

INSTRUCTIONS FOR COMPLETING TRANSPORTATION TIMELINESS

Complete one workbook for each **Line of Business (LOB)**.

For each quarterly report, provide data for each month of the quarter along with the previous **9 nine** months of data.

TRANSPORTATION TIMELINESS REPORT FOR COMPLETED TRIPS - ROLLING QUARTERS

| TABS | Total Transportation Tab - Some area's are automatically calculated. North, Central, South Geographic Service Area (GSA) Tabs - The data entered is based on the member's home address. |
|----------------------------------|---|
| TOTAL AMBULATORY DROP OFFS | The number of completed ambulatory drop off trips transporting a member to a medically necessary appointment. |
| TOTAL NON-AMBULATORY DROP OFFS | The number of completed non-ambulatory drop off trips transporting a member to a medically necessary appointment. |
| TOTAL DROP OFFS | Auto filled formula. |
| TIMELY AMBULATORY DROP OFFS | The number of completed ambulatory drop off trips where a member arrived on time, but no sooner than one hour before their appointment. A timely trip may only be counted one time. |
| TIMELY NON-AMBULATORY DROP OFFS | The number of completed non-ambulatory drop off trips where a member arrived on time, but no sooner than one hour before their appointment. A timely trip may only be counted one time. |
| TOTAL TIMELY DROP OFFS | Auto filled formula. |
| % PERCENT TOTAL DROP OFFS TIMELY | Auto filled formula. |
| TOTAL AMBULATORY PICKUPS | The number of completed ambulatory pickup trips transporting from member to a medically necessary appointment. |
| TOTAL NON-AMBULATORY PICKUPS | The number of completed non-ambulatory pickup trips transporting from member to a medically necessary appointment. |
| TOTAL PICKUPS | Auto filled formula. |
| TIMELY AMBULATORY PICKUPS | The number of completed ambulatory pickups from a member's appointment that occurred no later than one hour from the conclusion of their appointment. A timely trip may only be counted one time. |
| TIMELY NON-AMBULATORY PICKUPS | The number of completed non-ambulatory pickups from a member's appointment that occurred no later than one hour from the conclusion of their appointment. A timely trip may only be counted one time. |
| TOTAL TIMELY PICKUPS | Auto filled formula. |
| % PERCENT TOTAL PICKUPS TIMELY | Auto filled formula. |

TRANSPORTATION REPORT FOR INCOMPLETE TRIPS - ROLLING QUARTERS

~~Defined as a trip that was scheduled but not completed for any reason. Incomplete trips do not include those trips rescheduled and completed.~~
An Incomplete Trip is a transportation service that was scheduled and dispatched but not fully performed, resulting in the member not being transported to or from the authorized/approved appointment location, due to a failure within the transportation service process.
An incomplete trip occurs only when the transportation vendor had responsibility and opportunity to perform the trip but did not complete the required transport in accordance with timeliness standards.

A trip is considered incomplete only if one or more of the following occur:

- * The transportation provider fails to arrive for the scheduled pickup.
- * The transportation provider arrives but departs without the member when the member is present and available.
- * The transportation provider fails to transport the member to the authorized destination.
- * The transportation provider fails to complete the return trip when a return was authorized and scheduled.
- * The trip fails due to provider, operational, administrative or environmental factors.

An Incomplete Trip does NOT include:

- * Trips that were properly rescheduled and successfully completed.
- * Trips converted to a different transportation mode and completed.
- * Trips canceled prior to dispatch.

INCOMPLETE:

* Footnote: All changes were made to clarify language and add additional data collection.

The Contractor must identify and report the ~~top 10 reasons~~ following reasons for incomplete trips and the number of times each reason was reported.

- * Member No-Show
- * Provider No-Show
- * Dispatch Error
- * Member Cancelled at Door or Refused Service
- * Incorrect Address / Location Not Found
- * Member Deemed Medically Unfit for Transport
- * Incorrect Vehicle Type Dispatched
- * Vehicle Breakdown or Mechanical Failure
- * Road Conditions or Weather Issue

CONTRACTOR: _____
LINE OF BUSINESS (LOB): _____

DATE OF SUBMISSION: _____

| TRANSPORTATION TIMELINESS REPORT FOR COMPLETED TRIPS - ROLLING QUARTERS | | | | | | | | | | | | | | | | |
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| | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total |
| TOTAL AMBULATORY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL NON-AMBULATORY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY NON-AMBULATORY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL TIMELY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % PERCENT TOTAL DROP OFFS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| TOTAL AMBULATORY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL NON-AMBULATORY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY NON-AMBULATORY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL TIMELY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TOTAL COMPLETED TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL COMPLETED TIMELY TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TRANSPORTATION REPORT FOR NUMBER OF INCOMPLETE TRIPS - ROLLING QUARTERS | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| INCOMPLETE DUE TO: | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY |
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| TOTAL INCOMPLETE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

REPORT THE TOP REASONS FOR INCOMPLETED TRIPS:

NUMBER OF TIMES THIS REASON WAS REPORTED:

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| 1) |
| 2) |
| 3) |
| 4) |
| 5) |
| 6) |
| 7) |
| 8) |
| 9) |
| 10) |

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CONTRACTOR: _____
LINE OF BUSINESS (LOB): _____

DATE OF SUBMISSION: _____

| TRANSPORTATION TIMELINESS REPORT FOR COMPLETED TRIPS - ROLLING QUARTERS | | | | | | | | | | | | | | | | |
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| | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total |
| TOTAL AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PERCENT TOTAL DROP OFFS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| TOTAL AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TOTAL COMPLETED TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL COMPLETED TIMELY TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TRANSPORTATION REPORT FOR NUMBER OF INCOMPLETE TRIPS - ROLLING QUARTERS | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| INCOMPLETE DUE TO: | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY |
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| TOTAL INCOMPLETE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

****FOOTNOTE:** New tab to provide a separate transportation into geographic areas within the state.

CONTRACTOR: _____
LINE OF BUSINESS (LOB): _____

DATE OF SUBMISSION: _____

| TRANSPORTATION TIMELINESS REPORT FOR COMPLETED TRIPS - ROLLING QUARTERS | | | | | | | | | | | | | | | | |
|---|---------|---------|---------|-----------|---------|---------|---------|-----------|---------|---------|---------|-----------|---------|---------|---------|-----------|
| | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total |
| TOTAL AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PERCENT TOTAL DROP OFFS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| TOTAL AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TOTAL COMPLETED TIMELY TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| TRANSPORTATION REPORT FOR NUMBER OF INCOMPLETE TRIPS - ROLLING QUARTERS | | | | | | | | | | | | |
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| INCOMPLETE DUE TO: | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY |
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| TOTAL INCOMPLETE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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CONTRACTOR: _____
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| TRANSPORTATION TIMELINESS REPORT FOR COMPLETED TRIPS - ROLLING QUARTERS | | | | | | | | | | | | | | | | |
|---|---------|---------|---------|-----------|---------|---------|---------|-----------|---------|---------|---------|-----------|---------|---------|---------|-----------|
| | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total | MM/YY | MM/YY | MM/YY | Qtr Total |
| TOTAL AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY DROP OFFS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY DROP OFFS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PERCENT TOTAL DROP OFFS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| TOTAL AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TIMELY AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TIMELY NON-AMBULATORY PICKUPS | | | | 0 | | | | 0 | | | | 0 | | | | 0 |
| TOTAL TIMELY PICKUPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PERCENT TOTAL PICKUPS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| TOTAL COMPLETED TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL COMPLETED TIMELY TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PERCENT TOTAL COMPLETED TRIPS TIMELY | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |

| TRANSPORTATION REPORT FOR NUMBER OF INCOMPLETE TRIPS - ROLLING QUARTERS | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| INCOMPLETE DUE TO: | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY | MM/YY |
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| TOTAL INCOMPLETE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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