

Call Center Summary (Business Hours)

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

Call Count Summary	September 2023	October 2023	November 2023	December 2023
Answered %	69.61%	98.60%	99.08%	99.64%
Avg Daily Calls Received	895.55	825.53	774.36	705.88
Total Calls Answered	75439	98500	92844	85110
Total Calls Received	108361	99889	93698	85411

Average Speed of Answer Summary	September 2023	October 2023	November 2023	December 2023
Avg Speed of Answer (seconds)	178.66	23.96	13.62	4.67
Total Calls Received	108361	99889	93698	85411

Average Abandon Rate Summary	September 2023	October 2023	November 2023	December 2023
Abandon %	29.62%	1.39%	0.91%	0.35%
Total Calls Abandoned	32094	1389	854	301
Total Calls Received	108361	99889	93698	85411

Average Handle Time Summary	September 2023	October 2023	November 2023	December 2023
AVG Handle Time (minutes)	61	83	83	85
Handle Time Minutes	75439	98500	92844	85110
Total Calls Received	108361	99889	93698	85411

Service Level Summary	September 2023	October 2023	November 2023	December 2023
Handled Outside Service Level	39598	3179	1398	363
Handled Within Service Level	35841	95321	91446	84747
Service Level	47.51%	96.77%	98.49%	99.57%
Total Calls Received	108361	99889	93698	85411

Call Center Summary (Spanish)

Call Count Summary	September 2023	October 2023	November 2023	December 2023
Answered %	85.02%	96.19%	98.25%	99.71%
Avg Daily Calls Received	55.83	57.19	54.39	46.86
Total Calls Answered	5744	6657	6466	5654
Total Calls Received	6756	6920	6581	5670

Average Speed of Answer Summary	September 2023	October 2023	November 2023	December 2023
Avg Speed of Answer (seconds)	115.58	25.34	16.44	4.42
Total Calls Received	6756	6920	6581	5670

Average Abandon Rate Summary	September 2023	October 2023	November 2023	December 2023
Abandon %	14.98%	3.80%	1.75%	0.28%
Total Calls Abandoned	1012	263	115	16
Total Calls Received	6756	6920	6581	5670

Average Handle Time Summary	September 2023	October 2023	November 2023	December 2023
AVG Handle Time (minutes)	70	39	39	31
Handle Time Minutes	5744	6657	6466	5654
Total Calls Received	6756	6920	6581	5670

Service Level Summary	September 2023	October 2023	November 2023	December 2023
Handled Outside Service Level	1985	529	149	1
Handled Within Service Level	3759	6128	6317	5653
Service Level	65.44%	92.05%	97.70%	99.98%
Total Calls Received	6756	6920	6581	5670

Trip Executive Summary

Completed Trip Legs Count Summary				
	September 2023	October 2023	November 2023	December 2023
Completed Trip Legs	221779	232782	217470	216988
* Includes Public Transit and Mileage Reimbursement				
On Time % Summary				
	September 2023	October 2023	November 2023	December 2023
A Legs	86.10%	84.299%	83.83%	83.92%
B Legs	95.03%	95.16%	94.82%	93.92%
Both Legs	90.57%	90.03%	89.32%	88.92%
* Excludes Public Transit and Mileage Reimbursement				
Member No Show Summary				
	September 2023	October 2023	November 2023	December 2023
Member No Show Rate	4.10%	2.92%	2.46%	2.32%
Member No-Show Count	9485	6999	7798	7443
No-Shows + Completed*	231264	239781	225268	224431
* Excludes Public Transit and Mileage Reimbursement				
Booked Trip Legs Count Summary				
	September 2023	October 2023	November 2023	December 2023
Total Trip Legs Booked	385660	459951	453824	442533
*Includes Public Transit and Mileage Reimbursement				
Mileage Summary				
	September 2023	October 2023	November 2023	December 2023
Average Mileage	8.27	8.55	11.01	8.41
Total Mileage	1,841,500.92	1,991,242.31	2,395,698.01	1,819,233.28
Trips % Distance Summary				
	September 2023	October 2023	November 2023	December 2023
0 - 10 Miles	77.26%	78.32%	78.81%	79.29%
10.01 - 20 Miles	15.88%	15.31%	14.98%	14.68%
20.01 - 30 Miles	4.16%	4.22%	4.22%	4.18%
30.01 - 40 Miles	1.19%	1.12%	0.98%	0.89%
40.01 - 50 Miles	0.48%	0.44%	0.41%	0.41%
50.01 + Miles	0.44%	0.52%	0.52%	0.48%
Completed Trip Legs by Mode				
	September 2023	October 2023	November 2023	December 2023
Ambulance	4	10	12	9
Bus	58996	55309	49620	51034
Cab	122967	137268	129528	128165
Gas Reimbursement	17319	17082	15897	15711
Wheelchair Lift	22491	23113	22413	22075
Members with Completed Trip Legs Summary				
	September 2023	October 2023	November 2023	December 2023
Completed Trips Legs	17488	18373	17631	16994
Total Completed Trips By Reason				
	September 2023	October 2023	November 2023	December 2023
ABORTION	1			1
ACUPUNCTURE	9	18	22	17
ADULT DAY CARE			1	
ALCOHOL REHABILITATION	3	10	36	62
AUDIOLOGY	4	9	4	7
BEHAVIORAL HEALTH	24205	23612	20956	20234
CARDIAC REHABILITATION	128	184	202	143
CHEMOTHERAPY	766	606	521	522
CHIROPRACTOR	205	185	225	221
COMMUNITY PSYCH REHAB	1			
COUNSELOR/PSYCHOLOGIST/SOCIAL WORKER	1314	1621	1557	1560
COURT ORDERED EXAMS OR APPTS		5	10	1
COVID TESTING FOR ALL OTHER MEMBERS	1	1	4	1
COVID TESTING FOR PRESUMED + OR + MEMBERS	1	1		1
DAY TREATMENT PROGRAM		1		18
DENTAL SERVICES	929	1096	1005	951
DEVELOPMENT THERAPY	27	5	11	10
DIABETIC SUPPLIES AND EDUCATION	29	51	47	51
DIALYSIS	10225	10302	9964	10346
DRUG ABUSE EVALUATION TO ENTER TREATMENT	44	145	247	324
DRUG REHABILITATION	51114	51015	47480	49895
DURABLE MEDICAL EQUIPMENT	25	45	38	31
EDUCATION/OUTREACH PROGRAMS	1		1	1
EMERGENCY ROOM-FROM	356	348	266	176
EMERGENCY ROOM-TO		2		
FAMILY PLANNING	1			
HEARING AIDS	5	15	7	8
HOSPITAL - DISCHARGE	1684	1963	1839	1829
HOSPITAL - INPATIENT SERVICES/ADMISSION	89	135	94	79
HOSPITAL - OUTPATIENT SERVICES	393	360	262	251
HOSPITAL TO HOSPITAL	11	7	3	7
IMMUNIZATIONS	6	10	15	15
ISOLATION TRANSPORT		1		
LABORATORY SERVICES	468	422	376	365
LEAD SCREENING	2	1	3	1
LIFE SUSTAINING / OTHER	2	1	1	1
MAMMOGRAM	50	72	61	95
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS		1		
MEDICAL	2	2	1	1
MFP - MONEY FOLLOWS PERSON	53	43	22	16
MUSIC THERAPY	1			
NON MEDICAL TRIP	1	1		
NURSING HOME DISCHARGE OR INITIAL ADMITTANCE	20	21	19	12
NURSING HOME TO NURSING HOME	8	3	8	4
NUTRITIONAL	12	18	23	14
OB/GYN SERVICES	192	305	285	240
OCCUPATIONAL THERAPY	183	200	190	142
OPHTHALMOLOGIST	3	4	4	1
OPTICAL		267	265	247
ORTHODONTIC SERVICES		1		
ORTHOTIC SHOES	20	19	18	16
PAIN MANAGEMENT	291	484	513	497
PEDIATRIC SERVICES	2	2		
PHARMACY		1		
PHYSICAL EXAM		1		
PHYSICAL THERAPY	2938	3193	3041	2870
PODIATRY	223	376	310	285
PRENATAL SERVICES		1		
PRIMARY CARE PHYSICIAN	2893	3323	3285	2956
PROSTHETIC	1			
PSYCHIATRIST	1456	1670	1513	1215
RADIATION TREATMENTS	74	151	173	153
RADIOLOGY SERVICES (ie x-rays)	320	429	398	392
REHABILITATIVE SERVICES		1		1
RETURN RIDE	104847	111846	104368	104363
SMOKING CESSATION	2	1	2	1
SOCIAL/COMMUNITY		1	1	
SPECIALIST	13767	16397	16565	15317
SPEECH THERAPY	157	170	164	148
TRANSPLANT SERVICES	1			
TRANSPORTATION FROM AN URGENT CARE FACILITY	24	52	39	31
TRANSPORTATION TO AN URGENT CARE FACILITY	1670	1256	842	687
VACCINE CLINIC	2	11	9	4
VISION/HEARING SCREENINGS	363	269	142	147
WEIGHT CONTROL PROGRAMS	4	5	3	2
WIC APPOINTMENTS	3	7	8	1
WOUND CARE				1

Transportation Provider Summary

Number of Providers			
September 2023	October 2023	November 2023	December
66	66	66	66

Provider No-Show Count			
September 2023	October 2023	November 2023	December
1275	2044	2522	1709

Provider Mix Summary	September 2023	October 2023	November 2023	December 2023
Contracted Providers	134794	124649	119469	118197
Mileage Reimbursement	17319	17082	15897	15711
Public Transit (Bus)	58998	55309	49620	51034

Trip Leg Cancellations Call Center Source	September 2023	October 2023	November 2023	December 2023
CANCELLED - MEMBER HOSPITALIZED				34
CANCELLED - MEMBER IS DECEASED				45
CANCELLED - NO VENDOR AVAILABLE	707	841	736	648
CANCELLED - SOCIAL WORKER/FACILITY CANCELLED	4783	9482	17405	11828
CANCELLED - VENDOR NOT MOST APPROPRIATE	7274	5616	3959	2058
CANCELLED DUE TO SCHEDULE/APPOINTMENT CHANGE	19769	43889	55456	49292
DENIED-DAVIS NOTICE	1208	1974	1718	2198
Member Cancelled or Member No-Show (TNC)	12421	13753	13809	14729
Member has Access to Available Transportation				1
MEMBER REQUIRES NEMT (PARALIFT/STRETCHER/AMBULANCE)	56	170	140	108
MEMBER/RECIPIENT CANCELED-VENDOR RCVD CANCELLATION FROM MTM	48474	70867	66239	58208
NO SHOW-MEMBER/RECIPIENT CANCELED DIRECT TO DRIVER AT PICKUP	9485	6999	7798	7443
Refused Assigned Provider				2
REVEAL TRIP WAITING ON AUTHORIZATION FORM	509	695	824	659
SCHEDULED GAS, MEALS OR LODGING APPOINTMENT			1	
TRIP DENIED - DOESNT MEET THE TRANSPORTATION PROTOCOLS	165	219	208	130
TRIP DENIED - MEMBER/RECIPIENT HAS A CAR THAT CAN BE USED		2		
TRIP DENIED - NOT ELIGIBLE	1168	2275	1923	2813
TRIP DENIED OVER TRIP LEG LIMIT	60	70	133	271
TRIP Denied Over Trip Mileage Limit	215	482	663	623
TRIP DENIED-APPT NOT VERIFIED WITH THE PROVIDER	148	180	71	118
TRIP DENIED-NOT COVERED SERVICE	134	263	110	145
Uncooperative Behavior or Misuse/Abuse of NEMT Services				3
VENDOR NO-SHOW	1275	2044	2522	1709
WAITING FOR CALL CENTER HELP DESK ACTION	14	11	18	1
Waiting for more information from caller	7	19		
WAITING FOR REIMBURSEMENT CHECK TO BE RELEASED	17319	17082	15896	15711
Grand Total	125188	176933	187623	168777

Same Day Cancellation Summary	September 2023	October 2023	November 2023	December 2023
Cancelled + Completed Legs	307226	370773	368373	351124
Cancellation Rate	13.09%	14.20%	15.45%	15.95%
Cancelled Trips	40243	52667	56931	56022

Trip Leg Removals & Data Corrections	September 2023	October 2023	November 2023	December 2023
Legs Removed	42	46	124	41

Unfulfilled Trip Leg	September 2023	October 2023	November 2023	December 2023
Member No Show	690	486	484	448
Critical				
Non-Critical	8795	6513	7314	6995
Provider No Show	81	78	110	88
Critical				
Non-Critical	1194	1968	2412	1621
Provider Not Available	61	58	65	22
Critical				
Non-Critical	646	783	671	636
Total	11467	9884	11056	9800

Unfulfilled Trip Legs	September 2023	October 2023	November 2023	December 2023
Member No Show	0	0	0	0
Ambulance				
Ambulatory	9019	6588	7332	7057
Wheelchair	465	411	466	386
Provider No Show	0	0	1	0
Ambulance				
Ambulatory	1178	1933	2400	1625
Wheelchair	0	0	0	0
Provider Not Available	1	0	0	0
Ambulance				
Ambulatory	481	686	552	511
Wheelchair	0	0	0	0
Total	11144	9618	10751	9579

Complaints

Total Complaints	September	October 2023	November	December 2023
Complaint %	0.003	0.002	0.002	0.001
Completed Trips	385660	459951	453824	442533
Total Complaint Count	904	789	672	438

Substantiated Complaints	September 2023	October 2023	November 2023	December 2023
Completed Trip Legs	221779.00	232782.00	217470.00	216988.00
Substantiated Complaint	694.00	545.00	451.00	291.00
Substantiated Complaints %	0.31%	0.23%	0.21%	0.13%

Days to Resolve	September 2023	October 2023	November 2023	December 2023
Avg Time to Resolve (Business Days)	18.86	24.54	28.21	26.27
Avg Time to Resolve (Calendar Days)	22.34	29.2	33.97	32
Complaint Count	904	789	672	438
Resolved Count	1002	788	655	413

First Call Resolutions	September 2023	October 2023	November 2023	December 2023
FirstCallResolutions	1	1	1	1

Complaint Category Summary	September 2023	October 2023	November 2023	December 2023
BEHAVIOR	20	20	25	23
CLIENT PROTOCOLS	14	20	21	7
CUSTOMER SERVICE	17	19	28	16
EARLY PICK UP	11	13	5	14
EARLY RETURN	3	1	1	4
LATE PICK UP	47	65	52	28
LATE RETURN	9	5	7	2
MTM PROCESSES	435	210	129	83
MULTI TIMELINESS	3	0	4	1
NO SHOW PICK UP	285	273	233	142
NO SHOW RETURN	33	27	23	11
QUALITY/SAFETY	1	1	0	0
SERVICE/BEHAVIOR	1	15	3	1
SERVICE/DELIVERY	5	6	9	9
TRAVEL TIME	0	0	0	0
TRIP ACCURACY	14	18	23	13

Denied Trip Leg Requests	September 2023	October 2023	November 2023	December 2023
Trip Legs Under Reoccurring Schedule	203	203	203	379
DENIED-DAYS NOTICE	25	12	58	12
TRIP DENIED - DOESN'T MEET THE	1272	1272	1993	1272
TRIP DENIED - NOT ELIGIBLE	20	116	20	116
TRIP DENIED OVER TRIP LEG LIMIT	96	2	96	64
Trip Denied Over Trip Mileage Limit	8	34	34	46
TRIP DENIED-APPT NOT VERIFIED	7	18	7	18
TRIP DENIED-NOT COVERED SERVICE	1724	1427	1041	1041
DENIED-DAYS NOTICE	1	1	1	1
Member has Access to Available	2	2	2	2
Refused Assigned Provider	147	84	147	159
TRIP DENIED - DOESN'T MEET THE	2	2	2	2
TRIP DENIED - MEMBER/RECIPIENT	585	497	497	585
TRIP DENIED - NOT ELIGIBLE	40	251	151	151
TRIP DENIED OVER TRIP LEG LIMIT	509	205	509	509
Trip Denied Over Trip Mileage Limit	64	131	131	144
TRIP DENIED-APPT NOT VERIFIED	117	109	109	132
TRIP DENIED-NOT COVERED SERVICE	3	3	3	3
Uncooperative Behavior or	18839	18839	18839	18839
Total				

Notice of Actions Issued	September 2023	October 2023	November 2023	December 2023
Notice of Actions Issued	1208	1974	1718	2198
DENIED-DAYS NOTICE	0	0	0	1
Member has Access to Available Transportation	0	0	0	2
Refused Assigned Provider	165	219	208	130
TRIP DENIED - DOESN'T MEET THE	0	2	0	0
TRIP DENIED - MEMBER/RECIPIENT HAS A CAR	1165	2275	1823	2813
TRIP DENIED - NOT ELIGIBLE	60	70	133	271
TRIP DENIED OVER TRIP LEG LIMIT	215	482	663	623
Trip Denied Over Trip Mileage Limit	148	180	71	118
TRIP DENIED-APPT NOT VERIFIED WITH THE	134	263	110	145
TRIP DENIED-NOT COVERED SERVICE	0	0	0	3
Uncooperative Behavior or Misuse/Abuse of	3095	5465	4826	6304
Total				