

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

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Experience Period >> 09/01/19-09/30/19

(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
4258			9/30/2019 10:00:00 AM		9/30/2019 6:24:00 PM	Prov No-Show A leg	Member called QA to advise this provider regularly no shows or is very late when they do show up. He also states drivers make members sign for both legs of trip when dropped off to appt		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.	10/3/2019
4257			9/25/2019 7:15:00 AM		9/30/2019 4:16:00 PM	Rude Staff (non-CC)	Mother states driver XXX called her in the middle of member's appt. asking what was taking so long. Driver told her it shouldn't be taking so long and he had other trips and he almost didn't come back to pick up. Mother states she didn't call him for a return before this happened. YYY states all her other drivers have been great but she would not want this driver again.		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.	10/4/2019
4256			9/30/2019 10:15:00 AM		9/30/2019 2:45:00 PM	Member Issue	Driver had some difficulty locating member. The member's home is in a rural area with a cluster of mailboxes and several long driveways where it is difficult to tell which home was the correct one. The driver had pulled into one driveway and was trying to determine where she needed to go when the member called the call center. She yelled at the dispatcher, saying that she was outside and the driver was pretending that she couldn't see her. The dispatcher spoke to the driver and was able to direct her back to the member. When she picked the member up, the member sat halfway in the van, and started yelling at her as well, repeatedly calling her stupid for being unable to find the house and complaining that she was going to be late for her appointment (she was picked up at 09:13 with a scheduled pickup time of 09:07). The driver politely requested that she get all the way in the van, close the door, and put on her seatbelt so they could proceed. The driver reported that the member had calmed down by the time she was dropped off, but still asked for her supervisor's name and phone number so she could call and complain about how stupid she is. Per XXX, we will not tolerate further behavior like this. The member will get one warning, and will ban her from YYY if she continues to be verbally abusive toward our drivers.		The member was educated on member responsibilities. I advised ZZZ it is the members responsibility to act appropriately and responsibly. Disruptive behavior may result in suspension or termination from program.	The member was educated on member responsibilities.	Y	The member was educated on member responsibilities.	10/8/2019
4254			9/27/2019 12:45:00 PM		9/30/2019 2:13:00 PM	Prov No-Show A leg	XXX from YYY called QA to make a complaint that transportation never showed up for member and they had to call for stretcher transport since member couldn't miss radiation.		Provider states trip wasn't on their manifest. However, Trip history shows it was dispatched over to ZZZ on 9/24/19 at 1605, 3 days prior to the trip.	Provider states trip wasn't on their manifest. However, Trip history shows it was dispatched over to ZZZ on 9/24/19 at 1605, 3 days prior to the trip.	Y	Provider states trip wasn't on their manifest. However, Trip history shows it was dispatched over to ZZZ on 9/24/19 at 1605, 3 days prior to the trip.	10/4/2019
4250			9/27/2019 11:00:00 AM		9/27/2019 7:43:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX Date of Event or Trip: 09-27-2019 What's on your mind: Complaint Any additional feedback?: I had an appointment today 9-27-2019 at YYY At 11:00am I arrived at my residents at 10:26am And I arrived at ZZZ at 10:51am my I was done with my appointment around 11:30am called him at 11:24am to let him know him that I was finished with my appointment usually they will give their number to contact them so I wouldn't have to call Southeastrans but I called him at 12:24am no answer so I called Southeast Trans this man was very unprofessional asking me personal questions and then didn't arrive back. How can we contact you?: Phone		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.	10/2/2019
4249			9/27/2019 10:45:00 AM		9/27/2019 5:30:00 PM	Prov Late - A Leg	Mbr has had several rides with XXX, where XXX was late for pickup. Mbr has also missed appointments because of her tardiness. Mbr has trouble contacting XXX whenever XXX is the driver. When Mbr did get in contact with XXX, XXX said that she would be there within an hour, but over an hour and half later XXX had yet to arrive.		YYY did not respond to the member's concerns. Member prefers to continue riding with YYY. Member was advised to call YYY to request specific drivers due to it being not controlled by SET. Member understood states she request driver with the directly with the provider.	YYY did not respond to the member's concerns. Member prefers to continue riding with YYY. Member was advised to call YYY to request specific drivers due to it not being controlled by SET. Member understood states she requests driver with the directly with the provider.	Y	YYY did not respond to the member's concerns. Member prefers to continue riding with YYY. Member was advised to call YYY to request specific drivers due to it not being controlled by SET. Member understood states she requests driver with the directly with the provider.	10/4/2019
4248			9/27/2019 6:30:00 AM		9/27/2019 5:29:00 PM	Prov Late - A Leg	The provider is always picking up member late and get her to the appt 30 -40 min late.		Provider admitted to being late 1 or 2 times.	Provider admitted to being late 1 or 2 times.	Y	Provider admitted to being late 1 or 2 times.	9/30/2019
4245			9/26/2019 7:30:00 AM		9/27/2019 4:21:00 PM	Member No-Show	Southeastrans no shows 9-26-19 XXX Avon-Indianapolis trip # 879144 no show fee \$ 31.24 YYY		Member is unreachable to education on proper cancellation process.	Member is unreachable to education on proper cancellation process.	Y	Member is unreachable to education on proper cancellation process.	10/1/2019

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4243			9/26/2019 7:30:00 AM		9/26/2019 7:56:00 PM	Prov No-Show A leg	member called in 6:52 and agent called XXX. Provider stated that he was outside before 6:32 and didn't leave until 6:50. YYY member was outside and was waiting. Provider say no one answered, the phone the member. And also us he said he has to email most of the time.		Provider admitted to the no show.	Provider admitted to the no show.	Y	Provider admitted to the no show.	10/4/2019
4242			9/25/2019 11:00:00 AM		9/26/2019 7:49:00 PM	Incident	Member's neighbor had a pit bull running loose when driver attempted to pick up the member. The driver waited until the van until the neighbor led the dog toward their house (and she believed had taken the dog inside). She got out, and was helping the blind member out the door, when the dog ran onto the porch where they were standing. She asked the member to back up a step, went inside, and closed the door behind her. The neighbor yelled at the dog and it went away. She was then able to safely transport the member. The driver stated that she has seen the dog loose at other times, and the member commented that he has a home health aid (or a person who performs similar work) who has complained about the dog in the past.		Portage animal control will be going to XXX today to speak with the owner.	Portage animal control will be going to XXX today to speak with the owner of the dog (not our member).	Y	Portage animal control will be going to XXX today to speak with the owner of the dog (not our member).	9/30/2019
4241			9/26/2019 10:15:00 AM		9/26/2019 7:36:00 PM	Provider Error	Wrong trip attached to IQ: Correct TRIP 900830 Mbr said the provider XXX was supposed to pick up the member early. Provider said that he isn't supposed to wait for longer than 10 min rudely. Mbr said that he shouldn't talk to her rudely. Provider then said He was about to leave and it was not his problem. Then prior to that the mbr heard him saying that he could pretend nothing happened and make someone wait all day, and that he was not a taxi. Provider said that he can "turn around right now and take you back home." and said that the mbr could report all she wanted but h would do what he would do and did not care. Mbr said to just leave her alone Mbr said he drove reckless and was mad.		SET secured standing order trips with YYY. Provider did not send a response to the RFE.	SET secured standing order trips with YYY. Provider did not send a response to the RFE.	Y	SET secured standing order trips with YYY. Provider did not send a response to the RFE.	10/8/2019
4240			9/30/2019 11:00:00 AM		9/26/2019 6:34:00 PM	SETI Staff	XXX called to advise she had a rude agent who kept asking her if she has a letter for her service dog, per XXX she stated this is illegal and should not be asking her if she has authorization. Per XXX she also stated she has missed 30 trips due to SETI not securing transportation. Per trip history this does not show to be true, however member asked we get it reported. Best call back number for XXX - ##### **Incorrect Trip ID attached. Trip: 903845		Agent has been coached that we do not ask for paper work for a service animal and this is already listed in member's profile.	Agent has been coached that we do not ask for paper work for a service animal and this is already listed in member's profile.	Y	Agent has been coached that we do not ask for paper work for a service animal and this is already listed in member's profile.	10/4/2019
4239			9/24/2019 2:40:00 PM		9/26/2019 6:16:00 PM	Prov No-Show A leg	Mbr has been missing appts because provider hasn't been picking mebr up. Mbr has an surgical wound that's closed with staples. This has been going on for two weeks in a row. Also had an appt on 9/17/19. No show.		It was found the trip was verbally accepted but provider denied having received the trip. Call recorded and records shows provider verbally accepted this trip. Member's adult child also called XXX the day before to confirm trip was received, and did get verbal confirmation as well.	It was found the trip was verbally accepted but provider denied having received the trip. Call recorded and records shows provider verbally accepted this trip. Member's adult child also called XXX the day before to confirm trip was received, and did get verbal confirmation as well.	Y	It was found the trip was verbally accepted but provider denied having received the trip. Call recorded and records shows provider verbally accepted this trip. Member's adult child also called XXX the day before to confirm trip was received, and did get verbal confirmation as well.	10/1/2019
4238			9/26/2019 6:00:00 AM		9/26/2019 3:28:00 PM	Prov Late - B Leg	Always late or not showing up		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.	10/2/2019
4237			9/23/2019 1:30:00 PM		9/26/2019 3:04:00 PM	Incident	mbr daughter called to file a complaint on the provider XXX, the provider didn't have the mbr in her seatbelt, and the driver was late and when kept asking for the driver ETA they kept telling the mbr that the driver is on the way, the driver smashed the mbr feet, driver picked up a random person on the side of the road home before he took the mbr to the appt.mbr no longer wants to ride with the provider.		Compliance has initiated several upcoming actions against provider.	Compliance has initiated several upcoming actions against provider.	Y	Compliance has initiated several upcoming actions against provider.	10/3/2019
4236			9/26/2019 9:00:00 AM		9/26/2019 1:20:00 PM	Prov No-Show A leg	Driver Called Mbr to let her know he was on his way, but did not show up. She tried to call him back, but he did not answer. He claims he arrived but she was waiting and never saw his vehicle		Provider did not response to request for explanation. Member request to continue transportation with XXX	Provider did not response to request for explanation. Member request to continue transportation with XXX	Y	Provider did not response to request for explanation. Member request to continue transportation with XXX	10/2/2019
4235			9/25/2019 11:00:00 AM		9/25/2019 8:36:00 PM	Member No-Show	Southeastrans NO Shows 9-25-19 XXX Noblesville- Noblesville no show fee \$ 32.70 cab# 397 YYY		Member unreachable to education on proper cancellation process.	Member unreachable to education on proper cancellation process.	Y	Member unreachable to education on proper cancellation process.	10/1/2019
4229			9/24/2019 2:30:00 PM		9/25/2019 3:41:00 PM	Prov No-Show A leg	Member complained about driver who failed to pick up for appointment. Did not know 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.	10/3/2019
4227			9/24/2019 10:00:00 AM		9/24/2019 9:48:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name: XXX Phone: ##### Email: XXX Date of Event or Trip: 09-24-2019 What's on your mind: Complaint Any additional feedback?: Another failure to transport me to a scheduled medical appointment; if your driver is late, the hospital will not see me and I have to reschedule...not good news for a heart patient. Improve your processes or relinquish your contract. How can we contact you?: Email		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.	9/26/2019

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4219			9/23/2019 10:00:00 AM		9/24/2019 3:18:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 09-23-19 XXX LEG # 1749411 LOCAL NO SHOW YYY		Member educated on proper cancellation process.	Member educated on proper cancellation process.	Y	Member educated on proper cancellation process.	9/24/2019
4208			9/22/2019 6:30:00 AM		9/23/2019 2:48:00 PM	Member No-Show	Member no showed; even though she confirm on the phone she was going on 9/19/2019		Member is unreachable for education on proper cancellation process	Member is unreachable for education on proper cancellation process	Y	Member is unreachable for education on proper cancellation process	9/26/2019
4204			9/9/2019 10:20:00 AM		9/20/2019 10:02:00 PM	Accident	They were on their way to the destination, and he ran a stop sign and hit another car. the member's seat belt pop and and he fell to the floor. They asked if he wanted to go to the hospital he said when went to the hospital he found out he had a fractured rib. Member didn't have driver's name. Will call back to give name.		XXX's driver ran a stop sign and was at fault. A Cease & Desist letter has already been sent to provider for this driver.	XXX's driver ran a stop sign and was at fault. A Cease & Desist letter has already been sent to provider for this driver.	Y	XXX's driver ran a stop sign and was at fault. A Cease & Desist letter has already been sent to provider for this driver.	10/2/2019
4203			9/20/2019 3:45:00 PM		9/20/2019 8:26:00 PM	Prov No-Show A leg	Member called in regards of his ride. His pick up time was set for 3PM and he called to cancel trip at 3:46PM due to provider XXX never showing up to take him to his appt.		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.	9/26/2019
4201			9/20/2019 3:00:00 PM		9/20/2019 7:00:00 PM	Prov Late - A Leg	Mbr had a dialysis appt at 3pm and driver is over 1hr late This is not the first time this provider has been very late.		Provider admitted to being late for arrival. Member was put on the MCA. SSR agents are working to secure transportation for the member's standing order. Member did not want to add XXX to the do not use list	Provider admitted to being late for leg A arrival. Member was put on the MCA. SSR agents are working to secure transportation for the member's standing order. Member did not want to add XXX to the do not use list	Y	Provider admitted to being late for leg A arrival. Member was put on the MCA. SSR agents are working to secure transportation for the member's standing order. Member did not want to add XXX to the do not use list	9/24/2019
4200			9/19/2019 2:30:00 PM		9/20/2019 2:19:00 PM	Prov No-Show B leg	XXX says the member did not have a ride home she paid three nurse over time to stay with the member due to their policy. XXX says she will be contacting the Medicaid office to file a complaint also. XXX can be reached at #####. XXX she and her staff called YYY multiple times for return ride.		It was found the member and provider agreed to have member found alternate transportation for return ride without notifying YYY. Member and Provider was educated on send back process. Complainant was also educated on proper way send back trips and was advised on how the error was made.	It was found the member and provider agreed to have member found alternate transportation for return ride without notifying YYY. All were educated on the proper way to schedule, reschedule, and cancel trips.	Y	It was found the member and provider agreed to have member found alternate transportation for return ride without notifying YYY. All were educated on the proper way to schedule, reschedule, and cancel trips.	10/2/2019
4196			9/19/2019 6:30:00 AM		9/19/2019 8:27:00 PM	Member Issue	The member made inappropriate and creepy comments to the driver today. "My name is XXX and if you don't have a man I'm available. I got money. You know I like you, girl". Other drivers stated that he had made similar comments in the past. This includes one who said that he used to harass her, but stopped after a complaint was made shortly after we started picking him up (though she also said that she no longer talks to him when she transports him). Another said that he only stops after she threatens to call his sister. All 3 drivers who have experienced this behavior from him said that he seems to have some cognitive disabilities which somewhat mitigate his behavior, which is why we will continue to transport him. However, it is still inappropriate and they hope that a call to his sister might help.		Sister YYY is aware of this being an ongoing issue and will have another talk with member about his inappropriate comments.	Sister YYY is aware of this being an ongoing issue and will have another talk with member about his inappropriate comments.	Y	Sister YYY is aware of this being an ongoing issue and will have another talk with member about his inappropriate comments.	9/23/2019
4193			9/18/2019 1:00:00 PM		9/19/2019 5:12:00 PM	Member No-Show	Received email from XXX: YYY trip #879205 a no show fee\$40.92 Fisher-indianapolis XXX		Member's mother was educated on proper cancellation process but a cancellation call was not found.	Member's mother was educated on proper cancellation process but a cancellation call was not found.	Y	Member's mother was educated on proper cancellation process but a cancellation call was not found.	9/26/2019
4182			9/18/2019 10:30:00 AM		9/18/2019 7:41:00 PM	Driver Behavior	Mbr said the driver did not get her home until 15:43. He stoped the bank and made a deposit, stopped at starbucks and said he would buy the mbr one, but it was against company policy. She said she told the driver that she was in pain an that she was hungry. She said he also was on the phone talking and texting while she being transported in the car.		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.	9/30/2019
4177			9/18/2019 2:15:00 PM		9/18/2019 6:36:00 PM	Prov Late - A Leg	Driver from XXX called @1:25 indicating she will be late atleast 45 mins. Mbr's pick up time is 1:30. Appt time @ 2:15. Mbr can't continue to be late for his appts.		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.	9/30/2019
4175			9/3/2019 1:45:00 PM		9/18/2019 3:43:00 PM	Prov No-Show C Leg	XXX is nasty, rude, and Mbr has received bug from company before. They were also about 2 hrs late for pickup. Mbr asked not to put her name in the complaint; she doesnt want them to come at her		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.	9/30/2019
4173			9/18/2019 11:40:00 AM		9/18/2019 3:00:00 PM	Prov Late - A Leg	Mbr says driver called to say he would be late and said he dr can wait for		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.	9/30/2019
4171			9/18/2019 6:30:00 AM		9/18/2019 10:04:00 AM	Prov Late Sendback	Provider sent trip back at 11:48 pm, just a few hours before the appt.		No response from Provider. Records show trip was sent back without notice	No response from Provider. Records show trip was sent back without notice	Y	No response from Provider. Records show trip was sent back without notice	9/25/2019
4168			9/17/2019 12:45:00 PM		9/17/2019 6:33:00 PM	Prov Rude to CC	XXX from YYY was extremely rude to dispatcher. Called staff liars several times then hung up on agent.		Member requested agent to call the provider to get verbal confirmation provider would arrive on time. Agent focused on the member and took accountability for proper verification process. Provider was found rude with call center staff, did not showed ,lack of professionalism and offer no assistance.	Member requested agent to call the provider to get verbal confirmation provider would arrive on time. Agent focused on the member and took accountability for proper verification process. Provider was found rude with call center staff, did not showed ,lack of professionalism and offer no assistance.	Y	Member requested agent to call the provider to get verbal confirmation provider would arrive on time. Agent focused on the member and took accountability for proper verification process. Provider was found rude with call center staff, did not showed ,lack of professionalism and offer no assistance.	9/25/2019
4160			9/16/2019 9:30:00 AM		9/16/2019 8:34:00 PM	Driver Behavior	The Provider picked up the member just fine. The Provider dropped of a lady and then went to pick up the member. The Provider took the member and waited in the van for 3 hours before taking the member home. The member has sever Anxiety and this trip only made more problems for the member. XXX		Provider has verbally coached driver and he understands that he can't make clients wait in the vehicle for hours.	Provider has verbally coached driver and he understands that he can't make clients wait in the vehicle for hours.	Y	Provider has verbally coached driver and he understands that he can't make clients wait in the vehicle for hours.	9/24/2019
4156			9/14/2019 6:20:00 AM		9/16/2019 3:10:00 PM	Prov No-Show A leg	The member was not picked up for his dialysis appointment. XXX		Upon checking YYY's portal, trip is showing there so this is valid.	Upon checking YYY's portal, trip is showing there, so this is valid.	Y	Upon checking YYY's portal, trip is showing there, so this is valid.	9/18/2019

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4151			9/12/2019 10:30:00 AM		9/16/2019 1:22:00 PM	Member Issue	mbrs sister stated the provider left him outside the garage at his home on his return ride in the heat and she had some words with them which is why they wont transport him anymore - she wants to file a complaint about this - note on SO #		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.	9/24/2019
4143			9/9/2019 5:00:00 AM		9/13/2019 7:37:00 PM	Member No-Show	SOUTHEASTRANS NO SHOWS DATE- 09-09-19 XXX LEG # 1696499 LOCAL NO SHOW YYY #####		Member was in the hospital.	Member was in the hospital.	Y	Member was in the hospital.	9/17/2019
4141			9/13/2019 11:30:00 AM		9/13/2019 6:53:00 PM	Prov No-Show A leg	Member said that XXX, a staff member was outside waiting but no provider showed up. mbr waited for 2 or 3 hrs		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.	9/24/2019
4140			9/7/2019 5:00:00 AM		9/13/2019 6:47:00 PM	Prov No-Show A leg	Mbr said provider never showed, and he was never contacted as well.		Due to driver unavailable, this is valid.	Due to driver unavailable, this is valid.	Y	Due to driver unavailable, this is valid.	9/17/2019
4127			9/10/2019 8:00:00 AM		9/13/2019 12:40:00 PM	Prov No-Show A leg	Website Complaint First Name: XXX Last Name: XXX Phone: ##### Email: XXX.com Date of Event or Trip: 09-10-2019 What's on your mind: Complaint Any additional feedback?: I had a resident I schedule for transport had trip ID, never got a call that they could not find transportation and the resident was never picked up. Also yesterday the same resident was scheduled to be picked up I gave a w/c width and the company that was sent the van van was not big enough to take resident. The resident missed two apts in two days because of this. Also we have had this happen several time. And last but not least we have gotten calls the day of apt one hour to 30 mins prior stating they could not find transportation and they have had to miss apts. How can we contact you? Email		Due to provider not showing member's 9/10/19 trip on calendar but the trip does still show dispatched on 9/6/19 with verbal acceptance by YYY in our system, this is valid.	Due to provider not showing member's 9/10/19 trip on calendar but the trip does still show dispatched on 9/6/19 with verbal acceptance by YYY in our system, this is valid.	Y	Due to provider not showing member's 9/10/19 trip on calendar but the trip does still show dispatched on 9/6/19 with verbal acceptance by YYY in our system, this is valid.	9/17/2019
4121			9/12/2019 1:45:00 PM		9/12/2019 6:40:00 PM	Member Issue	XXX from YYY called in to complain on The driver called at 12:30 to tell the facility he was in route giving them almost an hour to have her ready. When he arrived to the facility, he waited for 10 minutes and then went inside to tell them that he had to leave because he had other mbr's in the car. XXXI then stated that he was on the phone with the driver and heard the nurse tell the driver off saying that he had to wait. XXX said that she was very out of line and he told his driver that he didn't have to take that abuse and released him. He said that the facility is checking to see if she could still be seen and if so he will send another driver. His complaint is with the facility because they often don't have the mbr's ready for pick up and get		Complaint was turned over to SET Facility Outreach Manager for a facility educational meeting.	Complaint was turned over to SET Facility Outreach Manager for a facility educational meeting.	Y	Complaint was turned over to SET Facility Outreach Manager for a facility educational meeting.	9/20/2019
4117			9/12/2019 2:30:00 PM		9/12/2019 8:11:00 PM	Driver Behavior	Member called and stated that when she got in the XXX. She stated she ask the driver to turn air conditioner because its hot in the vehicle .She stated he turn on it but its still hot in the vehicle and she ask the driver whats the name the company and he stated he dont know. She stated she has 20 minutes to make it home and its hot in there.She stated she ask the driver to let the windows down and he didnt		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.	9/20/2019
4116			9/12/2019 1:00:00 PM		9/12/2019 6:29:00 PM	Prov No-Show A leg	XXXt driver never showed up. XXX actually arrived 90 minutes late but was not the provider that was originally dispatched for the trip. Mbr would like full investigation and believes that providers are being paid despite not taking them to appointments. Mbr would like to be contacted and does not want this to be a theme.		This is valid as provider admitted they were an hour late.	This is valid as provider admitted they were an hour late.	Y	This is valid as provider admitted they were an hour late.	9/17/2019
4115			8/6/2019 10:00:00 AM		9/12/2019 3:32:00 PM	Rude Staff (non-CC)	Member forgot to cancell ride. Provider called Mbr 3-4 times. Provider was rude each time they called. provider said " I'm not sending anyone to pick you up no more." Mbr tried to explain that it was a family emergency, but the provider was still Not listening to the mbr, irate and rude. The situation made the mbr scared to reschedual the trip.		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.	9/20/2019
4113			9/12/2019 8:00:00 AM		9/12/2019 12:01:00 PM	Prov No-Show B leg	Mbr stated that he had to share a ride last week. Appt took 15 minutes and when mbr called provider for return trip he waited 2 hours and still didnt get a ride. Mbr found own ride home. Provider went pass appt location and then went back. This morning provider didnt show when called provider stated that SET was to find mbr another ride. Mbr missed his appt that has already been rescheduled 3 times. Mbr stated he had already asked for XXX to be put on do not use list.		Provider will be educated on the proper Pickup and Delivery Standards listed in the Non-Emergency Medical Transportation Provider Agreement.	Provider will be educated on the proper Pickup and Delivery Standards listed in the Non-Emergency Medical Transportation Provider Agreement. Provider was added to the member's do not use list as requested by the member.	Y	Provider will be educated on the proper Pickup and Delivery Standards listed in the Non-Emergency Medical Transportation Provider Agreement. Provider was added to the member's do not use list as requested by the member.	9/18/2019
4112			9/11/2019 11:35:00 AM		9/11/2019 9:22:00 PM	Member Issue	per nurse XXXI mbr has isolation pre caution bed bugs and is an ER discharge		Member is unreachable and a note has been placed on residence to not book trips until we speak with member.	Member is unreachable and a note has been placed on residence to not book trips until we speak with member.	Y	Member is unreachable and a note has been placed on residence to not book trips until we speak with member.	9/18/2019
4110			9/11/2019 8:30:00 AM		9/11/2019 1:58:00 PM	Member Issue	XXX from YYY called stating that this mbr is a constant no show. She said that she schedules 3 days a week and last week she only went once and she has no showed on Monday and today's trips. She would like for us to reach out to the mbr to tell her that she has to cancel when she doesn't need transportation. If this keeps happening she will no longer transport the mbr.		Notified SSR cancellation needed. Unable to reach the member. Nurse advised to cancel standing order.	Unable to reach the member. Nurse advised to cancel standing order. Notified SSR cancellation needed.	Y	Unable to reach the member. Nurse advised to cancel standing order. Notified SSR cancellation needed.	9/18/2019

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

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
4103			9/9/2019 11:30:00 AM		9/9/2019 8:41:00 PM	Member Issue	Driver was strapping the member into the van, and was laughing. The member said, "Stop laughing," and hit the driver on the top of her head. She was not hurt, but nevertheless that is a concerning behavior		Facility is educating member about aggressive behavior.	Facility is educating member about aggressive behavior.	Y	Facility is educating member about aggressive behavior.	9/16/2019
4101			9/6/2019 9:00:00 AM		9/9/2019 8:00:00 PM	Prov Late - B Leg	Member was not picked up until more than two hours after his chair time ended. He is 89 years old, in poor health, and cannot wait that long.		XXX nurses YYY and ZZZ request a new provider for this member. Notified SSR team of the request to begin the search. Member will continue transportation with this provider until new providers is found per lack of provider issue in Lake County.	XXX nurses YYY and ZZZ request a new provider for this member. Notified SSR team to begin the search. Member will continue transportation with this provider until new providers is found per lack of provider issue in Lake County.	Y	XXX nurses YYY and ZZZ request a new provider for this member. Notified SSR team to begin the search. Member will continue transportation with this provider until new providers is found per lack of provider issue in Lake County.	9/11/2019
4098			9/4/2019 3:10:00 PM		9/9/2019 3:03:00 PM	Prov No-Show A leg	Mbr says XXX from YYY was extremely rude and did not show to take the member to her appt.		Provider reported being over booked on the date in questions and offered apologies to the member.	Provider reported being over booked on the date in questions and offered apologies to the member.	Y	Provider reported being over booked on the date in questions and offered apologies to the member.	9/18/2019
4095			9/6/2019 12:00:00 PM		9/6/2019 9:59:00 PM	Driver Behavior	mbr got picked up for his appt by the driver and signed the drop off paper but when the mbr was supposed to get picked up by the driver to go home he failed to give the mbr a ride and forced him to sign the papers for the 2nd pick leg stating he he gave the mbr a ride home		No response from XXX. sent request for new provider and GR application for future trips.	No response from XXX. Sent request for new provider and GR application for future trips. Cancelled Leg B.	Y	No response from XXX. Sent request for new provider and GR application for future trips. Cancelled Leg B.	9/13/2019
4094			9/6/2019 6:00:00 AM		9/6/2019 3:22:00 PM	Member Issue	XXX- YYY- stated they will not transport member any more she is verbally abusive to him , his drivers, and other members in the car, He stated every day is an issue with her. No longer will transpor		Member admitted to cursing at the driver. Provider was added to the member's do not use list.	Member admitted to the verbal abuse. Provider was added to the member's do not use list.	Y	Member admitted to the verbal abuse. Provider was added to the member's do not use list.	9/10/2019
4086			9/5/2019 10:30:00 AM		9/6/2019 2:41:00 PM	Member No-Show	Member was a no show		Member's parent was unreachable by phone. Provider was added to the member's do not use list.	Member's parent was unreachable by phone. Provider was added to the member's do not use list.	Y	Member's parent was unreachable by phone. Provider was added to the member's do not use list.	9/13/2019
4083			9/5/2019 12:00:00 PM		9/6/2019 1:36:00 PM	Prov No-Show B leg	Does not desire to ride with XXX again. Mbr was not picked up and is concerned about this reoccurring		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.	9/16/2019
4078			9/6/2019 4:15:00 PM		9/5/2019 3:04:00 PM	Member Issue	XXX from YYY called stating that this mbr is a frequent no show. On this trip the driver called him to let him know what time he would pick him up and the mbr said okay and that he would be ready. After arriving, the driver said a teenager came out and told them that he decided to go with a friend. XXX said they will no longer transport this mbr because of this from here on out.		Member educated on SETI policy and contact information for future trip cancellation.	Member educated on rider guidelines for future transport and last-minute cancellation policy.	Y	Member educated on rider guidelines for future transport and last-minute cancellation policy.	9/12/2019
4076			9/4/2019 1:45:00 PM		9/4/2019 9:43:00 PM	Accident	XXX, daughter of YYY, called in concerned due to the driver that took her mother to dialysis had 2 accidents on their way to the A legs drop off. ZZZ picked up mbr to tak her to dialysis on the way there the cab was hit in the rear. Th emember does have a broken arm and with the hit, YYY hurt her broken arm even more. After that incident the driver got to close to another vehicle and jerked the car to the side making the member hurt her broken arm once again. The daughter did clarify that YYY already had her arm broken but the 2 incidents hurt her wound even more. Member doesnt need to go to the hospital. Daughter is just concerned that it happened twice in a short period of time.		It was found driver was involved in an accident. Driver is currently unable to transport for ZZZ per ZZZ. Accident was reported to Compliance for further action.	It was found driver was involved in an accident. Driver currently unable to transport for ZZZ per ZZZ. Accident was reported to Compliance for further action.	Y	It was found driver was involved in an accident. Driver currently unable to transport for ZZZ per ZZZ. Accident was reported to Compliance for further action.	9/12/2019
4074			9/22/2019 10:10:00 AM		9/4/2019 8:38:00 PM	Website Complaint	This is a complaint from the Southeastrans.com website Complaint form. First Name: XXX Last Name:XXX Phone: ##### Email: XXX.com Date of Event or Trip: 08-22-2019 What's on your mind: Complaint Any additional feedback?: I have made several appointments to be picked up am Medicaid and a Medicare covered I had a appointment 5 miles from my house and they called the day before and said they had nobody to pick me up I am in a wheelchair and can't get to my appointment without help and this ha happen every time I have ask you all for a ride , the funny thing about this my neighbor used them everyday and they showed up is it cause of my wheel chair you all dont show up ? I am contacting my state repersentive 1 st thing Tuesday morning cause this service is suppose to be for us that can't get out and you get paid so I'm un sure why there is no way to get me where I need to go land why you all cancel every time this has happen 4 times now can you give me a explanation ?? How can we contact you?: Phone		No response from th Call Center. Member was added to MCA. Member trips are not being worked and has never had a sucessful trip due to no assigned provider.	No response from the Call Center. Member was added to MCA. Member trips are not being worked and have no successful trips due to no assigned providers.	Y	No response from the Call Center. Member was added to MCA. Member trips are not being worked and have no successful trips due to no assigned providers.	9/11/2019
4069			9/1/2019 1:00:00 PM		9/3/2019 3:44:00 PM	Member No-Show	Received email from XXX: DATE- 09-01-19 NO SHOW YYY LEG # 1637839 NO SHOW XXX #####		Member educated on proper booking and cancellation process.	Member educated on proper booking and cancellation process.	Y	Member educated on proper booking and cancellation process.	9/3/2019
4067			9/2/2019 12:30:00 PM		9/3/2019 11:18:00 AM	Member Issue	XXX from YYY requested that they be added to the do not use list due to frequent cancellations		Member educated on SETI cancellation policy for future trips.	Member educated on SETI cancellation policy for future trips.	Y	Member educated on SETI cancellation policy for future trips.	9/5/2019
4066			9/2/2019 2:30:00 PM		9/3/2019 11:14:00 AM	Member Issue	XXX from YYY requested that they be added to the do not use list due to frequent no shows.		Records shows several different providers reporting this member as a no show. Notified SSR standing order cancellation needed.	Member was unreachable by phone. Records shows several different providers reporting this member as a no show. Notified SSR standing order cancellation needed	Y	Member was unreachable by phone. Records shows several different providers reporting this member as a no show. Notified SSR standing order cancellation needed	9/10/2019

