

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

**Broker Name:** Southeastrans  
**Version:** 2020.01  
**Report Name:** Missed Trips  
**Report Code:** MO-MT  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(B) i-iii

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

**Experience Period >>** 7/01/2020 - 7/31/2020

| Trip Not Provided       | To Appt. Legs | From Appt. Legs | Grand Total  | Percent of Scheduled Rides |
|-------------------------|---------------|-----------------|--------------|----------------------------|
| No Provider Assigned    | 1,623         | 1,685           | 3,308        | 5%                         |
| Inclement Wthr/Mbr      | 0             | 0               | 0            | 0%                         |
| Member Cancelled        | 2,014         | 2,240           | 4,254        | 6%                         |
| Member Deceased         | 79            | 79              | 158          | 0%                         |
| Member Hospitalized     | 134           | 160             | 294          | 0%                         |
| Member No-show          | 293           | 393             | 686          | 1%                         |
| Member Too Sick         | 92            | 94              | 186          | 0%                         |
| Inclement Wthr/Provider | 0             | 0               | 0            | 0%                         |
| Provider No-Show        | 78            | 92              | 170          | 0%                         |
| Provider Too Late       | 18            | 19              | 37           | 0%                         |
| Holiday Closure         | 0             | 0               | 0            | 0%                         |
| <b>Grand Total</b>      | <b>4,331</b>  | <b>4,762</b>    | <b>9,093</b> | <b>13%</b>                 |