

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

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Experience Period >> 05/01/20-05/31/20

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
5271			5/4/2020 4:30:00 AM		5/4/2020 1:57:00 PM	Driver Behavior	XXX, member, called for a return ride. Also XXX stated that when she was riding with the driver early this morning to her dialysis appointment the driver was speeding on the road too fast. Also the member said that driver quoted, "I can't speak English." XXX, member, believes that the driver probably didn't get enough sleep last night. XXX said that she would rather ride with YYY for the rest of her dialysis appointments and other appointments.		Provider states driver wasn't sleepy but they did warn him about speeding. Sent to compliance to note warning on driver profile.	Provider states driver wasn't sleepy but they did warn him about speeding. Sent to compliance to note warning on driver profile.	Y	Provider states driver wasn't sleepy but they did warn him about speeding. Sent to compliance to note warning on driver profile.	5/11/2020
5273			5/5/2020 6:48:00 PM		5/6/2020 12:54:00 AM	Incident	XXX Accepted this hospital discharge and picked up Member YYY. YYY had a sack with some food that he had brought from the facility with him. He asked if he could eat his food and the provider said yes. They were about an hour outside of Indianapolis and YYY started coughing and then started gagging. The Provider pulled over and then YYY Started spitting up blood. YYY had swallowed the fork that was inside his bag. The Provider called the Ambulance and they rushed YYY to the ER. The Provider then went back home.		Member has been unreachable. Investigation was turned over to compliance.	Member has been unreachable. Investigation was turned over to compliance.	Y	Member has been unreachable. Investigation was turned over to compliance.	5/13/2020
5276			5/9/2020 8:30:00 AM		5/11/2020 1:55:00 PM	Member Issue	QA received email from XXX at YYY: YYY transported ZZZ on Friday May 8, for the first time. ZZZ was rude and disrespectful to the driver. I would of let that go, but when we transported her on Saturday we had more clients in vehicle with her. She was rude and disrespectful to other clients and to the driver. ZZZ informed driver that she only wanted to be taken solo so we could take her to get a drink and sometimes be taken to the grocery store, just like AAA does for her. I tried to call her to explain to her that we are only to take her to her appointment and back and that this is a ride share program. There was no answer and can not leave a voice mail. Not sure why the drivers for AAA would take clients to grocery store? When they transport clients to place that are not allowed, clients expect all companies to do this for them. Thanks, XXX YYY BBB ###-###-####		Unable to reach member for education but rider guidelines were sent to member.	Unable to reach member for education but rider guidelines were sent to member.	Y	Unable to reach member for education but rider guidelines were sent to member.	5/15/2020
5278			5/12/2020 10:40:00 AM		5/12/2020 3:33:00 PM	Accident (veh. only)	Nurse called to say that she got a call from the member parent saying that he was in a car accident when being transported to dialysis. Called provider he informed me that the driver had a fender bender. Provider is sending another car to get member.		Vehicle has been C&D pending re-inspection once repaired. Will require the driver to attend remedial incident reporting procedure training.	Vehicle has been C&D pending re-inspection once repaired. Will require the driver to attend remedial incident reporting procedure training.	Y	Vehicle has been C&D pending re-inspection once repaired. Will require the driver to attend remedial incident reporting procedure training.	5/19/2020
5282			3/12/2020 7:45:00 AM		5/14/2020 1:51:00 PM	Incident	Compliance Manager received an incident report on 5/13/20: Date of Incident: 3/12/20 Time of Incident: at drop off Description of Incident: Driver informed me that member placed foot in front end of lift. Member yelled "my toe" so driver stopped lift from the front of vehicle and wrote incident report with nursing home. I offered to have driver take her to hospital to get toe checked out but nursing home director declined, said they examined her.		This has been turned over to compliance for any further investigation and action, as well as state reporting.	This has been turned over to compliance for any further investigation and action, as well as state reporting.	Y	This has been turned over to compliance for any further investigation and action, as well as state reporting.	5/20/2020
5289			5/15/2020 8:15:00 AM		5/18/2020 12:57:00 PM	Incident - W/C	Received incident report from XXX stating, "Client was unsecured from van, put on lift, lift was lowered to the ground, client was backing off the lift and turned to fast and caused wc to flip over on side, driver called 911, kept pt still until 911 YYY arrived on scene and took care of client."		I never received a response or call back from facility. This has been turned over to compliance for further investigation.	I never received a response or call back from facility. This has been turned over to compliance for further investigation.	Y	I never received a response or call back from facility. This has been turned over to compliance for further investigation.	5/28/2020
5290			5/15/2020 11:00:00 AM		5/18/2020 1:50:00 PM	Incident - W/C	Received incident report from XXX driver: YYY was loading onto my lift of my transportation van and she had no shoes on or leg rests. Her sock got caught on the lift grates and sliced her toe.		Driver counseled and all XXX drivers talked to regarding how to handle a similar situation in the future. Executive director ZZZ of AAA spoke with member about wearing shoes and having footrests on W/C when leaving facility in the future. This has been turned over to Compliance for any further investigation.	Driver counseled and all XXX drivers talked to regarding how to handle a similar situation in the future. Executive director ZZZ of AAA spoke with member about wearing shoes and having footrests on W/C when leaving facility in the future. This has been turned over to Compliance for any further investigation.	Y	Driver counseled and all XXX drivers talked to regarding how to handle a similar situation in the future. This has been turned over to Compliance for any further investigation.	5/28/2020
5292			5/18/2020 8:45:00 AM		5/19/2020 1:48:00 PM	Driver Behavior	Mbr stated she had on her maskand gloves. The driver did not have on mask or gloves and was having a really nasty hacking cough. Driver stated he didnt understand why everyone one was wearing mask This is no worst than the flu everyone is just over reacting. Mbr also stated car smelled of smoke and was really filthy.Mbr does not what to ride with this service anymore.		Due to no response from provider, this is valid. Provider added to member's DNU list.	Due to no response from provider, this is valid. Provider added to member's DNU list.	Y	Due to no response from provider, this is valid. Provider added to member's DNU list.	5/28/2020

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5296			5/24/2020 8:00:00 AM		5/24/2020 12:57:00 PM	Prov No-Show A leg	Member stated that the provider did not show up, did not notify as well. There is a note to say to call upon arrival, member stated that she checked her call logs just to make sure that no one called. She also stated that there is security on the premises and they checked their camera and it showed where no one showed up to her residence.		Provider states they are closed on Sundays. However, provider requested this trip so this is valid.	Provider states they are closed on Sundays. However, provider requested this trip so this is valid.	Y	Provider states they are closed on Sundays. However, provider requested this trip so this is valid.	5/29/2020
5298			5/27/2020 6:02:15 PM		5/27/2020 10:17:00 PM	Incident	When XXX arrived to get YYY from Dialysis. Provider put the stool out so member could get into the vehicle. When the member was getting up on the stool members leg gave way and YYYdropped down and in the process she hit her leg on the step. Her Leg was bruised and XXX ask YYY if she wanted medical Attention and she stated she would just go home and prop up her leg.		Member never returned calls to QA. This has been turned over to compliance for futher investigation.	Member never returned calls to QA. This has been turned over to compliance for futher investigation.	Y	Member never returned calls to QA. This has been turned over to compliance for futher investigation.	6/2/2020
5302			5/29/2020 7:30:00 AM		5/29/2020 6:08:00 PM	Vehicle Condition	Received email from nurse: Hello, XXX informed me today that the transportation vehicle does not currently have AC and it was very hot inside the van. This made XXX uncomfortable and made him feel short of breath. Is there any way we could get a new provider for this patient, or have the current provider use a different van, get AC fixed, etc.? Thank you!		Provider states AC does work but this was a newer driver that hadn't driven this particular vehicle before. Provider will show driver how to work the AC. This has been turned over to compliance as they are still running spot checks on provider's vehicles.	Provider states AC does work but this was a newer driver that hadn't driven this particular vehicle before. Provider will show driver how to work the AC. This has been turned over to compliance as they are still running spot checks on provider's vehicles.	Y	Provider states AC does work but this was a newer driver that hadn't driven this particular vehicle before. Provider will show driver how to work the AC. This has been turned over to compliance as they are still running spot checks on provider's vehicles.	6/3/2020