

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

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Experience Period >> 11/01/19-11/30/19

(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
4511			11/4/2019 8:30:00 AM		11/4/2019 6:16:00 PM	Prov No-Show B leg	Daughter XXX entered a website complaint stating mother was never picked up from appt. after waiting over 3 hours for a ride home.  Website complaint: First name:YYY Last name: YYY I live in: Indiana Email: XXX Mobile phone: ##### Feedback Type: Concern Feedback: My mother has been waiting hours on a ride I called in and the lady that answered lied and said she's only called once she told her 1 hour then 10 minutes now she is saying she has to check for a car she needs to be fired and this company needs to be closed down if you can't handle your jobs!!!!!!		Provider was too late for return due to vehicle breaking down.	Provider was too late for return due to vehicle breaking down.	Y	Provider was too late for return due to vehicle breaking down.	11/5/2019
4512			11/1/2019 12:00:00 PM		11/4/2019 6:53:00 PM	Website Complaint	First Name:XXX Last Name: XXX Phone: ##### Email: XXX  Date of Event or Trip: 11-01-2019 What's on your mind: Complaint Any additional feedback?: we had a resident discharging from our facility, this resident is a bariatric resident. we had given the wheel chair measurements and weight of the resident. YYY gave us a confirmation number implying they could help meet our needs. They were suppose to arrange pick up at 11:30. Transport never showed up, no on called to let the facility know, the resident is stuck at the facility, there have been numerous occasions that this has happened. residents didn't get picked up, missed appointments, left at appointments. This service does an injustice to the people it is suppose to serve. Believe me if we didn't have to use YYY I wouldn't. I have nothing good to say about the service. If there is an over load in the case load then this should have been thought about before starting this service. Thanks for your time		It was found call center did not notify facility staff transportation could not be secured via W/C due to the size. The complainant was educated on alternate mobility type for future trips.	It was found call center did not notify facility staff transportation could not be secured via W/C due to the size. The complainant was educated on alternate mobility type for future trips.	Y	It was found call center did not notify facility staff transportation could not be secured via W/C due to the size. The complainant was educated on alternate mobility type for future trips.	11/8/2019
4523			11/5/2019 10:00:00 AM		11/5/2019 2:51:00 PM	Provider Error	Mbr was picked up at 8:56 and it is now 9:53 and still have not made it to her 10 o'clock appt due to picking up too many mbr.. Mbr ended up going back home. This has happened multiple times		Provider did find the driver did not transport the member to her appointment in a timely manner. Member advising doctor would not see her due to the late arrival.	Provider did find the driver did not transport the member to her appointment in a timely manner. Member advising doctor would not see her due to the late arrival.	Y	Provider did find the driver did not transport the member to her appointment in a timely manner. Member advising doctor would not see her due to the late arrival.	11/8/2019
4524			11/4/2019 4:00:00 PM		11/5/2019 4:21:00 PM	Prov No-Show A leg	Provider no show		Provider says member was gone upon arrival, driver did arrive after the pickup, but trip was less than a mile member would have member it his appointment on time. Driver was coached to assure member is aware of changes to pick up time.	Provider says member was gone upon arrival, driver did arrive after the pickup, but trip was less than a mile member would have member it his appointment on time. Driver was coached to assure member is aware of changes to pick up time.	Y	Provider says member was gone upon arrival, driver did arrive after the pickup, but trip was less than a mile member would have member it his appointment on time. Driver was coached to assure member is aware of changes to pick up time.	11/8/2019
4526			11/5/2019 1:00:00 PM		11/5/2019 6:03:00 PM	SETI Staff	Mbr appt was setup trip 11/1 mbr was informed that the trip was not in the system . appt was reset as the urgent XXX 11/5 1pm. XXXI was unable to secure the trip by 1pm mbr states she will be charged \$40 for not showing up to the appt.		Recorded called found agent did not book the trip and gave the member a trip id number no related to the trip the member scheduled. Agent is no longer an employee at XXX. Member was advised if she is billed a no show fee to notify QA.	Trip was not booked due to an agent error and member was provided a false trip id by the agent. The agent is no longer a XXX employee.	Y	Trip was not booked due to an agent error and member was provided a false trip id by the agent. The agent is no longer a XXX employee.	11/13/2019
4527			6/3/2019 2:20:00 PM		11/5/2019 6:34:00 PM	Prov No-Show B leg	Mbr state provider(XXX) took her appt way too early but when was finished the did not show up for over 4hours. The member was taken the healthcare provider. When mbr returned home the provider called and said he was outside of the facility waiting.		B leg of trip was cancelled on day of trip due to member still waiting at appt. for over 3 hours and having to find another ride home.	B leg of trip was cancelled on day of trip due to member still waiting at appt. for over 3 hours and having to find another ride hom	Y	B leg of trip was cancelled on day of trip due to member still waiting at appt. for over 3 hours and having to find another ride hom	11/7/2019
4528			11/5/2019 1:45:00 PM		11/5/2019 6:49:00 PM	Prov Late Sendback	provider sent the trip back 10 min before estimated pickup time claiming the vehicle is out of service		Due to no response from provider and our system showing trip sent back 10 mins prior to p/u time, this is valid.	Due to no response from provider and our system showing trip sent back 10 mins prior to p/u time, this is valid.	Y	Due to no response from provider and our system showing trip sent back 10 mins prior to p/u time, this is valid.	11/8/2019
4529			11/5/2019 10:35:00 AM		11/5/2019 7:01:00 PM	Prov No-Show A leg	XXX says member niece was told by an agent YYY would be transporting. Member waited outside in the cold for over an hour for a ride no one showed up. #####		Follow up with complainant and family member it was found the agent misinforming the family member on the trip status.	Follow up with complainant and family member it was found the agent misinforming the family member on the trip status.	Y	Follow up with complainant and family member it was found the agent misinforming the family member on the trip status.	11/6/2019
4531			11/5/2019 11:30:00 AM		11/5/2019 7:19:00 PM	Incident	XXX called in to report that the driver(Unknown Name) from YYY ran into their facility with the vehicle. She wants a copy of incident faxed to #####. Someone can follow up with ZZZ @ #####		Investigation has been turned over to compliance.	Investigation has been turned over to compliance.	Y	Investigation has been turned over to compliance.	11/8/2019
4534			11/6/2019 1:30:00 PM		11/6/2019 4:53:00 PM	Prov No-Show A leg	Member called in to check on the status of there trip. Provider stated the member canceled the trip with them on 11/05/2019 stating their appointment wasn't until 11/18/2019. The member stated they never spoke with a driver from the company, the member wasn't even aware of the provider who was assigned to their trip. The member had to reschedule their appointment, member is at risk of getting put out of her health care provider's practice due to continued issues with transportation.		This is valid due to no response from provider.	This is valid due to no response from provider.	Y	This is valid due to no response from provider.	11/8/2019

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4535			11/4/2019 1:30:00 PM		11/6/2019 5:00:00 PM	Driver Behavior	Driver got lost, parked at a different house and called the member that he was in front of the house. The member came down and the driver was not there, they called to let him know he was down the street and he just stayed parked for 5 minutes before he moved and he ended up picking up the member late. The member also stated that the car smelled and the XXX but she did not get the Driver's name.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y		Due to no response from provider, this is valid.		11/11/2019
4536			11/6/2019 11:30:00 AM		11/6/2019 6:02:00 PM	Trip not assigned	Member has had three appointments and hasn't been able to make it to neither appointment. She says the last two appointments were missed because the provider came too late.		Provider didn't deny or take responsibility. Response sounds as though they are coaching staff.	Provider didn't deny or take responsibility. Response sounds as though they are coaching staff.	Y		Provider didn't deny or take responsibility. Response sounds as though they are coaching staff.		11/11/2019
4542			11/7/2019 8:45:00 AM		11/7/2019 1:54:00 PM	Prov Late - A Leg	mbr cannot be seen because she will be too late, driver 35 min late for pickup		Provider's previously 2 pick ups were running behind causing them to be late for this one.	Provider's previously 2 pick ups were running behind causing them to be late for this one.	Y		Provider's previously 2 pick ups were running behind causing them to be late for this one.		11/12/2019
4543			11/5/2019 2:00:00 PM		11/7/2019 2:23:00 PM	Prov No-Show B leg	Member states she called at 15:11 to go back home and they said within the hour. At 16:09 she called XXX and they said nobody has even picked up her ticket so they didn't even know how much longer it would be. Member says she called back at 16:36 they still did not know how long it would be. Member told XXX to cancel because she needed to be home by 1700. She called YYY transportation and paid them to take her home.		Provider admitted to running behind schedule. At the member's request the provider will remain on the do not use list.	Provider admitted to running behind schedule. At the member's request the provider will remain on the do not use list.	Y		Provider admitted to running behind schedule. At the member's request the provider will remain on the do not use list.		11/12/2019
4544			11/7/2019 8:30:00 AM		11/7/2019 2:50:00 PM	Driver Behavior	Member called in stated the provider was very rude stated he yelled at her saying she called him to many times, also she should of been sitting outside waiting on him.		The provider did not respond to the RFE and was added to the member's do not use list.	The provider did not respond to the RFE and was added to the member's do not use list.	Y		The provider did not respond to the RFE and was added to the member's do not use list.		11/14/2019
4545			11/7/2019 9:30:00 AM		11/7/2019 3:01:00 PM	Prov No-Show A leg	XXX requested the trip and told member that YYY will be coming to pick up ZZZ for his appointment. XXX called in and requested this trip but when the caregiver spoke with YYY, she claims she was never told about this trip and YYY stated that XXX does this a lot, she assign trips to her with out her knowing. The caregiver stated she had to find another ride to get member to the appointment.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y		Due to no response from provider, this is valid.		11/12/2019
4548			11/6/2019 12:30:00 PM		11/7/2019 3:49:00 PM	Prov Late Sendback	Provider Late send back.		Member was educated on the providers listed to services her residential county. No response from the provider regarding a late send back reason.	Member was educated on the providers listed to services her residential county. No response from the provider regarding a late send back reason.	Y		Member was educated on the providers listed to services her residential county. No response from the provider regarding a late send back reason.		11/11/2019
4549			11/7/2019 9:00:00 AM		11/7/2019 3:48:00 PM	Driver Behavior	XXX from YYY is reporting rude behavior from the driver who brought member to appointment. XXX indicated the driver came across as threatening and made statements such as "don't get me started" when XXX complained about him bringing patient late. When XXX asked for his name he stated "you know who I am" but did cell number.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y		Due to no response from provider, this is valid.		11/18/2019
4554			11/7/2019 1:30:00 PM		11/7/2019 7:07:00 PM	Prov Late Sendback	Members daughter XXX called regarding mothers trip, I informed her it was cancelled and it was sent back yesterday with short notice. XXX is also upset because no provider was assigned to members appointment and this has happened multiple times they had to reschedule. Also says regarding her other trip when she did have a provider assigned the driver did not want to walk the member across the hall to her doctors appointment, also stated they dropped member off at wrong location (wrong suite number) and didn't get picked back up until 6pm when she got dropped off at 1pm. XXX would like a call at #####		Provider sent the trip back due to having vehicle mechanical issues. Transportation was not secured after send back and no call was made regarding the change in the trip status.	Provider sent the trip back due to having vehicle mechanical issues. Transportation was not secured after send back and no call was made regarding the change in the trip status.	Y		Provider sent the trip back due to having vehicle mechanical issues. Transportation was not secured after send back and no call was made regarding the change in the trip status.		11/18/2019
4556			11/1/2019 12:00:00 PM		11/7/2019 10:20:00 PM	Vehicle Issue	XXX hasn't picked up member in several months because they stated mbr had to show a letter that her bedbugs was gone but mbr stated that she caught bedbugs from the provider XXX		Member has been cleared of bed bugs and compliance will be doing spot checks on providers vehicles. Due to no response from provider, this is valid.	Member has been cleared of bed bugs and compliance will be doing spot checks on providers vehicles. Due to no response from provider, this is valid.	Y		Member has been cleared of bed bugs and compliance will be doing spot checks on providers vehicles. Due to no response from provider, this is valid.		11/19/2019
4557			11/7/2019 1:00:00 PM		11/8/2019 12:22:00 PM	Driver Behavior	XXX the nurse stated that driver who picked up member was extremely rude to staff XXX also stated that driver was late to pick up member at the nursing home that when member got to the appointment member couldn't be seen anymore.		The provider did not respond to the RFE. At the nurse's requested the provider was added to the member do not use list.	The provider did not respond to the RFE. At the nurse's requested the provider was added to the member do not use list.	Y		The provider did not respond to the RFE. At the nurse's requested the provider was added to the member do not use list.		11/11/2019
4558			11/7/2019 10:00:00 AM		11/8/2019 1:00:00 PM	Hlthcare Prov. Issue	Nurse XXX reported driver behavior for driver not leaving front door to go get member from the unit and stated driver should've been more knowledgeable. She also states driver was rude and refused to give phone number for return ride and told them to call YYY for return. Driver was correct in both instances.		Facility Outreach Manager notified to educate facility on levels of service. Drivers do not go past the front door. Member should be ready and waiting by door. Additionally, YYY should be called for return.	Facility Outreach Manager notified to educate facility on levels of service. Drivers do not go past the front door. Member should be ready and waiting by door. Additionally, YYY should be called for return.	Y		Facility Outreach Manager notified to educate facility on levels of service. Drivers do not go past the front door. Member should be ready and waiting by door. Additionally, YYY should be called for return.		11/8/2019
4560			11/8/2019 11:00:00 AM		11/8/2019 4:19:00 PM	Prov Late - A Leg	Member was upset provider didn't call to inform him he was going to be late picking him up. So that made him late for his appt.		Provider did not respond. Records show the member called in twice for WMR both calls were after the pickup time.	Provider did not respond to the RFE. Records show the member called in twice for WMR both calls were after the pickup time.	Y		Provider did not respond to the RFE. Records show the member called in twice for WMR both calls were after the pickup time.		11/11/2019
4565			11/8/2019 12:15:00 PM		11/11/2019 1:20:00 PM	Prov Late Sendback	QMA XXX states no one p/u member and Ms. XXX had to take member in her own personal vehicle.		Provider sent trip back less then the required 48 hours prior to trip that is required.	Provider sent trip back less then the required 48 hours prior to trip that is required.	Y		Provider sent trip back less then the required 48 hours prior to trip that is required.		11/14/2019
4566			11/25/2019 5:00:00 AM		11/11/2019 2:47:00 PM	Prov Late - A Leg	Mbr stated that she has problems with XXX all the time, as far as her being late. Today she would have been an hr. late, got a ride from her neighbor. She wants a different Provider		Provider did not respond to allegations. SSR was notified a new provider is needed due to XXX being consistently late.	Provider did not respond to allegations. SSR was notified a new provider is needed due to XXX being consistently late.	Y		Provider did not respond to allegations. SSR was notified a new provider is needed due to XXX being consistently late.		11/14/2019
4568			11/11/2019 12:20:00 PM		11/11/2019 5:29:00 PM	Prov Late - A Leg	Member does not want provider. States they get him to dialysis late and when he gets off machine at 4:30p he doesn't get home until 7p		Due to no response from provider, this is valid. SSR is looking for new provider.	Due to no response from provider, this is valid. SSR is looking for new provider.	Y		Due to no response from provider, this is valid. SSR is looking for new provider.		11/19/2019
4570			11/11/2019 8:00:00 AM		11/11/2019 11:42:00 PM	Prov No-Show B leg	The driver never showed up to get the member. Southeastrans contacted the driver. The driver was to contact the member. The Agent tried to call the driver and couldn't get hold of the driver they tried 3 times. The member waited 2 1/2 hours for the driver. The nurse at the hospital was nice enough to take the member home. E-mail XXX Phone number #####		There was a miscommunication between drivers. The A leg driver thought the B leg got assigned to someone else and the driver that was going to accommodate the B leg thought the first driver had been able to accommodate the B leg after all.	Due to a miscommunication with the XXX team, member did not get picked up in time and the nurse had already taken her by the time YYY realized.	Y		Due to a miscommunication with the XXX team, member did not get picked up in time and the nurse had already taken her by the time YYY realized.		11/19/2019
4571			11/11/2019 9:15:00 AM		11/12/2019 1:25:00 PM	Driver Behavior	member called states that the driver was very rude states she had to walk from her front door half a block down the rode and driver told her she had to find another way home cause he couldn't drive in the snow she had to wait at the hospital all night and find another way home.		Driver refused to accommodate leg B as scheduled.	Driver refused to accommodate leg B as scheduled.	Y		Driver refused to accommodate leg B as scheduled.		11/20/2019

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4572			11/12/2019 12:45:00 PM		11/12/2019 2:07:00 PM	Prov Late Sendback	Member called upset she says if she reschedules she can't be seen until 1/2020. I apologized advised trip was sent back late however rides are not guaranteed. I offered Gr reimbursement and PT passes. Member got upset says it's not a common cold visit wants the number to cooperate. Gave the number to cooperate.  Called XXX no response - wanted to verify if a provider would be available at this time.		Provider sent the trip back after the send back policy date and did not respond to the RFE.	Provider sent the trip back after the send back policy date and did not respond to the RFE.	Y	Provider sent the trip back after the send back policy date and did not respond to the RFE.	11/19/2019
4574			11/12/2019 5:20:00 AM		11/12/2019 6:25:00 PM	Prov No-Show B leg	Stated the provider drops the member off late and picks up at the reg. pick up time which will shorting her treatment and leave the member there with no ride home.		Provider didn't address the portion of the complaint about the dropping member off 45 mins late, causing member's dialysis to run 45 mins late.	Provider didn't address the portion of the complaint about the dropping member off 45 mins late, causing member's dialysis to run 45 mins late.	Y	Provider didn't address the portion of the complaint about the dropping member off 45 mins late, causing member's dialysis to run 45 mins late.	11/13/2019
4575			10/31/2019 10:00:00 AM		11/12/2019 6:46:00 PM	Vehicle Issue	Member called in expressing her concerns about all the seatbelts in the vehicle(van) being broken. She stated she wrapped a seatbelt around a Visually Impaired member so that she would not fall. She also wrapped the belt around her because it would not lock into the buckle. The member also stated the check engine line is always on. Member stated she is pleased with XXX and he's very professional but she's worried about the safety of everyone.		Compliance located vehicle with missing safety belt. Removed decal and vehicle marked inactive in the system.	Compliance located vehicle with missing safety belt. Removed decal and vehicle marked inactive in the system.	Y	Compliance located vehicle with missing safety belt. Removed decal and vehicle marked inactive in the system.	11/18/2019
4576			11/12/2019 2:30:00 PM		11/12/2019 7:25:00 PM	Prov No-Show A leg	Mbr stated that she has missed 4 appts due to providers being late. They don't show up. No call or nothing except for one time. Normally, it's XXX who picks her up. For appt, 11/12/19 XXX was scheduled to pick her up and was too late by the time she would have made it to her appt, they wouldn't be able to see her. I called the DR to confirm.		Provider states due to high call volume a driver was not sent to transport the member as scheduled. Added a preferred provider to the member profile. Dispatch will reach out to other providers in the area before assigning XXX to this members trips.	Provider states due to high call volume a driver was not sent to transport the member as scheduled. Added a preferred provider to the member profile. Dispatch will reach out to other providers in the area before assigning XXX to this members trips.	Y	Provider states due to high call volume a driver was not sent to transport the member as scheduled. Added a preferred provider to the member profile. Dispatch will reach out to other providers in the area before assigning XXX to this members trips.	11/19/2019
4577			11/13/2019 7:45:00 AM		11/12/2019 7:53:00 PM	Member Issue	I spoke with members husband XXX when I called to confirm appointment for member and he stated trip was for him. I asked him if I should cancel the trip that is for tomorrow that is under Wife YYY name and he stated no. She has appointment tomorrow. I called the Hospital where member has her Wound Care appointment since that is how it was set up as and I spoke with ZZZ From Wound Care and she stated that both members are no longer patients with them. She Checked with PT were member us to go to but they also told ZZZ that member is no longer a patient with them. I was unable to confirm where member has her appointment also member stopped answering the phone.		Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	Y	Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	11/14/2019
4579			11/14/2019 12:15:00 PM		11/12/2019 8:02:00 PM	Member Issue	XXX said member last time going to their facility was Oct 7th His last stop is Walmart's Pharmacy with no return Home. I've tried calling members but they are not answering. I have also left voicemails. I am not able to confirm where member is actually going there is also no DR name.		Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	Y	Members have not returned calls and are notoriously unreachable but were educated via voicemail that all future trips will have to be verified with Dr. office or dept of hospital either of them are going to as both wound care and PT state neither have been patients since 10/7/19 and fraudulent trips were booked after that date.	11/14/2019
4584			11/8/2019 12:20:00 PM		11/13/2019 1:28:00 PM	Driver Behavior	XXX (YYY) called in 11/8 to report an incident between the mbr ZZZ and the AAA driver on that day of 11/8. Spoke with YYY on 11/12. She states that has a history of bringing the member late to her dialysis appointment. YYY state that on that day mbr was out waiting for the provider at the 12:00 p/u time. She stated that she waited outside on a cold day as long as she could, but went back inside briefly to get a snack and to warm up. She stated that when she came back out that AAA was pulling off. There was no courtesy call. The member has a blood sugar and is visually impaired.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/19/2019
4585			11/13/2019 8:30:00 AM		11/13/2019 2:31:00 PM	Prov Late - A Leg	The provider was saying there isn't a driver in the area since 7:45 and it is now 9:30. The provider called once and said the driver was 6 miles away but the driver never showed up. The provider never called back. Mbr had to call the provider for updates. Mbr is mad because they did not show up on time on 11/5/2019 when the mbr needed surgery as well. They showed up an hr. late. The mbr states that he will have to reschedule which could be a month away for the follow up.		Provider response shows they were late.	Provider response shows they were late.	Y	Provider response shows they were late.	11/19/2019
4587			11/13/2019 10:45:00 AM		11/13/2019 5:10:00 PM	Member No-Show	Member no showed today and has no showed on 3 other trips. She has no showed on 11/8, 11/6 and 11/5.		Member educated on cancellation policy and was given contact information for future trip cancellation.	Member educated on cancellation policy and was given contact information for future trip cancellation.	Y	Member educated on cancellation policy and was given contact information for future trip cancellation.	11/19/2019
4589			11/13/2019 1:30:00 PM		11/13/2019 6:59:00 PM	Prov No-Show A leg	mbr spoke with driver, driver claimed she was on the north side; mbr was never picked up after over an hour of waiting on her ride		Trips are being sent to other providers in the area. Provider no showed and did not respond to the RFE.	This is valid due to no response from provider.	Y	This is valid due to no response from provider.	11/19/2019
4590			11/13/2019 2:00:00 PM		11/13/2019 8:04:00 PM	Trip not assigned	Member called and wanted to know why he did not get a ride and now he has to pay a cancellation fee. I explained to him what happened and told him we can put the inquiry in and see if the fee can be paid for,		Trip was not thoroughly worked due to dispatcher leaving early sick. Agent has been coached about passing on unfinished trips to work in future. GR app. will be mailed to member as well. Dr. office states they don't charge no-show fees.	Trip was not thoroughly worked due to dispatcher leaving early sick. Agent has been coached about passing on unfinished trips to work in future. GR app. will be mailed to member as well. Dr. office states they don't charge no-show fees.	Y	Trip was not thoroughly worked due to dispatcher leaving early sick. Agent has been coached about passing on unfinished trips to work in future. GR app. will be mailed to member as well. Dr. office states they don't charge no-show fees.	11/22/2019
4591			11/13/2019 1:30:00 PM		11/13/2019 7:54:00 PM	Prov No-Show A leg	Member stated that driver was a no show, constantly called the driver and she asked where she was but the driver kept telling her that she was coming. Giving her 5mins or 10mins away status and never shown. This appointment was very important and she needed to be there. Member was unable to get to her appointment and in the mist of her calling the driver she called the doctor to keep holding him off because the driver kept telling her that they were on the way but she was not able to make it because the driver decided not to come pick her up for her appointment. Member also stated that the driver said that we said her appointment is at 13:45 and not 13:30. Daughter also called the driver and the driver was giving the daughter excuses. Was imperative to see and go to appointment today.		Member and provider worked out the issues between the two of them. Provider no showed and did not return the RFE.	Provider no showed and did not return the RFE.	Y	Provider no showed and did not return the RFE.	11/20/2019

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4593			11/13/2019 12:15:00 PM	11/14/2019 12:07:00 AM	Prov Late - A Leg	Provider was late and the member arrived to dialysis 15 minutes late and the provider was 1 hour to 1 hour 20 minutes picking up the member. The Provider is always late picking up the member. ##### members phone number XXX		This is valid due to no response from provider.	This is valid due to no response from provider.	Y	This is valid due to no response from provider.	11/20/2019
4595			11/13/2019 9:15:00 AM	11/14/2019 2:13:00 PM	Call Center Issue	When member called for trip home, calling XXX, was told not on schedule. But had been taken to appointment, but different for trip home. So member ended walking home eight miles. Call came from member.		Agent misinformed the member however called the member back minutes late advising provider found and will be on the way. Member denied transportation, agent was coach to provide empathy to assure the member receives the highest customer service.	The agent was at fault for initially misinforming the member. Mistake was corrected immediately member refused transportation.	Y	The agent was at fault for initially misinforming the member. Mistake was corrected immediately member refused transportation.	11/19/2019
4596			11/14/2019 10:00:00 AM	11/14/2019 5:59:00 PM	Provider Error	provider rerouted trip after accepting trip; appt was rescheduled and provider still did not provide transportation after agreeing to take trip; mbr had to pay out of pocket to get to appt		Provider states they sent to trip back on the same day as trip, however they didn't. Even if they had, it would have then been a late send back against them.	Provider states they sent to trip back on the same day as trip, however they didn't. Even if they had, it would have then been a late send back against them.	Y	Provider states they sent to trip back on the same day as trip, however they didn't. Even if they had, it would have then been a late send back against them.	11/25/2019
4602			11/13/2019 2:30:00 PM	11/15/2019 2:39:00 PM	Prov Late - B Leg	Mbr called for pick up @ 12:04 pm from appt. Didn't get picked up from appt until 3 hrs. later. Driver did apologize for tardiness.		Member educated on preferred provider availability for future trips. No response from the provider.	Member educated on preferred provider availability for future trips. No response from the provider.	Y	Member educated on preferred provider availability for future trips. No response from the provider.	11/18/2019
4603			11/15/2019 12:15:00 PM	11/15/2019 3:51:00 PM	SETI Staff	Mbr says he called 11/13/2019, to change the pickup time an hr. early. He wanted to be picked up by 10:30-10:45. When mbr called the day of the trip to see where the provider is, the pick up time was not changed. XXX says this is not the first time this has happened.		Agent error. After cancelling previous standing order the agent cancelled the trip with the changes to pick up time. The trip was rebooked with original time and date.	Agent error. After cancelling previous standing order the agent cancelled the trip with the changes to pick up time. The trip was rebooked with original time and date.	Y	Agent error. After cancelling previous standing order the agent cancelled the trip with the changes to pick up time. The trip was rebooked with original time and date.	11/18/2019
4607			11/14/2019 1:00:00 PM	11/15/2019 4:57:00 PM	Prov No-Show A leg	Provider no showed caused the member to miss her appt. call ##### for XXX		Provider did not give a reason for the driver's late arrival. Updated preferred provider on the member profile. YYY will be used at last resort.	Provider did not give a reason for the driver's late arrival. Updated preferred provider on the member profile. YYY will be used at last resort.	Y	Provider did not give a reason for the driver's late arrival. Updated preferred provider on the member profile. YYY will be used at last resort.	11/19/2019
4610			11/13/2019 7:00:00 AM	11/15/2019 8:11:00 PM	Prov No-Show A leg	First Name:XXX Last Name: XXX Phone: ##### Email: XXX  Date of Event or Trip: 11-13-2019 What's on your mind: Complaint Any additional feedback?: I am thoroughly upset. It was my first time to use your service. I was supposed to be picked up at 6:30 AM at YYY for my pacemaker/defibrillator placement at AAA. ZZZ did not show up. My appointment for this very important and possibly lifesaving procedure had to be re-scheduled and I'm not sure when I can have it now. I was supposed to be picked up at 6:30 for a 10:30 appointment. That is too long to wait before an appointment anyway. However, they did not even pick me up. Another resident here, was left to wait at the doctor's office for 3 hours after her chemotherapy appointment. She was mad and very tired when she got back. I think the people who have to wait for too long or not get picked up at all should receive compensation. You should not agree to pick up someone for important appointments and not show up. I am very dissatisfied and do not want to be scheduled with your company. How can we contact you?: Email		Provider no showed which caused the member to miss his appointment. Added a preferred provider to the member profile for future trips. Recorded call was not clear. Unable to verify who requested change to appointment time for the member. Call shows facility called and spoke to the agent that changed the appointment. Could not verify how the error was made.	Provider no showed which caused the member to miss his appointment. Added a preferred provider to the member profile for future trips. Recorded call was not clear. Unable to verify who requested change to appointment time for the member. Call shows facility called and spoke to the agent that changed the appointment.	Y	Provider no showed which caused the member to miss his appointment. Added a preferred provider to the member profile for future trips. Recorded call was not clear. Unable to verify who requested change to appointment time for the member. Call shows facility called and spoke to the agent that changed the appointment.	11/20/2019
4615			11/11/2019 5:40:00 AM	11/18/2019 7:13:00 PM	Driver Behavior	Mbr said that driver (XXX) always makes him cut his appt short and if he is not ready by the time she comes get him she makes him wait for another 4-5 hours. He talked to YYY at ZZZ about it and YYY said he should not call Southeastrans to file a complaint because he has the biggest transportation company in Indiana.		Second complaint against ZZZ from member says owner doesn't address concerns properly. Standing order assigned to this provider for this member was cancelled. New provider will be found.	Standing order assigned to this provider for this member was cancelled. New provider will be found.	Y	Standing order assigned to this provider for this member was cancelled. New provider will be found.	11/20/2019
4617			11/18/2019 6:20:00 AM	11/18/2019 8:17:00 PM	Prov No-Show A leg	Provider No-Show		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/20/2019
4620			11/18/2019 11:45:00 AM	11/19/2019 1:26:00 PM	Prov Late - B Leg	Mbr called at 3:40 CST, called 3 times after and was not picked up until 5:23.		Due to a miscommunication between agents, this is valid.	Due to a miscommunication between agents, this is valid.	Y	Due to a miscommunication between agents, this is valid.	11/25/2019
4621			11/19/2019 7:00:00 AM	11/19/2019 2:38:00 PM	Member Issue	Driver reported that this mbr. refuses transportation. He was trying to go someone else other then where he was going to from his trip. The driver called the team lead to verify that the mbr. is going home. When the driver told this mbr. that he has to take him where the trip says he is going to. The mbr. quoted " F You " and he will have the driver's job. And was close enough to the driver that he almost spit on him.		This is valid as member refused transport from our driver due to him following the rules. Nurses at both hospitals state member is always rude, mean, and nasty to everyone and agree everything should be verified when it comes to this member. XXX did not send member to YYY for ultrasound. ZZZ's office scheduled it at YYY on 11/12/19 and stated this was not booked last night or urgent. Member did know about this last week.	This is valid as member refused transport from our driver due to him following the rules. Nurses at both hospitals state member is always rude, mean, and nasty to everyone and agree everything should be verified when it comes to this member. XXX did not send member to YYY for ultrasound. ZZZ's office scheduled it at YYY on 11/12/19 and stated this was not booked last night or urgent. Member did know about this last week.	Y	This is valid as member refused transport from our driver due to him following the rules. Nurses at both hospitals state member is always rude, mean, and nasty to everyone and agree everything should be verified when it comes to this member. XXX did not send member to YYY for ultrasound. ZZZ's office scheduled it at YYY on 11/12/19 and stated this was not booked last night or urgent. Member did know about this last week.	11/19/2019
4626			11/19/2019 1:00:00 PM	11/19/2019 7:08:00 PM	Prov No-Show A leg	mbr had 12:15 EST pickup, mbr received call at 14:00 EST from driver claiming the trip was just sent to him from XXX dispatch and he apologized to mbr for making them miss their appt; mbr will no longer ride with XXX		Provider was too late for member to make it to appointment.	Provider was too late for member to make it to appointment.	Y	Provider was too late for member to make it to appointment.	11/21/2019
4627			11/18/2019 8:00:00 AM	11/19/2019 9:09:00 PM	Prov Late Sendback	IQ 4613 against XXX is invalid due to provider sending trip back late.		Provider YYY sent trip back on 11/17/19 at 10:47, less then the required 48 hour time frame.	Provider YYY sent trip back on 11/17/19 at 10:47, less then the required 48 hour time frame.	Y	Provider YYY sent trip back on 11/17/19 at 10:47, less then the required 48 hour time frame.	11/19/2019
4630			11/20/2019 11:00:00 AM	11/20/2019 5:28:00 PM	Dispatch Error	mbr is repeatedly missing chemo therapy because of lack of transportation		Trip are secured with XXX, YYY will also accommodate last minute unassigned trips.	The member trips are being thoroughly worked. Future trips will be monitored to assure chemo trips will be assigned to a provider.	Y	The member trips are being thoroughly worked. Future trips will be monitored to assure chemo trips will be assigned to a provider.	11/27/2019
4634			11/20/2019 1:00:00 PM	11/20/2019 7:38:00 PM	Prov No-Show A leg	mbr was picked up over an hour after estimated pickup time Trip note on 11/20/19 at 1354: member called states that she found a way to appt but needs appt back advised member to call when she ready to be picked up		Provider was too late and member found her own ride to appointment.	Provider was too late and member found her own ride to appointment.	Y	Provider was too late and member found her own ride to appointment.	11/22/2019
4638			11/20/2019 9:45:00 AM	11/21/2019 2:34:00 PM	Prov Late - A Leg	mbr late to last 2 appts XXX has taken them, mbr would like to ride with YYY		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	12/2/2019
4640			11/21/2019 10:45:00 AM	11/21/2019 3:19:00 PM	Prov Late - A Leg	mbr will be late to appt because provider is running behind schedule		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/27/2019

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4644			11/21/2019 10:40:00 AM		11/21/2019 4:42:00 PM	Prov No-Show A leg	mbr has been waiting over 3 hours for ride; provider unable to contact their own driver		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/25/2019
4648			11/21/2019 3:40:00 PM		11/21/2019 10:17:00 PM	Driver Behavior	XXX, called in to make a complaint against the driver of her mothers vehicle. She waited 3 hours for her Hospital discharge and once picked up the driver took the member to Scottsburg IN, then started to drive to Connersville IN, instead of dropping off the member in Seymour. The member called her daughter 4 times complaining about the amount of bumps and the member is taking and the amount of braking. (Member just had hip replacement surgery and was in pain). Called the provider to get an ETA for the member but he was unable to connect with his driver and advised to call back. I offered to call XXX back once I get an ETA from the provider.		Provider states trip wasn't managed correctly and member should have been dropped off to Seymour before going to Connersville.	Provider states trip wasn't managed correctly and member should have been dropped off to Seymour before going to Connersville.	Y	Provider states trip wasn't managed correctly and member should have been dropped off to Seymour before going to Connersville.	11/27/2019
4651			11/22/2019 9:30:00 AM		11/22/2019 4:45:00 PM	Driver Behavior	XXX stated driver was reckless, and drove very fast when getting member to appointment causing her to feel unsafe. Member also asked driver to assist with putting walker in back of vehicle and driver was very rude about it, also stated driver did not pick up from correct location for A leg. (#####)		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/27/2019
4655			11/22/2019 8:30:00 AM		11/22/2019 8:01:00 PM	Prov No-Show B leg	Mbr got a ride to her 8 am appt and her return driver never came to pick her up. She called to get ride info and was hung up on when trying to get ride info, that CSR was having trouble spelling her name before call disconnected. Mbr never got to her pharmacy stop because she had to ask for a ride home from an old man. She only just got home at 3pm. It is very cold approximately 30 degrees.		Provider states XXX didn't inform them member was ready. Reviewed call from agent AAA to YYY on 11/22/19 at 12:25pm advising member is ready to be picked up from ZZZ. to go to the pharmacy. YYY gave ETA of within the hour.	Provider states XXX didn't inform them member was ready. Reviewed call from agent AAA to YYY on 11/22/19 at 12:25pm advising member is ready to be picked up from ZZZ to go to the pharmacy. YYY gave ETA of within the hour.	Y	Provider states XXX didn't inform them member was ready. Reviewed call from agent AAA to YYY on 11/22/19 at 12:25pm advising member is ready to be picked up from ZZZ. to go to the pharmacy. YYY gave ETA of within the hour.	11/27/2019
4656			11/14/2019 1:15:00 PM		11/22/2019 8:32:00 PM	Prov No-Show A leg	Mbr had a trip with XXX on 11-14 and they didn't arrive until 15 mins before the 19 mi away appt. She had to cancel. She booked a new trip, updated her preferred provider, and was Confirm by YYY that the Mbr would ride with ZZZ, and a pick up time of 1230pm( trip ID 1012632). She called back on 11-22 to check on the trip. XXX was set as her driver again, and by that time ZZZ was unable to accommodate the trip. She said "Disabled people who have to take your transportation would like to receive correct information."		Provider was late and will coach driver.	Provider was late and will coach driver.	Y	Provider was late and will coach driver.	11/27/2019
4657			11/25/2019 3:00:00 PM		11/25/2019 12:59:00 PM	Prov Late Sendback	Member's father called QA about this trip not being sent to XXX. This trip was routed to XXX on 11/8/19 at 1637. XXX sent it back 2 minutes after father's vm to QA on 11/24/19 at 0834, less than the required 48 hours.		This is valid as provider sent back trip less than the required 48 hours required per the provider agreement.	This is valid as provider sent back trip less than the required 48 hours required per the provider agreement.	Y	This is valid as provider sent back trip less than the required 48 hours required per the provider agreement.	11/25/2019
4659			11/25/2019 9:00:00 AM		11/25/2019 2:15:00 PM	Prov Late Sendback	late send back did not allow enough time to find mbr's chemo transportation		Trip history shows provider sent back trip on 11/24/19 at 1457, less than the required 48 hours prior to trip required. Provider also never responded to RFE.	Trip history shows provider sent back trip on 11/24/19 at 1457, less than the required 48 hours prior to trip required. Provider also never responded to RFE.	Y	Trip history shows provider sent back trip on 11/24/19 at 1457, less than the required 48 hours prior to trip required. Provider also never responded to RFE.	11/27/2019
4660			11/25/2019 9:40:00 AM		11/25/2019 2:45:00 PM	Prov Late - A Leg	nurse called stated provider was already late 30 mins then called and stated they will be another 30 mins. late, mbr missed the appointment so nurse had to reschedule		Provider states driver was preassigned the trip and overslept and corrective action will be taken.	Provider states driver was preassigned the trip and overslept and corrective action will be taken.	Y	Provider states driver was preassigned the trip and overslept and corrective action will be taken.	11/27/2019
4664			11/19/2019 10:00:00 AM		11/25/2019 5:22:00 PM	Provider Error	Member stated that she was going 45mins late to her important appointment which she had to beg her doctor to be seen, so she had to cancel her appointment. There was no heat in the vehicle and she was uncomfortable and in the summer time there was no A/C and they only raised down the window when she asked for the air, they told her no the air was broken. Also when she had a surgery procedure they were late but luckily the doctor took her cause he had another procedure before that was late.		Provider did not response to request for explanation. Compliance completed inspection within the last 90 days on all XXX vehicle. All vehicle pass inspection.	Provider did not response to request for explanation. Compliance completed inspection within the last 90 days on all XXX vehicle. All vehicle pass inspection.	Y	Provider did not response to request for explanation. Compliance completed inspection within the last 90 days on all XXX vehicle. All vehicle pass inspection.	12/3/2019
4665			8/12/2019 2:30:00 PM		11/25/2019 6:53:00 PM	Call Center Issue	Mbr had an unsecured trip for Pain management. Mbr felt like the trip was handled unprofessionally. He tried to speak to a lead about this trip (XXX), he was told that she didn't have a direct phone or extension that he could reach her back at. He also tried to get a hold of he supervisor he was never able to get above a YYY level. He had expressed the importance of the trip at the time, but no one came to pick him up. He had severe anxiety about this situation. He also tried to get GR set up but never received the application. It has made him apprehensive about this happening to himself or other less well off individuals.		Educated member on booking and securing transportation options, provided the number to QA for future concerns. Agent did not follow process for submitted request for supervisor call. That agent is no longer with ZZZ.	Educated member on booking and securing transportation options, provided the number to QA for future concerns. Agent did not follow process for submitted request for supervisor call. That agent is no longer with ZZZ.	Y	Educated member on booking and securing transportation options, provided the number to QA for future concerns. Agent did not follow process for submitted request for supervisor call. That agent is no longer with ZZZ.	12/3/2019
4666			11/25/2019 10:00:00 AM		11/25/2019 7:53:00 PM	Prov No-Show A leg	Daughter stated that he mom walked to her appt because no one came to pick her up. I called the provider to see what was going on and they stated that the trip was cancelled. Daughter stated that she is the one who calls and makes the appt because XXX can not speak English. It does show on our end that anything was cancelled.		Provider response does not match anything associated with this trip. Last trip sent to YYY for this member by ZZZ was 4/4/19. Cancelled trip the trip in question as Provider No Show.	Provider response does not match anything associated with this trip. Last trip sent to YYY for this member by ZZZ was 4/4/19. Cancelled trip the trip in question as Provider No Show.	Y	Provider response does not match anything associated with this trip. Last trip sent to YYY for this member by ZZZ was 4/4/19. Cancelled trip the trip in question as Provider No Show.	11/27/2019
4669			11/25/2019 8:25:00 AM		11/26/2019 1:32:00 PM	Prov Late - B Leg	Member said she does not want the driver she had for this trip. States driver left her sitting for 4 hours. She said she will still ride with transportation company just not that driver.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	12/4/2019
4671			11/26/2019 11:00:00 AM		11/26/2019 3:11:00 PM	Prov No-Show A leg	We received a call from XXX at YYY in regards to 2 trips 1015781 and 1004397 provider stated she wanted rates on both trips after reviewing both trips were routed to the provider and provider did not send back. Trip 1004397 we offered the provider a SR rate 54.00 due to being out of county provider refused both trips. Provider then went to the member house 1015781 and told member we refused to pay her so she cannot take the member. Provider also let the member listen to the recorded conversation between ZZZ and Provider.		Issue has been sent to provider relations manager to educate provider.	Issue has been sent to provider relations manager to educate provider.	Y	Issue has been sent to provider relations manager to educate provider.	12/4/2019
4673			11/26/2019 8:00:00 AM		11/26/2019 4:14:00 PM	Prov Late - B Leg	Member is very upset about the providers been late for pick up and return trips back home she stated she have to reschedule appts doto the provider not being on time.		Provider response shows they were over 2 hours late.	Provider response shows they were over 2 hours late.	Y	Provider response shows they were over 2 hours late.	12/4/2019
4674			11/26/2019 3:30:00 PM		11/26/2019 8:06:00 PM	Driver Behavior	Expressed driver was rude and disrespectful. Also unhappy with XXX from previous times.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	12/4/2019
4676			11/26/2019 7:00:00 AM		11/27/2019 11:46:00 AM	Member No-Show	PU: The client lives in a facility. I called the floor that he lives on and someone picked the phone up and hung it up. I will be waiting for 10 minutes 6:40 and then I will leave		Issue has been sent to Facility Outreach Manager for facility education.	Issue has been sent to Facility Outreach Manager for facility education.	Y	Issue has been sent to Facility Outreach Manager for facility education.	11/27/2019

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4677			11/25/2019 9:00:00 AM		11/27/2019 12:47:00 PM	Prov Late - B Leg	<p>Received email: I had an issue yesterday where a patient (XXX Medicaid number #####), waited over two hours to be picked up from dialysis. YYY was contacted several times to find out the status of the pickup, and every time my staff reports they were told 20 more minutes. Initial call was placed at 1430, and patient was picked up at 1650. Can you look into this for me?</p> <p>ZZZ, MSW, LSW AAA ##### BBB ##### E-fax #####</p>		Provider confirmed the driver did arrive late pickup. Driver was coached to communicate when running behind schedule.	Provider confirmed the driver did arrive late pickup. Driver was coached to communicate when running behind schedule.	Y	Provider confirmed the driver did arrive late pickup. Driver was coached to communicate when running behind schedule.	12/4/2019
4684			11/26/2019 2:00:00 PM		11/29/2019 9:25:00 PM	Prov No-Show B leg	<p>mother calling in to inform that the driver never came back to get mbr from dialysis the driver told the mother that he was off at 5pm which inconvenienced the mother because she had to leave and go pick her back up.</p> <p>she also stated the driver made a hard stop which cause daughter to almost fall out of her chair - seat belt wasn't on mbr properly</p>		SSR will assigned a new provider for standing order. Provider did not respond to the RFE.	No response from the provider. SSR will secure transportation with another provider.	Y	No response from the provider. SSR will secure transportation with another provider.	12/9/2019
4685			11/29/2019 11:00:00 AM		11/29/2019 10:45:00 PM	Prov Late - A Leg	<p>XXX from the facility was calling to complain about the provider. Provider was supposed to be at the members assisted living facility at 1030am and did not get to the facility until 1pm today. Provider was also 3 hours late on Wed. Facility called for a return trip today at 445pm and she was not given a timeframe but was understood that an hour is the norm. 30 min later they called and the provider did not have a ride for the member. Facility called at 540pm and the provider told the facility that it would be an additional 15 minutes to pick the member up. Member has still not been picked up, but is waiting on ride home. Facility has a lot of issues with the provider and wanted to make a formal complaint. XXX can be reached at facility if need be.</p>		Provider advised driver was hours early and did not notify member or staff of the early arrival. Member has a new assign provider for current standing order.	Provider advised driver was hours early and did not notify member or staff of the early arrival. Member has a new assign provider for current standing order.	Y	Provider advised driver was hours early and did not notify member or staff of the early arrival. Member has a new assign provider for current standing order.	12/5/2019