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


|  | Number of NEMT Eligible Members |
| :--- | :--- |
| February 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: <br> Report Name: <br> Report Code: <br> Code Citation: | Southeastrans |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Requests Received \& Scheduled |  |  |  |  |
|  | MO-RRS |  |  |  |  |
|  | IC 12-15-30.5-4 (a)(3)(A) |  |  |  |  |
|  | Experience Period | 02/01/2022-02/28/2022 |  |  |  |
| Trip Status Count | Requests | Scheduled | \% Scheduled | Fulfilled | \% Fulfilled |
| Total |  | 70,011 | 99\% | 50,822 | 72\% |

Note: Data reflects the number of ride requests made and the number scheduled/assigned to a tranpsortation 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>> 02/01/2022-02/28/2022

| Item No. | Data Description | Data Entry |
| :---: | :--- | :---: |
| $\mathbf{1 0}$ | Number of Calls Received | 40,935 |
| $\mathbf{1 1}$ | Number of Calls Answered | 40,263 |
| $\mathbf{1 2}$ | Average Handle Time | $04: 41$ |
| $\mathbf{1 3}$ | Percent of Calls Abandoned | $1.64 \%$ |
| $\mathbf{1 4}$ | After Hours On-Time Call Back \% | $100.0 \%$ |
| $\mathbf{1 5}$ | Calls Resolved in First Call | $89.6 \%$ |
| $\mathbf{1 6}$ | Percentage of calls answered w/in 45 sec. | $94.4 \%$ |
| $\mathbf{1 7}$ | Percentage of calls answered w/in 60 sec. | $95.7 \%$ |


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


| Trip Not Provided | To Appt. Legs | From Appt. Legs | Grand TotalPercent of <br> Scheduled Rides |  |
| :--- | ---: | ---: | ---: | ---: |
| Holiday Closure | 0 | 0 | 0 | $0 \%$ |
| Inclement Wthr/Mbr | 703 | 716 | 1,419 | $2 \%$ |
| Inclement Wthr/Provider | 317 | 313 | 630 | $1 \%$ |
| Member Cancelled | 2,377 | 2,412 | 4,789 | $7 \%$ |
| Member Deceased | 80 | 76 | 156 | $0 \%$ |
| Member Hospitalized | 156 | 173 | 329 | $0 \%$ |
| Member No-show | 421 | 593 | 1,014 | $1 \%$ |
| Member Too Sick | 233 | 241 | 474 | $1 \%$ |
| No Provider Assigned | 1,396 | 1,382 | 2,778 | $4 \%$ |
| Provider No-Show | 94 | 119 | 213 | $0 \%$ |
| Provider Too Late | 30 | 30 | 60 | $0 \%$ |
| Grand Total | 5,807 | 6,055 | 11,862 | $17 \%$ |

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>> 02/01/2022-02/28/2022

| Missed Trips by <br> Res. Types | To Appt. Legs | From Appt. Legs | Grand Total | Percent of <br> Scheduled Rides |
| :--- | ---: | ---: | ---: | ---: |
| Own Home | 4,464 | 4,669 | 9,133 | $13 \%$ |
| Nursing Facility/ |  |  |  |  |
| Ast. Liv | 1,302 | 1,339 | 2,641 | $4 \%$ |
| Hospital/Rehab | 18 | 19 | 37 | $0 \%$ |
| Other Res. Facility | 0 | 0 | 0 | $0 \%$ |
| Other (list below) | 23 | 28 | $0 \%$ |  |
| Hotel | 5,807 | 51 | $0 \%$ |  |
| Grand Total |  | 6,055 | 11,862 | $17 \%$ |

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) |


| Experience Period>> 02/01/2022-02/28/2022 |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Late Sendbacks (<=48 hours) |  |  |  | Timely Sendbacks (>48 hours) |  |  |  |
| Total Assigned Trips | Total \# of Send Backs by Providers | Total \% assigned trips Sent back | \# Late Sendbacks | \% Late <br> Sendbacks | \# late sendbacks successfully assigned | \% late sendbacks successfully reassigned | Number timely sendbacks | Percent timely sendbacks | \# timely sendbacks successfully assigned | \% timely sendbacks successfully assigned |
| 39,122 | 7,583 19.38\% |  | 2,015 | 26.57\% | 1,033 | $51.27 \%$ | 5,568 | 73.43\% | 4,383 | $78.72 \%$ |

Note: Data reflects the number of trips durng 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

Complaint Summary
MO-CS
IC 12-15-30.5-4 (a)(1)(D)i-ii

|  | Experience Period>>>>>>>>>>> 02/01/2022-02/28/2022 |
| :---: | :---: |
| Description | Data Entry |
| Number of Complaints Received this Reporting Period | 69 |
| Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period | 69 |
| Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period | 100.00\% |
| Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | 65 |
| Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt | 4 |
| Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt | 94.20\% |

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 |

xperience Period>>> 02/01/2022-02/28/2022

| Complaints by Member <br> residence <br> See IC12-15-30.5-4 | Grand Total |  |
| :--- | ---: | ---: |
| Own Home |  |  |
| Nursing Facility/ |  | Percent of All Complaints |$|$| $82.6 \%$ |  |
| ---: | :--- |
| Ast. Liv | 12 |
| Hospital/Rehab |  |
| Other Res. Facility |  |
| Other (list below) |  |
|  |  |
|  |  |
|  |  |
| Grand Total | $0.0 \%$ |

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

Broker Name:
Report Name:
Report Code:
Code Citation:

## Southeastrans

Complaints \& Appeals
MO-MCA1
IC 12-15-30.5 (4)(a)(3)(E)

## Experience Period>>> 02/01/2022-02/28/2022

COMPLAINTS

| Description | Data Entry |
| :--- | :--- |
| Number of Complaints Received this Reporting Period | 69 |
| Number of Complaints Acknowledged Received within One (1) Business Day in this <br> Reporting Period | 69 |
| Percent of Complaints Acknowledged within One (1) Business Day for this Reporting <br> Period | $100.00 \%$ |
| Number of Complaints Received in the Reporting Period that Were Investigated, <br> Remediated, and Closed within 15 Business Days of Receipt | 65 |
| Number of Complaints Received in the Reporting Period that Were Not Investigated, <br> Remediated, and Closed within 15 Business Days of Receipt | 4 |
| Percent of Complaints Received in the Reporting Period that Were Investigated, <br> Remediated, and Closed within 15 Business Days of Receipt | $94.20 \%$ |

APPEALS

| Item No. |  | Details |
| :---: | :--- | ---: |
| 7 | Number of Appeals Received this Reporting Period | 0 |
| 8 | Number of Appeals Acknowledged Received within One (1) Business Day in this <br> 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, <br> Remediated, and Closed within 15 Business Days of Receipt | 0 |
| 11 | Number of Appeals Received in the Reporting Period that Were Not Investigated, <br> Remediated, and Closed within 15 Business Days of Receipt | 0 |
| 12 | Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, <br> 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: <br> Report Name: <br> Report Code: <br> Code Citation: <br> Item \# | Southeastrans <br> Claims Processing Summary <br> MO-S1 <br> IC 12-15-30.5 (4)(a)(3)(C) |  |  |
| :---: | :---: | :---: | :---: |
|  | Experience Period>>> 02/01/2022-02/28/2022 |  |  |
|  | Measure | CMS1500 |  |
|  |  | In-Network | Out-Of-Network |
| 1 | Total Submitted Dollars (not paid amount) | \$ 1,415,193.91 |  |
| Clean Claims Received |  |  |  |
| 2 | Electronic | 18,260 |  |
| 3 | Paper | 22,061 |  |
|  | Total (calculated) | 40,321 | 0 |
| Clean Claims Adjudicated |  |  |  |
| 4 | Paid On Time | 38,505 |  |
| 5 | Paid Late | 0 |  |
| 6 | Denied | 1,816 |  |
|  | Denial Rate (calculated) | 4.72\% | \#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. | 19 |  |
| 10 | Average number of days between the receipt date on claim and the adjudication date. | 15 |  |
| 11 | Average number of days from the adjudication date to payment (remittance advice) date. | 15 |  |
| 12 | Clean Claims Adjudicated and Submitted as Encounters to DXC | 38,668 |  |
| 13 | Clean Claims Accepted by DXC | 38,668 |  |
| 14 | Clean Claims Rejected by DXC | 0 |  |
| 15 | Acceptance Rate (calculated) | 100.00\% | \#DIV/0! |


|  | Top Denial Reasons Count | \# in Reporting <br> Period |  |
| :---: | :--- | ---: | :---: |
| Item No. | Reason | 549 |  |
| $\mathbf{2 5}$ | Unauthorized No Show | 286 |  |
| $\mathbf{2 6}$ | Unauthorized Vehicle | 272 |  |
| $\mathbf{2 7}$ | Time Variance | 179 |  |
| $\mathbf{2 8}$ | Service not provided to member | 112 |  |
| $\mathbf{2 9}$ | Missing Signatures | 111 |  |
| $\mathbf{3 0}$ | Unauthorized Driver | 81 |  |
| $\mathbf{3 1}$ | Untimely Filing | 71 |  |
| $\mathbf{3 2}$ | Incorrect Mobility Type | 53 |  |
| $\mathbf{3 3}$ | Missing or Invalid Time | 102 |  |
| $\mathbf{3 4}$ | Other | $\mathbf{1 , 8 1 6}$ |  |
| $\mathbf{3 5}$ |  | Total |  |

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

Experience Period>>> 02/01/2022-02/28/2022

| Date Initiated | Summary of Reason for Audit/Investigation | Actions Taken | Date Completed | Recoupment/Repayment Schedule | Projected Activity for Next Month |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 2/9/2022 | Provider 1 | Billing for services not rendered | The Fraud, Waste, and Abuse Department (FWA) was contacted by Southeastrans QA Manager after a compliance officer performed a spot check and noticed a member on provider 1 manifest being transported to a dialysis facility by her granddaughter. Southeastrans (SETI) Program Integrity Department submitted an attendance verification form, and it was revealed provider 1 submitted claims for reimbursement for services not rendered. During the review, The Program Integrity Department will submit attendance verifications forms for members transported by the provider, audit submitted Trip Reimbursement Forms (TRF's) and review the mileage and time to determine if the provider is using an unauthorized driver/vehicle to transport members. | An SIU was emailed to Indiana Program Integrity Department informing that Southeatrans Program Integrity Department will be performing a preliminary investigation on the provider. |  |


| 2/10/2022 | Provider 2 | Provider using an unauthorized driver and billing for services not rendered. | The Fraud, Waste, and Abuse Department (FWA) was contacted by Southeastrans QA Manager after a compliance officer performed a spot check and noticed an unauthorized driver. During the review, it was discovered that the provider submitted the claim as an authorized driver and the actual pickup and drop-off time indicated on the claim was logged much later than the pickup time. During the review, The Program Integrity Department will submit attendance verifications forms for members transported by the provider, audit submitted Trip Reimbursement Forms (TRF's), and review the mileage and time to determine if the provider is using an unauthorized driver/vehicle to transport members. | An SIU was emailed to Indiana Program Integrity Department informing that Southeatrans Program Integrity Department will be performing a preliminary investigation on the provider. |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |

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

Number of NEMT Vehicles by County
MO-VC
3/31/2022
IC 12-15-30.5-4 (a)(1)(A)

|  | Experience Period >> | 02/01/2022-02/28/2022 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| County | Ambulatory | Ambulatoryl Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van | Total |
| Adams | 4 | 1 |  |  |  |  |  | 5 |
| Allen | 19 | 73 |  |  | 1 | 4 |  | 97 |
| Bartholomew | 19 | 11 |  |  | 1 | 1 |  | 32 |
| Benton |  | 4 |  |  |  |  |  | 4 |
| Blackford | 3 | 7 |  |  | 1 |  |  | 11 |
| Boone | 9 | 24 |  |  | 1 | 1 |  | 35 |
| Brown |  | 3 |  |  |  |  |  | 3 |
| Carroll | 7 | 3 |  |  |  |  | 1 | 11 |
| Cass | 8 | 22 |  |  |  | 2 |  | 32 |
| Clark | 17 | 25 |  |  | 1 | 1 |  | 44 |
| Clay | 6 | 5 |  |  |  | 1 |  | 12 |
| Clinton | 7 | 14 |  |  |  |  | 1 | 22 |
| Crawford | 3 | 1 |  |  |  |  |  | 4 |
| Daviess | 4 | 10 |  |  | 1 |  |  | 15 |
| Dearborn | 8 | 14 |  |  | 1 |  |  | 23 |
| Decatur | 8 | 3 |  | 1 |  |  |  | 12 |
| DeKalb | 2 | 27 |  |  |  |  |  | 29 |
| Delaware | 14 | 29 | 1 |  |  | 2 |  | 46 |
| Dubois | 6 | 21 |  |  | 1 |  |  | 28 |
| Elkhart | 12 | 18 |  |  | 1 | 1 | 3 | 35 |
| Fayette | 2 | 14 |  |  |  | 1 |  | 17 |
| Floyd | 9 | 22 |  |  | 1 | 1 |  | 33 |
| Fountain | 5 | 3 |  |  |  |  |  | 8 |
| Franklin | 5 | 10 |  |  |  | 1 | 3 | 19 |
| Fulton | 2 | 7 |  |  |  |  |  | 9 |


| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Gibson | 5 | 6 |  |  | 1 |  |  | 12 |
| Grant | 22 | 14 |  |  | 1 | 2 |  | 39 |
| Greene | 4 | 6 |  |  | 1 | 1 |  | 12 |
| Hamilton | 31 | 51 | 1 |  | 1 | 7 | 1 | 92 |
| Hancock | 7 | 18 |  |  | 1 | 1 | 4 | 31 |
| Harrison | 7 | 9 |  |  |  |  |  | 16 |
| Hendricks | 12 | 29 |  |  | 1 | 4 |  | 46 |
| Henry | 3 | 5 |  |  | 1 | 1 |  | 10 |
| Howard | 15 | 6 |  |  |  | 2 |  | 23 |
| Huntington | 2 | 19 |  |  | 1 | 1 |  | 23 |
| Jackson | 15 | 4 |  |  | 1 | 1 |  | 21 |
| Jasper | 5 | 3 |  |  |  |  |  | 8 |
| Jay | 7 | 7 |  |  |  |  |  | 14 |
| Jefferson | 2 | 6 |  |  | 1 |  |  | 9 |
| Jennings | 8 | 5 |  |  | 1 | 1 |  | 15 |
| Johnson | 35 | 29 |  |  | 1 | 5 |  | 70 |
| Knox | 7 | 21 |  |  |  |  |  | 28 |
| Kosciusko | 1 | 14 |  |  | 1 |  |  | 16 |
| LaGrange | 2 | 8 |  |  |  | 1 | 2 | 13 |
| Lake | 31 | 32 |  |  | 1 | 2 | 2 | 68 |
| LaPorte | 13 | 17 |  |  |  | 2 | 2 | 34 |
| Lawrence | 7 | 3 |  |  | 1 |  |  | 11 |
| Madison | 10 | 17 |  |  | 1 | 2 |  | 30 |
| Marion | 75 | 109 | 1 |  | 1 | 11 | 3 | 200 |
| Marshall | 2 | 14 |  |  | 1 | 1 | 1 | 19 |
| Martin | 4 | 7 |  |  |  |  |  | 11 |
| Miami | 9 | 12 |  |  |  | 2 |  | 23 |
| Monroe | 7 | 22 |  |  | 1 |  |  | 30 |
| Montgomery | 5 | 6 |  |  | 1 | 1 | 2 | 15 |
| Morgan | 3 | 9 |  |  |  | 2 |  | 14 |
| Newton | 1 | 7 |  |  |  |  |  | 8 |


| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Noble | 4 | 22 |  |  | 1 | 2 |  | 29 |
| Ohio | 1 |  |  |  |  |  |  | 1 |
| Orange | 6 | 10 |  |  | 1 |  |  | 17 |
| Owen | 8 | 4 |  |  |  |  |  | 12 |
| Perry | 2 | 9 |  |  | 1 |  |  | 12 |
| Pike | 3 | 5 |  |  |  |  |  | 8 |
| Porter | 28 | 20 |  |  | 1 | 1 | 2 | 52 |
| Posey | 2 | 10 |  |  |  |  | 2 | 14 |
| Pulaski |  | 2 |  |  |  |  |  | 2 |
| Putnam | 2 | 5 |  |  |  | 1 |  | 8 |
| Randolph | 7 | 8 |  |  |  |  |  | 15 |
| Ripley | 9 | 18 |  |  |  | 1 | 3 | 31 |
| Rush |  | 8 |  |  |  | 1 |  | 9 |
| Scott | 6 | 11 |  |  |  |  |  | 17 |
| Shelby | 5 | 14 |  |  |  | 1 |  | 20 |
| Spencer | 2 | 7 |  |  |  |  |  | 9 |
| St.Joseph | 18 | 27 |  | 1 | 1 | 1 | 4 | 52 |
| Starke | 7 | 3 |  |  | 1 |  | 2 | 13 |
| Steuben |  | 9 |  |  |  |  |  | 9 |
| Sullivan | 7 | 8 |  |  |  |  |  | 15 |
| Switzerland |  | 3 |  |  | 1 |  |  | 4 |
| Tippecanoe | 34 | 35 | 1 |  | 1 | 5 | 1 | 77 |
| Tipton |  | 2 |  |  |  |  |  | 2 |
| Union |  | 7 |  |  |  | 1 |  | 8 |
| Vanderburgh | 13 | 27 |  |  | 1 | 1 | 2 | 44 |
| Vermillion | 6 | 3 |  |  | 1 |  |  | 10 |
| Vigo | 18 | 14 |  |  | 1 | 1 |  | 34 |
| Wabash | 8 | 6 |  |  |  | 1 |  | 15 |
| Warren | 6 | 3 |  |  |  |  |  | 9 |
| Warrick | 7 | 21 |  |  | 1 | 2 | 1 | 32 |
| Washington | 1 | 1 |  |  | 1 |  |  | 3 |


| County | Ambulatory | Ambulatory/ <br> Wheelchair | Ambulatory/ <br> Wheelchair/ <br> Stretcher | Basic <br> Life <br> Support | Non- <br> Contracted | Stretcher <br> van | Wheelchair <br> Lift Van |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Wayne | 12 | 21 |  | 1 |  | 4 |  |
| Total |  |  |  |  |  |  |  |
| White | 5 | 17 |  |  |  |  |  |
| Whitley | 6 | 11 |  |  | 1 |  |  |


| Report Name: | Number of NEMT Vehicles by County Rati |
| :--- | :--- |
| Report Code: | MO-VBCR |

Experience Period >> $02 / 01 / 2022-02 / 28 / 2022$

| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | Non- <br> Contracted | Stretcher van | Wheelchair Lift Van | Total vehicles |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Adams | 4 | 1 |  |  |  |  |  | 5 |
| Allen | 19 | 73 |  |  | 1 | 4 |  | 97 |
| Bartholomew | 19 | 11 |  |  | 1 | 1 |  | 32 |
| Benton |  | 4 |  |  |  |  |  | 4 |
| Blackford | 3 | 7 |  |  | 1 |  |  | 11 |
| Boone | 9 | 24 |  |  | 1 | 1 |  | 35 |
| Brown |  | 3 |  |  |  |  |  | 3 |
| Carroll | 7 | 3 |  |  |  |  | 1 | 11 |
| Cass | 8 | 22 |  |  |  | 2 |  | 32 |
| Clark | 17 | 25 |  |  | 1 | 1 |  | 44 |
| Clay | 6 | 5 |  |  |  | 1 |  | 12 |
| Clinton | 7 | 14 |  |  |  |  | 1 | 22 |
| Crawford | 3 | 1 |  |  |  |  |  | 4 |
| Daviess | 4 | 10 |  |  | 1 |  |  | 15 |
| Dearborn | 8 | 14 |  |  | 1 |  |  | 23 |
| Decatur | 8 | 3 |  | 1 |  |  |  | 12 |
| DeKalb | 2 | 27 |  |  |  |  |  | 29 |
| Delaware | 14 | 29 | 1 |  |  | 2 |  | 46 |
| Dubois | 6 | 21 |  |  | 1 |  |  | 28 |
| Elkhart | 12 | 18 |  |  | 1 | 1 | 3 | 35 |
| Fayette | 2 | 14 |  |  |  | 1 |  | 17 |
| Floyd | 9 | 22 |  |  | 1 | 1 |  | 33 |
| Fountain | 5 | 3 |  |  |  |  |  | 8 |
| Franklin | 5 | 10 |  |  |  | 1 | 3 | 19 |
| Fulton | 2 | 7 |  |  |  |  |  | 9 |
| Gibson | 5 | 6 |  |  | 1 |  |  | 12 |
| Grant | 22 | 14 |  |  | 1 | 2 |  | 39 |
| Greene | 4 | 6 |  |  | 1 | 1 |  | 12 |
| Hamilton | 31 | 51 | 1 |  | 1 | 7 | 1 | 92 |
| Hancock | 7 | 18 |  |  | 1 | 1 | 4 | 31 |
| Harrison | 7 | 9 |  |  |  |  |  | 16 |
| Hendricks | 12 | 29 |  |  | 1 | 4 |  | 46 |
| Henry | 3 | 5 |  |  | 1 | 1 |  | 10 |
| Howard | 15 | 6 |  |  |  | 2 |  | 23 |
| Huntington | 2 | 19 |  |  | 1 | 1 |  | 23 |


| capitated members | member to vehicle ratio for all vehicle types | Ambulatory | Ambulatory/W heelchair | Ambulatory/ Wheelchair/ Stretcher | Basic Life Support | Non- <br> Contracted | Stretcher van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 956 | 191.20 | 239.00 | 956.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 14945 | 154.07 | 786.58 | 204.73 | \#DIV/0! | \#DIV/0! | 14945.00 | 3736.25 | \#DIV/0! |
| 2828 | 88.38 | 148.84 | 257.09 | \#DIV/0! | \#DIV/0! | 2828.00 | 2828.00 | \#DIV/0! |
| 321 | 80.25 | \#DIV/0! | 80.25 | \#DIV/o! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/o! |
| 537 | 48.82 | 179.00 | 76.71 | \#DIV/0! | \#DIV/0! | 537.00 | \#DIV/0! | \#DIV/0! |
| 1545 | 44.14 | 171.67 | 64.38 | \#DIV/0! | \#DIV/0! | 1545.00 | 1545.00 | \#DIV/0! |
| 550 | 183.33 | \#DIV/0! | 183.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 587 | 53.36 | 83.86 | 195.67 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 587.00 |
| 1520 | 47.50 | 190.00 | 69.09 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 760.00 | \#DIV/0! |
| 4737 | 107.66 | 278.65 | 189.48 | \#DIV/0! | \#DIV/O! | 4737.00 | 4737.00 | \#DIV/0! |
| 1066 | 88.83 | 177.67 | 213.20 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1066.00 | \#DIV/0! |
| 1160 | 52.73 | 165.71 | 82.86 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1160.00 |
| 519 | 129.75 | 173.00 | 519.00 | \#DIV/0! | \#DIV/O! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 1122 | 74.80 | 280.50 | 112.20 | \#DIV/0! | \#DIV/0! | 1122.00 | \#DIV/0! | \#DIV/0! |
| 1542 | 67.04 | 192.75 | 110.14 | \#DIV/0! | \#DIV/0! | 1542.00 | \#DIV/0! | \#DIV/0! |
| 1057 | 88.08 | 132.13 | 352.33 | \#DIV/0! | 1057.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 1344 | 46.34 | 672.00 | 49.78 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 5255 | 114.24 | 375.36 | 181.21 | 5255.00 | \#DIV/0! | \#DIV/0! | 2627.50 | \#DIV/0! |
| 1305 | 46.61 | 217.50 | 62.14 | \#DIV/0! | \#DIV/0! | 1305.00 | \#DIV/0! | \#DIV/0! |
| 5985 | 171.00 | 498.75 | 332.50 | \#DIV/0! | \#DIV/0! | 5985.00 | 5985.00 | 1995.00 |
| 1635 | 96.18 | 817.50 | 116.79 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1635.00 | \#DIV/0! |
| 3067 | 92.94 | 340.78 | 139.41 | \#DIV/0! | \#DIV/0! | 3067.00 | 3067.00 | \#DIV/0! |
| 624 | 78.00 | 124.80 | 208.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 815 | 42.89 | 163.00 | 81.50 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 815.00 | 271.67 |
| 736 | 81.78 | 368.00 | 105.14 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 1272 | 106.00 | 254.40 | 212.00 | \#DIV/0! | \#DIV/0! | 1272.00 | \#DIV/0! | \#DIV/0! |
| 3422 | 87.74 | 155.55 | 244.43 | \#DIV/0! | \#DIV/0! | 3422.00 | 1711.00 | \#DIV/0! |
| 1318 | 109.83 | 329.50 | 219.67 | \#DIV/0! | \#DIV/0! | 1318.00 | 1318.00 | \#DIV/0! |
| 6168 | 67.04 | 198.97 | 120.94 | 6168.00 | \#DIV/0! | 6168.00 | 881.14 | 6168.00 |
| 2101 | 67.77 | 300.14 | 116.72 | \#DIV/0! | \#DIV/0! | 2101.00 | 2101.00 | 525.25 |
| 1358 | 84.88 | 194.00 | 150.89 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| 3955 | 85.98 | 329.58 | 136.38 | \#DIV/0! | \#DIV/0! | 3955.00 | 988.75 | \#DIV/0! |
| 2308 | 230.80 | 769.33 | 461.60 | \#DIV/0! | \#DIV/0! | 2308.00 | 2308.00 | \#DIV/0! |
| 3539 | 153.87 | 235.93 | 589.83 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1769.50 | \#DIV/0! |
| 1378 | 59.91 | 689.00 | 72.53 | \#DIV/0! | \#DIV/0! | 1378.00 | 1378.00 | \#DIV/0! |


| County | Ambulatory | Ambulatoryl Wheelchair | Ambulatoryl Wheelchair/ Stretcher | Basic Life Support | Non- <br> Contracted | Stretcher van | Wheelchair Lift Van | Total vehicles | capitated members | member to vehicle ratio for all vehicle types | Ambulatory | Ambulatory/W heelchair | Ambulatoryl Wheelchair/ Stretcher | Basic Life Support | Non- <br> Contracted | Stretcher van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Jackson | 15 | 4 |  |  | 1 | 1 |  | 21 | 1841 | 87.67 | 122.73 | 460.25 | \#DIV/0! | \#DIV/0! | 1841.00 | 1841.00 | \#DIV/0! |
| Jasper | 5 | 3 |  |  |  |  |  | 8 | 1006 | 125.75 | 201.20 | 335.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Jay | 7 | 7 |  |  |  |  |  | 14 | 843 | 60.21 | 120.43 | 120.43 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Jefferson | 2 | 6 |  |  | 1 |  |  | 9 | 1386 | 154.00 | 693.00 | 231.00 | \#DIV/0! | \#DIV/0! | 1386.00 | \#DIV/0! | \#DIV/0! |
| Jennings | 8 | 5 |  |  | 1 | 1 |  | 15 | 1479 | 98.60 | 184.88 | 295.80 | \#DIV/0! | \#DIV/O! | 1479.00 | 1479.00 | \#DIV/0! |
| Johnson | 35 | 29 |  |  | 1 | 5 |  | 70 | 4723 | 67.47 | 134.94 | 162.86 | \#DIV/0! | \#DIV/0! | 4723.00 | 944.60 | \#DIV/0! |
| Knox | 7 | 21 |  |  |  |  |  | 28 | 1867 | 66.68 | 266.71 | 88.90 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Kosciusko | 1 | 14 |  |  | 1 |  |  | 16 | 2053 | 128.31 | 2053.00 | 146.64 | \#DIV/0! | \#DIV/O! | 2053.00 | \#DIV/0! | \#DIV/0! |
| LaGrange | 2 | 8 |  |  |  | 1 | 2 | 13 | 734 | 56.46 | 367.00 | 91.75 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 734.00 | 367.00 |
| Lake | 31 | 32 |  |  | 1 | 2 | 2 | 68 | 18427 | 270.99 | 594.42 | 575.84 | \#DIV/0! | \#DIV/0! | 18427.00 | 9213.50 | 9213.50 |
| LaPorte | 13 | 17 |  |  |  | 2 | 2 | 34 | 3985 | 117.21 | 306.54 | 234.41 | \#DIV/0! | \#DIV/O! | \#DIV/0! | 1992.50 | 1992.50 |
| Lawrence | 7 | 3 |  |  | 1 |  |  | 11 | 2080 | 189.09 | 297.14 | 693.33 | \#DIV/0! | \#DIV/0! | 2080.00 | \#DIV/0! | \#DIV/0! |
| Madison | 10 | 17 |  |  | 1 | 2 |  | 30 | 6169 | 205.63 | 616.90 | 362.88 | \#DIV/0! | \#DIV/0! | 6169.00 | 3084.50 | \#DIV/0! |
| Marion | 75 | 109 | 1 |  | 1 | 11 | 3 | 200 | 45378 | 226.89 | 605.04 | 416.31 | 45378.00 | \#DIV/0! | 45378.00 | 4125.27 | 15126.00 |
| Marshall | 2 | 14 |  |  | 1 | 1 | 1 | 19 | 1419 | 74.68 | 709.50 | 101.36 | \#DIV/0! | \#DIV/0! | 1419.00 | 1419.00 | 1419.00 |
| Martin | 4 | 7 |  |  |  |  |  | 11 | 610 | 55.45 | 152.50 | 87.14 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Miami | 9 | 12 |  |  |  | 2 |  | 23 | 1301 | 56.57 | 144.56 | 108.42 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 650.50 | \#DIV/0! |
| Monroe | 7 | 22 |  |  | 1 |  |  | 30 | 3967 | 132.23 | 566.71 | 180.32 | \#DIV/0! | \#DIV/0! | 3967.00 | \#DIV/0! | \#DIV/0! |
| Montgomery | 5 | 6 |  |  | 1 | 1 | 2 | 15 | 1371 | 91.40 | 274.20 | 228.50 | \#DIV/0! | \#DIV/0! | 1371.00 | 1371.00 | 685.50 |
| Morgan | 3 | 9 |  |  |  | 2 |  | 14 | 2455 | 175.36 | 818.33 | 272.78 | \#DIV/0! | \#DIV/O! | \#DIV/0! | 1227.50 | \#DIV/0! |
| Newton | 1 | 7 |  |  |  |  |  | 8 | 411 | 51.38 | 411.00 | 58.71 | \#DIV/0! | \#DIV/O! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Noble | 4 | 22 |  |  | 1 | 2 |  | 29 | 1504 | 51.86 | 376.00 | 68.36 | \#DIV/0! | \#DIV/0! | 1504.00 | 752.00 | \#DIV/0! |
| Ohio | 1 |  |  |  |  |  |  | 1 | 204 | 204.00 | 204.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Orange | 6 | 10 |  |  | 1 |  |  | 17 | 1064 | 62.59 | 177.33 | 106.40 | \#DIV/0! | \#DIV/0! | 1064.00 | \#DIV/0! | \#DIV/0! |
| Owen | 8 | 4 |  |  |  |  |  | 12 | 954 | 79.50 | 119.25 | 238.50 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Parke |  |  |  |  |  |  |  | 0 | 706 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Perry | 2 | 9 |  |  | 1 |  |  | 12 | 726 | 60.50 | 363.00 | 80.67 | \#DIV/0! | \#DIV/0! | 726.00 | \#DIV/0! | \#DIV/0! |
| Pike | 3 | 5 |  |  |  |  |  | 8 | 759 | 94.88 | 253.00 | 151.80 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Porter | 28 | 20 |  |  | 1 | 1 | 2 | 52 | 4407 | 84.75 | 157.39 | 220.35 | \#DIV/0! | \#DIV/0! | 4407.00 | 4407.00 | 2203.50 |
| Posey | 2 | 10 |  |  |  |  | 2 | 14 | 746 | 53.29 | 373.00 | 74.60 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | 373.00 |
| Pulaski |  | 2 |  |  |  |  |  | 2 | 503 | 251.50 | \#DIV/0! | 251.50 | \#DIV/0! | \#DIV/0! | \#DIV/O! | \#DIV/0! | \#DIV/0! |
| Putnam | 2 | 5 |  |  |  | 1 |  | 8 | 1189 | 148.63 | 594.50 | 237.80 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 1189.00 | \#DIV/0! |
| Randolph | 7 | 8 |  |  |  |  |  | 15 | 1064 | 70.93 | 152.00 | 133.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Ripley | 9 | 18 |  |  |  | 1 | 3 | 31 | 969 | 31.26 | 107.67 | 53.83 | \#DIV/0! | \#DIV/0! | \#DIV/O! | 969.00 | 323.00 |
| Rush |  | 8 |  |  |  | 1 |  | 9 | 681 | 75.67 | \#DIV/0! | 85.13 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 681.00 | \#DIV/0! |
| Scott | 6 | 11 |  |  |  |  |  | 17 | 1512 | 88.94 | 252.00 | 137.45 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Shelby | 5 | 14 |  |  |  | 1 |  | 20 | 1810 | 90.50 | 362.00 | 129.29 | \#DIV/0! | \#DIV/0! | \#DIV/O! | 1810.00 | \#DIV/0! |
| Spencer | 2 | 7 |  |  |  |  |  | 9 | 728 | 80.89 | 364.00 | 104.00 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| St.Joseph | 18 | 27 |  | 1 | 1 | 1 | 4 | 52 | 9898 | 190.35 | 549.89 | 366.59 | \#DIV/0! | 9898.00 | 9898.00 | 9898.00 | 2474.50 |
| Starke | 7 | 3 |  |  | 1 |  | 2 | 13 | 966 | 74.31 | 138.00 | 322.00 | \#DIV/0! | \#DIV/0! | 966.00 | \#DIV/0! | 483.00 |
| Steuben |  | 9 |  |  |  |  |  | 9 | 993 | 110.33 | \#DIV/0! | 110.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Sullivan | 7 | 8 |  |  |  |  |  | 15 | 738 | 49.20 | 105.43 | 92.25 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Switzerland |  | 3 |  |  | 1 |  |  | 4 | 404 | 101.00 | \#DIV/0! | 134.67 | \#DIV/0! | \#DIV/0! | 404.00 | \#DIV/0! | \#DIV/0! |


| County | Ambulatory | Ambulatory/ Wheelchair | Ambulatoryl Wheelchair/ Stretcher | Basic Life Support | Non- <br> Contracted | Stretcher van | Wheelchair Lift Van | Total vehicles | capitated members | member to vehicle ratio for all vehicle types | Ambulatory | Ambulatory/W heelchair | Ambulatoryl Wheelchairl Stretcher | Basic Life Support | NonContracted | Stretcher van | Wheelchair Lift Van |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Tippecanoe | 34 | 35 | 1 |  | 1 | 5 | 1 | 77 | 5186 | 67.35 | 152.53 | 148.17 | 5186.00 | \#DIV/0! | 5186.00 | 1037.20 | 5186.00 |
| Tipton |  | 2 |  |  |  |  |  | 2 | 397 | 198.50 | \#DIV/0! | 198.50 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Union |  | 7 |  |  |  | 1 |  | 8 | 260 | 32.50 | \#DIV/0! | 37.14 | \#DIV/0! | \#DIV/0! | \#DIV/0! | 260.00 | \#DIV/0! |
| Vanderburgh | 13 | 27 |  |  | 1 | 1 | 2 | 44 | 8315 | 188.98 | 639.62 | 307.96 | \#DIV/0! | \#DIV/0! | 8315.00 | 8315.00 | 4157.50 |
| Vermillion | 6 | 3 |  |  | 1 |  |  | 10 | 637 | 63.70 | 106.17 | 212.33 | \#DIV/0! | \#DIV/0! | 637.00 | \#DIV/0! | \#DIV/0! |
| Vigo | 18 | 14 |  |  | 1 | 1 |  | 34 | 5099 | 149.97 | 283.28 | 364.21 | \#DIV/0! | \#DIV/0! | 5099.00 | 5099.00 | \#DIV/0! |
| Wabash | 8 | 6 |  |  |  | 1 |  | 15 | 1354 | 90.27 | 169.25 | 225.67 | \#DIV/0! | \#DIV/O! | \#DIV/0! | 1354.00 | \#DIV/0! |
| Warren | 6 | 3 |  |  |  |  |  | 9 | 232 | 25.78 | 38.67 | 77.33 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| Warrick | 7 | 21 |  |  | 1 | 2 | 1 | 32 | 1984 | 62.00 | 283.43 | 94.48 | \#DIV/0! | \#DIV/0! | 1984.00 | 992.00 | 1984.00 |
| Washington | 1 | 1 |  |  | 1 |  |  | 3 | 1218 | 406.00 | 1218.00 | 1218.00 | \#DIV/0! | \#DIV/0! | 1218.00 | \#DIV/0! | \#DIV/0! |
| Wayne | 12 | 21 |  | 1 |  | 4 |  | 38 | 3854 | 101.42 | 321.17 | 183.52 | \#DIV/0! | 3854.00 | \#DIV/0! | 963.50 | \#DIV/0! |
| Wells | 5 | 17 |  |  |  |  |  | 22 | 1000 | 45.45 | 200.00 | 58.82 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| White | 6 | 11 |  |  | 1 |  |  | 18 | 814 | 45.22 | 135.67 | 74.00 | \#DIV/0! | \#DIV/0! | 814.00 | \#DIV/0! | \#DIV/0! |
| Whitley | 3 | 8 |  |  |  |  |  | 11 | 890 | 80.91 | 296.67 | 111.25 | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! | \#DIV/0! |
| all counties \& all vehicles | 772 | 1265 | 4 | 3 | 44 | 89 | 42 | 2219 | 249847 | 112.59 | 323.64 | 197.51 | 62461.75 | 83282.33 | 5678.34 | 2807.27 | 5948.74 |

