Monthly Client Summary Report

for

Sample Health Plan
January 2015

Report Terms - Definitions

# of Authorized Trip Legs	Number of trip legs that did not result in member no-show, provider no-show, cancelled or denied trip
# of Calls Answered	Number of calls resulting in live response
# of Calls Offered	Number of calls presented
# of Cancelled Trip Legs	Number of cancelled trip legs
# of Complaints	Number of complaints lodged for noted period
# of Denied Trip Legs	Number of trips that were denied for reasons such as eligibility, service not covered, inappropriate facility, etc.
# of Eligible Members	Number of members for whom payment was received or average daily member count
# of Member No-Shows	Number of trips where member either was not available for the pickup or cancelled the trip to the driver at the time of pickup
# of Provider No-Shows	Number of trip legs where provider does not arrive for scheduled service
# of Total Requested Trip Legs	Number of total requested trip legs
# of Trip Legs	Number of authorized trip legs by trip reason code
# of Trip Legs by Mode	Number of authorized trip legs by transport mode
# of Unique Members Utilizing Transportation	Number of unique members utilizing transport
% of Member No-Shows	Number of reservations that the member did not show for divided by the total number of reservations requested
% of Provider No-Shows	Provider no-shows as a percentage of total requested trip legs
% of Total Authorized	Percentage of trip legs by trip reason per total authorized trip legs
% of Trip Legs by Mode	Percent authorized trip Legs by transport mode
Abandoned Percent	Percentage of calls abandoned prior to live response; number of abandoned calls divided by number or calls offered
Average Miles per Leg	Per trip reason, total miles divided by number of trip legs
Average Speed of Answer	Difference in time from a call entering a queue to the time of live response
Complaint Percentage	Total number of trip legs with complaints lodged, divided by the total number of requested trip legs
Complaint-Free Percentage	Total number of trip legs without complaints lodged, divided by the total number of requested trip legs
Total Miles	Trip miles by trip reason
Utilization Rate	Number of authorized trip legs plus member no-shows, divided by eligible members

Utilization Information	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015	2015 YTD
# of Eligible Members	134,155	139,616	142,555	41,769	**41,769**	**41,769**
# of Unique Members Utilizing Transportation	4,616	4,480	4,306	1,504	**1,504**	**1,504**
# of Total Requested Trip Legs	25,128	24,566	22,156	8,932	**8,932**	**8,932**
# of Authorized Trip Legs	16,846	15,737	14,628	5,659	**5,659**	**5,659**
# of Member No-Shows	672	575	517	205	**205**	**205**
% of Member No-Shows	2.67%	2.34%	2.33%	2.30%	**2.30%**	**2.30%**
# of Provider No-Shows	235	230	136	65	**65**	**65**
% of Provider No-Shows	0.94%	0.94%	0.61%	0.73%	**0.73%**	**0.73%**
# of Cancelled Trip Legs	3,693	3,342	3,144	1,707	**1,707**	**1,707**
# of Denied Trip Legs	1,117	870	813	165	**165**	**165**
Utilization Rate	13.06%	11.68%	10.62%	14.04%	**14.04%**	**14.04%**

Phone Statistics	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015	2015 YTD
# of Calls Offered	18,622	18,689	18,586	7,419	**7,419**	**7,419**
# of Calls Answered	18,056	17,348	17,994	7,230	**7,230**	**7,230**
Abandoned Percent	3.29%	7.34%	3.19%	2.52%	**2.52%**	**2.52%**
Average Speed of Answer	20.08	56.68	23.37	17.36	**17.36**	**17.36**

Complaint Information	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015	2015 YTD
# of Complaints	78	103	95	20	**20**	**20**
Complaint Percentage	0.31%	0.42%	0.43%	0.22%	**0.22%**	**0.22%**
Complaint-Free Percentage	99.69%	99.58%	99.57%	99.78%	**99.78%**	**99.78%**

# of Trip Legs by Mode	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015	2015 YTD
AMBULATORY	13,636	12,926	12,211	4,835	**4,835**	**4,835**
BUS	627	493	360	112	**112**	**112**
GAS REIMBURSEMENT	1,841	1,604	1,390	481	**481**	**481**
PUBLIC ENTITY	6	0	0	0	**0**	**0**
STRETCHER	1	0	0	0	**0**	**0**
WHEELCHAIR	735	714	667	231	**231**	**231**
TOTALS:	16,846	15,737	14,628	5,659	**5,659**	**5,659**

% of Trip Legs by Mode	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015	2015 YTD
AMBULATORY	80.95%	82.14%	83.48%	85.44%	**85.44%**	**85.44%**
BUS	3.72%	3.13%	2.46%	1.98%	**1.98%**	**1.98%**
GAS REIMBURSEMENT	10.93%	10.19%	9.50%	8.50%	**8.50%**	**8.50%**
PUBLIC ENTITY	0.04%	0.00%	0.00%	0.00%	**0.00%**	**0.00%**
STRETCHER	0.01%	0.00%	0.00%	0.00%	**0.00%**	**0.00%**
WHEELCHAIR	4.36%	4.54%	4.56%	4.08%	**4.08%**	**4.08%**
TOTALS:	100.00%	100.00%	100.00%	100.00%	**100.00%**	**100.00%**

Authorized Trip Legs by Trip Reason	# of Trip Legs	% of Total Authorized	Total Miles	Average Miles per Leg
SPECIALIST	1,654	29.23%	15,720	9.50
PRIMARY CARE PHYSICIAN	1,035	18.29%	6,372	6.16
PSYCHIATRIST	385	6.80%	2,743	7.12
PHYSICAL THERAPY	343	6.06%	1,682	4.90
DENTAL SERVICES	328	5.80%	2,387	7.28
COUNSELOR,PSYCHOLOGIST,SOCIAL WORKER	280	4.95%	2,297	8.21
PODIATRY	205	3.62%	1,163	5.67
OPHTHALMOLOGIST	183	3.23%	1,404	7.67
PAIN MANAGEMENT	179	3.16%	1,926	10.76
DRUG REHABILITATION	142	2.51%	1,410	9.93
OPTICAL	140	2.47%	1,033	7.38
RADIOLOGY SERVICES (IE X-RAYS)	129	2.28%	1,198	9.29
OB/GYN SERVICES	121	2.14%	697	5.76
LABORATORY SERVICES	112	1.98%	571	5.10
CHIROPRACTOR	72	1.27%	492	6.83
HOSPITAL - OUTPATIENT SERVICES	43	0.76%	255	5.94
MAMMOGRAM	42	0.74%	222	5.28
FITNESS CENTER	41	0.72%	122	2.97
PHARMACY	34	0.60%	130	3.83
CHEMOTHERAPY	28	0.49%	547	19.52
DIABETIC SUPPLIES AND EDUCATION	21	0.37%	156	7.44
RADIATION TREATMENTS	21	0.37%	216	10.30
BEHAVIORAL HEALTH	19	0.34%	143	7.53
PROSTHETIC	14	0.25%	111	7.93
ORTHOTIC SHOES	12	0.21%	93	7.76
DURABLE MEDICAL EQUIPMENT	10	0.18%	154	15.36
CARDIAC REHABILITATION	10	0.18%	38	3.77

DIALYSIS	9	0.16%	47	5.24
WEIGHT CONTROL PROGRAMS	9	0.16%	80	8.86
HEARING AIDS	6	0.11%	80	13.37
IMMUNIZATIONS	4	0.07%	8	1.89
SPEECH THERAPY	4	0.07%	41	10.21
SMOKING CESSATION	4	0.07%	38	9.53
OTHER	4	0.07%	8	2.07
ALCOHOL ABUSE EVALUATION TO ENTER TREATMENT	2	0.04%	43	21.72
OCCUPATIONAL THERAPY	2	0.04%	9	4.59
PRENATAL SERVICES	2	0.04%	4	1.89
ALCOHOL REHABILITATION	2	0.04%	21	10.64
COMMUNITY PSYCH REHAB	2	0.04%	2	1.11
TRANSPLANT SERVICES	2	0.04%	13	6.56
VISION/HEARING SCREENINGS	2	0.04%	19	9.37
TRANSPORTATION TO AN URGENT CARE FACILITY	2	0.04%	93	46.33
TOTALS:	**5,659**	**100.00%**	**43,788**	**7.74**

Satisfaction Survey Results

Phone Service Benchmark: 95% **Transportation Provider Service Benchmark: 92%**

Completed: 124 **Refused: 32** **Unavailable: 36** **Unaccounted: 0**

Customer Satisfaction Survey	Q2-2014	Q3-2014	Q4-2014	Q1-2015	Jan 2015				2015 YTD
PHONE SERVICE	%	%	%	%	Y	N	NA	%	%
Did the operator remind you of your scheduled pick up time?	-	-	-	99.1%	109	1	1	**99.1%**	**99.1%**
Did the person who answered your call treat you with dignity and respect?	99.5%	100.0%	99.0%	100.0%	124	0	0	**100.0%**	**100.0%**
Did the person you talked to offer you help with more than just your ride?	93.7%	94.8%	84.7%	92.3%	12	1	0	**92.3%**	**92.3%**
Was the person you talked to helpful?	99.3%	100.0%	98.5%	99.2%	123	1	0	**99.2%**	**99.2%**
Was the representative able to complete all your requests during the call?	-	-	-	100.0%	111	0	0	**100.0%**	**100.0%**
Was your call answered as quickly as you'd like?	98.1%	98.2%	98.5%	98.4%	122	2	0	**98.4%**	**98.4%**
When you called, did you get the kind of service you wanted?	98.6%	100.0%	98.3%	100.0%	13	0	0	**100.0%**	**100.0%**
Totals for PHONE SERVICE	97.8%	98.6%	95.8%	99.2%	614	5	1	**99.2%**	**99.2%**

TRANSPORTATION PROVIDER SERVICES	%	%	%	%	Y	N	NA	%	%
Did the driver tell you his name and why he was there?	94.7%	94.8%	93.6%	93.4%	114	8	2	**93.4%**	**93.4%**
Did the driver treat you with dignity and respect?	98.1%	99.1%	99.0%	98.4%	121	2	1	**98.4%**	**98.4%**
Did the vehicle have working seat belts?	98.3%	99.4%	98.5%	94.3%	115	7	2	**94.3%**	**94.3%**
Did you get to your health-care visit on time?	96.7%	97.5%	96.3%	98.4%	120	2	2	**98.4%**	**98.4%**
For your ride back home, did the driver pick you up within 1 hour?	93.8%	93.5%	93.8%	96.7%	117	4	3	**96.7%**	**96.7%**
Totals for TRANSPORTATION PROVIDER SERVICES	96.3%	96.9%	96.2%	96.2%	587	23	10	**96.2%**	**96.2%**

Overall Favorable Responses	97.1%	97.7%	96.0%	97.7%	1,201	28	11	**97.7%**	**97.7%**

Y=Yes, N=No, NA=Not Answered, %=Percent Favorable

NOTE: Questions not answered are excluded from Percent Favorable calculations.