



Transportation Metrics	Performance Goal	May 2024 Final	June 2024 Final	July 2024 Final	August 2024 Final	September 2024 Final	October 2024 Final	November 2024 Final	December 2024 Final
Unduplicated Beneficiaries		22,042	21,163	22,346	22,549	22,318	23,083	22,069	21,372
Total trips provided by type of transportation		158,464	143,405	136,288	145,442	133,831	149,110	139,565	141,989
• Non-Emergency Ambulatory Sedan/Van Trips		123,657	111,379	107,985	114,951	105,416	116,987	109,643	111,180
• Wheelchair Trips		21,174	19,138	17,937	19,041	17,988	20,363	18,959	19,527
• Stretcher Trips		3,267	2,821	2,746	2,793	2,345	2,399	2,107	2,084
• Individual Transportation Gas Trip		9,882	9,531	7,229	8,194	7,722	8,951	8,488	8,761
• Non-Emergency Ambulance ALS		107	100	105	112	92	78	75	94
• Non-Emergency Ambulance BLS		19	5	10	9	6	4	13	13
• Public Transportation Bus Trip		358	431	276	342	262	328	280	330
Total Over Night Trips Arranged		134	194	169	144	177	209	172	163
Total Extra Passengers		10,149	9,941	10,479	10,232	8,684	11,009	10,045	9,644
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.15%	0.09%	0.14%	0.11%	0.10%	0.13%	0.10%	0.09%
• Number of Pickups On Time (A Leg)		74,930	75,364	70,649	69,252	64,628	71,802	67,024	66,936
• Number of Deliveries On Time (A Leg)		67,259	60,106	57,625	55,978	51,859	58,404	54,990	54,344
• Number of Pickups On Time (B Leg)		57,490	51,811	54,278	53,025	49,840	54,873	52,913	52,809
• Number of Trips Within Ride Time (All Trips)		150,060	133,707	139,207	138,210	128,194	142,900	134,809	134,479
• Percent of Pickups On Time (A Leg)	>= 90%	90.06%	90.89%	91.12%	92.51%	92.90%	92.41%	92.31%	92.30%
• Percent of Deliveries On Time (A Leg)	>= 95%	89.50%	81.44%	75.57%	74.85%	74.69%	75.39%	75.75%	75.11%
• Percent of Pickups On Time (B Leg)	>= 90%	88.96%	89.16%	89.09%	88.64%	89.84%	89.08%	90.12%	89.93%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.64%	99.71%	99.72%	99.63%	99.61%	99.57%	99.62%	99.70%
Actual number of calls		58,845	44,963	52,188	53,396	57,966	61,254	52,336	50,847
• Average phone calls daily		2,558	2,248	1,683	2,427	1,870	1,976	1,688	1,640
• Average Answer Speed	< 1:00	0:00:16	0:00:37	0:00:42	0:00:47	0:00:45	0:00:39	0:00:51	0:00:37
• Average Talk Time		0:05:03	0:05:30	0:05:28	0:05:19	0:05:16	0:05:12	0:05:12	0:05:09
• Average Time On Hold	<= 3:00	0:01:37	0:01:27	0:01:19	0:01:25	0:01:35	0:01:32	0:01:36	0:01:34
• Average time on hold before abandonment	< 1:30	0:01:06	0:01:15	0:02:44	0:02:33	0:02:33	0:02:28	0:02:24	0:02:01
• Average number of calls abandoned daily		12	17	27	36	32	27	35	18
• Percentage of calls abandoned daily	< 5.0%	0.48%	0.77%	1.58%	1.49%	1.69%	1.36%	2.07%	1.09%
Total number of complaints by type - Valid		952	855	901	852	990	932	762	842
• Provider No-Show		231	133	199	153	134	190	139	126
• Timeliness		157	108	138	122	121	120	142	125
• Other Stakeholders		185	187	270	244	269	387	178	306
• Call Center Operations		102	89	123	111	127	83	136	110
• Driver Behavior		11	14	8	9	8	6	10	10
• Provider Service Quality		249	313	142	194	313	119	137	149
• Miscellaneous		13	9	16	15	15	24	18	15
• Rider Injury / Incident		4	2	5	4	3	3	2	1
• Valid Complaints as percentage of total trips		0.60%	0.60%	0.66%	0.59%	0.74%	0.63%	0.55%	0.59%
Total number of complaints by type - Invalid & Other		370	294	418	392	334	398	320	314
• Provider No-Show		67	44	81	72	51	67	49	58
• Timeliness		57	31	70	50	40	38	35	41
• Other Stakeholders		41	35	55	64	36	70	33	33
• Call Center Operations		82	81	99	95	78	106	89	84
• Driver Behavior		51	45	44	40	47	43	46	28
• Provider Service Quality		31	28	27	21	19	31	19	25
• Miscellaneous		37	25	35	39	58	41	44	32
• Rider Injury / Incident		4	5	7	11	5	2	5	13
• Invalid & Other Complaints as percentage of total trip		0.23%	0.21%	0.31%	0.27%	0.25%	0.27%	0.23%	0.22%
Total number of denials by type		3,222	2,803	3,092	3,532	3,064	3,235	2,974	2,378
• Non-Urgent / Under Days of Notice		1,063	815	1,039	1,100	917	975	927	715
• Non-Covered Service		394	416	440	412	433	426	441	377
• Ineligible For Transport		357	245	296	302	193	224	390	181
• Unable to Confirm Medical Appointment w/ Provider		110	105	120	149	163	124	141	90
• Does Not Meet Transportation Protocols		8	14	14	14	13	20	28	4
• Incomplete Information		1,210	1,131	1,099	1,488	1,289	1,397	992	957
• Needs Emergency Services		2	2	0	0	0	0	0	0
• Beneficiary Has Medicare Part B or Other Coverage		78	75	84	67	56	69	55	54
• Denials as percentage of total trips		2.03%	1.95%	2.27%	2.43%	2.29%	2.17%	2.13%	1.67%

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.

Average Last Three Months	Average SFY 2025	Average SFY 2024	Totals SFY 2025	Totals SFY 2024
21,850	22,290	21,967	46,814	55,505
146,052	141,038	148,382	846,225	1,780,579
114,340	111,027	117,446	666,162	1,409,352
19,416	18,969	19,158	113,815	229,894
2,945	2,412	2,916	14,474	34,990
8,881	8,224	8,288	49,345	99,454
104	93	102	556	1,226
11	9	25	55	303
355	303	447	1,818	5,360
166	172	144	1,034	1,732
10,190	10,016	11,651	60,893	139,813
0.13%	0.11%	0.13%	--	--
73,648	68,382	59,657	410,291	715,880
61,663	55,533	51,932	333,200	623,186
54,526	52,956	50,045	317,738	600,538
140,991	136,300	131,131	817,799	1,573,591
91.36%	92.59%	85.24%	--	--
79.17%	75.23%	74.87%	--	--
89.07%	89.45%	83.23%	--	--
99.60%	99.64%	99.61%	--	--
51,999	54,665	56,970	327,987	683,644
2,163	1,881	2,700	--	--
0:00:32	0:00:43	0:00:37	--	--
0:05:20	0:05:16	0:05:25	--	--
0:01:28	0:01:30	0:02:05	--	--
0:01:42	0:02:22	0:01:20	--	--
19	29	55	--	--
0.95%	1.55%	1.79%	--	--
903	880	866	5,279	10,388
188	157	174	941	2,086
134	128	152	788	1,822
214	276	292	1,654	3,501
105	115	144	690	1,733
11	9	8	51	94
235	176	82	1,054	978
13	17	11	103	135
4	3	3	18	30
0.62%	0.63%	0.58%	--	--
361	363	312	2,176	3,747
64	63	54	378	652
53	46	37	274	446
44	49	47	291	565
87	92	79	551	943
47	41	35	248	418
29	24	24	142	293
32	42	32	249	382
5	7	4	43	48
0.25%	0.26%	0.21%	--	--
3,039	3,046	2,834	18,275	34,006
972	946	873	5,673	10,472
417	422	418	2,529	5,021
299	264	191	1,586	2,287
112	131	119	787	1,422
12	16	10	93	121
1,147	1,204	1,142	7,222	13,706
1	0	1	0	12
79	64	80	385	960
2.09%	2.16%	1.91%	--	--

Old Name	New Name
Broker Report Card	
Explanation of Categories	
Undups	
Trips	
Miles	
TimePerFDaily	
RideTimePerFDet	
TeleComResv	
TeleComDailyDet	
TeleComResvAfterHrs	
AfterhoursDailyDetail	
TeleComFac	
Staffing	
ComplaintRawData	
ComplaintData	
Complaints	
By Treatment	
DenialsDet	
Denials	
TPByTripCount	
TP Report Card	
Ancillary Services	
Terminated or Denied Drivers	
Terminated or Denied Providers	



Jan-2025

FY 2024 - 2025

		TYPE	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
STATE	IV	Eligibility Issue	0	0	0	0	0	0						0
	III	Facility Issue	2	4	0	0	1	0						7
	I	Incident Rider	4	3	2	2	1	0						12
	I	Injury	1	1	1	1	1	0						5
	III	Modivcare Employee Issue	86	71	75	23	54	60						369
	III	Modivcare Issue	40	40	52	62	84	51						329
	IV	No Vehicle Available	140	188	298	105	126	144						1,001
	III	Provider Late	134	113	111	110	131	114						713
	II	Provider No Show	207	153	134	190	139	126						949
	III	ReRoute	0	0	0	0	0	0						0
	II	Rider Issue	26	32	22	26	20	22						148
	II	Rider No Show	244	207	247	361	156	284						1,489
	I	Serious Injury	0	0	0	0	0	0						0
	I	Subcontractor Courtesy	6	4	4	0	6	4						24
	I	Subcontractor Safety	8	5	14	9	12	4						52
	I	Suspected Rider Fraud & Abuse	0	1	0	0	1	0						2
	I	Suspected TP Fraud & Abuse	0	0	0	0	0	0						0
	III	Transportation Provider	18	15	15	19	16	14						97
	III	Transportation Provider Early	11	9	10	10	11	11						62
	N/A	Transportation Provider Employee	0	4	3	5	2	5						19
	IV	Unknown/Other	1	0	0	3	0	1						5
	II	Vehicle Issue	0	2	0	2	0	1						5
	I	Wheelchair Tie-down Issue	0	0	2	4	1	1						8
Subtotal			928	852	990	932	762	842	0	0	0	0	0	5,306
STATE %	IV	Eligibility Issue	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	III	Facility Issue	0.22%	0.47%	0.00%	0.00%	0.00%	0.13%	0.00%					0.13%
	I	Incident Rider	0.43%	0.35%	0.20%	0.21%	0.13%	0.00%						0.23%
	I	Injury	0.11%	0.12%	0.10%	0.11%	0.13%	0.00%						0.09%
	III	LogisticCare Employee Issue	9.27%	8.33%	7.58%	2.47%	7.09%	7.13%						6.95%
	III	Modivcare Issue	4.31%	4.69%	5.25%	6.65%	11.02%	6.06%						6.20%
	IV	No Vehicle Available	15.09%	22.07%	30.10%	11.27%	16.54%	17.10%						18.87%
	III	Provider Late	14.44%	13.26%	11.21%	11.80%	17.19%	13.54%						13.44%
	II	Provider No Show	22.31%	17.96%	13.54%	20.39%	18.24%	14.96%						17.89%
	III	ReRoute	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	II	Rider Issue	2.80%	3.76%	2.22%	2.79%	2.62%	2.61%						2.79%
	II	Rider No Show	26.29%	24.30%	24.95%	38.73%	20.47%	33.73%						28.25%
	I	Serious Injury	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	I	Subcontractor Courtesy	0.65%	0.47%	0.40%	0.00%	0.79%	0.48%						0.45%
	I	Subcontractor Safety	0.86%	0.59%	1.41%	0.97%	1.57%	0.48%						0.98%
	I	Suspected Rider Fraud & Abuse	0.00%	0.12%	0.00%	0.00%	0.13%	0.00%						0.04%
	I	Suspected TP Fraud & Abuse	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	III	Transportation Provider	1.94%	1.76%	1.52%	2.04%	2.10%	1.66%						1.83%
	III	Transportation Provider Early	1.19%	1.06%	1.01%	1.07%	1.44%	1.31%						1.17%
	N/A	Transportation Provider Employee	0.00%	0.47%	0.30%	0.54%	0.26%	0.59%						0.36%
	IV	Unknown/Other	0.11%	0.00%	0.00%	0.32%	0.00%	0.12%						0.09%
	II	Vehicle Issue	0.00%	0.23%	0.00%	0.21%	0.00%	0.12%						0.09%
	I	Wheelchair Tie-down Issue	0.00%	0.00%	0.20%	0.43%	0.13%	0.12%						0.15%
State Subtotal			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						100.00%

Tier I - "Serious" involving safety (eg. Traffic accident, abandoned rider, reckless driving, vehicle unsafe, evidence of weapon, assault, inappropriate sexual behavior, fraud, etc.)	Issue	Tier II - "Major" Issue involving service, behavior and timeliness (eg. Provider no show, habitual member no show, driver rudeness, CSR rudeness, air conditioner broken, etc.)	Tier III - "Moderate" Issue involving service or behavior (eg. Isolated provider late, long hold times, poor customer service)	Tier IV - "Minor" Complaint/issues not involving safety, behavior or timeliness (eg. Dirty vehicle, driver odor, etc.)
Incident Rider	Claims	Eligibility Benefit Concerns	Eligibility Issue	First Call Resolution
Injury	Inclement Weather	Facility Issue	Modivcare Employee Issue Res Error	Modivcare Issue IVA/VR
Serious Injury	Modivcare Employee Issue	Modivcare Employee Issue Res Error	Modivcare Issue	Modivcare Issue Policy & Procedures
Subcontractor Safety	Modivcare Issue Trip Assignment	Modivcare Issue	Modivcare Issue Reimbursement	Modivcare Issue Policy & Procedures
Suspected Rider Fraud and Abuse	Provider No Show	Provider Late	Provider No Show - Recovered	Unknown / Other
Suspected TP Fraud and Abuse	Rider Issue	Rider No Show	Subcontractor Courtesy	Transportation Provider
Wheelchair Tie-down Issue	Subcontractor Courtesy	Transportation Provider Behavior	Transportation Provider Driving	Transportation Provider Hygiene
	Vehicle Issue	Vehicle Issue Equipment	Vehicle Issue Cleanliness	Voiance Language Services

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

##### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o Modivcare Issues
- o Modivcare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B