



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

**Quarterly Meeting Agenda**

June 28, 2012 - 10:00 am

1801 Main Street, Columbia SC – 11<sup>th</sup> Floor Conference Room

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval - March 22
- IV. Sub-Committee Report On Transportation Provider Survey
- V. Report On Committee Membership Contacts
- VI. Contract Transition and Implementation Update
  - a. Payment to Transportation Providers
  - b. Service Delivery
  - c. Communications
- VII. Program Monitoring Tools / Activities
  - a. Transportation Broker Performance Reports (January – March 2012) – Trips, Denials, and Complaints By Region (SFY 2012, SFY 2011, SFY 2010 Final, SFY 2009 Final)
  - b. Transportation Provider Performance Reports
  - c. Transportation Broker Accounts Payable Aging Reports
  - d. DHHS Internal Complaint Tracking
  - e. Report Of Injuries / Incidents
  - f. Report Of Meetings
  - g. Program Review and Field Observation Site Visits
- VIII. Advisory Committee – Current Issues/Concerns

Next Meeting – Thursday, September 27, 2012 at 10:00am, 1801 Main Street, Columbia, SC



South Carolina Department of Health and Human Services  
1801 Main Street: 11<sup>th</sup> Floor Conference Room  
Columbia, South Carolina 29201-8206  
Transportation Advisory Committee

Meeting Minutes  
June 28, 2012-10:00 a.m.

**Committee Members in Attendance:** Scott Lesiak, Lydia Hennick, Krista Martin, Lynn Stockman, Keith Guest, M.D., Chuck MacNeil, Scott Jones

**Via Telephone:** Doug Wright, Chuck DeZearn

**DHHS Staff:** Michael Benecke, Vicki Johnson, Bobbie Driver

**I. Welcome and Introductions:**

Mr. Benecke called the meeting to order.

**II. Purpose of Transportation Advisory Committee (TAC)**

The Advisory Committee shall meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Broker System and shall make recommendations for the resolution of the issues and complaints. The Advisory Committee shall issue a report quarterly to the Governor, Senate and House of Representatives. The Department of Health and Human Services shall provide the staff for the Transportation Advisory Committee. The Advisory Committee shall be abolished when the contract for the operation of the Medicaid Transportation Broker System has expired or is terminated.

**III. Meeting Minutes Approval**

The minutes for the March 22, 2012 meeting were approved.

**IV. Subcommittee Report on Transportation Provider Survey**

The Subcommittee project was to develop a list of questions for a transportation provider survey. The questions on the survey would be used as a way to determine the health of the provider network. All completed information would be submitted to DHHS. After reviewing the questions, DHHS would forward the survey to USC for further evaluation. To date, no action has been taken on the survey. Dr. Guest said that the Subcommittee is still trying to come up with a set of questions to submit to DHHS. He wanted to be sure that the statistical analysis people would

have a chance to review the questions before submitting the survey to DHHS.

Mr. Doug Wright informed the committee that there would be a meeting next Friday. The meeting would be held to see if LogistiCare and the transportation providers still would like to get together on a regular basis to discuss ways to improve the Transportation Broker System. Mr. Benecke requested a notation in the minutes to confirm DHHS continued support and is interest in all ongoing discussions regarding improvement of the Transportation Broker System.

#### **V. Report on Committee Membership Contacts**

Mr. Benecke did not have the full details of the membership report as Ervin Yarrell was out of the office. Mr. Benecke stated that Mr. Ervin Yarrell and Ms. Audrey Williams did speak with people from each of the agencies that might be interested in becoming members of the Transportation Advisory Committee. They also called previous committee members to confirm continued interest and participation in future committee meetings.

Mr. Benecke suggested doing outreach by formal letter in order to request participation from inactive members. He was open to suggestions from the Advisory Committee on how to increase member participation. Dr. Guest offered quotations from the mandate. The mandate stated that there needed to be representation from at least two Medicaid recipients and one member of the transportation brokering company. It was suggested that member selection from a privately funded, commercial transportation company might be a good choice. The providers could be picked from the surrounding counties for quick access to the Columbia meetings. It would be beneficial to the committee to have new members that would be outspoken in positive ways. A change of venue might provide more provider involvement.

#### **VI. Contract Transition and Implementation Update**

##### **a) Payment to Transportation Providers:**

According to Mr. Benecke, final payments are scheduled for Friday June 29, 2012.

##### **b) Service Delivery issues:**

Mr. Benecke said that there were no Service Delivery Issues.

##### **c) Communication**

Mr. Benecke stated that there were no communication issues.

It was decided that the agenda item with the name **Contract Transition and Implementation Update** will be removed from the minutes at a later date.

## **VII. Operational Issues**

The Committee went directly to Program Monitoring tools and activities.

## **VIII. Program Monitoring Tools and Activities**

a) Ms. Lydia Hennick and Ms. Krista Martin gave overviews of the Transportation Provider Performance Reports.

Ms. Lydia Hennick and Ms. Krista Martin gave examples of how to use the Regional Performance Reports to measure the success of the transportation drop off and pick up times. Ms. Hennick directed the Committee to the Report for LogistiCare, Region 1. The first example given was for Provider 3, which was a private company. The On Time Performance (A Leg Pickup) was running in the 73% range for Provider 3. The On Time Performance (A Leg Drop-off) was at 71%. The next example pointed out to the committee was for Provider 4, which was also a private company. The On Time Performance (A Leg pickup) was at 85% and the On Time Performance for the A Leg Drop-off was 77%. The above examples showed marked improvement in the pick up and drop off times. In the future, the performance reports from the June 28, 2012 committee meeting will be used to measure progress with the new performance reports at the next quarterly meeting.

Ms. Martin said that they were looking at the data on a trip by trip basis. A small percentage, about 2% got less than 3 hours notice for a change in pickup or drop off. She thought that she might pull the dates out for specific situations, and look at them separately. The transportation providers needed to follow the manifest. The providers can help enforce the changes by letting the facility and medical offices know that any scheduling changes need to go through LogistiCare Dispatch. Mr. Benecke said that the providers do not have to take a trip or be penalized for a trip if the facility has not gone through the broker. The Subgroup needed to meet and go through some of the issues, especially about establishing a method of communication.

## **b) Performance Region 2 and 3-Ms. Hennick**

The Transportation Advisory Committee did not get to the Performance Reports for Region 2 or 3. There were many questions about late drop off that needed to be addressed. The Transportation Advisory members

requested some leeway in determining what is considered a late drop off. Ms. Hennick suggested adding a separate column to track on time performance especially if the provider is only a few minutes late.

Mr. Benecke stated that LogistiCare expects the providers to be approximate in their on time performance. There is a 30 minute leeway of time built in for the A Leg pick up. He said to focus on the drop off.

Ms. Hennick stated that the on time performance is not being met yet. LogistiCare is using a corrective action plan with feedback instead of penalizing the transportation providers by taking away money. LogistiCare is still trying to set up a precise evaluation process in order to make sure that they are looking at things from an accurate perspective. Eventually, everyone will be held accountable for performance requirements.

**c) Payables Report**

Ms. Hennick & Ms. Martin are working on the reports directly with providers.

**d) Internal Complaints Reports**

Mr. Benecke said that there were very few complaints for LogistiCare.

**e) Report of Injury and Incidence:**

DHHS has a standard report that is ranked by severity. There were no areas that warranted additional attention based on the systematic issues.

**f) Report of Meetings**

Committee members were instructed to look over the reports.

**g) Program Review Site Visits**

Mr. Benecke stated that they have not done any site visits yet.

**IX.**

**Advisory Committee-Current Issues/Concerns**

- Make sure everyone is collectively on the same page.
- Make sure that the facilities and medical offices call LogistiCare dispatch for changes to pick up and drop off times.
- Use an interactive phone tree or interactive voice mail to send facility and medical office calls straight to the Broker.
- Reschedule December 20, 2012 meeting to another date. since it is so close to the holidays.

Meeting adjourned at 12:00 P.M.

Next meeting is scheduled for September 27, 2012

1801 Main Street, Columbia, South Carolina, at 10:00 A.M.  
11<sup>th</sup> Floor Conference Room

South Carolina Department of Health and Human Services  
 Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	January	February	March	SFY	SFY**
		2012 Final	2012 Final	2012 Final	2012 Q3 Totals	2012 Totals
<b>Unduplicated Beneficiaries</b>		6,560	6,403	6,611		15,268
<b>Total trips provided by type of transportation</b>		38,829	40,547	43,984	123,360	280,952
• Non-Emergency Ambulatory Sedan/Van Trips		28,860	30,021	32,581	91,462	208,480
• Wheelchair Trips		4,246	4,757	5,235	14,238	31,901
• Stretcher Trips		564	620	672	1,856	4,542
• Individual Transportation Gas Trip		4,644	4,670	5,085	14,399	32,927
• Non-Emergency Ambulance ALS		3	2	2	7	12
• Non-Emergency Ambulance BLS		104	104	65	273	582
• Public Transportation Bus Trip		408	373	344	1,125	2,508
<b>Total Over Night Trips Arranged</b>		21	12	18	51	130
<b>Total Extra Passengers</b>		7,253	5,943	2,799	15,995	45,165
• Number of Pickups On Time (A Leg)		17,076	17,161	20,020	54,257	121,880
• Number of Deliveries On Time (A Leg)		14,741	14,826	17,628	47,195	103,545
• Number of Trips Within Ride Time (All Trips)	≥ 90%	36,518	34,858	41,651	113,027	254,191
• Percent of Pickups On Time (A Leg)	≥ 95%	89.00%	93.90%	93.70%	92.20%	92.59%
• Percent of Deliveries On Time (A Leg)	≥ 95%	76.80%	81.10%	82.50%	80.13%	77.86%
• Percent of Trips Within Ride Time (All Trips)	≥ 99%	99.90%	99.00%	99.80%	99.57%	99.71%
<b>Actual number of calls *</b>		25,862	64,752	101,615	192,229	308,269
• Average phone calls daily		1,176	3,083	4,619	2,959	1,800
• Average Answer Speed	< 1:00	00:31	00:29	00:50	00:37	00:52
• Average Talk Time		03:08	03:58	03:43	03:36	04:17
• Average Time On Hold	≤ 3:00	01:28	01:32	01:49	01:36	01:35
• Average time on hold before abandonment	< 1:30	00:55	01:04	01:00	01:00	01:14
• Percentage of calls abandoned daily	< 5.0%	35	103	156	98	76
		2.98%	3.34%	3.38%	3.31%	4.23%
<b>Total number of complaints by type</b>		387	406	397	1,190	3,303
• Provider No-Show		55	43	77	175	730
• Timeliness		128	86	99	313	1,042
• Other Stakeholders		164	238	183	585	1,167
• Call Center Operations		19	17	1	37	115
• Driver Behavior		3	6	14	23	52
• Provider Service Quality		4	4	1	9	20
• Miscellaneous		8	9	18	35	144
• Rider Injury / Incident		6	3	4	13	33
• Provider No-Shows as percentage of total trips	≤ 0.25%	0.14%	0.11%	0.18%	0.14%	0.26%
• Complaints as percentage of total trips		1.00%	1.00%	0.90%	0.96%	1.18%
<b>Total number of denials by type</b>		651	610	507	1,668	4,665
• Non-Urgent / Under Days of Notice		90	71	74	235	694
• Non-Covered Service		158	116	124	398	932
• Ineligible For Transport		45	25	24	94	249
• Unable to Confirm Medical Appointment w/ Provider		15	15	6	36	111
• Does Not Meet Transportation Protocols		1	2	1	4	7
• Incomplete Information		279	216	218	713	2,179
• Needs Emergency Services		1	5	4	10	16
• Beneficiary Has Medicare Part B or Other Coverage		62	60	56	178	477
• Denials as percentage of total trips		1.68%	1.26%	1.15%	1.35%	1.66%

\* Includes calls for Regions 1-3 starting February 13, 2012 due to contract turnover.

\*\* Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services  
 Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2012	February 2012	March 2012	SFY 2012	SFY 2012
		Final	Final**	Final	Q3 Totals	Totals
<b>Unduplicated Beneficiaries</b>						
<b>Total trips provided by type of transportation</b>			14,856	56,584	71,440	71,440
• Non-Emergency Ambulatory Sedan/Van Trips			12,126	44,998	57,124	57,124
• Wheelchair Trips			1,715	7,037	8,752	8,752
• Stretcher Trips			355	1,103	1,458	1,458
• Individual Transportation Gas Trip			635	3,398	4,023	4,023
• Non-Emergency Ambulance ALS			7	9	16	16
• Non-Emergency Ambulance BLS			18	49	67	67
• Public Transportation Bus Trip			0	0	0	0
<b>Total Over Night Trips Arranged</b>			2	10	12	12
<b>Total Extra Passengers</b>			2,026	3,617	5,643	5,643
• Number of Pickups On Time (A Leg)			5,311	25,430	30,741	30,741
• Number of Deliveries On Time (A Leg)			4,888	21,199	26,087	26,087
• Number of Trips Within Ride Time (All Trips)	>= 90%		13,126	55,227	68,353	68,353
• Percent of Pickups On Time (A Leg)	>= 95%		78.20%	90.60%	84.40%	84.40%
• Percent of Deliveries On Time (A Leg)	>= 95%		72.00%	75.60%	73.75%	73.75%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		97.90%	99.60%	98.75%	98.75%
<b>Actual number of calls *</b>						
• Average phone calls daily	< 1:00					
• Average Answer Speed	< 1:00					
• Average Talk Time	<= 3:00					
• Average Time On Hold	< 1:30					
• Average time on hold before abandonment	< 5.0%					
• Percentage of calls abandoned daily						
<b>Total number of complaints by type</b>						
• Provider No-Show			306	602	908	908
• Timeliness			95	192	287	287
• Other Stakeholders			70	203	273	273
• Call Center Operations			67	92	159	159
• Driver Behavior			23	21	44	44
• Provider Service Quality			0	0	0	0
• Miscellaneous			0	2	2	2
• Rider Injury / Incident			48	85	133	133
• Provider No-Shows as percentage of total trips	<= 0.25%		3	7	10	10
• Complaints as percentage of total trips			0.64%	0.34%	0.40%	0.40%
			2.06%	1.06%	1.27%	1.27%
<b>Total number of denials by type</b>						
• Non-Urgent / Under Days of Notice			675	1,126	1,801	1,801
• Non-Covered Service			107	134	241	241
• Ineligible For Transport			189	244	433	433
• Unable to Confirm Medical Appointment w/ Provider			22	50	72	72
• Does Not Meet Transportation Protocols			9	46	55	55
• Incomplete Information			1	1	2	2
• Needs Emergency Services			256	411	667	667
• Beneficiary Has Medicare Part B or Other Coverage			2	3	5	5
• Denials as percentage of total trips			89	237	326	326
			4.54%	1.99%	2.52%	2.52%

\* Call center data for Region 2 is included on the Region 1 report.  
 \*\* Includes data starting from February 21 due to contract turnover.

South Carolina Department of Health and Human Services  
 Broker Performance Report - Region 3 - Logisiticare



Transportation Metrics	Performance Goal	January 2012	February 2012	March 2012	SFY 2012	SFY 2012
		Final	Final **	Final	Q3 Totals	Totals
<b>Unduplicated Beneficiaries</b>						
<b>Total trips provided by type of transportation</b>			5,706	9,788		11,097
• Non-Emergency Ambulatory Sedan/Van Trips		16,723		58,728	75,451	75,451
• Wheelchair Trips		13,899		47,696	61,595	61,595
• Stretcher Trips		2,057		7,624	9,681	9,681
• Individual Transportation Gas Trip		287		1,035	1,302	1,302
• Non-Emergency Ambulance ALS		487		2,293	2,780	2,780
• Non-Emergency Ambulance BLS		2		10	12	12
• Public Transportation Bus Trip		11		70	81	81
<b>Total Over Night Trips Arranged</b>		0		0	0	0
<b>Total Extra Passengers</b>		7		23	30	30
		1,700		2,821	4,521	4,521
• Number of Pickups On Time (A Leg)		5,859		26,727	32,586	32,586
• Number of Deliveries On Time (A Leg)		4,773		22,038	26,811	26,811
• Number of Trips Within Ride Time (All Trips)		12,899		57,747	70,646	70,646
• Percent of Pickups On Time (A Leg)	>= 90%	89.70%		91.40%	90.55%	90.55%
• Percent of Deliveries On Time (A Leg)	>= 95%	73.10%		75.40%	74.25%	74.25%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.00%		99.70%	98.85%	98.85%
<b>Actual number of calls *</b>						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
<b>Total number of complaints by type</b>						
• Provider No-Show		216		445	661	661
• Timeliness		93		101	194	194
• Other Stakeholders		42		130	172	172
• Call Center Operators		29		125	154	154
• Driver Behavior		16		11	27	27
• Provider Service Quality		0		0	0	0
• Miscellaneous		34		60	94	94
• Rider Injury / Incident		2		18	20	20
• Provider No-Shows as percentage of total trips	<= 0.25%	0.56%		0.17%	0.26%	0.26%
• Complaints as percentage of total trips		1.29%		0.76%	0.88%	0.88%
<b>Total number of denials by type</b>						
• Non-Urgent / Under Days of Notice		613		1,303	1,916	1,916
• Non-Covered Service		69		110	179	179
• Ineligible For Transport		110		226	336	336
• Unable to Confirm Medical Appointment w/ Provider		24		59	83	83
• Does Not Meet Transportation Protocol		8		36	44	44
• Incomplete Information		2		3	5	5
• Needs Emergency Services		284		491	755	755
• Beneficiary Has Medicare Part B or Other Coverage		3		6	9	9
• Denials as percentage of total trips		133		372	505	505
		3.67%		2.22%	2.54%	2.54%

\* Call center data for Region 2 is included on the Region 1 report.  
 \*\* Includes data starting from February 21 due to contract turnover.

South Carolina Department of Health and Human Services  
 Broker Performance Report - Region 2 - Access2Care



Transportation Metrics	Performance Goal	January	February	March	SFY 2012 Q3 Totals	SFY 2012 Totals
		2012 Final	2012 Final***	2012 Prelim		
<b>Unduplicated Beneficiaries</b>		9,150	7,148			19,724
<b>Total trips provided by type of transportation</b>						
• Non-Emergency Ambulatory Sedan/Van Trips		67,803	42,946		110,749	379,972
• Wheelchair Trips		52,498	32,878		85,376	297,226
• Stretcher Trips		7,834	5,031		12,865	45,738
• Individual Transportation Gas Trip		1,778	1,152		2,930	7,810
• Non-Emergency Ambulance ALS		5,572	3,833		9,405	27,131
• Non-Emergency Ambulance BUS		18	14		32	131
• Public Transportation Bus Trip		103	36		139	1,934
<b>Total Over Night Trips Arranged</b>		0	2		2	2
<b>Total Extra Passengers</b>		3	4		7	36
		3,343	1,930		5,273	18,379
• Number of Pickups On Time (A Leg)		32,198	20,879		53,077	170,215
• Number of Deliveries On Time (A Leg)		20,872	13,135		34,007	114,017
• Number of Trips Within Ride Time (All Trips)		65,913	41,787		107,700	365,853
• Percent of Pickups On Time (A Leg)	>= 90%	93.17%	95.33%		94.25%	88.31%
• Percent of Deliveries On Time (A Leg)	>= 95%	60.40%	59.97%		60.19%	58.88%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.25%	97.32%		97.29%	97.14%
<b>Actual number of calls *</b>		66,732	35,239		101,971	398,576
• Average phone calls daily		2,153	1,762		1,958	2,466
• Average Answer Speed	< 1:00	01:27	01:06		01:16	02:41
• Average Talk Time		05:06	04:08		04:37	05:14
• Average Time On Hold	<= 3:00	01:56	01:31		01:45	01:43
• Average time on hold before abandonment	< 1:30	01:25	01:20		01:23	01:47
• Average number of calls abandoned daily		293	97		195	434
• Percentage of calls abandoned daily	< 5.0%	13.61%	5.51%		9.96%	17.58%
<b>Total number of complaints by type</b>		155	76		231	1,303
• Provider No-Show		64	18		82	582
• Timeliness		41	29		70	374
• Call Center Stakeholders		5	5		10	48
• Call Center Operations		24	12		36	121
• Driver Behavior		12	10		22	129
• Provider Service Quality		6	2		8	16
• Miscellaneous		1	0		1	9
• Rider Injury / Incident		2	0		2	24
• Provider No-Shows as percentage of total trips	<= 0.25%	0.09%	0.04%		0.07%	0.15%
• Complaints as percentage of total trips		0.23%	0.18%		0.21%	0.34%
<b>Total number of denials by type</b>		239	145		384	3,161
• Non-Urgent / Under Days of Notice		83	31		114	499
• Non-Covered Service		47	21		68	605
• Ineligible For Transport		4	30		34	261
• Unable to Confirm Medical Appointment w/ Provider		6	2		8	45
• Does Not Meet Transportation Protocols		4	0		4	32
• Incomplete Information		91	61		152	1,362
• Needs Emergency Services		1	0		1	3
• Beneficiary Has Medicare Part B or Other Coverage		3	0		3	334
• Denials as percentage of total trips		0.35%	0.34%		0.35%	0.83%

\* Includes call center data for Regions 2 and 3.  
 \*\* Includes data starting from August 22 due to contract turnover.  
 \*\*\* Includes data through February 20 due to contract turnover.

South Carolina Department of Health and Human Services  
**Broker Performance Report - Region 3 - Access2Care**



Transportation Metrics	Performance Goal	January	February	March	SFY	SFY**
		2012 Final	2012 Final***	2012 Prelim	2012 Q3 Totals	2012 Totals
<b>Unduplicated Beneficiaries</b>		7,945	6,290			15,882
<b>Total trips provided by type of transportation</b>						
• Non-Emergency Ambulatory Sedan/Van Trips		60,589	38,291		98,880	340,138
• Wheelchair Trips		48,545	30,406		78,951	276,170
• Stretcher Trips		7,191	4,573		11,764	39,656
• Individual Transportation Gas Trip		1,348	811		2,159	6,009
• Non-Emergency Ambulance ALS		3,415	2,455		5,870	16,537
• Non-Emergency Ambulance BLS		34	11		45	167
• Public Transportation Bus Trip		56	35		91	1,599
<b>Total Over Night Trips Arranged</b>		0	0	0	0	0
<b>Total Extra Passengers</b>		3	1	1	4	13
		2,707	1,685		4,392	15,005
• Number of Pickups On Time (A Leg)		28,219	18,321		46,540	147,623
• Number of Deliveries On Time (A Leg)		20,099	12,608		32,707	107,735
• Number of Trips Within Ride Time (All Trips)		59,212	37,412		96,624	324,144
• Percent of Pickups On Time (A Leg)	>= 90%	91.80%	94.06%		92.93%	87.08%
• Percent of Deliveries On Time (A Leg)	>= 95%	65.38%	64.73%		65.06%	63.48%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.76%	97.71%		97.74%	97.53%
<b>Actual number of calls *</b>						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
<b>Total number of complaints by type</b>						
• Provider No-Show		141	78		219	1,321
• Timeliness		50	18		68	461
• Other Stakeholders		37	22		59	420
• Call Center Operations		11	11		22	96
• Driver Behavior		23	15		38	110
• Provider Service Quality		16	8		24	195
• Miscellaneous		3	2		5	16
• Rider Injury / Incident		0	0		0	6
• Provider No-Shows as percentage of total trips	<= 0.25%	1	2		3	17
• Complaints as percentage of total trips		0.08%	0.05%		0.07%	0.14%
		0.23%	0.20%		0.22%	0.39%
<b>Total number of denials by type</b>						
• Non-Urgent / Under Days of Notice		252	158		410	2,727
• Non-Covered Service		72	27		99	528
• Ineligible For Transport		49	77		126	572
• Unable to Confirm Medical Appointment w/ Provider		12	0		12	175
• Does Not Meet Transportation Protocols		10	2		12	75
• Incomplete Information		0	1		1	14
• Needs Emergency Services		105	48		153	1,229
• Beneficiary Has Medicare Part B or Other Coverage		0	0		0	2
• Denials as percentage of total trips		4	3		7	132
		0.42%	0.41%		0.41%	0.80%

\* Call center data for Region 3 is included on the Region 2 report only.  
 \*\* Includes data starting from August 22 due to contract turnover.  
 \*\*\* Includes data through February 20 due to contract turnover.