

Office of Medicaid Policy and Planning
Non-Emergency Medical Transportation Reports

MCE Name: Southeastrans
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Report Code: MO-MCAD1
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Experience Period >> 04/01/20-04/30/20

(1) Complaint Number	(2) Member Name	(3) Member ID (RID)	(4) Trip Date	(5) Complainant Name	(6) Date Complaint Received	(7) Complaint Category	(8) Complaint Details	(9) Name of Transportation Provider	(10) Provider Response	(11) Findings	(12) Substantiated? (Y or N)	(13) SET Action	(14) Date Resolved
5241			4/2/2020 9:50:00 AM		4/3/2020 2:24:00 PM	Incident - W/C	Provider emailed an incident report to Compliance on 4/2/20: Member slide off the wheelchair while waiting to be unloaded at nursing home. Aid's came to the van and help put him back in the chair.		XXX states member is fine and there are no problems. This has been turned over to compliance.	XXX states member is fine and there are no problems. This has been turned over to compliance.	Y	XXX states member is fine and there are no problems. This has been turned over to compliance.	4/8/2020
5242			4/3/2020 1:30:00 PM		4/3/2020 5:48:00 PM	Prov No-Show A leg	Mbr wanted to file a complaint because this is the provider's 2nd time they have not come to get mbr. Ride was accepted by the provider on the 31st and on the day of trip the provider stated that they no longer had the mbr on their trips and was unsure of why. They also stated that because he wasn't on there they will not come and get him. Mbr was upset because this has happened twice and the provider has not been punished or confronted about the situation.		Trip was sent to provider via portal on 3/31/20 for 4/3/20. Provider states they didn't have the trip but portal confirms they did.	Trip was sent to provider via portal on 3/31/20 for 4/3/20. Provider states they didn't have the trip but portal confirms they did.	Y	Trip was sent to provider via portal on 3/31/20 for 4/3/20. Provider states they didn't have the trip but portal confirms they did.	4/8/2020
5243			4/3/2020 2:00:00 PM		4/6/2020 2:23:00 PM	Incident - Stretcher	Client called to report that XXX sent an ambulance on 4/3 for an appointment scheduled at two. Client reports that only two EMTs were sent. Client told them that usually more are required to lift her. They had the son assist in the transfers. Client weighs 500 pounds if not more. Client reports that she made it onto the stretcher just fine but while the EMTs were trying to get her into the ambulance they dropped her. They called another ambulance to get her off the ground. Client injured her left arm and left eye during the fall. She was taken to the local hospital first to see if she broke anything. She was then sent to a Hospital in Indy to see if she had any internal bleeds as she is on blood thinners. She is home but still in a lot of pain and has a lump over her left eye. She is unable to use her left arm. She is refusing to use XXX due to the accident. Client would like XXX to train their providers better on listening to client's needs and sending more EMTs. CM has advised client to call her doctors in regards to the arm pain and the swelling of the left eye in case they want to see her. CM told client to keep her update on the situation.		Provider took over a week to originally respond to RFE and incident report but sent it back with missing information. Provider has not responded to requests for additional information. This has been turned over to Compliance and the State of IN for additional investigation.	Provider took over a week to originally respond to RFE and incident report but sent it back with missing information. Provider has not responded to requests for additional information. This has been turned over to Compliance and the State of IN for additional investigation.	Y	Provider took over a week to originally respond to RFE and incident report but sent it back with missing information. Provider has not responded to requests for additional information. This has been turned over to Compliance and the State of IN for additional investigation.	4/21/2020
5248			4/7/2020 8:45:00 AM		4/7/2020 5:40:00 PM	Member No-Show	XXX from YYY called stating that this mbr has no showed for at least the past five trips. She stated that they even confirm with her the night before that she will be going, but when they arrive the next morning she would not answer her phone or would already be gone. XXX said that they will no longer accept this mbr's trips. Standing Order Department has been informed.		Member has been unreachable and not returned VM. I did educate member on proper cancellation process via her Voicemail.	Member has been unreachable and not returned VM. I did educate member on proper cancellation process via her Voicemail.	Y	Member has been unreachable and not returned VM. I did educate member on proper cancellation process via her Voicemail.	4/10/2020
5251			4/10/2020 8:30:00 AM		4/10/2020 12:18:00 PM	Accident	Mbr's wife called and stated that the driver was pulling up to the house and hit the side of the fence, busted both tires and broke the passenger's side window. Mbr called an cancelled appointment and about 15 min later another driver came and was being very rude and telling her to hurry and get outside now. She stated that she told the driver they no longer needed transport and the driver continued to be rude before pulling off.		Upon arriving at scene of accident, Compliance manager found UAD and UAV. C&D letters sent for both vehicle and driver.	Upon arriving at scene of accident, Compliance manager found UAD and UAV. C&D letters sent for both vehicle and driver.	Y	Upon arriving at scene of accident, Compliance manager found UAD and UAV. C&D letters sent for both vehicle and driver.	4/20/2020
5254			4/13/2020 11:00:00 AM		4/13/2020 8:36:00 PM	Prov Late Sendback	Mbr's mother called to ask why her son did not get picked up for dialysis today. She emphasized that he really did not need to miss dialysis. Her son has other health issues as well as dialysis. She also emphasized that he needs to be picked up on time. Sometimes his provider is also very late such as two hours on picking up for return. She stated that this is unacceptable. Mbr's mother's phone number is ###-###-####		XXX is member's new regular provider but had to send this trip back an hour prior to P/U due to driver experiencing symptoms of COVID 19. YYY was contacted as last resort but member cancelled at 1047am.	XXX is member's new regular provider but had to send this trip back an hour prior to P/U due to driver experiencing symptoms of COVID 19. YYY was contacted as last resort but member cancelled at 1047am.	Y	XXX is member's new regular provider but had to send this trip back an hour prior to P/U due to driver experiencing symptoms of COVID 19. YYY was contacted as last resort but member cancelled at 1047am.	4/20/2020

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5257			4/14/2020 1:20:00 PM		4/14/2020 9:06:00 PM	Driver Behavior	I spoke to member XXX. She wanted to make a formal complaint against a particular driver from YYY. The driver, ZZZ, was 30 minutes late and argued with the member after she asked why he was late and made a remark that she was not going to make it to her appointment on time. The driver told the member to stop disrespecting him and that the conversation was closed. The member did not say anything else during the trip to the appointment. When he dropped her off at the appointment, he went into the facility and handed a card with his phone number to the receptionist. He asked for the facility to call him when the member was ready to go back home. The member at this time told me that if it were not for the pandemic, she would have refused to go back home with the driver. She was very angry and felt disrespected. The member called SETI and spoke with me about getting her return trip. I called the provider and advised that the member was ready to go home. They advised the member would be picked up within the hour. I relayed the information to the member and got off the phone with her. After the member spoke with me, she had the facility call the driver, using his card, and he arrived in about 5 minutes to take the member back home. The member was very upset that the driver was wearing a mask but it was not covering his mouth or nose. He was drinking and eating while driving her home. She felt that her health could be at stake. The member made it home.		Provider says AAA goes by ZZZ and is authorized. They say they have warned driver about behavior. Provider added to DNU list at member's request.	Provider says AAA goes by ZZZ and is authorized. They say they have warned driver about behavior. Provider added to DNU list at member's request.	Y	Provider says AAA goes by ZZZ and is authorized. They say they have warned driver about behavior. Provider added to DNU list at member's request.		4/21/2020
5261			4/21/2020 11:15:00 AM		4/21/2020 12:06:00 PM	Member No-Show	member cancelled at the door.		Member was already advised by dispatch that he was considered as a member no show for not going.	Member was already advised by dispatch that he was considered as a member no show for not going.	Y	Member was already advised by dispatch that he was considered as a member no show for not going.		4/22/2020
5263			4/22/2020 3:20:00 PM		4/23/2020 3:28:00 PM	Member Issue	This member is blind, and requires assistance to and from the vehicle. Under normal circumstances, the drivers have been fine with letting him hold onto them as they lead him, but in light of the pandemic (particularly given that XXX doesn't wear a mask), we have previously reached out to the family and said that an escort will be required. No escort ever rode with the member, and on this trip, there wasn't even anyone at home to let him in after dialysis. The driver waited with him as long as possible, but she had another person waiting on a return trip, so he told her to go and that someone would be there soon. The next available driver went by about 30 minutes later to check on him, and he was no longer outside. YYY can no longer transport this member given these safety concerns.		Member's sister has been educated for the 3rd time that someone must escort member due to being blind and needing physical assistance, as well as making sure member has access to home. Member's sister understood and thought the other brother was escorting. YYY willing to give 1 more chance but sister was advised no more exceptions will be made and if there isn't an escort, YYY will not transport home.	Member's sister has been educated for the 3rd time that someone must escort member due to being blind and needing physical assistance, as well as making sure member has access to home. Member's sister understood and thought the other brother was escorting. YYY willing to give 1 more chance but sister was advised no more exceptions will be made and if there isn't an escort, YYY will not transport home.	Y	Member's sister has been educated for the 3rd time that someone must escort member due to being blind and needing physical assistance, as well as making sure member has access to home. Member's sister understood and thought the other brother was escorting. YYY willing to give 1 more chance but sister was advised no more exceptions will be made and if there isn't an escort, YYY will not transport home.		4/30/2020
5264			4/23/2020 1:00:00 PM		4/23/2020 6:28:00 PM	Driver Behavior	XXX, a Therapist at YYY stated the driver did not allow the member's daughter, who was supposed to be the member's escort to ride along. XXX also stated the driver was argumentative and ignored XXX's directions as to which entrance to use and instead wheeled the member around the building, in the rain, to another entrance and left the member alone in her w/c inside the facility. XXX stated she happened to walk around the corner to the entrance looking for the member and found her sliding out of her chair sitting at a 45 degree angle. XXX stated she understands if the driver is not allowed to assist the member, but she could have verbally called out for someone else at the facility to assist.		Due to no response from the provider, this is valid. Provider has been added to member's DNU list.	Due to no response from the provider, this is valid. Provider has been added to member's DNU list.	Y	Due to no response from the provider, this is valid. Provider has been added to member's DNU list.		4/28/2020
5266			4/25/2020 6:30:00 AM	Nurse	4/25/2020 11:12:00 AM	Prov Late - A Leg	Nurse from the Nursing home called to say transportation has been late to take this mbr to dialysis and she is not happy about it; This is not the first time and we have to do something about it		Facility has not returned my call even after I spoke to the director that didn't know anything about this. Provider stated they were late due to I-70 being closed.	Facility has not returned my call even after I spoke to the director that didn't know anything about this. Provider stated they were late due to I-70 being closed.	Y	Facility has not returned my call even after I spoke to the director that didn't know anything about this. Provider stated they were late due to I-70 being closed.		5/5/2020