

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

Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Submission Date: 4/30/19
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 03/01/19 - 03/31/19

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET ACTION	Date Resolved
2276			2/28/2019		3/6/2019	Prov Late - A Leg	XXX did not return completed RFE form. This provider was added to the member's do not use list at the member's request. Member prefers to ride with LifeSpan Educated the member on number of providers in the area, alternate transportation options, and LifeSpan trips before 48 hours for provider to accept the trips.				Provider did not return the RFE and was added to the member's do not use list. Member was educated on using the provider do not use list, number of providers in the area, and timeframe when scheduling trips per preferred provider.	Provider did not return the RFE and was added to the member's do not use list. Member was educated on using the provider do not use list, number of providers in the area, and timeframe when scheduling trips per preferred provider.	3/19/2019
2278			3/5/2019	Granddaughter	3/6/2019	Prov No-Show A leg	Provider did not response to the RFE. Cancelled trip in Insight-provider no show.				Provider was reported as a no show and did not response to RFE form. Trip was cancelled in Insight due to the provider no show.	Provider was reported as a no show and did not response to RFE form. Trip was cancelled in Insight due to the provider no show.	3/19/2019
2279			3/5/2019		3/6/2019	Member Issue	Member cancelled trip due to other appointments.				Member cancelled trip.	Member cancelled trip.	3/13/2019
2280			3/5/2019		3/6/2019	Prov No-Show A leg	Provider did not return the RFE. Member's profile was updated Agents will contact the preferred provider for transportation for this member.				Provider did not return the RFE form. Member's preferred provider was changed at the member's parent request.	Member's preferred provider was changed at the member's parent request.	3/19/2019
2281			3/5/2019		3/6/2019	Member Issue	IVR report shows member cancelled 2/22/19, 2/25/2019, and 3/5/2019. Trips was cancelled due to IVR response and TP coordinator statement.				IVR report show a pattern of member cancellations.	IVR report show a pattern of member cancellations.	3/7/2019
2282			3/5/2019		3/6/2019	Prov No-Show A leg	Provider did not return RFE. Nurse was educated on the calling resevation line when looking for ride as well as scheduling and making changes to trips.				Provider did not return RFE for provider no show. Nurse was educated on the proper way to get ETA, report concerns/issues, and make changes to secheduled trips.	Provider did not return RFE for provider no show. Nurse was educated on the proper way to get ETA, report concerns/issues, and make changes to secheduled trips.	3/19/2019
2283			3/5/2019		3/6/2019	Prov No-Show A leg	Provider did not return written explanation for the no show. Member's standing order has been reassigned to a different provider.				Provider did not return RFE but did advised that driver can no longer transport for the member's standing order. Member standing order was assigned to another provider	Provider did not return RFE but did advised that driver can no longer transport for the member's standing order. Member standing order was assigned to another provider	3/19/2019
2284			3/6/2019		3/6/2019	Driver Behavior	Provider did not return RFE. Member updated preferred provider.				Trip was cancelled due to provider no show reported by the member. Provider did not return the RFE for explanation. Member requested to only use XXX if there are no other options.	Trip was cancelled due to provider no show reported by the member. Provider did not return the RFE for explanation. Member requested to only use XXX if there are no other options.	3/19/2019
2286			3/5/2019		3/6/2019	Member No-Show	Member was educated on the impornace of calling SETI to cancel trips when needed.				Member stated he found alternate transportation for this appointment but did not call SETI to cancel. Member was educated on calling SETI to cancel trips.	Member stated he found alternate transportation for this appointment but did not call SETI to cancel. Member was educated on calling SETI to cancel trips.	3/14/2019
2288			3/5/2019		3/6/2019	Member Issue	Member stated he forgot about transportation due to other necessary appointments. Member was educated on cancelling trips in a timely manner.				Member was educated on cancelling trips in a timely manner.	Member was educated on cancelling trips in a timely manner.	3/14/2019
2296			3/4/2019		3/6/2019	Member Issue	Caregiver was educated on the importance of SETI when member will not need transportation. Member did not use transportation on 3/4/2019.				Member did not use transportation on on this day. Caregiver was educated on the importance of calling SETI to cancel transportation.	Member did not use transportation on on this day. Caregiver was educated on the importance of calling SETI to cancel transportation.	3/15/2019
2297			3/6/2019		3/6/2019	Prov No-Show B leg	Provider did not return RFE. Member standing order was reassigned to another provider. B leg was reassigned to XXX due to Leg B YYY's no show. YYY was added to member's do not use list and GR application was sent to the member at the member's son request.				Provider did not return RFE for explanation. Due to the provider no show XXX was sent to transport the member back home, however member found alternate transportation. Member standing order was reassigned to another provider and member's family plans to enroll in the Gas Reimbursement program to assist with transportation for the member.	Provider did not return RFE for explanation. Due to the provider no show XXX was sent to transport the member back home, however member found alternate transportation. Member standing order was reassigned to another provider and member's family plans to enroll in the Gas Reimbursement program to assist with transportation for the member.	3/20/2019
2298			3/4/2019		3/6/2019	Member Issue	Spoke with mbr and she stated that she cancelled trip due to being in a lot of pain.				Member cancelled due to not feeling well.	Member cancelled due to not feeling well.	3/13/2019
2300			3/4/2019		3/6/2019	Member Issue	Gave friendly reminder to call SETI to cancel her transportation.				Member was reminded to call SET to cancel trips in timely manner.	Member was reminded to call SET to cancel trips in timely manner.	3/7/2019

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2301			3/6/2019		3/6/2019	Prov Late - A Leg	Provider did not return RFE form. Member standing order was assigned to a different provider at nurse's request and will only use at last resort.				Provider did not return RFE form regarding the driver's behavior. The member's standing order was reassigned immediately.	Provider did not return RFE form regarding the driver's behavior. The member's standing order was reassigned immediately.	3/20/2019
2309			3/7/2019		3/7/2019	Rude Staff (non-CC)	Provider did not return RFE. Member was educated on the importance of calling the reservation line for agent to handle transportation.				Member reported calling provider with transportation questions and feels XXX staff was rude. Provider did not return RFE with statement regarding phone call with member. Member was educated on the importance of calling reservation line with transportation questions.	Member reported calling provider with transportation questions and feels XXX staff was rude. Provider did not return RFE with statement regarding phone call with member. Member was educated on the importance of calling reservation line with transportation questions.	3/20/2019
2313			3/7/2019		3/7/2019	Prov Late - B Leg	Provider advised response was sent more than once. QA did not receive RFE explanation. Provider was late Leg B				Provider was over one hour late for return ride. Reiterated the importance of driver arriving in a timely manner.	Provider was over one hour late for return ride. Reiterated the importance of driver arriving in a timely manner.	3/21/2019
2314			3/1/2019		3/7/2019	Driver Behavior	Provider has advised out pocket cost was an error made the driver. The member will be refunded in full, and driver manager will correct the driver's behavior to be sure FSSA members eligible to receive NEMT are at no any out pocket cost.			After reviewing the driver's GPS log and billing for that day, I have determined that the driver did indeed charge XXX for her Return home from her appointment. It looks as if the driver was still at the location of the appointment when the member was Finished. The driver was correct in that he did not have a return for her, as no one had called the dispatch office to request the return. However, he at that time should have called dispatch to let us know that XXX was ready for her return. I have requested that her Credit card be refunded 27.40 for what she was charged. The driver manager has been informed of this incident	Provider advised member will be reimburse in full. Provider says driver charged the member a fee in error and feels this could have been avoided if the driver followed procedure. Provider advised driver will be counseled to assure mistake does not happen again.	Provider advised member will be reimburse in full. Provider says driver charged the member a fee in error and feels this could have been avoided if the driver followed procedure. Provider advised driver will be counseled to assure mistake does not happen again.	3/20/2019
2315			3/6/2019		3/7/2019	Prov Late - B Leg	Provider advised RFE had been sent the next day and RFE would be sent again, however RFE was not received by QA. Provider says XXX driver transported the member on return ride late. Member was coached to call SETI for all transportation matters.				Member did not call SETI for return ride. Provider did advised member was late being picked but provider did complete he run. Complainant and provider was educated on pick up and delivery standards.	Member did not call SETI for return ride. Provider did advised member was late being picked but provider did complete he run. Complainant and provider was educated on pick up and delivery standards.	3/21/2019
2318			3/7/2019		3/8/2019	Prov No-Show B leg	Provider did not return RFE. Member did advised this was not a pattern of behavior from this provider, member says provider is reliable and provides great customer service.				Member reported this no show as a onetime incident. Member says this provider is dependable and provides great customer service. Provider did not return RFE.	Member reported this no show as a onetime incident. Member says this provider is dependable and provides great customer service. Provider did not return RFE.	3/25/2019
2320			3/7/2019		3/8/2019	Prov Late - B Leg	Provider did not return the RFE. Member was informed of alternate transportation options and changing provider for standing order. XXX is unable to transport his mother to his work schedule.				Provider did not return the RFE for explanation. Mark was informed of alternate transportation options and/or changing provider for standing order.	Provider did not return the RFE for explanation. XXX was informed of alternate transportation options and/or changing provider for standing order.	3/21/2019
2340			3/7/2019		3/11/2019	Prov No-Show A leg	QA did not get a return call from the member however provider did advised member was not transported due to lack of drivers in the area. QA cancelled trip in INSight.			We were not able to get a cab in the member's pickup area before his appointment time to get him picked up and transported.	Provider advised no drivers was available to transport the member to and from appointment on this day. Trip was cancelled due to the no show.	Provider advised no drivers was available to transport the member to and from appointment on this day. Trip was cancelled due to the no show.	3/15/2019

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2347			3/11/2019		3/11/2019	Prov Late - A Leg	Provider states member cancelled, however trip was cancelled due to the driver arriving hours late to transport the member to surgery. Trip notes advised call center agent educated the provider on the importance of calling XXX manager to report delays in transportation.			Received response from provider XXX on 3/22/2019: "Member cancelled."	Driver arrived hours late to transport member to her surgery. By that time it was too late for the member to complete surgery. Member rescheduled surgery to a later date, and provider was educated on the importance of reporting delays in picking members up timely manner.	Driver arrived hours late to transport member to her surgery. By that time it was too late for the member to complete surgery. Member rescheduled surgery to a later date, and provider was educated on the importance of reporting delays in picking members up timely manner.	3/25/2019
2348			3/9/2019		3/11/2019	Prov No-Show A leg	Provider confirmed a driver was not sent to transport the member due to high volume of trips. Member standing order is assigned to this provider and nurse requested for a another provider so member can get to his appointments on time. QA notified SSR with nurse social workers request.			Received response from provider XXX on 3/22/2019: "Higher volume of trips this day. Member unable to make appointment."	Provider advised the driver was no sent out to transport this member on this day. Member's social worker has request for a replacement provider to accommodate the member's A leg.	Provider advised the driver was no sent out to transport this member on this day. Member's social worker has request for a replacement provider to accommodate the member's A leg.	3/25/2019
2366			3/4/2019		3/11/2019	Prov Late - B Leg	Provider did not send a response for the driver late arrival.				Provider did not provide a response for driver's late arrival. Member advised driver arrived three hours after calling for return ride.	Provider did not provide a response for driver's late arrival. Member advised driver arrived three hours after calling for return ride.	3/26/2019
2375			3/11/2019		3/11/2019	Vehicle Dirty	Provider did not return the RFE but was educated on the purpose and importance of keeping a clean vehicle.				Provider did not return RFE, however QA reiterated the importance of keeping his vehicles clean for everyone's safety.	Provider did not return RFE, however QA reiterated the importance of keeping his vehicles clean for everyone's safety.	3/27/2019
2428			3/12/2019		3/13/2019	Vehicle Condition	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	4/5/2019
2441			3/13/2019		3/13/2019	Prov Late Sendback	Member phone number is no longer in services. no other number found for this member. However SSR team has followed up with the facility and are working to assign a provider for new standing order XXX. Provider did not respond to the RFE.				XXX did not respond to the RFE. This provider is no longer assigned to the member's standing order and agents are working to secure transportation with another provider.	XXX Transportation did not respond to the RFE. This provider is no longer assigned to the member's standing order and agents are working to secure transportation with another provider.	4/3/2019
2444			3/13/2019		3/14/2019	Prov Late - A Leg	Provider did not respond to the RFE. SSR agents are working to secure transportation for this member with a different provider.				Member made request for a not to ride with XXX. SSR agents are working to secure transportation with another provider within the area. XXX did not response the RFE.	Member made request for a not to ride with XXX. SSR agents are working to secure transportation with another provider within the area. XXX did not response the RFE.	4/5/2019
2468			3/11/2019		3/14/2019	Trip not assigned	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	4/5/2019

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2504			3/14/2019		3/15/2019	Member Issue	Provider advised XXX as addressed this issue with SETI management. Nurse facility staff was educated on the importance of sending an escort to assist the member in need. QA did not address reported member no show due to the member not having another trips assigned to this provider. Two trips for this member in INSight.				XXX notified SETI they received a nursing facility trip and this provider can't accommodate nursing facility trips. Provider advised SETI management was notified and error was addressed. QA educated the nursing staff on the importance of sending an escort with the member in need of assistance beyond door to door. No other trips found assigned to this provider for this member.	XXX notified SETI they received a nursing facility trip and this provider can't accommodate nursing facility trips. Provider advised SETI management was notified and error was addressed. QA educated the nursing staff on the importance of sending an escort with the member in need of assistance beyond door to door. No other trips found assigned to this provider for this member.		4/4/2019
2506			3/16/2019		3/16/2019	Prov Late - A Leg	Valid complaint as address, pick up point incorrect for member appointment. They will research and coach accordingly to reduce these errors in future.			Received response from XXX on 4/10/2019 to RFE: "It appears that we missed 3/2 and 3/9. Now I do see some discrepancies with the pickup address. It is either 2 different shelters Or the shelter has moved. I will investigate further but attached below is a history of paid transport. We continue to try and Improve our service each day. We are down 2 drivers for XXX but believe we have compensated. Thank you"	XXX missed 2 pick ups for member stating the address was listed incorrect - will research and coach accordingly.	XXX missed 2 pick ups for member stating the address was listed incorrect - will research and coach accordingly.		4/11/2019
2532			3/18/2019		3/18/2019	Prov Late - A Leg	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.			Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.		4/8/2019
2549			3/18/2019		3/18/2019	Rude Staff (non-CC)	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up and to educate provider on appropriate interactions with members to include a high level of customer service.			Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up and to educate provider on appropriate interactions with members to include a high level of customer service.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up and to educate provider on appropriate interactions with members to include a high level of customer service.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up and to educate provider on appropriate interactions with members to include a high level of customer service.		4/16/2019
2551			3/16/2019		3/18/2019	Prov Late Sendback	Record show trip was routed to the provider not s/o assigned as it was stated by provider. Trip was not sent back in a timely manner.			RFE response received on 3/18/2019 from XXX - response states "I faxed information in regards to the situation with XXX. Please call with any additional questions or clarification needed." No RFE located in QA mailbox - A request has been sent to provider to remit again.	Provider send the trip passed send back policy date. Provider was reeducated on send back policy.	Provider send the trip passed send back policy date. Provider was reeducated on send back policy.		4/11/2019
2552			3/18/2019		3/19/2019	Prov No-Show A leg	For trip in question, all steps were taken to accommodate member transport and reach member. Unfortunately, each updated attempt member was not at address provided to fulfill trip successfully. Member will be educated on providing accurate pick up locations to avoid issue in future.			Received RFE response from XXX ON 4/17/2019: "The issue that I have found with this trip is miscommunication. We show that our driver went to the listed address and the member was not there. XXX Dispatcher sent unit back to attempt to get the member again and was unsuccessful. XXX dispatcher notated that each time, the member was not found at the listed address. -end- XXX	Member education on providing correct pick up and drop off addresses in future to avoid repeated attempts to fulfill trip or cause missed trips. Trip notated appropriately with all details reflecting numerous attempts to locate memebr for transport but unsuccessful.	Member education on providing correct pick up and drop off addresses in future to avoid repeated attempts to fulfill trip or cause missed trips. Trip notated appropriately with all details reflecting numerous attempts to locate memebr for transport but unsuccessful.		4/17/2019
2560			3/17/2019		3/19/2019	Prov No-Show A leg	Valid as this appears to be a Call Center/Dispatch error. Coaching opportunity for CC staff for future trips.			Received response to RFE from provider XXX on 4/12/2019: "Cancelled by SET" Attached to RFE was manifest showing trip cancellation for this member by SET.	Call Center error with same day trip not bieng dispatched to provider to appear on manifest. Coaching will occur for CC/Dispath staff to reduce these errors for future.	Call Center error with same day trip not bieng dispatched to provider to appear on manifest. Coaching will occur for CC/Dispath staff to reduce these errors for future.		4/16/2019

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2583			2/14/2019		3/25/2019	Member Issue	QA was unable to address the provider concerns with escort and member due to no valid number on file. QA tried contacting several different number listed on trips. Provider states he will no longer transport this member.				QA was unable to address providers concerns due to no valid contact number on file for this member. Provider has advised member was added to XXX do not transport list.	QA was unable to address providers concerns due to no valid contact number on file for this member. Provider has advised member was added to XXX do not transport list.	4/19/2019
2584			3/21/2019		3/25/2019	Call Center Issue	Call Center OFI for dispatching trips to member's preferred provider is currently being addressed by their leadership team - Member will be reeducated on rider guidelines and the need to provide accurate contact information to avoid trip cancellations in future. Facility had to be contacted as member number was disconnected and facility stated there was no appointment on file for member.				Call Center OFI for dispatching trips to member's preferred provider is currently being addressed by their leadership team - Member will be reeducated on rider guidelines and the need to provide accurate contact information to avoid trip cancellations in future. Facility had to be contacted as member number was disconnected and facility stated there was no appointment on file for member.	Call Center OFI for dispatching trips to member's preferred provider is currently being addressed by their leadership team - Member will be reeducated on rider guidelines and the need to provide accurate contact information to avoid trip cancellations in future. Facility had to be contacted as member number was disconnected and facility stated there was no appointment on file for member.	4/18/2019
2590			3/26/2019		3/26/2019	Member Issue	Educated the member's caregiver on return ride policy/guidelines. Provider was made aware caregiver was educated on the importance of following return ride policy.				Educated the member's caregiver on return ride policy/guidelines.	Educated the member's caregiver on return ride policy/guidelines.	4/18/2019
2591			2/20/2019		3/26/2019	Incident	Provider did not response to RFE. Member was advised to send receipt/proof of damages once she returns home from Rehab to proceed with claim. Member states she understands and will follow up after she returns home.				Provider did not return RFE. Member was advised to provide proof of damages when she returns home from XXX.	Provider did not return RFE. Member was advised to provide proof of damages when she returns home from XXX.	4/19/2019
2594			3/27/2019		3/27/2019	Prov Late - A Leg	Provider did not provide a response for late arrival. Records show an agent reached out to the provider at 8:41am in regards to driver had not arrived at pickup time. Agent was advised driver would arrive shortly by provider.				Provider did not return RFE. Communications between agent and provider indicate driver did not arrive at pickup time as scheduled.	Provider did not return RFE. Communications between agent and provider indicate driver did not arrive at pickup time as scheduled.	4/19/2019
2595			3/27/2019		3/27/2019	Prov No-Show A leg	Provider advised member trip was sent back for the date in questions however, records show trip was not sent back by the provider. Trip assigned to provider.			Received response to RFE from provider XXX on 4/18/2019: "We sent this back due to not having a driver available so I do not understand why we are being considered a provider no show."	Provider did not show up for transport due to not having an available driver. Trip was not sent back by provider as result member missed appointment.	Provider did not show up for transport due to not having an available driver. Trip was not sent back by provider as result member missed appointment.	4/19/2019
2610			3/28/2019		3/28/2019	Trip not assigned	No call was found reagrding unassigned trip. Facility Outreach Manager has been notified to educate the facility on unassigned trips.				QA was unable to confirm assigned agent contacted the facility regarding unsecure transportation for this member. Facility Outreach Manager has been notified to educate the facility on unassigned trips and the use of the facility portal online access for trip information.	QA was unable to confirm assigned agent contacted the facility regarding unsecure transportation for this member. Facility Outreach Manager has been notified to educate the facility on unassigned trips and the use of the facility portal online access for trip information.	4/19/2019
2612			3/27/2019		3/28/2019	Prov No-Show A leg	Provider no show valid - No longer a part of SET network.				Provider no show valid - No longer a part of SET network.	Provider no show valid - No longer a part of SET network.	4/17/2019
2615			3/28/2019		3/28/2019	Rude Staff (non-CC)	Provider did not response to RFE. Manifest notes for this trip do not advise member needed assistants with walker.				Provider did not return RFE. QA was unable to reach the member by phone. Provider was added on member's do not use list per member's request.	Provider did not return RFE. QA was unable to reach the member by phone. Provider was added on member's do not use list per member's request.	4/19/2019
2617			3/28/2019		3/28/2019	Rude Staff (non-CC)	Provider working with driver to hold accountable for actions and refresh and correct customer service for future members - Provider will not dispatch this members trips to this driver again in future and apologizes for infraction.			Received response to RFE from provider XXX on 4/17/2019: "We sincerely apologize for this occurrence. I will ensure we do not dispatch this driver to this member again. Management will be speaking with the driver in person, as soon as possible to speak to him regarding this. There is no reason a driver should be rushing a member, especially a member that is clearly injured."	Provider working with driver to hold accountable for actions and refresh and correct customer service for future members - Provider will not dispatch this members trips to this driver again in future and apologizes for infraction.	Provider working with driver to hold accountable for actions and refresh and correct customer service for future members - Provider will not dispatch this members trips to this driver again in future and apologizes for infraction.	4/18/2019

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2619			3/28/2019		3/28/2019	Prov Late - A Leg	Provider response states no A Leg for this trip for them - no response to tardy pick up. Will be listed as Valid due to providers failure to respond to tardy pick up for member and trip fulfillment is listed for both legs to this provider.			Received RFE response from provider XXX on 4/17/2019: "No A-leg provided in portal only B-Leg"	Provider late for pick and assigned both legs though RFE refutes this - Provider Relations Management Team will be forwarded this information to address accordingly with the provider.	Provider late for pick and assigned both legs though RFE refutes this - Provider Relations Management Team will be forwarded this information to address accordingly with the provider.	4/17/2019
2624			3/29/2019		3/29/2019	Prov Late Sendback	Provider did not provide explanation for why provider was unable to accommodate the member trip on short notice. No other trip in In Sight for this member.				Provider did not explain reason provider being unable to accommodate the member's trip. Provider Relations will follow up with provider regarding pickup and delivery standards.	Provider did not explain reason provider being unable to accommodate the member's trip. Provider Relations will follow up with provider regarding pickup and delivery standards.	4/19/2019