| Report Name: <br> Report Code: <br> Code Citation: | Number of Medicaid Members Eligible for NEMT <br> MO-MME <br> IC 12-15-30.5 (4)(a)(2)(A) |
| :--- | :--- |
|  | Number of NEMT Eligible Members |
|  |  |
| December 2022 |  |

Note: Data reflects the number of Traditional Medicaid fee-for-service members for whom capitation payment was made for the NEMT covered service.

| Broker Name: | Southeastrans |
| :--- | :--- |
| Report Name: | Requests Received \& Scheduled |
| Report Code: | MO-RRS |
| Code Citation: | IC 12-15-30.5-4 (a)(3)(A) |


| Experience Period>> | 12/1/2022-12/31/2022 |
| :--- | ---: |


| Trip Status Count | Requests | Scheduled | \% Scheduled | Fulfilled | \% Fulfilled |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total | 84,235 | 83,917 | 99.6\% | 65,734 | 78.0\% |

Note: Data reflects the number of ride requests made and the number scheduled/assigned to a transportation provider. A request may result in multiple scheduled trips.

| Broker Name: | Southeastrans |
| :--- | :--- |
| Report Name: | Member Call Center Performance |
| Report Code: | MO-MCC1 |
| Code Citation: | IC 12-15-30.5-4 (a)(3)(B) |

Experience Period>>
12/1/2022-12/31/2022

| Item No. | Data Description | Data Entry |
| :---: | :--- | :---: |
| $\mathbf{1 0}$ | Number of Calls Received | 47,088 |
| $\mathbf{1 1}$ | Number of Calls Answered | 46,585 |
| $\mathbf{1 2}$ | Average Handle Time | $04: 23$ |
| $\mathbf{1 3}$ | Percent of Calls Abandoned | $1.07 \%$ |
| $\mathbf{1 4}$ | After Hours On-Time Call Back $\%$ | $100.0 \%$ |
| $\mathbf{1 5}$ | Calls Resolved in First Call | $98.0 \%$ |
| $\mathbf{1 6}$ | Percentage of calls answered $w /$ in 45 sec. | $97.1 \%$ |
| $\mathbf{1 7}$ | Percentage of calls answered $w /$ in 60 sec. | $98.2 \%$ |


| Broker Name: | Southeastrans |
| :--- | :--- |
| Report Name: | Missed Trips |
| Report Code: | MO-MT |
| Code Citation: | IC 12-15-30.5-4 (a)(1)(B)i-iii |

Experience Period>>
12/1/2022-12/31/2022

| Trip Not Provided | To Appt. Legs | From Appt. Legs | Grand Total | Percent of Scheduled Rides |
| :---: | :---: | :---: | :---: | :---: |
| Holiday Closure | 5 | 5 | 10 | 0.0\% |
| Inclement Wthr/Mbr | 183 | 182 | 365 | 0.4\% |
| Inclement Wthr/Provider | 18 | 21 | 39 | 0.0\% |
| Member Cancelled | 2,698 | 2,780 | 5,478 | 6.5\% |
| Member Deceased | 106 | 107 | 213 | 0.3\% |
| Member Hospitalized | 257 | 268 | 525 | 0.6\% |
| Member No-show | 392 | 421 | 813 | 1.0\% |
| Member Too Sick | 313 | 317 | 630 | 0.8\% |
| No Provider Assigned | 1,279 | 1,222 | 2,501 | 3.0\% |
| Provider No-Show | 109 | 127 | 236 | 0.3\% |
| Provider Too Late | 18 | 23 | 41 | 0.0\% |
| Grand Total | 5,378 | 5,473 | 10,851 | 12.9\% |

Note: Data reflects the status of the trip on the date of the scheduled trip.

| Broker Name: | Southeastrans |
| :--- | :--- |
| Report Name: | Missed Trips by Residence |
| Report Code: | MO-CSR |
| Code Citation: | IC 12-15-30.5-4 (a)(1)(B) |

Experience Period>> ${ }^{2}$ 12/1/2022-12/31/2022

| Missed Trips by Res. <br> Types | To Appt. Legs | From Appt. Legs | Grand Total | Percent of <br> Scheduled Rides |
| :--- | :---: | :---: | :---: | :---: |
| Own Home | 4,146 | 4,242 | 8,388 | $10.0 \%$ |
| Nursing Facility/ <br> Assisted Living | 1,161 | 1,160 | 2,321 | $2.8 \%$ |
| Hospital/Rehab | 42 | 42 | 84 | $0.1 \%$ |
| Other Res. Facility | 0 | 0 | 0 | $0.0 \%$ |
| Other (List below) | 4 |  |  | $0.0 \%$ |
| Shelter | 25 | 3 | 7 |  |
| Hotel | $\mathbf{5 , 3 7 8}$ | $\mathbf{5 , 4 7 3}$ | $\mathbf{1 0 , 8 5 1}$ | $\mathbf{1 3 . 0 \%}$ |
| Grand Total |  |  |  |  |

Note: Data reflects the status of the trip on the date of the scheduled trip.

```
Broker Name: Southeastrans
Report Name: Send Backs Summary
Report Code: MO-SBS
Code Citation: IC 12-15-30.5-4 (a)(1)(B)v
```

Experience Period>> 12/1/2022-12/31/2022

|  |  |  | Late Sendbacks (<=48 hours) |  |  |  | Timely Sendbacks (>48 hours) |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Assigned Trips | Total \# of Sendbacks by Providers | Total \% Assigned Trips Sent Back | \# Late Sendbacks | \% Late Sendbacks | \# Late <br> Sendbacks <br> Successfully <br> Re-assigned | \% Late Sendbacks Successfully Reassigned | Number Timely Sendbacks | Percent <br> Timely Sendbacks | \# Timely Sendbacks Successfully Reassigned | \% Timely Sendbacks Successfully Reassigned |
| 47,507 | 8,431 | 17.75\% | 1,459 | 17.31\% | 925 | 63.40\% | 6,972 | 82.69\% | 5,814 | 83.39\% |

Note: Data reflects the number of trips during the month that were sent back and were not re-assigned to another transportation provider by the date of the scheduled trip. All trips were initially assigned to a transportation provider.

## Southeastrans <br> Complaint Summary <br> MO-CS

IC 12-15-30.5-4 (a)(1)(D)i-ii
Experience Period>> $\quad 12 / 1 / 2022-12 / 31 / 2022$

| Description | Data Entry |
| :--- | :---: |
| Number of Complaints Received this Reporting Period |  |
| Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period |  |
| Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period |  |
| Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | 21 |
| Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt |  |
| Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | $\mathbf{1 0 0 . 0 0 \%}$ |

Note: Data includes complaints or concerns directed to FSSA and to Southeastrans. A contact may include 1 or more issues.

| Broker Name: | Southeastrans |  |
| :---: | :---: | :---: |
| Report Name: | Complaint Summary by Residence |  |
| Report Code: | MO-CSR |  |
| Code Citation: | IC 12-15-30.5 (4)(a)(1)(D)iii |  |
|  | Experience Period>> | 12/1/2022-12/31/2022 |
| Complaints by Member residence See IC12-15-30.5-4 | Grand Total | Percent of All Complaints |
| Own Home | 19 | 90.5\% |
| Nursing Facility/ | 2 | 9.5\% |
| Ast. Liv |  | 0.0\% |
| Hospital/Rehab |  | 0.0\% |
| Other Res. Facility |  | 0.0\% |
| Other (list below) |  | 0.0\% |
|  |  |  |
|  |  |  |
| Grand Total | 21 | 100\% |

Note: Data reflects the residence type for the complaints or concerns directed to FSSA and to Southeastrans.

## Broker Name: Southeastrans <br> Report Name: Complaints \& Appeals <br> Report Code: MO-MCA1 <br> Code Citation: IC 12-15-30.5 (4)(a)(3)(E)



APPEALS

| Item No. | Details | Data Entry |
| :---: | :---: | :---: |
| 7 | Number of Appeals Received this Reporting Period | 0 |
| 8 | Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period | 0 |
| 9 | Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period | NA |
| 10 | Number of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | 0 |
| 11 | Number of Appeals Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt | 0 |
| 12 | Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | NA |

Note: Data includes the number of complaints received during the reporting month. One complaint may have one or more concerns.

Broker Name: Southeastrans
Report Name: Program Integrity Audits \& Investigations
Report Code: MO-PIIS
Code Citation: IC 12-15-30.5 (4)(a)(3)(D)

Experience Period>>
12/1/2022-12/31/2022

| Date Initiated | Provider Name | Driver(s), if <br> Appropriate | Summary of Reason for <br> Audit/Investigation | Actions Taken | Date Completed | Non- <br> Contract <br> ed |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| NONE |  |  |  |  |  | Projected Activity for <br> Next Month |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

Report Name:
Report Code:
Submission Date:
Code Citation:

Number of NEMT Vehicles by County
MO-VC
1/31/2023
IC 12-15-30.5-4 (a)(1)(A)

|  | Experience Period >> | 12/01/2022-12/31/2022 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher Van | Wheelchair Lift Van | Total |
| Adams | 3 | 6 |  |  | 1 |  |  | 10 |
| Allen | 30 | 68 |  |  | 1 | 4 | 1 | 104 |
| Bartholomew | 33 | 10 |  |  | 1 | 4 |  | 48 |
| Benton | 3 |  |  |  |  |  |  | 3 |
| Blackford | 2 | 14 |  |  | 1 |  |  | 17 |
| Boone | 12 | 19 |  |  |  | 1 |  | 32 |
| Brown | 1 | 3 |  |  | 1 |  |  | 5 |
| Carroll | 16 | 3 |  |  | 1 | 1 | 1 | 22 |
| Cass | 16 | 15 |  |  |  | 1 | 1 | 33 |
| Clark | 12 | 28 |  |  |  | 2 |  | 42 |
| Clay | 4 | 1 |  |  |  | 1 |  | 6 |
| Clinton | 7 | 11 |  |  | 1 | 2 |  | 21 |
| Crawford |  | 2 |  |  |  |  |  | 2 |
| Daviess | 6 | 10 |  |  |  |  |  | 16 |
| Dearborn | 7 | 14 |  |  |  | 1 |  | 22 |
| Decatur | 7 | 3 |  |  |  | 1 |  | 11 |
| DeKalb | 6 | 24 |  |  | 1 |  | 1 | 32 |
| Delaware | 21 | 30 | 1 |  | 1 | 3 |  | 56 |
| Dubois | 5 | 20 |  |  | 1 |  |  | 26 |
| Elkhart | 18 | 26 |  |  | 1 | 1 |  | 46 |
| Fayette | 5 | 19 |  |  |  | 2 |  | 26 |
| Floyd | 16 | 27 |  |  | 1 | 2 |  | 46 |
| Fountain | 9 | 4 |  |  |  |  |  | 13 |
| Franklin | 3 | 13 |  |  |  |  | 1 | 17 |
| Fulton | 3 | 9 |  |  |  | 1 |  | 13 |


| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Gibson | 6 | 10 |  |  |  |  |  | 16 |
| Grant | 37 | 19 |  |  | 1 | 3 |  | 60 |
| Greene | 8 | 8 |  |  | 1 |  |  | 17 |
| Hamilton | 36 | 41 |  |  | 1 | 9 |  | 87 |
| Hancock | 4 | 17 |  |  | 1 |  | 4 | 26 |
| Harrison | 8 | 12 |  |  |  |  |  | 20 |
| Hendricks | 9 | 12 |  |  | 1 | 4 |  | 26 |
| Henry | 8 | 11 |  |  | 1 | 1 |  | 21 |
| Howard | 25 | 17 |  |  |  | 2 |  | 44 |
| Huntington | 9 | 20 |  |  |  | 1 |  | 30 |
| Jackson | 23 | 6 |  |  | 1 | 2 |  | 32 |
| Jasper | 5 | 12 |  |  | 1 |  |  | 18 |
| Jay | 4 | 5 |  |  | 1 |  |  | 10 |
| Jefferson | 6 | 9 |  |  | 1 | 1 |  | 17 |
| Jennings | 13 | 4 |  |  | 1 | 1 |  | 19 |
| Johnson | 48 | 25 |  |  | 1 | 6 |  | 80 |
| Knox | 10 | 22 |  |  |  |  |  | 32 |
| Kosciusko | 1 | 11 |  |  |  |  |  | 12 |
| LaGrange | 3 | 9 |  |  |  |  | 2 | 14 |
| Lake | 43 | 36 |  | 1 | 1 | 3 |  | 84 |
| LaPorte | 20 | 15 |  |  | 1 |  |  | 36 |
| Lawrence | 4 | 11 |  |  | 1 |  |  | 16 |
| Madison | 23 | 26 |  |  | 1 | 3 |  | 53 |
| Marion | 86 | 111 | 1 |  | 1 | 11 | 1 | 211 |
| Marshall | 5 | 17 |  |  | 1 | 1 |  | 24 |
| Martin | 4 | 3 |  |  |  |  |  | 7 |
| Miami | 17 | 10 |  |  |  | 2 |  | 29 |
| Monroe | 15 | 14 | 1 |  | 1 | 2 |  | 33 |
| Montgomery | 11 | 4 |  |  |  | 1 | 1 | 17 |
| Morgan | 5 | 12 |  |  | 1 | 3 |  | 21 |
| Newton | 3 | 7 |  |  |  |  |  | 10 |


| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Noble | 6 | 26 |  |  | 1 |  | 2 | 35 |
| Ohio | 2 | 1 |  |  |  |  |  | 3 |
| Orange | 7 | 11 | 1 |  | 1 |  | 1 | 21 |
| Owen | 1 | 2 |  |  | 1 |  |  | 4 |
| Parke | 3 | 2 |  |  |  |  |  | 5 |
| Perry | 5 | 12 |  |  | 1 |  |  | 18 |
| Pike | 3 | 5 |  |  |  |  |  | 8 |
| Porter | 24 | 26 |  |  | 1 |  |  | 51 |
| Posey | 3 | 6 |  |  |  |  |  | 9 |
| Pulaski | 1 | 1 |  |  |  |  |  | 2 |
| Putnam | 7 |  |  |  |  | 1 |  | 8 |
| Randolph | 11 | 15 |  |  | 1 |  |  | 27 |
| Ripley | 9 | 12 |  |  |  | 2 | 2 | 25 |
| Rush | 1 | 7 |  |  |  |  |  | 8 |
| Scott | 10 | 14 |  |  | 1 | 2 |  | 27 |
| Shelby | 7 | 8 |  |  | 1 | 4 |  | 20 |
| Spencer | 2 | 9 |  |  |  |  |  | 11 |
| St.Joseph | 26 | 23 |  |  | 1 | 2 |  | 52 |
| Starke | 13 | 8 |  |  | 1 |  |  | 22 |
| Steuben | 1 | 13 |  |  | 1 |  |  | 15 |
| Sullivan | 10 | 6 |  |  | 1 |  |  | 17 |
| Switzerland | 1 | 6 |  |  |  |  |  | 7 |
| Tippecanoe | 45 | 29 | 1 |  | 1 | 3 | 2 | 81 |
| Tipton |  | 1 |  |  |  |  |  | 1 |
| Union | 3 | 8 |  |  |  | 1 |  | 12 |
| Vanderburgh | 20 | 33 |  |  | 1 | 1 |  | 55 |
| Vermillion | 7 | 3 |  |  |  | 1 |  | 11 |
| Vigo | 19 | 14 |  |  | 1 | 1 |  | 35 |
| Wabash | 9 | 2 |  |  |  | 1 |  | 12 |
| Warren | 6 | 3 |  |  |  |  |  | 9 |
| Warrick | 13 | 21 |  |  | 1 |  |  | 35 |


| County | Ambulatory | Ambulatory/ <br> Wheelchair | Ambulatory/ <br> Wheelchair/ <br> Stretcher | Basic Life <br> Support | Non- <br> Contracted | Stretcher <br> van | Wheelchair <br> Lift Van | Total |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Washington | 3 | 4 |  |  | 1 |  |  |  |
| Wayne | 23 | 23 |  |  | 1 | 3 |  | 5 |
| Wells | 5 | 18 |  |  |  |  |  |  |
| White | 10 | 6 |  |  | 1 |  |  |  |
| Whitley | 3 | 11 |  |  |  |  | 17 |  |

Code Citation: IC 12-15-30.5 (4)(a)(3)(C)

|  | 253909 | CMS1500 |  |
| :---: | :---: | :---: | :---: |
| Item \# |  | In-Network | Out-Of-Network |
| 1 | Total Submitted Dollars (not paid amount) | \$ 1,845,545.61 |  |
| Clean Claims Received |  |  |  |
| 2 | Electronic | 17,300 |  |
| 3 | Paper | 25,556 |  |
|  | Total (calculated) | 42,856 | 0 |
| Clean Claims Adjudicated |  |  |  |
| 4 | Paid On Time | 41,515 |  |
| 5 | Paid Late | 0 |  |
| 6 | Denied | 1,341 |  |
|  | Denial Rate (calculated) | 3.23\% | \#DIV/0! |
| Claims Paid With Interest |  |  |  |
| 7 | Total Number of Claims Paid With Interest | 0 |  |
| 8 | Total Dollar Amount of Interest Paid | \$0.00 |  |
| Claims Lag |  |  |  |
| 9 | Average number of days between the last date of service on claim and MCE's receipt of claim from provider. | 15 |  |
| 10 | Average number of days between the receipt date on claim and the adjudication date. | 16 |  |
| 11 | Average number of days from the adjudication date to payment (remittance advice) date. | 16 |  |
| 12 | Clean Claims Adjudicated and Submitted as Encounters to GWT | 42,892 |  |
| 13 | Clean Claims Accepted by GWT | 42,892 |  |
| 14 | Clean Claims Rejected by GWT | 0 |  |
| 15 | Acceptance Rate (calculated) | 100.0\% | \#DIV/0! |


|  | Top Denial Reasons Count |  |
| :---: | :--- | :---: |
| Item No. | Reason |  |
| $\mathbf{2 5}$ | Time Variance |  |
| $\mathbf{2 6}$ | Missing or Invalid Time |  |
| $\mathbf{2 7}$ | Unauthorized No Show |  |
| $\mathbf{2 8}$ | Unauthorized Driver | 254 |
| $\mathbf{2 9}$ | Service not provided to member |  |
| $\mathbf{3 0}$ | Unauthorized Vehicle | 246 |
| $\mathbf{3 1}$ | lncorrect Mobility Type | 209 |
| $\mathbf{3 2}$ | Missing Explanation of Benefits | 106 |
| $\mathbf{3 3}$ | Untimely Filing | 106 |
| $\mathbf{3 4}$ | Other | 104 |
| $\mathbf{3 5}$ |  | 72 |

Report Code. MO-VBCR
Submission Date: 1/31/2023
Code Citation: IC 12-15-30.5-4 (a)(2)(B)

| County | Ambula tory | Ambulatory / Wheelchair | Ambulatory / <br> Wheelchair / Stretcher | $\begin{gathered} \text { Basic } \\ \text { Life } \\ \text { Support } \end{gathered}$ | Non- <br> Contract ed | Stretcher <br> Van | Wheelchair Lift Van | Total Vehicles | Capitated <br> Members | member : <br> vehicle ratio <br> for all <br> vehicle <br> types | Ambulat ory | Ambulatory / Wheelchair | Ambulatory / <br> Wheelchair/ Stretcher | Basic Life <br> Support | NonContracted | Stretcher <br> Van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Adams | 3 | 6 |  |  | 1 |  |  | 10 | 986 | 98.60 | 328.67 | 164.33 | \#DIV/0! | \#DIV/0! | 986.00 | \#DIV/0! | \#DIV/0! |
| Allen | 30 | 68 |  |  | 1 | 4 | 1 | 104 | 15245 | 146.59 | 508.17 | 224.19 | \#DIV/0! | \#DIV/0! | 15245.00 | 3811.25 | 15245.00 |
| Bartholomew | 33 | 10 |  |  | 1 | 4 |  | 48 | 2866 | 59.71 | 86.85 | 286.60 | \#DIV/0! | \#DIV/0! | 2866.00 | 716.50 | \#DIV/0! |
| Benton | 3 |  |  |  |  |  |  | 3 | 346 | 115.33 | 115.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Blackford | 2 | 14 |  |  | 1 |  |  | 17 | 558 | 32.82 | 279.00 | 39.86 | \#DIV/0! | \#DIV/0! | 558.00 | \#DIV/0! | \#DIV/0! |
| Boone | 12 | 19 |  |  |  | 1 |  | 32 | 1577 | 49.28 | 131.42 | 83.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1577.00 | \#DIV/0! |
| Brown | 1 | 3 |  |  | 1 |  |  | 5 | 566 | 113.20 | 566.00 | 188.67 | \#DIV/0! | \#DIV/0! | 566.00 | \#DIV/0! | \#DIV/0! |
| Carroll | 16 | 3 |  |  | 1 | 1 | 1 | 22 | 599 | 27.23 | 37.44 | 199.67 | \#DIV/0! | \#DIV/0! | 599.00 | 599.00 | 599.00 |
| Cass | 16 | 15 |  |  |  | 1 | 1 | 33 | 1639 | 49.67 | 102.44 | 109.27 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1639.00 | 1639.00 |
| Clark | 12 | 28 |  |  |  | 2 |  | 42 | 4881 | 116.21 | 406.75 | 174.32 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 2440.50 | \#DIV/0! |
| Clay | 4 | 1 |  |  |  | 1 |  | 6 | 1067 | 177.83 | 266.75 | 1067.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1067.00 | \#DIV/0! |
| Clinton | 7 | 11 |  |  | 1 | 2 |  | 21 | 1167 | 55.57 | 166.71 | 106.09 | \#DIV/0! | \#DIV/0! | 1167.00 | 583.50 | \#DIV/0! |
| Crawford |  | 2 |  |  |  |  |  | 2 | 526 | 263.00 | \#DIV/0! | 263.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Daviess | 6 | 10 |  |  |  |  |  | 16 | 1177 | 73.56 | 196.17 | 117.70 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Dearborn | 7 | 14 |  |  |  | 1 |  | 22 | 1502 | 68.27 | 214.57 | 107.29 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1502.00 | \#DIV/0! |
| Decatur | 7 | 3 |  |  |  | 1 |  | 11 | 1061 | 96.45 | 151.57 | 353.67 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1061.00 | \#DIV/0! |
| DeKalb | 6 | 24 |  |  | 1 |  | 1 | 32 | 1350 | 42.19 | 225.00 | 56.25 | \#DIV/0! | \#DIV/0! | 1350.00 | \#DIV/0! | 1350.00 |
| Delaware | 21 | 30 | 1 |  | 1 | 3 |  | 56 | 5294 | 94.54 | 252.10 | 176.47 | 5294.00 | \#DIV/0! | 5294.00 | 1764.67 | \#DIV/0! |
| Dubois | 5 | 20 |  |  | 1 |  |  | 26 | 1332 | 51.23 | 266.40 | 66.60 | \#DIV/0! | \#DIV/0! | 1332.00 | \#DIV/0! | \#DIV/0! |
| Elkhart | 18 | 26 |  |  | 1 | 1 |  | 46 | 5990 | 130.22 | 332.78 | 230.38 | \#DIV/0! | \#DIV/0! | 5990.00 | 5990.00 | \#DIV/0! |
| Fayette | 5 | 19 |  |  |  | 2 |  | 26 | 1646 | 63.31 | 329.20 | 86.63 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 823.00 | \#DIV/0! |
| Floyd | 16 | 27 |  |  | 1 | 2 |  | 46 | 3106 | 67.52 | 194.13 | 115.04 | \#DIV/0! | \#DIV/0! | 3106.00 | 1553.00 | \#DIV/0! |
| Fountain | 9 | 4 |  |  |  |  |  | 13 | 625 | 48.08 | 69.44 | 156.25 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Franklin | 3 | 13 |  |  |  |  | 1 | 17 | 834 | 49.06 | 278.00 | 64.15 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 834.00 |
| Fulton | 3 | 9 |  |  |  | 1 |  | 13 | 744 | 57.23 | 248.00 | 82.67 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 744.00 | \#DIV/0! |
| Gibson | 6 | 10 |  |  |  |  |  | 16 | 1271 | 79.44 | 211.83 | 127.10 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Grant | 37 | 19 |  |  | 1 | 3 |  | 60 | 3478 | 57.97 | 94.00 | 183.05 | \#DIV/0! | \#DIV/0! | 3478.00 | 1159.33 | \#DIV/0! |
| Greene | 8 | 8 |  |  | 1 |  |  | 17 | 1318 | 77.53 | 164.75 | 164.75 | \#DIV/0! | \#DIV/0! | 1318.00 | \#DIV/0! | \#DIV/0! |
| Hamilton | 36 | 41 |  |  | 1 | 9 |  | 87 | 6182 | 71.06 | 171.72 | 150.78 | \#DIV/0! | \#DIV/0! | 6182.00 | 686.89 | \#DIV/0! |
| Hancock | 4 | 17 |  |  | 1 |  | 4 | 26 | 2182 | 83.92 | 545.50 | 128.35 | \#DIV/0! | \#DIV/0! | 2182.00 | \#DIV/0! | 545.50 |
| Harrison | 8 | 12 |  |  |  |  |  | 20 | 1347 | 67.35 | 168.38 | 112.25 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Hendricks | 9 | 12 |  |  | 1 | 4 |  | 26 | 3901 | 150.04 | 433.44 | 325.08 | \#DIV/0! | \#DIV/0! | 3901.00 | 975.25 | \#DIV/0! |
| Henry | 8 | 11 |  |  | 1 | 1 |  | 21 | 2314 | 110.19 | 289.25 | 210.36 | \#DIV/0! | \#DIV/0! | 2314.00 | 2314.00 | \#DIV/0! |
| Howard | 25 | 17 |  |  |  | 2 |  | 44 | 3559 | 80.89 | 142.36 | 209.35 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1779.50 | \#DIV/0! |
| Huntington | 9 | 20 |  |  |  | 1 |  | 30 | 1400 | 46.67 | 155.56 | 70.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1400.00 | \#DIV/0! |


| County | Ambula tory | Ambulatory / Wheelchair | Ambulatory /Wheelchai $r /$ Stretcher | Basic Life Support | Non- <br> Contract ed | Stretcher Van | Wheelchair Lift Van | Total Vehicles | Capitated <br> Members | member: vehicle ratio for all vehicle types | Ambulat ory | Ambulatory / Wheelchair | Ambulatory / Wheelchair/ Stretcher | Basic Life <br> Support | NonContracted | Stretcher <br> Van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Jackson | 23 | 6 |  |  | 1 | 2 |  | 32 | 1864 | 58.25 | 81.04 | 310.67 | \#DIV/0! | \#DIV/0! | 1864.00 | 932.00 | \#DIV/0! |
| Jasper | 5 | 12 |  |  | 1 |  |  | 18 | 1014 | 56.33 | 202.80 | 84.50 | \#DIV/0! | \#DIV/0! | 1014.00 | \#DIV/0! | \#DIV/0! |
| Jay | 4 | 5 |  |  | 1 |  |  | 10 | 847 | 84.70 | 211.75 | 169.40 | \#DIV/0! | \#DIV/0! | 847.00 | \#DIV/0! | \#DIV/0! |
| Jefferson | 6 | 9 |  |  | 1 | 1 |  | 17 | 1410 | 82.94 | 235.00 | 156.67 | \#DIV/0! | \#DIV/0! | 1410.00 | 1410.00 | \#DIV/0! |
| Jennings | 13 | 4 |  |  | 1 | 1 |  | 19 | 1432 | 75.37 | 110.15 | 358.00 | \#DIV/0! | \#DIV/0! | 1432.00 | 1432.00 | \#DIV/0! |
| Johnson | 48 | 25 |  |  | 1 | 6 |  | 80 | 4688 | 58.60 | 97.67 | 187.52 | \#DIV/0! | \#DIV/0! | 4688.00 | 781.33 | \#DIV/0! |
| Knox | 10 | 22 |  |  |  |  |  | 32 | 1888 | 59.00 | 188.80 | 85.82 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Kosciusko | 1 | 11 |  |  |  |  |  | 12 | 2137 | 178.08 | 2137.00 | 194.27 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| LaGrange | 3 | 9 |  |  |  |  | 2 | 14 | 733 | 52.36 | 244.33 | 81.44 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 366.50 |
| Lake | 43 | 36 |  | 1 | 1 | 3 |  | 84 | 18341 | 218.35 | 426.53 | 509.47 | \#DIV/0! | 18341.00 | 18341.00 | 6113.67 | \#DIV/0! |
| LaPorte | 20 | 15 |  |  | 1 |  |  | 36 | 4034 | 112.06 | 201.70 | 268.93 | \#DIV/0! | \#DIV/0! | 4034.00 | \#DIV/0! | \#DIV/0! |
| Lawrence | 4 | 11 |  |  | 1 |  |  | 16 | 2092 | 130.75 | 523.00 | 190.18 | \#DIV/0! | \#DIV/0! | 2092.00 | \#DIV/0! | \#DIV/0! |
| Madison | 23 | 26 |  |  | 1 | 3 |  | 53 | 6241 | 117.75 | 271.35 | 240.04 | \#DIV/0! | \#DIV/0! | 6241.00 | 2080.33 | \#DIV/0! |
| Marion | 86 | 111 | 1 |  | 1 | 11 | 1 | 211 | 45257 | 214.49 | 526.24 | 407.72 | 45257.00 | \#DIV/0! | 45257.00 | 4114.27 | 45257.00 |
| Marshall | 5 | 17 |  |  | 1 | 1 |  | 24 | 1429 | 59.54 | 285.80 | 84.06 | \#DIV/0! | \#DIV/0! | 1429.00 | 1429.00 | \#DIV/0! |
| Martin | 4 | 3 |  |  |  |  |  | 7 | 675 | 96.43 | 168.75 | 225.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Miami | 17 | 10 |  |  |  | 2 |  | 29 | 1274 | 43.93 | 74.94 | 127.40 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 637.00 | \#DIV/0! |
| Monroe | 15 | 14 | 1 |  | 1 | 2 |  | 33 | 3991 | 120.94 | 266.07 | 285.07 | 3991.00 | \#DIV/0! | 3991.00 | 1995.50 | \#DIV/0! |
| Montgomery | 11 | 4 |  |  |  | 1 | 1 | 17 | 1402 | 82.47 | 127.45 | 350.50 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1402.00 | 1402.00 |
| Morgan | 5 | 12 |  |  | 1 | 3 |  | 21 | 2456 | 116.95 | 491.20 | 204.67 | \#DIV/0! | \#DIV/0! | 2456.00 | 818.67 | \#DIV/0! |
| Newton | 3 | 7 |  |  |  |  |  | 10 | 404 | 40.40 | 134.67 | 57.71 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Noble | 6 | 26 |  |  | 1 |  | 2 | 35 | 1546 | 44.17 | 257.67 | 59.46 | \#DIV/0! | \#DIV/0! | 1546.00 | \#DIV/0! | 773.00 |
| Ohio | 2 | 1 |  |  |  |  |  | 3 | 196 | 65.33 | 98.00 | 196.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Orange | 7 | 11 | 1 |  | 1 |  | 1 | 21 | 1090 | 51.90 | 155.71 | 99.09 | 1090.00 | \#DIV/0! | 1090.00 | \#DIV/0! | 1090.00 |
| Owen | 1 | 2 |  |  | 1 |  |  | 4 | 933 | 233.25 | 933.00 | 466.50 | \#DIV/0! | \#DIV/0! | 933.00 | \#DIV/0! | \#DIV/0! |
| Parke | 3 | 2 |  |  |  |  |  | 5 | 706 | 141.20 | 235.33 | 353.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Perry | 5 | 12 |  |  | 1 |  |  | 18 | 754 | 41.89 | 150.80 | 62.83 | \#DIV/0! | \#DIV/0! | 754.00 | \#DIV/0! | \#DIV/0! |
| Pike | 3 | 5 |  |  |  |  |  | 8 | 808 | 101.00 | 269.33 | 161.60 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Porter | 24 | 26 |  |  | 1 |  |  | 51 | 4474 | 87.73 | 186.42 | 172.08 | \#DIV/0! | \#DIV/0! | 4474.00 | \#DIV/0! | \#DIV/0! |
| Posey | 3 | 6 |  |  |  |  |  | 9 | 750 | 83.33 | 250.00 | 125.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Pulaski | 1 | 1 |  |  |  |  |  | 2 | 498 | 249.00 | 498.00 | 498.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Putnam | 7 |  |  |  |  | 1 |  | 8 | 1257 | 157.13 | 179.57 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1257.00 | \#DIV/0! |
| Randolph | 11 | 15 |  |  | 1 |  |  | 27 | 1085 | 40.19 | 98.64 | 72.33 | \#DIV/0! | \#DIV/0! | 1085.00 | \#DIV/0! | \#DIV/0! |
| Ripley | 9 | 12 |  |  |  | 2 | 2 | 25 | 976 | 39.04 | 108.44 | 81.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 488.00 | 488.00 |
| Rush | 1 | 7 |  |  |  |  |  | 8 | 688 | 86.00 | 688.00 | 98.29 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Scott | 10 | 14 |  |  | 1 | 2 |  | 27 | 1466 | 54.30 | 146.60 | 104.71 | \#DIV/0! | \#DIV/0! | 1466.00 | 733.00 | \#DIV/0! |
| Shelby | 7 | 8 |  |  | 1 | 4 |  | 20 | 1838 | 91.90 | 262.57 | 229.75 | \#DIV/0! | \#DIV/0! | 1838.00 | 459.50 | \#DIV/0! |
| Spencer | 2 | 9 |  |  |  |  |  | 11 | 722 | 65.64 | 361.00 | 80.22 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| St.Joseph | 26 | 23 |  |  | 1 | 2 |  | 52 | 10062 | 193.50 | 387.00 | 437.48 | \#DIV/0! | \#DIV/0! | 10062.00 | 5031.00 | \#DIV/0! |
| Starke | 13 | 8 |  |  | 1 |  |  | 22 | 973 | 44.23 | 74.85 | 121.63 | \#DIV/0! | \#DIV/0! | 973.00 | \#DIV/0! | \#DIV/0! |
| Steuben | 1 | 13 |  |  | 1 |  |  | 15 | 1030 | 68.67 | 1030.00 | 79.23 | \#DIV/0! | \#DIV/0! | 1030.00 | \#DIV/0! | \#DIV/0! |
| Sullivan | 10 | 6 |  |  | 1 |  |  | 17 | 751 | 44.18 | 75.10 | 125.17 | \#DIV/0! | \#DIV/0! | 751.00 | \#DIV/0! | \#DIV/0! |
| Switzerland | 1 | 6 |  |  |  |  |  | 7 | 406 | 58.00 | 406.00 | 67.67 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |


| County | Ambula tory | Ambulatory / Wheelchair | Ambulatory /Wheelchai $r /$ Stretcher | Basic Life Support | Non- <br> Contract ed | Stretcher <br> Van | Wheelchair Lift Van | Total Vehicles | Capitated <br> Members | member : <br> vehicle ratio <br> for all <br> vehicle <br> types | Ambulat ory | Ambulatory / Wheelchair | Ambulatory / <br> Wheelchair/ Stretcher | Basic Life <br> Support | NonContracted | Stretcher Van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Tippecanoe | 45 | 29 | 1 |  | 1 | 3 | 2 | 81 | 5189 | 64.06 | 115.31 | 178.93 | 5189.00 | \#DIV/0! | 5189.00 | 1729.67 | 2594.50 |
| Tipton |  | 1 |  |  |  |  |  | 1 | 378 | 378.00 | \#DIV/0! | 378.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Union | 3 | 8 |  |  |  | 1 |  | 12 | 274 | 22.83 | 91.33 | 34.25 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 274.00 | \#DIV/0! |
| Vanderburgh | 20 | 33 |  |  | 1 | 1 |  | 55 | 8410 | 152.91 | 420.50 | 254.85 | \#DIV/0! | \#DIV/0! | 8410.00 | 8410.00 | \#DIV/0! |
| Vermillion | 7 | 3 |  |  |  | 1 |  | 11 | 653 | 59.36 | 93.29 | 217.67 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 653.00 | \#DIV/0! |
| Vigo | 19 | 14 |  |  | 1 | 1 |  | 35 | 5105 | 145.86 | 268.68 | 364.64 | \#DIV/0! | \#DIV/0! | 5105.00 | 5105.00 | \#DIV/0! |
| Wabash | 9 | 2 |  |  |  | 1 |  | 12 | 1331 | 110.92 | 147.89 | 665.50 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1331.00 | \#DIV/0! |
| Warren | 6 | 3 |  |  |  |  |  | 9 | 222 | 24.67 | 37.00 | 74.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Warrick | 13 | 21 |  |  | 1 |  |  | 35 | 2013 | 57.51 | 154.85 | 95.86 | \#DIV/0! | \#DIV/0! | 2013.00 | \#DIV/0! | \#DIV/0! |
| Washington | 3 | 4 |  |  | 1 |  |  | 8 | 1201 | 150.13 | 400.33 | 300.25 | \#DIV/0! | \#DIV/0! | 1201.00 | \#DIV/0! | \#DIV/0! |
| Wayne | 23 | 23 |  |  | 1 | 3 |  | 50 | 3834 | 76.68 | 166.70 | 166.70 | \#DIV/0! | \#DIV/0! | 3834.00 | 1278.00 | \#DIV/0! |
| Wells | 5 | 18 |  |  |  |  |  | 23 | 1021 | 44.39 | 204.20 | 56.72 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| White | 10 | 6 |  |  | 1 |  |  | 17 | 777 | 45.71 | 77.70 | 129.50 | \#DIV/0! | \#DIV/0! | 777.00 | \#DIV/0! | \#DIV/0! |
| Whitley | 3 | 11 |  |  |  |  |  | 14 | 865 | 61.79 | 288.33 | 78.64 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| All Counties <br> \& All Vehicles | 1063 | 1304 | 5 | 1 | 51 | 105 | 20 | 2549 | 251527 | 98.68 | 236.62 | 192.89 | 50305.40 | 251527.00 | 4931.90 | 2395.50 | 12576.35 |

