



MEMBERS

August 2013 September 2013 October 2013 November 2013 December 2013

Enrollment	Eligible Members Enrolled	936,234	929,355	933,779	899,918	872,013
Members Served	Unique Members Utilizing Transport	23,866	23,211	24,556	23,053	22,886
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)	21.0%	21.0%	24.1%	21.9%	22.6%

RESERVATION

August 2013 September 2013 October 2013 November 2013 December 2013

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	213,793	210,159	241,843	213,138	213,769
Cancelled	Cancelled Trip Legs	12,050	11,255	12,972	12,690	13,247
Member No Shows	Trips where Member Does Not Use Scheduled Service	5,154	3,878	4,132	3,365	3,959
Completed Legs	Total Number of Completed Trip Legs	196,589	195,026	224,739	197,083	196,563
Denials	Number of Denied Trip Attempts	2,391	2,909	3,837	4,223	4,216
Same Day Trip Legs Completed by Volunteer	Completed Trip Legs < 24 hour Notice	25,695	20,753	25,026	23,867	27,320
Standing Order Trip Legs	Completed Trip Legs by Volunteer Driver	999	1,310	1,521	1,352	1,246
	Trip Legs Associated with a Recurring Appointment	74,312	90,866	109,546	93,551	93,761
Lodging (cost)	Cost of Lodging Reimbursed	\$ 979	\$ 6,796	\$ 8,541	\$ 6,163	\$ 11,045
Lodging (nights)	Number of Lodging Nights Reimbursed	14	124	160*	123*	212*
Meals (cost)	Cost of Meals Reimbursed	\$ 2,140	\$ 1,360	\$ 4,441	\$ 3,029	\$ 2,270
Meals (reimbursed)	Number of Meals Reimbursed	214*	136*	446*	304*	227*

TRANSPORT MODE

August 2013 September 2013 October 2013 November 2013 December 2013

Advanced Life Support Ambulatory	Vehicle Equipped with Advanced Life Support Sedan, Van, and Taxi	50	75	90	77	107
Basic Life Support	Vehicle Equipped with Basic Life Support	140,398	138,486	158,712	137,800	139,659
Commercial Air	Air Transport	109	306	312	253	196
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	0	0	0	0	0
Mass Transit	System of Public Transportation including Inter-City Bus	30,397	31,551	36,967	33,898	31,867
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System	18,397	17,451	20,415	17,804	17,626
Stretcher	Stretcher Van Transport	280	356	461	125	16
Wheelchair	Stretcher Van Transport	345	128	269	309	314
Completed Legs	Vehicle Equipped to Transport Wheelchair	6,613	6,673	7,513	6,817	6,778
	Total Number of Completed Trip Legs	196,589	195,026	224,739	197,083	196,563

CALL STATISTICS

August 2013 September 2013 October 2013 November 2013 December 2013

Calls Presented	Number of Calls Presented	108,509	99,572	100,211	92,359	96,101
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	00:02:09	00:02:15	00:01:07	00:01:11	00:01:38
Average Handle Time	Average time to Handle Complete Call from Live Response to Call End	00:07:28	00:07:02	00:07:06	00:06:38	00:06:29
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	11.0%	10.9%	5.9%	6.7%	8.9%

QUALITY MANAGEMENT

August 2013 September 2013 October 2013 November 2013 December 2013

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.5%	99.6%	99.7%	99.6%	99.6%
Internal Driver	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	187	169	129	89	117
Vehicle	Member issue with Driver	122	85	123	139	138
No Vehicle Available	Member issue with Vehicle	16	12	13	17	25
Provider Late	MTM was unable to locate a vehicle for transport	177	172	101	104	88
Provider No Show	Member issue with Transportation Provider: Dispatch/Office Staff	104	56	47	47	73
Substantiated Complaints	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	147	111	145	161	193
	Transportation Provider Did Not Arrive for Scheduled Pickup or Return Ride	194	118	136	143	169
	Total Number of Valid Complaints Reported	947	723	694	700	803

*Information was updated to reflect a correction to the number reimbursed.

Updated 11/12/2014

reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support	Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory	any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time	average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer	difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support	Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented	total number of calls that are received
cancelled	all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air	a system for scheduled air transport of passengers
complaint free percentage	substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer	total number of trip legs completed by volunteer driver
completed legs	All authorized trip legs for which MTM did not receive cancellation or other notification after date of service indicating transportation was not performed. Note: A trip leg is a unit of measure for a transport between two points (For example, a member's residence to a doctor's office).
denials	number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints	member issue with driver
enrollment	eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints	issue with MTM, Inc.: processes, customer service, client protocol, trip accuracy
lodging (cost)	total cost of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nights)	total number of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit	a system of public transportation including Inter-city bus
meals (cost)	total cost of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed)	total number of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
member no shows	all trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick up time.
members served	number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement	number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
no vehicle available	MTM, Inc. was unable to locate a vehicle for transport for any trip reason except for dialysis or cancer treatment
no vehicle available - critical care	MTM, Inc. was unable to locate a vehicle for transport for a dialysis or cancer treatment trip
provider complaints	member issue with transportation provider: dispatch/office staff
provider late	member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
provider no show	member issue with transportation provider that did not arrive for scheduled pickup or return ride
public entity	a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled	all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs	completed trip legs with less than 24 hour advance notice
standing order trip legs	trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretcher	transportation provider stretcher van
substantiated complaints	total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
utilization rate	the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints	member issue with vehicle
wheelchair	transportation provider vehicle equipped to transport wheelchair



COUNTY STATISTICS

	August 2013	September 2013	October 2013	November 2013	December 2013
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Completed Trip Legs **196,589** **195,026** **224,739** **197,083** **196,563**

Total Number of Completed Trip Legs by County of Trip Origination

Adams County	457	570	541	503	553
Ashland County	405	419	482	431	367
Barron County	1,620	1,693	1,710	1,553	1,586
Bayfield County	378	341	450	386	337
Brown County	5,198	5,414	5,896	5,072	5,178
Buffalo County	337	389	395	341	355
Burnett County	546	568	432	426	444
Calumet County	669	623	698	567	560
Chippewa County	2,131	2,136	2,427	2,140	1,966
Clark County	843	822	895	842	743
Columbia County	1,624	1,705	2,147	2,104	2,147
Crawford County	436	374	437	333	290
Dane County	13,643	13,764	16,206	13,823	14,115
Dodge County	2,054	2,095	2,537	2,277	1,997
Door County	488	340	345	336	318
Douglas County	821	702	667	553	503
Dunn County	1,542	1,762	2,012	1,475	1,442
Eau Claire County	2,098	2,188	2,700	2,513	2,512
Florence County	154	165	156	158	136
Fond du Lac County	2,375	2,346	2,631	2,670	2,415
Forest County	256	248	285	351	401
Grant County	806	706	810	685	669
Green County	510	524	647	530	572
Green Lake County	386	238	337	286	290
Iowa County	521	475	730	646	667
Iron County	118	84	122	106	78
Jackson County	743	618	693	615	532
Jefferson County	1,263	1,217	1,452	1,189	1,261
Juneau County	414	483	416	397	429
Kenosha County	7,083	6,670	7,599	6,782	6,421
Kewaunee County	344	318	431	391	385
La Crosse County	1,706	1,847	2,158	1,816	1,920
Lafayette County	135	110	134	116	98
Langlade County	887	830	921	818	689
Lincoln County	591	568	637	712	718
Manitowoc County	1,622	1,894	2,250	1,888	2,049
Marathon County	2,134	1,903	2,098	1,914	2,034
Marinette County	1,410	1,532	1,640	1,472	1,295
Marquette County	610	589	731	701	769
Menominee County	413	411	426	426	398
Milwaukee County	94,816	92,984	106,136	91,178	92,138
Monroe County	712	804	1,043	1,016	1,011
Oconto County	739	730	838	758	783
Oneida County	663	548	627	565	539
Outagamie County	1,707	1,957	2,220	1,797	1,694
Ozaukee County	317	281	299	359	385
Pepin County	98	157	120	147	148
Pierce County	193	239	273	232	307
Polk County	890	1,015	1,257	1,009	970
Portage County	1,215	1,278	1,519	1,246	1,275
Price County	406	480	681	550	423
Racine County	5,444	5,387	6,585	6,148	6,036
Richland County	246	245	244	198	234
Rock County	6,749	6,942	7,994	6,991	7,194
Rusk County	643	511	534	514	417
Saint Croix County	742	803	982	826	859*
Sauk County	1,583	1,503	1,734	1,727	1819*
Sawyer County	579	423	500	524	434*
Shawano County	1,186	1,296	1,778	1,680	1566*
Sheboygan County	1,289	1,371	1,650	1,482	1485*
Taylor County	517	549	597	536	582
Trempealeau County	528	400	439	414	484
Vernon County	531	528	572	601	606
Vilas County	755	834	920	820	809
Walworth County	1,795	1,713	2,075	1,812	1,667
Washburn County	513	561	623	586	546
Washington County	911	905	1,188	1,049	972
Waukesha County	2,776	2,793	3,572	3,328	3,302
Waupaca County	2,026	1,823	2,359	2,133	2,064
Waushara County	909	673	684	680	626
Winnebago County	2,606	2,851	3,221	2,923	2,554
Wood County	2,651	2,701	3,109	2,845	2,894

Completed Trip Legs Outside Wisconsin

Illinois	16	1	5	2	4
Iowa	2	8	9	12	4
Michigan	12	2	4	1	15
Minnesota	53	48	64	50	77
Other	0	1	3	0	1

*Information was updated to reflect corrections to the alphabetical order of counties. Data remains unchanged.



COUNTY STATISTICS

August 2013 September 2013 October 2013 November 2013 December 2013

Substantiated Complaints

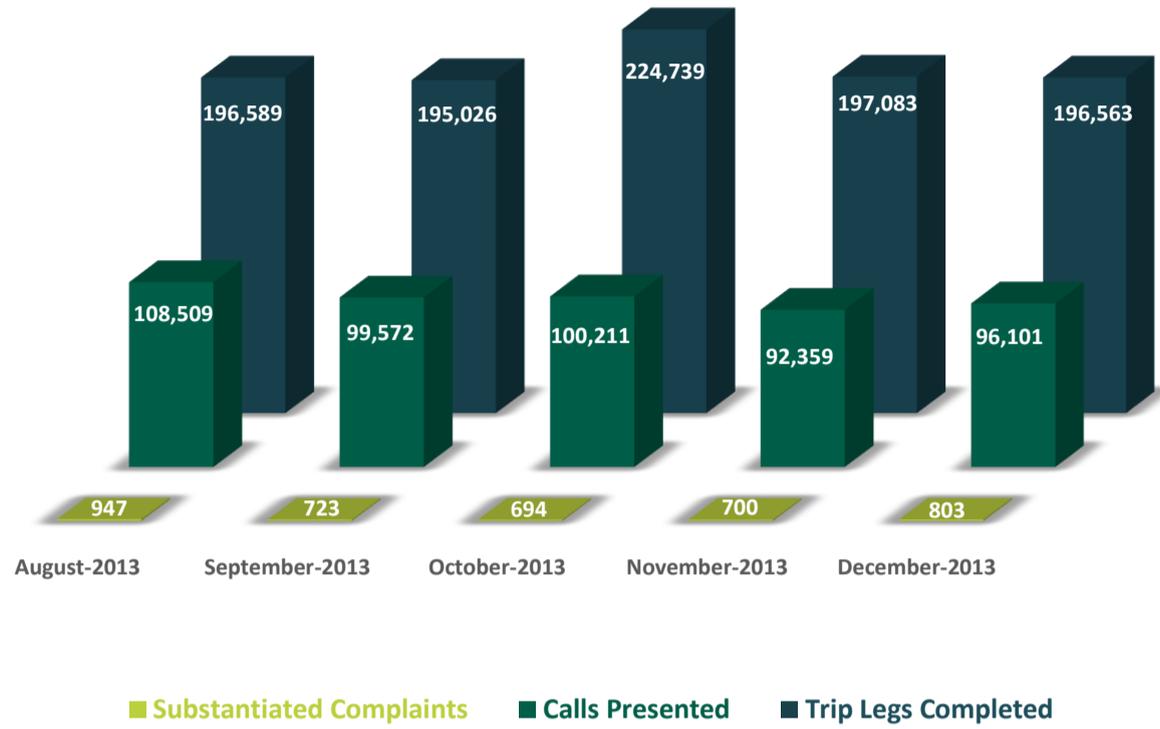
Total Number of Substantiated Complaints
Reported by County of Trip Origination

	947	723	694	700	803
Adams County	3	5	3	0	0
Ashland County	3	2	3	5	5
Barron County	2	3	3	2	5
Bayfield County	6	3	1	2	0
Brown County	28	29	21	15	15
Buffalo County	3	2	3	2	0
Burnett County	5	2	1	0	0
Calumet County	9	3	5	4	1
Chippewa County	8	7	4	2	5
Clark County	7	0	0	2	1
Columbia County	5	6	4	4	3
Crawford County	1	2	0	4	5
Dane County	70	63	33	29	52
Dodge County	8	11	8	8	4
Door County	2	3	0	1	0
Douglas County	1	8	4	1	6
Dunn County	7	7	12	2	5
Eau Claire County	6	5	5	10	4
Florence County	5	2	2	2	1
Fond du Lac County	7	2	1	3	5
Forest County	1	0	1	1	3
Grant County	4	2	3	4	2
Green County	7	6	3	6	1
Green Lake County	4	3	0	1	0
Iowa County	4	2	1	2	0
Iron County	1	6	1	1	1
Jackson County	0	1	2	0	0
Jefferson County	5	6	5	6	8
Juneau County	3	6	1	0	0
Kenosha County	25	13	39	54	68
Kewaunee County	3	3	1	0	2
La Crosse County	2	1	3	8	6
Lafayette County	0	0	0	0	0
Langlade County	0	3	2	2	4
Lincoln County	0	3	2	1	3
Manitowoc County	3	4	5	1	0
Marathon County	9	0	2	0	5
Marinette County	9	5	10	7	5
Marquette County	5	1	1	3	1
Menominee County	1	0	0	0	0
Milwaukee County	430	264	320	348	393
Monroe County	1	1	0	1	1
Oconto County	1	3	1	2	2
Oneida County	5	3	2	2	0
Outagamie County	4	10	5	6	6
Ozaukee County	7	6	1	1	3
Pepin County	0	2	0	5	0
Pierce County	10	6	4	4	6
Polk County	12	5	1	5	2
Portage County	0	3	0	1	2
Price County	1	8	4	3	1
Racine County	35	34	35	43	51
Richland County	7	2	5	1	3
Rock County	26	24	19	12	36
Rusk County	1	5	2	0	2
Saint Croix County	3	5	2	2	3*
Sauk County	3	2	1	0	3
Sawyer County	11	5	3	3	2*
Shawano County	8	9	5	3	3*
Sheboygan County	10	9	3	4	6*
Taylor County	2	5	1	5	6
Trempealeau County	0	4	0	0	0
Vernon County	2	2	0	0	2
Vilas County	3	2	3	3	3
Walworth County	14	11	17	2	4
Washburn County	2	4	2	3	0
Washington County	3	3	9	7	6
Waukesha County	19	21	28	19	12
Waupaca County	12	6	5	4	4
Waushara County	7	3	2	4	3
Winnebago County	13	9	3	5	4
Wood County	21	17	13	6	8

Substantiated Complaints Outside Wisconsin

Illinois	1	0	0	0	0
Iowa	0	0	1	0	0
Michigan	0	0	0	0	0
Minnesota	1	0	2	1	0
Other	0	0	0	0	0

*Information was updated to reflect corrections to the alphabetical order of counties. Data remains unchanged.



Information updated November 12, 2014

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
August-2013	947	108,509	196,589
September-2013	723	99,572	195,026
October-2013	694	100,211	224,739
November-2013	700	92,359	197,083
December-2013	803	96,101	196,563