

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

MCE Name: Southeastrans
Version: 2.0
Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Submission Date: 9/30/2019
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 08/01/19-08/31/19

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3817			7/31/2019 10:35:00 AM		8/1/2019 1:48:00 PM	Trip not assigned	Member called saying that her rides haven't been picking her up. Stated she had an appointment for today 8/1/19 but wasn't in the system. Says we keep making her miss her appointments, states that if she misses another appointment she will lose her doctor.			Due to only 2 providers being contacted, this is valid.	Y	Due to only 2 providers being contacted, this is valid.	8/7/2019
3818			7/30/2019 9:45:00 AM		8/1/2019 5:34:00 PM	Driver Behavior	Member called and wanted to let us know that XXX driver named YYY reached back and squeezed the members knee and when she went to get out the vehicle he kissed her hand and made her feel uncomfortable. You can reach her at ZZZ Member does still want to ride with this provider but wanted to let us know.			Compliance is sending a Cease & Desist letter for this driver and provider never sent back RFE.	Y	Compliance is sending a Cease & Desist letter for this driver and provider never sent back RFE.	8/9/2019
3819			7/30/2019 10:30:00 AM		8/1/2019 7:09:00 PM	Prov Late - A Leg	Driver was 2 hours late		Received response from provider, "According to our records, driver was told upon arrival that the facility had taken the member and that she was not needed to transport the member. The driver was then released by dispatch to continue to another trip."	Per trip notes, on 7/30/19 at 0953 CDT, XXX at YYY stated they would call nurse's station when they were on the way. P/u time was 0945 and note shows at 0953, a driver was still not in route.	Y	Per trip notes, on 7/30/19 at 0953 CDT, XXX at YYY stated they would call nurse's station when they were on the way. P/u time was 0945 and note shows at 0953, a driver was still not in route.	8/2/2019
3820			8/1/2019 12:45:00 PM		8/1/2019 8:04:00 PM	Prov No-Show B leg	when the member was picked up the provider told the member that her escort wasn't scheduled and the provider said they would authorize it just this once and next time they wouldn't let her have an escort. Provider vehicle was really dirty member put her hand down beside her and there was blood on the handle above her head. Then the provider refused to pick the member back up and the member had to find her own ride back home. members e-mail XXX members phone number YYY			Due to provider lying in his response and we do have 3 WMR calls, this is valid and has been turned over to compliance regarding vehicle condition.	Y	Due to provider lying in his response and we do have 3 WMR calls, this is valid and has been turned over to compliance regarding vehicle condition.	8/13/2019
3822			8/2/2019 10:00:00 AM		8/2/2019 2:44:00 PM	Member Issue	XXX called in stating this mbr's appt was not at 10:00 the mbr told the driver a hour into the drive that her appt isn't really until 1300. When they got there the nurse offered to go ahead and see her early since she was there the mbr stated she did not want to be seen until her appt. per XXX the mbr is waiting in the cafeteria eating & waiting until her 1300 appt XXX stated she does not want to transport this mbr moving forward & if she doesn't go to the next appt they are bringing her back they close at 6pm.			Provider was added to member do not use list. Member was unreachable by phone. Reported member to Fraud Waste & Abuse.	Y	Provider was added to member do not use list. Member was unreachable by phone. Reported member to Fraud Waste & Abuse.	8/7/2019
3824			8/1/2019 2:00:00 PM		8/2/2019 3:21:00 PM	Driver Reckless	Member says driver was driving too fast and cars was blowing at him, States he could've caused an accident. Doesn't want to ride with him anymore.		Received response from provider, ". Our system does not show that we transported this member to their appointment, or home on 08/02/19. If you could please double check, we can assist you further, thank you."	Due to provider not acknowledging having this trip, it is valid.	Y	Due to provider not acknowledging having this trip, it is valid.	8/9/2019
3825			8/2/2019 4:00:00 PM		8/2/2019 8:25:00 PM	Prov No-Show A leg	Member XXX called in furious because he stated that YYY lied about picking her up. When the agent first called the transportation provider. He stated that the member was a no-show, stayed until 3:44, then they left. The agent called the second time and the driver stated that he showed up to the member's house, but the member told them that he cancelled. The member would like a call as soon as possible and would like an explanation about this matter. The Member can be reached at ZZZ			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/9/2019
3826			8/2/2019 3:10:00 PM		8/2/2019 9:12:00 PM	Member Issue	Received email from provider XXX: From:XXX Sent: Friday, August 2, 2019 3:15 PM To: IN Dispatch <indispatch@southeastrans.com> Cc: XXX YYY Subject: problem customer Please place a note in ZZZs file that we will not transport him. He was sexually aggressive to my transporter today. trx			Provider willing to transport the member on future trips. Nurse advised member has been counseled and believes this behavior issue was due to medical condition.	Y	Provider and Nurse work through the member issues. Both agreed the member could continue transportation with XXX. Provider was removed from the member do not use list per provider and nurse.	8/7/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3829			8/5/2019 10:30:00 AM		8/5/2019 1:48:00 PM	Trip not assigned	<p>XXX called with a complaint regarding YYY. Stated she has been trying for 3 weeks to go to a very important appointment. She needs to have an eval for a power wheelchair to have her previous one replaced. She isn't able to go by a regular vehicle and she needs to take her w/c with her. She is so frustrated because she can't get anything done. She made her first call on 7/23/19 for a ride then she had to call back on 7/24/19 trip ID# 780181 for transport on 7/25/19 for a 8:25a appt. She called back to verify and was told she doesn't have a ride. She called back on 7/26/19 they told her to start over and reschedule her appt. She changed her appt and made it for today 7/30/19 at 9:25a p/u for a 10:30a appt trip ID# 786435. She called again on 7/29/19 to verify and was told they don't have a ride for her to call at 12a and they may have one. She stated she stayed up until midnight & when she called they hadn't found transport to call back at 6am. Called back and they told her they were still trying to find her a ride.</p> <p>They called her back and said she would need to start all over again and schedule another date. Stated she really needs to get to this appt and is upset that no one can take her. She was told it's the 52 miles trip and she stated it's just once and they only way she can get there is via a vehicle with a lift. She would appreciate if someone could call her back and let her know if she will ever get a ride, she doesn't want to keep scheduling and cancelling at the last minute.</p> <p>Thanks, XXX RID# ZZZ DOB: AAA Cell: BBB</p>			Trip was not worked. Dispatch team advised system error prevented agents from seeing the trip. Member was added to MCA. SETI secured transportation for the member's trip to receive her power chair. Member advised trip was successful.	Y	Dispatch team advised system error prevented agents from seeing the trip. Member trip was rebooked and secured. Member advised trip was successful.	8/6/2019
3830			8/3/2019 6:00:00 AM		8/5/2019 6:59:00 PM	Prov No-Show A leg	<p>Daughter XXX called in to file a complaint that once again her mother did not get transported to her Sat. Dialysis. Member was previously added to the MCA list and both daughters were assured she would get transportation. She also missed her cardiologist appt on 7/31/19. Daughter XXX will be contacting an attorney.</p>		Received RFE from XXX. "XXX typically has three vans operating between Monroe, Lawrence, and Orange Counties on Saturdays. On Saturday, August 3rd, we were unexpectedly down to just one, and could not pick up YYY without costing at least two other people their rides to dialysis."	XXX went from 3 vehicles down to 1 on 8/3/19 for this area but should be getting member this Sat.	Y	XXX went from 3 vehicles down to 1 on 8/3/19 for this area but should be getting member this Sat.	8/6/2019
3832			7/29/2019 10:45:00 AM		8/6/2019 1:40:00 PM	Member Issue	<p>XXX from YYY has tried over and over to help this member. Per XXX He has cuss the Driver out (ZZZ) he is very rude to the Owner XXX) The member has a problem waiting 15mins for his ride. One time the Manager XXX came to pick him up and (told him that he doesn't want to cussing him out about riding with any cab company) He makes nasty comments to drivers, There was just way to many issue with member. They also have were they have come there and he was not there because he drove himself there. XXX doesn't get paid for going there and Member is a no-show. So at this time he no longer wants to provide service. This is a standing order 8461.</p>			XXX at YYY advised they were aware of situation and set member up on the facility bus for transports.	Y	XXX at YYY advised they were aware of situation and set member up on the facility bus for transports.	8/6/2019
3834			8/6/2019 10:30:00 AM		8/6/2019 5:27:00 PM	Member Issue	<p>Member stated that she had a doctors appt on Aug. 6. When the driver went back to find out how long the mbr will be the doctors office then stated that she does not have a doctors appt today. The driver went outside to call her boss. When the driver tried to contact the mbr the mbr did not answers, but was then seen coming back across the street with grocery bags. The provider did take the mbr back home.</p>		The member was reported to fraud waste and abuse. Call Center was advised to verify medical provider before trip is assigned to a provider.	Y	The member was reported to Fraud Waste and Abuse. Call Center must verify with the medical provider before trips are scheduled.	8/13/2019	
3837			8/7/2019 6:15:00 AM		8/7/2019 1:36:00 PM	Prov Late Sendback	<p>Trip 782400 was dispatched to provider on 7/24/19 at 1649. Provider did not send back trip until 8/7/19 at 0303, less than 3 hours before pick up time.</p>		XXX got member p/u from appt but YYY never responded so this is valid.	Y	XXX got member p/u from appt but YYY never responded so this is valid.	8/9/2019	
3838			8/6/2019 9:00:00 AM		8/7/2019 4:40:00 PM	Member No-Show	<p>Received email from XXX: SOUTHEAST TRANS DAILY NO SHOW REPORT FOR 08 06 19</p> <p>DATE- 08-07-19</p> <p>NO SHOW YYY TRIP # 778507-A INDPLS TO INDPLS NO SHOW ZZZ XXX</p>		Member was a bit confused on which dates she advised SETI to cancel and did not go on this trip.	Y	Member was a bit confused on which dates she advised SETI to cancel and did not go on this trip.	8/7/2019	

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3844			8/6/2019 2:00:00 PM		8/7/2019 5:44:00 PM	Member No-Show	Received email fromXXX: SOUTHEAST TRANS DAILY NO SHOW REPORT FOR 08 06 19 DATE- 08-07-19 NO SHOW YYY TRIP # 800113-A INDPLS TO INDPLS NO SHOW MEM IN HOSPITAL CANCLD ON SITE ZZZ XXX			Member unreachable by phone.	Y	Unable to educated the member on cancellation policy due to the member being unreachable by the phone.	8/13/2019
3846			8/6/2019 12:00:00 PM		8/7/2019 5:51:00 PM	Member No-Show	Received email fromXXX: SOUTHEAST TRANS DAILY NO SHOW REPORT FOR 08 06 19 DATE- 08-07-19 NO SHOW YYY TRIP # 798237-A BEECH GROVE TO INDPLS MEM CANCLD ON SITE NO SHOWS OFTEN AND THIS TRIP HAD NO RATE ZZZ XXX			Member started new meds and had confusion.	Y	Member started new meds and had confusion.	8/8/2019
3848			8/7/2019 1:30:00 PM		8/7/2019 6:09:00 PM	Trip not assigned	First Name: XXX Last Name:XXX Phone: YYY Email: ZZZ Date of Event or Trip: 08-07-2019 What's on your mind: Complaint Any additional feedback?: No one came no call missed my Dr appointment the worst Business practice I have experienced How can we contact you?: Phone			Provider was new to the network was unable to accommodate the trips last minute, trip was sent back without notice. Provider was informed of the send back policy and will plans to improve schedule planning for future trips.	Y	Provider new to the network. Provider Relations Manager has coached the provider on the correct send back process and the importance of timely send backs.	8/15/2019
3849			8/7/2019 5:40:00 AM		8/7/2019 6:13:00 PM	Prov Late - B Leg	First name:XXXX Last name: XXX I live in: Indiana Email: YYY Phone: ZZZ Feedback Type: Concern Feedback: On 8/7/19 I had a patient AAA that sit in our waiting room from 10:40 to 12:30 for her transport company BBB to pick her up. XXX			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/19/2019
3850			8/7/2019 3:30:00 PM		8/7/2019 7:26:00 PM	Prov No-Show A leg	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: YYY Email:ZZZ Date of Event or Trip: 08-07-2019 What's on your mind: Complaint Any additional feedback?: I have scheduled transportation several times with AAA and the transportation has stood me up I have missed several cycles of Dialysis I am swollen because of this this matter needs to be resolved I desperately need transportation to dialysis I have no other means How can we contact you?: Phone			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/9/2019
3851			8/7/2019 5:45:00 AM		8/7/2019 7:30:00 PM	Member No-Show	Member was a no show.			Member mixed up her days.	Y	Member mixed up her days.	8/7/2019
3852			8/7/2019 10:40:00 AM		8/7/2019 10:42:00 PM	Incident - W/C	driver smashed her foot inside door while trying to get her off the vehicle. and mbr has to get stitches		I put mbr onto the lift told to watch the yellow line. I locked mbr chair and told her to hold on while the lift was in motion. As the lift was in motion. As the lift came to a stop mbr states that her sock was caught. I then open and reserved the lift for mbr sock to be released. I then pushed her back into the van and headed to designation. We arrived to mbr residence and upon her exiting the vehicle, is when mbr and myself noticed that her sock looked to be somewhat red. XXX Faxed to Southeastrans on 8/9/19 By XXX.	Investigation was turned over to compliance.	Y	Investigation was turned over to compliance.	8/19/2019
3853			8/8/2019 10:05:00 AM		8/8/2019 2:04:00 PM	Prov Late Sendback	Nurse XXX called upset member did not have transportation. (nurse did not provide her last name) Provider sent trip back less than 24hours of the trip.			Provider is no longer active in the network, XXX no longer transports in Marion County for Medicaid members.	Y	Provider no longer active in the network and send trips back without notice.	8/14/2019
3855			8/5/2019 11:00:00 AM		8/8/2019 2:14:00 PM	Prov Late Sendback	Late send back. Trip send back less than 48 hours			Provider is no longer active in the network, XXX no longer transports in Marion County for Medicaid members.	Y	Provider no longer active in the network and send trips back without notice.	8/14/2019
3857			8/7/2019 4:45:00 PM		8/8/2019 4:03:00 PM	Member No-Show	Received email from XXX: YYY TRIP # 797243-A INDPLS TO INDPLS NO SHOW ZZZ XXX			Member has been unreachable for education on rider guidelines and last minute cancellation policy.	Y	Member has been unreachable for education on rider guidelines and last minute cancellation policy.	8/14/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3859			8/7/2019 4:30:00 PM		8/8/2019 4:13:00 PM	Member No-Show	Received email from XXX: YYY TRIP # 781367-A INDPLS TO INDPLS NO SHOW ZZZ XXX			Member got an early chair time yesterday and forgot to call SETI to cancel ride.	Y	Member got an early chair time yesterday and forgot to call SETI to cancel ride.	8/8/2019
3861			8/7/2019 10:00:00 AM		8/8/2019 4:38:00 PM	Member No-Show	Received email from XXX: YYY TRIP # 765801-A NOBLESVILLE TO NOBLESVILLE BOTH DRIVER AND DISPATCH CALLED MEMBER NEVER ANSWERED THE PHONE DRIVER WAITED 15 MINUTES BEFORE BEING RELEASED AMOUNT-33.50 EACH WAY ZZZ XXX			Member has been unreachable for education on rider guidelines and last minute cancellation policy.	Y	Member has been unreachable for education on rider guidelines and last minute cancellation policy.	8/14/2019
3864			8/7/2019 10:30:00 AM		8/8/2019 5:16:00 PM	Member No-Show	Received email from IAT: TAMARA MEALS TRIP # 805866-A INDPLS TO INDPLS NO SHOW CAB-121 Indy Airport Taxi 4849 W Washington ST www.indyairporttaxi.com/			Member has been unreachable for education on rider guidelines and last minute cancellation policy.	Y	Member has been unreachable for education on rider guidelines and last minute cancellation policy.	8/14/2019
3865			8/7/2019 9:00:00 AM		8/8/2019 5:23:00 PM	Member No-Show	Received email from XXX: YYY TRIP # 7813500-A INDPLS TO INDPLS MEMBER NO SHOWS OFTEN DRIVER WAITED 10 MINUTES MEMBER DIDNT ANSWER PHONE OR COME OUT TRIP WAS NO SHOWED ZZZ XXX			Member was confused on which dates she advised SETI to cancel and S/O has now been cancelled.	Y	Member was confused on which dates she advised SETI to cancel and S/O has now been cancelled.	8/8/2019
3868			8/8/2019 2:00:00 PM		8/8/2019 7:37:00 PM	Member Issue	XXX called an stated that the member was very rude to the driver she stated that she hates the care and doesn't want the company YYY she wants her original provider an stated to the driver how she would be calling Southeastrans to complain about the car and the driver			Was unable to reach the member by phone. Provider was added to the member's Do Not Use List.	Y	Was unable to reach the member by phone. Provider was added to the member's Do Not Use List.	8/16/2019
3881			8/7/2019 3:15:00 PM		8/9/2019 8:18:00 PM	Provider Error	The driver arrived in a vehicle that could not accommodate the size of the members WC. The measurements were listed on the manifest.			Member measurements were listed for provider to review.	Y	Trip cancelled due provider to arrive in the wrong vehicle type. Provider did not respond to the RFE.	8/21/2019
3896			8/12/2019 4:00:00 PM		8/12/2019 7:33:00 PM	Rude Staff (non-CC)	XXX dispatcher told his driver on speaker phone that he needed to get the member YYY out of ZZZ's vehicle. Trip was dispatched to ZZZ and they want to transport the member but XXX is persistent that they are going to pick up the member. AAA can be reached at BBB or CCC		Received response from provider, "According to our records, this trip was dispatched to us by Southeastrans for pickup. The trip is still in our portal for the date in question. Our driver was under the understanding that XXX had the trip and not ZZZ. Both the driver and dispatcher were attempting to explain to the member that we were responsible for the trip. It appears as though Southeastrans double booked the trip with more than one transportation provider. So, in this case, Southeastrans needs to address the issue internally as we at XXX have no control or knowledge of when trips are duplicated to multiple providers. Our drivers are under the firm understanding that any physical contact, even if assisting a member into a vehicle, can become a liability so our drivers do not in any way make physical contact with members."	After reviewing the trip it show trip assigned to XXX for 8/12/19 was cancelled on 8/6/2019 rebooked on 8/6/19 and was assigned to ZZZ	Y	After reviewing the trip details, it shows the trip assigned to XXX for 8/12/19 was cancelled on 8/6/2019. The trip was rebooked on 8/6/19 and was assigned to ZZZ. XXX was not the assigned provider.	8/21/2019
3898			8/13/2019 6:00:00 AM		8/13/2019 11:19:00 AM	Member No-Show	members brother don't want member to ride with XXX ; Cancelled at the door and threaten that because we took YYY off of him , he will be contacting the governor and white house. He was advice we can transport him today by W/C van . He said no . - per XXX			Member has been unreachable and not called back but message was left educating member that XXX will not be transporting anymore.	Y	Member has been unreachable and not called back but message was left educating member that XXX will not be transporting anymore.	8/20/2019
3906			8/12/2019 6:30:00 AM		8/13/2019 2:31:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 08-12-19 XXX LEG # 15460025 LOCAL NO SHOW YYY			Left vm educating member on proper cancellation process.	Y	Left vm educating member on proper cancellation process.	8/21/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3927			8/15/2019 10:00:00 AM		8/15/2019 7:06:00 PM	Member No-Show	Received email from XXX: Cancel/No show YYY 1607483/1607484 Thursday 8/15/19 ZZZ NEMT FL Dispatch XXX AAA			Left a voicemail educating member on proper cancellation process.	Y	Left a voicemail educating member on proper cancellation process	8/20/2019
3932			8/15/2019 8:00:00 AM		8/16/2019 12:19:00 PM	Prov No-Show A leg	First Name: XXX Last Name: XXX Phone: YYY Email: ZZZ Date of Event or Trip: 08-15-2019 What's on your mind: Complaint Any additional feedback?: Again I was stood up for my appt when I called they said it was dispatched to the wrong provider I'm tired of this bullshit and lies from AAA so I'm complaining to the mayor How can we contact you?: Phone		Received response from XXX lead, "The member has been banned from XXX due to history of harassing behavior toward the driver in the past. A new agent took over scheduling for the area and didn't realize that she should not assign the member to us. XXX has been added to the member's do not use list so that it will not be possible to mistakenly dispatch a trip to us again."	After reviewing the members trip history and the providers response, standing order 3979 for XXX assigned to YYY was cancelled due to member on be ready at pick up and using profanity during transport. YYY was never added to member do not use list.	Y	Provider did previously ban the member due to not being ready at pickup and using profanity while being transported. Provider did not properly document the complainant. Member was not transported due to the providers error.	8/28/2019
3938			8/14/2019 10:00:00 AM		8/16/2019 7:39:00 PM	Driver Behavior	Member called about provider not having good hygiene and left member at her at her first appt security from the Lutheran hospital pick member up for appt provider never show up she had to call her ex husband to pick her up she does not want to use XXX again			No response from XXX. Provider was added back to the member's do not use list. Records show provider was previously removed by SET agent without verbal permission from the member. Leg B and C has been cancelled due to provider no show.	Y	No response from XXX. Provider was added back to the member's do not use list. Leg B and C has been cancelled due to provider no show.	8/28/2019
3951			8/17/2019 1:30:00 PM		8/19/2019 3:31:00 PM	Member No-Show	Received email from XXX: Southeastrans no shows for 8-17-19 YYY LEG # 1620412 INDPLS TO CARMEL XXX XXX			This is valid as member is unreachable.	Y	This is valid as member is unreachable.	8/30/2019
3958			8/19/2019 9:20:00 AM		8/19/2019 7:02:00 PM	Incident - W/C	TP Coordinator at XXX called in complaint; Mbr's husband was w/ mbr and driver during incident. Driver put mbr on lift forward on bus instead of facing outward. When driver went to put lift up; mbr fell backward onto the concrete. Driver did not strap the front hooks but did strap the back hooks. Mbr has huge knot on back of head and right shoulder was injured during the process. Mbr is having X rays done at the facility. XXX stated that mbr already had problems w/ right shoulder. The incident happened on the return from appointment. XXX - TP Coordinator left msg w/ YYY at ZZZ and has not returned her call... but the dispatch team is aware of the incident.		Provider's Response/Explanation: "Based off of the description of the incident, the driver was in the process of lowering the ramp to the ground when the patient was actively trying to load herself. The driver stated that they were in the process of returning the controller to the holder when the patient attempted to pull herself onto the ramp. When the patient did not at first get on to the ramp she had started to rock herself so she could get on. In the process of doing this the patient started to fall backwards. The driver turned around at the same moment and attempted to stop the patient from falling. The driver was unable to get the patient in time and the patient subsequently tipped backwards in her wheelchair. The driver asked the patient several times as he was getting her back up if she would like to go over to the emergency room or if she would like an ambulance crew come over to evaluate her. (Three times to be exact.) The patient refused the offer every time. The patient stated that she was fine and just wanted to go back to her facility and she would let a nurse check her out there. The driver finished securing the patient into the van and reported the incident to our communications department. While driving back to the facility the driver again asked the patient if she would like to be seen at the hospital or have an ambulance come check her. She again refused and said that she is fine. Once back at the facility and with the patient's nurse the driver again asked for a fifth time if the patient would like to go to the hospital. The patient again, for a fifth time said she was fine and refused." Driver's name is not listed on RFE.	Cease & Desist letter sent for driver since he was listed in our system as inactive.	Y	Cease & Desist letter sent for driver since he was listed in our system as inactive.	8/30/2019
3959			8/16/2019 9:00:00 AM		8/19/2019 8:47:00 PM	Trip not assigned	Received escalated FSSA complaint: XXX and YYY (XXX) (YYY) ZZZ Issue: XXX called again because she had an appointment scheduled for today in which she was informed by AAA that she does not have a provider. She said her neighbor took her to her appointment so she would not miss it. She said she is a diabetic and has a broken wrist that will now require a bone graft so she wants to make sure she makes it to all her appointments. YYY: she said YYYI has an appointment for his psychiatrist and he cannot miss these appointments and she wants to make sure he has a provider.			Trip was not worked. Agent has been coached.	Y	Trip was not worked. Agent has been coached.	8/20/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3961			8/20/2019 9:45:00 AM		8/19/2019 10:36:00 PM	Prov Late Sendback	Called mbr to inform them that we were unsuccessful in securing transportation. Member ask to speak to supervisor she said she has called in before on this complaint on a provider from XXX she said she has report this before		Received response from provider, "the original driver XXX was not available and we're unable to cover the trip and that's a reason we sent the trip back. YYY Manager"	Provider states driver was unavailable.	Y	Provider states driver was unavailable.	9/3/2019
3962			8/19/2019 12:30:00 PM		8/20/2019 12:55:00 PM	Member No-Show	Received email from XXX: SOUTHEASTRANS NO SHOWS DATE- 08-19-19 YYY LEG # 1617117 INDPLS TO INDPLS NO SHOW XXX			Left mother a voicemail educating on proper cancellation process.	Y	Left mother a voicemail educating on proper cancellation process.	9/3/2019
3964			8/19/2019 7:45:00 AM		8/20/2019 1:01:00 PM	Member No-Show	Received email from XXX: SOUTHEASTRANS NO SHOWS DATE- 08-19-19 YYY LEG # 1572338 INDPLS TO INDPLS NO SHOW XXX			Daughter stated member does frequently miss return trips due to dialysis not wanting him to wait for ride. This is valid.	Y	Daughter stated member does frequently miss return trips due to dialysis not wanting him to wait for ride. This is valid.	8/30/2019
3966			8/19/2019 6:30:00 AM		8/20/2019 1:14:00 PM	Member No-Show	Received email from XXX: SOUTHEASTRANS NO SHOWS DATE- 08-19-19 YYY LEG # 1572326 INDPLS TO GREENWOOD NO SHOW THIS MEMBER NO SHOWS OFTEN XXX			Left vm educating member on proper cancellation process.	Y	Left vm educating member on proper cancellation process.	8/21/2019
3968			8/19/2019 9:00:00 AM		8/20/2019 1:18:00 PM	Prov No-Show A leg	Original complaint file against member for no-show but after investigation, this was a provider no-show. Received email from XXX: SOUTHEASTRANS NO SHOWS DATE- 08-19-19 YYY LEG # 1595205 INDPLS TO GREENWOOD MEMBER NOW HAS TO MANY NO SHOWS MUST CONFIRM BEFORE WE CAN TAKE HER TRIPS XXX			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/3/2019
3970			8/20/2019 8:30:00 AM		8/20/2019 3:42:00 PM	Member No-Show	Received email XXX that member no-showed.			Facility educated on importance of member being ready for p/u.	Y	Facility educated on importance of member being ready for p/u.	8/30/2019
3971			8/20/2019 12:50:00 PM		8/20/2019 5:17:00 PM	Incident - W/C	XXX Nurse reported member arrived and stated driver did not strap members W/C down which resulted in member sliding out of the W/C. Members B leg was cancelled provider was notified member B leg was rebooked and YYY pick member up and transported home. XXX EMAIL SENT TO PROVIDER RELATIONS AS WELL			Due to no response from provider, this is valid and investigation has been turned over to compliance.	Y	Due to no response from provider, this is valid and investigation has been turned over to compliance.	9/3/2019
3973			8/20/2019 10:30:00 AM		8/21/2019 1:29:00 PM	Vehicle Condition	Member called stating the XXX vehicle she was driven in was not in good shape. Vehicle kept shaking, vibrating. Mbr felt the vehicle was unusable. Need to be fixed. Mbr refer not to use their service again.		Received response from provider, "The van had a bar break in rear tire. Was replaced that evening. The car had a dust shield come loose on front brake. 8/21/19 it had a complete brake replacement."	Provider states the issues have been fixed. This has been turned over to compliance for a spot inspection on both vehicles.	Y	Provider states the issues have been fixed. This has been turned over to compliance for a spot inspection on both vehicles.	9/3/2019
3976			8/20/2019 10:15:00 AM		8/21/2019 3:18:00 PM	Prov Late Sendback	Trip 819231 was verbally accepted by XXX on 8/16/19 at 10:08am. Provider YYY waited until 8/19/19 at 1508 to send the trip back, less than the required 48 hour timeframe.			Provider didn't provide a reason for the late send back. Member preferred provider was added to the member profile for future dispatching purposes.	Y	Provider did not provide a reason for the late send back. Member preferred provider was added to the member profile for future dispatching purposes.	9/3/2019
3978			8/22/2019 10:15:00 AM		8/21/2019 4:54:00 PM	Member Issue	Spoke with Facility XXX and YYY they stated member didn't have no appointment there tomorrow. XXX confirm facility address and stated member was not their patient. When i called member to advice this she said we had to get her their asked her for Dr name and info and she refused and hung up on me. This is the second trip that I have called and they have stated that she has not appointment at that facility. Trip date for the first one is 08/19 -824164			Member was reported to State Director, FSSA, and Fraud Waste and Abuse.	Y	Member was reported to State Director, FSSA, and Fraud, Waste, and Abuse.	9/3/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3980			8/20/2019 1:00:00 PM		8/21/2019 8:19:00 PM	Driver Behavior	Mbr is calling because driver was on her phone and almost had an accident. upset and the driver didn't live her at house mbr lift her off the corner did not wanted to live her at her house. mbr have the phone number of the driver XXX. and the driver was late for picking-up the mbr and she dose not want to ride with YYY no more.		Received response from provider, "The driver did arrive late, we had a driver failure and this driver had to be double booked. As for the driver being on the phone and dropping the member off at the wrong place, we have passed this information onto the manager of this area. He guarantees that this driver will be coached and guided on proper customer service. We apologize for this inconvenience and hope that this in no way reflects on us as a company. If any more information is needed, please feel free to reach out to me. Regards,XXX"	Provider states driver was late due to another driver failure. They also state the driver will be coached about phone use and proper drop off locations.	Y	Provider states driver was late due to another driver failure. They also state the driver will be coached about phone use and proper drop off locations.	9/3/2019
3983			8/22/2019 12:49:00 PM		8/21/2019 9:38:00 PM	Member Issue	Mbr. called in stated that one of the XXX driver was rude to her because he could not transport her to dollar tree and also stated that she was quicker then him and she want to dollar tree and got back the facility she was getting picked up from.			Member educated on rider guidelines/transportation policy for future transport.	Y	Member educated on rider guidelines/transportation policy for future transport.	9/3/2019
3984			8/21/2019 2:15:00 PM		8/21/2019 10:15:00 PM	Prov No-Show B leg	Member called in and advised that he was not being picked up by the provider. The member called the Transportation Provider to get an ETA of arrival time. The member advised that he was told that there would be no pick up and that the provider was rude to the member while he was on the phone. According to records, the member called in for a return trip at appx 14:05 and I received the call at 17:42. Member was upset and did not know how he was going to get home. This inquiry was requested by XXX.		XXX was pocked up and returned. He in fact was the rude person in this situation. Please see attached photo of the arrive and performed times of his return.	After reviewing the trip details, it was found the driver arrived after the giving timeframe for return ride. This provider was not added to the do not use list for this member.	Y	After reviewing the trip details, it was found the driver arrived after the giving timeframe for return ride. This provider was not added to the do not use list for this member.	9/4/2019
3985			8/21/2019 10:30:00 AM		8/22/2019 2:32:00 PM	Prov Late - B Leg	Received email: My name is XXX and I am an Administrative Assistant here at the YYY. I handle a lot of the transportation calls when it is time for the patient to return back home. We recently had a meeting with XXX and she suggested we call the "Where's My Ride" when the patient is done here in our facility. We had a patient come in yesterday for her appointment and her driver came in with her. The driver who dropped our patient off was very adamant that I call his personal number when the patient was done and he would be right back to get her. I did let him know that we had to call the number we were given, he still insisted that I call him instead. The patient got done with her appointment at 10:30, I called "Where's my ride" and they told me it would be 30-40 minutes. The patient was still here at 11:30, I then called again and I was told that the driver was stuck in traffic and they would have to send a different driver. They said that driver would be here in 15 minutes. We go on break from 12-1 and that means our doors are locked, so the patient waited outside. I got back from my break at 12:45 and the patient was still here waiting outside. 12:45 I called once again and I was told that the driver "forgot" and they would send someone and they would be here in 10 minutes. She ended up being picked up at 1:10pm. This has happened several times, whether we call the drivers personal numbers or the "Where's my ride" number. Our clinical manager suggest that I email you and give you details of what happened yesterday. Thank you for your time. XXX			Due to no response from provider, this is Valid.	Y	Due to no response from provider, this is Valid.	9/3/2019
3987			8/22/2019 8:45:00 AM		8/22/2019 5:25:00 PM	Provider Error	Spoke to Nurse and Driver and the issue was the provider sent out a regular vehicle instead of a wheelchair van. Member missed appointment and cannot be seen for another two months. Provider acknowledged that it was an error on their part.		Received response from provider, "Miscommunication on the part of management."	Provider states there was a miscommunication.	Y	Provider states there was a miscommunication.	9/4/2019
3988			8/22/2019 1:45:00 PM		8/22/2019 5:41:00 PM	Prov No-Show A leg	Member's daughter called in to see where transportation was, I repeatedly called XXX but I kept getting a voicemail. Member is upset because now she will be missing her appt. for today and no one called and gave her any update on her ride.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/4/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
3989			8/22/2019 2:00:00 PM		8/22/2019 5:47:00 PM	Driver Behavior	She forced him out of the vehicle. Also she called the police on him because he said he didn't have his cane anymore.		On 8/22/19 I was dispatched to pick up member XXXX to transport to Eskenazi Midtown Center. After XXXX entered my vehicle and we were preparing to pull off from his residence, he states getting agitated and complained about Southeastrans and the City of Indianapolis and their lack of services for him. XXXX then proceeded to tell me that he problems with bed bugs, but he was cleared. I asked him what he meant by cleared and he said by the bed bug people. I asked XXXX if he had any documentation or paperwork that stated he was "cleared" of bedbugs and he immediately began yelling at the top of his lungs that he was cleared and repeated this phrase over and over. I then told him that I could not transport him and that he needed to exit the vehicle immediately. XXXX refused to exit the vehicle and continued yelling at the top of his lungs that he was cleared and began banging on the seats and windows of the vehicle. I exited my seat at the driver's side and came around to his door and opened it again asked him to exit the vehicle as I could not transport him and that he needed to contact SET to reschedule. XXXX became more agitated. XXXX was carrying a yellow bag and I unsure of the contents so after asking him for the 3rd time - I became scared for my own wellbeing. I informed him that if he did not exit the vehicle the I would contact the police. He did not so I called 911 on speaker phone. As I had the 911 operator on the line and was giving the description of this clothes as asked- XXXX exited the vehicle but not completely. He stood in the open door and began banging on the windows and roof of the car as he continued to scream that he was cleared. After a few minutes XXXX realized the police were en route, and he left the vehicle and began walking away from the area.	Member and provider agreed to add the provider on the member's do not use list for future transport.	Y	Provider did call the police and did force the member out of the vehicle. Member and provider disagreed as to why the police was called. Member and provider agreed to add the provider on the member's do not use list for future transport.	9/6/2019
3991			8/22/2019 7:05:00 AM		8/23/2019 1:08:00 PM	Trip not assigned	Social worker XXXX left vm for QA wanting to file a complaint that this trip was unassigned even though she kept calling to check status.			Due to this trip not being thoroughly worked, dispatch agents have been coached and this is valid.	Y	Due to this trip not being thoroughly worked, dispatch agents have been coached and this is valid.	8/27/2019
3997			8/21/2019 11:30:00 AM		8/23/2019 5:53:00 PM	Post Trip Survey	I received a call from XXXX from YYY that because of the member's use of profanity directed at his driver. The driver quit. This was not an isolated instance, several of XXXX's driver's also told him of her use of profanity. XXXX has asked that he is placed on the Do not use Provider List for this member.			Valid due to no response from member.	Y	Valid due to no response from member.	9/4/2019
3998			8/23/2019 12:45:00 PM		8/23/2019 6:37:00 PM	Prov Late - A Leg	Mbrs social worker want to make a complaint about the provider showing up late to the mbrs home to pick them up for their appt. That makes the mbr late for their chair time and messes up the schedule for the day for the company. The Social worker stated that they would not like to interrupt the service but will really like for the provider to be on time for the mbr to make it on time so that things can run smooth and everyone's day is not all messed up.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/4/2019
4000			8/20/2019 10:30:00 AM		8/23/2019 7:15:00 PM	Member Issue	XXX - stating member soiled her self and dialysis let member go in her vehicle like that, she ended up having to clean vehicle after so will no longer be taking members Standing Order.			The member's standing order has been reassigned to another provider. Nurse will educate the member on good hygiene and public safety.	Y	The member's standing order has been reassigned to another provider. Nurse will educate the member on good hygiene and public safety.	9/4/2019
4001			8/23/2019 2:00:00 PM		8/23/2019 7:43:00 PM	Prov No-Show A leg	Provider was a no show, the member missed appointment			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/4/2019
4002			8/23/2019 5:00:00 AM		8/23/2019 7:56:00 PM	Member No-Show	Member was a no show today, driver got to facility for member and they cancelled at door stated member is not going.			Director XXXX will educate staff and member on proper cancellation procedures for future and will make SET's number available at all nurse's stations.	Y	Director XXXX will educate staff and member on proper cancellation procedures for future and will make SET's number available at all nurse's stations.	9/3/2019
4003			8/23/2019 9:00:00 AM		8/23/2019 8:59:00 PM	Accident	XXXX called and states that the van the member rode in on the way home from her appt had an accident. She said when turning left the other car went straight and hit the vehicle. Member is complaining of back pain but has not been to hospital. XXXX states she does not have any other details. XXXX says that you can talk to any of the staff at YYY. She will be out of the office on Monday and Tuesday. Call facility number ZZZ		Received response from provider, "See attached. Driver is required to do a defensive driving course. Driver: XXXX"	C&D letter sent until driver completes defensive driving course.	Y	C&D letter sent until driver completes defensive driving course.	8/30/2019
4010			8/24/2019 11:55:00 AM		8/26/2019 1:53:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 08-24-19 XXX LEG # 1637015 NO SHOW YYY			Due to no response from member, this is valid.	Y	Due to no response from member, this is valid.	9/4/2019
4013			8/24/2019 5:45:00 AM		8/26/2019 2:38:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 08-24-19 XXX LEG # 1596799 NO SHOW YYY			Member has trips double booked through Humana and SETI so this is valid.	Y	Member has trips double booked through Humana and SETI so this is valid.	9/4/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
4015			8/26/2019 6:45:00 AM		8/26/2019 3:02:00 PM	Member No-Show	Driver reported that this mbr. is a no show- per note on trip			Due to no response from member, this is valid.	Y	Due to no response from member, this is valid.	9/4/2019
4016			8/24/2019 11:20:00 AM		8/26/2019 3:08:00 PM	Prov No-Show B leg	XXX called for mbrs return trip at 3:34pm, by 4:18pm, mbr still had not been picked up, and another call was made to WMR. Per notes, no eta was specified. By 4:53pm, the cab still had not shown up and mbr had to take an Uber home, which was paid for by the manager of XXX		Provider's Response/Explanation: This appears to be an issue that occurred on our end, and we do apologize. Sometimes due to a high volume of trips, we experience a very long delay. It shows by the time we finally assigned a driver and were on site, it was too late. Driver's Name: XXX Faxed to Southeastrans on: 09/05/19 By:YYY	XXX provider advised due to high volume of trips, the member's driver was delayed for return ride. Driver arrived too late for transport.	Y	Provider admitted to arriving too late to transport, due to high volume of trips. Provider was reported a no show.	9/9/2019
4018			8/24/2019 5:15:00 AM		8/26/2019 5:28:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 08-24-19 XXX LEG # 1596331 NO SHOW YYY			Member was already aware of proper cancellation policy and just overslept after being awake sick all night.	Y	Member was already aware of proper cancellation policy and just overslept after being awake sick all night.	8/26/2019
4019			8/24/2019 12:20:00 PM		8/26/2019 5:57:00 PM	Prov No-Show A leg	Provider no show			Provider did not show due to the listed mobility type. Provider did not notified SET of the error.	Y	Provider did not show due to the listed mobility type. Provider did not notified SET of the error or send the trip back in a timely manner.	9/9/2019
4022			8/26/2019 1:30:00 PM		8/26/2019 8:01:00 PM	Prov Late - A Leg	Received Website complaint: First name:XXX Last name: XXX I live in: Indiana Email: YYY Mobile phone: ZZZ Feedback Type: Comment Feedback: Well lets see. I scheduled my doctor appointment a week in advance. My ride who could not even speak decent English kept saying he would be in 10 minutes he shows up to pick me up 10 minutes before my appointment, and that was 30 miles away. So I cancel and call to doctor to reschedule and I am told there is a 132 dollar rescheduling fee. Basically if your on Medicaid, disability, and your poor were supposed to except the fact that we are treated like shit. So thank for absolutely nothing.		XXX's trip was dispatched to YYY at 12:18pm. The driver did not appear to make an attempt to pick the member up in a timely manner, and did not contact dispatch about any issues he may have been having getting to the passenger. Our records do indicate that he did not arrive at the pickup location until 1:12pm. This driver is facing disciplinary action and will not be able to transport medical passengers until further notice.ZZZ apologizes profusely for the inconvenience this has caused the member and Southeastrans AAA Faxed to Southeastrans on: 9/5/19 By: BBB	Provider apologized for the driver no show. Provider advised driver will be facing disciplinary action for the lack of communication and no show.	Y	Provider found the driver did not complete the run and did not communication issues that may have occurred. Provider apologized for the driver's behavior.	9/9/2019
4024			8/26/2019 10:45:00 AM		8/26/2019 9:15:00 PM	Prov No-Show A leg	Mbrs says she's still waiting for pickup to appt....XXX put me on hold then disconnected call....I called back....XXX says his manifest shows them picking up mbr from YYY and it doesn't have a pickup time....he then asks me to call his driver to give him the info....he continues to tell me that he can't talk to me because he's driving and I'm going to cause him to have an accident. XXX also saysYYY is just a drug facility and she can reschedule. XXX hung up the phone. Mbr was very upset says her latest arrival time would b12 noon so I schedule			Provider did not complete the run. Member was left stranded force to find alternate transportation.	Y	Provider did not complete the run. Member was left stranded force to find alternate transportation. Provider did not return RFE.	9/9/2019
4031			8/23/2019 10:00:00 AM		8/27/2019 4:36:00 PM	Member Issue	XXX from YYY called stating that this mbr is a constant no show. I spoke with the mbr and she stated that she does need transportation to get to her behavioral health appts. I told this toXXX and she said that she will accept her trip for this week, but if she no shows again she will no longer transport this mbr.			Member educated on rider guidelines for future transport and is aware of last-minute cancellation policy.	Y	Member educated on rider guidelines for future transport and is aware of last-minute cancellation policy.	9/4/2019
4036			8/20/2019 11:00:00 AM		8/28/2019 3:32:00 PM	Trip not assigned	XXX did not give mbr the notification transportation would not be provided. Member was released from the hospital and had a very important follow up appt that was missed due to not having a ride. YYY say the late call backs are not helpful. Member will be charged a late cancellation fee by the doctor. YYY said for mbr's ride on 3/6/19 XXX lied told the member driver was on the way, but no one showed up.			It was found the member did not received a call back advising she had no transportation. The member call herself to find out no assigned provider. Dispatch did not work the trip to secure transportation.	Y	Dispatch did not work the trip and did not received a call back to advised transportation was not secured for this trip.	9/10/2019
4037			8/26/2019 9:00:00 AM		8/28/2019 4:52:00 PM	Member Issue	XXX emailed me to have them put on the do not use list for this mbr due to frequent cancellations. In the email it included 4 cancellations for dates 8/14, 8/19, 8/21, and 8/26.			It was found member has been hospitalized and did not report trip needed to be cancelled. Member standing order was cancelled. Nurse will send a new standing order for this member once she released.	Y	It was found member has been hospitalized and did not report trip needed to be cancelled. Member's standing order has been cancelled until further notice.	9/9/2019
4038			8/28/2019 9:45:00 AM		8/28/2019 5:48:00 PM	Driver Behavior	B leg Driver was complaining to nurse about how long the A leg driver was waiting for mbr. Mbr call about 1140 and CSR stated an hour regardless mbr will have to wait until 1200. Mbr nurse get to house at 0845, so mbr cannot leave until after 0845			Parent says driver was being reasonable with the pickup time. Parent says provider had agreed to pick the member up no early than 9am. the provider did respond.	Y	Provider did not return the RFE. Member's parent agreed to use XXX on upcoming future trips.	9/10/2019
4039			8/28/2019 11:00:00 AM		8/28/2019 8:10:00 PM	Prov Late - A Leg	This morning the pick up time was 10:30, but the provider did not show up until 11:20am, and she didn't make it to the appointment until 11:30. When she contacted the provider he said sorry that he did not see her appointment today and he would be there in 10 minutes, but didn't show for another hour. The driver name was XXX.			Member changed her Medicaid and will no longer ride with SET due to several missed trips.	Y	Member changed her Medicaid and will no longer ride with SET due to several missed trips. The provider did not respond to the member's concerns via RFE.	9/10/2019
4040			8/28/2019 11:30:00 AM		8/28/2019 8:26:00 PM	Member Issue	XXX from YYY called stating that the mbr moves very slow and picking her up takes up too much time. She has even tried calling her earlier telling her that she will be there soon so she could start heading out and the mbr still waits for the driver to arrive. She said because of this, after this week, she will no longer transport mbr.			Valid due to no response from member.	Y	Valid due to no response from member.	9/4/2019

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

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
4049			8/29/2019 8:00:00 AM		8/29/2019 12:18:00 PM	Prov Late Sendback	Trip 841090 was routed to provider on 8/26/19 at 12:52pm. Provider didn't send the trip back until 8/28/19 at 1750, less than the required 48 hours for sendbacks.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/4/2019
4050			8/29/2019 11:00:00 AM		8/29/2019 2:47:00 PM	Prov No-Show A leg	Driver XXX never showed up and said someone else was supposed to pick up the mbr from the home. But YYY said someone from YYY1 called the night before and said XXX is picking mbr up. XXX called at 10:44am and said that the driver that was supposed to pick her up couldn't make it and do she still need a ride. Mbr would of been late and couldn't be seen.		Received response from provider, "XXX has an automated system that calls members the night before and it does not state who the driver will be, no it is a standard call to all members for all providers. The driver YYY was the only driver assigned to this member. However, it does appear that the driver was close to the members house, and was running behind and the member cancelled."	Provider was going to be too late for member to make appt.	Y	Provider was going to be too late for member to make appt.	9/4/2019
4052			8/29/2019 10:15:00 AM		8/29/2019 4:31:00 PM	Prov No-Show A leg	Mbr would like to make a complaint against XXX for not calling him, informing him that we did not find a provider for him, and would also like to make a complaint against YYY for accepting the trip but not picking him up on time. Mbrs Contact # ZZZ			Call Center and XXX did not provide a response for the member's concerns.	Y	Call Center and XXX did not provide a response for the member's concerns.	9/10/2019
4055			8/27/2019 2:00:00 PM		8/29/2019 6:01:00 PM	Trip not assigned	XXX said provider called back late saying they didn't have a ride.			Reviewed trip information no providers were contacted. Call Center did not return RFE with response. Call back was made to the member on 8/26/19 at 17:01. Standard for call backs.	Y	Reviewed trip information no providers were contacted. Call Center did not return RFE with response. Call back was made to the member on 8/26/19 at 17:01. Standard for call backs.	9/11/2019
4061			8/29/2019 3:00:00 PM		8/30/2019 10:40:00 AM	Member No-Show	Southeastans NO SHOWS 8-29-19 XXX trip # 836665 Beech Grove -Indianapolis no show fee\$12 cab#377 YYY			Was unable to reach the member by phone to educate him on the cancellation policy.	Y	Could not reach the member by phone to educate on cancellation policy.	9/10/2019
4064			8/30/2019 10:00:00 AM		8/30/2019 9:23:00 PM	Accident	Member called in about the provider and member had a car accident over on fall Creek and 32nd member did say it was the provider fault he turn right in front of the other drive. Member said she was check by paramedic and said she was ok and the police office took member home.		Received response from provider, "Our driver was driving at Fall Creek and turning left into 32st then he found another car coming from the other direction so they ran into each other. 911 was called and the driver was taken to the hospital with a minor injury but they found that he is safe and went home after making the necessary check up and they found that he is ok. The member that was with him that is mentioned above had no injury and she said that she is ok and was taken home safely by the officer that came to the incident place." Driver name: XXX.	Provider returned RFE and Accident/Incident report: forwarded to Compliance. Member did not seek medical attention.	Y	Provider returned RFE and Accident/Incident report: forwarded to Compliance. Member did not seek medical attention.	9/10/2019