

Call Center Summary (Business Hours)

Service Level KPI	Call ServiceLevel	SecondsOption	AbandonRateKPI
80.0%	180		5.0%

Call Count Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Answered %	99.58%	99.41%	99.06%	97.03%	97.87%	96.08%
Avg Daily Calls Received	59378	52535	51171	55115	52728	46932
Total Calls Answered	100896	94531	91756	96965	93407	81728
Total Calls Received	101321	95088	92620	99822	95437	85055
Average Speed of Answer Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Avg Speed of Answer (seconds)	4.18	4.23	10.65	18.25	24.59	34.56
Total Calls Received	101321	95088	92620	99822	95437	85055
Average Abandon Rate Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Abandon %	0.42%	0.59%	0.93%	2.96%	2.13%	3.91%
Total Calls Abandoned	425	557	864	2957	2030	3327
Total Calls Received	101321	95088	92620	99822	95437	85055
Average Handle Time Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
AVG Handle Time (minutes)	86	85	86	85	87	85
Handle Time Minutes	100896	94531	91756	96965	93407	81728
Total Calls Received	101321	95088	92620	99822	95437	85055
Service Level Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Handled Outside Service Level	423	552	1224	3274	2627	2715
Handled Within Service Level	100473	93979	90532	93591	90770	78953
Service Level	99.58%	99.38%	98.67%	96.62%	97.18%	96.60%
Total Calls Received	101321	95088	92620	99822	95437	85055

Call Center Summary (Spanish)

Call Count Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Answered %	99.87%	99.17%	99.60%	99.79%	99.27%	99.90%
Avg Daily Calls Received	39.32	38.29	38.95	42.78	42.62	40.76
Total Calls Answered	7105	6824	7022	7728	7658	7308
Total Calls Received	7117	6930	7050	7744	7714	7377
Average Speed of Answer Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Avg Speed of Answer (seconds)	4.96	8.71	11.63	6.32	7.47	6.52
Total Calls Received	7117	6930	7050	7744	7714	7377
Average Abandon Rate Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Abandon %	0.13%	0.83%	0.40%	0.21%	0.73%	0.10%
Total Calls Abandoned	12	6	28	16	56	69
Total Calls Received	7117	6930	7050	7744	7714	7377
Average Handle Time Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
AVG Handle Time (minutes)	86	85	82	87	84	82
Handle Time Minutes	7105	6824	7022	7728	7658	7308
Total Calls Received	7117	6930	7050	7744	7714	7377
Service Level Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Handled Outside Service Level	3	2	17	14	16	41
Handled Within Service Level	7102	6822	7005	7714	7642	7267
Service Level	99.96%	99.97%	99.76%	99.82%	99.79%	99.44%
Total Calls Received	7117	6930	7050	7744	7714	7377

Trip Executive Summary

Completed Trip Legs Count Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Completed Trip Legs	22491	21769	22540	22740	23011	20717
* Includes Public Transit and Mileage Reimbursement, Ambulance						
On Time % Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
A Legs	94.40%	95.70%	97.74%	95.40%	94.41%	95.52%
B Legs	91.97%	90.82%	90.92%	91.51%	91.19%	91.16%
Both Legs	88.21%	87.76%	87.93%	88.46%	87.80%	88.24%
* Excludes Public Transit and Mileage Reimbursement						
Member No Show Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Member No Show Rate	3.55%	3.60%	3.32%	3.01%	3.44%	4.00%
Member No Show Count	8186	8128	7749	7048	8216	8663
No Shows - Completed*	238677	225767	233189	234508	238627	216480
Booked Trip Legs Count Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Total Trip Legs Booked	441891	454698	461096	451649	459130	438147
* Includes Public Transit and Mileage Reimbursement						
Mileage Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Average Mileage	3.9	3.58	4.85	4.17	6.6	6.65
Total Mileage	1,947,597.00	1,864,368.00	1,539,621.77	1,514,328.74	1,535,284.00	1,379,191.00
Trip % Distance Summary	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
0 - 10 Miles	79.30%	79.93%	79.62%	79.39%	79.61%	79.72%
10.01 - 20 Miles	14.54%	14.28%	14.53%	14.51%	14.38%	14.11%
20.01 - 30 Miles	4.18%	3.84%	3.99%	4.12%	4.22%	4.02%
30.01 - 40 Miles	0.97%	0.94%	0.90%	1.04%	1.09%	1.16%
40.01 - 50 Miles	0.44%	0.47%	0.43%	0.43%	0.46%	0.43%
50.01 + Miles	0.49%	0.47%	0.46%	0.44%	0.47%	0.48%
Completed Trip Legs by Mode	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Ambulance	1	4	3	4	8	6
Cab	134705	131880	136358	136705	140412	134715
Gas Reimbursement	23020	14380	14774	14827	14549	13087
Wheelchair Lift	15080	22587	23136	24076	25518	22515
Bus	49685	49798	50789	51848	49924	47487
Members with Completed Trip Legs	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Completed Trip Legs	18124	18253	18239	18596	19072	18242

Total Completed Trips By Reason	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
ABORTION	2	1	19			
ACUPUNCTURE	37	46	36	35	38	43
ALCOHOL ABUSE EVALUATION TO ENTER	9	4				
ALCOHOL REHABILITATION	82	37	50	78	86	68
BEHAVIORAL HEALTH	20707	20521	21994	20865	23724	22004
CARDIAC REHABILITATION	158	170	179	163	199	165
CHEMOTHERAPY	583	588	608	647	765	544
CHIROPRACTOR	264	273	294	346	339	276
COMMUNITY PSYCH REHAB						
COUNSELOR/PSYCHOLOGIST/SOCIAL	1824	1877	1877	1888	1937	1785
COURT ORDERED EXAMS OR APPTS	15	19	15	13	13	10
COVID TESTING FOR ALL OTHER MEMBERS	2		2	1	3	
COVID TESTING FOR PRESUMED + OR +	1		1			
DAY TREATMENT PROGRAM	20	40	60	42	65	249
DENTAL SERVICES	1155	1172	1235	1267	1257	1090
DEVELOPMENT THERAPY	10	10	12	5	5	4
DIABETIC SUPPLIES AND EDUCATION	34	45	46	25	49	51
DIALYSIS	9922	9990	9981	10279	10851	10220
DRUG ABUSE EVALUATION TO ENTER	302	178	208	200	216	161
DRUG REHABILITATION	47955	46274	47198	46625	45784	47176
DURABLE MEDICAL EQUIPMENT	3	1	4	1	16	12
EDUCATION/OUTREACH PROGRAMS	3	12	13	21	8	21
EMERGENCY ROOM-FROM	212	180	171	338	341	356
EMERGENCY ROOM-TO				1		
FAMILY PLANNING	1	3	1	5	4	3
HEARING AIDS	6	3	13	12	11	9
HOSPICE TRANSPORTATION			1			
HOSPITAL - DISCHARGE	1975	2056	1999	1974	2029	1928
HOSPITAL - INPATIENT	85	97	75	105	115	72
HOSPITAL - OUTPATIENT SERVICES	273	322	353	254	332	252
HOSPITAL FOLLOW-UP	2	3	2	3	1	3
HOSPITAL TO HOSPITAL	7	5	9	8	9	13
HOSPITAL VISITATION					4	1
IMMUNIZATIONS	6	9	9	6	3	5
LABORATORY SERVICES	424	416	490	454	477	401
LEAD SCREENING			1	1		
MAMMOGRAM	84	98	99	109	104	97
MEDICAL	2		1	11		
MFP - MONEY FOLLOWS PERSON	44	26	34	135	36	42
NON MEDICAL TRIP				1		
NURSING HOME DISCHARGE OR INITIAL	23	24	16	2	7	14
NURSING HOME TO NURSING HOME	6	3	3	11	2	2
NUTRITIONAL	21	23	28	30	40	24
OB/GYN SERVICES	336	374	362	408	419	367
OCCUPATIONAL THERAPY	196	181	196	197	189	157
OPHTHALMOLOGIST		1	1	3	121	210
OPTICAL	329	340	423	407	369	310
ORTHODONTIC SERVICES					13	28
ORTHOTIC SHOES	20	11	12	11	20	26
PAIN MANAGEMENT	610	630	666	745	775	712
PEDIATRIC SERVICES	2	1		3	48	67
PHARMACY	3	1	1	11	1	
PHYSICAL EXAM						
PHYSICAL THERAPY	3265	3160	3361	3284	3679	3207
PODIATRY	349	351	372	401	469	427
PRENATAL SERVICES					8	21
PRIMARY CARE PHYSICIAN	3448	3261	3319	3370	3376	2859
PROSTHETIC					7	15
PSYCHIATRIST	1230	1318	1415	1530	1525	1470
RADIATION TREATMENTS	210	165	196	211	235	278
RADIOLOGY SERVICES (ie x-ray)	484	556	531	601	634	594
REHABILITATIVE SERVICES	1	2	1	1		
RETURN RIDE	106797	104438	108619	109736	110760	99673
SEVERE WEATHER EMERGENCY EVACUATION	29					2
SMOKING CESSATION		5	1	2	2	11
SOCIAL/COMMUNITY				11		1
SPECIALIST	18001	17706	17900	17859	18080	14903
SPEECH THERAPY	134	180	177	213	203	219
TRANSPLANT SERVICES				1	5	5
TRANSPORTATION FROM AN URGENT CARE	58	50	32	130	40	34
TRANSPORTATION TO AN URGENT CARE	572	495	508	431	395	398
VACCINE CLINIC	5	1	3	11	3	
VISION/HEARING SCREENINGS	133	165	161	158	155	98
WEIGHT CONTROL PROGRAMS	3	5	7	4	2	
WIC APPOINTMENTS	7	11	11		3	
WOUND CARE	1	2	6	7	4	4

Transportation Provider Summary

Number of Providers						
January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	
69	70	71	71	70	70	

Provider No-Show Count						
January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	
1995	1204	864	482	312	385	

Provider Mix Summary						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Contracted Providers	123996	122144	126194	127306	132879	118208
Mileage Reimbursement	19390	14380	14774	14937	14549	13987
Public Transit (Bus)	49585	48788	50769	51848	49924	47487

Trip Leg Cancellations Ctl Center Source	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
CANCELLED - MEMBER HOSPITALIZED	125	150	305	308	403	224
CANCELLED - MEMBER IS DECEASED	132	225	321	366	291	305
CANCELLED - NO VENDOR AVAILABLE	885	611	491	461	402	372
CANCELLED - SOCIAL WORKER/FACILITY CANCELLED	1444	9529	9978	9956	14687	8994
CANCELLED - VENDOR NOT MOST APPROPRIATE	5913	7353	7932	7765	7969	4771
CANCELLED DUE TO SCHEDULE/APPOINTMENT	53209	74460	81866	75681	67304	53211
DENIED - DAYS NOTICE	3040	3176	502	604	4083	2998
Member Cancelled / Member No Show (TNC)	16267	16602	15213	15374	13229	12848
Member has Access to Available Transportation	1					
MEMBER REQUIRES NEMT	89	35	104	88	96	57
MEMBER/RECIPIENT CANCELED VENDOR RCVD	59911	51366	57999	54189	58079	58213
NO SHOW MEMBER/RECIPIENT CANCELED DIRECT TO Refused Assigned Provider	8186	8128	7749	7048	8276	8663
REVEAL TRIP WAITING ON AUTHORIZATION FORM	534	589	382	84		
SCHEDULED GAS, MEALS OR LODGING APPOINTMENT	2	2	1			
TRIP DENIED - CLIENT MEET THE TRANSPORTATION	88	188	158	158	328	170
TRIP DENIED - MEMBER/RECIPIENT HAS A CAR THAT	1	12	12	5	11	4
TRIP DENIED - NOT ELIGIBLE	1884	3014	2612	1715	917	475
TRIP DENIED OVER TRIP LEG LIMIT	245	306	548	505	595	504
TRIP Denied Over Trip Mileage Limit	814	8384	12130	1022	1387	1333
TRIP DENIED-APPT NOT VERIFIED WITH THE PROVIDER	115	179	113	187	155	203
TRIP DENIED-NOT COVERED SERVICE	127	186	208	153	177	153
Uncooperative Behavior or Mixture/Abuse of NEMT	20	24				
VENDOR NO-SHOW	1995	1204	864	482	312	385
WAITING FOR CALL CENTER HELP DESK ACTION	1	1	1	1	1	1
Waiting for more information from caller				2	10	1
WAITING FOR REIMBURSEMENT CHECK TO BE	15880	14838	14773	14827	14549	13987
Grand Total	181464	201347	200421	192161	193368	147774

Same Day Cancellation Summary						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Cancelled + Completed Legs	36379	38011	39123	38156	38464	34212
Cancellation Rate	12.87%	12.30%	11.98%	14.12%	15.32%	13.88%
Cancelled Trips	46813	46765	42311	53908	58928	47475

Trip Leg Removals & Data Corrections						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Legs Removed	87	56	64	47	43	55

Unfilled Trip Leg						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Member No Show	431	452	453	427	462	402
Critical	431	452	453	427	462	402
Non-Critical	7735	1676	7296	6891	7754	6261
Provider No Show	2	2	2	2	2	2
Critical	2	2	2	2	2	2
Non-Critical	1152	343	214	294	354	354
Provider Not Available	80	80	27	16	27	12
Critical	80	80	27	16	27	12
Non-Critical	80	80	44	40	15	10
Total	11066	9943	8604	7941	8930	8428

Unfilled Trip Legs						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Member No Show	431	452	453	427	462	402
Ambulance	431	452	453	427	462	402
Wheelchair	7817	1786	7397	6999	7747	6279
Provider No Show	2	2	2	2	2	2
Ambulance	2	2	2	2	2	2
Wheelchair	1152	343	214	294	354	354
Provider Not Available	80	80	27	16	27	12
Ambulance	80	80	27	16	27	12
Wheelchair	80	80	44	40	15	10
Total	10798	9737	8446	7780	8789	8295

Complaints

Total Complaints						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Complaint %	0.001	0.001	0.001	0.001	0.001	0.001
Completed Trips	222491	217639	225440	227460	230411	207817
Total Complaint Count	453	345	424	406	289	333
Substantiated Complaints						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Completed Trip Legs	222491.00	217639.00	225440.00	227460.00	230411.00	207817.00
Substantiated Complaint	257.00	208.00	250.00	237.00	164.00	212.00
Substantiated Complaints %	0.12%	0.10%	0.11%	0.10%	0.07%	0.10%
Days to Resolve						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Avg Time to Resolve (Business)	8.01	5.68	9.76	7.75	5.79	5.25
Avg Time to Resolve (Calendar)	9.51	6.74	11.36	9	6.85	6.37
Complaint Count	453	345	424	406	289	333
Resolved Count	475	380	388	395	298	323
First Call Resolutions						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
FirstCallResolutions	1	1	1	1	1	1
Complaint Category Summary						
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
BEHAVIOR	20	20	31	16	24	21
CLIENT PROTOCOLS	11	16	14	18	17	8
CUSTOMER SERVICE	36	23	32	21	22	23
EARLY PICK UP	14	8	8	7	4	6
EARLY RETURN	5	1	1	1	1	1
LATE PICK UP	22	22	17	28	13	24
LATE RETURN	5	4	1	1	0	4
MTM PROCESSES	102	76	57	85	52	45
MULTI TIMELINESS	2	1	0	0	0	0
NO SHOW PICK UP	142	126	126	109	87	100
NO SHOW RETURN	19	12	13	14	11	9
QUALITY/SAFETY	1	4	0	0	1	1
SERVICE/BEHAVIOR	4	5	10	4	6	9
SERVICE/DELIVERY	11	18	13	28	17	18
TRAVEL TIME	1	0	0	0	1	1
TRIP ACCURACY	35	20	25	11	12	19

Denied Trip Leg Requests							
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	
Trip Legs Under Recurring Schedule	DENIED-DAYS	491	491	364	491	355	354
	TRIP DENIED	56	56	26	46	46	21
	TRIP DENIED -	2130	1720	1420	1487	1430	776
	TRIP DENIED	88	48	134	134	134	76
	TRIP DENIED Over	126	164	174	118	118	21
	TRIP DENIED-	126	18	126	76	114	47
	TRIP DENIED-	44	28	44	44	32	34
	Uncooperative	17	20	17	20	20	17
	Member has	1	1	1	1	1	1
	Refused	8	8	1	8	1	1
Unique Requests	TRIP DENIED -	14	14	168	84	116	116
	TRIP DENIED -	0	0	1	4	12	4
	TRIP DENIED -	224	224	182	769	182	224
	TRIP DENIED	472	384	225	426	472	472
	TRIP DENIED Over	346	1207	916	999	1207	999
	TRIP DENIED-	103	85	80	85	39	103
	TRIP DENIED-	109	100	109	100	140	109
	TRIP DENIED-	4	4	4	4	4	4
	Uncooperative	4338	4338	4338	4338	4338	4338
	Total						

Notice of Actions Issued							
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	
Notice of Actions Issued	DENIED-DAYS NOTICE	1949	3176	2502	2502	4004	2098
	Member has Access to	0	1	0	0	0	0
	Refused Assigned Provider	0	0	0	0	0	0
	TRIP DENIED - DENIED	196	103	103	156	198	170
	TRIP DENIED -	0	1	12	6	11	4
	TRIP DENIED - NOT	3518	1884	2612	1775	1917	429
	TRIP DENIED OVER TRIP	245	306	248	105	195	104
	TRIP Denied Over Trip	314	1004	1210	1032	1687	1312
	TRIP DENIED APPT INCL	215	179	113	187	138	221
	TRIP DENIED-NOT	127	186	108	153	177	153
	Uncooperative Behavior or	23	24	0	0	0	0
	Total	7674	6682	8361	6390	7953	6239