

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

Broker Name: Southeastrans  
Version: 2020.01  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Special Instructions: Broker may add more lines to this report if needed. Please highlight added lines yellow.

# of Complaints	143
# of Complaints Substantiated	97
% of Complaints Substantiated?	68%

Experience Period >> 09/01/2020 - 09/30/2020

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 NEMT Provider	Provider Response	Findings	Substantiated (Y or N)	SET Action	Date Resolved
			9/1/2020		9/1/2020	Member No-Show	provider went to get mbr and mbr caregiver stated that mbr did not need transport today			Left caregiver a VM educating on proper cancellation process and mailed rider guidelines.	Y	Left caregiver a VM educating on proper cancellation process and mailed rider guidelines.	9/11/2020
			9/1/2020		9/1/2020	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: Last Name: Phone: Email:  Date of Event or Trip: 09-01-2020 What's on your mind: Complaint Any additional feedback?: I got a ride scheduled for almost a month they call me today the night before my appointment and tell me that they have not secured a ride for me this is probably the fifth or sixth time they've done this these are dialysis appointments unfortunately I signed a thing last couple weeks with my dialysis company that if I missed any more appointments that I would be dropped from dialysis all my missed dialysis appointments are because they did not schedule a ride for me and it states that I have to give at least two days notice and I have always scheduled a month or two weeks before there is no excuse for this How can we contact you?: Phone			A provider was found at 630pm the night before and member notified. Member advised she had already cancelled appt since she had to sign a contract with dialysis about not missing anymore or being dropped. Member was added to MCA and a PP entered. GR for home health aid was also discussed due to recent IHCP changes. Member refuses to use SETI again unless she has no choice and is currently paying out of pocket.	N	A provider was found at 630pm the night before and member notified. Member advised she had already cancelled appt since she had to sign a contract with dialysis about not missing anymore or being dropped. Member was added to MCA and a PP entered. GR for home health aid was also discussed due to recent IHCP changes. Member refuses to use SETI again unless she has no choice and is currently paying out of pocket.	9/14/2020
			9/1/2020		9/1/2020	Member No-Show	Member cancelled with provider			Left VM educating on proper cancellation process and rider guidelines have been mailed.	Y	Left VM educating on proper cancellation process and rider guidelines have been mailed.	9/14/2020
			9/1/2020		9/1/2020	Prov No-Show A leg	Mbr called to state that provider never showed and they missed the appt.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/14/2020
			9/1/2020		9/1/2020	Member No-Show	Driver arrived for pickup and mbr never came out. Driver reported mbr no show			Mailed rider guidelines and educated member on proper cancellation process.	Y	Mailed rider guidelines and educated member on proper cancellation process.	9/14/2020
			9/1/2020		9/1/2020	Member No-Show	provider went to get mbr and mbr had cancelled appt			Member was notified of unsecure trip but never notified once secured with special rate.	N	Member was notified of unsecure trip but never notified once secured with special rate.	9/14/2020
			9/1/2020		9/1/2020	Prov No-Show A leg	Trip ID Driver had a flat tire and never called mbr or SETI to cancelled or to say they will not be able to transport mbr. Mbr (High Risk) had to reschedule both appts.			Hish Risk agent had already advised member of provider flat tire when member let them know provider didn't come. Due to no response from provider, this is valid.	Y	Hish Risk agent had already advised member of provider flat tire when member let them know provider didn't come. Due to no response from provider, this is valid.	9/14/2020

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			8/25/2020		9/1/2020	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: Last Name: Phone: Email: Date of Event or Trip: 08-25-2020 What's on your mind: Complaint Any additional feedback?: Member (DOB) was not picked up for her dialysis appointment on 8/25/2020. Her transportation has been scheduled as a ongoing due to dialysis is Tuesday, Thursday, and Saturday. Member stated that she was not notified of no driver and that she was 1 hour late to appointment due to trying to find alternate transportation. How can we contact you?: Email			Complainant no longer works at facility and I was told another staff would call me back but she didn't. Trip was thoroughly worked.	N	Complainant no longer works at facility and I was told another staff would call me back but she didn't. Trip was thoroughly worked.	9/3/2020
			9/2/2020		9/2/2020	Member No- Show	provider went to get mbr and mbr cancelled at the door. i called mbr and no one picked up			Mailed rider guidelines and left a VM educating member on proper cancellation process.	Y	Mailed rider guidelines and left a VM educating member on proper cancellation process.	9/14/2020
			8/31/2020		9/2/2020	Trip not assigned	Member left a vm message & I called her back. She asked to speak w/a supvr. She wanted to know why she is never able to get a ride to her doctor's appointments by stretcher. She claims that she has not been picked up in the past year - even though there were only 3 trips scheduled.			Trip was thoroughly worked. Two providers are the only 2 EMS providers able to accommodate bariatric BLS in her area and one of them is on DNU list (IQ #####).	N	Trip was thoroughly worked. Two providers are the only 2 EMS providers able to accommodate bariatric BLS in her area and one of them is on DNU list (IQ #####).	9/14/2020
			9/2/2020		9/2/2020	Prov No-Show A leg	Provider has not been picking mbr up for her standing order, called provider and they say they informed dispatch team that they can no longer take mbr, but did not inform the SSR dept. nor did they send any trips back.		Received response from provider: An email was sent to IN-Dispatch on 8/15/20 requesting some three members be removed from provider standing order. Member was one of the three. I acted in accordance with guidance from Supervisor, who have guided me through a number of issues. However, with reference to the IN-Dispatch email mentioned above, two of the three members were taken out of my standing order list. I can only expect that the third will also be taken out in the course of time.	Provider states they advised dispatch on 8/15/20 they could no longer take S/O. Dispatch has not responded so this will be invalid against provider. New provider has been assigned to S/O.	N	Provider states they advised dispatch on 8/15/20 they could no longer take S/O. Dispatch has not responded so this will be invalid against provider. New provider has been assigned to S/O.	9/14/2020
			9/2/2020		9/2/2020	Member No- Show	Per staff from provider mbr told driver he wasnt going // called mbr to confirm but got no answer			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/14/2020

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			8/31/2020		9/2/2020	Driver Behavior	<p>Received a complaint from FSSA. Facility Administrator, voiced his concern of the dialysis transportation. Administrator indicated that they use Provider transportation through SET. Administrator indicated that the drivers do not wear masks. Administrator indicated he had contacted the company and if and when the facility says anything to the drivers they get upset. This is concerning and of particular importance today since the facility received the Covid test results of a dialysis resident that was positive. Administrator indicated this resident had been especially careful, had not previously been positive or symptomatic but was transported to dialysis multiple times a week through Provider. I told Administrator I would make sure the information was in my daily report but thought it might warrant further investigation, especially if they are not wearing masks why transporting multiple dialysis residents in County</p>	<p>questions as to whether or not this incident occurred—allow me to explain—Over 1 week ago I had a Driver come into the office and state they had been spoken to by staff at Facility about entering their facility without wearing a mask—I was quite surprised by the actions of this Driver, as we had been adhering to a masking policy for months, and so I once again covered with her the reasoning and need for masking at this time—later that day I put out a reminder memo to all Drivers regarding the need to continue to adhere to the Governor’s directive.</p> <p>Therefore, I was quite surprised to receive a call today (Wednesday Sept.2) regarding a second incident at Facility—Upon receiving this call I spoke with staff at Facility and asked for details regarding the 2nd incident (date, time of day, M/F Driver). I hoped to gather some information so that I could determine the identity of the Driver in question—the staff stated that while they had in fact witnessed the first incident, they had no knowledge of a 2nd incident.</p> <p>Later Wednesday afternoon I received</p>	<p>Facility has been unable to provide specific information about correct dates or if there even was a 2nd incident. Provider has re-educated the drivers on wearing masks.</p>	N	<p>Facility has been unable to provide specific information about correct dates or if there even was a 2nd incident. Provider has re-educated the drivers on wearing masks.</p>	9/9/2020
			9/4/2020		9/2/2020	Member Issue	<p>Member left a voicemail &amp; asked to have a supvr call her back. I called her back&amp; she mentioned that Provider 1 is refusing to take her to future appointments because she has cancelled too many rides with them. Member claims that one reason medical appointments have been cancelled is because the balance machine at her neurologist is not working. Provider 1 is refusing anymore rides for the member. Member also claims that the owner of provider 2, is Provider 1’s brother &amp; she is afraid that with them being a provider in her area, that he will refuse taking her too. Member stated that she feels that she is being punished by provider 1 because of the malfunction of the machines at the doctor’s office..</p>		<p>Unable to educate member that we can't force a provider to take her trips.</p>	N	<p>Unable to educate member that we can't force a provider to take her trips.</p>	9/17/2020
			9/2/2020		9/2/2020	Driver Reckless	<p>I spoke with Member. He had a complaint against his driver which happens to also be the owner of the provider that supplies his rides. He advised that he doesn't feel safe driving with the provider. He said that the Owner wears full size headphones while driving. He is unable to hear when the member is talking to him. He also advised that the member talks on his phone and makes personal calls while driving the member. The owner also drives at a high rate of speed on the freeway with the member on board. This provider is the driver for this members Standing Order. The member advised that he did not want to drive with this provider any more. He wants us to find a new provider for him. If we are unable to find a new provider he will still ride with the current provider.</p>	<p>Received response from provider: My name is XXX and the owner of Provider. Yes, with the case of the member I make made a call through to take him off from standing order like twice when my driver complains about him a lot for not obeying the rules for not covering up with his mask in proper way when a member complain about the and he talk to much belittle the driver while driving and then spitting out from the van while driving all of this does not make driver comfortable and that was why I decided to check out the complain. The member talk too much and mostly Southeastrans call and I be the one receiving the calls and due to not to have conversation with him I use my head phones and no one can go above 70 miles on the van. It's safety first in all we do. And moreover is not A leg, it was B leg. I called that same day to report him.</p>	<p>Provider denies reckless driving. Provider added to DNU list. Member requested to start using PT again since foot is healed. Mothly Public Transportation (PT) pass was delivered to member on 9/14/20.</p>	N	<p>Provider denies reckless driving. Provider added to DNU list. Member requested to start using PT again since foot is healed. Mothly Public Transportation (PT) pass was delivered to member on 9/14/20.</p>	9/15/2020

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			9/2/2020	9/2/2020	Call Center Issue	Mbr felt like he shouldn't feel the need to call when ready for return home, said he tried to call in for return home but our line was busy. Called girlfriend and had her pick him up. Mbr just wants us to have a better system for return home process.			The CC has multiple lines and should never have a busy signal. Tried to follow up with member but he just kept yelling at me until he hung up.	N	The CC has multiple lines and should never have a busy signal. Tried to follow up with member but he just kept yelling at me until he hung up.	9/14/2020
			9/3/2020	9/3/2020	Member No-Show	Per staff from provider mbr is a no show// called mbr but got no answer, and i was unable to leave a vm			Educated member on proper cancellation process and mailed rider guidelines.	Y	Educated member on proper cancellation process and mailed rider guidelines.	9/17/2020
			9/3/2020	9/3/2020	Hlthcare Prov. Issue	Facility set members appointment incorrectly, member actually had a surgery not diagnostic testing. Upon arrival member did not have an escort as well as a second member who is wheelchair bound riding. Provider is a door to door service.			Issue sent to Facility Outreach Manager to educate facility.	Y	Issue sent to Facility Outreach Manager to educate facility.	9/3/2020
			9/4/2020	9/3/2020	Trip not assigned	Intake Coordinator left voicemail message wanting to confirm trip. I called her back & she wasn't happy that a provider has not been assigned to this trip. She asked that a supervisor call her so that she could get some answers. She advised me that on a previous trip for this member, the provider was not very nice to the member. This member needs to go by stretcher and staff is afraid that she will not get picked up for her appointment.			Provider is the only EMS provider around County willing to do residential p/u and they usually book out a few weeks. They were only able to fit in at 0730 but facility isn't open that early.	N	Provider is the only EMS provider around County willing to do residential p/u and they usually book out a few weeks. They were only able to fit in at 0730 but facility isn't open that early.	9/3/2020
			9/3/2020	9/3/2020	Member No-Show	Per staff from provider mbr isnt answering, or coming out// called mbr 2x and got no answer, called mbrs sisters number when they answered and i asked if it was sister they said no, and they did not know who member was			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/17/2020
			9/3/2020	9/3/2020	Prov No-Show A leg	Mbr called in upset saying she almost lost her doctor today because the driver did not show up to transport her to her appt.I reached out to the provider twice and the VM came on.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/17/2020
			9/3/2020	9/3/2020	Call Center Issue	Call center staff scehdule wrong apointment address, and it escalated to a huge issue, it made driver miss another member pick up(trip id #####) because the facility was being difficult.			After reviewing booking call, agent entered incorrect address. This issue has been sent to Call Center for agent coaching.	N	After reviewing booking call, agent entered incorrect address. This issue has been sent to Call Center for agent coaching.	9/8/2020
			9/4/2020	9/4/2020	Member No-Show	Unable to reach member, i tried calling and no one answered the phone			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/17/2020
			9/4/2020	9/4/2020	Member No-Show	Staff from Provider said her driver was outside the member's residence and the member told the driver she wasn't going. I called the member twice to confirm this and no one answered the phone.			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/17/2020
			9/4/2020	9/4/2020	Prov Late - A Leg	the nurse manager said the provider did not show so she had to contact southeastrans. When she contacted us we gave her an ETA. However, she was still upset due to the driver never contacting the facility and informing them they would be late. The member arrived to the appointment very late and was not able to be seen. She said she does not want the member ride with them anymore.		Received response from provider: Member was on a schedule that the driver did not show up for work and unfortunately, we missed her send back that morning. We tried to send driver, but was just too busy to get her on time.	Provider states the driver scheduled for this trip didn't show up for work that day and they missed her trip when they sent driver's trips back that morning.	Y	Provider states the driver scheduled for this trip didn't show up for work that day and they missed her trip when they sent driver's trips back that morning.	9/17/2020
			9/5/2020	9/5/2020	Member No-Show	provider went to get mbr and no one came outnor picked up the phone..i called mbr and no one picked up			Left member a VM educating on proper cancellation process and mailed rider guidelines.	Y	Left member a VM educating on proper cancellation process and mailed rider guidelines.	9/17/2020
			9/7/2020	9/7/2020	Prov Late - A Leg	member stated, Provider is always picking her up Late,she said she alvys get to dialysis 2hours late that provider is playing with her life.  she insisted she wanted to speak with a supervisor but no provider was available as at the time she called because it was on a holiday ,she wants a call back and wants provider to always pick her up early		Received response from provider: It is our goal to see every person arrive to their appointments on time and we apologize that we have not met that goal for member. I see that we have been late 50% of the time. I have procured a dedicated driver for this member. He is one of our most experienced drivers and will arrive on time.	Provider was late and apologized. Dispatcher/SSR Router is currently working on finding a regular provider.	Y	Provider was late and apologized. Dispatcher/SSR Router is currently working on finding a regular provider.	9/15/2020

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			9/7/2020		9/7/2020	Trip not assigned	Found a provider by BLS but member cancelled due to being 1 hour late but dialysis had already agreed to the member coming in late			Trip was sent back by a provider on 9/2/20 and reworked on 9/4, 9/5, and 9/7. Trip was thoroughly worked. Can't educate member on proper cancellation process since we were unable to find a provider until after appt. time, even if dialysis agreed to late d/o.	N	Trip was sent back by a provider on 9/2/20 and reworked on 9/4, 9/5, and 9/7. Trip was thoroughly worked. Can't educate member on proper cancellation process since we were unable to find a provider until after appt. time, even if dialysis agreed to late d/o.	9/8/2020
			9/4/2020		9/8/2020	Driver Behavior	SW Called & requested for the provider to be put on the do not use for member, The Driver is extremely rude to the staff & is concerned for the members health & safety. The driver himself has a walker & is not stable per SW Also the driver leaves member in the vehicle for about 30min while he went inside & just sat inside without informing no one about the member. the member needs some assistance inside. driver stated he didnt want to touch member & wasnt part of his job.			Provider has been added to member's DNU list at SW request.	N	Provider has been added to member's DNU list at SW request.	9/22/2020
			9/9/2020		9/8/2020	Member Issue	Spoke with mbrs sister who was upset & yelling stating she dont know why southeastrans keep calling everyday asking the same questions she stated she keeps telling everybody that calls if provider cannot transport her she will transport her sister. She stated they dont want no other company transporting her because of previous issues they've had. Then she hung up on me. Staff with Provider confirmed her van is still down			Added note in profile: Due to IQ #####, if Provider can't accommodate, notify member and cancel - QA I have confirmed member will refuse transport if provider is not Provider. Please do not contact member about other options. No need to keep working trips if Provider has verbally declined.	N	Added note in profile: Due to IQ #####, if Provider can't accommodate, notify member and cancel - QA I have confirmed member will refuse transport if provider is not Provider. Please do not contact member about other options. No need to keep working trips if Provider has verbally declined. This is Invalid as agents were doing their job and trying all options.	9/17/2020
			9/8/2020		9/8/2020	Member No-Show	This trip was cancelled per Facility.			Facility Outreach will educate facility on proper cancellation process.	Y	Facility Outreach will educate facility on proper cancellation process.	9/8/2020
			9/8/2020		9/8/2020	Prov No-Show A leg	Driver broke glasses, provider sent trips back, no other driver can accommodate.			Cancellation note at 1304 states: Provider stated that driver called off and they arent able to pick up member. No RFE needed as explanation was given to CC and Staff is the complainant.	Y	Cancellation note at 1304 states: Provider stated that driver called off and they arent able to pick up member. No RFE needed as explanation was given to CC and SET Staff is the complainant.	9/8/2020
			9/8/2020		9/8/2020	Prov No-Show A leg	Provider did not show up for pick up nor answering phone when agent called for an ETA		Received provider response on 9/8/20: Address provided for pickup is a facility for doctor offices. Driver made the stop and went inside and asked the receptionist for Help. She checked with everyone and member was not at the location.	Address on trip is Skilled nursing facility, not Dr. office. Verified address was correct. This is valid as driver was not at the address provided on the trip.	Y	Address on trip is Skilled nursing facility, not Dr. office. Verified address was correct. This is valid as driver was not at the address provided on the trip.	9/17/2020
			8/19/2020		9/9/2020	Prov Late - A Leg	Mbr does not want to ride with provider because they were late and he missed appt.			Due to no response from complainant or provider, this is complete.	N	Due to no response from complainant or provider, this is complete.	9/22/2020
			9/9/2020		9/9/2020	Member No-Show	Driver arrived to member location at 6:33 am driver went inside at 7:05 and no one was in the lobby, the driver proceed on from member at 7:10 am. SETI drivers are required a 10min wait time member pick up was at 7:00 am.			Facility Outreach Manager will educate facility on proper cancellation process.	Y	Facility Outreach Manager will educate facility on proper cancellation process.	9/9/2020
			9/9/2020		9/9/2020	Driver Behavior	MBR WAS WALKING OUT TO DRIVER, PAUSE TO TAKE A BREAK WAVED AT DRIVER LETTING DRIVER KNOW HE WAS COMING, DRIVER THEN PULLED OFF ONCE MBR WAS WALKING TOWARDS HOME AGAIN.		Received response from provider: Driver arrived at 12:57 , called member and was not able to get ahold of member waited the 10 minutes after pickup time. Driver states no one never came out. Driver proceeded on at 1:10pm.	Driver arrived at 12:57pm, called member with no response, waited until 1:10pm before proceeding. Driver didn't see member coming out.	N	Driver arrived at 12:57pm, called member with no response, waited until 1:10pm before proceeding. Driver didn't see member coming out.	9/24/2020
			9/10/2020		9/10/2020	Member No-Show	Per staff from provider mbr is no show, per staff at nursing home confirmed her son picked up mbr			FOM educated facility on proper cancellation process.	Y	FOM educated facility on proper cancellation process.	9/24/2020

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			9/10/2020		9/10/2020	Mbr Care Gatekeeper	Driver reported member drive way a saftey hazard.			Due to driveway being a safety hazard and member must be pushed through grass, most providers won't accommodate. Provider 1 has agreed to take member's Saturday trips. Provider 2 agreed to take Tue and Thur.	Y	Due to driveway being a safety hazard and member must be pushed through grass, most providers won't accommodate. provider has agreed to take member's Saturday trips. Provider 2 agreed to take Tue and Thur.	9/24/2020	
			9/10/2020		9/10/2020	Member No-Show	Provider called member and knocked on the door and no one answered. I called the member twice and couldnt' reach anyone. The provider left, but was willing to go back if we reached someone.			Educated member on proper cancellation process and mailed rider guidelines.	Y	Educated member on proper cancellation process and mailed rider guidelines.	9/24/2020	
			9/5/2020		9/10/2020	Member No-Show	Per Driver mbr was a no show on saturday, called mbr to see what occurred but got no answer			Rider Guidelines have been mailed. However, member had received an auto call about unsecure transportation so she found another way since no one had arrived at her p/u time and she thought trip was unsecure.	N	Rider Guidelines have been mailed. However, member had received an auto call about unsecure transportation so she found another way since no one had arrived at her p/u time and she thought trip was unsecure.	9/24/2020	
			9/10/2020		9/10/2020	Website Complaint	First name: Last name: I live in: Indiana Email: Phone: Feedback Type: Question Feedback: What's the point in scheduling appointments 48hrs in advance when u cancel twice on me this week? Seems suspect when i do what im supposed to do but u as a transportation company do not do the same!! Why??? Very unprofessional!!			A PP has been added to profile for trips to route to and MCA team will closely monitor trips.	Y	A PP has been added to profile for trips to route to and MCA team will closely monitor trips.	9/24/2020	
			9/10/2020		9/10/2020	Member No-Show	Provider went to get mbr and mbr was not ready stated that the mbr will not be ready for another hour			Member states provider was an hour and a half early and told him they would drop the other member and come back but did not.	N	Member states provider was an hour and a half early and told him they would drop the other member and come back but did not.	9/24/2020	
			9/10/2020		9/10/2020	Driver Reckless	Mbr stated that driver drove 85 mph on I70, drove no more than 8 ft behind semis, whipping in and out of traffic. She also stated on the way back home he was on talking on the phone and falling asleep behind the wheel; they drifted to the side of the road. He was driving a black car with plates "(Provider Name)"		Provider's Response/Explanation: We talked to the driver about that and gave him a warning because this is not acceptable in our company and we educated him about the way that every driver working for Provider should be acting to ensure that this behavior is not acceptable from our company and to ensure that is not recurring. Driver's Name: Faxed to Southeastrans on:09/11/2020 By:		Provider has educated driver and given him a warning about unacceptable behavior.	Y	Provider has educated driver and given him a warning about unacceptable behavior.	9/24/2020
			9/10/2020		9/10/2020	Member No-Show	#####- Driver made several attempts calling member went to member's home and no one came out			Unable to educate member. Rider guidelines mailed.	Y	Unable to educate member. Rider guidelines mailed.	9/24/2020	
			9/9/2020		9/10/2020	Member No-Show	cancel had procedure yesterday to much pain..dh			Unable to reach member for education. Mailed rider guidelines.	Y	Unable to reach member for education. Mailed rider guidelines.	9/24/2020	
			9/9/2020		9/10/2020	Member Issue	Cancel dr appt , needs return ride pam			Provider took member to and from appt. Dr. cancelled appt. and member found out upon arrival. However, provider will still need paid since they did complete the transport. Dispatch will make a new trip for them to be paid.	N	Provider took member to and from appt. Dr. cancelled appt. and member found out upon arrival. However, provider will still need paid since they did complete the transport. Dispatch will make a new trip for them to be paid.	9/10/2020	
			9/10/2020		9/10/2020	Hlthcare Prov. Issue	Driver arrived for pickup and noticed the facility has bed bugs and roaches.			Facility denies having bed bugs or roaches and states the facility is sprayed every other month.	N	Facility denies having bed bugs or roaches and states the facility is sprayed every other month.	9/17/2020	
			9/10/2020		9/10/2020	Member No-Show	Drive arrived for pickup, tried to call mbr, no answer. Driver waited 20 minutes for mbr, mbr never showed			FOM will educate on proper cancellation process.	Y	FOM will educate on proper cancellation process.	9/24/2020	

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			9/2/2020		9/11/2020	SETI Staff	Member left a voicemail message and I called her back. She wanted to schedule a ride for Monday, 09/14/20; however, she said that the CSR was rude to her when she tried to schedule the ride on 09/10/20 so she hung up. When I called her back, it was too late for her to schedule her ride due to short interval. ***Trip # listed is used for a reference ONLY. *** Member was unable to place a trip for her appointment.			CC Management was unable to find a call from member's phone number but did find a call from a different number (not listed in profile) to a TN agent that put member on hold and never came to the phone. There was a second call with no recording available. CC management is following up with TN for agent coaching.	Y	CC Management was unable to find a call from member's phone number but did find a call from a different number (not listed in profile) to a TN agent that put member on hold and never came to the phone. There was a second call with no recording available. CC management is following up with TN for agent coaching.	9/25/2020
			9/11/2020		9/11/2020	Dispatch Error	Member left a voicemail message wanting a call back. I called him back and he wanted to know why he was assigned to Provider when this provider is no longer active (He was told this by customer service)? His wife took him to dialysis today. He mentioned that when he called in, the CSR he spoke to asked him why he was so upset - he's not paying for the service? His ride for Monday,09/14/20 is secured with another provider; however, he is concerned about his Wednesday & Friday ride to dialysis.He would like confirmation about next week's rides.		Provider went inactive on 9/4/20. Trip routed to provider on 8/28/20 before they were inactive and trip didn't get pulled back. Dispatcher/SSR Router is working on finding a regular provider for S/O.	Y	Provider went inactive on 9/4/20. Trip routed to provider on 8/28/20 before they were inactive and trip didn't get pulled back. Dispatcher/SSR Router is working on finding a regular provider for S/O.	9/15/2020	
			9/11/2020		9/11/2020	Driver Behavior	Staff stated that when the driver dropped the mbr off at his appt the people at the doctors office stated that the driver was rude and that the driver had pushed the w/c into the office so hard that the mbr almost fell out of his chair		Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/25/2020	
			9/12/2020		9/12/2020	Hlthcare Prov. Issue	nursing home on the weekend always makes driver wait like 30 mins before coming out saying either the mbr isnt going or they cant find her. but the driver was there and will leave to get anothr mbr but will be back to get this mbr		FOM will educate facility.	Y	FOM will educate facility.	9/15/2020	
			9/14/2020		9/14/2020	Member No-Show	Member was a no show for her ride this morning.		Mailed rider guidelines 9/17/20.	Y	Mailed rider guidelines 9/17/20.	9/24/2020	
			9/14/2020		9/14/2020	Member No-Show	Mbr. no showed today.		Mailed Rider Guidelines.	Y	Mailed Rider Guidelines.	9/24/2020	
			9/14/2020		9/14/2020	Prov No-Show A leg	Provider 1 did not arrive this morning. Member called in several times for WMR and then his wife called and paid for a Provider 1. Provider 1 came when she paid for the trip.	Provider's Response/Explanation: We apologize that we did not arrive on time Monday September 14. If the member can provide a copy of the receipt for the trip they did take, we can look into that. The driver who had accepted the assignment to be member's driver is experiencing medical issues and will be unavailable for a short while. At this moment in time, we are attempting to find a different driver to be a regular driver for member.	Member's S/O has been assigned to Provider 2 so trips are no longer going to Provider 1.	Y	Member's S/O has been assigned to Provider 2 so trips are no longer going to Provider 1.	9/23/2020	
			9/15/2020		9/15/2020	Member No-Show	provider went to get mbr and was told mbr is no longer there		Member's address and phone number need updated. Unable to educate member on proper cancellation process.	Y	Member's address and phone number need updated. Unable to educate member on proper cancellation process.	9/15/2020	
			9/14/2020		9/15/2020	Trip not assigned	Mbr called a week ago or more to go her cancer doctor, she just found out she had cancer and she needed to see her doctor so she can start getting her treatment, she says SETI called and cancelled her appt at the last minute, she says she had to call her sister. she says we called her on saturday to tell her we couldnt service her a ride. but she had called a week in advance and she just now heard back from us. she is highly upset.		Trip was sent back late Saturday afternoon so dispatch was unable to rework trip and no call back due to late sendback.	N	Trip was sent back late Saturday afternoon so dispatch was unable to rework trip and no call back due to late sendback.	9/29/2020	
			9/15/2020		9/15/2020	Member No-Show	Driver arrived for pickup and tried to call mbr, no answer. Dispatch tried to call mbr, no answer. Driver waited 10 minutes.		Member was educated on proper cancellation process and states she doesn't need SETI anymore anyway.	Y	Member was educated on proper cancellation process and states she doesn't need SETI anymore anyway.	9/25/2020	
			9/14/2020		9/15/2020	Driver Behavior	mbr didn't like that provider didn't wait for her, and she didn't like that she had to wait 45 mins for her trip back home.		Provider has 1 hour for return ride. Member was more upset about the office staff's attitude towards her. Added Provider as PP.	N	Provider has 1 hour for return ride. Member was more upset about the office staff's attitude towards her. Added Provider as PP.	9/25/2020	

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			9/15/2020		9/15/2020	Website Complaint	<p>This is a complaint from the Southeastrans.com website Complaint form. First Name: Last Name: Phone: Email:</p> <p>Date of Event or Trip: 09-14-2020 What's on your mind: Complaint Any additional feedback?: Southeast transportation is the worst service there is I have call on several trips for my cousin only to be cancel at the last minute if not the day of the appointment but they want me to reschedule his appointment for only to be cancelled AGAIN if matters don't get solved I will be contacting the Better Business Bureau this company is putting patients life at risk because we keep changing appointments How can we contact you?: Email</p>			Trips have been thoroughly worked and PP is currently inactive.	N	Trips have been thoroughly worked and PP is currently inactive.	9/29/2020
			9/14/2020		9/15/2020	Website Complaint	<p>This is a complaint from the Southeastrans.com website Complaint form. First Name: Last Name: Phone: Email:</p> <p>Date of Event or Trip: 09-14-2020 What's on your mind: Complaint Any additional feedback?: A client, (family member), 55 year old male with disabilities(mute, in wheelchair, breathes through his trach tube, fed with gi tube was left outside dialysis center in Newburgh, highway 261 for over 2 hours 45 min ( 11:00 AM to 1:00pm for a pre-scheduled ride back to facility. ). It was learned the driver went to wrong place on Columbia St in Evansville Ind. a family member cancelled the driver and picked member up and brought him back to facility. There have been other days that provider either did not pick up in morning or was extremely late picking up at dialysis center when dialysis was finished and nurse called you for member to be picked up. How can we contact you?: Email</p>			Facility cancelled S/O at start of pandemic. Now that the S/O has restarted, original provider has already filled the slot and now unable to accommodate. SSR is looking for a new provider for S/O.	N	Facility cancelled S/O at start of pandemic. Now that the S/O has restarted, original provider has already filled the slot and now unable to accommodate. SSR is looking for a new provider for S/O.	9/30/2020
			9/15/2020		9/15/2020	Member No- Show	Provider went to get mbr and provider stated that the mbr nurse stated mbr was not going to go to appt today			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	9/15/2020
			9/15/2020		9/15/2020	Member No- Show	Driver called upon arrival, no answer. Driver called a second time, with no answer. I called the mbr no answer.			Left member a VM educating on proper cancellation process and mailed rider guidelines.	Y	Left member a VM educating on proper cancellation process and mailed rider guidelines.	9/25/2020
			9/15/2020		9/15/2020	Member No- Show	The provider was outside the member's residence and he didn't answer the phone. I called twice and his phone went directly to voicemail both times. The provider stated that he talked to the member today and he confirmed he was going to his appointment.			Left a message educating member on proper cancellation process and mailed rider guidelines.	Y	Left a message educating member on proper cancellation process and mailed rider guidelines.	9/29/2020
			9/14/2020		9/15/2020	Member No- Show	<p>Received email from provider: Member has a standing order with us to go to dialysis every Monday, Wednesday and Friday. He has been a "no show" nor has he called us to cancel for a while. Since September 2nd he has only gone once. He hasn't even communicated with SET to cancel his trips. I'm giving you this information to let you know why we are no longer transporting him to dialysis.</p> <p>Staff Provider</p>			S/O has been cancelled. Left message educating member on proper cancellation process and mailed rider guidelines.	Y	S/O has been cancelled. Left message educating member on proper cancellation process and mailed rider guidelines.	9/29/2020



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			9/15/2020		9/15/2020	Driver Behavior	Mbr states that Driver was smoking in car, when confronted about smoking in the car driver stated he lied because mbr has him on video. Would like other drivers from provider to pick him not this driver no longer.		Received response from provider: driver insists he was not smoking when he picked member up. He only had two people to take home from dialysis at 4:30 and 5:00 all day and that he didn't even have any cigarettes in the car.	Provider states driver insists he wasn't smoking in vehicle. Member insists he smelled smoke and states provider told him they wouldn't send this driver again.	N	Provider states driver insists he wasn't smoking in vehicle. Member insists he smelled smoke and states provider told him they wouldn't send this driver again.	9/29/2020
			9/16/2020		9/16/2020	Driver Behavior	Staff stating driver came into facility to advise she was there to pick up the member and went back outside to her van to wait, she called down to the nurse station to have them bring the member to the front, she looked back up and the driver was pulling off minutes later. she states the driver wasn't out there for 10-15 minutes before pulling off. states this isn't the first time they have issues with this driver, she has filed a grievance previously against the driver. she believes the driver has an issue transporting for the facility and doesn't want the driver to transport their members moving forward.		Received response from provider lead: Driver arrived at 9:51am, driver went inside because she stated them member was not in the lobby, nurse stated they were bringing member out Dispatch staff even called facility to let them know the driver was there and has 10 min to wait. Driver proceeded on at 10:00am driver waited for 10mins.	Driver waited the required 10 minutes. provider dispatcher also called facility to advise driver could only wait 10 mins. FOM will re-educate facility that members must be ready and drivers can only wait 10 mins.	N	Driver waited the required 10 minutes. Provider dispatcher also called facility to advise driver could only wait 10 mins. FOM will re-educate facility that members must be ready and drivers can only wait 10 mins.	9/17/2020
			9/16/2020		9/16/2020	Trip not assigned	Member left a VM: Trip for 8/19/20 was cancelled for NPA. Member rescheduled Trip for 9/16/20 which is also NPA. This is for a follow up from a surgery in July. Member stated she had complications and was hospitalized a week after her missed follow up in August.			There are no future trips at this time. Unable to reach member but added to MCA list. Trips were not thoroughly worked.	Y	There are no future trips at this time. Unable to reach member but added to MCA list. Trips were not thoroughly worked.	9/29/2020
			9/22/2020		9/16/2020	Member Issue	Member called in to report that she feels uncomfortable riding with provider. Stated they asked questions about living situation: whom and how much she pays, etc.			Provider added to DNU list at member's request.	N	Provider added to DNU list at member's request.	9/30/2020
			9/16/2020		9/16/2020	Trip not assigned	Mbr was stranded twice after she got out of the hospital.			Both D/C on 9/2 and 9/8 were thoroughly worked. Sent email to dispatch leads advising of incoming D/C to look for today and to see if we have a provider in the area today that may be able to fit a D/C into their schedule.	N	Both D/C on 9/2 and 9/8 were thoroughly worked. Sent email to dispatch leads advising of incoming D/C to look for today and to see if we have a provider in the area today that may be able to fit a D/C into their schedule.	9/29/2020
			9/16/2020		9/16/2020	Member No-Show	Member no shows provider consecutively, provider advised at least 2/week for the last 2-3 months			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/29/2020
			9/17/2020		9/17/2020	Prov No-Show A Leg	Provider says mbr was a no show; And his case manger stated that mbr was outside at time of official pick up and never saw provider so saying provider no show.		Received response from provider lead on 9/18/20: Driver Reported she arrived at 10:27, driver stayed for 10min after calling dispatch. The proceeded off at 10:42am.	Driver arrived at 10:27 and stayed until 10:42 according to GPS. This was a member no show, not a provider no show. Unable to reach member.	N	Driver arrived at 10:27 and stayed until 10:42 according to GPS. This was a member no show, not a provider no show. Unable to reach member.	9/30/2020
			9/2/2020		9/17/2020	Call Center Issue	mbr states he keeps scheduling trips regularly and they keep getting cancelled. hes never been able to secure a ride with us and he needs a resolution			Trip was thoroughly worked. Member hasn't booked any other trips since March 2019 and is already MCA.	N	Trip was thoroughly worked. Member hasn't booked any other trips since March 2019 and is already MCA.	9/29/2020
			9/18/2020		9/18/2020	Prov Late - A Leg	Mbr does not want Provider due to being late.		Received response from Provider lead: Driver states there was an accident on her way to get her, traffic was very heavy. Driver arrived for member pick at 8:39 and they arrived at the doctor's office 9:23 the member apt. was at 9:30. Driver also states there was another accident when driving member to the appointment.	P/u time was 0825 for a 0930 appt. w/a 0915 d/o. Due to an accident and heavy traffic, driver was late picking up but got member to appt. at 0923.	N	P/u time was 0825 for a 0930 appt. w/a 0915 d/o. Due to an accident and heavy traffic, driver was late picking up but got member to appt. at 0923. Member did not miss appt.	9/29/2020
			9/18/2020		9/18/2020	Member No-Show	Mbr. no showed today for his trip.			FOM will follow up with Facility about proper cancellation process.	Y	FOM will follow up with Facility about proper cancellation process.	9/22/2020

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			9/18/2020	9/18/2020	Incorrect Mobility	I received a SO form stating member is having a time change and mobility change to start 9/21/20. I called the current provider assigned to the SO, Provider, to see if he could accommodate changes. He stated he already knew about the time change and the mobility change "should be fine." I then called dialysis to confirm that the member was in fact ambulatory and spoke with social worker who stated she believes member is ambi with a rollator, but she does not sit up front so she doesn't actually see her come in all the time. I asked her if she knows how long member has been ambi and not in a w/c. She stated to call provider and ask him. I confirmed with her that member is ambi with a rollator. I called and spoke to member who stated she has not been in a w/c in years, and she walks her walker to the car and gets in, then provider puts the rollator in the van. I asked her if she walks up a ramp at all in her rollator, but she stated no. This SO has been marked w/c for almost a year and member is stating she walks with a walker, and has for years now. As I am entering this, provider called back and spoke to another agent stating member is in a w/c, but she can transfer, because he saw her not too long ago, and her w/c takes up space in the van where another w/c can go. He is worried about how he's getting paid for this.		Member's walker has a seat on it that doubles as W/C which she uses on bad days.	N	Member's walker has a seat on it that doubles as W/C which she uses on bad days.	9/30/2020
			9/18/2020	9/18/2020	Prov No-Show A leg	Provider did not show on the A leg. Provider did show for B leg. This also happened on Wednesday 9/16.		Provider did not have a driver in the area that early.	Y	Provider did not have a driver in the area that early.	10/2/2020
			9/18/2020	9/18/2020	Prov Late Sendback	Provider sent trip back same day of appointment		Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/30/2020
			9/18/2020	9/18/2020	Prov Late Sendback	Late send back ( same day send back for 40 miles trip )		Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/30/2020
			9/18/2020	9/18/2020	Prov No-Show A leg	Mbr reported provider no show.		Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/30/2020
			9/18/2020	9/18/2020	Member No-Show	Driver reported member no driver arrived at 2:05 , driver called member twice driver proceeded on at 2:45.		Left member a VM educating on proper cancellation process and mailed rider guidelines.	Y	Left member a VM educating on proper cancellation process and mailed rider guidelines.	9/30/2020
			9/18/2020	9/18/2020	Member No-Show	provider called in and stated mbr took her self home		Educated member on proper cancellation process and mailed rider guidelines.	Y	Educated member on proper cancellation process and mailed rider guidelines.	9/30/2020
			9/19/2020	9/19/2020	Member Issue	Member Leg ID  Reason- DNS list Member was very mad when we called said why are you always calling no one needs a vehicle stop calling this is harassment we have placed this member on our DNS list at their request.  Provider Provider address Provider Email Provider phone		S/O has been cancelled.	Y	S/O has been cancelled per dialysis center, member has own transport.	9/21/2020
			9/21/2020	9/21/2020	Member No-Show	This mbr. no showed provider this morning, driver waited 15 mins.		Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	9/30/2020
			9/22/2020	9/21/2020	Prov No-Show A leg	Mbr stated provider 1 is not picking mbr up at all.		S/O has been split. Provider 1 is now assigned to T&TH and has been p/u. Provider 2 has been assigned to the Sat S/O. Provider was not a no show for 9/22 and closed on 9/19.	N	S/O has been split. Provider 1 is now assigned to T&TH and has been p/u. Provider 2 has been assigned to the Sat S/O. Provider was not a no show for 9/22 and closed on 9/19.	9/24/2020



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			9/21/2020		9/22/2020	Incorrect Mobility	Member's standing order is marked wheelchair and has been for a while. I called dialysis and spoke to staff who stated member was ambulatory with a rollator. I told hr we would need a new standing order form sent in with ambi on it. Then I then called the member's home and spoke with her home health nurse who stated member is ambulatory with a rollator. She stated member has been ambi with a rollator for as long as she has been there which is over a year. She stated "I don't remember her ever being wheelchair bound. She walks with her walker down to the car whenever she goes to dialysis." I called owner with provider to inform him this member was ambi with a rollator and asked if he could accommodate the change. provider stated he won't be able to do that, he can probably give his driver another w/c run to fill that slot." provider no longer has this member's standing order.		Member's rollator has a seat on it to double as W/C which member uses as W/C on bad days.	N	Member's rollator has a seat on it to double as W/C which member uses as W/C on bad days.	9/30/2020
			9/22/2020		9/22/2020	Prov Late - B Leg	Mbr husband complaining about Driver being late for return trip;	Received response from provider: The driver picked this member at 330 for return ride home. Driver had another member that was getting sick and so he took that member home before he picked this member back up in case the member got sick in the car. Driver's name: Faxed to Southeastrans on: 9/25/20 By: staff	Provider states they were very late due to previous member becoming sick in vehicle and they had to go ahead and get that member home first.	Y	Provider states they were very late due to previous member becoming sick in vehicle and they had to go ahead and get that member home first.	10/5/2020
			9/23/2020		9/23/2020	Prov Late Sendback	Mbr states she had been calling and texting provider all morning to locate her driver and states the provider texted and said he feels like crap he will not be working today//mbr is very upset because she feels her life is being placed on the line because she has already had 5 heart attacks //mbr states she cannot miss her dialysis//please contact mbr@#####		Unable to reach complainant. provider did have 2 driver call off this day and had to send back some trips.	Y	Unable to reach complainant. Provider did have 2 driver call off this day and had to send back some trips.	10/7/2020
			9/23/2020		9/23/2020	Member No-Show	Per staff from provider, mbr cancelled// called mbr and he advised we never called him to let him know he had a ride, advised to mbr we only call if transport is not secure and if he doesn't receive that call it is because he has a ride, mbr was very upset and disconnected from the line		Rider guidelines have been mailed and agent educated member we only call for unsecure transportation.	Y	Rider guidelines have been mailed and agent educated member we only call for unsecure transportation.	10/5/2020
			9/23/2020		9/23/2020	Member No-Show	Provider went to get mbr and mbr stated that she cancelled appt		Rider Guidelines have been mailed to member and I educated member on several processes.	N	Rider Guidelines have been mailed to member and I educated member on several processes.	10/5/2020
			9/23/2020		9/23/2020	Member No-Show	Mbr. no showed us today, i called the mbr. twice no one answer and i was not able to leave a VM.		Left a Vm educating on proper cancellation process and mailed rider guidelines.	Y	Left a Vm educating on proper cancellation process and mailed rider guidelines.	10/5/2020
			9/23/2020		9/23/2020	Member No-Show	This mbr. no showed us today.		Unable to educate member on proper cancellation process. Rider guidelines have been mailed.	Y	Unable to educate member on proper cancellation process. Rider guidelines have been mailed.	10/5/2020
			9/23/2020		9/23/2020	Member No-Show	Member's daughter picked member up from appointment, however did not call in to cancel with provider nor seti. Driver waited 5 hours for member.		Rider guidelines mailed.	Y	Rider guidelines mailed.	10/5/2020
			9/24/2020		9/24/2020	Member No-Show	Staff with provider called in a Member No Show. I called the member and she confirmed she is currently in the hospital.		Rider guidelines mailed.	Y	Rider guidelines mailed.	10/5/2020

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			9/24/2020		9/24/2020	Mbr Care Gatekeeper	State Reported Indiana Member's Name Trip Leg ID ##### Noticed At During Transport Environment Strong odors Person Change in personal hygiene (appropriateness of dress, odor, soiled) Description Member wheelchair was very nasty. Excessive dust and dirt on wheelchair. Hair built up on creases of chair. Old spilled food on chair. Member also had very bad hygiene. Time Recorded Thu Sep 24 2020 09:44:17 GMT-0500 (CDT) Email			FOM will address issue with facility.	Y	FOM will address issue with facility.	9/24/2020
			9/24/2020		9/24/2020	Member No-Show	provider went to get mbr and mbr was not ready			FOM will educate on P/u standards and proper cancellation process.	Y	FOM will educate on P/u standards and proper cancellation process.	10/5/2020
			9/24/2020		9/24/2020	Member No-Show	Mbr. no showed us on her B Leg			Unable to educate member on proper cancellation process. Mailed rider guidelines.	Y	Unable to educate member on proper cancellation process. Mailed rider guidelines.	10/5/2020
			9/24/2020		9/24/2020	Member No-Show	Provider arrived to pick the member up and the member didn't answer the phone, I reached out and was able to contact member. She said she was confused about her appointment date.			Rider Guidelines mailed. Member confused her appt. dates.	Y	Rider Guidelines mailed. Member confused her appt. dates.	10/5/2020
			9/24/2020		9/24/2020	Member No-Show	This mbr. no showed us today.			Mailed rider guidelines.	Y	Mailed rider guidelines.	10/5/2020
			9/25/2020		9/25/2020	Prov No-Show A leg	Provider did not show up to get mbr, when I call provider, there is no answer, me and two other agents have tried to contact provider this morning with no answer. Provider does this often.	Received response from provider: Not sure why Southeastrans doesn't understand our office hours! Any persons who call before 8:00 am will NEVER get an answer! This should be in our file for the beginning and the office is open from 8:00 am til 5:00 pm.  The drivers start at 4:00 am but if one of them do not show up, unfortunately we would not have any other driver available to assist with that schedule due to it being so early in the morning and they all have packed schedules (no room for moderation) . All trips will have to be rerouted.  Also, please explain what is done often as the attach letter proclaims?  Thanks Staff Provider		This is valid due to driver call off. However, there are not IQ's to support provider does this often.	Y	This is valid due to driver call off. However, there are not IQ's to support provider does this often.	10/2/2020
			9/25/2020		9/25/2020	Member No-Show	Provider was outside of member's residence to pick the member up. The provider called and was told by the member that they were not going today.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/25/2020		9/25/2020	Member No-Show	Provider went to mbr home and no one came out or picked up.. i called mbr and no one picked up...mbr no show			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/25/2020		9/25/2020	Member No-Show	Staff from Provider called in saying he arrived at the mbr's home and no one came out or answered the phone. I reached out to Dialysis and spoke with Dialysis staff who mentioned mbr is in the hospital.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/25/2020		9/25/2020	Member No-Show	This mbr. no showed us for the last three times. we will have to remove provider from the Standing order.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/25/2020		9/25/2020	Member No-Show	Staff-said they went to pick the member up and no one came outside. I called member and she said she forgot about the appointment. She said she will reschedule it.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/25/2020		9/25/2020	Member No-Show	Mbr no show.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020

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			9/25/2020		9/25/2020	Driver Behavior	Provider picked up late got to appt 40 min late. Driver was unprofessional loud music. Driver was smoking in the car.		Received response from provider: We are apologies forthe inconvenience that occur to member because of our driver, driver has been given first warning and he told that he will not receive any more complaints like this in future. We got late because of he was stuck in traffic and we let the disptacher know about that when we receive a call to ask to ETA for his pickup and ask them if he is still good to go and he said yes, again we apologies for all this. Thank you.	Provider states driver has been given 1st warning and told he should not receive any more complaints of this nature.	Y	Provider states driver has been given 1st warning and told he should not receive any more complaints of this nature.	10/7/2020
			9/25/2020		9/25/2020	Driver Behavior	member husband called in regards to member being picked up late member husband also stated provider tried to take member to a residence which when i pulled up the address on the trip it shows nursing home		Received response from provider: This vehicle is generally in good repair. There was not a previous indication that the van would break down. The alternator went out. This is something that we had no control over. Arriving at an incorrect location was due to the GPS and address listed on the manifest.	Provider states alternator went out with no previous indication of issue. Provider states incorrect D/O due to GPS and address on manifest but address on manifest was the same as the P/U.	Y	Provider states alternator went out with no previous indication of issue. Provider states incorrect D/O due to GPS and address on manifest but address on manifest was the same as the P/U.	10/7/2020
			9/26/2020		9/26/2020	Driver Reckless	Member called to let us know on 9/24/20, driver was driving extremely fast. Driver was driving in the middle of the intersection. Therefore, when driver slowed down on brakes and then took off fast again, he snapped the mbr back while in the wheel chair. Mbr says this was very bad and reckless driver. Mbr doesn't want to ride with him anymore.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/9/2020
			9/28/2020		9/28/2020	Member No-Show	Per Staff from Provider mbr refused to go upon their arrival// called nursing home and spoke to nurse who confirmed			FOM educated facility on proper cancellation process.	Y	FOM educated facility on proper cancellation process.	10/5/2020
			9/28/2020		9/28/2020	Prov No-Show A leg	Nurse called to see if transport was coming to pick mbr up, when i called provider, i was told that they were not going to get mbr because "they do not do standing orders." when i told them that it was just the trip for today, and we sent it to them on 9/18/20, the providers response was "well i can't take the mbr, I am driving in indianapolis right now." Provider never sent trip back.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/8/2020
			9/28/2020		9/28/2020	Member No-Show	Driver arrived for pick up at 9:10am. driver called to the nursing facility to let them know he was outside, they said she would be down. Driver called dispatch at 9:24 to cancel trip. I called the nurse facility before cancelling the trip and the receptionist stated she would call down there and hung up. Driver waited until 9:30am before leaving.			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	10/5/2020
			9/28/2020		9/28/2020	Member No-Show	Mbr. no showed us today			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/28/2020		9/28/2020	Member No-Show	member no showed.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/24/2020		9/28/2020	Driver Behavior	MBR DOESN'T REMEMBER NAME OF DRIVER IT WAS A DARK GREEN VAN ANOTHER MAN WAS IN THE VEHICLE. Mbr states driver was talking on the phone more than paying attention to the road, dropped another possible mbr in Martinsville before dropping member off. Driver hit all the bumps and it was an uncomfortable ride.		Received response from provider: This member was so rude and she doesn't like to follow the procedure of Southeastrans. She ask me to do extra stop and I told her I can't do it so she wasn't happy after that. She ask me to huttu up and I polite reject her request so that is why she is lying about everything that occurred.	Provider states member was unhappy due to driver refusing to make an extra stop member requested as it is against policy.	N	Provider states member was unhappy due to driver refusing to make an extra stop member requested as it is against policy.	10/8/2020
			9/28/2020		9/28/2020	Member No-Show	provider called and stated that someone picked up the phone and said no one was there by that name..provider went to mbr home and no one came out.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/28/2020		9/28/2020	Member No-Show	Mbr. no showed us today.			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	10/5/2020

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			9/29/2020		9/28/2020	Prov No-Show A leg	Mbr called to see who was going to pick her up .she stated that providert has not been picking her up nor answering thier phone . Does not want to ride with this provider.			Provider advised SSR their driver has been out of town and to find a new provider. S/O reassigned to a different provider	Y	Provider advised SSR their driver has been out of town and to find a new provider. S/O reassigned to a different provider	10/8/2020
			9/29/2020		9/29/2020	Member No-Show	Per staff from provider mbr cancelled, at the door// called mbr and she stated that she cancelled appt. as she did not get a call of secured transport			Rider Guidelines mailed 10/1/20. Agent was unable to reach member or leave a message once secured.	N	Rider Guidelines mailed 10/1/20. Agent was unable to reach member or leave a message once secured.	10/5/2020
			9/23/2020		9/29/2020	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: Last Name: Phone: ##### Email:  Date of Event or Trip: 09-28-2020 What's on your mind: Complaint Any additional feedback?: I was left at the hospital with no way home for over 24 hours. How can we contact you?: Phone			Nurse cancelled D/C stating per Dr. orders, member may have to stay overnight.	N	Nurse cancelled D/C stating per Dr. orders, member may have to stay overnight.	10/8/2020
			9/29/2020		9/29/2020	Member No-Show	Driver arrived for pick up, called facility spoke to a staff mbr, let her know he was outsided. They told him the mbr would be right out. The driver waited a few minutes, called the facility again and the staff mbr told him the same thing. Driver waited until 8:28 and called in to dispatch to no show mbr.			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	10/5/2020
			9/29/2020		9/29/2020	Member No-Show	Driver arrived for pickup, called facility, no answer. Driver waited a few minutes, I called facility, they said hold on and then hung up. Driver waited until 8:40am before leaving.			FOM will educate facility on proper cancellation process and p/u standards.	Y	FOM will educate facility on proper cancellation process and p/u standards.	10/5/2020
			9/28/2020		9/29/2020	Member No-Show	Provider called in saying was a no show, Mbr was transported via family mbr back home.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/29/2020		9/29/2020	Member No-Show	The provider was outside to pick the member up and no one answered the phone. I called him twice. The first time I called someone picked up, but didn't say anything. I called back again and no one answered at all.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/29/2020		9/29/2020	Member No-Show	members phone went straight to VM and member did not come outside			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/29/2020		9/29/2020	Member No-Show	Per staff from provider mbr cancelled upon pick up // called nursing home and confirmed with nursing facility staff			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	10/5/2020
			9/29/2020		9/29/2020	Member No-Show	Provider staff-per driver Mbr No show.			FOM will educate facility on proper cancellation process.	Y	FOM will educate facility on proper cancellation process.	10/5/2020
			9/30/2020		9/30/2020	Member No-Show	Provider went to mbr home and no one came out nor picked up the phone i called mbr and no one picked up..			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/30/2020		9/30/2020	Member No-Show	Driver on time for member but member refuse to go to appt. Provider entered a No Show on member			FOM will educate on proper cancellation process.	Y	FOM will educate on proper cancellation process.	10/5/2020
			9/30/2020		9/30/2020	Prov No-Show A leg	Provider did not show up.			Duplicate to IQ #### which has more info.	N	Duplicate to IQ #### which has more info.	10/1/2020
			9/30/2020		9/30/2020	Prov No-Show A leg	Mbr stated that provider was 30 mins late Monday 9/28 (Trip ID #####) and No showed today. Provider stated normally his driver is on time and something must had happened if his driver was an No Show. Provider stated he have not spoken to driver, but will reach out to us and tell us what happened after he contact driver. Mbr decided to not go to appt due to missing chairtime and asked if Friday appt was secure.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/8/2020
			9/29/2020		9/30/2020	Member No-Show	member no show.			Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			9/30/2020		9/30/2020	Member Issue	Mbrs Nurse called stating member is refusing transportation with this provider stated he does not want to ride with Provider at all he has been having issues with this provider.Nurse stated Mbr wouldnt even get in the car when the provider pulled up today			Per S/O notes nurse asked for Provider so member can make it to dialysis and Provider accepted the S/O back on 10/5/20.	N	Per S/O notes nurse asked for Provider so member can make it to dialysis and Provider accepted the S/O back on 10/5/20.	10/8/2020

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			9/30/2020		9/30/2020	Member No- Show	Mbr stated her dad will be transporting her today. Called and cancelled with Provider she stated mbr is going down as no show because she confirmed with mbr last night & this morning & the driver is already in route & in marion already			Member cancelled prior to p/u time.	N	Member cancelled prior to p/u time.	10/5/2020
			9/30/2020		9/30/2020	Member No- Show	<p>Provider LATE CANCELLATION</p> <p>9-29-20 SERVICE DATE</p> <p>MEMBER :          LEG ID:          PICK UP TIME : 3:45 PM          Vehicle:          SPOKE TO SET 12:51 PM</p> <p>MEMBER CONFIRMED LAST NIGHT - THEN DOES NOT NEED US TODAY          DRIVER HAD BEEN ASSIGNED TRIP FOR 1 HOUR BEFORE WE WERE INFORMED THAT MEMBER CANCELLED TRANSPORTATION.          HER RESIDENCE ADDRESS IS ALSO INCORRECT PER MEMBER</p> <p>WHEN CONFIRMING TRIP THE NIGHT BEFORE MEMBER STATED THAT HER CORRECT ADDRESS IS</p>			Duplicate to IQ ##### which has more info.	N	Duplicate to IQ ##### which has more info.	10/1/2020