

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

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Experience Period >> 12/01/19-12/31/19

(1) Complaint Number	(2) Member Name	(3) Member ID (RID)	(4) Trip Date	(5) Complainant Name	(6) Date Complaint Received	(7) Complaint Category	(8) Complaint Details	(9) Name of Transportation Provider	(10) Provider Response	(11) Findings	(12) Substantiated? (Y or N)	(13) SET Action	(14) Date Resolved
4688			12/2/2019 10:00:00 AM		12/2/2019 3:50:00 PM	Dispatch Error	Member's fiance called in upset saying XXX trip was cancelled. She stated someone told her that he called in and mentioned he was not going. Looking at the notes it looked like the trip was cancelled, agent reached out and left a vm. Member;s fiance mentioned nobody called or left a vm.		Auto router dispatched the trip to a provider not in the service area, that provider did not send the trip back in a timely manner.	Auto router dispatched the trip to a provider not in the service area, that provider did not send the trip back in a timely manner.	Y	Auto router dispatched the trip to a provider not in the service area, that provider did not send the trip back in a timely manner.	12/5/2019
4689			12/2/2019 11:20:00 AM		12/2/2019 5:32:00 PM	Member Issue	When the driver went to hand the member her iPhone for his signature upon dropoff at dialysis, he aggressively snatched the phone. She said, "XXX, please don't snatch the phone like that." He responded by saying that he can do whatever he wants. She asked him again, and he repeated that he can do whatever he wants. She said, "XXX, you can't snatch the phone like that." He repeated that he can do whatever he wants, and added that she just shouldn't pick him up anymore.		Spoke with YYY lead and he advised when member was picked up after appt., he got in the vehicle and apologized to our driver for the way he was acting.	Spoke with YYY lead and he advised when member was picked up after appt., he got in the vehicle and apologized to our driver for the way he was acting.	Y	Spoke with YYY lead and he advised when member was picked up after appt., he got in the vehicle and apologized to our driver for the way he was acting.	12/3/2019
4693			12/2/2019 1:00:00 PM		12/2/2019 8:54:00 PM	Driver Behavior	Driver (XXX) gave Mbr a phone # for her return trip. She called that number when her daughter was done with her appointment. Driver didn't answer, so Mbr's mother called SETI to get a return trip. Driver then called her back informing her that he will not be picking her up because when he went back to get her he went inside and talk to a receptionist who said that the Mbr had left. The Mbr asked the receptionist and no one saw the driver. Driver didn't call her prior to the call stating he wouldn't pick her up. Driver said that he was at home, 45 mins away, and would not be coming back out. He told her that she was his last pick up. Prior to the drop off he asked if they would be done before 2 pm. Mbr's mother said she didnt know. The appt ran late and she called him 2-3 times with no answer. Driver was rude to Mbr when they did eventually talk. Driver then kept calling Mbr's mother and was yelling at her. She refuses to talk to him again.		Driver did not get a call for a return ride. Driver showed up without notice. Parent request not to ride with this driver on future trips.	Driver did not get a call for a return ride. Driver showed up without notice. Parent request not to ride with this driver on future trips.	Y	Driver did not get a call for a return ride. Driver showed up without notice. Parent request not to ride with this driver on future trips.	12/5/2019
4698			12/3/2019 9:05:00 AM		12/3/2019 3:22:00 PM	Provider Error	Member called reday to go home but do not want the driver she had for A leg, it was a van with no seats and she had her child and booster seat with her. She couldn't strtap her child in safely and wants another driver to take them home.		This is valid due to XXX sending W/C van instead of ambulatory.	This is valid due to XXX sending W/C van instead of ambulatory.	Y	This is valid due to XXX sending W/C van instead of ambulatory.	12/9/2019
4700			12/2/2019 11:15:00 AM		12/3/2019 4:35:00 PM	Prov Late Sendback	Trip was sent to provider on 11/5/19 and not sent back until 12/2/19 at 0815, only 2 hours before pick up time.		Even if provider can really only see 1 week out in his portal, that was more than the required 48 hour time frame to do a send back.	Even if provider can really only see 1 week out in his portal, that was more than the required 48 hour time frame to do a send back.	Y	Even if provider can really only see 1 week out in his portal, that was more than the required 48 hour time frame to do a send back.	12/4/2019
4702			12/3/2019 12:30:00 PM		12/4/2019 1:52:00 PM	Member Issue	MEMBER HAS BEEN REPORTED BY NURSE TO HAVE BED BUGS PLEASE SEE THE NOTES FROM THE TRIP PUT IN BY RYAN MARKS		Madison County Adult Protective Services has been notified and asked for assistance. Member was upset and disconnected call before I could advise of next steps and required documentation.	Madison County Adult Protective Services has been notified and asked for assistance. Member was upset and disconnected call before I could advise of next steps and required documentation.	Y	Madison County Adult Protective Services has been notified and asked for assistance. Member was upset and disconnected call before I could advise of next steps and required documentation.	12/9/2019
4705			12/4/2019 11:30:00 AM		12/4/2019 4:25:00 PM	Prov Late - A Leg	driver extremely late, showed up at or after appt time had started (about 45 min after estimated pickup time)		Trip notes show provider was extremely late for P/U and due to no response from provider, this is valid.	Trip notes show provider was extremely late for P/U and due to no response from provider, this is valid.	Y	Trip notes show provider was extremely late for P/U and due to no response from provider, this is valid.	12/12/2019
4706			12/4/2019 10:45:00 AM		12/4/2019 6:07:00 PM	Member No-Show	Mbr no showed this trip and another trip on 11/27/19. She also no showed for the A leg on Monday (12/2/19)		Mailed member rider guidelines with cancellation policy for future trips.	Mailed member rider guidelines with cancellation policy for future trips.	Y	Mailed member rider guidelines with cancellation policy for future trips.	12/13/2019
4709			12/4/2019 2:00:00 PM		12/4/2019 7:33:00 PM	Prov No-Show A leg	XXX called in today to file a complaint in regards to the provider. Member was not picked up today, he called the provider to verify his pick up time and the provider told him they are in route. The provider told him there was issues with his medicaid and had to cancel. XXX also expressed that alot of theor patients that is assigned to this provider is missing their appts because the provider is not showing up. When she calls YYY she stated that they are very rude and members be waiting 3 hours or longer before they're picked up. XXX handles the claims at the Dentist Office.		Trip notes show member called in several times between p/u time and past appt time and provider had still not shown up.	Trip notes show member called in several times between p/u time and past appt time and provider had still not shown up.	Y	Trip notes show member called in several times between p/u time and past appt time and provider had still not shown up.	12/12/2019
4715			12/5/2019 9:00:00 AM		12/5/2019 1:27:00 PM	Member Issue	XXX from YYY called stating that when he arrived to pick up this mbr he was not able to understand him and could not give a signature for his paperwork. He said that he requested that someone go with the mbr but the facility said they could not send a nurse. He also said that whenever he comes to pick up any mbr from this facility he is told to go get the member from their room and he should only give door to door services.		Facility Outreach Managers notified of issue.	Facility Outreach Managers notified of issue.	Y	Facility Outreach Managers notified of issue.	12/5/2019
4716			12/5/2019 10:00:00 AM		12/5/2019 3:41:00 PM	Driver Behavior	XXX stated driver was very rude and dressing like she just got out of bed had an attitude like she didnt want to come pickup the member.		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.	12/12/2019
4719			12/5/2019 11:45:00 AM		12/5/2019 5:43:00 PM	Driver Behavior	Member stated that XXX was really rude to her. He kept using profanity and refused to take her wheelchair. He stated that she was intoxicated (drunk is the word he used). Member did not make it until the appointment because she was going to be late because he had to pick up another person so she asked him to take her home. She asked him can he watch her to the door without falling, he told her F no.		Provider requested trip note did state member need to take standard w/c due to being unable to walk long distances. Driver refused assistances with walker. Driver and member denied allegations. Member says she and driver used the f word.	Provider accepted trip with manifest notes requesting assistance. Member and driver indicate assistance was not provided and caused the disagreement.	Y	Provider accepted trip with manifest notes requesting assistance. Member and driver indicate assistance was not provided and caused the disagreement.	12/17/2019

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4721			12/5/2019 5:45:00 AM		12/5/2019 9:34:00 PM	Member No-Show	Driver arrived at 5:16 CST for 5:15 pickup. She called and rang the door buzzer and received no response. She texted me at 5:21 to update me about the situation, and called into dispatch at 5:28 to report a member no-show. I have a screenshot of her call log showing that she called at 5:20.  At 7:55 EST (nearly 2 hours later) XXX called from the facility and claimed that the driver just sat in the parking lot, but didn't pick the member up, didn't call, and didn't come to the door. The fact that they no-showed is bad enough, but blaming the driver for it is unacceptable.		Inquiry turned over to Facility Outreach Manager for an onsite visit to discuss rider guidelines.	Inquiry turned over to Facility Outreach Manager for an onsite visit to discuss rider guidelines.	Y	Inquiry turned over to Facility Outreach Manager for an onsite visit to discuss rider guidelines.	12/6/2019
4722			12/6/2019 9:30:00 AM		12/6/2019 1:29:00 PM	Provider Error	member called to check ride status. Hes upset that XXX is picking him up he stated his counselor and himself have contacted us all week to get him a different provider. Hes not happy with their services and would prefer not to ride with them in the future.		Provider denied allegations, however complaint details indicate provider did indeed discuss a payment issue with the member. XXX was added to the member's do not use list at the member request.	Provider denied allegations, however complaint details indicate provider did indeed discuss a payment issue with the member. XXX was added to the member's do not use list at the member request.	Y	Provider denied allegations, however complaint details indicate provider did indeed discuss a payment issue with the member. XXX was added to the member's do not use list at the member request.	12/12/2019
4725			12/6/2019 8:30:00 AM		12/6/2019 5:13:00 PM	Prov Late Sendback	Member is upset because her trip was unsecured and she had to take a uber to and from her appointment.		Provider sent trip back less than the required 48 hours. I advised member to email Uber receipts to INQA so we can try to get approval for reimbursement.	Provider sent trip back less than the required 48 hours. I advised member to email Uber receipts to INQA so we can try to get approval for reimbursement.	Y	Provider sent trip back less than the required 48 hours. I advised member to email Uber receipts to INQA so we can try to get approval for reimbursement.	12/17/2019
4727			12/7/2019 5:45:00 AM		12/7/2019 9:15:00 PM	Prov No-Show A leg	Spoke w/ XXX @ NH and she stated that YYY never show up to pick up patient, but came back and wanted them to sign a paper		Trip was not cancelled in the portal as provider response states and is still showing dispatched now. Provider is no longer in the network.	Trip was not cancelled in the portal as provider response states and is still showing dispatched now. Provider is no longer in the network.	Y	Trip was not cancelled in the portal as provider response states and is still showing dispatched now. Provider is no longer in the network.	12/16/2019
4733			12/9/2019 3:45:00 PM		12/9/2019 10:30:00 PM	Prov Late - A Leg	Nurse XXX called for ETA provider is 45 mins late. Mbr missed her appointment 3 times due to provider no show XXX stated she has been waiting over an hour for mbr to arrive to her appointment.		Nurse did not agree with the provider response. Provider arrived late for pick. Cancelled trip due to provider arriving too late.	Nurse did not agree with the provider response. Provider arrived late for pick. Cancelled trip due to provider arriving too late.	Y	Nurse did not agree with the provider response. Provider arrived late for pick. Cancelled trip due to provider arriving too late.	12/12/2019
4734			12/9/2019 12:45:00 PM		12/10/2019 1:30:00 PM	Prov Late - B Leg	Hello all, we had two patients that were not picked up until after 8pm last night... XXXr DOB ##### whos treatment was completed at 5:10pm, and YYY DOB ##### and her treatment was completed at 5:30pm. Can we look into these two to determine what happened? When our secretary left at 5:30pm transport told her it would be an hour... I have informed everyone to call SET as opposed to the transportation provider directly despite if we know who the provider is so that SET can keep record of instances like this, I believe that is the practice the staff has been following.  I believe XXX is also brought late pretty much daily, not sure what her standing order is listed as (maybe we need to send a new one over) but her start time is 12:50pm so she needs to be here by 12:35pm and her scheduled off time is 4:50pm so about at 5:00pm pick up would be accurate.  YYY does skip a lot, she stated it was partially her and partially transportation, but after speaking with her daughter she said that transportation calls daily to see if she needs a ride, since she's flighty, and lately it seems her son has been bringing her (?)  Please let me know if we need to do/correct anything on our end, as always, we appreciate your assistance in providing transport for our patients.  Thank you.		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.	12/16/2019
4735			12/9/2019 4:00:00 PM		12/10/2019 1:34:00 PM	Prov No-Show A leg	Provider confirmed p/u but no show member for dialysis.		Provider no showed after confirming with QA transportation would be provided. Standing order assigned to this provider was cancelled.	Provider no showed after confirming with QA transportation would be provided. Standing order assigned to this provider was cancelled.	Y	Provider no showed after confirming with QA transportation would be provided. Standing order assigned to this provider was cancelled.	12/13/2019
4737			12/9/2019 10:00:00 AM		12/10/2019 4:50:00 PM	Prov No-Show A leg	First name: XXX Last name: XXX I live in: Indiana Email: XXX Mobile phone: ##### Feedback Type: Concern Feedback: Multiple missed doctors appointments due to transportation not showing up, even though arrangements were made well in advance		RFE was not returned by the provider and did not show up to complete the round trip.	RFE was not returned by the provider and did not show up to complete the round trip.	Y	RFE was not returned by the provider and did not show up to complete the round trip.	12/18/2019
4739			11/14/2019 10:00:00 AM		12/10/2019 7:55:00 PM	Driver Behavior	Mbr stated that on the way to the appointment everything was okay. On the way home he asked how old the member was. Mbr told driver she was married and he continued to call the member baby. Mbr does not want this provider to pick her up again.		Provider states driver is no longer with the company.	Provider states driver is no longer with the company.	Y	Provider states driver is no longer with the company.	12/16/2019
4743			12/9/2019 1:45:00 PM		12/11/2019 2:04:00 PM	Prov Late - B Leg	mbr waited for 3 hours to be returned back home; mbr has also rode with an XXX vehicle without working headlights (in the dark) in the past		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.	12/18/2019
4744			12/11/2019 10:00:00 AM		12/11/2019 4:32:00 PM	Prov No-Show A leg	Member called stating the provider never showed up to transport her to her appointment. Member stated she spoke with the provider numerous times, the provider stated they were in route to get the member, but the provider never showed up. The member stated they have missed two important medical appointments due to this provider not showing up to transport the member.		Provider response shows they didn't show up.	Provider response shows they didn't show up.	Y	Provider response shows they didn't show up.	12/16/2019
4747			12/11/2019 2:30:00 PM		12/11/2019 7:48:00 PM	Prov No-Show A leg	Agent was on the phone with mbr while I was calling to check ETA. XXX stated they were at the residence home. That is false because I was on the phone waiting on XXX to answer the phone for a ETA		Provider has coached driver about early pickups with no communication.	Provider has coached driver about early pickups with no communication.	Y	Provider has coached driver about early pickups with no communication.	12/18/2019
4748			12/11/2019 3:00:00 PM		12/11/2019 8:53:00 PM	Prov No-Show A leg	XXXI didn't show up to get the member she had an appointment today. Member called the provider and they said they would be there at 2:30 pm and the provider didn't show up. Member called the provider and they were coming in 10 minutes. The owner of the company called the member and told her a driver was on the way. Another driver also called the member and said he was coming to get her but didn't show up Member missed her appointment today.		Provider did not response to RFE. At the member request this provider was added to her do not use list.	Provider did not response to RFE. At the member request this provider was added to her do not use list.	Y	Provider did not response to RFE. At the member request this provider was added to her do not use list.	12/17/2019

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4750			12/5/2019 1:00:00 PM		12/12/2019 12:52:00 PM	Website Complaint	<p>First Name: XXX Last Name: XXX Phone: ##### Email: XXX</p> <p>Date of Event or Trip: 12-05-2019 What's on your mind: Complaint Any additional feedback?: I scheduled transportation for my Brother, YYY (who's in an Assistant Living Facility), last week (December 5, 2019) for a follow up appointment after hospitalization and ZZZ was unable to locate a driver. So, I rescheduled the appointment for tomorrow, December 12, 2019. I just called to confirm that the scheduled transportation will take place and was told they're still searching for a driver. This is ridiculous. This appointment was scheduled 7 days ago and your company is still in search for a driver? This will be the 4th time this year ZZZ either could not find a driver or simply did not show up with no communication. Why advertise this service if you cannot provide it? I need someone to contact me via email or phone with confirmation that my Brother will be transported to his doctor's appointment. Please do not respond with excuses on why he wasn't picked up or the issues ZZZ is having. I need solutions not excuses. Kind Regards, XXX POA for YYY</p>		Educated POA on ZZZ transportation. Agents were coached to ensure all providers in the area are contacted for securing transportation.	Educated POA on ZZZ transportation. Agents were coached to ensure all providers in the area are contacted for securing transportation.	Y	Educated POA on ZZZ transportation. Agents were coached to ensure all providers in the area are contacted for securing transportation.	
4752			12/10/2019 11:15:00 AM		12/12/2019 2:00:00 PM	Driver Behavior	Mbr said driver had a problem with mber leg; he was bothering her about her leg; Mbr said she does not want to ride with him any more.		Provider states they are letting driver go for unacceptable behavior. Compliance will be sending a Cease & Desist letter for driver.	Provider states they are letting driver go for unacceptable behavior. Compliance will be sending a Cease & Desist letter for driver.	Y	Provider states they are letting driver go for unacceptable behavior. Compliance will be sending a Cease & Desist letter for driver.	12/18/2019
4753			12/12/2019 9:15:00 AM		12/12/2019 4:45:00 PM	Prov Late - A Leg	Provider late leg A Driver started meter and sat in the parking lot until the meter read \$9. Driver was rude and did not want to take him to the pharmacy, driver also told XXX team the member house was hard to get to. He says it is not true believes this is the excuse the drivers use to avoid his trips.		Provider advised driver was unaware of the pharmacy stop procedure and was educated on the proper process. At member's request this provider was added to his Do Not Use list. Provider apologized for the inconvenience.	Provider advised driver was unaware of the pharmacy stop procedure and was educated on the proper process. At member's request this provider was added to his Do Not Use list. Provider apologized for the inconvenience.	Y	Provider advised driver was unaware of the pharmacy stop procedure and was educated on the proper process. At member's request this provider was added to his Do Not Use list. Provider apologized for the inconvenience.	12/18/2019
4755			12/12/2019 1:00:00 PM		12/12/2019 5:52:00 PM	Prov Late - A Leg	Member called stating the provider has been constantly late transporting them to medical appointments.		Member was educated on alternate transportation options but declined the offer. The provider did not respond to the request.	Member was educated on alternate transportation options but declined the offer. The provider did not respond to the request.	Y	Member was educated on alternate transportation options but declined the offer. The provider did not respond to the request.	12/19/2019
4757			12/11/2019 1:00:00 PM		12/12/2019 9:23:00 PM	Driver Behavior	Member's wife called about driver asking member if he is sure his medical condition (nose bleeds) isn't from cocaine use. Then on the way home, driver had window rolled down in 20-degree weather causing congestion and a nose bleed. Driver then told member not to bleed in his car. Additionally, manifest notes request a van instead of car due to member's height and paralysis on one side. Member also requested driver XXX if possible, in future as he thinks he is an excellent driver and came in a van as needed.		Driver denied allegation but provider agreed to excluded this driver from the member's future trip.	Driver denied allegation but provider agreed to excluded this driver from the member's future trip.	Y	Driver denied allegation but provider agreed to excluded this driver from the member's future trip.	12/18/2019
4758			12/12/2019 12:30:00 PM		12/12/2019 11:03:00 PM	Driver Behavior	Member's social worker XXX stated that member has been waiting for 2 hours on his transportation to go back home, and their facility been closed.		Provider did not respond to RFE, standing order was reassigned to a more reliable provider.	Provider did not respond to RFE, standing order was reassigned to a more reliable provider.	Y	Provider did not respond to RFE, standing order was reassigned to a more reliable provider.	12/19/2019
4760			12/14/2019 10:00:00 AM		12/13/2019 3:09:00 PM	Member Issue	Hello,  We can no longer transport XXX. The caretaker refuses to do curb to curb service and wants drivers to do door to door with a very slippery ramp.  -- YYY ADMINISTRATOR/OWNER ZZZ		Email sent to Facility Outreach Managers to educate facility.	Email sent to Facility Outreach Managers to educate facility.	Y	Email sent to Facility Outreach Managers to educate facility.	12/13/2019
4761			12/13/2019 9:00:00 AM		12/13/2019 3:43:00 PM	Driver Behavior	Member had a terrible experience with driver. States that spoke rudely to while picking her up from her appointment, yelled at her saying he has other appointments and that she needs to hurry up. Driver allied twice for to hurry up to drop her off at home. When he came to her apartment and passed her apartment and went down 4 parking spaces from her apartment.XXX. Member no longer wants to ride with YYY due to her last ride today.		No response from the provider. At member request the provider was added to the do not use list.	No response from the provider. At member request the provider was added to the do not use list.	Y	No response from the provider. At member request the provider was added to the do not use list.	12/18/2019
4762			12/13/2019 10:45:00 AM		12/13/2019 4:45:00 PM	Call Center Issue	XXX emailed me to put an inquiry for this trip because, this is the 4th person in the last 2 days YYY has got although the trip is assigned to ZZZ. After reviewing this particular trip i do see it was routed by the automated router and it sent it toZZZ. XXX did stated since the pp is YYY and they know there mbr schedules they go and get there members as well.		Member educated on proper way to schedule transportation for future trips.	Member educated on proper way to schedule transportation for future trips.	Y	Member educated on proper way to schedule transportation for future trips.	12/18/2019
4765			12/13/2019 2:05:00 PM		12/13/2019 6:39:00 PM	Member Issue	Member has bedbugs		This has been turned over to the state for assistance as we are unable to find an agency in Marion County willing to help with more then education.	This has been turned over to the state for assistance as we are unable to find an agency in Marion County willing to help with more then education.	Y	This has been turned over to the state for assistance as we are unable to find an agency in Marion County willing to help with more then education.	12/17/2019
4768			12/13/2019 7:40:00 AM		12/13/2019 6:57:00 PM	Member Issue	XXX-YYY -stated to add them on the DNU list : nursing home ZZZ never have their people ready and they be expecting their drivers to push the member in wheelchairs to the cars. They do not do that they are curb to curb. They told nursing home that and nursing home stated that the other provider does. They do not want to transport member any more.		Email sent to Facility Outreach Managers to educate facility.	Email sent to Facility Outreach Managers to educate facility.	Y	Email sent to Facility Outreach Managers to educate facility.	12/13/2019

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4769			12/13/2019 9:45:00 AM		12/13/2019 6:52:00 PM	Member No-Show	XXX from YYY called stating that when his driver arrived to pick up the mbr he called in to let them know that he was there to pick up the mbr. A nurse told him that the mbr was eating. The driver waited for awhile before calling back in and the nurse then said that he was nowhere to be found. The driver then left and later we called him for an ETA. the driver was able to get to him 15 minutes after they called and when the driver arrived no one was able to find the mbr once again.		Email sent to Facility Outreach Managers to educate facility.	Email sent to Facility Outreach Managers to educate facility.	Y	Email sent to Facility Outreach Managers to educate facility.	12/13/2019
4770			12/13/2019 6:00:00 AM		12/13/2019 7:49:00 PM	Driver Reckless	Received an email from compliance: XXX just told me of a call that she received from YYY regarding Leg 2030227 for ZZZ that occurred earlier today. They advised that the provider (AAA) was driving erratically, running red lights, and was making left-hand turns from the right-hand lane.  Please start an IQ.  Best regards,  BBB		Provider spoke with driver and will be closely monitoring driver's trips as he is now under observation.	Provider spoke with driver and will be closely monitoring driver's trips as he is now under observation.	Y	Provider spoke with driver and will be closely monitoring driver's trips as he is now under observation.	12/18/2019
4772			12/12/2019 12:10:00 PM		12/16/2019 1:00:00 PM	Prov Late Sendback	Received a state complaint about trip being unsecure. Trip was routed to XXX on 12/5/19 and not sent back until 12/11/19 at 1305, less than the required 48 hours.		Trip was routed to XXX on 12/5/19 and they sent it back 12/11/19 at 1305 less than the required 48 hour time frame.	Trip was routed to XXX on 12/5/19 and they sent it back 12/11/19 at 1305 less than the required 48 hour time frame.	Y	Trip was routed to XXX on 12/5/19 and they sent it back 12/11/19 at 1305 less than the required 48 hour time frame.	12/18/2019
4776			12/17/2019 7:00:00 AM		12/17/2019 1:20:00 PM	Member No-Show	Driver arrived to pick up mbr, driver called nurse to let her know she was outside. The nurse told the driver she couldn't bring the mbr down stairs and hung up on her. I called the nurse, she stated the driver would have to wait and that "they usually always come up to get him" I told the nurse our drivers are not permitted to go inside they can only go door to door or as far as the lobby. The nurse said she had never heard of anything like that and said the driver would have to wait. I asked how long the driver would have to wait because she could only wait 10 minutes. The nurse then said "ok bye" and hung up. Driver waited 10 minutes. The nurse would not give me her name but the driver stated XXX is who we both talked to.		Issue has been sent to Facility Outreach Manager to educate facility on pickup standards.	Issue has been sent to Facility Outreach Manager to educate facility on pickup standards.	Y	Issue has been sent to Facility Outreach Manager to educate facility on pickup standards.	12/17/2019
4781			12/17/2019 2:00:00 PM		12/17/2019 8:49:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name:XXX Phone:##### Email: XXX  Date of Event or Trip: 12-17-2019 What's on your mind: Complaint Any additional feedback?: I was not able to get to my scheduled appointment due to transportation running late. I could have made other arrangements if I had been notified. Regardless of weather conditions, a courtesy call (in advance) would have helped. Most of us only use this service because we don't have a choice. How can we contact you?: Phone		Trip notes advise the provider was running late due to the weather and late did not call or show up for transport. Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	Y	Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	12/23/2019
4783			12/17/2019 1:00:00 PM		12/18/2019 1:49:00 PM	Website Complaint	First name: XXX Last name: XXX I live in: Indiana Email: XXX Mobile phone: ##### Feedback Type: Comment Feedback: Called for pickup at 1:01 was told will be there within the hour driver called the dr office at said he was waiting for a call that she was ready for return. 2:30 he is here.		Provider advised due to high call volume return ride request was not communicated in a timely manner. Provider was late for return ride.	Provider advised due to high call volume return ride request was not communicated in a timely manner. Provider was late for return ride.	Y	Provider advised due to high call volume return ride request was not communicated in a timely manner. Provider was late for return ride.	12/23/2019
4786			12/18/2019 11:45:00 AM		12/18/2019 4:38:00 PM	Prov Late Sendback	XXX sent back a trip for an 11:15am pickup time at 9:47am the day of the appt after they verbally accepted it, and it was scheduled for a surgery.		Provider advised dispatchers miscommunicated trip being added to scheduled trip was sent back in error. Provider apologized for the no show and took measures to assure this will not happen again.	Provider advised dispatchers miscommunicated trip being added to scheduled trip was sent back in error. Provider apologized for the no show and took measures to assure this will not happen again.	Y	Provider advised dispatchers miscommunicated trip being added to scheduled trip was sent back in error. Provider apologized for the no show and took measures to assure this will not happen again.	12/23/2019
4787			12/18/2019 9:10:00 AM		12/18/2019 4:48:00 PM	Prov Late - B Leg	mbr has been waiting over 2 hours for return		It was found the provider was late and became rude to member and escort after calling Where's My Ride.	It was found the provider was late and became rude to member and escort after calling Where's My Ride.	Y	It was found the provider was late and became rude to member and escort after calling Where's My Ride.	12/23/2019
4788			12/16/2019 11:50:00 AM		12/18/2019 3:53:00 PM	Prov No-Show B leg	The member's daughter called to ask if we had a return trip in for her mother because she was never picked up from dialysis on this day. She stated that it was very difficult to get her mother home because of short notice. I could not cancel the return trip because the provider submitted payment for the a leg.		Provider no showed, possibly weather related, but didn't confirm or deny. Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	Provider no showed, possibly weather related, but didn't confirm or deny. Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	Y	Provider no showed, possibly weather related, but didn't confirm or deny. Provider will be educated on the importance of notifying all parties of any delays and cancellations due to weather related issues.	12/23/2019
4790			12/18/2019 11:00:00 AM		12/18/2019 5:31:00 PM	Prov No-Show A leg	Member is "frustrated" that he is constantly missing appointments due to provider not coming when they are supposed to or after the appointment, the member is waiting up to 2-4.5 hours to get a ride home. This has happened multiple times. This appointment was cancelled due to the provider no show. Wants us to find out why this is happening.		Member educated on lack of providers in Indiana and PT pass for XXX services. Member accepted the offer. Provider did not show up for round trip on the datye in questions.	Provider did not show up for round trip. Trip cancelled in InSight. Member accepted offer for Public transit passes	Y	Provider did not show up for round trip. Trip cancelled in InSight. Member accepted offer for Public transit passes	12/31/2019
4794			12/18/2019 2:00:00 PM		12/18/2019 11:37:00 PM	Member No-Show	XXX with YYY called in with concerns with this trip. He stated that his driver transported the member for his 2pm appointment and the member told him that it was going to be 2 hours.The driver called the member after the 2 hours but he didnt answer. The driver waited until 5:30 for the member at that time the driver stated that some of the nurses started leaving the facility and they said that they were already closed and the member had left about 1.5 hours ago. XXX informed the driver to leave. Around 6pm the member called the provider and informed them that he was ready for his return trip. The member stated that after his appointment he walked to cvs. The driver can not go back to pick up the member.		Called ZZZ educated him on fraud waste and abuse. ZZZ says he has no phone and will stay at the drop off location on future trips.	Member educated on Fraud, Waste, and Abuse for NEMT.	Y	Member educated on Fraud, Waste, and Abuse for NEMT.	12/30/2019

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

4796			12/18/2019 10:30:00 AM		12/19/2019 12:33:00 AM	Prov Late - A Leg	XXX said the Provider showed up to get him at 10:40 am. Provider told the member that in the Provider Portal he couldn't see the pick up time. He could only see the Appointment time for the members appointments. XXX was late and had to call his doctor's office to let them know he would be late.##### XXX		Provider was late getting the member to his appt and did not notify the member or SET of any delays.	Provider was late getting the member to his appt and did not notify the member or SET of any delays.	Y	Provider was late getting the member to his appt and did not notify the member or SET of any delays.	12/30/2019
4798			12/19/2019 10:00:00 AM		12/19/2019 3:52:00 PM	Provider Error	XXX showed up at 9:50, the got to appointment at 10:22, and doctor office would not accept because 5-minute window lateness		Provider showed up extremely late caused member to miss her appointment and did not respond to the RFE.	Provider showed up extremely late caused member to miss her appointment and did not respond to the RFE.	Y	Provider showed up extremely late caused member to miss her appointment and did not respond to the RFE.	12/30/2019
4799			12/19/2019 10:00:00 AM		12/19/2019 4:00:00 PM	Incident - Stretcher	The driver called when she arrived at the group home, and informed the person who answered the phone that she was there to pick up the member. Someone wheeled her through the door, and then immediately went back inside, without even waiting for the driver to get to the building.  The driver also had difficulty getting the member from the bulding to the van. The building's ramp was clear of ice, but was so covered in salt that it was difficult to gain traction, especially while pushing the member's wheelchair. The member's chair also presented a problem in that it lacked footrests, and she has difficulty keeping her feet up, which made it difficult to get her up the van's ramp.		Called Adult Protective Services due to member care request received for this member against this facility for neglect. QA manager also email XXX and she has referred the case to the Division on Aging.	Called Adult Protective Services due to member care request received for this member against this facility for neglect. QA manager also email XXX and she has referred the case to the Division on Aging.	Y	Called Adult Protective Services due to member care request received for this member against this facility for neglect. QA manager also email XXX and she has referred the case to the Division on Aging.	12/23/2019
4801			12/19/2019 12:00:00 PM		12/19/2019 5:48:00 PM	Member Issue	XXX, YYY advised the driver had called member informing that he'd be picking him up a little earlier to make sure member got to his appointment on time. Member cursed at the driver, shouting he does not want to be picked up early.		Member apologized for the behavior, says he and provider/driver worked out their differences.	Educated member on Rider Guidelines.	Y	Educated member on Rider Guidelines.	12/30/2019
4805			12/20/2019 10:30:00 AM		12/20/2019 12:04:00 PM	Prov Late Sendback	member upset provider was not found justs that she gave a 10 day notice and still doesnt have transportation		Trip was sent to XXXI on 12/7/19 and they didn't send it back until 12/19/19 at 1406. 6 other providers were contacted and booked. Provider didn't respond to RFE.	Trip was sent to XXX on 12/7/19 at 1406. 6 other providers were contacted and booked. Provider didn't respond to RFE.	Y	Trip was sent to XXX on 12/7/19 at 1406. 6 other providers were contacted and booked. Provider didn't respond to RFE.	12/31/2019
4808			12/19/2019 12:15:00 PM		12/20/2019 12:50:00 PM	Member Issue	XXX with YYY stated that they called member to let him know they will be taking him to Dialysis 35min earlier because they have a pickup around the same time. He stated the member started yelling and cussing at the driver that he does not want to go anymore. ZZZ from the dialysis facility is aware of the mbr's refusal to go even though YYY was willing to still transport the mbr. This is the 3rd provider to complain that the mbr is rude and uses inappropriate language.		Member was educated on the importance of following rider guidelines and cancelling in a timely manner.	Member was educated on the importance of following rider guidelines and cancelling in a timely manner.	Y	Member was educated on the importance of following rider guidelines and cancelling in a timely manner.	12/31/2019
4809			12/20/2019 9:00:00 AM		12/20/2019 4:48:00 PM	Prov Late Sendback	XXX is calling to complain on YYY. XXX received a call from ZZZ who is a supervisor at YYY on Wednesday (12/19/2019) to confirm that he will have transportation this morning at 8:15 with AAA. He said he received several calls from a private number on 12/19/2019 but no one left a message. He called YYY this morning cause no one was there to pick him up and was told that they tried to reach him on 12/19/2019 to advise that they were unable to provide transportation. XXX also stated that they are having phone issues and he is confused about if had transportation or not. He tried to reach back by phone but is receiving a voice recording. He said since last June he has missed several appointments because YYY is unable to provide transportation. He has to go to the doctor quite frequently because he is on blood thinners. XXX would like someone to take his complaint seriously, he has called several times to complain on YYY for the services that they provide.XXX can be reached at #####		Due to no response from provider, this is valid and system shows AAA sent trip back via provider portal at 1613, less than the required 48 hours prior to the trip.	Due to no response from provider, this is valid and system shows AAA sent trip back via provider portal at 1613, less than the required 48 hours prior to the trip.	Y	Due to no response from provider, this is valid and system shows AAA sent trip back via provider portal at 1613, less than the required 48 hours prior to the trip.	12/31/2019
4810			12/20/2019 2:00:00 PM		12/20/2019 7:00:00 PM	Prov No-Show A leg	member was upset, i called the provider but they said all their trips are not granted, and she asked me to find another ride for the member.		Provider response states they couldn't get a cab to member due to level of business that day.	Provider response states they couldn't get a cab to member due to level of business that day.	Y	Provider response states they couldn't get a cab to member due to level of business that day.	12/31/2019
4815			12/23/2019 9:30:00 AM		12/23/2019 1:31:00 PM	Prov Late Sendback	Trip sent back 12/22/19 at 21:12		Trip was sent back on 12/22/19 at 2112 for a 12/23/19 0845 p/u	Trip was sent back on 12/22/19 at 2112 for a 12/23/19 0845 p/u	Y	Trip was sent back on 12/22/19 at 2112 for a 12/23/19 0845 p/u	12/31/2019
4816			12/22/2019 6:50:00 AM		12/23/2019 1:30:00 PM	Prov No-Show A leg	Member called in saying the provider did not show up, they called at 7:30am saying he was added to the board but at he had already found a ride and was in his chair. Member is also saying he thinks another member has something to do with him not being picked up because the mmeber tells new driver that they don't have to pick up other members. XXX mentioned whe he walked into Dialysis the other member was smirking at him.		Provider no showed, member found alternate transport to and from dialysis.	Provider no showed, member found alternate transport to and from dialysis.	Y	Provider no showed, member found alternate transport to and from dialysis.	12/31/2019
4818			12/20/2019 10:00:00 AM		12/23/2019 2:39:00 PM	Driver Reckless	Driver was falling asleep on the wheel almost went in a ditch and almost hit a couple cars. Driver picked her up an hour late then went to his home in East Chicago and pick up some Christmas presents. Driver told member it was for his niece/newpwhew who live in Indianapolis. Then he handed her a paper to sign off but the name on the paper stated XXX when it was a man who drove her. (Unable to understand the name of driver she told me on phone.)		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.	1/2/2020
4821			12/23/2019 1:20:00 PM		12/23/2019 6:47:00 PM	Driver Behavior	XXX driver was extremely rude, awful, and did not drop mbr off at the right location. Then when mbr said that she was going to complain, the driver said, "I don't care." Mbr said was Ethiopian, light complected, with an accent.		Provider was added to the do not use list at the member's request. XXX did not respond to the request for explanation.	Provider was added to the do not use list at the member's request. XXX did not respond to the request for explanation.	Y	Provider was added to the do not use list at the member's request. XXX did not respond to the request for explanation.	1/2/2020
4822			12/20/2019 4:30:00 PM		12/23/2019 7:37:00 PM	Payment Issue	Received members info for research due to unclear which provider had been transporting member. Called XXX and YYY said he would have to research and call me back. So I called the member and the member said that XXX has only transported him one time since June. Member has been finding his own transportation to and from dialysis		Investigation has been turned over to Fraud, Waste, & Abuse.	Investigation has been turned over to Fraud, Waste, & Abuse.	Y	Investigation has been turned over to Fraud, Waste, & Abuse.	12/31/2019
4823			12/18/2019 9:15:00 AM		12/23/2019 8:46:00 PM	Driver Behavior	XXX says the driver from YYY was vert nasty to her when she got in the vehicle. Driver said that she was suppose to be ready 15min ago. XXX said she did realize that but the dr. office was really busy at the chk out. Please call mbr. #####		Provider called member multiple times before she called for pickup, she did advised she was still being seen and will be done shortly. Provider denied allegations of being rude.	Provider called member multiple times before she called for pickup, she did advised she was still being seen and will be done shortly. Provider denied allegations of being rude.	Y	Provider called member multiple times before she called for pickup, she did advised she was still being seen and will be done shortly. Provider denied allegations of being rude.	1/2/2020

