



Consumer Access and Coordination of Care Committee (CAC) Meeting September 28, 2016

Presented By Casey Tillman
LogistiCare General Manager

Complaints Second Quarter 2016

Transportation Provider Quality	April	May	June	Total	/1000MM
Provider late/ Member Made Appt.	749	756	689	2,194	0.97
Provider late/ Member Missed Appt.	138	144	89	371	0.16
Provider Too Early	7	5	5	13	0.01
Incident-Rider	7	4	4	12	0.01
Injury	11	6	11	28	0.01
Subcontractor Safety	0	1	14	15	0.01
Wheelchair Tie-down issue	1	0	1	2	0.00
Provider No Show	148	115	100	363	0.16
Vehicle Issue	1	0	1	2	0.00
Share Ride(s)	0	5	3	8	0.00
Driver Conduct/ Professionalism	46	60	44	150	0.07
Provider/Professionalism	18	17	2	37	0.02
Refused to transport scheduled member	4	3	0	7	0.00
sub total	1,130	1,116	963	3,202	1.42

Complaints Second Quarter 2016

ASO Quality	April	May	June	Total	/1000MM
No Provider Willing to Transport	0	1	0	1	0.00
Bus/Train pass late/not delivered	0	0	1	1	0.00
LogistiCare Issue (Trip Input Error)	6	9	4	19	0.01
LogistiCare Employee Issue (Professionalism)	1	0	3	4	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	7	10	9	26	0.01
total	1,137	1,126	972	3,228	1.43

Complaints - Rider No Show

***Excludes Mass Transit and Gas Reimbursement**

	April	May	June
Trips	165,486	165,594	168,754
Rider No- Shows	4,683	4,111	4,145
Rider No Show %	2.83%	2.48%	2.45%

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

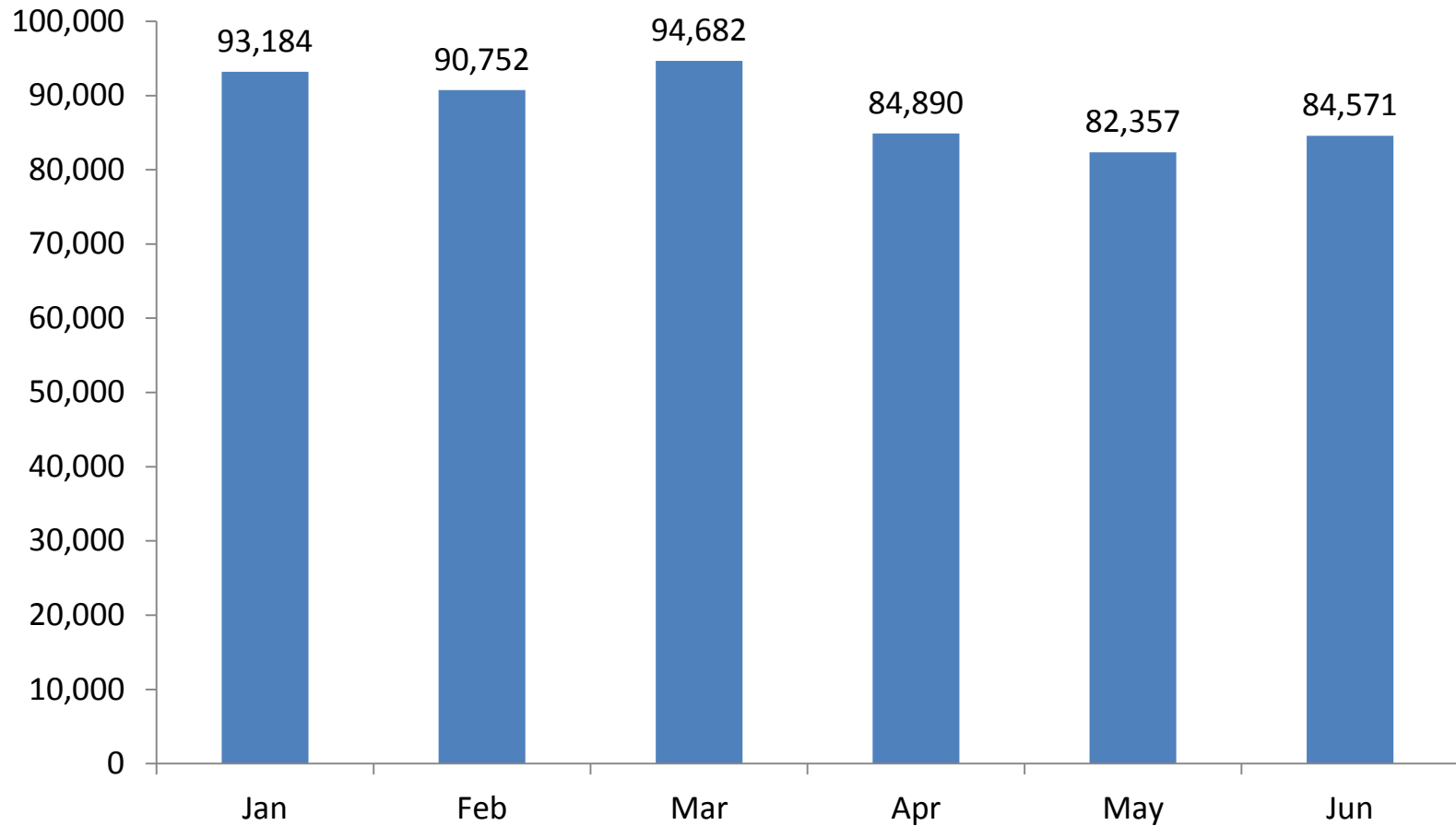
Second Quarter Transportation Provider Meeting

- Held transportation provider meetings in June and discussed multiple updates regarding transportation
 - Discussed Reroutes and Passback process – making sure 24 hour notice is given to allow time to reroute to another provider
 - Trip Volume and fair distribution of trips to transportation providers
 - New process of scheduled return rides vs. will call returns
 - Complaints volume for On Time Performance and trip reductions or CAP (Corrective Action Plans) being enforced for any provider with more than 1% late ratio
 - Shifting trips to transportation providers with better on-time performance

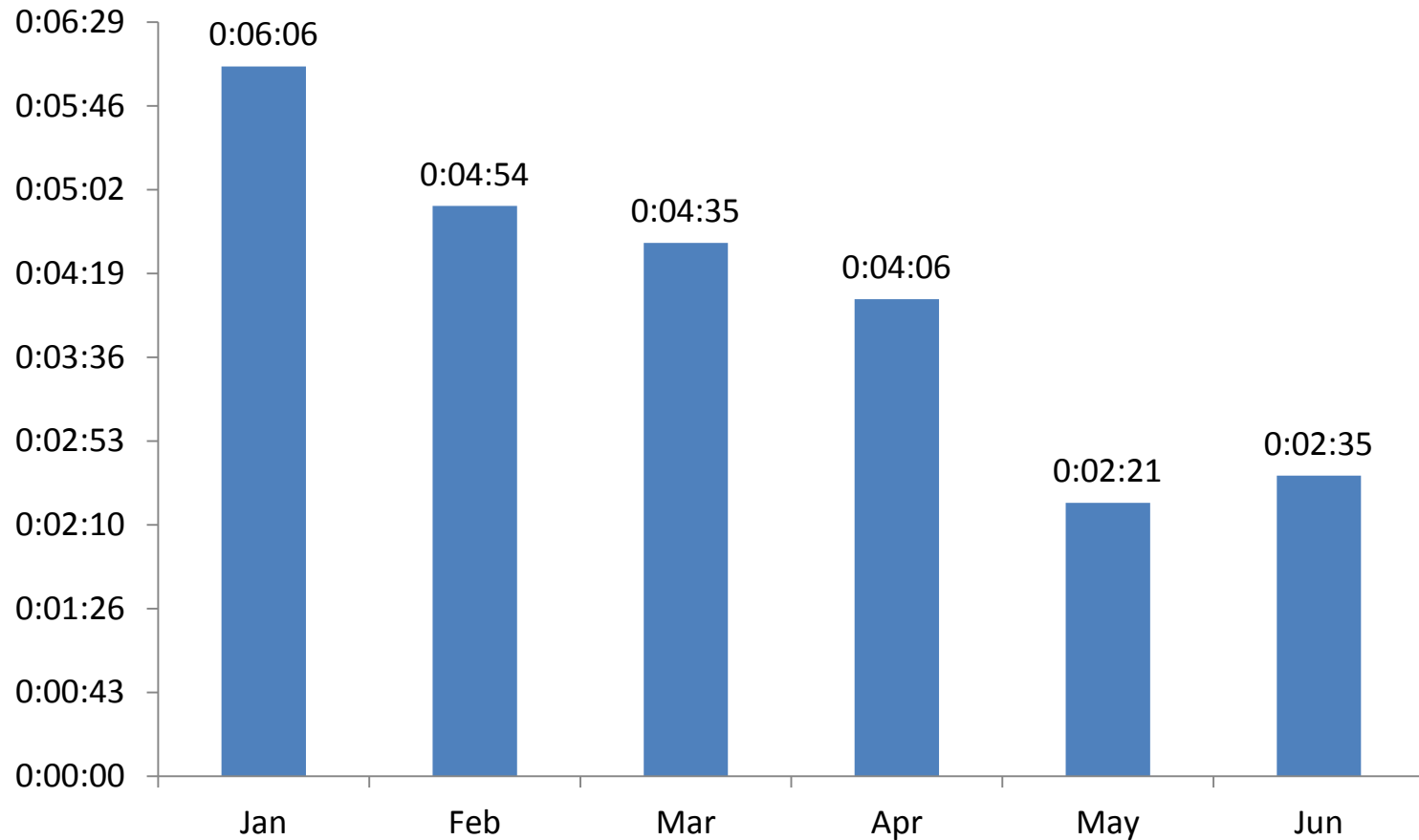
Call Center Updates and Improvements

- Noticeable reductions and improvements in 2nd Quarter for Call volume, Average Speed of Answer and Abandonment %
- Improvements are the result of numerous initiatives and process improvements
 - Automated appointment reminder calls to members
 - Scheduled return ride vs. will call initiative
 - Authorization form outbound calls on approvals/denials
 - Standing Orders – changing from 3 to 1 reoccurring trips weekly
 - Increased online education and usage by facilities and members

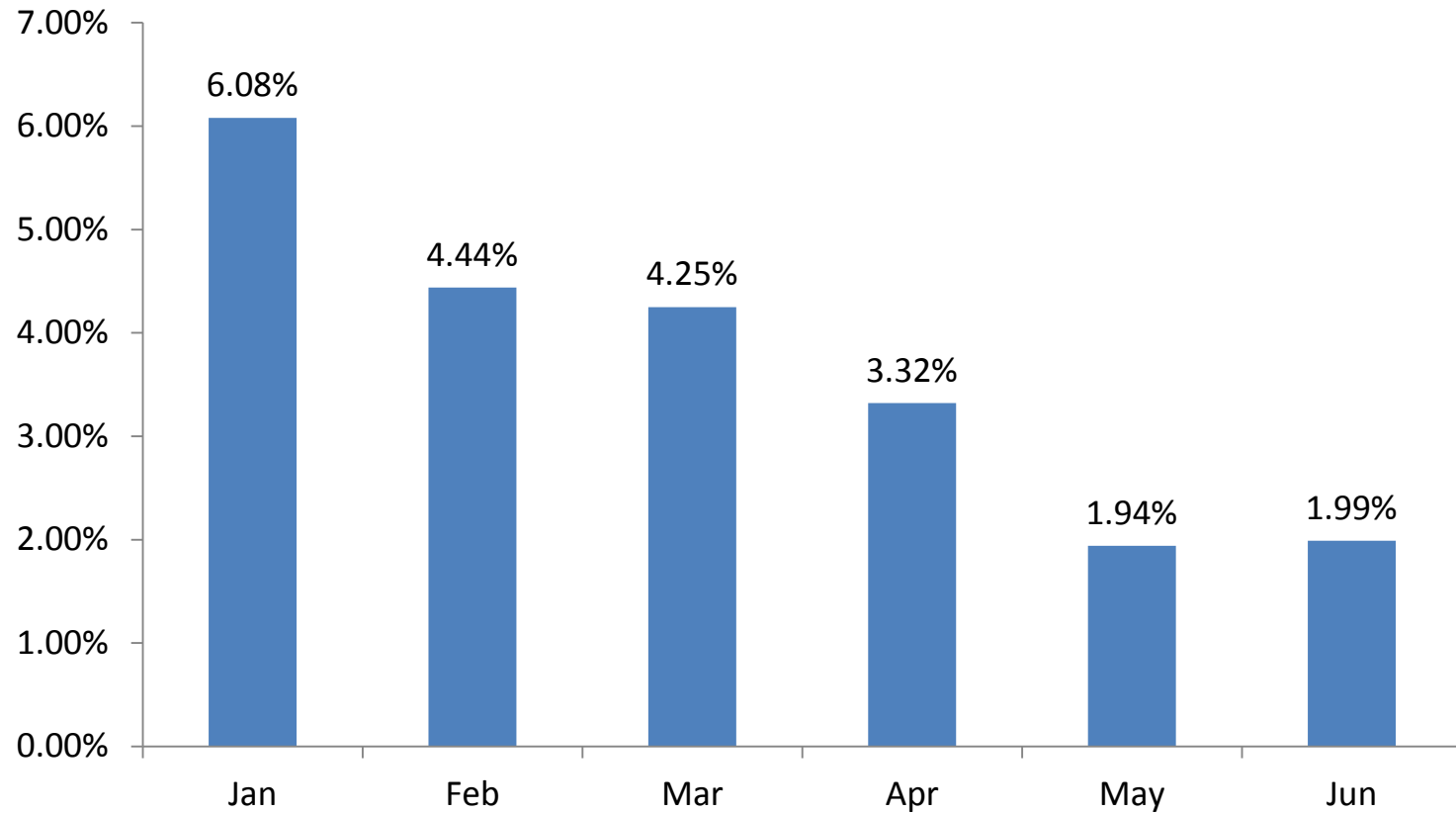
Call Center Total Incoming Calls



Call Center Average Speed to Answer



Call Center Abandonment Rate



Call Center

Jan 2016 – Mar 2016			April 2016 – June 2016		
	Avg. speed to answer	Abandon ment rate		Avg. speed to answer	Abandon ment rate
Monday	7:49	11%	Monday	5:42	6%
Tuesday	4:57	5%	Tuesday	2:53	2%
Wednesday	3:24	3%	Wednesday	2:13	1%
Thursday	3:18	3%	Thursday	2:12	1%
Friday	3:21	3%	Friday	1:49	1%

Urgent, Same Day and Next Day Request

2016	Urgent Trip Request	Same Day Trip Request	Next Day Trip Request	Total
April	2,918	4,091	3,950	10,959
May	2,929	4,215	4,085	11,229
June	3,101	4,293	4,218	11,612

Post Trip Surveys

- Automated member surveys will be conducted monthly and reported to DSS on the 5th of every month
 - Member surveys were conducted in the past, but they were manual and done by live representatives
- Surveys will be conducted on 30% of the reservations and will be asking members their satisfaction level of their trip
- Goal is to achieve 95% or better positive feedback from the members
- Go live for the surveys will be Dec 1st 2016.

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 LogistiCare's Facility Outreach Coordinator, Cheryl Smith at Cherylsm@logisticare.com or via phone at 866-684-0409 ext. 2361
- Face to face education and outreach is also available by contacting Cheryl directly and scheduling a date and time for a visit

Questions?