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)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Complaint	Member	Member ID		Complainant	Date Complaint			Subject of	Name of Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
							Reiterated to the mbr's husband the correct protocol for mbr	•		•	Reiterated to member's husband the protocol	Reiterated to member's husband the protocol	
2242			2/28/2019		3/1/2019	Member Issue	escorts and provider's assisting.				for escorts and providers.	for escorts and providers.	3/12/201
							Reviewed the member's trip history, XXX is the only provider to				Member did admit being in a confrontational	Member did admit being in a confrontational	
							transport the member since June 2018. Qa educated the member				conversation with XXX's staff. QA educated	conversation with XXX's staff. QA educated	1
							on Number of providers options in the area and keeping a good relationship these companies. Provider was not added to				the member on the importance of having a good standing relationship with providers in	the member on the importance of having a good standing relationship with providers in	
							member's do not use list. Provider has the option to sendback or				the area to reduce the changes of unassigned	the area to reduce the changes of unassigned	
2244			3/4/2019		3/1/2019	Member Issue	deny the member's trips.				trip or possibly losing rider privileges.	trip or possibly losing rider privileges.	3/13/2019
2211			3/ 1/2019		3/1/2019	Welloci issue	deny the memoer's trips.			Driver had a heavy schedule and had a	A heavy work load and a issue with a	A heavy work load and a issue with a	3/13/201
							A heavy work load and a issue with a previous run ran driver			problem with client earlier. That caused him	previous run ran driver behind with	previous run ran driver behind with	
2245			2/28/2019	Member	3/1/2019	Prov Late - A Leg	behind with schedule.			to run behind.	schedule.	schedule.	3/14/2019
						-				According to our records, the member was			
										scheduled for pick up at 1pm for a 1:15pm			
										appointment. Due to the fact the member			
										needs a wheelchair vehicle, we require at			
												Provider was late transporting the member to	)
							Provider was late. Due to the providers error standing order A			and appointment times to accommodate high		dialysis. SSR team reassigned members	
							Leg was assigned to XXX and YYY will transport for the				standing order A leg to another provider to	standing order A leg to another provider to	
2249			2/27/2019		2/4/2010	D I -4- A I	member Leg B to be sure this member makes to appointment on			arrived to pick the member up at 1:41pm, at which time the member cancelled ride.	assure the member gets to the treatment	assure the member gets to the treatment center on time.	3/13/2019
2249			2/2//2019		3/4/2019	Prov Late - A Leg	time.				center on time.	center on time.	3/13/2019
										We received a call at 9:45PM for member's			
										return. We did not hear anything else from	Member waited over one hour for return	Member waited over one hour for return	
							Trip notes advised member was waiting for transporation at			the member, and when we tried to verify that		ride. Provider confirmed the run was	
2254			3/1/2019		2/4/2010	Prov No-Show B leg	22:53. Provider confirmed driver was not sent to transport the member due to lack of communication.			Transportation was still needed, we did not receive an answer, so the run was cancelled.	cancelled and driver was not sent. B leg was cancelled in Insight.	cancelled and driver was not sent. B leg was cancelled in Insight.	3/7/2019
2234			3/1/2019		3/4/2019	Prov No-Snow B leg	member due to lack of communication.			receive an answer, so the run was cancelled.	Trip history shows agents are contacting	Trip history shows agents are contacting	3///2015
											providers in the area but have been	providers in the area but have been	
							Agents are contacting providers in Lake county but have been				unsuccessful securing transportation.	unsuccessful securing transportation.	
							unsuccessful with securing transportation. Member was added to				Member trips will be monitored by the MCA	Member trips will be monitored by the MCA	
2255			1/22/2019		3/4/2019	Call Center Issue	the MCA list for her trips to be monitored.				team	team	3/12/2019
							•				Provider did not return the RFE. XXX	Provider did not return the RFE. XXX	
											notified SETI on short notice advising	notified SETI on short notice advising	
											vehicle was broke down and could not	vehicle was broke down and could not	
											complete scheduled runs. Since then	complete scheduled runs. Since then	
							Provider did not return RFE but did state Circle Indy had a				provider reported vehicles are up and	provider reported vehicles are up and	
2257			3/4/2019		2/4/2010	Tr :	vehcile down unaccepted. Provider did not have a back vehicle to continue rides at the last minute.				running will continue transportating member as scheduled.	running will continue transportating member as scheduled.	
2257			3/4/2019		3/4/2019	Trip not assigned	to continue rides at the last minute.			One of our drivers was sick on the above	as scheduled.	as scheduled.	3/13/2019
										date hence we were shorthanded. We tried			
										our best to make sure that the member get's			
							Provider had a driver out sick on this day of trip, short handed			to his appointment on time unfortunately that	Provider was short handed drivers due to a	Provider was short handed drivers due to a	
2263			3/5/2019		3/5/2019	Prov Late - A Leg	drivers.			never happened.	driver being out sick.	driver being out sick.	3/14/2019
											Provider did not return RFE in a timely	Provider did not return RFE in a timely	
							Provider did not return RFE. Nurse was educated on the				manner. Nurse advised the nurse to call SETI	manner. Nurse advised the nurse to call SETI	
2272			2/28/2019		3/6/2019	Driver Behavior	importance of calling SETI for return rides.				reservation line for return rides.	reservation line for return rides.	3/15/2019
													1
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			1/19 - 03/31/1										
Complaint	Member	Member ID		Complainant	Date Complaint			Subject of	Name of Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
		` ′	•				XXX did not return completed RFE form. This provider was			•	Provider did not return the RFE and was	Provider did not return the RFE and was	
							added to the member's do not use list at the member's request.				added to the member's do not use list.	added to the member's do not use list.	
							Member prefers to ride with LifeSpan Educated the member on				Member was educated on using the provider	Member was educated on using the provider	
							number of providers in the area, alternate transporation options,				do not use list, number of providers in the	do not use list, number of providers in the	
							and LifeSpan trips before 48 hours for provider to accept the				area, and timeframe when scheduling trips	area, and timeframe when scheduling trips	
2276			2/28/2019		3/6/2019	Prov Late - A Leg	trips.				per preferred provider.	per preferred provider.	3/19/2019
					0.0.200		1				Provider was reported as a no show and did	Provider was reported as a no show and did	+
											not response to RFE form. Trip was	not response to RFE form. Trip was	
							Provider did not response to the RFE. Cancelled trip in Insight-				cancelled in Insight due to the provider no	cancelled in Insight due to the provider no	
2278			3/5/2019	Grandduaghter	3/6/2019	Prov No-Show A leg	provider no show.				show.	show.	3/19/2019
2279			3/5/2019	Granddaugnter		Member Issue	Member cancelled trip due to other appointments.				Member cancelled trip.	Member cancelled trip.	3/13/2019
221)			3/3/2017		3/0/2017	Wichioci issue	Provider did not return the RFE. Member's profile was updated				Provider did not return the RFE form.	Provider did not return the RFE form.	3/13/201
							Agents will contact the preferred provider for transportation for				Member's preferred provider was changed at	Member's preferred provider was changed at	
2280			3/5/2019		3/6/2010	Prov No-Show A leg	this member.				the member's parent request.	the member's parent request.	3/19/2019
2200			3/3/2019		3/0/2019	1 tov No-Silow A leg	IVR report shows member cancelled 2/22/19, 2/25/2019, and				the member's parent request.	the member's parent request.	3/19/2015
											IV/D	N/D	
2281			3/5/2019		2/6/2010	M 1 1	3/5/2019. Trips was cancelled due to IVR response and TP				IVR report show a pattern of member cancellations.	IVR report show a pattern of member cancellations.	2/7/2016
2281			3/3/2019		3/6/2019	Member Issue	coordinator statement.						3/7/2019
							D II III . DEED V				Provider did not return RFE for provider no	Provider did not return RFE for provider no	
							Provider did not return RFE. Nurse was educated on the calling				show. Nurse was educated on the proper way	1	*
****							reseveration line when looking for ride as well as scheduling and					to get ETA, report concerns/issues, and make	
2282			3/5/2019		3/6/2019	Prov No-Show A leg	making changes to trips.				changes to secheduled trips.	changes to secheduled trips.	3/19/2019
											Provider did not return RFE but did advised	Provider did not return RFE but did advised	
							Provider did not return written explanation for the no show.				that driver can no longer transport for the	that driver can no longer transport for the	
							Member's standing order has been reassigned to a different				member's standing order. Member standing	member's standing order. Member standing	
2283			3/5/2019		3/6/2019	Prov No-Show A leg	provider.				order was assigned to another provider	order was assigned to another provider	3/19/2019
											Trip was cancelled due to provider no show	Trip was cancelled due to provider no show	
											reported by the member. Provider did not	reported by the member. Provider did not	
											return the RFE for explanation. Member	return the RFE for explanation. Member	
							Provider did not return RFE. Member updated preferred				requested to only use XXX if there are no	requested to only use XXX if there are no	
2284			3/6/2019		3/6/2019	Driver Behavior	provider.				other options.	other options.	3/19/2019
											Member stated he found alternate	Member stated he found alternate	
											transportation for this appointment but did	transportation for this appointment but did	
											not call SETI to cancel. Member was	not call SETI to cancel. Member was	
							Member was educated on the imporance of calling SETI to				educated on calling SETI to cancel trips.	educated on calling SETI to cancel trips.	
2286			3/5/2019		3/6/2019	Member No-Show	cancel trips when needed.						3/14/2019
							Member stated he forgot about transportation due to other						
							necessary appointments. Member was educated on cancelling				Member was educated on cancelling trips in	Member was educated on cancelling trips in	
2288			3/5/2019		3/6/2019	Member Issue	trips in a timely manner.				a timely manner.	a timely manner.	3/14/2019
							<u> </u>				Member did not use transportation on on this	Member did not use transportation on on this	s
							Caregiver was educated on the importance of SETI when				day. Caregiver was educated on the	day. Caregiver was educated on the	
							member will not need transportation. Member did not use				importance of calling SETI to cancel	importance of calling SETI to cancel	
2296			3/4/2019		3/6/2019	Member Issue	transportation on 3/4/2019.				transportation.	transportation.	3/15/2019
											1	1	
											Provider did not return RFE for explanation	Provider did not return RFE for explanation.	
											Due to the provider no show XXX was sent	Due to the provider no show XXX was sent	
											to transport the member back home, however	to transport the member back home, however	T .
							Provider did not return RFE. Member standing order was				member found alternate transportation.	member found alternate transportation.	Ή
							reassigned to another provider. B leg was reassigned to XXX				Member standing order was reassigned to	Member standing order was reassigned to	
							due to Leg B YYY's no show. YYY was added to member's do				another provider and member's family plans	another provider and member's family plans	
							not use list and GR application was sent to the member at the				to enroll in the Gas Reimbursement program	to enroll in the Gas Reimbursement program	. [
2297			3/6/2019		3/6/2010	Prov No-Show B leg	member's son request.				to assist with transportation for the member.	to assist with transportation for the member.	
2291			5/0/2019		3/0/2019	1 104 NO-SHOW D ICE	Spoke with mbr and she stated that she cancelled trip due to	<del>                                     </del>			to assist with transportation for the inember.	to assist with transportation for the illember.	3/20/2019
2298			3/4/2019		2/6/2010	Member Issue	being in a lot of pain.				Mamban agneelled door to not footing 11	Member cancelled due to not feeling well.	3/13/2019
2298			3/4/2019		3/6/2019	iviemper issue	being in a ioi of pain.	-			Member cancelled due to not feeling well.  Member was reminded to call SET to cancel	Member cancelled due to not feeling well.  Member was reminded to call SET to cancel	
2300			2/4/2010		2/6/2010	N 1 1	C C H I H I H H H H H H H H H H H H H H					1	
2300	1		3/4/2019		3/6/2019	Member Issue	Gave friendly reminder to call SETI to cancel her transportation.				trips in timely manner.	trips in timely manner.	3/7/2019

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					Date				Name of				_
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
Number	Name	(KID)	Trip Date	Name	Received	Complaint Category	Provider did not return RFE form. Member standing order was	Complaint	rroviuer	Frovider Response	Provider did not return RFE form regarding	Provider did not return RFE form regarding	Resolveu
							assigned to a different provider at nurse's request and will only				the driver's behavior. The member's standing		
2301			3/6/2019		3/6/2019	Prov Late - A Leg	use at last resort.				order was reassigned immediately.	order was reassigned immediately.	3/20/2019
							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	was rude. Provider did not return RFE with	
2309			3/7/2019		3/7/2019	Rude Staff (non-CC)					questions.	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		2/7/2019	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			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			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 howveer 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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					Date				Name of				
Complaint	Member	Member ID		Complainant	Complaint			Subject of	Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
											Driver arrived hours late to transport	Driver arrived hours late to transport	
							D 11 (1 IIII III				member to her surgery. By that time it was	member to her surgery. By that time it was	
							Provider states member cancelled, however trip was cancelled				too late for the member to complete surgery.	too late for the member to complete surgery.	
							due to the driver arriving hours late to transport the member to				Member rescheduled surgery to a later date, and provider was educated on the	Member rescheduled surgery to a later date,	
							surgery. Trip notes advised call center agent educated the			D : 1 C :1 VVV	1 1	and provider was educated on the	
22.47			2/11/2010		2/11/2010	D I . AI	provider on the importance of calling XXX manager to report			Received response from provider XXX on 3/22/2019: "Member cancelled."	importance of reporting delays in picking	importance of reporting delays in picking	2/25/2010
2347			3/11/2019		3/11/2019	Prov Late - A Leg	delays in transportation.			3/22/2019: "Member cancelled."	members up timely manner.	members up timely manner.	3/25/2019
							Provider confirmed a driver was not sent to transport the				Provider advised the driver was no sent out	Provider advised the driver was no sent out	
							member due to high volume of trips. Member standing order is			D : 1 C :1 YZZZZ	to transport this member on this day.	to transport this member on this day.	
							assigned to this provider and nurse requested for a another			Received response from provider XXX on	Member's social worker has request for a	Member's social worker has request for a	
***							provider so member can get to his appointments on time. QA			3/22/2019: "Higher volume of trips this day.	replacement provider to accommodate the	replacement provider to accommodate the	
2348			3/9/2019		3/11/2019	Prov No-Show A leg	notified SSR with nurse social workers request.			Member unable to make appointment."	member's A leg.	member's A leg.	3/25/2019
											Provider did not provide a response for	Provider did not provide a response for	
											driver's late arrival. Member advised driver	driver's late arrival. Member advised driver	
											arrived three hours after calling for return	arrived three hours after calling for return	
2366			3/4/2019		3/11/2019	Prov Late - B Leg	Provider did not send a response for the driver late arrival.				ride.	ride.	3/26/2019
											Provider did not return RFE, however QA	Provider did not return RFE, however QA	
							Provider did not return the RFE but was educated on the purpose				reiterated the importance of keeping his	reiterated the importance of keeping his	
2375			3/11/2019		3/11/2019	Vehicle Dirty	and importance of keeping a clean vehicle.				vehicles clean for everyone's safety.	vehicles clean for everyone's safety.	3/27/2019
											Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	
2428			3/12/2019		3/13/2019	Vehicle Condition	Relations Team has been notified for follow up.				up.	up.	4/5/2019
											XXX did not respond to the RFE. This	XXX Transportation did not respond to the	
							Member phone number is no longer in services. no other number				provider is no longer assigned to the	RFE. This provider is no longer assigned to	
							found for this member. However SSR team has followed up with				member's standing order and agents are	the member's standing order and agents are	
							the facility and are working to assign a provider for new				working to secure transportation with	working to secure transportation with	
2441			3/13/2019		3/13/2019	Prov Late Sendback	standing order XXX. Provider did not respond to the RFE.				another provider.	another provider.	4/3/2019
											Member made request for a not to ride with	Member made request for a not to ride with	
											XXX. SSR agents are working to secure	XXX. SSR agents are working to secure	
							Provider did not respond to the RFE. SSR agents are working to				transportation with another provider within	transportation with another provider within	
2444			3/13/2019		3/14/2019	Prov Late - A Leg	secure transportation for this member with a different provider.				the area. XXX did not response the RFE.	the area. XXX did not response the RFE.	4/5/2019
											Closing as Valid - RFE not returned from	Closing as Valid - RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid - RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	
2468	1		3/11/2019		3/14/2019	Trip not assigned	Relations Team has been notified for follow up.				up.	up.	4/5/2019

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					Date				Name of				
Complaint	Member	Member ID		Complainant	Complaint			Subject of	Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
										Received response to RFE from provider			
										XXX on 4/4/2019: "We looked up the clients			
										trip and she was picked up at her home			
										address at 8:31 a.m. which was within her			
										pick up time of 8:03 and 8:33. She was			
										dropped off at YYY in Charlestown at 9:16			
										a.m., the driver also had two clients to drop			
										off in between which could have caused the			
										time issue. There could have been an issue			
										which started earlier on the drivers route and			
										put him behind in his runs such as accidents.			
										detours etc. Sometimes clients are late			
										getting out of their house and we do ask the			1
										driver to wait so they can get to their			
										appointment. The client was picked up at			
										9:30 a.m. and dropped off at her address at			
										9:43, earlier than her SET will call of 11:30.			
							D 11 11 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			Due to the lateness of this complaint it is	D 11 11 11 11 11 11 11 11 11 11 11 11 11	D :1 1: 11: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1:	
							Provider advised the member was transported late to her			difficult to remember all circumstances	Provider advised driver was late, which	Provider advised driver was late, which	
							appointment on this day. The member could not confirm a provider issue on this date but to her been ill, in and out of the			relating to this trip. We do try our best to	caused the member to arrive 15 minutes late	caused the member to arrive 15 minutes late	
2455			2/12/2010		2/14/2010	B 7 . 47	,			accommodate all of our clients to the best of	to her appointment. Reason is unknown.	to her appointment. Reason is unknown.	4/0/201/
2477			3/13/2019		3/14/2019	Prov Late - A Leg	hospital.			our ability."	Member could not recall the late arrival.	Member could not recall the late arrival.	4/8/2019
											Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
					2/11/2010		required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	4101001
2478			3/14/2019		3/14/2019	Prov No-Show A leg	Relations Team has been notified for follow up.				up.	up.	4/8/2019
											No response from provider to RFE - Late	No response from provider to RFE - Late	
							Late send back by provider - no response to RFE - Complaint				send back. Provider Relations Managemetn	send back. Provider Relations Managemetn	
2489			3/14/2019		3/15/2019	Prov Late Sendback	deemed valid.				will be notified.	will be notified.	4/5/2019
											Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	
2490			3/14/2019		3/15/2019	Driver Behavior	Relations Team has been notified for follow up.				up.	up.	4/5/2019
											Member was educate on the importance of	Member was educate on the importance of	
							Educated the member on the correct process to make changes				calling SETI to change or cancel	calling SETI to change or cancel	
2495			3/15/2019		3/15/2019	Member Issue	and/or special request to trips via SETI.				transportation with the provider.	transportation with the provider.	4/8/2019
											Southeastrans was unable to secure	Southeastrans was unable to secure	
2496			3/15/2019		3/15/2019	Trip not assigned	SETI was unable to secure transportation.				member's transportation for this trip.	member's transportation for this trip.	3/18/2019
							Received verbal summary from provider via Provider Relations				Call Center error with Dispatcher not	Call Center error with Dispatcher not	
							Manager - No return of RFE document. Complaint valid as Call				removing incorrectly routed trips from	removing incorrectly routed trips from	
2498			3/14/2019		3/15/2019	Prov Late Sendback	Center error.				providers manifest as directed.	providers manifest as directed.	4/5/2019
											Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid - RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	1
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	1
2503			3/13/2019		3/15/2019	Driver Behavior	Relations Team has been notified for follow up.				up.	up.	4/5/2019

Submission Date: 4/30/19

IC 12-15-30.5-4 (a)(1)(D) Code Citation:

					D-4-				N			I	
Complaint	Member	Member ID		Complainant	Date Complaint			Subject of	Name of Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
		( )	<u>r</u>			r r r r r r r r r r r r r r r r r r r	F	F					
											XXX notified SETI they received a nursing	XXX notified SETI they received a nursing	
											facility trip and this provider can't	facility trip and this provider can't	
											accommodate nursing facility trips. Provider	accommodate nursing facility trips. Provider	
							Provider advised XXX as addressed this issue with SETI				advised SETI management was notified and	advised SETI management was notified and	
							management. Nurse facility staff was educated on the				error was addressed. QA educated the	error was addressed. QA educated the	
							importance of sending an escort to assist the member in need.  OA did not address reported member no show due to the				escort with the member in need of assistance	nursing staff on the importance of sending an escort with the member in need of assistance	
							member not having another trips assigned to this provider. Two				beyond door to door. No other trips found	beyond door to door. No other trips found	
2504			3/14/2019		3/15/2019	Member Issue	trips for this member in INSight.				assigned to this provider for this member.	assigned to this provider for this member.	4/4/2019
250.			3/11/2019		3/13/2019	Tribilio et 15540	The for this memory in it (signs			Received response from XXX on 4/10/2019	assigned to this provider for this memori.	assigned to this provider for this member:	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			
							Valid complaint as address, pick up point incorrect for member			Improve our service each day. We are down	XXX missed 2 pick ups for member stating	XXX missed 2 pick ups for member stating	
							appointment. They will research and coach accordingly to			2 drivers for XXX but believe we have	the address was listed incorrect - will	the address was listed incorrect - will	
2506			3/16/2019		3/16/2019	Prov Late - A Leg	reduce these errors in future.			compensated. Thank you"	research and coach accordingly.	research and coach accordingly.	4/11/2019
						·					Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	4/0/2040
2532			3/18/2019		3/18/2019	Prov Late - A Leg	Relations Team has been notified for follow up.				up.	up.	4/8/2019
											Closing as Valid – RFE not returned from Provider within required timeframe though	Closing as Valid – RFE not returned from Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached multiple times; Provider	outreached multiple times; Provider	
							required timeframe though outreached multiple times; Provider				Relations Team has been notified for follow	Relations Team has been notified for follow	
							Relations Team has been notified for follow up and to educate				up and to educate provider on appropriate	up and to educate provider on appropriate	
							provider on appropriate interactions with members to include a				interactions with members to include a high	interactions with members to include a high	
2549			3/18/2019		3/18/2019	Rude Staff (non-CC)	high level of customer service.				level of customer service.	level of customer service.	4/16/2019
										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			
							Record show trip was routed to the provider not s/o assigned as			clarification needed." No RFE located in QA	Provider send the trip passed send back	Provider send the trip passed send back	
							it was stated by provider. Trip was not sent back in a timely			mailbox - A request has been sent to		policy date. Provider was reeducated on send	
2551			3/16/2019		3/18/2019	Prov Late Sendback	manner.			provider to remit again.	back policy.	back policy.	4/11/2019
										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	up and drop off addresses in future to avoid	Member education on providing correct pick up and drop off addresses in future to avoid	
							For trip in question, all steps were taken to accomodate member			member was not there.XXX Dispatcher sent	repeated attempts to fulfill trip or cause	repeated attempts to fulfill trip or cause	
							transport and reach member. Unfortuantely, each updated			unit back to attempt to get the member again	missed trips. Trip notated appropriately with	missed trips. Trip notated appropriately with	
							attempt member was not at address provided to fulfill trip			and was unsuccessful. XXX dispatcher	all details reflecting numerous attempts to	all details reflecting numerous attempts to	
							successfully. Member will be educated on providing accurate			notated that each time, the member was not	locate memebr for transport but	locate memebr for transport but	
2552			3/18/2019		3/19/2019	Prov No-Show A leg	pick up locations to avoid issue in future.			found at the listed addressend- XXX	unsuccessful.	unsuccessful.	4/17/2019
										n	Call Center error with same day trip not	Call Center error with same day trip not	
										Received response to RFE from provider	bieng dispacthed to provider to appear on	bieng dispacthed to provider to appear on	
							Valid as this appears to be a Call Center/Dispatch error.			XXX on 4/12/2019: "Cancelled by SET" Attached to RFE was manifest showing trip	manifest. Coaching will occur for CC/Dispacth staff to reduce these errors for	manifest. Coaching will occur for CC/Dispacth staff to reduce these errors for	
2560			3/17/2019		3/19/2019	Prov No-Show A leg	Coaching opportunity for CC staff for future trips.			cancellation for this member by SET.	future.	future.	4/16/2019
2300			3/1//2019		3/17/2019	1107 110-Bilow A leg	Concerning opportunity for CC start for future trips.			currentiation for this member by SE1.	Tutture.	intare.	7/10/2019

Submission Date: 4/30/19

IC 12-15-30.5-4 (a)(1)(D) Code Citation:

					Date				Name of				
Complaint	Member	Member ID		Complainant	Complaint			Subject of	Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
Number	Ivaille	(KID)	ттр Басе	Name	Received	Complaint Category	Complaint Details	Complaint	1 i ovidei	1 Tovider Response	The member's trip history shows providers	The member's trip history shows providers	Resolved
											are being assigned to transport. No trips	are being assigned to transport. No trips	
											found for this member in February.	found for this member in February.	
							Trip history show 3 unassigned trips all together since July of				Member's trip 3/18/2019 shows agents did	Member's trip 3/18/2019 shows agents did	
							2018. Call Center was notified dispatch agents will be coached				not properly work to assign a provider. Call	not properly work to assign a provider. Call	
							to assure all trips will be worked completely within the proper				center manager was notified agents will be	center manager was notified agents will be	
2561			3/18/2019		3/20/2010	Trip not assigned	timeframe. No trip for this member in Feb.				coach to improve dispatching process.	coach to improve dispatching process.	4/17/2019
2301			3/16/2019		3/20/2019	Trip not assigned	uniename. No trip for this member in Feb.			Received response to RFE from provider	coach to improve dispatching process.	coach to improve dispatching process.	4/1//2015
										XXX on 4/16/2019: "We sincerely apologize			
							Dravidar calmayyladasa daiyaala hahayian yaas inannaaniata and			if the member did not feel comfortable. We	Provider has advised driver will be removed	Provider has advised driver will be removed	.
							Provider acknowledges driver's behavior was inappropriate and			have noted this information in our system,	1		
							will no longer send this driver to transport this member.  Compliance was notified and will spot inspect this driver's			and will no longer send this driver to this	from transporting this member on future trips. Compliance was notified and will	from transporting this member on future trips. Compliance was notified and will	
2563			3/20/2019		2/20/2010	Driver Reckless	behavior.			member. Thank you"	complete spot inspection on this driver.	complete spot inspection on this driver.	4/18/2019
2563			3/20/2019		3/20/2019	Driver Reckless	benavior.			member. I nank you"	1 1 1	1 1 1	4/18/2019
							CL : VIII PER				Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
							Closing as Valid – RFE not returned from Provider within				Provider within required timeframe though	Provider within required timeframe though	
							required timeframe though outreached; Provider Relations Team				outreached; Provider Relations Team has	outreached; Provider Relations Team has	
2566			3/20/2019		3/20/2019	Prov Late Sendback	has been notified for follow up.				been notified for follow up.	been notified for follow up.	4/16/2019
											Closing as Valid – RFE not returned from	Closing as Valid – RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
											outreached; Provider Relations Team has	outreached; Provider Relations Team has	
											been notified for follow up. Complaint	been notified for follow up. Complaint	
							Closing as Valid – RFE not returned from Provider within				opened without contact info to reach	opened without contact info to reach	
							required timeframe though outreached; Provider Relations Team				complainant at facility and member	complainant at facility and member	
2569			3/21/2019		3/21/2019	Prov Late Sendback	has been notified for follow up.				voicemail box not set up to discuss issue.	voicemail box not set up to discuss issue.	4/16/2019
											Closing as Valid - RFE not returned from	Closing as Valid - RFE not returned from	
											Provider within required timeframe though	Provider within required timeframe though	
							Closing as Valid – RFE not returned from Provider within				outreached; Provider Relations Team has	outreached; Provider Relations Team has	
							required timeframe though outreached; Provider Relations Team				been notified for follow up. OFI submitted to	been notified for follow up. OFI submitted to	<b>ა</b>
							has been notified for follow up. XXX submitted to Call Center				Call Center for future trips to notify members	Call Center for future trips to notify members	.s
							for future trips to notify members of late send backs and				of late send backs and unassigned trips for	of late send backs and unassigned trips for	
							unassigned trips for trips. Unable to reach member as contact				trips. Unable to reach member as contact	trips. Unable to reach member as contact	
2572			3/21/2019		3/21/2019	Prov Late Sendback	numbers provided are not good.				numbers provided are not good.	numbers provided are not good.	4/16/2019
											Provider did not return RFE. Member states	Provider did not return RFE. Member states	
							Provider did not return RFE. Provider Relations Manger will				driver was attituded was inappropriate and	driver was attituded was inappropriate and	
							follow up with provider to assure all driver are being courtesy				aggressive. Provider Relations was notified	aggressive. Provider Relations was notified	
2574			3/21/2019		3/21/2019	Rude Staff (non-CC)	and patient with the members.				and will follow up with provider.	and will follow up with provider.	4/17/2019
							Member did admit to shopping while waiting for pharmacist.				Member admitted to shopping during run.	Member admitted to shopping during run.	
							Member was reeducated on rider guidelines and agreed to				QA reiterated the importance of complying	QA reiterated the importance of complying	
2577			3/22/2019		3/22/2019	Member Issue	understanding and complying with NEMT rules.				with rider guidelines.	with rider guidelines.	4/17/2019
											Member was notified regarding unassigned	Member was notified regarding unassigned	
											trip. Member was educated on the use of the	trip. Member was educated on the use of the	ا ي
							Member was advised to use the member portal to keep himself				member portal to check trip status. This trip	member portal to check trip status. This trip	
							informed on trip status. XXX was advise protocol is to advise				was not worked in the appropriate time	was not worked in the appropriate time	
							agents will continue to work the trip. This trip was not worked in				frame. Call Center management has	frame. Call Center management has	
							a timely manner. Call center has made changes in the process to				implemented ways to improve dispatching.	implemented ways to improve dispatching.	
							improve dispatching process to assure trips are being worked						
2579			3/22/2019		3/22/2019	Trip not assigned	immediately.						4/4/2019
2515			2.22.2017		2.32.2017	1	-4.				Compliance will complete a spot inspection.	Compliance will complete a spot inspection.	
											Provider did not response to RFE. Member's	Provider did not response to RFE. Member's	
							Provider did not return RFE for explaination. Complaince was				standing order has been reassigned another	standing order has been reassigned another	
2581			3/22/2019		3/22/2010	Driver Reckless	notified and will complete spot inspection.				provider in the area.	provider in the area.	4/19/2019
2361			512212017		5,22,2019	DILITOI INCORICOS	nonnea and win complete spot inspection.				provider in the area.	provider in the area.	1/17/2019
						<del> </del>					1		+
						1			l .	1	1	1	

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

IC 12-15-30.5-4 (a)(1)(D)

	1				Date	I		1	Name of				
Complaint	Member	Member ID		Complainant	Complaint			Subject of	Transportation				Date
Number	Name	(RID)	Trip Date		Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
		,	<u> </u>				•	•		•	QA was unable to address providers	QA was unable to address providers	
							QA was unable to address the provider concerns with escort and				concerns due to no valid contact number on	concerns due to no valid contact number on	
							member due to no valid number on file. QA tried contacting				file for this member. Provider has advised	file for this member. Provider has advised	
							several different number listed on trips. Provider states he will				member was added to XXX do not transport	member was added to XXX do not transport	
2583	3		2/14/2019		3/25/2019	Member Issue	no longer transport this member.				list.	list.	4/19/2019
											Call Center OFI for dispacthing trips to	Call Center OFI for dispacthing trips to	
											member's preferred provider is currently	member's preferred provider is currently	
											being addressed by their leadership team -	being addressed by their leadership team -	
							Call Center OFI for dispacthing trips to member's preferred				Member will be reeducated on rider	Member will be reeducated on rider	
							provider is currently being addressed by their leadership team -				guidelines and the need to provide accurate	guidelines and the need to provide accurate	
							Member will be reeducated on rider guidelines and the need to				contact information to avoid trip	contact information to avoid trip	
							provide accurate contact information to avoid trip cancellations				cancellations in future. Facility had to be	cancellations in future. Facility had to be	
							in future. Facility had to be contacted as member number was				contacted as member number was	contacted as member number was	
2584	.		2/21/2010		2/25/2010	G II G . I	disconnected and facility stated there was no appointment on file				disconnected and facility stated there was no	disconnected and facility stated there was no appointment on file for member.	4/10/2010
2584	ł		3/21/2019		3/25/2019	Call Center Issue	for member.  Educated the member's caregiver on return ride				appointment on file for member.	appointment on file for member.	4/18/2019
							policy/guidelines. Provider was made aware caregiver was				Educated the member's caregiver on return	Educated the member's caregiver on return	
2590			3/26/2019		2/26/2010	Member Issue	educated on the importance of following return ride policy.				ride policy/guidelines.	ride policy/guidelines.	4/18/2019
2390	<u>'</u>		3/20/2019		3/20/2019	Wember issue	Provider did not response to RFE. Member was advised to send				ride policy/guidelines.	ride policy/guidennes.	4/10/2019
							reciept/proof of damages once she returns home from Rehab to				Provider did not return RFE. Member was	Provider did not return RFE. Member was	
							proceed with claim. Member states she understands and will				advised to provide proof of damages when	advised to provide proof of damages when	
259			2/20/2019		3/26/2019	Incident	follow up after she returns home.				she returns home from XXX.	she returns home from XXX.	4/19/2019
					0.20.20.2		Provider did not provide a response for late arrival. Records				Provider did not return RFE.	Provider did not return RFE.	
							show an agent reached out to the provider at 8:41am in regards				Communications between agentt and	Communications between agentt and	
							to driver had not arrived at pickup time. Agent was advised				provider indicate driver did not arrive at	provider indicate driver did not arrive at	
2594	Į.		3/27/2019		3/27/2019	Prov Late - A Leg	driver would arrive shortly by provider.				pickup time as scheduled.	pickup time as scheduled.	4/19/2019
							7 71			Received response to RFE from provider			
										XXX on 4/18/2019: "We sent this back due	Provider did not show up for transport due to	Provider did not show up for transport due to	,
							Provider advised member trip was sent back for the date in			to not having a driver available so I do not	not having an available driver. Trip was not	not having an available driver. Trip was not	
							questions however, records show trip was not sent back by the			understand why we are being considered a	sent back by provider as result member	sent back by provider as result member	
2595	5		3/27/2019		3/27/2019	Prov No-Show A leg	provider. Trip asigned to provider.			provider no show."	missed appointment.	missed appointment.	4/19/2019
											QA was unable to confirm assigned agent	QA was unable to confirm assigned agent	
											contacted the facility regarding unsecure	contacted the facility regarding unsecure	
											transportation for this member. Facility	transportation for this member. Facility	
											Outreach Manager has been notified to	Outreach Manager has been notified to	
							No call was found reagrding unassigned trip. Facility Outreach				educate the facility on unassigned trips and	educate the facility on unassigned trips and	
							Manager has been notifed to educate the facility on unassigned				the use of the facility portal online access for		
2610	)		3/28/2019		3/28/2019	Trip not assigned	trips.				trip information.	trip information.	4/19/2019
2616			2/25/2010		2/20/2010	D N CI II	D III N II N I I COUTT				Provider no show valid - No longer a part of		4/17/2010
2612	!		3/27/2019		3/28/2019	Prov No-Show A leg	Provider no show valid - No longer a part of SET network.				SET network.	SET network.	4/17/2019
											Provider did not return RFE. QA was unable		
							D II III				to reach the member by phone. Provider was		
261:			3/28/2019		2/20/2010	Rude Staff (non-CC)	Provider did not response to RFE. Manifest notes for this trip do not advise member needed assistants with walker.				added on member's do not use list per member's request.	added on member's do not use list per member's request.	4/19/2019
2013	)		3/28/2019		3/28/2019	Rude Statt (non-CC)	not advise member needed assistants with walker.			_	member's request.	member's request.	4/19/2019
										Received response to RFE from provider			
										XXX on 4/17/2019: "We sincerely apologiz			
			1							for this occurrence. I will ensure we do not			
										dispatch this driver to this member again.	Provider working with driver to hold	Provider working with driver to hold	
			1							Management will be speaking with the drive		accountable for actions and refresh and	
							Provider working with driver to hold accountable for actions and			in person, as soon as possible to speak to	correct customer service for future members	-correct customer service for future members	_
			1				refresh and correct customer service for future members -			him regarding this. There is no reason a	Provider will not dispatch this members trips		
			1				Provider will not dispatch this members trips to this driver again			driver should be rushing a member,	to this driver again in future and apologizes	to this driver again in future and apologizes	
2617	,		3/28/2019		3/28/2019	Rude Staff (non-CC)	in future and apologizes for infraction.			especially a member that is clearly injured."		for infraction.	4/18/2019
201	1	1	3/20/2019		3/20/2013	Irade Starr (non-ec)	in rature and apologizes for infraction.			peoperany a member mai is crearly injured.	ioi minaction.	ioi minacaon.	7/10/2017

Submission Date: 4/30/19

IC 12-15-30.5-4 (a)(1)(D) Code Citation:

					Date				Name of				
Complaint	Member	Member ID		Complainant	Complaint			Subject of	Transportation				Date
Number	Name	(RID)	Trip Date	Name	Received	Complaint Category	Complaint Details	Complaint	Provider	Provider Response	Findings	SET Action	Resolved
2619			3/28/2019		3/28/2019		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	though RFE refutes this - Provider Relations Management Team will be forwarded this	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.	
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.				being unable to accommodate the member's trip. Provider Relations will follow up with	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