Call Center Summary (Business Hours)

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)	178.68	23.98	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
Total Calis Received	0730	0320	0301	3070
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	78	78	81
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 Exc	ecutive Summary			
Completed Trip Legs Count Summary	September 2023	October 2023	November 2023	December 2023
Completed Trip Legs * Includes Public Transit and Mileage Reimbursement	221779	232782	217470	216988
On Time % Summary A Legs	September 2023 86.10%	October 2023 84.29%%	November 2023 83.83%	December 2023 83.92%
B Legs	95.03%	95.16%	94.82%	93.92%
Both Legs * Excludes Public Transit and Mileage Reimbursement	90.57%	90.03%	89.32%	88.92%
Member No Show Summary Member No Show Rate	September 2023 4.10%	October 2023 2.92%	November 2023 3.46%	December 2023 3.32%
Member No-Show Count No-Shows + Completed*	9485 231264	6999 239781	7798 225268	7443 224431
* Excludes Public Transit and Mileage Reimbursement	251264	239781	225268	224431
Booked Trip Legs Count Summary Total Trips Legs Booked	September 2023 385660	October 2023 459951	November 2023 453824	December 2023 442533
*Includes Public Transit and Mileage Reimbursement				
Mileage Summary Average Mileage	September 2023	October 2023	November 2023 11.01	December 2023 8.41
Total Mileage	1,841,500.92	1,991,242.31	2,395,698.01	1,819,233.28
Trip % Distance Summary	September 2023	October 2023	November 2023	December 2023
0 - 10 Miles 10.01 - 20 Miles	77.78% 15.88%	78.32% 15.31%	78.81% 14.98%	79.29% 14.68%
20.01 - 30 Miles	4.16%	4.22%	4.22%	4.18%
30.01 - 40 Miles 40.01 - 50 Miles	1.19% 0.48%	0.44%	0.98% 0.41%	0.89%
50.01 + Miles	0.44%	0.52%	0.52%	0.48%
Completed Trip Legs by Mode Ambulance	September 2023	October 2023	November 2023 12	December 2023
Bus	58998	55309	49620	51034
Cab Gas Reimbursement	122967 17319	137268 17082	129528 15897	128165 15711
Wheelerchair 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 ABORTION	September 2023	October 2023	November 2023	December 2023
ACUPUNCTURE ADULT DAY CARE	9	18	22	17
ALCOHOL REHABILITATION	3	10	36	62
AUDIOLOGY BEHAVIORAL HEALTH	4 24205	9 23612	4 20956	7 20234
CARDIAC REHABILITATION	128	184	202	143
CHEMOTHERAPY CHIROPRACTOR	766 205	606 185	521 225	522 221
COMMUNITY PSYCH REHAB COUNSELOR, PSYCHOLOGIST, SOCIAL WORKER	1 1314	1621	1557	1560
COURT ORDERED EXAMS OR APPTS	1514	5	10	1
COVID TESTING FOR ALL OTHER MEMBERS COVID TESTING FOR PRESUMED + OR + MEMBERS	1	1	4	1
DAY TREATMENT PROGRAM		1		18
DENTAL SERVICES DEVELOPMENT THERAPY	929 27	1096	1005	951
DIABETIC SUPPLIES AND EDUCATION	29	51	47	51
DRUG ABUSE EVALUATION TO ENTER TREATMENT	10225 44	10302 145	9964 247	10346 324
DRUG REHABILITATION DURABLE MEDICAL EQUIPMENT	51114 25	51015 45	47480 38	49895
EDUCATION/OUTREACH PROGRAMS	1		1	1
EMERGENCY ROOM-FROM EMERGENCY ROOM-TO	356	348	266	176
FAMILY PLANNING	1		7	8
HEARING AIDS HOSPITAL - DISCHARGE	5 1684	15 1963	1839	1829
HOSPITAL - INPATIENT SERVICES/ADMISSION HOSPITAL - OUTPATIENT SERVICES	89 393	135 360	94 262	79 251
HOSPITAL TO HOSPITAL	11	7	3	7
IMMUNIZATIONS ISOLATION TRANSPORT	6	10	15	15
LABORATORY SERVICES	468	422	376	365
LIFE SUSTAINING / OTHER	2	1	3	1
MAMMOGRAM				
	50	72	61	95
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL	2	1 2	61	1
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS		1	61	
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MFP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP	2 53 1	1 2 43	1 1 22	1 16
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME	2 53 1 1 20	1 2 43 1 1 21 3 3	61 1 22 19 8	1 16 12 4
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MPP - MONEY FOLLOWS PERSON MUSC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME NURSING HOME TO NURSING HOME NURSING	2 53 1 1 20 8	1 2 43 1 1 2 1 3 3 18	61 1 22 19 8 23	1 16 12 4 14
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME NUTRITIONAL OR/GYN SERVICES	2 53 1 1 20 8 12 192 192	1 2 43 1 1 21 3 3 18 305 200	61 1 22 19 8 23 285 190	1 16 12 4 14 14 240 142
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MFP - MONEY FOLLOWS PERSON MUSIC THERAPY NURSING HOME SICHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME NUTRITIONAL OBJOYN'S REVICES	2 53 1 1 20 8 11 192	1 2 43 1 1 21 3 18 305	61 1 22 19 8 23 285	1 16 12 4 14 240
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME TO FUNISHING HOME DISCHARGE OR INVITIAL ADMITTANCE NURSING HOME DISCHARGE OR INVITIAL ADMITTANCE NURSING HOME TO NURSING HOME ORGANY MERVICES OCCUPATIONAL THERAPY OPHTHALMOLOGIST OPTICAL ORTHODONITIOS SERVICES	2 53 1 1 1 20 8 12 192 183 3 147	1 2 43 1 1 2 1 3 3 18 305 2000 4 4 267 1 1	61 1 22 19 8 22 22 225 190 4 265	1 16 12 4 14 12 200 142 1 1 247
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME TO HUNSING HOME ON HOME OF	2 53 1 1 1 20 8 12 192 183 3 147	1 2 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 285 190 4	1 16 12 4 14 240 142 1
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MFP - MONEY FOLLOWS PERSON MUSIC THERAPY NUS CHERAPY NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE OUTPOST ONLINGING HOME NUTRITIONAL OSIGYTY SERVICES OCCUPATIONAL THERAPY OPHTHAMANOLOGIST OPTICAL ORTHODONITIC SERVICES ORTHODIC SERVICES ORTHODIC SERVICES PAIN MANAGEMENT	2 53 1 1 20 8 8 12 12 133 3 3 147 20 20	1 2 43 43 1 1 21 3 1 8 905 200 4 4 257 1 1 19 484 22	61 1 22 19 8 8 225 190 4 265 18	1 16 12 4 14 14 240 142 1 1 247
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MFP - MONEY FOLLOWS PERSON MUSIC THERAPY NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE OUTPOINT ON JULISHING HOME NUTRITIONAL OBJOYN SERVICES OCCUPATIONAL THERAPY OPHTHAM NOLOGIST OPHICAL ORTHODONITY SERVICES ORTHOTIC SHORES PAIN MANAGEMENT PEDIATRIC SERVICES PRIMANAGEMENT PEDIATRIC SERVICES PHARMACY PHYSICAL BOAM	2 53 1 1 20 8 8 12 192 183 3 147 20 291	1 2 43 43 1 1 21 3 3 18 505 200 4 4 267 1 1 1 9 484 2 2 1 1	61 1 22 19 8 23 285 190 4 265 18 513	1 16 12 4 14 14 220 142 1 1 247
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME OSCIPATIONAL THERAPY OPHTHALMOLOGIST OCCUPATIONAL THERAPY OPHTHALMOLOGIST OPTICAL ORTHODONIC SERVICES ORTHOTIC SERVICES ORTHOTIC SERVICES ORTHOTIC SERVICES PLAN MANAGEMENT PEDIATRIC SERVICES	2 53 1 1 1 20 8 12 192 183 3 147	1 2 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 225 190 4 265 18	1 16 12 4 14 14 240 142 1 1 247
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MPP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE OUTPOINT ONLY ONLY ONLY ONLY ONLY ONLY ONLY ONLY	2 53 1 1 1 1 20 6 8 1 2 1 2 1 32 2 1 33 3 1 147 2 20 291 2 2 2 2 2 2 3 2 2 3 2 2 3	1 2 43 43 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 22 19 8 8 22 28 190 4 4 265 13 18 513 3041 310	1 16 12 4 14 14 220 142 1 1 247 16 497
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSC THERAPY NON MEDICAL TRIP NUSCENS HONOR SIGNANCE OR INITIAL ADMITTANCE NURSING HOME SICHANGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME ON OURSING HOME OF OUR HOME	2 53 1 1 1 1 20 6 8 1 2 2 1 32 2 1 33 3 3 1 47 2 20 20 20 20 20 2 20 2 20 2 2 2 2 2 2	1 2 43 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 225 225 190 4 225 513 3041 310	1 16 12 4 14 14 240 142 1 1 247 16 497 2870 2850
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERAPY NOW MEDICAL TRIP NURSING HOME TO HURSING HOME NORTH HOME NURSING HOME OF NURSING HOME ORGANIC SERVICES OCCUPATIONAL HERAPY OPPHRAMMOUS OFFICE OF NURSING HOME ORGANIC SERVICES OFFICIAL ORTHODONIC SERVICES PHARMACY PHARMACY PHARMACY PROBABILITY SERVICES ORTHODONIC SERVICES PHARMACY PROBABILITY SERVICES PHARMACY PROBABILITY SERVICES PHARMACY PROBABILITY SERVICES PHARMACY PREMARIAL SERVICES PHARMACY PROBABILITY SERVICES PHARMACY PROBABILITY SERVICES PHARMACY PROSTRETCE SERVICES PHARMACY PREMARIAL SERVICES PHARMACY PROSTRETCE SERVICES PHARMACY PROSTRETCE SERVICES PHARMACY PROSTRETCE SERVICES PHARMACY AND PROSTRETCE PHARMACY AND PROSTRETCE PHARMACY AND PROSTRETCE PHARMACY AND PROSTRETCE PHARMACY PARTACY PARTACY PROSTRETCE PHARMACY PARTACY PARTACY PARTACY PARTACY PARTACY PA	2 53 1 1 1 20 8 8 12 21 132 133 3 147 20 20 20 20 20 20 20 20 20 20 20 20 20	1 2 43 1 1 21 1 3 18 18 1905 2000 4 4 267 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 22 285 1990 4 266 18 513 3041 310 3285	1 16 12 4 14 14 240 142 1 1 247 16 497 2870 285
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSC THERAPY ON MEDICAL TRIP NURSING HOME TO RUINING ON MEDICAL TRIP NURSING HOME TO NURSING HOME ON MEDICAL TRIP NURSING HOME OF MEDICAL OR MEDICAL SERVICES ORTHOLO SHORT SERVICES ORTHOLO SHORT SERVICES ORTHOLO SHORT SERVICES PHARMACY PHYSICAL THERAPY PODIATRY PREMATAL SERVICES PHARMACY PREMATAL SERVICES PRIMARY CARE THE SERVICES PRIMARY	2 53 1 1 1 1 20 6 8 1 2 2 1 32 2 1 33 3 3 1 47 2 20 20 20 20 20 2 20 2 20 2 2 2 2 2 2	1 2 43 43 1 21 3 18 505 200 4 4 267 1 1 1 9 484 2 2 1 1 1 1 1 1 3193 376 1 1 3323 1670 151 429	61 1 22 19 8 8 22 225 225 190 4 225 513 3041 310	1 16 12 4 14 14 240 142 1 1 247 16 497 2890 285 2956 1215 153 392
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSIC THERAPY NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE OUTPOURSING HOME OURSING HOME NUTRITIONAL OBJOYN'S REVICES OCCUPATIONAL THERAPY OPHTHALMOLOGIST OPHTHALMOLOGIST OPHTHALMOLOGIST OPHTHALMOLOGIST OPHTHALMOLOGIST OPHTHALMOLOGIST OPHTHALMOLOGIST PHEDIATRIC SERVICES PAIN MANAGEMENT PEDIATRIC SERVICES PHARMACY PHYSICAL DEAD PHYSICAL EXAM PHYSICAL THERAPY POOLATRY PRENATAL SERVICES PERMATAL SERVICES PROSITIETIC PSYCHARRIST	2 53 1 1 1 20 8 12 20 133 1 147 20 20 20 201 2 2 223 2 2293 1 1456 74	1 2 43 43 1 1 21 3 18 50 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 23 285 190 4 265 18 513 3041 310 3085	1 16 12 4 14 14 240 142 21 1 247 16 497 2870 2870 285 2956
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME DISCHARGE OR INITIAL ADMITTANCE ORGANISM GHOME TO NURSING HOME NUTRITIONAL ORGANISM GHOME ORG	2 53 1 1 1 20 8 8 12 2 183 3 1 147 2 20 293 2 22 2 223 2 2993 1 1456 74 320	1 2 43 43 18 18 18 18 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	61 1 22 19 8 8 22 285 190 4 265 18 513 3041 310 3225 173 398 104368 2	1 16 12 4 14 14 240 142 1 1 247 16 497 2870 2870 2870 285 2956
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERMY POLICIANS PERSON MUSIC THERMY POLICIANS PROPERTY NON MEDICAL TRIP NURSING HOME ISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME NURSING HOME ORGANY SERVICES OCCUPATIONAL THERMY OPPHRAMMOUS OF THE PROPERTY OF THE PRO	2 53 1 1 1 20 8 8 12 2 132 133 147 147 20 20 20 20 20 20 20 20 20 20 20 20 20	1 2 43 43 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 11 12 12	1 22 19 8 22 28 5 1990 4 265 5 13 3 10 3285 1513 173 398 104368	1 16 12 4 14 14 240 142 11 247 16 497 285 2956 1215 153 392 1 104363
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSC THEADY NON MEDICAL TRIP NURSING HOME TO NURSING HOME OR INITIAL ADMITTANCE NURSING HOME TO NURSING HOME ORGANISM H	2 53 1 1 1 2 2 2 3 2 3 3 1 47 2 2 3 3 8 2 2 3 2 3 3 3 1 47 2 4 3 3 5 3 5 4 4 3 3 5 5 5 6 5 6 7 4 4 3 3 5 6 7 5 6 7 5 7 5 7 5 7 5 7 5 7 5 7 5 7	1 2 43 1 1 1 2 1 3 3 18 3 3 5 2 2 0 0 4 4 2 6 7 1 1 9 4 8 4 2 2 1 1 1 1 3 3 2 3 7 6 1 1 1 3 3 2 3 3 7 6 1 1 1 3 3 2 3 1 6 7 0 1 1 1 1 3 3 2 3 1 6 7 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 22 29 19 8 22 28 19 19 4 265 18 18 13 10 13 10 173 198 104 164 165 173 173 188 104 164 165 165 173 173 188 104 164 165 165 165 165 165 165 165 165 165 165	1 16 12 4 14 14 240 142 11 247 16 497 285 2956 1215 153 392 1 100463 1
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSC THEADY NON MEDICAL TRIP NURSING HOME TO HURSING HOME NORTH ADMITTANCE NURSING HOME TO HURSING HOME OCCUPATIONAL ORGANICAL	2 53 1 1 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2	1 2 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 285 190 4 265 188 513 3041 310 3285 1513 398 104368 2 11 16565	1 16 16 14 14 14 14 14 14 14 14 14 14 14 14 14
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME TO NURSING HOME ON MEDICAL TRIP NURSING HOME ON MEDICAL SERVICES ORTHOLOSIST OFFICIAL ON MEDICAL SERVICES ORTHOLOSIST OFFICIAL ON MEDICAL SERVICES OFFI ON	2 53 1 1 1 20 8 8 12 2 193 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 43 43 18 18 18 18 18 18 18 18 18 18 18 18 18	61 1 22 19 8 8 8 22 285 190 4 265 18 513 3041 310 3225 1513 173 398 104368 2 1 116665 164	1 16 12 4 14 14 14 1240 142 11 247 16 16 497 2870 2870 285 2956 1215 153 392 1 104363 1 15317 146 31 667
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MEP - MONEY FOLLOWS PERSON MUSIC THERAPY NON MEDICAL TRIP NURSING HOME TO NURSING HOME ON MEDICAL TRIP NURSING HOME TO NURSING HOME NURSING HOME ON ORIGINAL ADMITTANCE NURSING HOME TO NURSING HOME NURSING HOME ON ORIGINAL ADMITTANCE NURSING HOME TO NURSING HOME ON ORIGINAL ADMITTANCE OR ORIGINAL ADMITTANCE ORIGINAL ADMITTANCE OR ORIGINAL ADMITTANCE OR ORIGINAL ADMITTANCE	2 53 1 1 1 20 8 8 12 2 183 3 3 147 2 193 2 193 2 193 2 193 2 193 2 1	1 2 43 1 21 3 18 5 5 2 12 5 6 11 1 12 5 6 11 1 2 5 9	61 1 22 19 8 8 23 23 285 190 4 4 265 18 513 3041 310 3285 1513 173 398 91 164 39 942 9 142	1 16 12 4 14 14 14 12 240 142 1 1 247 16 16 457 2870 2870 285 2956 1215 153 392 21 100363 1 15317 148 31 687 4
MARA MEDICATION ASSISTED RECOVERY ANONYMOUS MEDICAL MIP - MONEY FOLLOWS PERSON MUSC THEARPY NON MEDICAL TRIP NURSING HOME DISCHARGE OR INITIAL ADMITTANCE NURSING HOME TO	2 53 1 1 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2	1 2 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 285 190 4 225 285 180 513 3041 310 3285 1513 3041 310 3285 22 1 166655 164 39 842	1 16 12 4 14 14 12 240 142 17 12 247 16 16 17 12 247 17 12 247 17 18 18 18 18 18 18 18 18 18 18 18 18 18
MARA MEDICATION-ASSISTED RECOVERY ANONYMOUS MEDICAL MEDICAL MEDICAL THE NUMBER FOLLOWS PERSON MUSIC THEARPY NON MEDICAL THEP NUMBERS AND THE N	2 53 1 1 1 20 8 122 183 3 147 20 1 20 1 20 1 20 1 20 1 20 1 20 1 20	1 2 2 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	61 1 22 19 8 8 22 285 190 4 225 285 190 4 3041 310 3041 310 3285 1513 173 398 104368 2 1 16565 164 39 842 9 9 142	1 16 12 4 14 14 12 240 142 11 247 16 497 285 296 11 15 193 392 1 100363 1 1 104363 1 1 144 147 148

	Transportation	on Provi	der Summary							
Number of Providers										
September 2023			October 2023			No	vember 2023			Decem
66			66			66				66
Provider No-Show Cou	int									
eptember 2023 275			October 2023 2044			No 252	vember 2023			Decem 1709
2/5			2044			252	2			1709
Provider Mix Summar	v	Septembe	r 2023	October 2	023	November 2	1023	December	2023	i i
ontracted Providers	•	134794		124649		119469		118197		
fileage Reimbursement		17319		17082		15897		15711		
ublic Transit (Bus)		58998		55309		49620		51034		
rip Leg Cancellations			September 2023		October 2023		November 2023		December 2023	
ANCELLED - MEMBER H				-					34	
ANCELLED - MEMBER I									45	
ANCELLED - NO VENDO			707		841		736		648	
	ORKER/FACILITY CANCELLED		4783		9482		17405		11828	
	IOT MOST APPROPRIATE		7274		5616		3959		2058	
	HEDULE/APPOINTMENT CHANGE		19769		43889		53456 1718		49292 2198	
ENIED-DAYS NOTICE	1 11 61 6116		1208							
lember Cancelled or Me			12421		13753		13803		14729	
lember has Access to A	vailable Transportation IT (PARALIFT/STRETCHER/AMBULANCE)		56		170		140		108	
	IT (PARALIFI/STRETCHER/AMBULANCE) NCELED-VENDOR RCVD CANCELLATION F	DOLLATIA	48474				6239		58208	
	CIPIENT CANCELED DIRECT TO DRIVER A		48474 9485		70867 6999		7798		7443	
efused Assigned Provide		PICKUP	9483		0999		7790		7443	
	N AUTHORIZATION FORM		509		695		324		659	
	OR LODGING APPOINTMENT		303		033		1		033	
	MEET THE TRANSPORTATION PROTOCO	ıs	165		219		208		130	
	RECIPIENT HAS A CAR THAT CAN BE USE				2					
RIP DENIED - NOT ELIG			1165		2275		1923		2813	
RIP DENIED OVER TRIP	LEG LIMIT		60		70		133		271	
ip Denied Over Trip Mil	leage Limit		215		482		563		623	
	VERIFIED WITH THE PROVIDER.		148		180		71		118	
RIP DENIED-NOT COVE	RED SERVICE		134		263		110		145	
ncooperative Behavior	or Misuse/Abuse of NEMT Services								3	
ENDOR NO-SHOW			1275		2044		2522		1709	
AITING FOR CALL CEN	TER HELP DESK ACTION		14		11		18		1	
aiting for more informa			7		19					
	SEMENT CHECK TO BE RELEASED		17319		17082		15896		15711	
rand Total			125188		176933		187623		168777	
ame Day Cancellation	- C	Septemb	** 2022	October	2022	November	2022	Decembe	* 2022	
ame Day Cancellation anceled + Completed L		307226	ci 2023	370773	2023	368373	2023	351124	1 2023	-
anceled + Completed L ancellation Rate	-9-	13.09%		14.20%		15.45%		15.95%		+
ancelled Trips		40243		52667		56931		56022		+
u mps		102-13		32007		30331		JULL		
rip Leg Removals & D	Data Corrections	Septembe	r 2023	October 2	023	November:	2023	December	2023	
egs Removed		42		46		124		41		
- ()(')) - 1 × (- 1		Contant	- 2022	0-4-1	000	Manager	M22	0	2022	-
nfulfilled Trip Leg	Critical	Septembe 690	1 2023	October 2	023	November 2	:025	December:	2025	4
fember No Show	Critical Non-Critical	690 8795		486 6513		7314		448 6995		4
rovider No Show	Non-Critical Critical	81		76		110		88		1
	Non-Critical	1194		1968		2412		1621		1
rovider Not Available	Critical	61		58		65		22		1
	Non-Critical	646		783		671		626 9800		4
Total		11467		9884		11056				

10751

9618

0 9579

Ambulance Ambulatory Wheelchair Ambulance Ambulatory Wheelchair Ambulance Ambulatory Wheelchair

481 0 11144

rovider Not Available

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	DENIED-DAYS NOTICE	203	203	203	379
Reoccurring	TRIP DENIED - DOESN'T MEET THE	25	12	58	12
Schedule	TRIP DENIED - NOT ELIGIBLE	1272	1272	1993	1272
	TRIP DENIED OVER TRIP LEG LIMIT	20	116	20	116
	Trip Denied Over Trip Mileage Limit	96	2	96	64
	TRIP DENIED-APPT NOT VERIFIED	8	34	34	46
	TRIP DENIED-NOT COVERED SERVICE	7	18	7	18
Unique Requests	DENIED-DAYS NOTICE	1724	1427	1041	1041
	Member has Access to Available	1	1	1	1
	Refused Assigned Provider	2	2	2	2
	TRIP DENIED - DOESN'T MEET THE	147	84	147	159
	TRIP DENIED - MEMBER/RECIPIENT	2	2	2	2
	TRIP DENIED - NOT ELIGIBLE	585	497	497	585
	TRIP DENIED OVER TRIP LEG LIMIT	60	151	151	151
	Trip Denied Over Trip Mileage Limit	509	205	509	509
	TRIP DENIED-APPT NOT VERIFIED	64	131	131	144
	TRIP DENIED-NOT COVERED SERVICE	117	109	109	132
	Uncooperative Behavior or	3	3	3	3
Total		18839	18839	18839	18839

Notice of Actions Issued		September 2023	October 2023	November 2023	December 2023
Notice of Actions Issued	DENIED-DAYS NOTICE	1208	1974	1718	2198
	Member has Access to Available Transportation	0	0	0	1
	Refused Assigned Provider	0	0	0	2
	TRIP DENIED - DOESN'T MEET THE	165	219	208	130
	TRIP DENIED - MEMBER/RECIPIENT HAS A CAR	0	2	0	0
	TRIP DENIED - NOT ELIGIBLE	1165	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	148	180	71	118
	TRIP DENIED-NOT COVERED SERVICE	134	263	110	145
	Uncooperative Behavior or Misuse/Abuse of	0	0	0	3
Total		3095	5465	4826	6304