

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

MCE Name: Southeastrans
Version: 1.0
Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Submission Date: 8/30/2019

Experience Period >> 07/01/19 - 07/31/19

(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) Subject of Complaint	(10) Name of Transportation Provider	(11) Provider Response	(12) Findings	(13) SET Action	(14) Date Resolved
3700			7/1/2019		7/1/2019	Trip not assigned	An agent got verbal acceptance from preferred provider but never dispatched the trip and didn't send an email to dispatch. Coaching sent to agent's lead.				An agent got verbal acceptance from preferred provider but never dispatched the trip and didn't send an email to dispatch. Coaching sent to agent's lead.	An agent got verbal acceptance from preferred provider but never dispatched the trip and didn't send an email to dispatch. Coaching sent to agent's lead.	7/10/2019
3703			6/28/2019		7/1/2019	Member Issue	Issue has been turned over to FSSA and Health department for additional handling and member support.				Issue has been turned over to FSSA and Health department for additional handling and member support.	Issue has been turned over to FSSA and Health department for additional handling and member support.	7/1/2019
3705			7/1/2019		7/1/2019	Vehicle Condition	Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.				Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.	Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.	7/12/2019
3707			7/2/2019		7/2/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	7/12/2019
3712			7/3/2019		7/3/2019	Member Issue	This IQ was filed before Policy was written and approved. Transportation was refused and vehicle taken out of service for deep clean.				This IQ was filed before Policy was written and approved. Transportation was refused and vehicle taken out of service for deep clean.	This IQ was filed before Policy was written and approved. Transportation was refused and vehicle taken out of service for deep clean.	7/22/2019
3714			7/3/2019		7/3/2019	Driver too early	Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.				Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.	Compliance found multiple unauthorized vehicles and drivers and removed SETI decals from those vehicles.	7/12/2019
3716			7/3/2019		7/3/2019	Driver Behavior	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	7/12/2019
3717			7/4/2019		7/4/2019	Prov No-Show A leg	XXX driver was scheduled off for the 4th of July holiday. This trip was not reassigned. On short notice with it being a holiday agents were not able to secure transportation with another provider. Since that time member/nurse has not reported any other issues.			One of the drivers had the holiday off of work. The dispatcher didn't realize that, and sent her a schedule anyway. By the time that the driver realized that she had been scheduled, the call center was closed and it was too late to get the trip reassigned. The call center's holiday hours also made it impossible to find another provider to accommodate the trip - the agents who would have been able to assign another XXX driver or find another provider did not come in until 9 AM, rather than the usual 6. By the time that anyone with the ability to fix the problem arrived, it was too late.	Driver schedule changed due to the holiday. Agents did not reassigned the trip in a timely manner and were unable to secure transportation with another provider on short notice. No other issues has been report since this no show.	Driver schedule changed due to the holiday. Agents did not reassigned the trip in a timely manner and were unable to secure transportation with another provider on short notice. No other issues has been report since this no show.	7/15/2019
3718			7/5/2019		7/5/2019	Prov No-Show A leg	S/O 7400 has been cancelled and S/O 8311 is now in place to find a new provider. XXX is currently taking trips until a new provider is found.			Received response from provider, " On 7/5 the driver had 2 pick ups at the same time, so XXX dispatcher called Southeastrans to assign the trip to another provider. "	S/O 7400 has been cancelled and S/O 8311 is now in place to find a new provider. XXX is currently taking trips until a new provider is found.	S/O 7400 has been cancelled and S/O 8311 is now in place to find a new provider. XXX is currently taking trips until a new provider is found.	7/10/2019
3722			7/5/2019		7/5/2019	Driver Behavior	Compliance educated provider on coach/council call about drivers not being allowed to "Vape" in a vehicle with a member. SETI considers it the same as smoking.				Compliance educated provider on coach/council call about drivers not being allowed to "Vape" in a vehicle with a member. SETI considers it the same as smoking.	Compliance educated provider on coach/council call about drivers not being allowed to "Vape" in a vehicle with a member. SETI considers it the same as smoking.	7/12/2019
3729			6/15/2019		7/8/2019	Incident	Provider received a cease and deceit for the driver in question. Compliance will be conduct further investigation and plan of correction.			Received a call back from operations director) and he advised the driver for the B leg of trip was XXX. He also wanted me to note that XXX spoke to Health & Safety Manager yesterday.	Provider received a cease and deceit for the driver in question. Compliance will be conduct additional investigation and plan of correction.	Provider received a cease and deceit for the driver in question. Compliance will be conduct additional investigation and plan of correction.	7/22/2019
3734			7/9/2019		7/9/2019	Prov Late - A Leg	Due to provider knowingly accepting trips too close to the annual inspection that compliance allowed him to schedule at his convenience, this is valid.			Received RFE from provider on 7/11/19, "Provider had vehicle inspection which delayed all transports."	Due to provider knowingly accepting trips too close to the annual inspection that compliance allowed him to schedule at his convenience, this is valid.	Due to provider knowingly accepting trips too close to the annual inspection that compliance allowed him to schedule at his convenience, this is valid.	7/12/2019
3737			7/9/2019		7/9/2019	Driver Behavior	As picture member emailed showed speedometer at 75 MPH and provider never responded to RFE, this is valid. Turned over to compliance.				As picture member emailed showed speedometer at 75 MPH and provider never responded to RFE, this is valid. Turned over to compliance.	As picture member emailed showed speedometer at 75 MPH and provider never responded to RFE, this is valid. Turned over to compliance.	7/24/2019
3738			7/9/2019		7/9/2019	Member Issue	Incident has been turned over to FSSA and Health department for additional handling and member support.				Incident has been turned over to FSSA and Health department for additional handling and member support.	Incident has been turned over to FSSA and Health department for additional handling and member support.	7/12/2019

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3739			7/8/2019		7/9/2019	Prov No-Show A leg	Driver was too late for member to make it to appointment.			Received response from provider, "Provider's Response/Explanation: The driver, XXX, was confused about the city in which to pick XXX up at. She contacted SET about address at 8:24 am not being located. I informed her that other drivers had picked him up before without issues. Then I asked if she was in Parker City, she said no, she did not see where it said Parker City on ipad. Driver went to XXX's residence at 8:42 am, XXX refused to go at that time. Yes, driver did show up, just was late for pick up."	Driver was too late for member to make it to appointment.	Driver was too late for member to make it to appointment.	7/10/2019
3742			7/10/2019		7/10/2019	Call Center Issue	Agent Error. Member did not receives a call reagrding unassigned gtrip the day before as routine protocol and trip was not worked. Member was educated on the use of the member portal and reservation line for trip information. Agents were made of aware of call back and dispatch error. Those agents were couched to assure error will not be made moving forward.				Agent Error. Agent did not notify member on unassigned trip status and did not escalate the trip to dispatch due to it not being worked. Member was educated on member portal and reservation line to obtain trip information at any time.	Agent Error. Agent did not notify member on unassigned trip status and did not escalate the trip to dispatch due to it not being worked. Member was educated on member portal and reservation line to obtain trip information at any time.	7/16/2019
3744			7/10/2019		7/11/2019	Member Issue	Member standing order was reassigned to XXX. Unable to reach the member by phone.				Member did not follow up with QA regarding complaint. Nurse at dialysis center did not deny allegations of member leaving drop off location. Member standing order was reassigned to XXX.	Member did not follow up with QA regarding complaint. Nurse at dialysis center did not deny allegations of member leaving drop off location. Member standing order was reassigned to XXX.	7/19/2019
3745			7/11/2019		7/11/2019	Driver Behavior	Provider handle complaint immediately. provider sent another driver to accommodate the member's trip. Provider was put on member do not use due to drivers behavior member wants to be sure she does not get this driver on future trips. Member was transported successfully be second driver.				Provider handled complaint immediately by sending another driver to accommodate the round trip. Provider was added to member's do not use list to ensure member does not get this driver for future trips. Member was transported successfully be second driver.	Provider handled complaint immediately by sending another driver to accommodate the round trip. Provider was added to member's do not use list to ensure member does not get this driver for future trips. Member was transported successfully be second driver.	7/16/2019
3746			7/9/2019		7/11/2019	Prov Late Sendback	Due to provider knowing when they scheduled their annual inspection for, they should have sent trips back in a timely manner, not the day of. Therefore, this is a valid complaint.			Received response from provider, "Proviser had inspection at scheduled pick up time and non moveable for 1 hour."	Due to provider knowing when they scheduled their annual inspection for, they should have sent trips back in a timely manner, not the day of. Therefore, this is a valid complaint.	Due to provider knowing when they scheduled their annual inspection for, they should have sent trips back in a timely manner, not the day of. Therefore, this is a valid complaint.	7/22/2019
3747			7/10/2019		7/11/2019	Prov No-Show A leg	Provider no showed member and did not send back RFE with response. Cancelled trip in Insight.				Provider did not show up on the date in question. No RFE response returned by provider. Trip cancelled due to provider no show.	Provider did not show up on the date in question. No RFE response returned by provider. Trip cancelled due to provider no show.	7/17/2019
3748			7/11/2019		7/11/2019	Call Center Issue	Agent assigned to call backs that day didn't finish and has been coached. That agent will no longer be assigned to call backs.				Agent assigned to call backs that day didn't finish and has been coached. That agent will no longer be assigned to call backs.	Agent assigned to call backs that day didn't finish and has been coached. That agent will no longer be assigned to call backs.	7/22/2019
3749			7/11/2019		7/11/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	7/22/2019
3758			7/11/2019		7/12/2019	Call Center Issue	There was miscommunication between departments and member. In future, the member will be contacted to confirm type of transportation needed. We will also contact XXX to identify drivers prior to stating they do not work at SETI.				There was miscommunication between departments and member. In future, the member will be contacted to confirm type of transportation needed. We will also contact XXX to identify drivers prior to stating they do not work at YYY.	There was miscommunication between departments and member. In future, the member will be contacted to confirm type of transportation needed. We will also contact XXX to identify drivers prior to stating they do not work at YYY.	7/22/2019

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3759			7/15/2019		7/15/2019	Driver Reckless	Provider reviewed video from inside cab and determined driver was talking on phone using earbuds, which is against policy. Driver has been reprimanded for this action.			After reviewing the video from inside the cab, we were able to determine that the driver was using earbuds to talk on the phone. He has been reprimanded for this action, due to talking on the phone while you are driving is against policy. We will be monitoring this Driver closely to ensure he does not continue this behavior. Faxed to Southeastrans on: 7/17/19 By: XXX	Provider reviewed video from inside cab and determined driver was talking on phone using earbuds, which is against policy. Driver has been reprimanded for this action.	Provider reviewed video from inside cab and determined driver was talking on phone using earbuds, which is against policy. Driver has been reprimanded for this action.	7/22/2019
3760			7/15/2019		7/15/2019	Prov No-Show A leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	7/22/2019
3762			7/15/2019		7/15/2019	Driver Behavior	Due to no response from provider, this is complete.				Due to no response from provider, this is complete.	Due to no response from provider, this is complete.	7/24/2019
3764			7/15/2019		7/15/2019	Trip not assigned	Trip was cancelled for no provider found. Member added to MCA list due to 4 missed trips in the past 30 days.				Trip was cancelled for no provider found. Member added to MCA list due to 4 missed trips in the past 30 days.	Trip was cancelled for no provider found. Member added to MCA list due to 4 missed trips in the past 30 days.	7/24/2019
3766			7/16/2019		7/16/2019	Trip not assigned	S/O 7541 for Tue and Thur is now assigned to XXX. A new S/O 8486 was created for Sat and is still being worked on.				S/O 7541 for Tue and Thur is now assigned to XXX. A new S/O 8486 was created for Sat and is still being worked on.	S/O 7541 for Tue and Thur is now assigned to XXX. A new S/O 8486 was created for Sat and is still being worked on.	7/22/2019
3771			7/17/2019		7/18/2019	Provider Error	Provider denied allegations stating the only person member's saw was driver XXX. However, this is Valid due to driver being unauthorized and C&D was sent for unauthorized driver.			Received response from provider, "1.XXX is not the owner of the company he is a ex dispatcher . 2.He did call XXX that day and advised her she was not supposed to make any unauthorized stops because that would cause other members to be late. 3. XXX did not actually talk to the member or see the member but XXX also an ex driver was upset and told the members to complain because she got into trouble for making an unauthorized stop. 4. We do Not have a driver by the name of XXX, the member must be talking about a different trip or different company because on this date XXX took her and took her home and we don't have a driver named XXX."	Provider denied allegations stating the only person member's saw was driver XXX. However, this is Valid due to driver being unauthorized and C&D was sent for unauthorized driver.	Provider denied allegations stating the only person member's saw was driver XXX. However, this is Valid due to driver being unauthorized and C&D was sent for unauthorized driver.	7/31/2019
3774			7/18/2019		7/18/2019	Prov Late Sendback	Provider advised due to short of driver and was unable to accommodate the round trip. Provider believes trip was sent late however records show trip was sent on 7/9/2019. Nine days before appointment date.			Received response from provider on 7/18/19, "With XXX, the manager and president of the company on vacation we were limited on drivers. This trip was sent late notice and we couldn't accommodate the trip at that time."	This trip was sent to XXX nine days before appointment date. Provider sent the trip back less than 24 hours before appointment date. Provider response – trip was sent to provider late no driver available.	This trip was sent to XXX nine days before appointment date. Provider sent the trip back less than 24 hours before appointment date. Provider response – trip was sent to provider late no driver available.	7/23/2019
3775			7/18/2019		7/18/2019	Prov No-Show B leg	Provider advised driver arrived and was unable to locate the member. Provider did not included time of arrived or information regarding who they spoke to at the facility. Provider states they were behind schedule. Member states she waited an hour, provider did not show, member walked home.			Received response from provider, "We went to pick up XXX but when we arrived to the facility we could not find her. We asked the facility and they informed us she had waited for an hour so she left. We informed dispatch that we were running late because of the bad weather. They were informed early in the day around 0900 because our drivers were trying to be safe."	Provider advised driver was behind scheduled and did arrive late for return pick up. Provider was added to the member's do not use list at member's request.	Provider advised driver was behind scheduled and did arrive late for return pick up. Provider was added to the member's do not use list at member's request.	7/24/2019
3780			7/19/2019		7/19/2019	Driver Reckless	Provider temporarily suspended driver and educated on safe driving.			Received response from provider, "We sincerely apologize for what the member had to experience. In the future we will not send the member with this driver. Management spoke with the driver, he had worked too many hours and once picking up the member, started to get tired. This driver is on temporary suspension and has been educated on safe driving."	Provider temporarily suspended driver and educated on safe driving.	Provider temporarily suspended driver and educated on safe driving.	7/23/2019

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3783			6/24/2019		7/22/2019	Accident	This has been turned over to Legal.				This has been turned over to Legal.	This has been turned over to Legal.	8/3/2019
3784			7/19/2019		7/22/2019	Incident	Driver will undergo remedial training.			Received response from provider, "On July 19th, 2019 I picked up XXX. The lift was on the ground than I pushed her from the facility to platform and she bumped bottom of foot. I asked her to let me look at the bottom of foot before putting in van. She was wearing socks, her mom took her sock off her foot was fine, put her in the can, took her to her appointment. I asked her mom about foot rest. I picked her on up, nothing was wrong with her and there were no complaints. Mother wasn't there, she rolled herself on the ramp like she did prior to mother being there before. Mother was not happy about outside company transporting. Wanted the facility to take her. XXX is committed to taking care of clients. Mother should have let facility know."	Driver will undergo remedial training.	Driver will undergo remedial training.	7/23/2019
3785			7/16/2019		7/22/2019	Prov No-Show A leg	Information provided by XXX does not match trip information in INsight. No where's my ride notes to determine about the time driver arrived to pick the member up. Educated member on Gas Reimbursement Program and Public Transist. Member applied for Public TraNsit for future transport.			Received response from provider, "According to our records for this trip, the member cancelled when the driver arrived. This member was scheduled for a 1:30pm pickup. The driver arrived at 2:12pm, which was still within the 1-hour window for pick-up. The driver was told upon arrival that she no longer needed transportation."	Provider response did not match trip information. One of three trips shows paid XXX. Member was educated on GR and PT options. Member request to apply for open door METS PT.	Provider response did not match trip information. One of three trips shows paid XXX. Member was educated on GR and PT options. Member request to apply for open door METS PT.	8/1/2019
3786			6/27/2019		7/22/2019	Driver Behavior	Reviewed a trip history provider was sending trips back 25 miles or less. Trip for 7/31/2019 provider per Dispatch Team Lead provider requested a special rate of 600.00. Lead advised trip was pull back from XXX due to trip being 100.00. Provider over charged.				Complainant was unreachable by phone. Review trip history provider request special rate and was sending member trips back. Provider did not respond to RFE.	Complainant was unreachable by phone. Review trip history provider request special rate and was sending member trips back. Provider did not respond to RFE.	8/2/2019
3787			7/22/2019		7/22/2019	Trip not assigned	Complainant has been unreachable. Due to excessive volume in the region, an additional dispatcher was added to help with the region.				Complainant has been unreachable. Due to excessive volume in the region, an additional dispatcher was added to help with the region.	Complainant has been unreachable. Due to excessive volume in the region, an additional dispatcher was added to help with the region.	7/25/2019
3789			7/22/2019		7/22/2019	Prov No-Show B leg	Provider should be aware that B legs are estimates and can run over plus the one hour window given to provider for returns. This is valid as provider accepted trip with an estimated p/u time too close to his closing time and was still responsible to return.			Member Leg B return was called in after operational hours. Driver name: XXX Faxed on 7/24/19 BY XXX	Provider should be aware that B legs are estimates and can run over plus the one hour window given to provider for returns. This is valid as provider accepted trip with an estimated p/u time too close to his closing time and was still responsible to return.	Provider should be aware that B legs are estimates and can run over plus the one hour window given to provider for returns. This is valid as provider accepted trip with an estimated p/u time too close to his closing time and was still responsible to return.	8/1/2019
3790			9/12/2018		7/23/2019	Trip not assigned	Dispatch agent states " trip was worked but was noted." Team Lead advised agent was coached and will monited agents notes moving forward. Member has one missed trip in 2019.				It was found member had one unassigned trip in 2019. Trip history shows a great improvement from 2018. Dispatch agent did not properly work the trip. Agent was coached and lead will monitored the agents work moving forward.	It was found member had one unassigned trip in 2019. Trip history shows a great improvement from 2018. Dispatch agent did not properly work the trip. Agent was coached and lead will monitored the agents work moving forward.	7/26/2019
3791			7/12/2019		7/23/2019	Prov No-Show B leg	Due to no response from provider, this is valid and has been turned over to Fraud, Waste, & Abuse since provider was paid for B leg.				Due to no response from provider, this is valid and has been turned over to Fraud, Waste, & Abuse since provider was paid for B leg.	Due to no response from provider, this is valid and has been turned over to Fraud, Waste, & Abuse since provider was paid for B leg.	8/5/2019
3792			7/30/2019		7/24/2019	Call Center Issue	Agent was coached and calls reviewed since this incident have had great improvement.				Agent was coached and calls reviewed since this incident have had great improvement.	Agent was coached and calls reviewed since this incident have had great improvement.	8/2/2019

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3797			7/25/2019		7/25/2019	Too long on vehicle	Provider advised driver was late due to an accident on the highway. Provider did not address the members being too long in the vehicle.			Received response from provider, "The Driver was late to the a leg and the b leg due to a highway being shut down because of a bad accident. Both the member and Southeast was notified of this delay. The member didn't talk to the owner she spoke with the Dispatcher who tried to explain to the member why they were late, but the member was upset and hung up the phone."	Provider advised driver was late due to an accident on the highway. Provider did not address the members being too long in the vehicle.	Provider advised driver was late due to an accident on the highway. Provider did not address the members being too long in the vehicle.	8/5/2019
3801			7/26/2019		7/26/2019	Trip not assigned	Due to no response from the call center and trip was unassigned but worked, this is valid.				Due to no response from the call center and trip was unassigned but worked, this is valid.	Due to no response from the call center and trip was unassigned but worked, this is valid.	8/3/2019
3802			7/26/2019		7/26/2019	Prov Late Sendback	Due to no response from provider and trip was sent back same day as appt., this is valid.				Due to no response from provider and trip was sent back same day as appt., this is valid.	Due to no response from provider and trip was sent back same day as appt., this is valid.	8/3/2019
3806			7/29/2019		7/29/2019	Driver Behavior	Driver has been coached according to provider response and this has been turned over to compliance to check the AC.			Received response from provider, "Portions of the interstate that would normally be used for this trip are currently closed for construction, so the drivers are avoiding taking that route in order to keep out of heavy traffic. This is resulting in drivers having to transport passengers along longer routes than usual. The driver has been spoken with about listening to music with passengers in the cab and that he needs to accommodate passengers' requests in regards to air, windows, music, speed, etc. Driver: XXX	Driver has been coached according to provider response and this has been turned over to compliance to check the AC.	Driver has been coached according to provider response and this has been turned over to compliance to check the AC.	8/6/2019
3808			7/29/2019		7/29/2019	Trip not assigned	Member has been added to the MCA list and dispatch is adding additional help for this area.				Member has been added to the MCA list and dispatch is adding additional help for this area.	Member has been added to the MCA list and dispatch is adding additional help for this area.	8/6/2019
3813			7/31/2019		7/30/2019	Driver Behavior	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	8/7/2019
3815			7/30/2019		7/31/2019	Prov Late Sendback	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	8/3/2019