

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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			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.		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.		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

