

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

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Experience Period >> 02/01/20-02/29/20

(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
5016			2/3/2020 9:45:00 AM		2/3/2020 4:02:00 PM	Prov Late - A Leg	Member stated that she was very late to the appointment and driver was very reckless, he was speeding. (In members words, he was driving like a bat out of hell), did not want to ride back with them.		Provider deined reckless driving but did admit to arriving late. Member was mailed rider guidelines.	Provider denied reckless driving but did admit to arriving late. Member was mailed rider guidelines due to being unreachable by phone.	Y	Provider denied reckless driving but did admit to arriving late. Member was mailed rider guidelines due to being unreachable by phone.	2/11/2020
5017			2/3/2020 10:45:00 AM		2/3/2020 4:48:00 PM	Driver Behavior	Spoke with XXX. Member had an appointment today and her assigned provider refused to take the member to their appointment without an escort. Provider left the member in the parking lot and did not take them back to the door to the home. Provider left the scene before verifying that the member made it back into the home safely. Member is very upset that she does not have ride to her specialist and that the provider refused to take her to the appointment and then didn't get to the door safely.		Provider advised no door to door assistance will be provided for any wheelchair member. Southeastrans was unaware of performance changes to the contracted agreement. Added provider to members do not use list.	Provider advised no door to door assistance will be provided for any wheelchair member. Southeastrans was unaware of performance changes to the contracted agreement. Added provider to members do not use list.	Y	Provider advised no door to door assistance will be provided for any wheelchair member. Southeastrans was unaware of performance changes to the contracted agreement. Added provider to members do not use list.	2/12/2020
5020			2/3/2020 2:15:00 PM		2/3/2020 10:38:00 PM	Prov Late - A Leg	Mbr complained that provider did not show up made mbr stated that a YYY yelled at her when mbr stated that she no longer needed ride. She feels like she is being treated unfairly		Educated member on XXX providers and NEMT providers. Found several dispatch errors. Member educated on alternate transportation options.	Educated member on XXX providers and NEMT providers. Found several dispatch errors. Member educated on alternate transportation options.	Y	Educated member on Taxi providers and NEMT providers. Found several dispatch errors. Member educated on alternate transportation options.	2/13/2020
5024			2/4/2020 1:45:00 PM		2/4/2020 6:39:00 PM	Prov Late - A Leg	Per Members mother Driver was an hour late to pick her up to take them to the appointment. She said this is the second time they make her late. She wants someone to give her a call back. She has been waiting since the last inquiry. Mother XXX called back at 2:05 said that somebody called the facility and cancelled her appointment without her knowing. They were already on their way to the appointment. This was the second time they also do this to her. ###-###-#### (Spanish)		Provider was too late to the member to her appointment. Member was educated on the alternate transportation options.	Provider was too late to the member to her appointment. Member was educated on the alternate transportation options.	Y	Provider was too late to the member to her appointment. Member was educated on the alternate transportation options.	2/13/2020
5032			2/5/2020 2:45:00 PM		2/5/2020 8:01:00 PM	Prov No-Show A leg	Mbr's sister-in-law XXX called for mbr at 14:45 since the mbr had not been picked up. I called the provider did not receive a satisfactory answer, and they have still not shown up as of 15:04. As we were speaking at 15:05, the driver called sister-in-law. Mbr requested an ambulance due to the lack of timeliness of the provider. Noted this is the not the first time. Sister-in-law said that it felt that half of the time mbr did not have a ride for the trip to dialysis. Sister in law is very upset by the whole situation. ###-###-#### is sister-in-laws number.		Provider was late for leg A pickup. Complainant was educated on alternate transportation public transit/YYYY	Provider was late for leg A pickup. Complainant was educated on alternate transportation public transit/YYYY	Y	Provider was late for leg A pickup. Complainant was educated on alternate transportation public transit/YYYY	2/14/2020
5034			2/5/2020 2:15:00 PM		2/5/2020 9:52:00 PM	Prov Late - B Leg	mbr called several times stated she is outside cold because the DR office closed and the provider has not come and got her yet, provider stated they will be there in another 10 mins		Due to no response from provider and WMR notes spanning 1.5 hours, this is valid.	Due to no response from provider and WMR notes spanning 1.5 hours, this is valid.	Y	Due to no response from provider and WMR notes spanning 1.5 hours, this is valid.	2/17/2020
5036			2/1/2020 5:00:00 AM		2/5/2020 10:49:00 PM	Prov No-Show A leg	Member called in said XXX never showed up on 02/1/2020 @4:30 AM also said previous sat as well. Member Pref Provider he would like YYY		Member was advised search will continue for permanent provider for standing order. Trip has been cancelled as provider no show. SSR was notified of the providers no shows will reach out to the member preferred to secure transportation.	Member was advised search will continue for permanent provider for standing order. Trip has been cancelled as provider no show. SSR was notified of the providers no shows will reach out to the member preferred to secure transportation.	Y	Member was advised search will continue for permanent provider for standing order. Trip has been cancelled as provider no show. SSR was notified of the providers no shows will reach out to the member preferred to secure transportation.	2/14/2020
5039			2/6/2020 10:00:00 AM		2/6/2020 2:56:00 PM	Driver Behavior	Mbr called stating driver for XXX was rude to her because she asked him to turn down his music. Making unnecessary comments and wanted to argue. Didn't get the driver's name.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/17/2020
5041			2/6/2020 10:00:00 AM		2/6/2020 6:34:00 PM	Driver Behavior	Mbr wanted to compliment driver on her performance, She was happy with the experience she had with XXX.		Mbr wanted to compliment driver on her performance, She was happy with the experience she had with XXX.	Mbr wanted to compliment driver on her performance, She was happy with the experience she had with XXX.	Y	Mbr wanted to compliment driver on her performance, She was happy with the experience she had with XXX.	2/6/2020
5043			2/4/2020 1:20:00 PM		2/6/2020 8:24:00 PM	Driver Behavior	Wheelchair flipped backwards.		This has been reported to the state.	This has been reported to the state.	Y	This has been reported to the state.	2/13/2020
5044			2/7/2020 4:45:00 AM		2/7/2020 2:33:00 PM	Prov Late - A Leg	mbr called stated she has missed dialysis several times due to provider no show or late coming to get her ever time she calls they say they did not have a XXX in route and she can not keep missing her dialysis treatment		Provider was a XXX company only used as last resorts and states time call given to their company are not guaranteed since they are a form of YYY transportation.	Provider was a XXX company only used as last resorts and states time call given to their company are not guaranteed since they are a form of YYY transportation.	Y	Provider was a XXX company only used as last resorts and states time call given to their company are not guaranteed since they are a form of YYY transportation.	2/19/2020
5045			2/7/2020 9:15:00 AM		2/7/2020 7:06:00 PM	Prov Late - B Leg	doctor office is upset about mbr waiting since 10 am for the driver to pick up the mbr from appt		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/13/2020

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5046			2/4/2020 11:00:00 AM		2/7/2020 7:35:00 PM	Prov No-Show B leg	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ###-###-#### Email: XXX.com Date of Event or Trip: 02-04-2020 What's on your mind: Complaint Any additional feedback?: We called for a patient at 17:00 to be picked up from the clinic because their treatment was completed. YYY advised us someone would be there within the hour. At approx. 1820, we called again and they informed us they never received a call and someone would be there to pick the patient up within the hour. The nursing home ended up having to get the patient. This is unacceptable and there is no reason patient with severe medical conditions should have to wait that long due to poor communication. How can we contact you?: Phone		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/13/2020
5047			2/7/2020 1:00:00 PM		2/7/2020 7:44:00 PM	Accident (veh. only)	driver hit someone car...report made already can not be picked up until Monday...provider made sure mbr was ok		Compliance reinstated driver after he completed remedial training.	Compliance reinstated driver after he completed remedial training.	Y	Compliance reinstated driver after he completed remedial training.	2/13/2020
5049			2/8/2020 10:00:00 AM		2/8/2020 9:10:00 PM	Prov Late - B Leg	Nurse states she has called multiple times for members return and no one has picked her up i only saw one note in the system stating the mbr was ready for return and i took that call. The nurse stated she called in 2 hours before that and also the members son called in		Due to no response from provider - this is valid.	Due to no response from provider - this is valid.	Y	Due to no response from provider - this is valid.	2/13/2020
5050			2/8/2020 6:15:00 AM		2/10/2020 1:25:00 PM	Prov Late Sendback	Trip was routed via provider portal to XXX on 1/25/20 at 0403. XXX waited until 2/7/20 at 1431, less than the required 2 business days, to send the trip back.		Due to no response from provider, this is Valid.	Due to no response from provider, this is Valid.	Y	Due to no response from provider, this is Valid.	2/12/2020
5051			2/7/2020 8:30:00 AM		2/10/2020 1:30:00 PM	Prov Late Sendback	Provider late send back. Provider had the trips since 2/1/20. trip was sent back on 2/6/20. Past policy due date.		Via phone call provider refused to send trips back in timely manner, did not respond to the RFE. Removed XXX from the member's profile and reassigned member's upcoming trips.	Via phone call provider refused to send trips back in timely manner, did not respond to the RFE. Removed XXX from the member's profile and reassigned member's upcoming trips.	Y	Via phone call provider refused to send trips back in timely manner, did not respond to the RFE. Removed XXX from the member's profile and reassigned member's upcoming trips.	2/11/2020
5052			1/24/2020 10:15:00 AM		2/10/2020 8:29:00 PM	Incident	Provider late leg A arrived at 10:30. Driver was loud and rude with YYY. Member reported driver had her w/c too close to the seat. Causing her shin to bleed. YYY Attached wrong trip correct trip number 1135632		XXX has been permanently banned from our network due to multiple past incidents.	XXX has been permanently banned from our network due to multiple past incidents.	Y	XXX has been permanently banned from our network due to multiple past incidents.	2/17/2020
5053			2/10/2020 11:00:00 AM		2/11/2020 3:24:00 PM	Prov No-Show A leg	Provider No-Show. Received Website complaint: This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX.com Date of Event or Trip: 02-10-2020 What's on your mind: Complaint Any additional feedback?: This company sucks they do no get me rides they say they call the ride providers but they lie. And dont call me. They have goofed me up with 17 rides. It's not reported about my rides because nothing is getting done I'm sick and tired of being screwed out of my rides. How can we contact you?: Phone		Provider response shows driver was ill so they cancelled.	Provider response shows driver was ill so they cancelled.	Y	Provider response shows driver was ill so they cancelled.	2/17/2020
5054			2/11/2020 11:30:00 AM		2/11/2020 5:02:00 PM	Dispatch Error	XXX from YYY asked if I could put an inquiry in due to one of her preferred's being sent to a different provider. She said that she is tired of her trips being given away without her being offered the trip.		Dispatch agent has been coached about making sure trips are offered to preferred providers first.	Dispatch agent has been coached about making sure trips are offered to preferred providers first.	Y	Dispatch agent has been coached about making sure trips are offered to preferred providers first.	2/13/2020
5058			2/3/2020 10:00:00 AM		2/12/2020 12:49:00 PM	Prov No-Show A leg	Trip was dispatched to XXX on 1/23/20 at 0407. On 1/27/20 escort was added and changes resent at 1604. Provider no-showed.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/17/2020
5063			2/12/2020 11:00:00 AM		2/12/2020 3:56:00 PM	Prov No-Show A leg	Mbr called in because provider never showed up, and he was about to miss his appt. I called the provider they said they were unavailable to come until futher notice. Mbr upset because provider had them miss his appt, Mbr said prov shouldnt have taken the trip, if they couldnt fulfill it		Member educated on provider options. XXX did not respond to the RFE.	Member educated on provider options. XXX did not respond to the RFE.	Y	Member educated on provider options. XXX did not respond to the RFE.	2/19/2020
5070			2/11/2020 1:20:00 PM		2/13/2020 1:09:00 PM	Hlthcare Prov. Issue	Member's wheelchair is in very poor condition, to the point that it makes it unsafe to transport him. One of the arms regularly falls off, and the chair is so unstable that the driver is afraid that he will be hurt. The driver likes this member a lot, and we definitely want to continue transporting him, but if his chair isn't replaced, we cannot continue much longer.		Issue has been sent to Facility Outreach manager to address with facility.	Issue has been sent to Facility Outreach manager to address with facility.	Y	Issue has been sent to Facility Outreach manager to address with facility.	2/13/2020
5072			2/13/2020 10:00:00 AM		2/13/2020 3:15:00 PM	Driver Reckless	XXX does not know the driver or YYY. The driver arrived 9:45 and XXX appointment was at 10:00. The driver tried to make XXX put her own walker in the YYY herself but she told he she was unable to do so because she is handicap. The driver stated he could still get her to her appointment on time. It was about 9:48 when the cab driver pulled away from her home. The driver was doing 50-55 on Emerson on the interstate he was doing 60-65, and on 10th and Illinois he was doing 45-50. He was doing over the limit with the conditions of the roads and weather. He was weaving in and out of traffic. XXX did not feel safe during this ride and feared for her life.		According to provider response, member's concerns were confirmed upon checking the GPS logs and driver's supervisor will administer appropriate repercussions. Compliance has also been notified.	According to provider response, member's concerns were confirmed upon checking the GPS logs and driver's supervisor will administer appropriate repercussions. Compliance has also been notified.	Y	According to provider response, member's concerns were confirmed upon checking the GPS logs and driver's supervisor will administer appropriate repercussions. Compliance has also been notified.	2/17/2020

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5074			2/12/2020 12:00:00 PM		2/13/2020 4:33:00 PM	Prov No-Show A leg	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ###-###-#### Email: XXX.com Date of Event or Trip: 02-12-2020 What's on your mind: Complaint Any additional feedback?: We have a resident by the name of YYY that has been repeatedly late or a "no show" to dialysis. This is not acceptable. It would be helpful if we had ample notice when a cancellation is going to occur. This resident needs dialysis- it is vital to his health. How can we contact you?: Phone		Provider admitted to late arrival. Provider was assigned to trip 3 recent trips for this member 2/7/20, 2/10/20, and 2/12/20. Where My Ride notes show provider was late for pick on 2 of the 3 trips. The SSR team is currently working to securing transportation for member's future trips.	Provider admitted to late arrival. Provider was assigned to trip 3 recent trips for this member 2/7/20, 2/10/20, and 2/12/20. Where My Ride notes show provider was late for pick on 2 of the 3 trips. The SSR team is currently working to securing transportation for member's future trips.	Y	Provider admitted to late arrival. Provider was assigned to trip 3 recent trips for this member 2/7/20, 2/10/20, and 2/12/20. Where My Ride notes show provider was late for pick on 2 of the 3 trips. The SSR team is currently working to securing transportation for member's future trips.	2/19/2020
5077			2/12/2020 12:30:00 PM		2/13/2020 6:46:00 PM	Prov No-Show A leg	Provider no showed member 2/12. Member stated provider never showed up. Prefers to ride with XXX only.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/19/2020
5083			2/12/2020 9:30:00 AM		2/13/2020 10:52:00 PM	Prov No-Show A leg	I spoke with the member's Power of Attorney XXX. She had advised that the assigned provider YYY had not arrived for trips since they were assigned the Standing Order. The first trip was on 1/28/2020 and has not appeared for the last 9 trips booked. The member has been taking ZZZ rides to her Dialysis trips there and back. Member would like to see if reimbursement for the ZZZ rides is possible.		Investigation has been turned over to management as there have been several members reporting this same behavior from provider and it is unlikely several members would continuously no-show.	Investigation has been turned over to management as there have been several members reporting this same behavior from provider and it is unlikely several members would continuously no-show as provider states.	Y	Investigation has been turned over to management as there have been several members reporting this same behavior from provider and it is unlikely several members would continuously no-show as provider states.	2/20/2020
5085			2/5/2020 9:00:00 AM		2/14/2020 6:59:00 PM	Vehicle Condition	I spoke with Ms. XXX. She wanted to file a complaint against her provider,YYY. She informed me that the provider was late picking her up. When she got into the vehicle, it was "lacky" and filled with garbage on the floors. She felt this might be someone's personal transportation. The driver had apologized about being late and gave the member the number to her boss, ZZZ. Once the member was on her way to her appointment, she let me know that the vehicle would start to shake and rumble violently when the vehicle traveled at speeds in excess of 40-45MPH. The driver went on the freeway with the vehicle was in that condition. The member was worried about her safety. When the member reached her drop off location, she had called the supervisor ZZZ. When she was ready to go home she called the provider and they told her that the trip was cancelled. She felt this was retaliatory and she escalated the situation and called the owner of the company, AAA. After speaking to AAA, the provider sent a driver to take the member home. Provider has been put on the member's Do Not Use list.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/24/2020
5090			2/15/2020 4:45:00 AM		2/15/2020 3:42:00 PM	Driver Behavior	XXX drivers pulled up to drop the mbr off for their appointment. YYY was there. The driver for YYY, ZZZ, came over to XXX drivers AAA and BBB, pushed BBB out of the way to help the mbr out of the van. AAA stated the vehicle ZZZ was driving did not have a XXX sticker but she did have a log sheet.		Issue has been turned over to Compliance manager and Provider Relations manager for further investigation.	Issue has been turned over to Compliance manager and Provider Relations manager for further investigation.	Y	Issue has been turned over to Compliance manager and Provider Relations manager for further investigation.	2/19/2020
5092			2/14/2020 10:00:00 AM		2/17/2020 1:07:00 PM	Incident	Mbr stated that after the surgery, she was in the vehicle with driver on the way home. the door on the vehicle would not close. Driver then proceeded to ask mbr did she have a seat belt on. When mbr said yes driver slammed on brake to get door to close and cause the mbr to jerk forward furthering her back pain. Mbr stated the driver went to auto store to get door closed and fixed.		Provider admits the driver did this but states member was aware of his plan. This has been turned over to compliance for further action.	Provider admits the driver did this but states member was aware of his plan. This has been turned over to compliance for further action.	Y	Provider admits the driver did this but states member was aware of his plan. This has been turned over to compliance for further action.	2/21/2020
5093			2/14/2020 3:00:00 PM		2/17/2020 1:50:00 PM	Trip not assigned	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ###-###-#### Email: XXX.com Date of Event or Trip: 02-14-2020 What's on your mind: Complaint Any additional feedback?: YYY. Resident ZZZ had an appointment with AAA in Evansville on Feb 10th. Your service did not pick him up on this date and appointment was rescheduled on 2/10 for Friday 2/14 with AAA. Ride ID# was 1160217. This was verified by BBB DNS on Tuesday that transport was set up. Transport did not show and when DNS called they stated transport was cancelled last minute. DNS spoke with CCC and they stated they cancelled on Wednesday. DDD did not contact facility to inform them that the transportation was cancelled. No other transportation was set up for ZZZ and he missed his appointment again. This is unacceptable business practice. I requested that you contact BBB, DNS at ###-###-#### and DDD (wife of ZZZ) for reason of cancellation. How can we contact you?: Phone		There were several failures concerning this trip. Trip wasn't worked, no call back was made, a lead never called DON back on 2/14/20 as she requested, and she was given incorrect information. I apologized several times and have given all this info to management to help correct.	There were several failures concerning this trip. Trip wasn't worked, no call back was made, a lead never called DON back on 2/14/20 as she requested, and she was given incorrect information. I apologized several times and have given all this info to management to help correct.	Y	There were several failures concerning this trip. Trip wasn't worked, no call back was made, a lead never called DON back on 2/14/20 as she requested, and she was given incorrect information. I apologized several times and have given all this info to management to help correct.	2/20/2020
5095			2/17/2020 1:00:00 PM		2/17/2020 9:38:00 PM	Prov Late Sendback	XXX reported no call/ no show. She was not given the change to find her on ride due to the no one calling her to advise cancellation. Member missed her appt.		YYY sent back trip due to driver was sick. Dispatch reworked trip but was unable to secure alternate transportation.	YYY sent back trip due to driver was sick. Dispatch reworked trip but was unable to secure alternate transportation.	Y	YYY sent back trip due to driver was sick. Dispatch reworked trip but was unable to secure alternate transportation.	2/21/2020

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5097			2/18/2020 9:30:00 AM		2/18/2020 4:21:00 PM	Driver Reckless	XXX, friend to the member YYY, called and stated that the driver, who drives for ZZZ (###) ### - ####, was falling asleep behind the wheel. The incident happened while the member, YYY, and the member's friend, XXX, was being taken to the appointment for today. XXX, phone number: (###) ### - ####, informed the agent that the driver started to enter another lane on the road and almost ran into a utility truck. Also XXX said that the driver almost merged into another vehicle while falling asleep. XXX stated that the driver drove off the road 15 times today. XXX wants to make sure that the member, YYY, receives another driver that can safely take her home after her appointment.		Provider counceled driver about not logging into tablet while driving and how to drive safely into sunlight.	Provider counceled driver about not logging into tablet while driving and how to drive safely into sunlight.	Y	Provider counceled driver about not logging into tablet while driving and how to drive safely into sunlight.	
5099			2/18/2020 2:00:00 PM		2/18/2020 9:34:00 PM	Prov Late - B Leg	mbr called upset because she has been wanting to go home from her appointment for 2 hours and the provider keep stating they will be there in 30 mins, mbr stated DR office is closed and she is now outside and her phone is about to die		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/24/2020
5106			2/19/2020 5:53:00 PM		2/20/2020 3:07:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX.org Date of Event or Trip: 02-19-2020 What's on your mind: Complaint Any additional feedback?: I called at 9:13 AM CST on 2/19/20 to schedule transportation for a hospital discharge. After 11 phone calls to YYY throughout the day, I was informed at 4:08 PM CST that transportation for this patient could not be found. Thus, the patient had to remain in the hospital another night because of YYY inability to do their job of finding transportation for this Medicaid recipient. It's absolutely disgusting to me that this kind of disregard for human beings is allowed through this awful company. This isn't my first complaint and I strongly suspect it will not be my last. How can we contact you?: Phone		Trip was not worked until after the 3 hour time frame for discharges and by that time, there were no providers able to accommodate.	Trip was not worked until after the 3 hour time frame for discharges and by that time, there were no providers able to accommodate.	Y	Trip was not worked until after the 3 hour time frame for discharges and by that time, there were no providers able to accommodate.	2/21/2020
5109			2/20/2020 1:00:00 PM		2/20/2020 5:05:00 PM	Prov No-Show A leg	I spoke with member XXX. She is very upset that she was not informed that she did not have a ride today. She has missed many appointments. I advised that we did have a provider assigned to the trip but they were unable to accommodate the trip. The agent that transferred the call had already talked to the assigned provider and they did not have a driver for that trip. I offered Gas Reimbursement as a possible option in the future and the member would like an application sent to them.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/24/2020
5112			2/20/2020 11:15:00 AM		2/20/2020 9:30:00 PM	Prov Late - B Leg	mbr called upset because the provider was late picking her up to and from her appointment & she also stated she had to ride for hours with the driver to pick up other mbr's and take them home and she has not ate and the vehicle was cold and she also stated they seen a van (from the company that picked her up) sitting at a hair place		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/25/2020
5113			2/21/2020 8:00:00 AM		2/20/2020 11:03:00 PM	Prov Late Sendback	Member stated that lately everytime she set up a trip she has not been getting transportation. It has happened for 4-5rides member said.		Due to no response from provider, this is valid. Member will request PT for future trips.	Due to no response from provider, this is valid. Member will request PT for future trips.	Y	Due to no response from provider, this is valid. Member will request PT for future trips.	2/25/2020
5115			2/21/2020 5:00:00 AM		2/21/2020 1:33:00 PM	Member Issue	Received email from 2nd shift lead: Member XXX 1154603 date of birth MM-DD-YYYY called to say that member YYY 1154236 is never ready and is making them late for Dialysis. XXX phone number is ###-###-#### Thank you, ZZZ		According to provider, member has continued to be late each day but they are giving him 1 more week to see how things go.	According to provider, member has continued to be late each day but they are giving him 1 more week to see how things go.	Y	According to provider, member has continued to be late each day but they are giving him 1 more week to see how things go.	3/2/2020
5116			2/14/2020 12:30:00 PM		2/21/2020 1:50:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ###-###-#### Email: XXX.com Date of Event or Trip: 02-14-2020 What's on your mind: Complaint Any additional feedback?: This complaint is filled on behalf of member YYY (DoB M/DD/YYYY). YYY had trips scheduled for 2/14/2020, 2/17/2020 (as well as a standing order for continued trips every Mo, We, and Fr for dialysis). Member was not picked up on 2/14 nor 2/17 and was hospitalized as a result of missing his appointments. There was also no trip secured for 2/19. As of today, there is still no provider assigned for this standing order. How can we contact you?: Email		There are currently no providers able to transport from Parke County to Vigo County.	There are currently no providers able to transport from Parke County to Vigo County.	Y	There are currently no providers able to transport from Parke County to Vigo County.	2/25/2020
5117			2/21/2020 7:45:00 AM		2/21/2020 2:13:00 PM	Driver Behavior	Driver was chatting with wife, he was driving recklessly, and he didnt know where he was going. He asked her husband and he didnt know since her husband was not from here. Driver was 1/2 hour late picking them up.		Provider has coached driver about phone usage when he has passengers in the vehicle.	Provider has coached driver about phone usage when he has passengers in the vehicle.	Y	Provider has coached driver about phone usage when he has passengers in the vehicle.	2/25/2020
5118			2/21/2020 9:45:00 AM		2/21/2020 3:05:00 PM	Prov No-Show A leg	Provider (XXX) did not show up this morning. When an agent call to get an eta they replied 30 min but as of 10:04 am the member had not been picked up. Nurse YYY at ###-###-#### called this in this morning		Provider states at 0910 they told SETI dispatch it was too late for them to p/u member. However, WMR note at 0909 shows provider gave SETI agent 15 minute ETA.	Provider states at 0910 they told SETI dispatch it was too late for them to p/u member. However, WMR note at 0909 shows provider gave SETI agent 15 minute ETA.	Y	Provider states at 0910 they told SETI dispatch it was too late for them to p/u member. However, WMR note at 0909 shows provider gave SETI agent 15 minute ETA.	2/27/2020

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5121			2/22/2020 11:00:00 AM		2/22/2020 3:59:00 PM	Prov No-Show A leg	Mbr stated that she called the provider and was told about 10-15 minutes. 30 minutes passed and provider still did not show up. Driver finally arrived at 11:00 but appointment had already been cancelled with dr office		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	
5122			2/22/2020 10:45:00 AM		2/22/2020 4:40:00 PM	Prov No-Show A leg	provider no show, called over 5 times, everytime phone went to vm-provider assigned(XXX)		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/27/2020
5123			2/24/2020 10:00:00 AM		2/24/2020 11:45:00 AM	Prov Late Sendback	Called in a week and half ago and still no provider. Called in at 6:30am and was unable to check with dentist to see if it was urgent.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/28/2020
5126			2/24/2020 7:15:00 AM		2/24/2020 3:27:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ###-###-#### Email: XXXcom Date of Event or Trip: 02-24-2020 What's on your mind: Complaint Any additional feedback?: Member YYY (DoB MM/DD/YYYY) was not picked up for her dialysis treatment. Member missed her treatment because of this. How can we contact you?: Phone		ZZZ driver was called in for Jury Duty and trips had to be sent back late.	ZZZ driver was called in for Jury Duty and trips had to be sent back late.	Y	ZZZ driver was called in for Jury Duty and trips had to be sent back late.	2/25/2020
5127			2/22/2020 10:35:00 AM		2/24/2020 3:30:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone:###-###-#### Email: XXX.com Date of Event or Trip: 02-22-2020 What's on your mind: Complaint Any additional feedback?: Member YYY (DoB MM/DD/YYYY) was not picked up after her dialysis treatment. How can we contact you?: Phone		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/25/2020
5130			1/29/2020 10:00:00 AM		2/24/2020 3:41:00 PM	Post Trip Survey	Post trip survey comment; Provider was late.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	2/28/2020
5132			2/24/2020 10:00:00 AM		2/24/2020 4:27:00 PM	Driver Reckless	Member had an "older driver" that she was not very comfortable with. She states that he was driving wrecklessly with hitting a curb, swerving in the lanes, and looking at his phone while driving. She also states that driver made her late to her appointment because he drove to the wrong address at first. Member is asking that driver no longer picks her up for appointments. Member does not know his name.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	3/4/2020
5133			2/24/2020 5:25:00 AM		2/24/2020 5:48:00 PM	Prov No-Show A leg	I spoke with XXX (acting Transportation Coordinator) from YYY, Ft. Wayne. She wanted to formally place a complaint against the provider ZZZ. She advised that the provider's owner and the owners husband both came to her office and asked her to reach out to SETI and ask for all of her members that she previously had transported to dialysis to be sent back to them. XXX thought that it was strange for the provider asking the facility to reach out and have this type of request. XXX declined and contacted us instead. XXX had said that ZZZ is usually late bringing the members to their appointments and this causes them to have late dialysis treatments and have to be cut short because the provider has to pick them up and will not go back out. She also advised that the trip for AAA was missed because the provider called the member the night before to let them know that the provider would be out of town and would not be able to take them to dialysis. Provider did not send the trip back or contact SETI to allow us to try to find a different provider for his trip.		Due to no response from provider, this is valid. Provider relations manager will be speaking to provider about their inappropriate behavior with facility and continued lateness of members.	Due to no response from provider, this is valid. Provider relations manager will be speaking to provider about their inappropriate behavior with facility and continued lateness of members.	Y	Due to no response from provider, this is valid. Provider relations manager will be speaking to provider about their inappropriate behavior with facility and continued lateness of members.	2/28/2020
5139			2/26/2020 2:00:00 PM		2/26/2020 4:19:00 PM	Prov No-Show A leg	XXX did not show up for the appt. Mom stated that they called her the day prior to confirm the appt. When I called them they stated they didn't have it.		Provider admitted to the no show on the date in question.	Provider admitted to the no show on the date in question.	Y	Provider admitted to the no show on the date in question.	2/28/2020
5145			2/27/2020 3:20:00 PM		2/27/2020 9:55:00 PM	Prov Late - B Leg	mbr called in stated she has been waiting in the cold the provider, she called the provider to see how long he will be and he said 30 mins when the 30 mins was up she called back and driver hung up on her, mbr mother had to pick her up from her appointment		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	3/4/2020