

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

Broker Name: Southeastrans  
Version: 2020.01  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Special Instructions: Broker may add more lines to this report if needed. Please highlight added lines yellow.

# of Complaints		59
# of Complaints Substantiated		32
% of Complaints Substantiated?		54%

Experience Period >> 11/01/2020 - 11/30/2020

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 NEMT Provider	Provider Response	Findings	Substantiated (Y or N)	SET Action	Date Resolved
			10/30/2020		11/2/2020	Prov No-Show A leg	Mbr was supposed to be picked up on friday, but no one showed up. When individual called driver they said that he wasn't on their manifest.		Trip was dispatched on 10/27/20 and should have appeared on their 10/28 manifest. Sent response to provider to investigate if there is an issue with their portal.	Trip was dispatched on 10/27/20 and should have appeared on their 10/28 manifest. Sent response to provider to investigate if there is an issue with their portal.	N	Trip was dispatched on 10/27/20 and should have appeared on their 10/28 manifest. Sent response to provider to investigate if there is an issue with their portal.	11/13/2020
			10/24/2020		11/2/2020	Incident - W/C	Mbr states that she was not secured in the van in wheelchair and rolled around in back as driver continued to drive.		MY DRIVER DENIES THESE EVENTS OCCURRED. I AM OPEN TO MY DRIVER TAKING REMEDIAL. WHEELCHAIR SECUREMENT TRAINING, BUT DO NOT THINK I SHOULD BE LIQUIDATED FOR THIS.	Driver is required to attend remedial securement. Provider denies this occurred.	Y	Driver is required to attend remedial securement. Provider denies this occurred.	11/16/2020
			11/2/2020		11/2/2020	Driver Reckless	Mbr states driver was speeding and almost hit two vehicles. Does not want to ride with provider.		After investigating and talking to the driver, the driver had the hand - free earbuds on. It was reiterated to the driver the company policy of no phone usage while driving and safety guidelines are our first goal. It was documented in the driver's file as a write-up! Our company's goal is safety and customer's satisfaction.	Provider has reminded driver of their phone usage policy and given driver a write up.	Y	Provider has reminded driver of their phone usage policy and given driver a write up.	11/16/2020
			11/3/2020		11/3/2020	Driver Reckless	Son of mbr states mbr complained the driver was driving too fast, failed to buckle the member up, and drove over many bumps. He did not want the same driver picking up his mother today.		Driver states she watched member buckle up after member refused help. Son states she always needs help and told him driver didn't help. Driver wasn't speeding. Permanent manifest note added for assistance with seat belt.	Driver states she watched member buckle up after member refused help. Son states she always needs help and told him driver didn't help. Driver wasn't speeding. Permanent manifest note added for assistance with seat belt.	N	Driver states she watched member buckle up after member refused help. Son states she always needs help and told him driver didn't help. Driver wasn't speeding. Permanent manifest note added for assistance with seat belt.	11/17/2020
			11/4/2020		11/3/2020	Call Center Issue	Mbr complained of last min update on trips and not having transportation.			Provided facility their FOM contact info and advised of facility portal and member portal to help them get updates without waiting on calls or having to call into CC.	N	Provided facility their FOM contact info and advised of facility portal and member portal to help them get updates without waiting on calls or having to call into CC.	11/17/2020
			11/3/2020		11/3/2020	Incident	Upon exiting home member fell, grandson helped member up and into the vehicle. Member appears to be fine.		Upon exiting his home the client fell. A young man was standing at the door and driver had just exited the vehicle. The youngman then exited the home and assisted the member up from his lawn. Driver did not even have the chance to greet the client before he fell.	This has been turned over to compliance for any further investigation but member states he is ok.	Y	This has been turned over to compliance for any further investigation but member states he is ok.	11/9/2020
			11/3/2020		11/4/2020	Prov Late - B Leg	Provider late for pickup.		Due to no response from provider, this is valid and escalated to PRM.	Due to no response from provider, this is valid and escalated to PRM.	Y	Due to no response from provider, this is valid.	11/17/2020
			11/3/2020		11/4/2020	Call Center Issue	Mbr states agent from Southeastrans told her next time they set up a ride the members dad better be waiting or he wont have a ride.			Unable to confirm via call recording.	N	Unable to confirm via call recording.	11/18/2020
			11/4/2020		11/4/2020	Prov Late - A Leg	Provider was late.		Provider states they took member but didn't say what time.	Mbr was transported arrived to appointment late.	Y	Mbr was transported arrived to appointment late.	11/18/2020
			11/5/2020		11/5/2020	Prov No-Show A leg	Provider no show.		Provider sent trip back because ther was no SR. Asked if provider requested SR indicated no. Escalated to PRM for education	Issue sent to PRM to follow up with provider.	Y	Issue sent to PRM to follow up with provider.	11/11/2020
			11/2/2020		11/5/2020	Driver Behavior	Nurse complained driver lacked empath and sympathy for member.		Provider's Response/Explanation: We are so sorry for this kind a behavior for our driver, we called driver to our office and he has been given a warning that if we receive any other complaint for him we will have to let him go. Faxed to Southeastrans on:11/6/20	Provider addressed with driver.	Y	Provider addressed with driver.	11/6/2020

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			11/4/2020		11/5/2020	Prov Late - B Leg	Provider was late picking up mbr.		Provider's Response/Explanation: Member trip was called in at 6:02pm. We were quite busy at that time. Our driver arrived at 6:57pm, which is within 1 hour of the time we received the trip.	Provider's Response/Explanation: Member trip was called in at 6:02pm. We were quite busy at that time. Our driver arrived at 6:57pm, which is within 1 hour of the time we received the trip.	N	Provider's Response/Explanation: Members trip was called in at 6:02pm. We were quite busy at that time. Our driver arrived at 6:57pm, which is within 1 hour of the time we received the trip.	11/6/2020
			11/5/2020		11/5/2020	Dispatch Error	Mbr social worker stating the right van accommodation was not sent.		Trip was booked as a W/C and a W/C provider requested the trip and sent a W/C van.	Trip was booked as a W/C and a W/C provider requested the trip and sent a W/C van.	N	Trip was booked as a W/C and a W/C provider requested the trip and sent a W/C van.	11/6/2020
			10/30/2020		11/5/2020	Trip not assigned	Provider no show.			FOM will follow up with SW. Trip was thoroughly worked.	N	FOM will follow up with SW. Trip was thoroughly worked.	11/6/2020
			11/6/2020		11/6/2020	Prov No-Show A leg	Provider no show.		Provider states he called the mbr prior to arriving to advise they were on the way and door was open upon arrival but member never came out and didn't answer the phone.	Member states she was at the door and never saw them pull up.	N	Member states she was at the door and never saw them pull up.	11/20/2020
			10/29/2020		11/6/2020	Prov No-Show A leg	Mbr stated driver called and said he couldn't find Crown Plaza and wouldn't be coming. Member said they received a bill for transport.		Driver became lost finding the members location. Driver called the member multiple times with no answer. The member called the drivers phone about 45 minutes later, however it was too late for that particular driver to go back. I tried to look for another driver, but all drivers were busy at the time. WE DID NOT SEND THIS MEMBER A BILL.	Provider added to mbr DNU list.	Y	Provider added to mbr DNU list.	11/18/2020
			11/4/2020		11/9/2020	Prov No-Show B leg	Mbr states provider was late to pick up and did not show up for B leg.		Provider states driver late on A leg but never got return call and called member after 2 hours (about 1pm) and was hung up on.	Provider added to mbr DNU list.	Y	Provider added to mbr DNU list.	11/12/2020
			11/10/2020		11/9/2020	Trip not assigned	Mbr received automated call.			Trip was dispatched to a provider after IQ entered.	N	Trip was dispatched to a provider after IQ entered.	11/11/2020
			11/9/2020		11/9/2020	Provider Error	Provider no show.		Provider did not see trip on manifest.	Trip was assigned 4 days prior and should have shown on their manifest. Escalated to PRM	Y	Trip was assigned 4 days prior and should have shown on their manifest. Escalated to PRM	11/23/2020
			9/1/2020		11/9/2020	Prov Late - A Leg	Mbr Late to appointment		Driver was new and still getting familiar with area.	Driver was new and still getting familiar with area.	N	Driver was new and still getting familiar with area.	11/23/2020
			11/6/2020		11/9/2020	Prov Late - A Leg	Provider was late.		Outstanding RFE	Due to no response from provider, this is valid. Provider is currently not in network.	Y	Due to no response from provider, this is valid. Provider is currently not in network.	11/23/2020
			11/10/2020		11/10/2020	Trip not assigned	Trip not assigned.			No response from complainant. Trip was thoroughly worked. No providers were able to accommodate	N	No response from complainant. Trip was thoroughly worked. No providers were able to accommodate	11/24/2020
			11/10/2020		11/10/2020	Trip not assigned	Provider did not show.		Trip had to be sent back the day before due to short on drivers due to national emergency. No other providers were able to accommodate.	Trip had to be sent back the day before due to short on drivers due to national emergency. No other providers were able to accommodate.	N	Trip had to be sent back the day before due to short on drivers due to national emergency. No other providers were able to accommodate.	11/17/2020
			11/4/2020		11/10/2020	Prov No-Show B leg	Provider no show on B leg.		Outstanding RFE	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/24/2020
			10/26/2020		11/10/2020	Rude Staff (non-CC)	Nurse was swearing at the driver calling the driver various names.			Facility Outreach contacted the facility administrator who will address the incident.	Y	Facility administrator will be addressing Nurse behavior towards driver and verify member's mobility.	11/12/2020
			11/10/2020		11/10/2020	Driver Behavior	Mbr stated the driver was on the phone, not wearing a mask and the vehicle was dirty.		Outstanding RFE	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/24/2020
			11/10/2020		11/11/2020	Driver Behavior	Facility indicated Provider arrived. Patient had to use restroom unexpectedly. Driver calls and states via phone "Where is she it's not my job to come get the patient." Patient was brought to van. Nurses said that driver was very rude and a few mins later they received a call from same driver stating he couldn't find the destination so he brought member back.		Outstanding RFE	FOM followed up with complainant. Provider has not responded to RFE and is no longer in the network.	Y	FOM followed up with complainant. Provider has not responded to RFE and is no longer in the network.	11/24/2020
			11/12/2020		11/12/2020	Call Center Issue	Mbr states she didn't receive a call notifying of unsecure transport. Mbr stated an agent told her she couldn't file a complaint.			Reviewed calls and sent to CC management for coaching.	Y	Reviewed calls and sent to CC management for coaching.	11/24/2020
			11/13/2020		11/13/2020	Prov No-Show A leg	Mbr stated she been outside since 8:00am and nobody has been out there.		Provider indicated they arrived 15 mins early and waited 30 minutes.	Provider and SETI both called member and got no response. Provider waited 15 mins past the p/u time so this is invalid.	N	Provider and SETI both called member and got no response. Provider waited 15 mins past the p/u time so this is invalid.	11/25/2020



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			11/19/2020	11/19/2020	Prov No-Show A leg	Provider No show		Received response from provider: Client is scheduled for a pick up with provider for 815 for a 930 appointment. members pickup time is sheeduled between 850 - 910. 11/12 was members first time riding with us the driver arrived late and he had already left. 11/17 - computer program error. Program did not transfer his standing order to be dispatched to the driver. I spoke to him, his wife, his pastor and provider from the dialysis center for over an hour and a half. 11/19 Driver arrived at 0850 for scheduled pick up and a little girl came out from accross the street and said an ambulance took him.	Driver was late on 11/12 and then 11/17 provider had a program error that did not transfer the S/O to be dispatched.	Y	Driver was late on 11/12 and then 11/17 provider had a program error that did not transfer the S/O to be dispatched.	12/2/2020
			11/19/2020	11/19/2020	Prov No-Show A leg	Provider No show		Provider indicated they notified the nursing home 11/10 was last day without a provider authorization.	Split S/O has been fully assigned to another provider. Provider advised that the NH told them they were no longer transporting as of 11/12/20 so they didn't have this trip on their schedule.	N	Split S/O has been fully assigned to another provider. Provider advised that the NH told them they were no longer transporting as of 11/12/20 so they didn't have this trip on their schedule.	11/25/2020
			12/3/2020	11/19/2020	Prov No-Show B leg	SW states that pick on the standing order has been spotty.			Trip notes validate complaint.	Y	Trip notes validate complaint.	12/4/2020
			11/20/2020	11/20/2020	Driver Behavior	Admin reported a sexual harassment complaint against driver. Admin states on the way to member's appt. driver kept telling her she was beautiful and trying to grab her hand to try to put it in his lap. Then on the way back from the appointment, driver kept stopping at random places like gas stations and parking lots as though he was looking for a secluded area. He pulled into a parking garage and member txt another resident 911 asking for help. After stopping in the parking garage, driver started touching member's breasts, grabbed her hand and placed it on his privates, and grabbed her by the back of her head and forcefully kissed her. He stroked himself on top of his clothes several times as well. Member told driver he had to take her back to facility immediately and the nurse kept calling her wondering where she was so driver finally took her back. Driver's cell is #####. Made member very uncomfortable. Would like to file a police report.	Provider's Response/Explanation: We investigated that complain in spite we are sure that this did not happen due to several reasons some of them: - 1-We asked the driver and he said that this never happened. 2- Usually the member sits in the back. 3-the trip was 1.3 miles. 4-the trip was 15 minutes from pick-up to drop-off time. 5-All our drivers have a good reputation and never had this problem for the last 2 years.	Driver has been banned from our network pending outcome of Evansville Police Department investigation.	N	Driver has been banned from our network pending outcome of Evansville Police Department investigation.	12/2/2020	
			11/18/2020	11/20/2020	Trip not assigned	***State Complaint***Wife called and left vm stating that her husband has a SO and was not picked up Monday, Wednesday, and Friday. They had to pay 40 dollars out of pocket to pay for transportation.	Correct trip ID is ##### and it was worked but no provider was able to accommodate 11/18/20 trip. Provider completed 11/16/20 and Orange County completed 11/20/20.	Correct trip ID is ##### and it was worked but no provider was able to accommodate 11/18/20 trip. Provider completed 11/16/20 and Orange County completed 11/20/20.	N	Correct trip ID is ##### and it was worked but no provider was able to accommodate 11/18/20 trip. Provider completed 11/16/20 and Orange County completed 11/20/20.	11/25/2020	
			11/20/2020	11/20/2020	Prov Late - A Leg	Caregiver state that My mothers keeper has caused mbr to be late for several appointments- Caregiver said mbr has missed 2 appointments because the provider did not show up ontime. Caregiver phone number -#####	Called Complainant and left vm informing them about the vehicle issue, apologized for the issue and left QA number.	Called Complainant and left vm informing them about the vehicle issue, apologized for the issue and left QA number.	Y	Called Complainant and left vm informing them about the vehicle issue, apologized for the issue and left QA number.	12/3/2020	
			11/20/2020	11/20/2020	Prov Late - A Leg	Caregiver state that My mothers keeper has caused mbr to be late for several appointments- Caregiver said mbr has missed 2 appointments because the provider did not show up ontime. Caregiver phone number -#####	Received response from provider: Vehicle blowout and SETI was notified of delay. This member hasn't bee late to appt. because of us and if so this first trip. All other trips were other provider.	Received response from provider: Vehicle blowout and SETI was notified of delay. This member hasn't bee late to appt. because of us and if so this first trip. All other trips were other provider.	Y	Received response from provider: Vehicle blowout and SETI was notified of delay. This member hasn't bee late to appt. because of us and if so this first trip. All other trips were other provider.	12/3/2020	
			11/23/2020	11/23/2020	Prov No-Show A leg	Nursing home called to see where mbrs ride was, I called the provider 3 times, and it went straight to VM each time. Pickup time was 5:53am, and nurse called around 6:02am, provider never answers their phone before 7am, and its caused a lot of issues with mbrs either not being picked up, or being picked up late.	This was not a provider no show and the driver waited 14 minutes while the facility tried to find an escort. Nursing Center then advised this was surgery and an escort couldn't stay with him and wait. The provider advised facility if member is unable to get into appt. alone, he had to have an escort.	This was not a provider no show and the driver waited 14 minutes while the facility tried to find an escort. Nursing Center then advised this was surgery and an escort couldn't stay with him and wait. The provider advised facility if member is unable to get into appt. alone, he had to have an escort.	N	This was not a provider no show and the driver waited 14 minutes while the facility tried to find an escort. Nursing Center then advised this was surgery and an escort couldn't stay with him and wait. The provider advised facility if member is unable to get into appt. alone, he had to have an escort.	11/23/2020	
			11/22/2020	11/23/2020	Prov No-Show A leg	Provider never showed up for the Mbr causing him to miss his appt. She called SETI several times but no one could get a hold of the provider. The person she spoke to that day was very nice and tried to help her out one this issue.	Trip auto routed on 11/17/20 and provider should have sent it back at least 48 hours prior to trip.	Trip auto routed on 11/17/20 and provider should have sent it back at least 48 hours prior to trip.	Y	Trip auto routed on 11/17/20 and provider should have sent it back at least 48 hours prior to trip.	12/7/2020	

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			11/23/2020	11/23/2020	Prov No-Show A leg	Provider did not show.			Called complainant left message with receptionist that we were sorry that she was not informed of the need for a new LMN and that the agent was being coached about that for the future. I asked the receptionist to have member to give us a call back at QA.	Y	Called complainant left message with receptionist that we were sorry that she was not informed of the need for a new LMN and that the agent was being coached about that for the future. I asked the receptionist to have member to give us a call back at QA.	11/24/2020
			11/23/2020	11/23/2020	Trip not assigned	Trip was not assigned to a provider.			Complaint resolved, trip scheduled, and provider secured.	N	Complaint resolved, trip scheduled, and provider secured.	11/24/2020
			11/20/2020	11/23/2020	Incorrect Mobility	Ambulatory vehicle arrived member needed w/c accessible vehicle.			Caregiver scheduled trip as Ambulatory. Contacted Mbr to inform caregiver set trip as ambulatory instead of W/C Mbr hung up.	N	Caregiver scheduled trip as Ambulatory. Contacted Mbr to inform caregiver set trip as ambulatory instead of W/C Mbr hung up.	11/25/2020
			11/24/2020	11/24/2020	Prov Late Sendback	Provider no show.	The reason this trip was not able to be complete it was due to the vehicle. The driver accidentally left his highlights on the night before waking up to a dead battery. By the time the dispatcher was notified and the driver had to get someone to him to jump start the vehicle it was passed the trip time. We have talk to the driver to make sure this doesn't happen again, also we checked battery to make sure it wasn't any other issue.	Provider requested trip 11/23 and sent back on 11/24 due to dead battery. Provider has coached driver.	Y	Provider requested trip 11/23 and sent back on 11/24 due to dead battery. Provider has coached driver.	12/1/2020	
			11/24/2020	11/24/2020	Prov Late Sendback	Provider no show.	Provider requested trip 11/23 at 0853 and sent back at 1836 11/23 for driver not available. Owner states she was out of town and sent back as soon as she realized.	Provider requested trip 11/23 at 0853 and sent back at 1836 11/23 for driver not available. Owner states she was out of town and sent back as soon as soon as she realized.	Y	Provider requested trip 11/23 at 0853 and sent back at 1836 11/23 for driver not available. Owner states she was out of town and sent back as soon as soon as she realized.	12/1/2020	
			11/24/2020	11/24/2020	Prov Late Sendback	Mbr called to report that their trip was cancelled at the last minute. Mbr was sitting out there waiting for the ride enjoying the fresh air. Not cold enough for gloves. Then called Call center and was informed that provider sent back at last minute. Mbr is very frustrated. She wished she had a car.	Received response from provider: I should have never been sent this trip. The above trip wasn't in my pick up area, and over the 5 mile limit which is noted. I gave the trip back the day before which I thought was enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requests that vendors like myself give the trip back 2 days prior to pickup and that was where we fell short (if that was the reason for the client not being taken care of)	Auto router sends by county of provider and provider did know to send back more than 48 hours prior to trip but states they thought 1 day was enough time to reroute. SETI did reroute to 2 other providers that requested trip but then also sent back late.	Y	Auto router sends by county of provider and provider did know to send back more than 48 hours prior to trip but states they thought 1 day was enough time to reroute. SETI did reroute to 2 other providers that requested trip but then also sent back late.	12/2/2020	
			11/10/2020	11/24/2020	Trip not assigned	Provider No show - Legislative Complaint			Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch.	Y	Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch.	11/30/2020
			11/20/2020	11/24/2020	Trip not assigned	Provider No show - Legislative Complaint			Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch.	Y	Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch.	11/30/2020
			11/20/2020	11/25/2020	Driver Behavior	Provider was late for pickup Mbr found own way to appointment. Mbr. Reported driver as being rude when picked up for return trip home.	Provider stated they had too many runs at the same time and member had already left by the time driver arrived. When called for return, driver was dropping off another member. Provider stated driver apologized and tried to explain but member took it as driver complaining.	Driver was coached.	Y	Driver was coached.	12/3/2020	
			11/25/2020	11/25/2020	Prov No-Show A leg	Provider No show	Provider has ot responded to RFE.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	12/8/2020	

