

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: 6/28/19

Experience Period >> 05/01/19 - 05/31/19

(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
2991			5/1/2019		5/1/2019	Member Issue	The member admitted he threatened the provider during transport stating he would "blow his head off". Member informed Quality Assurance that he didn't mean it and apologized. The provider will no longer transport this member's Standing Orders – a new provider has been assigned to these SO's.				The member admitted he threatened the provider during transport stating he would "blow his head off". Member informed Quality Assurance that he didn't mean it and apologized. The provider will no longer transport this member's Standing Orders – a new provider has been assigned to these SO's.	The member admitted he threatened the provider during transport stating he would "blow his head off". Member informed Quality Assurance that he didn't mean it and apologized. The provider will no longer transport this member's Standing Orders – a new provider has been assigned to these SO's.	5/20/2019
2995			5/1/2019		5/1/2019	Prov Late - B Leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/22/2019
2996			5/1/2019		5/1/2019	Prov Late - B Leg	According to Calls reviewed, provider lied on RFE response and hadn't picked up member 2 hours after 1st return call.			Received response from provider XXX, "Member picked up @1635 Home @ 1659"	According to Calls reviewed, provider lied on RFE response and hadn't picked up member 2 hours after 1st return call.	According to Calls reviewed, provider lied on RFE response and hadn't picked up member 2 hours after 1st return call.	5/21/2019
3006			5/1/2019		5/2/2019	Prov Late - B Leg	Trip notes do not match provider response. Member did wait almost an hour before provider told agent they couldn't accommodate the B leg.			Received response from provider XXX on 5/22/2019, "This member called for their return at 7:35 PM, our driver arrived within the one hour window at 8:07 PM. Which then we were informed the member no longer needed their ride, we were too late. B leg return rides are always a will call, and we strive to get the members home as quickly as possible."	Trip notes do not match provider response. Member did wait almost an hour before provider told agent they couldn't accommodate the B leg.	Trip notes do not match provider response. Member did wait almost an hour before provider told agent they couldn't accommodate the B leg.	5/22/2019
3008			5/2/2019		5/2/2019	Driver Appearance	According to response from provider, corrective and disciplinary actions have been taken.			Received response to RFE from providerXXX on 5/6/2019: "We counselled driver on hygiene/cleanliness and he is going to make sure his van is clean and there are no hygiene issues. The panel on the one door had fallen off when another client slammed one door - our garage has made that repair. We also counselled driver that his spouse could not be riding with him and that was against company policy and was a violation with our brokers. Driver states wife was having some medical issues and that he took her with him so she wasn't at home alone. He will not do this again."	According to response from provider, corrective and disciplinary actions have been taken.	According to response from provider, corrective and disciplinary actions have been taken.	5/9/2019
3009			5/2/2019		5/2/2019	Vehicle Dirty	Provider did not provide a response. No details of cab number or driver name to located the exact vehicle. Compliance completed an inspection, vehicle passed inspection, and was found clean inside and out.				Compliance completed inspection and found vehicle was clean inside and out. Provider did not respond to RFE and no details were giving to locate the cab that transported the member on that day.	Compliance completed inspection and found vehicle was clean inside and out. Provider did not respond to RFE and no details were giving to locate the cab that transported the member on that day.	5/22/2019
3010			5/2/2019		5/2/2019	Prov Late - A Leg	Due to no response from provider and trip note from dispatch about provider having car trouble, this is valid.				Due to no response from provider and trip note from dispatch about provider having car trouble, this is valid.	Due to no response from provider and trip note from dispatch about provider having car trouble, this is valid.	5/23/2019
3014			5/1/2019		5/3/2019	Prov No-Show B leg	According to trip notes, provider had a flat tire and couldn't accommodate B leg.			Received response from provider XXX, "Thanks for your inquiry and please be advised that our driver had called the above mentioned member YYY and let her know that we are going to be late, but the member did not want to wait and left before our driver's arrival. Thanks and kind regards"	According to trip notes, provider had a flat tire and couldn't accommodate B leg.	According to trip notes, provider had a flat tire and couldn't accommodate B leg.	5/23/2019
3015			5/3/2019		5/3/2019	Rude Staff (non-CC)	Provider did not response. Member was educated on rider guidelines/pickup and delivery standards. Trip history shows member had XXX removed for the do not use list and was transport by this provider on 5/16/2019.				Provider did not response to RFE. Member was educated on rider guidelines, pickup and delivery standards for future trips.	Provider did not response to RFE. Member was educated on rider guidelines, pickup and delivery standards for future trips.	5/21/2019
3016			5/3/2019		5/3/2019	Prov No-Show A leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/23/2019

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3017			5/3/2019		5/3/2019	Prov Late - A Leg	Member called into Where's my ride several times for p/u ETA and provider never returned RFE.				Member called into Where's my ride several times for p/u ETA and provider never returned RFE.	Member called into Where's my ride several times for p/u ETA and provider never returned RFE.	5/28/2019
3019			5/4/2019		5/4/2019	Prov No-Show A leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/28/2019
3020			5/4/2019		5/6/2019	Driver Reckless	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.	5/31/2019
3021			5/6/2019		5/6/2019	Rude Staff (non-CC)	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/28/2019
3050			5/1/2019		5/6/2019	Prov Late - A Leg	Due to provider never returning RFE, this is valid.				Due to provider never returning RFE, this is valid.	Due to provider never returning RFE, this is valid.	5/23/2019
3061			4/26/2019		5/6/2019	Member No-Show	RFE never recieved from provider. Member stated he is sure XXX did not show up for transportation on this date.				RFE never recieved from provider . Member stated he is sure XXX did not show up for transportation on this date.	RFE never recieved from provider XXX. Member stated he is sure XXX did not show up for transportation on this date.	5/31/2019
3071			5/6/2019		5/6/2019	Prov No-Show A leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/31/2019
3072			5/6/2019		5/6/2019	Prov No-Show A leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/31/2019
3076			5/3/2019		5/8/2019	Prov No-Show A leg	History on Trip shows Seti sent trip to provider on 4/30/19 and provider never sent it back to us.			Received response from provider, " Trip was sent back to Set by dispatcher because we did not have an available driver."	History on Trip shows Seti sent trip to provider on 4/30/19 and provider never sent it back to us.	History on Trip shows Seti sent trip to provider on 4/30/19 and provider never sent it back to us.	5/31/2019
3077			5/7/2019		5/8/2019	Prov Late - A Leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	5/31/2019
3078			5/8/2019		5/8/2019	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.	5/31/2019
3079			5/8/2019		5/8/2019	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.	5/31/2019
3082			5/9/2019		5/9/2019	Prov No-Show A leg	Appt time was 1300 and trip notes show they called provider for ETA and were given 1307 which means the member would miss the appt.			Received response from provider XXX on 5/24/2019, " Member no show. Called member and told her we would be outside in 5 min, we arrived and called again three more times. Member said she was coming out the 1st time. Last two calls she didn't answer. We waited for her to come out for 10 min or more."	Appt time was 1300 and trip notes show they called provider for ETA and were given 1307 which means the member would miss the appt.	Appt time was 1300 and trip notes show they called provider for ETA and were given 1307 which means the member would miss the appt.	5/31/2019
3084			5/9/2019		5/9/2019	Prov Late - A Leg	Digital records showed driver was stuck in traffic in Plainfield so this is valid.			Received response from provider on 5/24/2019, "This trip occurred over two weeks ago, so the driver's memory is fuzzy as to exactly what happened. Based on her recollection and the digital records available, it appears that the driver got stuck in Plainfield on a return trip that ran late. Due to the distance that she had to cover to get to this member's pickup, she was running very late. She remembers calling once she realized how far behind she was, and speaking to the member's son. She thinks she contacted dispatch to let us know that she was not going to be able to get there on time to see if we could reroute another driver to the member, but she cannot be certain given how much time has passed."	Digital records showed driver was stuck in traffic in Plainfield so this is valid.	Digital records showed driver was stuck in traffic in Plainfield so this is valid.	5/31/2019
3085			5/9/2019		5/9/2019	Driver Reckless	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.	5/31/2019
3087			5/9/2019		5/10/2019	Prov No-Show A leg	Provider stated they were late so member cancelled.			Received response from provider " Due to high volume of trips we were late. Member cancelled."	Provider stated they were late so member cancelled.	Provider stated they were late so member cancelled.	5/31/2019
3088			5/11/2019		5/10/2019	Prov Late - A Leg	Due to provider not returning RFE, this is valid.				Due to provider not returning RFE, this is valid.	Due to provider not returning RFE, this is valid.	6/3/2019
3095			5/13/2019		5/13/2019	Prov Late Sendback	Due to no response from provider, this is valid.			Sent RFE to XXX. Waiting for response.	Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/3/2019

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3096			5/13/2019		5/13/2019	Prov No-Show A leg	Provider never sent the trip back like they believed, therefore this is valid.			Received response to RFE from provider XXX on 5/15/2019: "The trip was sent back into the portal last week. Upon arriving on 5/13/2019, this call was back on our portal. I explained that the trip was sent back to us without it being approved by anyone in our dispatch center. We do not provide wheelchair services in the LaPorte County."	Provider never sent the trip back like they believed, therefore this is valid.	Provider never sent the trip back like they believed, therefore this is valid.	6/3/2019
3098			5/10/2019		5/13/2019	Call Center Issue	Due to no response from call center, this is valid.				Due to no response from call center, this is valid.	Due to no response from call center, this is valid.	6/3/2019
3101			5/11/2019		5/13/2019	Trip not assigned	Unable to find call of verbal acceptance and no response from call center makes this valid.				Unable to find call of verbal acceptance and no response from call center makes this valid.	Unable to find call of verbal acceptance and no response from call center makes this valid.	6/3/2019
3103			5/17/2019		5/14/2019	Prov Late - B 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.	6/3/2019
3104			5/13/2019		5/14/2019	Website Complaint	Member does have unassigned trips to Crown Pointe. All other trips are being assigned to a provider. Reviewed trip history member was transport to Crown Point area by XXX transport in the past. Unassigned trips- XXX was not contacted prior to the day before appointment. Added XXX as Preferred provider for dispatching purpose. Member does not had a preferred provider.				Member does have unassigned trips to Crown Point. All other trips are being assigned to a provider. Added a preferred provider due to this provider transporting this member to Crown Point area in the pass.	Member does have unassigned trips to Crown Point. All other trips are being assigned to a provider. Added a preferred provider due to this provider transporting this member to Crown Point area in the pass.	5/28/2019
3105			5/13/2019		5/14/2019	Website Complaint	According to trip notes, it appears both member called in and then provider called in about not being able to pick member up.				According to trip notes, it appears both member called in and then provider called in about not being able to pick member up.	According to trip notes, it appears both member called in and then provider called in about not being able to pick member up.	6/4/2019
3106			5/14/2019		5/14/2019	Website Complaint	Call Center believes trip was not worked due to system error that did not allow agents to populate for the trip to be worked. The member was added to MCA report due to the member living in a county with no providers. Dispatch team has been notified all trips must be worked, agents must reach out to providers in the surrounding counties to secure transportation.				The member trip was not worked. Call Center dispatch team was made aware of the dispatch error and result. All dispatchers are trained to reach out to providers in the surrounding counties to secure transportation for the member's with no providers within their residentially county. Member was added to MCA report to assure trips are being worked in a timely manner.	The member trip was not worked. Call Center dispatch team was made aware of the dispatch error and result. All dispatchers are trained to reach out to providers in the surrounding counties to secure transportation for the member's with no providers within their residentially county. Member was added to MCA report to assure trips are being worked in a timely manner.	6/4/2019
3110			5/14/2019		5/15/2019	Vehicle Condition	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.	6/7/2019
3112			5/15/2019		5/15/2019	Trip not assigned	Trip was not worked notes states No providers in the county however dispatch did not reach out to providers in the surrounding counties to try and secure transportation. As result member missed appt. Member was added to MCA list to assure trips are worked properly.				Member missed appointment due to dispatch error. Member was added to MCA report to assure trips are being worked correctly.	Member missed appointment due to dispatch error. Member was added to MCA report to assure trips are being worked correctly.	6/4/2019
3115			5/15/2019		5/15/2019	Accident	Member was hospitalized due to the member not being properly restraint for wheelchair ride. XXX is no longer active to transport in network.			Received response to RFE from provider XXX on 5/17/2019: "During transport of YYY from her doctor appointment @ 1115 Ronald Regan Parkway, member was injured due to hitting floor when driver made sudden stop. YYY hit her head while inside of the vehicle causing her to receive a cut. Driver contacted office and was instructed to take member back to IU West hospital to be examined. When assessed @ the time, driver did not deem it necessary to call for ambulance with the close proximity to hospital, driver just returned member to ER. Driver used shoulder strap with transport, driver forgot to use lap belt."	Driver with did not properly restraint member for wheelchair for wheelchair ride. Member was hospitalized due to driver actions. Provider no longer active in network.	Driver with XXX did not properly restraint member for wheelchair for wheelchair ride. Member was hospitalized due to driver actions. Provider no longer active in network.	6/4/2019
3118			5/15/2019		5/16/2019	Prov No-Show B leg	Due to provider XXX not returning RFE, this is valid.				Due to provider XXX not returning RFE, this is valid.	Due to provider XXX not returning RFE, this is valid.	6/4/2019

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3119			5/14/2019		5/16/2019	Prov No-Show A leg	Reviewed Provider Manifest Portal for XXX. Manifest show member listed for scheduled ride and one cancelled trip not related to the member's trip. Provider did not show up for transport and did not send the trip back in a timely manner.			Received response to RFE from provider on 5/17/2019: "This trip was not assigned to XXX. See attached manifest from SET verifying this statement. Also, verified through leg search which resulted in invalid search. See attached."	Trip was sent to provider in timely manner. Provider did not show up for transport as scheduled. As result member missed appointment. Provider was made aware error to prevent provider from future no shows.	Trip was sent to provider in timely manner. Provider did not show up for transport as scheduled. As result member missed appointment. Provider was made aware error to prevent provider from future no shows.	6/4/2019
3120			5/16/2019		5/16/2019	Website Complaint	Provider stopped taking trips on 4/3/2019 and was inactive in network on 4/7/2019. Member was not educated correctly on provider options. Call was reviewed and agent was received verbal warning and coaching on the proper way to deescalate a call. Provider was contacted by the member was provider did not educate member on XXX inactive status at the time of trip.				Agent and preferred provider missed informed member on trip securement. Preferred provider was inactive at the time trip was scheduled and was inactive on appointment date. Agent received verbal warning and coaching on proper way to deescalate calls.	Agent and preferred provider missed informed member on trip securement. Preferred provider was inactive at the time trip was scheduled and was inactive on appointment date. Agent received verbal warning and coaching on proper way to deescalate calls.	6/4/2019
3124			5/17/2019		5/17/2019	Member Issue	Member did admit to saying racial remark, which makes this valid.				Member did admit to saying racial remark, which makes this valid.	Member did admit to saying racial remark, which makes this valid.	5/17/2019
3131			5/21/2019		5/21/2019	Website Complaint	Member has been added to MCA list for 5 missed trips in the past 3 months.				Member has been added to MCA list for 5 missed trips in the past 3 months.	Member has been added to MCA list for 5 missed trips in the past 3 months.	6/4/2019
3133			5/21/2019		5/21/2019	Prov Late Sendback	Provider sent the trip back the night before therefore their response that the driver was delayed due to a longer appointment is not true.			Received response from provider on 6/3/2019, "The driver assigned was delayed with by a member who's appointment was longer and was not going to be able to get to the member in time. The dispatcher did not have another driver to dispatch. The dispatcher did attempt to reach the member with no success."	Provider sent the trip back the night before therefore their response that the driver was delayed due to a longer appointment is not true.	Provider sent the trip back the night before therefore their response that the driver was delayed due to a longer appointment is not true.	6/3/2019
3159			5/21/2019		5/22/2019	Driver Behavior	Dr. office verified member was seen at her appt. and Hardee's manager verified member doesn't work there. Due to provider lying on RFE, this is valid.			Received response from provider " The driver was at the 1633 N. Capitol Ave. location forthe member's pickup. The member was over at Hardee's when the driver arrived. We were informed by the driver that took the member on the a leg and the driver that picked her up that she had on a Hardee's uniform. The driver for the a leg stated that the member did not enter the 1633 building when he dropped her, but that she walked over to Hardee's when she got out of the cab."	Dr. office verified member was seen at her appt. and Hardee's manager verified member doesn't work there. Due to provider lying on RFE, this is valid.	Dr. office verified member was seen at her appt. and Hardee's manager verified member doesn't work there. Due to provider lying on RFE, this is valid.	5/31/2019
3183			5/22/2019		5/22/2019	Member Issue	Member was educated on who to schedule transportation NEMT with and scheduling time frame.				Member was educated on who to schedule transportation NEMT with and scheduling time frame. Provider agreed to notify SETI if member's behavior continues.	Member was educated on who to schedule transportation NEMT with and scheduling time frame. Provider agreed to notify SETI if member's behavior continues.	6/7/2019
3185			5/20/2019		5/22/2019	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.	6/4/2019
3191			5/21/2019		5/22/2019	SETI Staff	No records or notes found that call center advised of unsecure transport.				No records or notes found that call center advised of unsecure transport.	No records or notes found that call center advised of unsecure transport.	6/5/2019
3193			5/22/2019		5/22/2019	SETI Staff	On this particular trip, there is no record of a call back being made to the facility.				On this particular trip, there is no record of a call back being made to the facility.	On this particular trip, there is no record of a call back being made to the facility.	6/6/2019
3230			5/16/2019		5/22/2019	Vehicle Condition	Per provider, driver admitted he has let go on the cleanliness of vehicle and provier will be bringing it into their facility to get cleanliness back in order.			Received response from provider on 6/3/2019, "I spoke to the driver about vehicle cleanliness. He did admit he hadn't been feeling well and has neglected taking care of the inside of his vehicle. Driver states he will get it cleaned up. It is our policy for all drivers to maintain their vehicles. The vehicle will be brought into our facility to be cleaned at the driver's expense." Driver name: XXX	Per provider, driver admitted he has let go on the cleanliness of vehicle and provier will be bringing it into their facility to get cleanliness back in order.	Per provider, driver admitted he has let go on the cleanliness of vehicle and provier will be bringing it into their facility to get cleanliness back in order.	6/3/2019
3266			5/22/2019		5/23/2019	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.	6/5/2019
3267			5/23/2019		5/23/2019	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.	6/8/2019

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3270			5/23/2019		5/23/2019	Prov Late Sendback	Provider had driver call off and unable to cover trip.			Received response from provider XXX, "While working on our schedule for the following day, one of the drivers called in sick for the next day. I did not have another driver to cover the trip.	Provider had driver call off and unable to cover trip.	Provider had driver call off and unable to cover trip.	6/4/2019
3278			5/9/2019		5/23/2019	Prov Late - B Leg	Left voicemail educating member on proper cancellation process.				Left voicemail educating member on proper cancellation process.	Left voicemail educating member on proper cancellation process.	6/8/2019
3430			5/24/2019		5/24/2019	Prov Late Sendback	Provider sent the trip back 1 hour before the trip.			Received call from provider XXX, stated they are having issued faxing the RFE back over to us for this member. Gave personal phone number in case we do not receive RFE by tomorrow morning 06/07 stated he will drive down personally to bring the RFE. 317-339-7191.	Provider sent the trip back 1 hour before the trip.	Provider sent the trip back 1 hour before the trip.	6/11/2019
3433			5/28/2019		5/28/2019	Website Complaint	SSR team was in process of finding a new provider and this trip didn't get assigned.				SSR team was in process of finding a new provider and this trip didn't get assigned.	SSR team was in process of finding a new provider and this trip didn't get assigned.	6/6/2019
3435			5/28/2019		5/28/2019	Prov No-Show A leg	Where's my ride note entered on 5/28/2019 at 1440. Appt. time was 1400 with a p/u time of 1315.				Where's my ride note entered on 5/28/2019 at 1440. Appt. time was 1400 with a p/u time of 1315.	Where's my ride note entered on 5/28/2019 at 1440. Appt. time was 1400 with a p/u time of 1315.	6/7/2019
3476			5/28/2019		5/30/2019	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.	6/11/2019
3495			5/30/2019		5/30/2019	Hlthcare Prov. Issue	Leg A still dispatched but Leg B is paid. Trip notes show provider didn't come back for p/u on the A Leg as provider response leads to believe.			Received response from provider XXX on 6/7/2019, "The driver was not there at 8:45. He called the member's girlfriend at 8:45 (as communication is with her and not with the member directly). He asked her if he can pick-up the member at 9:50 which is 25 minutes earlier than the appointment in order to secure it but she refused. He tried to explain again that he might be a little bit late if he will not pick him up early. She refused again."	Leg A still dispatched but Leg B is paid. Trip notes show provider didn't come back for p/u on the A Leg as provider response leads to believe.	Leg A still dispatched but Leg B is paid. Trip notes show provider didn't come back for p/u on the A Leg as provider response leads to believe.	6/8/2019
3497			5/30/2019		5/30/2019	Prov Late - B Leg	Due to internal miscommunication, driver was not sent right away for pick up.				Due to internal miscommunication, driver was not sent right away for pick up.	Due to internal miscommunication, driver was not sent right away for pick up.	6/11/2019