

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

Broker Name: Southeastrans
Version: 2020.01
Report Name: Missed Trips
Report Code: MO-MT
Code Citation: IC 12-15-30.5-4 (a)(1)(B) i-iii

Note: Data reflects the status of the trip on the date of the scheduled trip.

Experience Period >> 02/01/2021 - 02/28/2021

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
Insufficient Notice	5	5	10	0%
Agent Error	45	67	112	0%
No Provider Assigned	2,062	2,094	4,156	6%
Member No-show	361	380	741	1%
Inclement Wthr/Mbr	312	308	620	1%
Member Cancelled	2,055	2,272	4,327	6%
Member Hospitalized	172	190	362	1%
Member Deceased	111	113	224	0%
Member Too Sick	90	90	180	0%
Provider Too Late	25	28	53	0%
Provider No-Show	78	89	167	0%
Inclement Wthr/TP	66	66	132	0%
Grand Total	5,382	5,702	11,084	17%