

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

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

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

# of Complaints	62
# of Complaints Substantiated	41
% of Complaints Substantiated?	66%

Experience Period >> 12/01/2020 - 12/31/2020

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of NEMT Provider	Provider Response	Findings	Substantiated (Y or N)	SET Action	Date Resolved
			12/1/2020		12/1/2020	Prov Late Sendback	No provider assigned			Late send back	Y	Late Send Back	12/18/2020
			11/30/2020		12/1/2020	Trip not assigned	No provider assigned			Unable to locate an EMS provider to accommodate trip	Y	Unable to locate an EMS provider to accommodate trip	12/10/2020
			12/1/2020		12/1/2020	SETI Staff	Provider no show and report of rude staff			Trip should have been pulled back from provider who was inactive. Error.	Y	Trip should have been pulled back from provider who was inactive. Error.	12/15/2020
			12/3/2020		12/3/2020	Trip not assigned	No provider assigned			Transportation was secured with another provider.	N	Transportation was secured with Another provider.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/4/2020		12/3/2020	Trip not assigned	Provider not assigned			Member did have several unassigned trips but they were worked. S/O has been accepted by another provider.	Y	Member did have several unassigned trips but they were worked. S/O has been accepted by another provider.	12/8/2020
			12/4/2020		12/3/2020	Trip not assigned	Trip not assigned			Member is in bariatric W/C in Vanderburgh. Member has been added to provider watchlist and trip was accommodated by provider.	N	Member is in bariatric W/C in Vanderburgh. Member has been added to provider watchlist and trip was accommodated by provider.	12/8/2020
			9/28/2020		12/4/2020	Trip not assigned	Trip not assigned			Limited providers in or around Sullivan County who can take W/C and EMS willing do to residential p/u.	Y	Limited providers in or around Sullivan County who can take W/C and EMS willing do to residential p/u.	12/8/2020
			12/4/2020		12/4/2020	Prov No-Show B leg	Provider No Show		Provider response: The Driver arrived at the scheduled appointment place, time and tried multiple times to contact this members. The driver also contacted provider to updated them on the situation after waiting 25 min after the pick up time. The Driver was cleared by a provider agent to leave because the member was still unreachable. No one could located this member.	At 1109 a WMR call came in and nurse was advised provider would be there within the hour. At 1151, provider called SETI and had been waiting for 25 mins. and was told no one knew where member was. It took over 2 hours for nurse to call back.	N	At 1109 a WMR call came in and nurse was advised provider would be there within the hour. At 1151, provider called SETI and had been waiting for 25 mins. and was told no one knew where member was. It took over 2 hours for nurse to call back.	12/15/2020
			12/7/2020		12/7/2020	Driver Behavior	Nurse upset driver asked for escort for member.			Member was not ready. Driver waited 10 mins and have to leave. The facility sent member out with no coat, no pants, and member didn't seem to know where he was going. Driver didn't feel comfortable taking member.	N	Member was not ready. Driver waited 10 mins and have to leave. The facility sent member out with no coat, no pants, and member didn't seem to know where he was going. Driver didn't feel comfortable taking member.	12/11/2020

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			12/7/2020		12/7/2020	Driver Reckless	Report driver was speeding, switching in and out of lanes. Mbr does not want to ride with this company again		Received response from provider: In regard to complaint received from the member, I spoke to the driver and stated that he was on the fast lane and matched the speed of the traffic flow on that lane. The member may have perceived that as speeding, and stated that he wasn't speeding and was following all traffic and highway rules. He said he was forced to move to the lane due to the delays that the right lane was causing.	Provider placed on DNU.	Y	Provider placed on DNU.	12/21/2020
			12/7/2020		12/7/2020	Driver Behavior	Report driver did not have on a mask, and had someone in the vehicle smoking and sleeping in the car		<p>Provider's Response/Explanation: The driver had is mask around his neck. There were NO clients in the front seat of the car at the time. When there are clients in the FRONT seat the driver always wears his mask! This is a common practice when no clients are in the FRONT seat of the vehicle.</p> <p>#2. The driver has a third-row seat. He did not observe anyone smoking in the vehicle. If the client would have addressed the issue immediately, the driver would have checked to ensure no passengers were smoking. This is the first we have heard of such an incident taking place.</p> <p>#3. Clients tend to fall asleep in route to the appointments from time to time. I do not think we are breaking the rules if we allow a client to nap as they are in route to their appointment. I do not understand the need to reply to such a frivolous complaint (sleeping) it sounds to me that this is a member looking for any excuse to make a call. Sleeping is</p>	PRM re-educated provider that masks must be worn at all times while members are inside the vehicle. Provider denies anyone smoking in vehicle. Compliance is running spot inspections on provider vehicles.	Y	PRM re-educated provider that masks must be worn at all times while members are inside the vehicle. Compliance is running spot inspections on provider vehicles.	12/18/2020
			12/4/2020		12/7/2020	Prov No-Show A leg	Provider no show		Received response from provider: provider is no longer in business. We have found out there are two parts to the portal, once for provider and one for related provider in Indianapolis, Indiana. If this run went to the provider portal, we did not receive it. **We need all BLS, ambulatory, & wheelchair requests to come to the related provider portal hub.	Provider technical issue.	Y	Provider technical issue.	12/21/2020
			12/7/2020		12/7/2020	Trip not assigned	No provider assigned			Trip was dispatched to provider but member advised her son was taking her. Dispatch will continue working her future trips.	N	Trip was dispatched to provider but member advised her son was taking her. Dispatch will continue working her future trips.	12/8/2020
			12/4/2020		12/8/2020	Accident	Provider reported an accident		Received RFE: Our driver stopped at a stop sign and waited for his turn to move but the other vehicle did not stop and hit our vehicle. The member was safe and did not need any medical help and went home safely.	Elevated to Compliance.	Y	Elevated to Compliance.	12/22/2020

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									Provider's Response/Explanation: When driver arrived member was not able to speak to driver. Driver believed that member was not coherent and didn't feel comfortable transporting the member to the location. provider does not take members to the actual doctors office or travel in the hospital up/down stairs and/or elevators, we only pick up at the main door and drop off at the main door. The member was not able to tell the driver when and where he was going. Driver asked the nurse to send an escort and they declined.					
			12/9/2020		12/9/2020	Prov No-Show A leg	Nurse reported driver refused to transport mbr because he did not have an escort.			The family will now ride with member to appt.	N		The family will now ride with member to appt.	12/21/2020
			12/9/2020		12/10/2020	Accident	Provider reported an accident		Traveling southbound on 65 at 21 mile maker. Traffic was slowing down so my driver started braking The vehicle in teh right lane came over and hit my driver and spun her around. That vehicle did not stop. Member complained of chest pains.	Elevated to Compliance.	Y		Elevated to Compliance.	12/22/2020
			12/9/2020		12/10/2020	Prov Late Sendback	Provider not assigned			Provider sent back trip within 48 hours.	Y		Provider sent back trip within 48 hours.	12/23/2020
			12/8/2020		12/10/2020	Accident	Provider reported an accident		Elevated to Compliance.	Elevated to Compliance.	Y		Elevated to Compliance.	12/22/2020
			12/10/2020		12/10/2020	Driver Reckless	Member reported Driver drove out into traffic almost crashing mbr was scared			Driver didn't look both ways according to member.	Y		Driver didn't look both ways according to member.	12/23/2020
			12/10/2020		12/10/2020	Accident	Provider reported an accident		Received respnse from provider: Our was going out from a clinic and the other vehicle was behind him. Our driver was changing lanes and the other vehicle did not wait for him so hit him but they were moving slow so no big damage happened and the member was safe with no injury and did not need any medical help.	Driver was found to be at fault by Mishawaka PD. C&D sent pending remedial defensive driving completed by 12/29/20.	Y		Driver was found to be at fault by Mishawaka PD. C&D sent pending remedial defensive driving completed by 12/29/20.	12/14/2020
			12/10/2020		12/11/2020	Driver Behavior	Mbr reported driver did not assist or ask if she needed the step stool to get in and out of the vehicle- When the mbr was picked up jshe had a very hard time entering the vehicle - mbr had to use pull straps to girp so she could pull herself up into the vehicle. The driver told her that she should of told her she needed the steps.			Educated member on curb to curb service. If additional assistance is required we suggested an escort.	Y		Educated member on curb to curb service. If additional assistance is required we suggested an escort.	12/23/2020



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		12/18/2020	12/18/2020	Driver Behavior	Driver picked mbr then said hes going to far 13 miles then dropped mbr off back home								
		12/15/2020	12/18/2020	Rude Staff (non-CC)	Member reported driver was rude.				Provider added to DNU list.	Y	Provider added to DNU list.		12/31/2020
		12/18/2020	12/18/2020	Prov Late - A Leg	Provider late			<p>Good morning, I looked at the portal last night and members trip is in there BUT when supervisor sent me our trips for Friday that trip was not on the list at all. So I'm not sure when someone put the trip in our portal. None the less I'm sure you know SET portal was down for days as well so hopefully you guys find out who put that trip into our portal and why. Pics of the Friday trip list supervisor sent us is below.</p>	<p>Member advised she didn't enter a complaint and provider was on time. Complaint withdrawn.</p>	N	<p>Member advised she didn't enter a complaint and provider was on time. Complaint withdrawn.</p>		12/31/2020
		12/11/2020	12/21/2020	Trip not assigned	Provider not assigned.				<p>Agent that didn't update phone number has been coached and correct number has been updated in member profile.</p>	Y	<p>Agent that didn't update phone number has been coached and correct number has been updated in member profile.</p>		1/5/2021
		12/21/2020	12/21/2020	Trip not assigned	Trip not assigned			<p>Provider response:Driver sent an email out on 12/19/2020 regarding the members inappropriate behavior. We requested to have the member removed from our manifest.</p>	Provider placed on DNU.	Y	Provider placed on DNU.		12/31/2020
		12/19/2020	12/21/2020	Prov No-Show A leg	Provider no show.			<p>Provider response: I personally recieved a call from a provider employee on Friday 12/19/20 who told me "There are no trips for your company tomorrow."</p>	Provider transported member	N	Provider transported member		12/31/2020

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									Received response from provider: I am the owner/dispatcher. I dispatched the driver to pick up someone else before member that made driver late but like she stated she made it to her appt on time and when the patient arrived the patient wanted the driver to let her wait in the vehicle til the Dr. was ready. The driver asked and simply told her the policy was not to do this. This may have agitated the patient but there is no policy for this. Lastly when she was ready the Dr's office called and she waited maybe 20 mins. I very much disagree. I went by policy and she was there on time for her appointment. She want to sit in the car and wait for her appointment. I said I could not. I had other pick up. I am not a waiting room we try to get them out due to the COVID. Thank you				Provider states they had another p/u before this one but did get member to appt. on time and in fact she was upset because she wanted to wait in the vehicle until her appt. time and driver advised no, its against policy due to COVID.	N	Provider states they had another p/u before this one but did get member to appt. on time and in fact she was upset because she wanted to wait in the vehicle until her appt. time and driver advised no, its against policy due to COVID.	1/6/2021		
			12/22/2020		12/22/2020	Prov Late - A Leg	Provider Late					S/O has been updated to W/C.	Y	S/O has been updated to W/C.	12/29/2020			
			12/22/2020		12/22/2020	Incorrect Mobility	Provider reported member should be w/c due to safety concerns.					Incorrect mobility type.	Y	Incorrect mobility type.	12/22/2020			
			12/22/2020		12/22/2020	Call Center Issue	Provider complained he arrived and member was taken by another provider.											
									Received response from provider: After speaking with the driver and investigating, the driver said that the member expressed that he was sick that morning. The driver didn't even start driving the car and that is why he sent the member back to the facility. On the company's end, I coached the driver to make sure the member is willing to go to the appointment first before getting him in the car, tie the wheelchair down, and strap the member in the chair according to the policy.					Provider states driver never left parking lot of facility because member told driver he felt sick while he was putting him in the vehicle so he took him back inside. Driver states member doesn't like to go to dialysis and could possibly have made up this story to not go that day.	N	Provider states driver never left parking lot of facility because member told driver he felt sick while he was putting him in the vehicle so he took him back inside. SW states member doesn't like to go to dialysis and could possibly have made up this story to not go that day.	1/6/2021	
			12/22/2020		12/22/2020	Driver Behavior	Nurse stated that mbr was picked up and the driver did not strap mbr in which caused mbr to become sick during the drive. The driver brought mbr back to the facility and did not take mbr to dialysis.											
									Provider response: Since I am out of office for the holidays until Monday. Will respond without filling out the form. I have had only 1 driver to transport residents at facility. The driver follows every protocol for COVID-19. Facility called and offered for the driver to get COVID tested at their facility. I spoke to the driver, he is refusing to get tested and says if I make him, he will quit. I informed Facility about this. I told Facility that we would not transport for them until further notice, I was told to not quit transporting for them. As of December 23rd, provider will no longer transport for facility. Thanks,						Information sent, provider stated no longer transporting	Y	Information sent, provider stated no longer transporting Pine Knoll.	1/6/2021
			12/20/2020		12/22/2020	Driver Behavior	Report of provider not confirming to NH Testing policy.											
			12/23/2020		12/23/2020	Prov Late Sendback	No provider assigned					Provider sent trip back at ##### on 12/22/20, less than 24 hours prior to trip.	Y	Provider sent trip back at ##### on 12/22/20, less than 24 hours prior to trip.	12/29/2020			
			12/23/2020		12/23/2020	Prov Late - B Leg	Provider late					Provider has not responded to RFE. However, this was not a will call and was set for a 3:15pm p/u. WMR note at 1727 shows member was not p/u on time. New provider assigned to S/O.	Y	Provider has not responded to RFE. However, this was not a will call and was set for a 3:15pm p/u. WMR note at 1727 shows member was not p/u on time. New provider assigned to S/O.	1/6/2021			



