

2015 Number of Grievances per 1,000 1-way Trips

MCO/Trans. Vendor	Jan-Jul YTD	Annual Rate
BCBS / Logisticare	1.87	2.34
UHC / Logisticare	1.92	1.60
MHNM / ITM	0.06	0.42
PHP / SMT	1.17	1.47

Source: [MCO] Report 37 & Ad Hoc for 1-way Trips

2016 Number of Non-Emergency Ground Transportation Trips & Grievances
Total Number of 1-way Trips

MCO/Trans. Vendor	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total Annual
BCBS / Logisticare	16,794	17,816	19,228	19,580	19,666	20,837	20,152	22,997	21,913	22,851	22,498	23,005	247,337
UHC / Logisticare	24,956	25,022	28,690	27,507	27,818	27,968	26,518	29,655	27,927	28,680	27,915	28,318	330,974
MHNM / ITM	16,030	15,589	16,426	16,939	16,291	17,006	15,621	17,055	15,686	15,803	15,540	15,286	193,272
PHP / SMT	15,159	15,841	17,047	16,821	16,402	16,563	14,976	17,309	15,979	15,556	14,607	15,437	191,697

Total Number of Grievances

MCO/Trans. Vendor	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total Annual
BCBS / Logisticare	23	25	22	18	18	21	15	22	31	29	26	25	275
UHC / Logisticare	36	23	28	25	26	20	16	22	25	23	24	20	288
MHNM / ITM	26	15	14	15	13	8	16	14	5	11	11	19	167
PHP / SMT	24	19	17	17	19	11	14	14	13	17	8	16	189

Number of Grievances per 1,000 1-way Trips

MCO/Trans. Vendor	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Annual Rate
BCBS / Logisticare	1.37	1.40	1.14	0.92	0.92	1.01	0.74	0.96	1.41	1.27	1.16	1.09	1.11
UHC / Logisticare	1.44	0.92	0.98	0.91	0.93	0.72	0.60	0.74	0.90	0.80	0.86	0.71	0.87
MHNM / ITM	1.62	0.96	0.85	0.89	0.80	0.47	1.02	0.82	0.32	0.70	0.71	1.24	0.86
PHP / SMT	1.58	1.20	1.00	1.01	1.16	0.66	0.93	0.81	0.81	1.09	0.55	1.04	0.99

Source: [MCO] Report 37 for Member Grievances & Ad Hoc for Number of 1-way Trips