Consumer Access and Coordination of Care Committee (CAC)
Meeting
May 25, 2016

Presented By Eddie Tosado
LogistiCare Director of Operations

Complaint Reporting Update

In late 2015, Logisticare Solutions, LLC (LGTC) management team, Department of Social Services (DSS) and members of the CAC worked together to redesign reporting of complaints. The objective was to document complaints of all members who expressed any dissatisfaction.

Starting December 2015, we began to document complaints and categorized them based on the approved template by all parties.

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Complaints First Quarter 2016

Quality:	January	February	March	Total	/1000MM
Provider late/ Member Made Appt.	270	259	523	1052	0.71
Provider late/ Member Missed Appt.	64	80	112	256	0.17
Provider Too Early	0	1	3	4	0.00
Incident-Rider	1	2	1	4	0.00
Injury	12	16	18	46	0.03
Subcontractor Safety	6	0	2	8	0.01
Wheelchair Tie-down issue	0	1	0	1	0.00
Provider No Show	82	59	104	245	0.17
Vehicle Issue	1	1	4	6	0.00
Share Ride(s)	0	0	2	2	0.00
Driver Conduct/ Professionalism	15	34	22	71	0.05
Provider/Professionalism	5	11	14	30	0.02
Refused to transport scheduled member	1	0	0	1	0.00
sub total	457	464	805	1726	1.17

Complaints First Quarter 2016

ASO Quality	January	February	March	Total	/1000MM
No Vehicle Available (no provider available due to time, level of service, distance, etc.)	5	2	1	8	0.01
No Provider Willing to Transport	0	2	1	3	0.00
Bus/Train pass late/not delivered	3	1	1	5	0.00
LogistiCare Issue (Trip Input Error)	10	3	9	22	0.01
LogistiCare Employee Issue (Professionalism)	0	0	3	3	0.00
Not closest provider/form needed (not sent to facility timely)	0	0	1	1	0.00
Level of service form needed (not sent to facility timely)	0	0	0	0	0.00
sub total	18	8	16	42	0.03
total	475	472	821	1768	1.20

Complaints - Rider No Show
*Excludes Mass Transit and Gas Reimbursement

|	January	February	March
Trips	174,721	160,343	179,932
Rider No- Shows	5,554	5,679	5,773
Rider No Show %	3.18%	3.54%	3.21%

** Transportation providers do not receive payment for trips that do not occur

Transportation Provider Meeting

❖ Held transportation provider meetings in January and advised of complaint issues

❖ Advised transportation providers that there will be increased emphasis on provider no-shows and lates

❖ On-time performance reports by transportation provider are being run weekly

❖ Have begun to shift trips to transportation providers with better on-time performance

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Call Center
Total Incoming Calls

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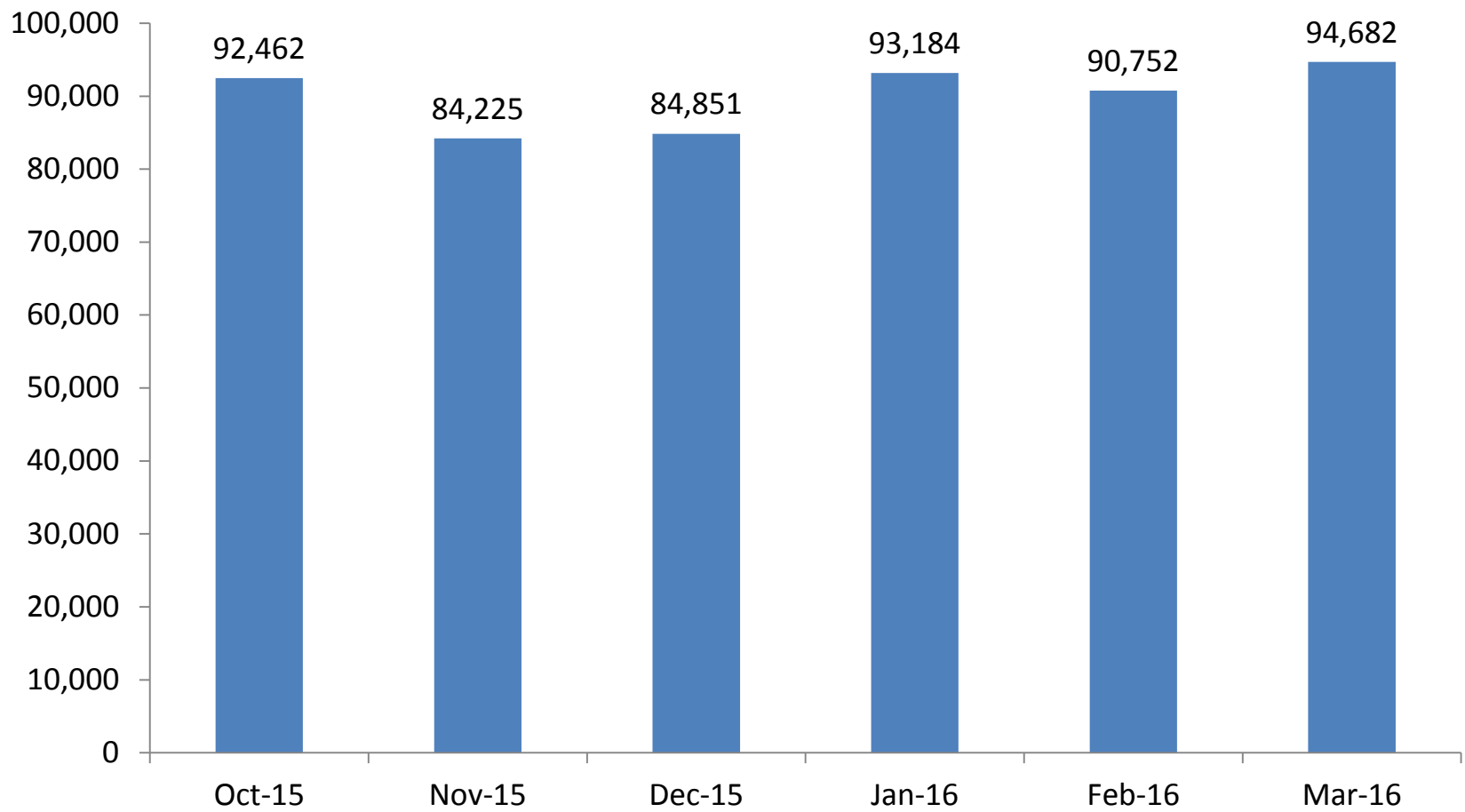
Call Center
Average Speed to Answer
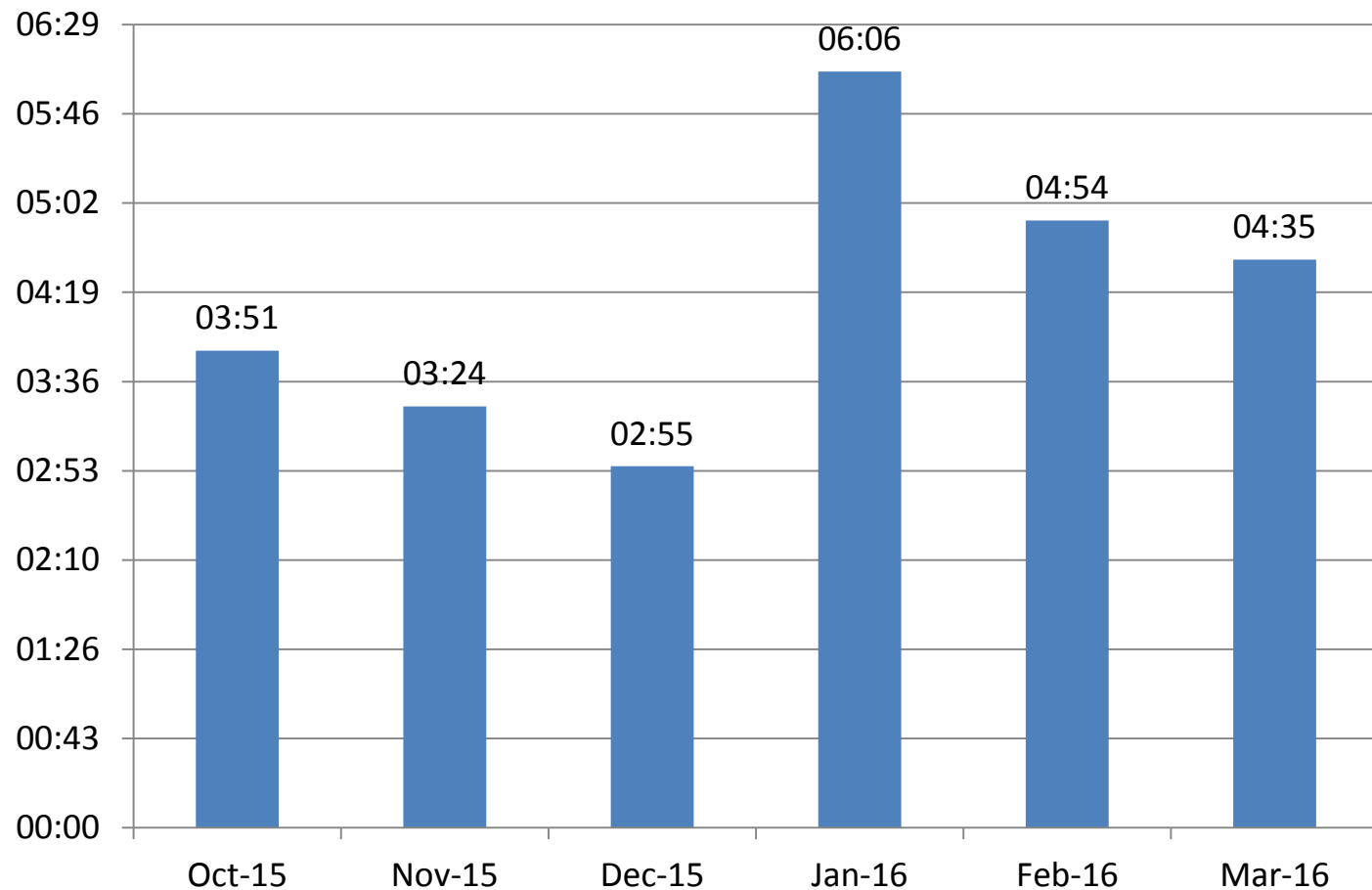
Call Center
Abandonment Rate
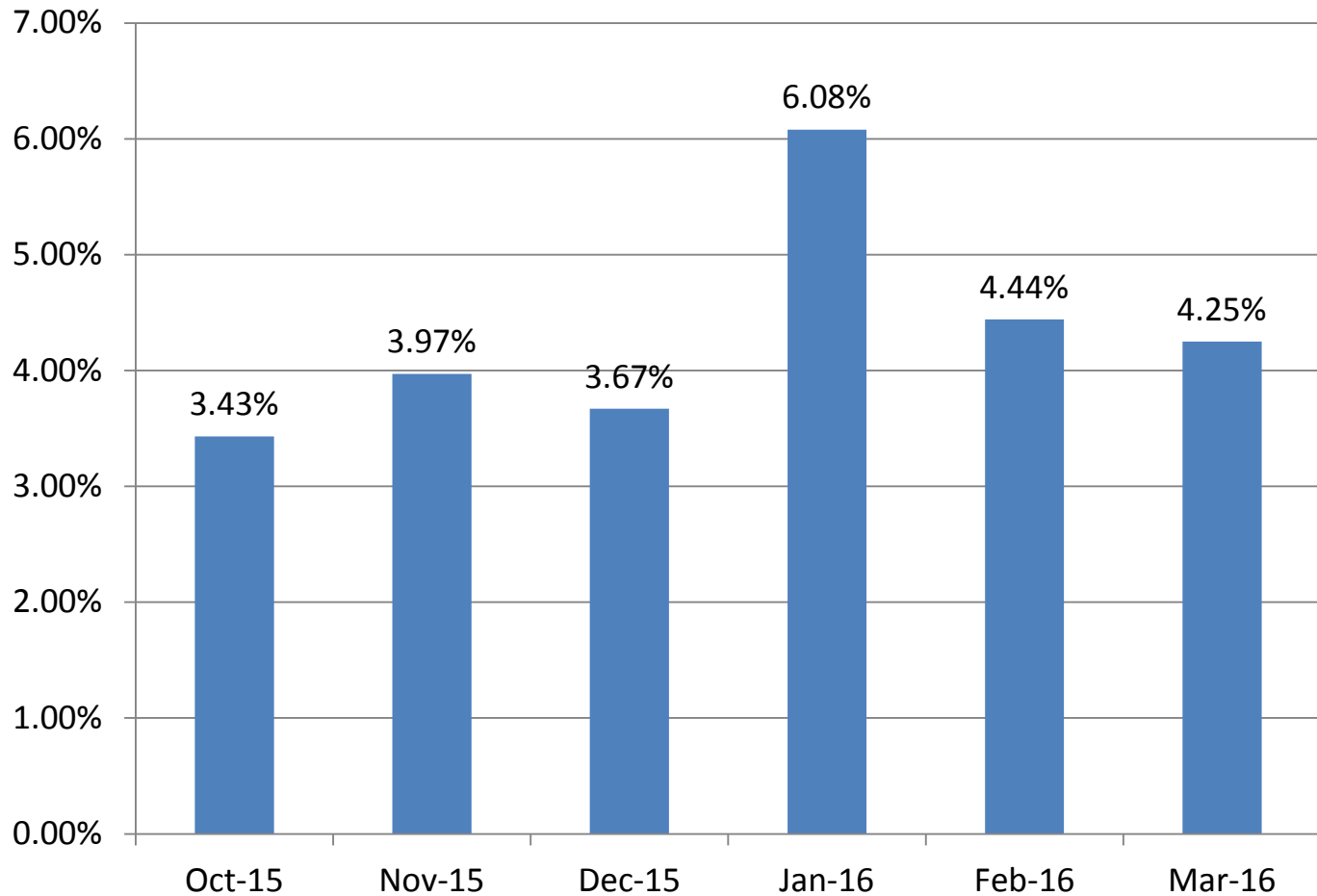
Call Center

Jan 2016 – March 2016		
	Avg. speed to answer	Abandonment rate
Monday	7:49	11%
Tuesday	4:57	5%
Wednesday	3:24	3%
Thursday	3:18	3%
Friday	3:21	3%

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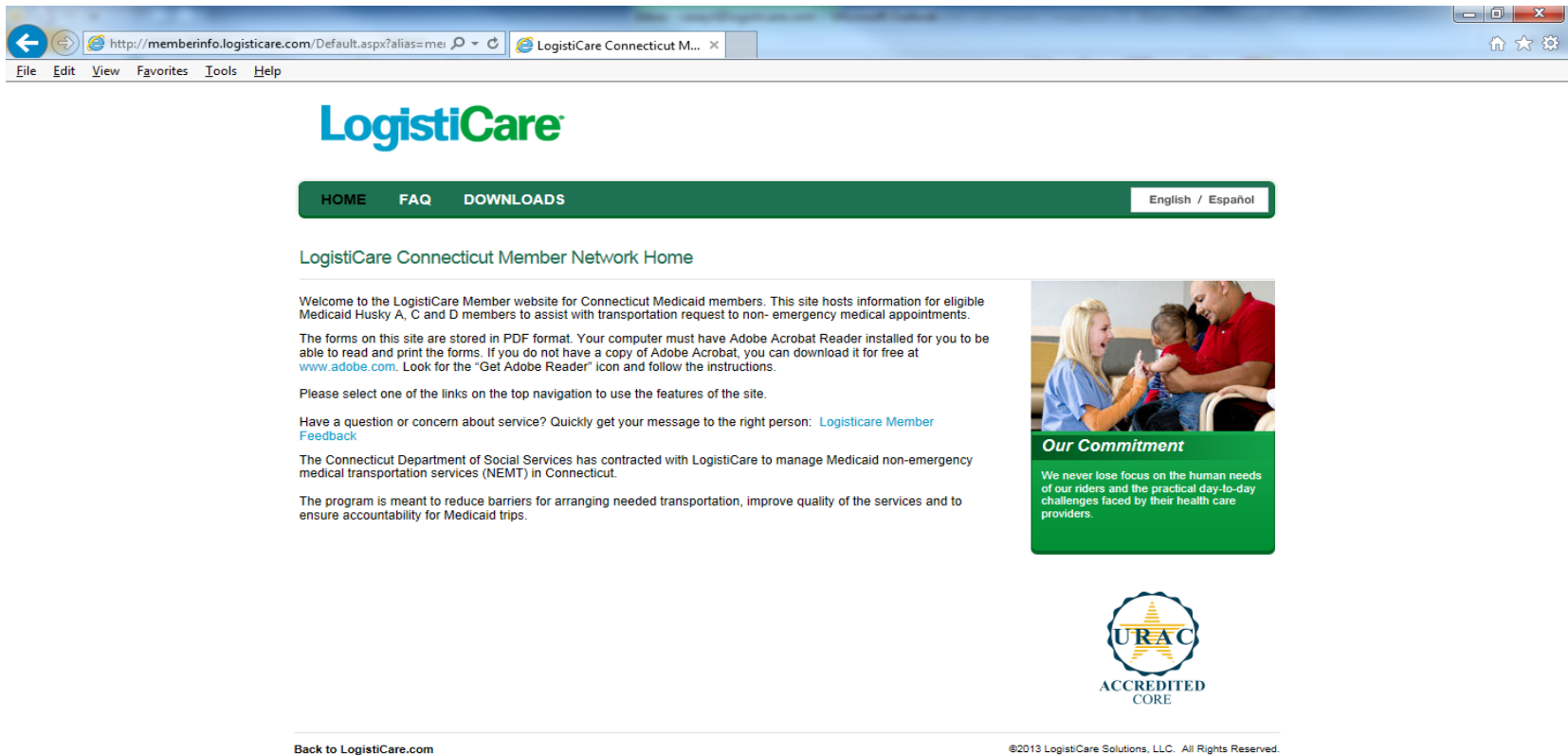
Urgent, Same Day and Next Day Request

2016	Urgent/Same Day Trip Requests	Next Day Trip Requests	Total
January	9450	8,916	18,366
February	7,069	8,335	15,404
March	7,656	8,519	16,175

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LGTC Developments

What's New?

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Member Website / Español

How to file a Complaint

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Downloads

Please click on the **Download** link that corresponds to the document you would like to view, and then click on **Open** or **Save** when prompted.

Title	Description	
Member Information Brochure	*How to Access Non-Emergency Medical Transportation (NEMT) for CT Husky A, C and D Medicaid Members*	Download
Member Information Brochure (Spanish)	*Cómo acceso No son de emergencia Transporte médico (NEMT) para CT Husky A, C y D Los miembros de Medicaid*	Download
Closest Provider Certification	*CPC Form must be completed by your medical provider*	Download
Physician Transportation Restriction Form (PTR)	*PTR form must be completed by your medical physician for*	Download
Gas Reimbursement Guidelines	*Reimbursement Guidelines*	Download
Gas Reimbursement Invoice Form	*Gas Reimbursement Invoice Form*	Download
Companion Referral Form	*Form that is used to approve medical necessity for companions and aides*	Download
Parental Consent to Travel Form	*Authorization form for Children under the age of 16 to travel alone*	Download
Parental Consent to Travel Form - Spanish	*Authorization form for Children under the age of 16 to travel alone - Spanish*	Download
Covered/Non-Covered Service List	*List of most common covered/non-covered services for Non Emergent Transportation*	Download
How to submit a complaint	*How to submit a complaint*	Download

Facility Outreach

- Contacted over 3,000 inpatient/outpatient facilities
- Invite them to participate in educational webinar to include
  - Review the 3 ways to request a trip (call, fax, online)
    - Call 1-888-866-3287
    - Fax 1-866-529-2138
    - https://facility.logisticare.com
  - Trip requirements such as advance notice needed
  - Detailed walk through of the online reservation system

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Facility Outreach

- Webinar training is offered every Tuesday, Wednesday and Thursday
- At 9am, 12 noon and 2pm
- Sessions are expected to last approximately 90 minutes
- Advanced registration is required
- Enrollment can be completed by emailing eddiet@logisticare.com or via phone at 866-684-0409 ext. 2003

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Facility Standing Order's
New Policy

Previously only members that traveled 3 or more times per week to the same facility were able to set up those trips in a single call/request.

After discussion between LGTC and DSS, the policy has been revised to allow a member that routinely travels to the same facility (same day and time) at least 1 time a week to set those trips up on a single call/request.

This will eliminate the need for members/facilities to call multiple times to set up those trips. For example if a member is going once a week, on Tuesday at 10 am from home to X service, those trips can be requested in a single call for up to 90 days of appointments. (i.e. 4 trips per month x 3 months = 12 trips in 1 call vs 4 calls required previously)

Note: Location, Level of service, day and time must be the same for all appointments to be a standing order

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Client Service Website (CSW)

Gives DSS access to run real-time reports such as:

- Total number of reservations by date ranges
- Total number of standing orders by date range
- Complaints by date range
- Trip data by level of service

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Client Appointment Reminder (CAR)
3,000 calls outbound calls per day

In late February we begun utilizing the CAR to remind members of their transportation rides.

Message Member will get if Answered By Voicemail/Machine

"This is a courtesy reminder call for [client name]. You have a scheduled transportation pickup for [date] at [time] with [transportation provider name/"LogistiCare"]. Please be ready 15 minutes before your expected pickup time. If you need to cancel this trip, or speak with a customer service representative, or if you do not wish to receive trip reminder messages in the future, please contact a call center agent at [call center toll number]. Thank you."

Message Member will get if Answered Live

"This is a courtesy reminder call for [client name]. You have a scheduled transportation pickup for [date] at [time] with [transportation provider name/"LogistiCare"]. Please be ready 15 minutes before your expected pickup time.

"To hear this message again, please press two now. To opt out of receiving trip reminder calls in the future, please press one now. If you need to cancel this trip, or speak with a customer service representative, press zero now. Thank you."

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Questions?