

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

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Experience Period >> 06/01/20-06/30/20

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
			6/9/2020 7:30:00 AM		6/1/2020 5:19:00 PM	Call Center Issue	So the CSR mbr spoke with before present sighed and was aggravated just because the missing insurance card. In general, she was rude. Mbr would like that call looked at.		Call has been sent to management for agent to be coached. Member states SETI is great and she has never had any previous issue and most the agents are very helpful.	Call has been sent to management for agent to be coached. Member states SETI is great and she has never had any previous issue and most the agents are very helpful.	Y	Call has been sent to management for agent to be coached. Member states SETI is great and she has never had any previous issue and most the agents are very helpful.	6/2/2020
			6/1/2020 7:30:00 AM		6/2/2020 12:31:00 PM	Driver Behavior	My officers were doing provider spot inspections at the dialysis center this afternoon. XXX pulled into the facility empty, saw us, and drove off without picking the member up for the return leg. When the provider was called he told our officers that the driver was running late for a personal doctor appointment and someone else would have to pick up the member.		Since provider did not respond, this is valid.	Since provider did not respond, this is valid.	Y	Since provider did not respond, this is valid.	6/4/2020
			5/7/2020 2:45:00 PM		6/5/2020 1:47:00 PM	Incident	Received incident report from CM today for this trip on 5/7/20. CM called cit, as part of the monthly contact. Upon the call CM was informed of an incident that occurred on 5/7. The client had called Southeast Trans to arrange transportation to and from her Dr appt. When the driver showed up they announced they were from XXX and sent from Southeast Trans. The cit reported they refused to wear a mask and gloves and the vehicle was vile and trash was all over. She asked the driver to help her buckle however, the driver ignored her and jumped in the front seat. The cit told her she was not buckled yet the driver proceeded to drive. When the driver hit the gas the cit flew forward hitting her head and landing on her back. At this time the driver stopped, opened the back door, and attempted to pick up the cit. The cit asked her to wear gloves first. The drive did so however, was not happy. She put the cit back in the seat and buckled her in. My cit asked for an IR to be filled out as she was hurt in this incident. Describe the injury, condition or circumstance of the incident and the activities taking place immediately prior to the incident. Identify all participants and their involvement in the incident. Please be comprehensive but concise in explaining who, when, where, why, how and what was heard and/or observed. NARRATIVE: DETAILS - STANDARD Plan to Resolve (Immediate and Long Term). Cit ask for an IR to be filled. The driver gave her a paper to sign however, it did not have any information on it so she is not sure that it actually got submitted. She called Southeast Trans however, they stated they can just put them on a do not use list. Cit has pictures and has documented everything. Cit was checked out by the dr and no long term injuries occurred. Cit stated she was on the phone with her therapist at the time and her therapist heard everything.		This has been turned over to compliance for further investigation and driver will undergo remedial incident reporting and securement.	This has been turned over to compliance for further investigation and driver will undergo remedial incident reporting and securement.	Y	This has been turned over to compliance for further investigation and driver will undergo remedial incident reporting and securement.	6/10/2020
			6/5/2020 8:00:00 AM		6/5/2020 9:13:00 PM	Accident	Per social worker, XXX stated she was in an accident with the provider - not sure on how bad the accident was, member got home with not much damage however wanted to report it. Member also waited over 2 hours for the return ride from dialysis. XXX - (###) ###-###		None of the members present in the vehicle have returned my call, including director from YYY. Compliance is requiring driver to attend remedial defensive driving and incident reporting and sent a C&D for vehicle pending re-inspection.	None of the members present in the vehicle have returned my call, including director from YYY. Compliance is requiring driver to attend remedial defensive driving and incident reporting and sent a C&D for vehicle pending re-inspection.	Y	None of the members present in the vehicle have returned my call, including director from YYY. Compliance is requiring driver to attend remedial defensive driving and incident reporting and sent a C&D for vehicle pending re-inspection.	6/15/2020
			6/6/2020 11:45:00 AM		6/7/2020 2:47:00 AM	Provider Error	once mbr was picked up from appt she was dropped off at incorrect address		Due to no response from provider, this is valid. Also advised member's daughter in law an escort will be needed for future trips due to member not being competent.	Due to no response from provider, this is valid. Also advised member's daughter in law an escort will be needed for future trips due to member not being competent.	Y	Due to no response from provider, this is valid. Also advised member's daughter in law an escort will be needed for future trips due to member not being competent.	6/11/2020
			6/4/2020 2:30:00 PM		6/8/2020 5:37:00 PM	Incident	Member called in saying she fell out of her Rollerator because when the driver pulled the lift down he did not put the flap down, causing her to backwards and hitting her head and backon the ground. She mentioned the driver asked to transport her to the hospital but she declined. She does not want to ride with them again.		Turned over to compliance and XXX supervisor for further review. Driver suspended pending their investigation.	Turned over to compliance and XXX supervisor for further review. Driver suspended pending their investigation.	Y	Turned over to compliance and XXX supervisor for further review. Driver suspended pending their investigation.	6/16/2020
			6/8/2020 2:00:00 PM		6/8/2020 5:41:00 PM	Call Center Issue	Mbr was not informed about cancellation. Mbr stated that they did not cancel.		Lead reviewed call with agent and agent understood. Agent will listen better and recap with member in the future.	Lead reviewed call with agent and agent understood. Agent will listen better and recap with member in the future.	Y	Lead reviewed call with agent and agent understood. Agent will listen better and recap with member in the future.	6/15/2020
			6/11/2020 5:15:00 AM		6/11/2020 2:37:00 PM	Prov Late - A Leg	XXX called in for the mbr for dialysis. Stated that the provider has been late picking up the mbr for both A and B legs. Contact number for XXX ###-###-####. Contact number for the mbr ***.***.****.		Provider states driver was 10 minutes late on A leg due to other member coming out of house late. However, they state driver was not late for B leg. Unable to reach member and he has not returned my calls.	Provider states driver was 10 minutes late on A leg due to other member coming out of house late. However, they state driver was not late for B leg. Unable to reach member and he has not returned my calls.	Y	Provider states driver was 10 minutes late on A leg due to other member coming out of house late. However, they state driver was not late for B leg. Unable to reach member and he has not returned my calls.	6/18/2020
			6/12/2020 12:30:00 PM		6/12/2020 5:14:00 PM	Prov Late - A Leg	Member called in saying the driver got her late to her appt. by the time she arrived she could not be seen. I reached out to the provider and spoke with XXX who mentioned she did not know what the driver was doing.		Provider advised driver coached as he should have notified dispatch that he was stuck in traffic so they could try to get another driver to member.	Provider advised driver coached as he should have notified dispatch that he was stuck in traffic so they could try to get another driver to member.	Y	Provider advised driver coached as he should have notified dispatch that he was stuck in traffic so they could try to get another driver to member.	6/16/2020

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			6/12/2020 1:25:00 PM		6/15/2020 12:28:00 PM	Accident (veh. only)	Received accident report from provider on 6/13/20 of accident on 6/12/20		Member states her driver did nothing wrong and was driving perfectly. The police report also shows other driver at fault. Turned over to Compliance for vehicle re-inspection.	Member states her driver did nothing wrong and was driving perfectly. The police report also shows other driver at fault. Turned over to Compliance for vehicle re-inspection.	Y	Member states her driver did nothing wrong and was driving perfectly. The police report also shows other driver at fault. Turned over to Compliance for vehicle re-inspection.	6/22/2020
			6/12/2020 9:45:00 AM		6/15/2020 1:03:00 PM	Driver Behavior	XXX, the member, called today at about 8:59 am on Monday June 15, 2020 to state that he had to walk home from his appointment on Friday June 12, 2020 because the driver sped off and didn't wait for the member. XXX said that after he was finished with his appointment (Leg B) he called Southeastrans for a return ride. The member also stated that the driver passed him when XXX and the driver both made eye contact. The member decided to walk home. XXX described the driver as a medium built bald black male with a foreign accent. The driver is an employee with the provider called YYY.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	6/17/2020
			6/16/2020 5:20:00 AM		6/16/2020 2:59:00 PM	Accident (veh. only)	Received email from dispatch: I just got off the phone w. XXX he stated this morning he was rear-end and he had a member in the car (trip # ###). He stated nothing happen to the vehicle and member did not fall out of chair or anything. Police was called and member requested to go to the hospital so member was transported by an ambulance to the hospital. Thank You, YYY Dispatcher / SSR Router Southeastrans, Inc.		Police report shows other vehicle at fault. Nursing facility advised member is ok. This has been turned over to compliance for any further investigation.	Police report shows other vehicle at fault. Nursing facility advised member is ok. This has been turned over to compliance for any further investigation.	Y	Police report shows other vehicle at fault. Nursing facility advised member is ok. This has been turned over to compliance for any further investigation.	6/22/2020
			6/17/2020 2:15:00 PM		6/17/2020 8:09:00 PM	Accident (veh. only)	Opened from IQ #### (wrong trip attached) XXX wanted to let us know that she only made it down the street to another lady house that was going to her appt. The driver didn't put the vehicle in park when he got out to put the ramp down and it start rolling. She states driver ran back around to jump in and put it in park but the ramp got tore off and the door wouldn't shut. Mbr was very nervous and didn't make it to her appt. Please give her a call. (###) ### #### Thank you		This has been turned over to Compliance for further investigation.	This has been turned over to Compliance for further investigation.	Y	This has been turned over to Compliance for further investigation.	6/25/2020
			6/17/2020 2:02:00 AM		6/18/2020 2:53:00 AM	Gas Reimb Issue	Social worker XXX called in wanting to put in a complaint due to her having to call the police. She stated that the driver pulled a gun on her and on the member. The driver was very rude and aggressive. She said that it was a red car. XXX's call back number is ###-###-#### she said that her supervisor will be calling back in regards to this incident.		Member has been unreachable. Driver was removed from the network and YYY's fleet last week.	Member has been unreachable. Driver was removed from the network and YYY's fleet last week.	Y	Member has been unreachable. Driver was removed from the network and YYY's fleet last week.	6/23/2020
			6/17/2020 9:30:00 AM		6/18/2020 1:07:00 PM	Incident	Received incident report from provider on 6/17/20 at 7:10pm that member fell after exiting the vehicle using his walker but refused medical treatment.		Member states he is fine and refused 911 being called. This has been turned over to Compliance.	Member states he is fine and refused 911 being called. This has been turned over to Compliance.	Y	Member states he is fine and refused 911 being called. This has been turned over to Compliance.	6/23/2020
			6/12/2020 2:30:00 PM		6/18/2020 8:33:00 PM	Incident - Stretcher	dispatch stated that when the driver was transporting the mbr down the stairs, the stairs came a loose and the driver stumbled and fell on one knee.		Member advised provider that his stairs and railing have been fixed.	Member advised provider that his stairs and railing have been fixed.	Y	Member advised provider that his stairs and railing have been fixed.	6/23/2020
			6/19/2020 10:55:00 AM		6/19/2020 3:45:00 PM	Incident - W/C	XXX called to report an accident. Member fell from wheelchair, driver lost balance while pushing member to the facility door. Ambulance were already at the facility, they helped bring member in.		This has been turned over to compliance for futher investigation.	This has been turned over to compliance for futher investigation.	Y	This has been turned over to compliance for futher investigation.	6/25/2020
			6/20/2020 6:45:00 AM		6/20/2020 1:31:00 PM	Member Issue	member has bedbugs		Member notified transportation is suspended until documentation is received from an extermination company showing no evidence of bedbugs in the home.	Member notified transportation is suspended until documentation is received from an extermination company showing no evidence of bedbugs in the home.	Y	Member notified transportation is suspended until documentation is received from an extermination company showing no evidence of bedbugs in the home.	6/23/2020
			6/23/2020 5:00:00 AM		6/23/2020 11:33:00 AM	Mbr Care Gatekeeper	Member living condition is not safe for Member. XXX driver arrived at YYY address and states that member was laying on the ground crying. Member says he was down for about 5 hours screaming for help.		A case of self neglect has been opened with Adult Protective Services and this has been reported to FSSA.	A case of self neglect has been opened with Adult Protective Services and this has been reported to FSSA.	Y	A case of self neglect has been opened with Adult Protective Services and this has been reported to FSSA.	6/23/2020
			6/24/2020 2:15:00 PM		6/24/2020 6:36:00 PM	Call Center Issue	Mbr said Agent XXX talked to him badly and has been very disrespectful when handling his call.		Agent has been coached.	Agent has been coached.	Y	Agent has been coached.	6/30/2020
			6/18/2020 2:10:00 PM		6/25/2020 2:35:00 PM	Prov Late - A Leg	Member's daughter called about driver being too late for member to be seen at appt. Trip note on 6/18/20 at 1348 (p/u 1340) gives ETA of 15 mins. Daughter also concerned about driver not wearing mask for more than 2 mins. after member asked him to.		Trip notes document member calling in for ETA past her p/u time.	Trip notes document member calling in for ETA past her p/u time.	Y	Trip notes document member calling in for ETA past her p/u time.	6/29/2020
			6/25/2020 11:15:00 AM		6/25/2020 3:39:00 PM	Member Issue	XXX from YYY called and said they have been having an issue with this member. When they pick him up and strap him in they believe he messes with the straps. She said lately he has been slumped over in his chair. She doesn't want him to injure himself. She believes he needs an escort to go with him when he goes to his appointments going forward.		Facility started sending member in a Broda chair instead of a regular W/C and provider was advised he may also use the lap belt attached to the chair during transport to help keep member upright. Facility believes he can keep himself upright and is just being difficult therefore there isn't actually medical necessity for BLS transport. Provider has not notified of any more issues but was told to contact SETI QA if Broda Chair isn't sufficient in keeping member upright for transport.	Facility started sending member in a Broda chair instead of a regular W/C and provider was advised he may also use the lap belt attached to the chair during transport to help keep member upright. Facility believes he can keep himself upright and is just being difficult therefore there isn't actually medical necessity for BLS transport. Provider has not notified of any more issues but was told to contact SETI QA if Broda Chair isn't sufficient in keeping member upright for transport.	Y	Facility started sending member in a Broda chair instead of a regular W/C and provider was advised he may also use the lap belt attached to the chair during transport to help keep member upright. Facility believes he can keep himself upright and is just being difficult therefore there isn't actually medical necessity for BLS transport. Provider has not notified of any more issues but was told to contact SETI QA if Broda Chair isn't sufficient in keeping member upright for transport.	7/7/2020
			6/26/2020 2:45:00 PM		6/29/2020 5:07:00 PM	Incident - W/C	Received incident report from provider XXX on 6/29/20 that member kept sliding down in her chair on 6/26/20 and then the 3rd time, driver needed help getting member straightened back up into W/C and EMS was called. It was found a slick pad and pillow were under member causing the issue.		Facility states "slick pad" was not a slick pad but part of the chair and attached. They state member had on a silky dress and the pillow should not have went with her and won't again.	Facility states "slick pad" was not a slick pad but part of the chair and attached. They state member had on a silky dress and the pillow should not have went with her and won't again.	Y	Facility states "slick pad" was not a slick pad but part of the chair and attached. They state member had on a silky dress and the pillow should not have went with her and won't again.	7/1/2020
			6/30/2020 8:30:00 AM		6/30/2020 12:40:00 PM	Prov Late Sendback	Mbr was informed at 19:26 about the lack of transport. Mbr was upset to be informed so late as to lack of transport. Mbr was called from (###)###-#### to inform them of the lack of transport.		Due to no response from provider, this is valid. Additionally, trip was sent back at 1855 on 7/29/20 after dispatch was gone for the evening.	Due to no response from provider, this is valid. Additionally, trip was sent back at 1855 on 7/29/20 after dispatch was gone for the evening.	Y	Due to no response from provider, this is valid. Additionally, trip was sent back at 1855 on 7/29/20 after dispatch was gone for the evening.	7/2/2020

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			7/7/2020 11:30:00 AM		6/30/2020 2:24:00 PM	SETI Staff	Mbr stated that before today, she has always had a nice experience speaking with SETI Staff. However, the agent she spoke with today was really rude and she treated her like she didn't know what she was doing.XXX stated that she just wanted someone to know how she was treated.		Reviewed call was sent to Call Center management whom will be addressing this call with the agent.	Reviewed call was sent to Call Center management whom will be addressing this call with the agent.	Y	Reviewed call was sent to Call Center management whom will be addressing this call with the agent.	
			6/30/2020 3:45:00 PM		6/30/2020 7:11:00 PM	Member Issue	Mbr. has Bedbugs driver did not relize until after loading mbr. on van. Mbr. was not transported due to having bedbugs, driver has to go get vechicle cleaned.		Driver sent XXX supervisor picture of bed bugs. Member was advised we must receive documentation from extermination company showing no evidence of bed bugs in home before resuming transportation through YYY.	Driver sent XXX supervisor picture of bed bugs. Member was advised we must receive documentation from extermination company showing no evidence of bed bugs in home before resuming transportation through YYY.	Y	Driver sent XXX supervisor picture of bed bugs. Member was advised we must receive documentation from extermination company showing no evidence of bed bugs in home before resuming transportation through YYY.	

7/2/2020

6/30/2020