete Information</b></p> <p><b>Needs Emergency Services</b></p> <ul style="list-style-type: none"> <li>o Needs 9-1-1</li> </ul> <p><b>Beneficiary Has Medicare Part B</b></p>

**Trip Summary**

Oct-16					
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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	17193	26.60%	99.33%	91.58%	84.32%
Commercial	137670	12.28%	98.84%	90.85%	86.15%
Private	15308	0.05%	100.00%	80.92%	94.87%
Transit	24715	9.02%	99.54%	86.40%	84.31%
Volunteer	670	5.50%	98.10%	94.01%	80.62%
Nov-16					
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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	17270	39.78%	99.56%	93.71%	89.34%
Commercial	134572	12.14%	98.88%	90.82%	86.47%
Private	15755	0.25%	99.99%	77.67%	93.21%
Transit	24373	8.48%	99.12%	85.70%	83.79%
Volunteer	637	9.44%	99.34%	93.02%	80.30%
Dec-16					
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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	16849	28.93%	99.42%	92.87%	87.08%
Commercial	130015	13.90%	98.62%	90.57%	86.23%
Private	15993	1.73%	99.99%	79.75%	94.19%
Transit	23940	8.46%	99.40%	86.72%	84.16%
Volunteer	454	14.99%	97.80%	95.37%	85.85%
2nd Quarter SFY 2016 - 2017					
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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	51312	31.71%	99.44%	92.72%	86.91%
Commercial	402257	12.76%	98.78%	90.75%	86.28%
Private	47056	0.68%	99.99%	79.46%	94.10%
Transit	73028	8.66%	99.35%	86.27%	84.08%
Volunteer	1761	9.58%	98.41%	94.10%	82.18%

**Complaints By Provider Type**

Transportation Metrics	Oct 2016	Nov 2016	Dec 2016	Average Last Three Months	Average SFY 2017	Totals SFY 2017
<b>Total Trips Provided - Ambulance</b>	<b>17,193</b>	<b>17,270</b>	<b>16,849</b>	17,104	17,708	106,250
• Provider No-Show	20	16	22	19	25	150
• Timeliness	125	101	96	107	108	645
• Other Stakeholders	132	125	119	125	172	1,029
• Call Center Operations	2	1	7	3	4	22
• Driver Behavior	0	2	0	1	1	3
• Provider Service Quality	1	1	2	1	1	7
• Miscellaneous	2	2	6	3	4	22
• Rider Injury / Incident	2	3	0	2	2	9
<b>Total Valid Complaints by Provider Type - Ambulance</b>	<b>284</b>	<b>251</b>	<b>252</b>	262	315	1,887
<b>Total Invalid Complaints by Provider Type - Ambulance</b>	<b>9</b>	<b>6</b>	<b>0</b>	5	8	45
<b>Valid Ambulance Complaints as % of Total Ambulance Trips</b>	<b>1.65%</b>	<b>1.45%</b>	<b>1.50%</b>	1.53%	1.77%	-
<b>Total Trips Provided - Commercial</b>	<b>137,670</b>	<b>134,572</b>	<b>130,015</b>	134,086	138,964	833,781
• Provider No-Show	337	454	380	390	352	2,109
• Timeliness	1,544	1,644	1,999	1,729	1,747	10,484
• Other Stakeholders	2,458	1,912	1,794	2,055	2,585	15,509
• Call Center Operations	20	24	15	20	17	101
• Driver Behavior	7	14	12	11	7	44
• Provider Service Quality	10	9	12	10	12	71
• Miscellaneous	95	74	90	86	82	491
• Rider Injury / Incident	18	15	5	13	14	83
<b>Total Valid Complaints by Provider Type - Commercial</b>	<b>4,489</b>	<b>4,146</b>	<b>4,307</b>	4,314	4,982	29,892
<b>Total Invalid Complaints by Provider Type - Commercial</b>	<b>132</b>	<b>81</b>	<b>61</b>	91	88	527
<b>Valid Commercial Complaints as % of Total Commercial Trips</b>	<b>3.26%</b>	<b>3.08%</b>	<b>3.31%</b>	3.22%	3.58%	-
<b>Total Trips Provided - Private</b>	<b>15,308</b>	<b>15,755</b>	<b>15,993</b>	15,685	16,224	97,342
• Provider No-Show	0	2	1	1	1	4
• Timeliness	0	1	0	0	3	16
• Other Stakeholders	0	0	3	1	2	11
• Call Center Operations	0	0	0	0	0	0
• 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	0
<b>Total Valid Complaints by Provider Type - Private</b>	<b>0</b>	<b>3</b>	<b>4</b>	2	5	31
<b>Total Invalid Complaints by Provider Type - Private</b>	<b>0</b>	<b>1</b>	<b>0</b>	0	1	5
<b>Valid Private Complaints as % of Total Private Trips</b>	<b>0.00%</b>	<b>0.02%</b>	<b>0.03%</b>	0.01%	0.03%	-
<b>Total Trips Provided - Transit</b>	<b>24,715</b>	<b>24,373</b>	<b>23,940</b>	24,343	24,698	148,187
• Provider No-Show	26	37	27	30	27	160
• Timeliness	144	182	183	170	156	934
• Other Stakeholders	561	425	338	441	526	3,156
• Call Center Operations	2	1	3	2	1	8
• Driver Behavior	0	1	0	0	0	1
• Provider Service Quality	0	1	1	1	0	2
• Miscellaneous	10	5	7	7	5	30
• Rider Injury / Incident	1	3	3	2	2	14
<b>Total Valid Complaints by Provider Type - Transit</b>	<b>744</b>	<b>655</b>	<b>562</b>	654	768	4,605
<b>Total Invalid Complaints by Provider Type - Transit</b>	<b>23</b>	<b>15</b>	<b>26</b>	21	17	100
<b>Valid Transit Complaints as % of Total Transit Trips</b>	<b>3.01%</b>	<b>2.69%</b>	<b>2.35%</b>	2.68%	3.10%	-
<b>Total Trips Provided - Volunteer</b>	<b>670</b>	<b>637</b>	<b>454</b>	587	635	3,811
• Provider No-Show	3	2	2	2	4	24
• Timeliness	2	0	0	1	2	10
• Other Stakeholders	24	18	9	17	18	109
• Call Center Operations	1	0	0	0	1	5
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	1	0	0	0	0	2
• Miscellaneous	1	1	0	1	0	2
• Rider Injury / Incident	0	0	0	0	0	0
<b>Total Valid Complaints by Provider Type - Volunteer</b>	<b>32</b>	<b>21</b>	<b>11</b>	21	25	152
<b>Total Invalid Complaints by Provider Type - Volunteer</b>	<b>0</b>	<b>0</b>	<b>0</b>	0	1	5
<b>Valid Volunteer Complaints as % of Total Volunteer Trips</b>	<b>4.78%</b>	<b>3.30%</b>	<b>2.42%</b>	3.50%	3.91%	-
<b>All Providers</b>						
<b>Total trips provided</b>	<b>195,556</b>	<b>192,607</b>	<b>187,251</b>	191,805	198,229	1,189,371
<b>Total Valid complaints</b>	<b>5,549</b>	<b>5,073</b>	<b>5,136</b>	5,253	6,094	36,564
<b>Total Invalid complaints</b>	<b>164</b>	<b>102</b>	<b>87</b>	118	139	836
<b>Valid Complaints as percentage of total trips</b>	<b>0.08%</b>	<b>0.05%</b>	<b>0.05%</b>	0.06%	0.07%	-



**Prompt Payment Aging Report By Invoice Received Date**

10/01/2016 to 12/31/2016

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	18	483,300	99.98%	6,487	1.34%
31-60 Days	43	73	0.02%	2	2.74%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	<b>18</b>	<b>483,373</b>	<b>100.00%</b>	<b>6,489</b>	

**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	431,698	89.31%	175
31-60 Days	42	39,598	8.19%	109
61-90 Days	72	6,563	1.36%	50
91-120 Days	103	2,413	0.50%	21
121-150 Days	133	1,119	0.23%	10
> 150 Days	247	1,982	0.41%	8
	<b>16</b>	<b>483,373</b>	<b>100.00%</b>	

LogistiCare Quarterly Provider Retention

Quarter SFY	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%
Quarter 4, 2016	151	6	1	0	156	0.66%	3.97%
Quarter 1, 2017	156	12	3	3	162	3.85%	7.69%
Quarter 2, 2017	162	0	5	1	156	3.70%	0.00%
<b>TOTAL</b>	n/a	51	32	17	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  
October through December, 2016**

<b>Injury Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>16,004</b>	Percent of Total Paid Trips for the Quarter <b>453,734</b>
Injury - 1 (most severe)	0	0	0	0.0000	0.0000
Injury - 2	14	10	24	0.1500	0.0053
Injury - 3 (least severe)	3	2	5	0.0312	0.0011
<b>Total Injuries</b>	<b>17</b>	<b>12</b>	<b>29</b>	<b>0.1812</b>	<b>0.0064</b>

<b>Incident Severity</b>	Provider Contributed Yes	Provider Contributed No	Total	Percent of Total Valid Complaints for the Quarter <b>16,004</b>	Percent of Total Paid Trips for the Quarter <b>453,734</b>
Incident - 1 (most severe)	1	6	7	0.0437	0.0015
Incident - 2	10	11	21	0.1312	0.0046
Incident - 3 (least severe)	17	12	29	0.1812	0.0064
<b>Total Incidents</b>	<b>28</b>	<b>29</b>	<b>57</b>	<b>0.3562</b>	<b>0.0126</b>

**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= Non-severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury.

**Incident Severity Criteria:**

- 1= Medical Episode not caused by injury.
- 2= Accident without bodily injury; Law enforcement involvement (behavioral or physical).
- 3= Non-severe incident reported to broker past 72 hours; Member/Escort contributed to behavioral/physical incident; Non-severe incident effecting member.

Note: In Quarter Two of Fiscal Year 2017, the Broker and DHHS three member panel determined 0 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.

Note: Incident and Injury complaints can be from paid and non-paid claims.

# Report of Meetings

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

SFY 2016/2017	January '16	February	March	April	May	June	July	August	September	October	November	December
	x	x	x	x	x	x	x	x	x	x	x	x

## Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2016/2017	March	June	September	December	March
	x	x	x	x	Scheduled

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

SFY 2016/2017	March	June	September	December	March
	x	x	x	x	Scheduled

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

SFY 2016/2017	March	June	September	December	March	SFY 2016/2017	March	June	September	December	March
Region 1	x	x	x	x	Scheduled	Region 3	x	x	x	x	Scheduled
SFY 2016/2017	March	June	September	December	March	SFY 2016/2017	March	June	September	December	March
Region 2	x	x	x	x	Scheduled	Region 3.1	x	x	x	x	Scheduled

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

SFY 2016/2017	January	February	March	April	May	June	July '16	August	September	October	November	December
Area Visited (1)	Anderson	Charleston~		Florence	Greenville	Allendale	Individual	Individual	Individual	Columbia~	Hampton	Greenville
Area Visited (2)		Columbia~									Colleton	

\*DHEC participated

^ORS participated

~DHHS participated

## HealthCare Community Individual Outreach (LGTC)

SFY 2016/2017	January	February	March	April	May	June	July '16	August	September	October	November	December
Dialysis	1*	11	19	15	18	12	12	21	6	4	5	6
Mental Health	1	5	7	7	3	10	2	6	2	2	0	3
Other	0	15	8	9	8	15	7	10	6	36	30	10

\* Includes scheduled group trainings for DaVita dialysis locations.

^ Includes scheduled group training for MCO.

3/6/2017

Rider No Shows  
October - December 2016

	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>TOTAL/Average</b>
Total Cancellations	49,300	44,839	42,282	136,421
RNS Cancellations	5,143	3,989	3,779	12,911
RNS Cancellation Percentage	10.43%	8.89%	8.93%	9.42%
RNS Complaints	3,164	2,449	2,305	7918
RNS Complaint Percentage based of TOTAL Cancellations	6.41%	5.46%	5.45%	5.77%
RNS Complaint Percentage based of RNS Cancellations	61.52%	61.39%	60.99%	61.30%
Gross Trips	234,022	232,544	223,623	690,189
RNS Complaint Percentage based on Gross Trips	1.35%	1.05%	1.03%	1.14%
RNS Cancellation Percentage based on Gross Trips	2.19%	1.71%	1.68%	1.86%
Repeat RNS Complaints (3 or more valid RNS Complaints in a 30 day period)	184	90	87	361
Percent of repeat complaints from All RNS complaints	5.81%	3.67%	3.77%	4.42%
Percent of Repeat RNS Complaints compared to gross trip volume	0.07%	0.03%	0.03%	0.04%
408 Repeat Members	Of those 361 repeat offenses only 291 carried over to November to December continuing their habitual RNS behavior.			
Percent of 291 Repeat offenders compared to all RNS complaints	3.67%			
Percent of 291 Repeat offenders compared to Gross Trips	0.04%			
Percent of 291 Repeat offenders compared to Total Cancellations	0.21%			
Percent of 291 Repeat offenders compared to Total RNS cancellations	2.25%			