



Non-Emergency Medical Transportation Program

Medical Facility Line:

- Facility line Average Speed to Answer (amount of time it takes for a caller to speak to a live representative after choosing a prompt) improved from 15 minutes last month to 3 minutes in March. **80% REDUCTION IN WAIT TIME < 30 days.**
- Abandonment Rate (% of callers that hang up before connection to a live representative) improved from 29.04% last month to 4.05% in March. **86% REDUCTION IN ABANDONMENT RATE** in March.
- Average abandoned time (average time a caller waits before hanging up) improved from 10 minutes to about 3 minutes in March. **70% REDUCTION** in March.

Hospital Discharges Line:

- Discharge line Average Speed to Answer improved from 10 minutes last month to 3 minutes in March. This is a 7 minute improvement in less than 30 days. **70% REDUCTION IN WAIT TIME < 30 days.**
- Abandonment Rate improved from 21.24% last month to 7.31%. **86% REDUCTION IN ABANDONMENT RATE** in March.
- Average abandoned time improved from 8 minutes to about 3.5 minutes. **56% REDUCTION IN March.**

Member Reservations Line:

- Reservation line Average Speed to Answer improved from 5.5 minutes last month to 4.3 minutes in March. **22% REDUCTION IN WAIT TIME < 30 days.**
- Abandonment Rate improved from 15.00% last month to 11.70% in March. **22% REDUCTION IN ABANDONMENT RATE.**

RIDE ASSIST LINE:

- Ride Assist Average Speed to Answer improved from 5.5 minutes last month to 3.5 minutes in March. **36% REDUCTION IN WAIT TIME.**
- Abandonment Rate improved from 20.91% last month to 11.80% in March. This is an improvement on 9.1% of incoming calls. **44% REDUCTION IN ABANDONMENT RATE.**
- Average abandoned time improved from 4.5 minutes to about 3.5 minutes. **56% REDUCTION IN March.**

INITIATIVES TO SUPPORT CONTINUED IMPROVEMENT

Reorganization of Call Center to align functions and cross utilize staff in support of meeting performance goals

Addition of a Director of Operations and call center staff

Retraining of Staff to ensure all current program protocols have been communicated

Transition Hospital Discharge staff to the Transportation Department to expedite process (In bound / out bound calls) and eliminate long hold time on phones

Address poor transportation provider performance by reassignment of trips to other Transportation Providers

Ask current Transportation Providers to increase capacity by adding vehicles to their fleet;

Work with Providers to increase wheelchair capacity;

Recruit New Providers

Work with DOT to issue temporary plates until hearing date

Individual meetings with owners of Transportation companies to review scorecards

Performance Improvement Plans for Providers with substandard performance

Liquidated damages for Providers that do not improve service levels

Termination of Contracts with Transportation Providers

Ongoing Field Observation at Member pickup and drop off locations

Addition of two (2) Dedicated Facility Outreach Coordinators



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A Grievance is a written or oral complaint that expresses dissatisfaction with service delivery or any matter other than an "action" (the denial or limited authorization of a requested service, i.e. type of level of service). The top three (3) types of Grievances received at LogistiCare are Provider Late, Transportation Provider Complaint (Unsafe Vehicle, Smell of Smoke, Unsafe Driving, etc.) and Provider No Show.

LogistiCare measures Transportation Provider timeliness using the following performance indicators:

Task	Required Timeframe
Scheduled Trips: Pickup Members on time	Within 15 minutes before or after the scheduled pickup time
Will Calls: Pickup Members after appointments	Within 60 minutes of notification
Hospital Discharges: Pickup	Within 3 hours of request

Q4 2013 Provider Grievances		Q1 2014 Provider Grievances to Date	
Total # of Trips Performed	1,080,862	Total # of Trips Performed (January 1 st thru March 20 th)	936,889
Total Grievances Received	836	Total Grievances Received	728
Total Valid Grievances Received	356	Total Valid Grievances Received	367
Complaint Free Trips Performed	99.97%	Complaint Free Trips Performed	99.96%

Complaint Type	Q4 2013	Q1 2014
Provider Late	364	314
Trans Provider Issue	249	163
Provider No Show	118	149
Injury	34	30
LogistiCare Error	33	52
Eligibility Issue	12	2
Rider Issue	11	9
No Vehicle Available	7	4
LogistiCare Employee Issue	4	3
Vehicle Issue	3	1
Rider No Show	1	0
Provider Employee Issue	0	0
Facility Issue	0	1
Total Grievances Received	836	728
Total Valid Complaints	356	367

Additionally, LogistiCare measures Call Center timeliness using the following performance indicators:

Task	Required Timeframe
98% of calls will be answered	Within 4 rings
Wait time in queue	Shall not exceed five (5) minutes
Abandonment rate	Shall not exceed 5% of total calls