

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: 08/31/2020
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 07/01/20-07/31/20

(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
			7/1/2020 10:35:00 AM		7/2/2020 7:16:00 PM	Driver Behavior	I received a phone call from member XXX (member ID #####) daughter YYY regarding the B leg of her dialysis trip yesterday. She knows most of the drivers from ZZZ, but AAA was a new driver to her and she states it was scary. She is blind – so she knows exactly how long it takes to get home. She said that there was another passenger (not sure if it was another member or not). Instead of taking her straight home, she thought she was taken to another residence and then left in the car alone. Also when she was dropped off the driver didn't let anyone in the home know she was back, and she was left outside in the hot sun. Daughter wasn't aware that she was back until her granddaughter let her know. She also stated that the driver was driving erratically, also making her afraid for her safety.		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.	7/9/2020
			7/6/2020 11:30:00 AM		7/6/2020 2:48:00 PM	Member Issue	Driver stated mbr is upset insulting and disrespecting him because she does not want to wait on another mbr to be done with their appt she wants driver to take her home now and driver told her he couldnt until the other mbr was done.Driver put mbrs boyfriend on the phone who confirmed mbr was upset and stated he understands & has been trying to calm her down		Provider XXX has been removed from DNU list as member's reason for adding them isn't valid and provider willing to give another chance.	Provider XXX has been removed from DNU list as member's reason for adding them isn't valid and provider willing to give another chance.	Y	Provider XXX has been removed from DNU list as member's reason for adding them isn't valid and provider willing to give another chance.	7/10/2020
			7/7/2020 1:45:00 PM		7/7/2020 8:01:00 PM	Driver Behavior	Driver was 1h late; driving very fast and he was not speaking english; Plus, he was no wearing his mask;		Provider states they have warned driver that being late and not wearing a mask is unacceptable.	Provider states they have warned driver that being late and not wearing a mask is unacceptable.	Y	Provider states they have warned driver that being late and not wearing a mask is unacceptable.	7/10/2020
			7/7/2020 8:40:00 AM		7/8/2020 4:47:00 PM	Driver Behavior	AAA stated he was picked up at about 7:25 and then was take out south to pick up 2 other mbrs about 20-30 mins away from where the mbr was going. The 1st mbr that was picked coughed in the car before puting on his mask. The 2nd mbr did not wear a mask for health reason. The driver ran a stop sign and also pulled out in front of a car and almost caused an accident.		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.	7/10/2020
			7/8/2020 3:30:00 PM		7/9/2020 12:19:00 PM	Prov Late - A Leg	Member left a voicemail message stating that he was "humiliated" by our service and wants someone of authority to call him. Driver showed up too late and member had to reschedul appointment, according to trip notes. I tried calling member back & reached his voicemail. I left him a message that I was contacting our Quality Assurance Team and that someone would get back to him regarding his concerns.		Provider states driver arrived at 3:12 instead of 2:57 for a 3:30 appt. 13 miles away. Member said yes and he let the driver know upon late arrival, it was too late. Member states his 7/13/20 trip with XXX was good though.	Provider states driver arrived at 3:12 instead of 2:57 for a 3:30 appt. 13 miles away. Member said yes and he let the driver know upon late arrival, it was too late. Member states his 7/13/20 trip with XXX was good though.	Y	Provider states driver arrived at 3:12 instead of 2:57 for a 3:30 appt. 13 miles away. Member said yes and he let the driver know upon late arrival, it was too late. Member states his 7/13/20 trip with XXX was good though.	7/16/2020
			7/8/2020 7:30:00 AM		7/9/2020 1:21:00 PM	Mbr Care Gatekeeper	Driver states since member has not been living at a nursing he has develop an ordr that is unbearable and think member may need a care giver home with him to better assist him with his hygiene.		Social Worker XXX has been working with their local area agency to get member waiver services to receive help at home.	Social Worker XXX has been working with their local area agency to get member waiver services to receive help at home.	Y	Social Worker XXX has been working with their local area agency to get member waiver services to receive help at home.	7/16/2020
			7/4/2020 6:15:00 AM		7/9/2020 6:27:00 PM	Member No-Show	Received email from XXX:YYY NO SHOW 7-4-20 ZZZ leg ##### Logansport-Logansport unloaded miles 76.1 AAA BBB		Left VM advising of proper cancellation process and member has not returned call. Mailed rider guidelines as well.	Left VM advising of proper cancellation process and member has not returned call. Mailed rider guidelines as well.	Y	Left VM advising of proper cancellation process and member has not returned call. Mailed rider guidelines as well.	7/16/2020
			7/10/2020 12:00:00 PM		7/9/2020 7:53:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX@gmail.com Date of Event or Trip: 07-09-2020 What's on your mind: Complaint Any additional feedback?: Your customer service over the phone! YYY informed me that the person who set up the trip the previous day didn't do their job and left my husband without transportation currently for his Friday appointment. Important appointment! Pre-surgery requirement! Then couldn't be bothered to assure I had a ride before hanging up and just didn't give a shit. What a joke. You don't care about your disabled customers, your fucking money makers. How can we contact you?: Email		Agent will be coached about poor call and being more helpful to make sure member's get their rides. QA contacted provider and they accepted trip. It has been dispatched to them.	Agent will be coached about poor call and being more helpful to make sure member's get their rides. QA contacted provider and they accepted trip. It has been dispatched to them.	Y	Agent will be coached about poor call and being more helpful to make sure member's get their rides. QA contacted provider and they accepted trip. It has been dispatched to them.	7/10/2020

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

			7/9/2020 10:45:00 AM		7/9/2020 8:49:00 PM	Member Issue	The member was yelling at the driver about which route he was taking and he didn't like the route he was going. He wouldn't use his face mask when asked by the driver. The owner of XXX said he doesn't want to transport the member anymore.		Member refused education and stated a mask wasn't mandatory yet and is now only mandatory in Marion County and hung up on me. Provider added to member's DNU list at provider request. QA manager notified as profile notes show another provider recently made a similar request and refuses to transport due to member behavior.	Member refused education and stated a mask wasn't mandatory yet and is now only mandatory in Marion County and hung up on me. Provider added to member's DNU list at provider request. QA manager notified as profile notes show another provider recently made a similar request and refuses to transport due to member behavior.	Y	Member refused education and stated a mask wasn't mandatory yet and is now only mandatory in Marion County and hung up on me. Provider added to member's DNU list at provider request. QA manager notified as profile notes show another provider recently made a similar request and refuses to transport due to member behavior.	7/16/2020
			7/10/2020 5:15:00 AM		7/10/2020 4:38:00 PM	Prov Late - A Leg	member does not want to ride with XXX anymore, provider is always late		Provider has been removed from S/O and a new provider took over S/O already. Member now has concerns with new provider but will see how they do for a while. Member does already have 3 other providers on his DNU list.	Provider has been removed from S/O and a new provider took over S/O already. Member now has concerns with new provider but will see how they do for a while. Member does already have 3 other providers on his DNU list.	Y	Provider has been removed from S/O and a new provider took over S/O already. Member now has concerns with new provider but will see how they do for a while. Member does already have 3 other providers on his DNU list.	7/16/2020
			7/10/2020 10:00:00 AM		7/10/2020 6:23:00 PM	Prov Late - A Leg	Member left a voicemail msg & I called her back. She mentioned that the driver didn't arrive to pick her up until 09:45 AM for her 10:00 appointment. On the way, he attempted to pick up another passenger & had difficulty finding their address. Member did not arrive at her pain mgmt appointment until 10:20. The doctor saw her even though she was 20 minutes late. On the return trip home, driver stopped to get gas. Member does not want to ride with XXX in the future & prefers riding with YYY.		Driver was new to the area and running late. Advised to member YYY did get trip first but couldn't accept.	Driver was new to the area and running late. Advised to member YYY did get trip first but couldn't accept.	Y	Driver was new to the area and running late. Advised to member YYY did get trip first but couldn't accept.	7/16/2020
			7/13/2020 10:15:00 AM		7/13/2020 7:54:00 PM	Incident - W/C	Received email from Compliance Manager: XXX, one of my officers just called me. He witnessed YYY dropping a member out of their vehicle at ZZZ while waiting to do some spot checks on a different provider. He attempted to stop the driver and was calling 911 when the driver picked up the member, reloaded, and drove off. Based on the time 3:15pm of the incident, we believe that it was AAAs, Leg ID #####.		Caretaker states member is fine and didn't even mention it to her. Turned over to compliance for any further investigation.	Caretaker states member is fine and didn't even mention it to her. Turned over to compliance for any further investigation.	Y	Caretaker states member is fine and didn't even mention it to her. Turned over to compliance for any further investigation.	7/16/2020
			7/15/2020 2:15:00 PM		7/14/2020 8:54:00 PM	Prov Late Sendback	Member has left two voicemail and she appears to be very angry. I sent an email to Dispatch regarding her concerns on her first call. She called back and left a second message wanting a supervisor to call her about her missed appointment.		Provider keeps sending members trips back the day prior to trips, less than the required 48 hours prior to trip required by the provider agreement.	Provider keeps sending members trips back the day prior to trips, less than the required 48 hours prior to trip required by the provider agreement.	Y	Provider keeps sending members trips back the day prior to trips, less than the required 48 hours prior to trip required by the provider agreement.	7/16/2020
			7/15/2020 10:00:00 AM		7/15/2020 1:45:00 PM	Member Issue	Member son which is her escort has been sexual harassing one of our drivers. Driver keeps asking driver out on dates, and even speaking in an inappropriate way to the driver while she is doing her job. Member son has also called driver outside of her work hours and asking her "whats up with those drinks." Driver mention she never gave the member son her number.		Member has been unreachable and not returned calls to discuss issue with her escort. XXX has been added to member's DNU list.	Member has been unreachable and not returned calls to discuss issue with her escort. XXX has been added to member's DNU list.	Y	Member has been unreachable and not returned calls to discuss issue with her escort. XXX has been added to member's DNU list.	7/17/2020
			7/15/2020 10:30:00 AM		7/15/2020 2:28:00 PM	Prov No-Show A leg	Mbr said he saw nobody; Nobody came to her house; but when she called, She has been told that driver came ; ride to call her and she didnt pick up. So, they no showed her and she had to cancel with her doctor;		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.	7/17/2020
			7/15/2020 1:15:00 PM		7/15/2020 5:01:00 PM	Trip not assigned	Member left a voicemail message & I called her back. She wanted to confirm trip for today. Said that no one called her to confirm or advise her of no provider available. She mentioned that one CSR was going to see if XXX would take the trip. There were no notes on this so I called XXX to see if they were taking her to chemo. They advsed me that the trip was not assigned to them. Member wants to speak with a supvr since this has happened more than once - not providing her with transportation to chemo and not notifying her that no transportation was secured.		Member wasn't reachable for follow up. However, agents have been coached.	Member wasn't reachable for follow up. However, agents have been coached.	Y	Member wasn't reachable for follow up. However, agents have been coached.	7/20/2020
			7/15/2020 2:15:00 PM		7/15/2020 6:35:00 PM	Driver Behavior	Nurse XXX called in about transportation company YYY. She stated that the driver showed up and as she was bringing the member down, the driver drove off. The pickup was scheduled for 1:30 and they came down at 1:15. She has been having pervious issues with provider. One in particular named ZZZ. She would like a call back at ####-####-####		Driver left prior to p/u time and never came back. Provider Relations Manager discussed with provider not sending this driver back to this facility.	Driver left prior to p/u time and never came back. Provider Relations Manager discussed with provider not sending this driver back to this facility.	Y	Driver left prior to p/u time and never came back. Provider Relations Manager discussed with provider not sending this driver back to this facility.	7/17/2020

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

			7/14/2020 10:00:00 AM		7/15/2020 6:52:00 PM	Member Issue	<p>Received email from provider: XXX Leg ID ##### was a No Show today.</p> <p>I called and confirmed pick up with XXX on Monday July 13th. I noticed she might be having a test, so I asked how long she might be. She was snotty and stated that she told Southeastrans when she made the appointment. I informed her that I have tried to get Southeastrans to give that information to providers, because it is vital information, but we do not get information. She then stated 3 hours. I then let her know that due to distance and time frame she would be at the appointment that the driver would not be waiting at the appointment, that she would have to call when she is ready.</p> <p>When I called XXX this morning, July 14th to see why she was a No Show. XXX first told me that she was ill. Then after further conversation she stated that she had to have someone with her at the appointment and she planned on using the driver. When I informed her that the driver was not staying, she could not go to appointment. I then informed XXX that if she made another appointment to Anderson, that YYY would not transport her.</p> <p>There are several things about this trip that is wrong. First, Providers HAVE to be aware of time given for appointments. This is crucial for finances and for availability for other trips. I have asked that this info be put into notes on manifest several times. Second, XXX should never expected driver to be her escort. Third, XXX should of cancelled trip.</p> <p>Thanks, ZZZ, Owner YYY ###-###-####</p>		Member has been educated on proper cancellation process.	Member has been educated on proper cancellation process.	Y	Member has been educated on proper cancellation process.		7/17/2020
			7/15/2020 1:30:00 PM		7/15/2020 9:16:00 PM	Driver Behavior	<p>Member states that the driver couldn't find her address and was sitting in front of a neighbors house. She flagged him down. He was late. After calling in at 12:47 she was told that he was just a mile away. He picked her up at 1:25pm for an appointment that was at 1:30. On route she called the Doctor to let them know she was running late and they said she would have to reschedule. XXX did not take her home. He went and picked up another member. He stopped at a VP and bought her a cold drink. He took the other member to her appointment. Then took YYY to Wendy's and tried to buy her lunch. She wouldn't let him buy her food. He did not get her back home until 3:30pm.</p> <p>He told her a lot of personal information about himself and that he was single. And if she had any friends he could introduce him to.</p> <p>She would like a call back at ###-###-####</p>		Sent to ZZZ supervisor and HR for further investigation.	Sent to ZZZ supervisor and HR for further investigation.	Y	Sent to ZZZ supervisor and HR for further investigation.		7/20/2020
			7/15/2020 1:00:00 PM		7/15/2020 6:53:00 PM	Driver Behavior	<p>Nurse XXX called in and stated that she had this member ready for pickup and we had the correct measurements on the trip, but when YYY showed up. The driver told her he was too big and couldn't take him and left. She stated that they should have been aware of the width of the wheelchair and they also pulled up with a double wide van so she doesn't understand how they couldn't transport. She can be contacted at ###-###-####</p>		Member's weight was listed in manifest note of trip. Driver should have informed her supervisor if unable to push member's weight prior to arriving so a different driver could have been sent. Provider Relations Manager spoke with provider about not sending this driver back to this facility.	Member's weight was listed in manifest note of trip. Driver should have informed her supervisor if unable to push member's weight prior to arriving so a different driver could have been sent. Provider Relations Manager spoke with provider about not sending this driver back to this facility.	Y	Member's weight was listed in manifest note of trip. Driver should have informed her supervisor if unable to push member's weight prior to arriving so a different driver could have been sent. Provider Relations Manager spoke with provider about not sending this driver back to this facility.		7/17/2020
			7/16/2020 9:20:00 AM		7/16/2020 3:42:00 PM	Accident	<p>Sam driver was parked in rear garage, another vehicle backed into the van. Member refused medical attention and went ahead to her appointment</p>		This has been turned over to compliance.	This has been turned over to compliance.	Y	This has been turned over to compliance.		7/22/2020
			7/16/2020 9:45:00 AM		7/16/2020 11:23:00 PM	Driver Reckless	<p>Member called and stated on the 07/14/2020 that the driver did a u turn in the middle of the road and she stated it was dangerous. But she stated today they waited two hour to get pick up to home and she stated the driver be on his phone while driving</p>		Provider will be doing retraining with drivers and dispatchers as well as requiring drivers to use air pods for phone calls.	Provider will be doing retraining with drivers and dispatchers as well as requiring drivers to use air pods for phone calls.	Y	Provider will be doing retraining with drivers and dispatchers as well as requiring drivers to use air pods for phone calls.		7/21/2020
			7/17/2020 5:00:00 AM		7/17/2020 1:12:00 PM	Driver Behavior	<p>Mbr reported that driver XXX with YYY is not wearing a mask.</p>		Provider is provider masks for all drivers and enforcing the new rule with monetary penalty for their drivers caught not wearing a mask.	Provider is provider masks for all drivers and enforcing the new rule with monetary penalty for their drivers caught not wearing a mask.	Y	Provider is provider masks for all drivers and enforcing the new rule with monetary penalty for their drivers caught not wearing a mask.		7/21/2020

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

			7/15/2020 6:30:00 AM		7/20/2020 4:17:00 PM	Vehicle Condition	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX@gmail.com Date of Event or Trip: 07-15-2020 What's on your mind: Complaint Any additional feedback?: Vehicle I drove in was pulled over because it wasn't registered i called the owner Wow I heard the officer in front of me and she was using foul language because she was frustrated and upset and I also had a member in the car I asked her was she going to get the vehicle registered she said when she felt like it because she wasn't sure she was going to sell it or not and to this day she still has not gotten a registered or even sign the title and when I told her I need her to do so because I don't want to take it because of her she told me she'll let me know her decision by the end of the week while I had the officer in front of me and she was using foul language because she was frustrated and upset and I also had a member in the car I asked her was she going to get the vehicle registered she said when she felt like it because she wasn't sure if she was going to sell it or not and to this day she still has not gotten registered or even signed the title and when I told her I need her to do so because I don't want to take it because of her she told me she'll let me know her decision by the end of the week if she was keeping it or selling it because if she was selling it she's not going to register the vehicle. How can we contact you?: Phone		YYY VIN#### has been pulled from service after compliance inspection on 7/20/20.	YYY VIN### has been pulled from service after compliance inspection on 7/20/20.	Y	YYY VIN #### has been pulled from service after compliance inspection on 7/20/20.		7/21/2020
			7/21/2020 10:00:00 AM		7/21/2020 2:07:00 PM	Driver too early	Mber have stated that you will not be ready before 9:30 the official pick up time. . Driver shows up at 9:00 says ready and waiting and then leaves to assist another mber and then return just before 10 or a little after usually, which makes mbr late.		Member is unable to leave home before his 0930 P/U and is not required to. S/O has been reassigned to XXX.	Member is unable to leave home before his 0930 P/U and is not required to. S/O has been reassigned to XXX.	Y	Member is unable to leave home before his 0930 P/U and is not required to. S/O has been reassigned to XXX.		7/28/2020
			7/16/2020 1:00:00 PM		7/21/2020 7:05:00 PM	Driver Behavior	XXX got picked up from the home. While getting into the driver start yelling at him that he wasn't tout on time. Driver was yelling on the way to the Dr. appt. . Driver said that need to know the procedure. he need to pick up other mbrs.Driver was telling him how he was holding him up with the wheel chair. Driver was really disrespectful. (YYY transp)		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.		7/28/2020
			6/26/2020 2:15:00 PM		7/22/2020 2:23:00 PM	Member Issue	YYY stated that the last time they took her mbr begged for money from the driver. Therefore they do not to take her again.		Unable to reach member for education. Rider Guidelines will be mailed. Provider added to DNU list and removed as PP.	Unable to reach member for education. Rider Guidelines will be mailed. Provider added to DNU list and removed as PP.	Y	Unable to reach member for education. Rider Guidelines will be mailed. Provider added to DNU list and removed as PP.		7/29/2020
			7/23/2020 6:30:00 AM		7/23/2020 10:18:00 AM	Member No-Show	XXX stated YYY was a no-show on 07/23/2020		Unable to educate member on proper cancellation process by phone. Rider guidelines will be mailed.	Unable to educate member on proper cancellation process by phone. Rider guidelines will be mailed.	Y	Unable to educate member on proper cancellation process by phone. Rider guidelines will be mailed.		7/28/2020
			7/23/2020 9:15:00 AM		7/23/2020 6:35:00 PM	Prov Late - A Leg	Mbr stated driver was late picking her up which made her late to her appt.		Unable to reach member. Provider did admit driver was late but states driver confirmed with member after appt. that she was able to be seen.	Unable to reach member. Provider did admit driver was late but states driver confirmed with member after appt. that she was able to be seen.	Y	Unable to reach member. Provider did admit driver was late but states driver confirmed with member after appt. that she was able to be seen.		7/31/2020
			7/23/2020 10:00:00 AM		7/23/2020 9:49:00 PM	Driver Behavior	I spoke with member XXX today at 5:52 EST. He told me that when he finished his dialysis treatment, the nursing staff called the provider to get an ETA. The nurse said that the driver got an attitude with her and hung up the phone. The member called the provider himself and asked when he will be there to pick him up. The driver proceeded to tell the member that "you call too fucking much" then hung up on the member. The member called Southeastrans to file a complaint. No members of management were available at the time but he would receive a call soon. I was asked to call the member and called immediately.		Due to no response from provider, this is valid. S/O has been reassigned to YYY.	Due to no response from provider, this is valid. S/O has been reassigned to YYY.	Y	Due to no response from provider, this is valid. S/O has been reassigned to YYY.		7/28/2020
			7/23/2020 6:30:00 AM		7/24/2020 12:52:00 PM	Incident - Stretcher	XXX from YYY stated that yesterday when trying to remove the mbr off the stretcher she fell to the ground. She then said that the daughter had taken the mbr to the hospital and called her later that day to inform them that she had made it back home. XXX said that she an incident report and wil be able to send it in to us when she returns to the office around 11 am.		Turned over to compliance for further investigation.	Turned over to compliance for further investigation. Member is ok.	Y	Turned over to compliance for further investigation. Member is ok.		7/27/2020
			7/22/2020 7:25:00 PM		7/24/2020 7:27:00 PM	Call Center Issue	Hi XXX, Are you able to help with this situation? Patient's name: YYY; MRN: #####, DOB MM/DD/YYYY AAA was contacted for transport on 07/22 at 4:00 pm and the patient did not get transported until 11:00 pm. This really is a sub-optimal time to transport patients to a Skilled Nursing Facility. Thanks, ZZZ		We are working on increasing dispatch staff and I will work with the dispatch team to come up with a short term solution until we have the replacement.	We are working on increasing dispatch staff and I will work with the dispatch team to come up with a short term solution until we have the replacement.	Y	We are working on increasing dispatch staff and I will work with the dispatch team to come up with a short term solution until we have the replacement.		7/24/2020
			7/23/2020 6:51:00 PM		7/24/2020 10:20:00 PM	Trip not assigned	I spoke with XXX and she wanted to make a formal complaint against YYY. Since last year she has not received any transportation with us. She has given us enough time to find transportation but she still has not received any transportation. She is frustrated beyond belief and has to cancel and reschedule appointments and this is causing her health difficulties and unneeded stress.		Provider ZZZ has not responded to my VM to see if there is an issue that they keep sending member's trips back. The D/C was not thoroughly worked in a timely manner.	Provider ZZZ has not responded to my VM to see if there is an issue that they keep sending member's trips back. The D/C was not thoroughly worked in a timely manner.	Y	Provider ZZZ has not responded to my VM to see if there is an issue that they keep sending member's trips back. The D/C was not thoroughly worked in a timely manner.		8/3/2020
			7/25/2020 12:00:00 PM		7/25/2020 5:00:00 PM	Prov No-Show A leg	Mbr has been waiting since 11:00 for pick up. And as if 13:01 still waiting for a driver. And something similar has happened the last three Saturdays, this is the third time in row. Mbr will stay out until 14:00.		Member has not called back or returned my VM to discuss future Saturday trips. Provider states they don't usually have a driver in the area and can't accommodate member.	Member has not called back or returned my VM to discuss future Saturday trips. Provider states they don't usually have a driver in the area and can't accommodate member.	Y	Member has not called back or returned my VM to discuss future Saturday trips. Provider states they don't usually have a driver in the area and can't accommodate member.		7/31/2020

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

			7/27/2020 7:00:00 AM		7/27/2020 12:44:00 PM	Member No-Show	For the last week this mbr. has been no showing XXX, I will call this mbr. but her phone will go to VM i will leave a VM. and the driver will wait 10 mins. We asked to be removed from the standing order.		Member has 3 split standing orders totaling 7 days a week. 2 leads and QA have tried to reach member and left voicemails advising her S/O would be cancelled for no contact if we didn't hear back by today. Member has still not responded. Standing orders are being cancelled.	Member has 3 split standing orders totaling 7 days a week. 2 leads and QA have tried to reach member and left voicemails advising her S/O would be cancelled for no contact if we didn't hear back by today. Member has still not responded. Standing orders are being cancelled.	Y	Member has 3 split standing orders totaling 7 days a week. 2 leads and QA have tried to reach member and left voicemails advising her S/O would be cancelled for no contact if we didn't hear back by today. Member has still not responded. Standing orders are being cancelled.	7/31/2020
			7/27/2020 9:10:00 AM		7/27/2020 3:11:00 PM	Dispatch Error	Member called to advise that she was waiting on ride when she received a call that provider sent trip back this morning at the last minute.		Trip should have been verbally confirmed and wasn't. XXX accommodate next trip on 7/31/20. Member did not return call.	Trip should have been verbally confirmed and wasn't. XXX accommodate next trip on 7/31/20. Member did not return call.	Y	Trip should have been verbally confirmed and wasn't. XXX accommodate next trip on 7/31/20. Member did not return call.	8/6/2020
			7/27/2020 2:00:00 PM		7/27/2020 8:32:00 PM	Prov No-Show A leg	XXX (Caregiver) called in and stated that she got a "appt reminder" text yesterday and got a reply to "see you soon." for a ride today. When XXX called in at 1:30pm to see where the ride was, the agent she spoke with told her she reached out to YYY, and they told her there was a communication error, and the provider never showed. The member missed a very important appt. XXX (caregiver)-###-###-####.		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.	8/3/2020
			7/25/2020 10:15:00 AM		7/28/2020 3:03:00 PM	Prov No-Show B leg	Member states provider never showed for p/u until 7pm (according to her nurse) after member had been waiting for hours and her mother had finally picked her up.		XXX added to DNU list at member's insistence. Provider apologized for long wait times due to shortage of drivers during COVID 19.	XXX added to DNU list at member's insistence. Provider apologized for long wait times due to shortage of drivers during COVID 19.	Y	XXX added to DNU list at member's insistence. Provider apologized for long wait times due to shortage of drivers during COVID 19.	7/28/2020
			7/28/2020 5:30:00 AM		7/28/2020 4:39:00 PM	Incident	Mbr called in and stated that when she was getting out of the vehicle she missed a step a fell on to the ground. The driver helped the mbr up and placed her in a wheelchair, they called 911, mbr is now hospitalized with a fractured hip. ###-###-####, XXX.		This has been turned over to Compliance for further investigation and review.	This has been turned over to Compliance for further investigation and review.	Y	This has been turned over to Compliance for further investigation and review.	8/3/2020
			7/28/2020 12:45:00 PM		7/29/2020 11:57:00 AM	Accident	Received email from provider: At approximately 2:05pm today (7/28/2020) driver XXX was at Decatur County Hospital (720 N Lincoln St., Greensburg, IN) to pick up client YYY. After loading the client, XXX proceeded to exit and attempted to go around a parked ambulance. He misjudged the amount of space and hit the back side of the bus on the ambulance. There were no injuries, no damage to the ambulance and a small scuff mark on the bus. XXX will be submitting an accident report this evening. He also had YYY fill out the witness form since he was on board at the time of the accident. Once I have all the necessary information I will schedule an accident committee meeting. If you have any further questions please feel free to contact me. Thank you, ZZZ AAA Supervisor		This has been turned over to compliance for further investigation and action.	This has been turned over to compliance for further investigation and action.	Y	This has been turned over to compliance for further investigation and action.	8/6/2020
			7/29/2020 6:00:00 AM		7/29/2020 12:33:00 PM	Prov Late - A Leg	XXX Case Manager stated driver was an hour and half late picking member up for surgery.		Due to technical error, driver was delayed on receiving his schedule that day. Then due to a W/C incident (IQ ####), driver was unable to complete the rest of his schedule and YYY had to pull a driver from Marion County to finish schedule, causing this member's return to also be delayed.	Due to technical error, driver was delayed on receiving his schedule that day. Then due to a W/C incident (IQ ####), driver was unable to complete the rest of his schedule and YYY had to pull a driver from Marion County to finish schedule, causing this member's return to also be delayed.	Y	Due to technical error, driver was delayed on receiving his schedule that day. Then due to a W/C incident (IQ ####), driver was unable to complete the rest of his schedule and YYY had to pull a driver from Marion County to finish schedule, causing this member's return to also be delayed.	8/4/2020
			7/25/2020 8:15:00 AM		7/29/2020 2:22:00 PM	Member No-Show	Received email from XXX: YYY no shows 7-25-20 ZZZ Madison 88.2 Miles pick up 7:45 a m Wrong number was provided leg # #####		Member seems to be unreachable as a lead tried to call about secure transport the day before and left a VM. I also left a VM due to phone going straight to VM. Rider guidelines will be mailed.	Member seems to be unreachable as a lead tried to call about secure transport the day before and left a VM. I also left a VM due to phone going straight to VM. Rider guidelines will be mailed.	Y	Member seems to be unreachable as a lead tried to call about secure transport the day before and left a VM. I also left a VM due to phone going straight to VM. Rider guidelines will be mailed.	7/29/2020
			7/22/2020 2:00:00 PM		7/29/2020 6:11:00 PM	Trip not assigned	Mbr called to know why she had never have a ride with us within 365 days. The only ride she had, was a Hospital discharge; She lost her dentist; She just scheduled an appt with a new one but she wanted to talk to a manager to know why she can not get transportation; She disconnected the call before agent could transfert the call to team Lead XXX;		Trip was booked on 7/20/20 for 7/22/20 and unable to route. Trip was also not thoroughly worked. No response from complainant.	Trip was booked on 7/20/20 for 7/22/20 and unable to route. Trip was also not thoroughly worked. No response from complainant.	Y	Trip was booked on 7/20/20 for 7/22/20 and unable to route. Trip was also not thoroughly worked. No response from complainant.	8/7/2020
			7/29/2020 9:45:00 AM		7/30/2020 12:08:00 PM	Incident - W/C	This is in reference to an incident that happened at approximately 1030am on 7/29/2020. XXX, YYY Driver spoke with me at 1120am today's date and reported that there was an incident with member, ZZZ about 1/2 mile from the destination. Her chair is hard to lock down and it slid into the wall of the van, it was just a slight bump. She didn't say she was hurt.		This investigation has been turned over to AAA supervisor, Compliance, and HR. Driver is currently suspended pending review, disciplinary actions will be dealt with accordingly. Further training will be conducted so this problem wouldn't occur again.	This investigation has been turned over to AAA supervisor, Compliance, and HR. Driver is currently suspended pending review, disciplinary actions will be dealt with accordingly. Further training will be conducted so this problem wouldn't occur again.	Y	This investigation has been turned over to AAA supervisor, Compliance, and HR. Driver is currently suspended pending review, disciplinary actions will be dealt with accordingly. Further training will be conducted so this problem wouldn't occur again.	8/4/2020
			7/29/2020 6:40:00 AM		7/30/2020 2:50:00 PM	Prov No-Show B leg	Sister XXX called QA to advise member was not p/u from dialysis on 7/29/20 and they had to call her to come pick member up. XXX's number is ###-###-####		Provider states they did receive a return call at 11:15am but the driver unintentionally omitted the return. Provider apologized for the accidental no show.	Provider states they did receive a return call at 11:15am but the driver unintentionally omitted the return. Provider apologized for the accidental no show.	Y	Provider states they did receive a return call at 11:15am but the driver unintentionally omitted the return. Provider apologized for the accidental no show.	8/4/2020
			7/31/2020 12:30:00 PM		7/31/2020 8:49:00 PM	Accident	Provider XXX (YYY) Called to inform us that another vehicle hit him while transporting a member, him & the member were not injured. cops were on route to the incident. (###) ###-###-#### Contact # for XXX		Vehicle has been C&D pending repair and reinspection. Driver will be required to attend remedial defensive driving.	Vehicle has been C&D pending repair and reinspection. Driver will be required to attend remedial defensive driving.	Y	Vehicle has been C&D pending repair and reinspection. Driver will be required to attend remedial defensive driving.	8/6/2020