

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

(1) Complaint Number	(2) Member Name	(3) Member ID (RID)	(4) Trip Date	(5) Complainant Name	(6) Date Complaint Received	(7) Complaint Category	(8) Complaint Details	(9) Subject of Complaint	(10) Name of Transportation Provider	(11) Provider Response	(12) Findings	(13) SET Action	(14) Date Resolved
2625			3/29/2019		4/1/2019	Accident	After research it was deemed SETI policy was not followed and driver has been terminated due to infraction.				SETI policy not followed - Driver terminated.	SETI policy not followed - Driver terminated.	4/8/2019
2626			4/1/2019		4/1/2019	Prov Late Sendback	Provider did not return RFE. Records show provider sent three trips back 3/31/2019 20:35 for appt date of 4/1/2019. No notes found regarding provider reason for send back. Provider Relation will follow up with provider due to RFE not being return and late send backs.				Provider sent trips back with notification. Provider did not response to RFE. Provider Relations notified regarding provider late send and RFE not returned.	Provider sent trips back with notification. Provider did not response to RFE. Provider Relations notified regarding provider late send and RFE not returned.	4/23/2019
2628			3/7/2019		4/1/2019	Prov Late - A Leg	Opportunities for improvement within Call Center are currently being addressed with agents by their leadership team. Multiple agent errors led to confusion by caregiver and member - Provider followed process correctly and complaint against provider deemed not valid.			Response to RFE received from provider XXX on 4/1/2019: "Request for pick up came into XXX at 1738 on 3/7/2019. Our ETA was approximately 2 hours out. The crew marked on scene to pick up at 1949. The member was picked up on time by XXX. Please let us know if you have any further questions, or if you would like a copy of our recording."	Call Center errors led to caregiver & memebr confusion pertaining to pick up times - Provider followed processes correctly and was within pick up standard as required. Call Center leadership working with agents to address accordingly.	Call Center errors led to caregiver & memebr confusion pertaining to pick up times - Provider followed processes correctly and was within pick up standard as required. Call Center leadership working with agents to address accordingly.	4/8/2019
2629			4/1/2019		4/1/2019	Prov No-Show A leg	Provider did not return RFE . Trip was cancelledon the date in question for provider no show. Agent added provider to do not use list per member's request.				Provider did not return RFE. Per member's request provider was added to member's do not use list.	Provider did not return RFE. Per member's request provider was added to member's do not use list.	4/23/2019
2633			4/1/2019		4/1/2019	Prov Late - B Leg	Provider advised driver was over booked on the day in questions, and has advised tardiness is unacceptable. Member lives in Lake Co. Facility Outreach Manager was notified to provided transportation options for member's at this facility.			Received response to RFE from provider XXX on 4/22/2019: "Provider was understaffed and overbooked. No excuses, could not accommodate the number of trips in the area."	Provider was late for leg B due to driver being over booked on this date. Nurse was educated on alternate transportation options. Facility Outreach Manager will follow up with facility to assure all information has been provided and accessible.	Provider was late for leg B due to driver being over booked on this date. Nurse was educated on alternate transportation options. Facility Outreach Manager will follow up with facility to assure all information has been provided and accessible.	4/23/2019
2634			4/2/2019		4/1/2019	Prov Late Sendback	XXX's did not send the member's trip back in timely manner and did not return RFE. Member profile was update to reflect the providers that are will to travel in Hobart co where most of the member's medical providers are.				Provider did not return RFE and sent the trip back past send back due date. Updated member's profile preferred provider due to the drop off location.	Provider did not return RFE and sent the trip back past send back due date. Updated member's profile preferred provider due to the drop off location.	4/23/2019
2636			3/29/2019		4/1/2019	Prov Late - B Leg	Provider denies transporting the member on the date in question. Notes show provider was contact regarding driver's location one hour after initial call from return ride. Facility Outreach Manager will follow up with Nurse with more information regarding alternate transportation options for member in the area.			Received response to RFE from XXX on 4/21/2019: "A search on the manifest indicates YYY was not on my schedule on 3/29/2019. It is possible that another provider picked and dropped her off on that day."	Provider was late for leg B pick up. Facility Outreach Manager notified to follow up with facility due to nurse advised this facility was unaware of alternation transportation options like gas reimbursement program, public transit passes, and member portal access.	Provider was late for leg B pick up. Facility Outreach Manager notified to follow up with facility due to nurse advised this facility was unaware of alternation transportation options like gas reimbursement program, public transit passes, and member portal access.	4/23/2019
2638			3/22/2019		4/1/2019	Prov Late Sendback	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up. Member has been added to MCA to monitor future trip fulfillment.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached multiple times; Provider Relations Team has been notified for follow up. Member has been added to MCA to monitor future trip fulfillment.	4/8/2019
2639			4/1/2019		4/1/2019	Prov Late - A Leg	Provider did not return RFE. Member was too late to be seen by medical provided due to driver's late arrival.				Provider did not return RFE. Member says provider took her too late. She was not seen by her medical provider.	Provider did not return RFE. Member says provider took her too late. She was not seen by her medical provider.	4/24/2019
2640			4/1/2019		4/1/2019	Prov No-Show A leg	Provider advised a message was left on voicemail advising trip member cancelled. Provider did not provide information regarding who the message came from. Trip history shows member had three trips in system all assigned to XXX. All trips were cancelled due to provider no shows. Added member to MCA list, changed preferred provider, and added XXX to the member's do not use list.			Received response to RFE from provider XXX on 4/22/2019: "I had a voicemail on my office phone saying that this member had cancelled their trip for April 1st so I did not go."	Provider advised message was received advising member cancelled transportation. Provider did not give details as to who the call came from. Records show three trips for this member all assigned to XXX and cancelled due to provider no shows. Added member to MCA list for future trips and added XXX to the member do not use list.	Provider advised message was received advising member cancelled transportation. Provider did not give details as to who the call came from. Records show three trips for this member all assigned to XXX and cancelled due to provider no shows. Added member to MCA list for future trips and added XXX to the member do not use list.	4/23/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2642			4/2/2019		4/2/2019	Driver Behavior	Provider advised corrective action was given to driver. Provider agreed to not assign this driver to transport the member moving forward. Assigned driver will use designated area provide to for loading and unloading.			Received response to RFE from provider XXX on 4/10/2019: "  Driver's Name:  Faxed to Southeastrans on: By:  The driver for this trip was not aware of members pick up preference at the apartment complex, another driver was dispatched for the members return trip. The intial driver recieved a written warning for his conduct. The intial driver will not be assigned to pick member for future trips unless no other option is available Members pickup preference has been entered into Route Match so that all drivers will pickup member at her preferred location."	Provider has advised due to the driver's behavior, driver now has written warning, and will not be assigned to the member's future trips. Provider also advised there drivers will use designated loading and unloading area provided.	Provider has advised due to the driver's behavior, driver now has written warning, and will not be assigned to the member's future trips. Provider also advised there drivers will use designated loading and unloading area provided.	4/22/2019
2643			3/26/2019	Nurse	4/2/2019	Prov Late Sendback	Provider did not return RFE. trip was sent back late by provider. Added special care notes due to no w/c providers other than XXX for dispatching purposes.				Provider sent trip back late and did not return RFE. Updated special care notes due to change in the member's mobility type.	Provider sent trip back late and did not return RFE. Updated special care notes due to change in the member's mobility type.	4/24/2019
2644			4/11/2019		4/2/2019	Member Issue	Member was educated on rider guidelines addressing concerns and how can provided proper assistants. Provider has advised XXX will not transport the member on future trips.				Recorded calls found the member was upset regarding calls made to her medical office for transportation to an appointment that was not received. Several agents tried to assist the member on this date but was unsuccessful due to the member's erratic behavior. Member was educated on guidelines and consequences if member is unwilling to comply with the policy.	Recorded calls found the member was upset regarding calls made to her medical office for transportation to an appointment that was not received. Several agents tried to assist the member on this date but was unsuccessful due to the member's erratic behavior. Member was educated on guidelines and consequences if member is unwilling to comply with the policy.	4/22/2019
2645			4/11/2019		4/2/2019	Member Issue	Member was educated on rider guidelines addressing concerns and how can provided proper assistants. Provider has advised XXX will not transport the member on future trips.				Reviewed recorded call. Agents tried providing assist to the member. Member was very upset did not give agent any information she could use to assist with member. Agent stayed calm and patient with the member.	Reviewed recorded call. Agents tried providing assist to the member. Member was very upset did not give agent any information she could use to assist with member. Agent stayed calm and patient with the member.	4/22/2019
2646			4/2/2019		4/2/2019	Prov No-Show A leg	Provider did not return RFE. Member prefers bus. Member was educated on alternate transportation options, Member was sent passes for next appointment.				Provider did not return RFE. Member prefers XXX bus. Member was educated on alternate transportation options, and was sent passes for next appointment.	Provider did not return RFE. Member prefers XXX bus. Member was educated on alternate transportation options, and was sent passes for next appointment.	4/24/2019
2653			4/4/2019		4/4/2019	Prov Late - A Leg	Provider did not return RFE. SSR has assigned the the member standing order for weekday to a provider, however weekend standing has not been secured yet.				Provider did not return RFE. SSR team currently working to secure transportation for the member's weekend transportation to dialysis.	Provider did not return RFE. SSR team currently working to secure transportation for the member's weekend transportation to dialysis.	4/29/2019
2656			4/5/2019		4/5/2019	Prov Late Sendback	Provider did not return RFE and sent trip back pass send back policy due date without notice. Due to the late send back trip was cancelled due to no assigned provider. Dispatch was unable to secure transportation on short notice.				Provider did not return RFE and due to the no notification trip was being sent back, dispatch was unable to secure transportation on short notice.	Provider did not return RFE and due to the no notification trip was being sent back, dispatch was unable to secure transportation on short notice.	4/29/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2671			4/8/2019		4/8/2019	Driver Reckless	Provider did admit to hitting the curb causing vehicle tire to go flat. Member changed preferred provider due to after incident was reported provider sent member's trip back late. Member has requested XXX as preferred provider on future trips. Compliance reiterated the importance of notifying SETI immediately after incident/accidents occur.			Received response to RFE from provider XXX on 4/11/2019: "I, YYY was driving west on 10th Street. Four way stop. SUV at stop sign heading north. I stopped, waiting on driver to cross, he was on phone, so after about 2 minutes sitting waiting on him to cross I decided he was on phone and giving me right to make left turn heading south. I got into intersection, that's when he decided to take off. I was making left turn when I saw his SUV coming towards car, so I had to speed up to save left side of car, and I hit sidewalk with right tire. Ask if client & health aide were alright, Answer yes (both) continue to appt. By time I arrived at hospital one block ahead, losing air from tire."	Compliance reiterated the importance of notify SETI after incident/accidents. Member request for change in preferred provider. Member suffered minor injuries.	Compliance reiterated the importance of notify SETI after incident/accidents. Member request for change in preferred provider. Member suffered minor injuries.	4/30/2019
2722			4/6/2019		4/8/2019	Driver Behavior	Provider advised driver was unauthorized to transport members with others in the vehicle and will take necessary action to correct the driver. Provider advised driver reported making other stops other member drop off/pickup location and found no history of the driver making unauthorized stops. Member has an assigned provider to accommodate standing order. Compliance complete spot inspection and found driver complied with requirements for transporting members.			Received response to RFE from provider XXX on 4/11/2019: "For the trip in 04/06, the driver's manager has been informed. It is against policy for any driver to pick up passengers with another Person in the car with them unless it is for training purposes. For the trip on 04/04, I have reviewed the GPS log of the driver, and There is no indication that he stopped at either his home or a Speedway gas station on his way taking YYY home. The GPS is Reflecting a constant of driving, with no stops along the way. He picked up the member at 1128am, and dropped her off at her Residence at 1151am, 9 miles away."	Provider has advised necessary driver are aware to the rule and regulations and will address the driver's behavior. Member's standing order has been assigned to a provider.	Provider has advised necessary driver are aware to the rule and regulations and will address the driver's behavior. Member's standing order has been assigned to a provider.	5/2/2019
2723			4/9/2019		4/9/2019	Prov Rude to CC	Advised this complaint is valid based off the call records we reviewed and educated provider about it being unacceptable to be rude to call center agents and hang up on them when they are trying to get a clear answer for an ETA.				Based off calls reviewed, this is a valid complaint and provider was educated.	Based off calls reviewed, this is a valid complaint and provider was educated.	5/6/2019
2729			4/9/2019		4/9/2019	SETI Staff	It was found member contact number was entered incorrectly. Agent did not notify lead of the error message received when trying to reach the member, and will be coached to ensure all options for contacting members are exhausted when working call backs to help member's understand their trip status			Received response to RFE from provider XXX on 4/27/2019: "I know that transportation options were exhausted and when the agents attempted to call the member, they received an error message And it was not until the member called that it was corrected. The agent should have contacted a team lead to help with the situation But did not. We will coach the agent for future situations."	It was found member contact number was entered incorrectly. Agent will be coached to ensure all options for contacting members are exhausted when working call backs to help member's understand their trip status.	It was found member contact number was entered incorrectly. Agent will be coached to ensure all options for contacting members are exhausted when working call backs to help member's understand their trip status.	5/7/2019
2732			4/10/2019		4/10/2019	Rude Staff (non-CC)	Provider did not return RFE. Provider was not put on the do not use list however a preferred provider was added. Dispatch will reach out to other providers in the area to secure transportation.				Provider did not return RFE. A preferred provider was added to assure trips will be dispatched/assigned to other providers in the area.	Provider did not return RFE. A preferred provider was added to assure trips will be dispatched/assigned to other providers in the area.	5/4/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2739			4/10/2019	Family Member	4/11/2019	Prov No-Show B leg	Provider did not verify the number that was called on the day in question. Confirmed with the member number listed on trip and in the member's profile is correct and is a cellphone that is taken on the trip with the member.			Received response to RFE from provider XXX on 4/29/2019: "We received a call for the member's return at 411pm. At 540pm, we attempted to make contact to see if transportation was still Needed, and were not able to get in touch with anyone, so we cancelled the run from our system at that time. We received a call for An ETA at 605pm and put the run back out at that time. At 725pm, we attempted to make contact again with the member to verify The need for transportation, but were unable to make contact, so the request was cancelled from our system again. I'm not showing Any evidence that we ended up picking up this member at 830pm and transporting her home."	Provider was a no show and did not verify the contact number that was called on the day of trip. Member confirmed SETI had correct phone on file for this member on the date in question and is current.	Provider was a no show and did not verify the contact number that was called on the day of trip. Member confirmed SETI had correct phone on file for this member on the date in question and is current.	5/8/2019
2741			4/11/2019	Nurse	4/11/2019	Rude Staff (non-CC)	Provider admitted driver stopped at the gas station while transporting the member on return ride. Educated the provider on driver remaining in accordance to the manifest and they possible effects it can have on the member's. Nurse was educated on shared ride program and was advised preferred provider options for this member.				Educated the provider on driver remaining in accordance to the manifest and the possible effects it can have on the members when driver make unauthorized stops. Nurse and QA agreed on a preferred provider for this member. Nurse was educated on dispatching process for this member moving forward.	Educated the provider on driver remaining in accordance to the manifest and the possible effects it can have on the members when driver make unauthorized stops. Nurse and QA agreed on a preferred provider for this member. Nurse was educated on dispatching process for this member moving forward.	5/7/2019
2742			4/11/2019		4/11/2019	Driver Reckless	Provider advised driver was not driving erratically but was txtng and driving. Provider has advised due to the driver texting and drivNG consequences will be handleD by driver's mananger. Compliance will conduct a follow with this provider due to finds.			Received response to RFE from provider XXX on 4/12/2019: "After reviewing the video from inside the cab, there was no evidence of erratic driving on the driver's part. Our cameras provide a View of both inside and outside the cab. There was no indication of weaving in and out of traffic, swerving to miss other cars, or Coming close to rear-ending anyone. However, it was apparent that the driver was texting at some point throughout the trip. The Driver manager has been made aware due to texting and driving not only being a safety issue, but illegal as well. Consequences for The driver will be handled accordingly."	Provider advised driver was not driving erratically but was texting and driving. Provider has advised due to the driver texting and driver consequences will be handle by driver's manager. Compliance was notified and will follow up to assure provider address issue appropriately. Member would like to continue riding with this provider.	Provider advised driver was not driving erratically but was texting and driving. Provider has advised due to the driver texting and driver consequences will be handle by driver's manager. Compliance was notified and will follow up to assure provider address issue appropriately. Member would like to continue riding with this provider.	5/4/2019
2743			4/11/2019	Family Member	4/11/2019	Prov No-Show A leg	RFE not returned by provider.				RFE not returned by provider.	RFE not returned by provider.	5/7/2019
2749			4/12/2019		4/12/2019	Driver Behavior	Due to provider XXX not returning RFE, complaint is valid.				Due to provider XXX not returning RFE, complaint is valid.	Due to provider XXX not returning RFE, complaint is valid.	5/7/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2751			4/11/2019	Family Member	4/12/2019	Incident	Provider failed to report incident to SET as required. Provider Relations Management Team is aware and Compliance.			Received response to RFE from provider XXX on 4/15/2019: "Member lost her balance when exiting the vehicle. Driver took members walker and dialysis bag as accustomed prior to returning to help the member exit the vehicle. Walker and personal items were taken to the members residence shortly after incident and no one was home to receive her items, so the items were kept until a family member was available to receive it. XXX was not there, so his opinion is just that, an opinion. Member was never rushed, and she will attest to the patients and assistance provided by the provider."	Provider failed to follow appropriate SETI policy to report accident/incident within 24 hours and was reported by member.	Provider failed to follow appropriate SETI policy to report accident/incident within 24 hours and was reported by member.	4/16/2019
2752			4/12/2019		4/12/2019	Prov Late - A Leg	Due to provider XXX not returning RFE, complaint is valid.				Due to provider XXX not returning RFE, complaint is valid.	Due to provider XXX not returning RFE, complaint is valid.	5/8/2019
2754			4/12/2019		4/12/2019	Prov No-Show A leg	Trip was sent to XXX on 4/8/2019 3+ in advance. Provide was a no show. Member was educated on best options moving forward PP for long distance trip and PT for short runs.				Provider did not show for transport and has not return RFE. Provider was sent the trip 3 days in advance. Member was educated on best transportation options moving forward.	Provider did not show for transport and has not return RFE. Provider was sent the trip 3 days in advance. Member was educated on best transportation options moving forward.	5/10/2019
2758			4/11/2019		4/15/2019	Incident - W/C	Driver terminated for not following Seti procedure of calling 911.			Received response to RFE from provider XXX on 4/15/2019: "As XXX driver was attempting to push member up the wheelchair ramp in front of the building. There is a small bump at the bottom Of the ramp and once he rolled over it, them member fell out of the chair. Driver states that the staff came out and picked member Up and put her back in the chair. They rolled her inside to examine her and she was not injured. Driver was suspended pending Investigation. -end-"	Driver terminated for not following Seti procedure of calling 911.	Driver terminated for not following Seti procedure of calling 911.	5/8/2019
2759			4/15/2019		4/15/2019	Rude Staff (non-CC)	Member advised driver told him told to get out due to the driver being unable to find the correct door. Provider denies the allegations. Provider was added to member do not use list.			Received response to RFE from provider XXX on 5/8/2019: "We were originally given the drop off address of YYY, which is where the driver dropped the member off at. It is not Normal procedure for the member to contact the same driver for the return, considering it will not be the same driver to transport the Member home. We were contacted by SET at 1200pm to update the pickup on the B-leg to YYY, which is a different Entrance of the hospital. We are required to take the member only to the address provided. If it is wrong, we inform the member that They will need to contact SET to update the address."	Provider denies allegations. Member request not to ride with XXX moving forward and report he had no issues with transportation prior to the incident.	Provider denies allegations. Member request not to ride with XXX moving forward and report he had no issues with transportation prior to the incident.	5/10/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2760			4/15/2019		4/15/2019	Prov No-Show A leg	Member preferred provider was added to his profile after the trip was assigned to XXX. Trips are now being sent to member's preferred provider. Was unable to reach the member by phone to educate him on Public transit passes available. Provider did not respond to RFE. Cancelled trip in InSight.				Provider did not respond to RFE. Cancelled trip in InSight. Unable to reach the member by phone to educate him on public transit passes available for NEMT.	Provider did not respond to RFE. Cancelled trip in InSight. Unable to reach the member by phone to educate him on public transit passes available for NEMT.	5/10/2019
2763			4/15/2019		4/15/2019	Prov Late - A Leg	Member states 2 hours late for appt. but still went. Provider XXX was paid even though their response was, "No run for this member with this trip ID."			Received response from provider XXX, "No run for this member with this trip ID."	Provider unable to give acceptable response since they were paid but they say they have no run for this member with this trip ID.	Provider unable to give acceptable response since they were paid but they say they have no run for this member with this trip ID.	5/9/2019
2767			4/16/2019		4/16/2019	Prov No-Show A leg	Trip notes show member called in to call center for ETA.			Received response to RFE from provider XXX On 4/25/2019: "Member called & cancelled trip."	Trip notes show member called in to call center for ETA.	Trip notes show member called in to call center for ETA.	5/13/2019
2771			4/16/2019		4/16/2019	Prov Late - A Leg	Provider was late per their response.			Received provider response on 5/9/2019, "Driver states she had difficulty getting hold of member who lives in a senior citizen building. On the way to the facility, there was a stalled train. Driver had to reroute the journey through the highway. These interruptions caused member's late arrival though not an hour."	Provider was late per their response to RFE.	Provider was late per their response to RFE.	5/10/2019
2772			4/16/2019		4/16/2019	Prov Late - A Leg	Provider was late per their response.			Received response from provider on 5/9/2019, "Driver states there was a mix up and she thought that the other driver picked up member for the A-Leg. When contacted by the office, driver was about 20 minutes away in Gary to pick another member and was not able to get back early enough to pick up XXX. To prevent this from happening again, driver said she goes through her schedule the night before the appointment date."	Provider was late per their response.	Provider was late per their response.	5/10/2019
2782			5/2/2019		4/18/2019	Vehicle Condition	Compliance was notified and will complete spot inspection. Provider response indicated driver's behavior address by driver's management as verbal warning.			Response received from provider XXX on 5/1/2019, "The vehicle has been inspected and passed inspection done by Southeastrans. There may have been baseball equipment in the trunk from the driver's son. That were making a noise as they went over a set of railroad tracks. The driver has received a verbal warning on 4/26/2019."	Provider denied complaint against the vehicles condition but did advise driver received a verbal warning due to driver unprofessionalism while transporting members. Compliance was notified for spot inspection request on this vehicle.	Provider denied complaint against the vehicles condition but did advise driver received a verbal warning due to driver unprofessionalism while transporting members. Compliance was notified for spot inspection request on this vehicle.	5/14/2019
2792			4/17/2019		4/19/2019	Prov No-Show A leg	Due to provider never returning RFE, this complaint is valid.				Due to provider never returning RFE, this complaint is valid.	Due to provider never returning RFE, this complaint is valid.	5/14/2019
2794			4/19/2019		4/19/2019	Prov No-Show A leg	Provider never responded to RFE so this complaint is valid.				Provider never responded to RFE so this complaint is valid.	Provider never responded to RFE so this complaint is valid.	5/14/2019
2795			4/20/2019	social worker	4/20/2019	Prov Late - A Leg	Social Worker states member was moved to second shift chair time and has not reported any issues with transportation. Provider did not respond to RFE.				Complainant was unreachable. Verified with member's social worker that member chair time was moved to second shift and member has not reported any other issues with provider XXX.	Complainant was unreachable. Verified with member's social worker that member chair time was moved to second shift and member has not reported any other issues with provider XXX.	5/15/2019
2796			4/22/2019		4/22/2019	Driver Reckless	Provider did not return RFE and compliance completed inspection on a random driver. Member did not dispute riding with XXX on future trips.				Provider did not return RFE. During the inspection driver was not found reckless/violating pickup and delivery standards. Member did not dispute riding with this provider on future trips.	Provider did not return RFE. During the inspection driver was not found reckless/violating pickup and delivery standards. Member did not dispute riding with this provider on future trips.	5/16/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2797			4/20/2019		4/22/2019	Prov Late Sendback	Provider did not provide a response to allegation of confrontation. SSR has been notified to reassign member's standing order.				Provider did not respond and sent member's trip back without proper notice. SSR team have been working to reassign a provider to member's standing order.	Provider did not respond and sent member's trip back without proper notice. SSR team have been working to reassign a provider to member's standing order.	5/16/2019
2798			4/22/2019		4/22/2019	Prov No-Show A leg	This complaint is valid due to provider has not returned the RFE.				This complaint is valid due to provider has not returned the RFE.	This complaint is valid due to provider has not returned the RFE.	5/14/2019
2799			4/22/2019		4/22/2019	Prov No-Show A leg	Due to provider not returning RFE, this complaint is valid.				This complaint is valid due to provider has not returned the RFE.	This complaint is valid due to provider has not returned the RFE.	5/14/2019
2800			4/22/2019		4/23/2019	Prov Late - A Leg	Provider's response stated driver was late.			Received response from provider XXX on 5/10/2019, "04-22-19 the driver Mr. YYY had pick up an additional trip to crawfordsville, IN. on his way back he got stuck in trafic which cause a delay in picking ZZZ in a timely manner. Since then Mr. YYY has been reduced by two legs in order for him to be ahead of his pick up and drop off schedule."	Provider's response stated driver was late.	Provider's response stated driver was late.	5/10/2019
2802			4/20/2019		4/23/2019	Prov No-Show A leg	Provider did not return RFE and did not notify SETI of pickup issues/no shows on that day. Provider was assigned to member's standing order and it was reported member gets dropped off and picked up on time.				Provider did not response to RFE. Member's standing order was assigned to XXX. XXX successfully transports the member to and from dialysis.	Provider did not response to RFE. Member's standing order was assigned to a XXX. XXX successfully transports the member to and from dialysis.	5/16/2019
2803			4/19/2019		4/23/2019	Prov No-Show A leg	Provider confirmed member report of late arrival. Provider states their records had 5pm however appointment time is for 4pm in the same time zone. Member prefers to ride with XXX.			Response received to RFE from provider XXX On 5/8/2019: "This trip was assigned for a 500pm pickup. YYY arrived at the pickup location at 459pm. We attempted to make contact with the Member, but there was no answer and no one ever came outside, so the driver was released."	Provider did not arrive at within scheduled pickup timeframe. Driver arrived after appointment time. Member prefers to ride with XXX. Updated member profile for dispatching purposes.	Provider did not arrive at within scheduled pickup timeframe. Driver arrived after appointment time. Member prefers to ride with XXX. Updated member profile for dispatching purposes.	5/17/2019
2807			4/23/2019		4/24/2019	Prov No-Show A leg	Provider states driver is allergic to dogs and failed to report this issue to SETI to prevent provider no show.			Received response to RFE from provider on 4/25/2019: "This member has a dog. We requested this trip via IN Dispatch in which we cannot see notes. My driver and a member we had in the van had allergic reaction to dogs. That's why we could not accomodate this trip."	Provider failed to report the inability to transportation animals to prevent due to medical reasons. Provider handle the trip which prevented dispatchers from reassigning this member trip. Provider was a no show.	Provider failed to report the inability to transportation animals to prevent due to medical reasons. Provider handle the trip which prevented dispatchers from reassigning this member trip. Provider was a no show.	5/17/2019
2809			4/24/2019		4/24/2019	Member Issue	No response from the member. Second complaint against the member leaving drop off location. Qa will report member to FSSA if issue continues.				No response from the member. Second complaint against the member leaving drop off location. Member will be report to FSSA if issue continues.	No response from the member. Second complaint against the member leaving drop off location. Member will be report to FSSA if issue continues.	5/17/2019
2812			4/25/2019		4/25/2019	Prov No-Show A leg	Pickup time estimated pickup time 13:00. Member called WMR at v13:20 and was told driver's ETA per xxx. Provider called at 13:39 driver was there for 15 mintues member was no show.				Provider did not show up as scheduled and did not response to RFE. Member now rides with new preferred provider.	Provider did not show up as scheduled and did not response to RFE. Member now rides with new preferred provider.	5/17/2019
2819			4/25/2019		4/26/2019	Prov No-Show A leg	Due to provider not returning RFE, this complaint is valid.				Due to provider not returning RFE, this complaint is valid.	Due to provider not returning RFE, this complaint is valid.	5/14/2019
2822			4/26/2019		4/26/2019	Prov No-Show A leg	Provider did not response to RFE or phone call . Notified SSR team of TP coordinators request. SSR will work to reassign standing order to a new provider.				Provider did not show on this and did not return RFE. Due to this provider not showing up or being late for leg A pick up TP Coordinator request for new assign provider to transport for member's standing order. SSR has been notified and will reach out to other providers.	Provider did not show on this and did not return RFE. Due to this provider not showing up or being late for leg A pick up TP Coordinator request for new assign provider to transport for member's standing order. SSR has been notified and will reach out to other providers.	5/20/2019
2857			4/29/2019		4/29/2019	Prov Late - A Leg	This complaint is valid due to provider not returning RFE and trip notes show provider was extremely late for pick up.				This complaint is valid due to provider not returning RFE and trip notes show provider was extremely late for pick up.	This complaint is valid due to provider not returning RFE and trip notes show provider was extremely late for pick up.	5/15/2019

Version: 1.0  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Submission Date: 5/30/19  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2884			4/12/2019		4/29/2019	Prov Late - B Leg	Provider follow send back process therefore this is valid.			Received response from provider XXX on 4/30/2019: "These appointments were discussed with the client prior to scheduling at the beginning of the month and we went over which dates we did not have availability. The client said he would not need us on those days and would find another means of transportation. We did provide transportation to the client on the days we had availability and the client was aware of the days that we were not able to pick him up. I believe this is a misunderstanding as the client scheduled these rides through us first before going through Southeastrans and we confirmed any scheduled rides and cancellations with the client."	Provider follow send back process therefore this is valid.	Provider follow send back process therefore this is valid.	5/17/2019
2936			4/29/2019		4/29/2019	Prov No-Show A leg	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2954			4/10/2019		4/29/2019	Trip not assigned	Unable to reach member but did add him to the MCA list to more closely monitor his trips.				Unable to reach member but did add him to the MCA list to more closely monitor his trips.	Unable to reach member but did add him to the MCA list to more closely monitor his trips.	5/20/2019
2962			4/29/2019		4/29/2019	Prov No-Show B leg	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2963			4/29/2019		4/29/2019	Prov Late - B Leg	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2979			4/29/2019		4/30/2019	Prov Late - A Leg	No response to RFE from provider XXX - Closing as valid due to lack of response from provider.				No response to RFE from provider XXX - closing as valid due to lack of response from provider in regards to tardy pick ups.	No response to RFE from provider XXX - closing as valid due to lack of response from provider in regards to tardy pick ups.	5/14/2019
2981			4/30/2019		4/30/2019	Prov Late Sendback	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2982			4/30/2019		4/30/2019	Prov No-Show A leg	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2983			4/26/2019		4/30/2019	Prov Late - B Leg	RFE not returned within required time frame and no response to follow up attempts. Provider Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.				Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	Closing as Valid – RFE not returned from Provider within required timeframe though outreached; Provider Relations Team has been notified for follow up.	5/20/2019
2984			4/29/2019	Family Member	4/30/2019	Rude Staff (non-CC)	Hospital discharge trip was booked for next day 4/30/2019. At member requested provider was added to member's do not use list.				Hospital discharge trip was booked for next day 4/30/2019. At member requested provider was added to member's do not use list due to driver's behavior and late arrival.	Hospital discharge trip was booked for next day 4/30/2019. At member requested provider was added to member's do not use list due to driver's behavior and late arrival.	5/20/2019



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

Version: 1.0  
 Report Name: Complaints and Appeals Details  
 Report Code: MO-MCAD1  
 Submission Date: 5/30/19  
 Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Experience Period >> 04/01/19 - 04

Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Subject of Complaint	Name of Transportation Provider	Provider Response	Findings	SET Action	Date Resolved
2988			4/30/2019		4/30/2019	Prov No-Show A leg	No response from provider in regards to RFE and no response from complainant. Closing as valid due to lack of response from provider.				No response from provider in regards to RFE and no response from complainant. Closing as valid due to lack of response from provider.	No response from provider in regards to RFE and no response from complainant. Closing as valid due to lack of response from provider.	5/14/2019
2990			4/30/2019		4/30/2019	Driver Reckless	Unable to wait another week for Compliance to perform spot check due to Corporate & State guidelines on closing of complaints - This issue has been referred to Compliance for completion - No response to RFE from provider.				Unable to wait another week for Compliance to perform spot check due to Corporate & State guidelines on closing of complaints, request originally sent 5/1/2019 - This issue has been referred to Compliance for completion - No response to RFE from provider and closing as Valid due to lack of response from provider.	Unable to wait another week for Compliance to perform spot check due to Corporate & State guidelines on closing of complaints, request originally sent 5/1/2019 - This issue has been referred to Compliance for completion - No response to RFE from provider and closing as Valid due to lack of response from provider.	5/14/2019