

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

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Experience Period >> 03/01/20-03/31/20

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of Transportation Provider	Provider Response	Findings	Substantiated? (Y or N)	SET Action	Date Resolved
5157			3/2/2020 11:15:00 AM		3/3/2020 1:47:00 PM	Accident	Member is upset and hurt. Her neck is hurt, went to the pain clinic. Driver did not give her any information. Driver came to a stop and was hit from behind. members ###-###-####		Per Compliance Manager SETI has sent a Cease & Desist for both the vehicle-pending an inspection and driver-pending 2 full days of training.	Per Compliance Manager SETI has sent a Cease & Desist for both the vehicle-pending an inspection and driver-pending 2 full days of training.	Y	Per Compliance Manager SETI has sent a Cease & Desist for both the vehicle-pending an inspection and driver-pending 2 full days of training.	3/6/2020
5236			3/28/2020 7:00:00 AM		3/27/2020 10:44:00 PM	Call Center Issue	Member called on 3/26/2020 to schedule a trip for 3/28/2020. Trip was not scheduled and was left as incomplete. Member very upset that trip was not set up and not worked. Member wanted to make a formal complaint...XXxapologized and gave the number to our QA department. Created the IQ and created a trip for Monday on 3/30/2020 after the member said that the agent he spoke with on the 26th said to call today to schedule the trip for Monday. Member advised he would reach out to local providers in the area to see if they could accommodate a trip tomorrow and he will call back.		All parties involved including leads have been coached on this issue.	All parties involved including leads have been coached on this issue.	Y	All parties involved including leads have been coached on this issue.	4/6/2020
5178			3/6/2020 5:50:00 AM		3/6/2020 5:21:00 PM	Driver Behavior	Driver XXX was rude. Driver was late picking up for dialysis. Driver said to mbr's face "If I was on dialysis, my kids would pick me up. But no one cares about you so you are just going to have to wait for me." When I get in the car in the morning, still signing twice even on the days that mbr's daughter picks her up.		Provider stated in response they were late due to traffic but also listed an incorrect driver. This member along with a few other have specifically named XXX(unauthorized) but provider keeps listed an authorized driver. Turned over to Compliance to investigate driver issue further.	Provider stated in response they were late due to traffic but also listed an incorrect driver. This member along with a few other have specifically named XXX(unauthorized) but provider keeps listed an authorized driver. Turned over to Compliance to investigate driver issue further.	Y	Provider stated in response they were late due to traffic but also listed an incorrect driver. This member along with a few other have specifically named XXX(unauthorized) but provider keeps listed an authorized driver. Turned over to Compliance to investigate driver issue further.	3/13/2020
5182			3/6/2020 3:00:00 PM		3/6/2020 9:42:00 PM	Driver Behavior	XXX had an appointment on 03/06/2020 and is very upset with her trip today. The mbr was trying to give direction on how to get to her residence. After the mbr was picked up, the driver kept cursing at her, all because he had a hard time finding her. Driver was calling her all kinds names and not being very professional.Please contact this mbr asap. (###-###-####)		Turned over to Compliance for further investigation on unauthorized driver.	Turned over to Compliance for further investigation on unauthorized driver.	Y	Turned over to Compliance for further investigation on unauthorized driver.	3/12/2020
5188			3/5/2020 1:45:00 PM		3/9/2020 1:34:00 PM	Driver Behavior	XXX, the member, called about a complaint against the driver, who is an employee for a provider named YYY, that happened on Thursday March 5, 2020. XXX briefly describes the driver as a petite Black/African-American driver in her late 30s.The incident occurred when XXX, the member, was going to her appointment (Leg A). While XXX, was riding in the vehicle the driver started to grab her phone and play hip hop music on YouTube in the vehicle. The driver raised the volume of the hip hop music where it blasted XXX eardrums. The driver then proceeded to rapping/singing the lyrics of the hip hop music. XXX does not approve of this behavior because she stated that the driver was rapping/singing misogynistic lyrics by using the N-word and saying a line from a song that made XXX spine chill such as "Nothing like a thick white shit rag." XXX was disgusted and annoyed by this ridiculous behavior from the driver. XXX stated that she has anxiety issues and that the driver was unprofessional because she asked the driver where she was going. The driver had no clue and forgot where she was going. XXX let the driver know that she was going to the ZZZ for a behavioral health appointment and didn't want to be late. Once XXX, the member, was dropped off at her appointment she made sure to contact a family mbr for a return ride home. XXX stated that she will not be riding with YYY no more.		Due to no response from provider, this is valid. Turned over to compliance to investigate unauthorized driver further.	Due to no response from provider, this is valid. Turned over to compliance to investigate unauthorized driver further.	Y	Due to no response from provider, this is valid. Turned over to compliance to investigate unauthorized driver further.	3/13/2020
5207			3/10/2020 11:30:00 AM		3/12/2020 1:07:00 PM	Driver Behavior	Driver (named XXX) rushed member out of pharmacy, was very rude to her, she was unable to get her medicine due to him rushing her out. Member said he made her feel very uncomfortable. Driver said to her "Hurry up, im in a rush, I got things to do" Member does not want to use this transportation services		Member was educated on pharmacy riders and alternation transportation. Mailed and application for YYY for future trips. Provider did not response to the RFE.	Member was educated on pharmacy riders and alternation transportation. Mailed and application for YYY for future trips. Provider did not response to the RFE.	Y	Member was educated on pharmacy riders and alternation transportation. Mailed and application for YYY for future trips. Provider did not response to the RFE.	3/16/2020
5215			3/16/2020 6:00:00 AM		3/16/2020 3:53:00 PM	Driver Behavior	Provider was cussing at the member and being very rude witht the member. Mbr says the providers last name is XXX		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.	3/24/2020
5237			3/30/2020 9:30:00 AM		3/30/2020 2:23:00 PM	Driver Behavior	XXX stated driver was rude. When XXX asked for assistance to close the door driver told mbr she close it the same way she opens it. The driver then got out the van and slammed the door for the mbr. Then the driver began to drive mbr home and complained the entire drive explaining how this is not in her job description, all she have to do is pull up and pick up mbrs no assistance is needed from her.		Member only needed assistance with driver putting walker into back on van and closing the heavy sliding door, which even ambulatory drivers should do. Additionally, this has been turned over to compliance for an unauthorized driver.	Member only needed assistance with driver putting walker into back on van and closing the heavy sliding door, which even ambulatory drivers should do. Additionally, this has been turned over to compliance for an unauthorized driver.	Y	Member only needed assistance with driver putting walker into back on van and closing the heavy sliding door, which even ambulatory drivers should do. Additionally, this has been turned over to compliance for an unauthorized driver.	3/31/2020
5158			2/27/2020 12:30:00 PM		3/3/2020 2:12:00 PM	Driver Reckless	XXX, mbr's caregiver, stated the driver answered a phone call from her daughter, hung up then started looking at her phone for Jimmy John's number while driving. She then called Jimmy John's and was holding the phone and the credit card while driving, making the mbr nervous. The mbr told the driver she was nervous but the driver continued to do what she was doing, hung up the phone and made another call to her daughter.		Disciplinary action has been taken against the driver for violation company policy.	Disciplinary action has been taken against the driver for violation company policy.	Y	Disciplinary action has been taken against the driver for violation company policy.	3/10/2020

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5177			3/5/2020 8:00:00 AM		3/6/2020 4:34:00 PM	Incident	Received email from provider: Hello, I am with XXX (formally YYY). I wanted to make you aware of incident that happened yesterday 3/5/20. The leg ID number for the trip is 2358693. ZZZ fell as she was getting into the cab yesterday. The emt's were called just to be safe and she was okay. Please let me know if there is any other information you may need from me. Kind Regards, AAA XXX Direct-####-#### Dispatch-####-#### XXX.com		Member is doing ok and confirmed that the provider did call EMS to check her out on the scene as they were supposed to. All documentation turned over to compliance.	Member is doing ok and confirmed that the provider did call EMS to check her out on the scene as they were supposed to. All documentation turned over to compliance.	Y	Member is doing ok and confirmed that the provider did call EMS to check her out on the scene as they were supposed to. All documentation turned over to compliance.	
5148			3/2/2020 9:15:00 AM		3/2/2020 4:01:00 PM	Member Issue	XXX, YYY advised he will no longer take members runs due to verbal abuse toward company drivers		Member was mailed rider guidelines due to being unable reachable by phone. Member standing was also cancelled due to the only wheelchair provider dropping standing order for member verbal abuse toward the driver.	Member was mailed rider guidelines due to being unable reachable by phone. Member standing was also cancelled due to the only wheelchair provider dropping standing order for member verbal abuse toward the driver.	Y	Member was mailed rider guidelines due to being unable reachable by phone. Member standing was also cancelled due to the only wheelchair provider dropping standing order for member verbal abuse toward the driver.	3/10/2020
5159			3/3/2020 1:00:00 PM		3/3/2020 5:18:00 PM	Member Issue	Driver reported that he try to call this mbr. to let him know that he was outside, no one answer. So the driver knocked on the mbr's. door. When the mbr. opened the door the mbr. told the driver to get the HELL away from his door and slammed the door in the driver face.		The member was educated on rider guidelines.	The member was educated on rider guidelines.	Y	The member was educated on rider guidelines.	3/5/2020
5160			3/3/2020 2:30:00 PM		3/3/2020 7:18:00 PM	Member Issue	Per XXX, not sure if member has bed bugs but they will not do b-leg. She stated after member got out the vehicle, they took pictures and there were bugs crawling/flying around. She also stated when member was in their vehicle the driver could see the bugs, she states she isnt an expert on bugs so she cant confirm they are bed bugs.		QA has been unable to reach member. However, a lead already educated member that YYY will not be able to transport until we receive documentation from an extermination company showing no evidence of bed bugs found in home.	QA has been unable to reach member. However, a lead already educated member that YYY will not be able to transport until we receive documentation from an extermination company showing no evidence of bed bugs found in home.	Y	QA has been unable to reach member. However, a lead already educated member that YYY will not be able to transport until we receive documentation from an extermination company showing no evidence of bed bugs found in home.	3/4/2020
5204			3/11/2020 12:00:00 PM		3/11/2020 8:12:00 PM	Member Issue	Received a member care request entered by driver: State Reported Indiana Member's Name XXX Trip Leg ID 2369125 Noticed At During Transport Description Client has bedbugs Time Recorded Wed Mar 11 2020 14:24:35 GMT-0400 (EDT) Email YYY		Member must submit documentation from a bug bed exterminator clearing home from bed bug allegations before NEMT can be use. Member was unreachable by phone.	Member must submit documentation from a bug bed exterminator clearing home from bed bug allegations before NEMT can be use. Member was unreachable by phone.	Y	Member must submit documentation from a bug bed exterminator clearing home from bed bug allegations before NEMT can be use. Member was unreachable by phone.	3/5/2020
5231			3/24/2020 7:00:00 AM		3/23/2020 1:38:00 PM	Member Issue	XXX called into to put in an inquiry against member. Member was picked up 3/23, unable to walk by herself to vehicle. When she came out she fell down, member was clearly under the influence. Driver and other passengers had to help member into the bus. During return trip member was slumped over in the seats and could barely stay awake. XXX stated his superior advised that they will no longer transport the member.		Member has been unreachable for education and VM is full. Provider has been added to member's DNU list and S/O reassigned to a new provider.	Member has been unreachable for education and VM is full. Provider has been added to member's DNU list and S/O reassigned to a new provider.	Y	Member has been unreachable for education and VM is full. Provider has been added to member's DNU list and S/O reassigned to a new provider.	3/13/2020
5190			3/9/2020 11:15:00 AM		3/9/2020 2:52:00 PM	Member not Ready	Driver arrived for pick up, called mbr, Mbr stated he was coming out. Driver waited 30 minutes for mbr, he had to leave to go get another mbr and was coming back to get mbr. While the driver was on his way back the mbr called the driver and was belligerent and hung up on driver.		Member educated on Rider Guidelines.	Member educated on Rider Guidelines	Y	Member educated on Rider Guidelines	3/30/2020
5162			3/3/2020 1:00:00 PM		3/3/2020 8:24:00 PM	Prov Late - A Leg	Driver came late after 13:00 and driver went to pick another member and took them both at the same time, due to that happening she got to her appointment late and she stated that was unaffair to her, 20mins late.		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.	3/9/2020
5176			3/4/2020 9:05:00 AM		3/6/2020 2:20:00 PM	Prov Late - A Leg	Member never made it to the appt, provider called mbr 20 mins after 9 and told mbr that he was on the way. She informed the driver there was no need for him to show up. She had already cancelled the appt.		Provider was too late for member to get to appt. and has been added to member's DNU list as west side is out of provider's usual service area.	Provider was too late for member to get to appt. and has been added to member's DNU list as west side is out of provider's usual service area.	Y	Provider was too late for member to get to appt. and has been added to member's DNU list as west side is out of provider's usual service area.	3/9/2020
5181			3/6/2020 4:15:00 PM		3/6/2020 9:29:00 PM	Prov Late - A Leg	XXX said provider was late and YYY missed his appointment. Provider said they would be there at 330 and didnt arrive until 1620. Driver went toZZZ before picking up mbr instead of coming to the home.		Once again, provider listed incorrect driver on response. However, driver was 45 minutes late.	Once again, provider listed incorrect driver on response. However, driver was 45 minutes late. Turned over to compliance to investigate the driver issue further.	Y	Once again, provider listed incorrect driver on response. However, driver was 45 minutes late. Turned over to compliance to investigate the driver issue further.	3/13/2020
5161			3/3/2020 3:05:00 PM		3/3/2020 7:47:00 PM	Prov Late - B Leg	Member stated this is not the first time this has happened to her... Her pick up time was 14:20 and she is still waiting at 14:50. They don't have a cab in the area		Provider is transitioning after being bought by another company and apologize for the delay in service as they were getting used to their new systems.	Provider is transitioning after being bought by another company and apologize for the delay in service as they were getting used to their new systems.	Y	Provider is transitioning after being bought by another company and apologize for the delay in service as they were getting used to their new systems.	3/9/2020
5167			3/4/2020 4:45:00 PM		3/5/2020 3:46:00 AM	Prov Late - B Leg	XXX has been having issues for the past 60 days or more so the Dialysis facility has to bother her family to get out of bed to get the member. ###-###-####		Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	Y	Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	3/9/2020
5174			3/4/2020 8:00:00 AM		3/6/2020 4:15:00 AM	Prov Late Sendback	Member called stated she had spoke to agent on 03/04/2020 said provider had sent her trip back was not able to find transport at the last min and was making it inconvenient for the member to have to catch a ride from a friend		Trip was dispatched to provider on 2/29/20 and they did not send it back until 3/3/20 at 2026, less than the required 2 business days prior to trip.	Trip was dispatched to provider on 2/29/20 and they did not send it back until 3/3/20 at 2026, less than the required 2 business days prior to trip.	Y	Trip was dispatched to provider on 2/29/20 and they did not send it back until 3/3/20 at 2026, less than the required 2 business days prior to trip.	3/9/2020
5151			3/2/2020 1:05:00 PM		3/2/2020 5:15:00 PM	Prov No-Show A leg	no show, called provider multiple times no answer		Provider admitted to being late for pickup. The late arrival caused member to be too late to be seen by the doctor.	Provider admitted to being late for pickup. The late arrival caused member to be too late to be seen by the doctor.	Y	Provider admitted to being late for pickup. The late arrival caused member to be too late to be seen by the doctor.	3/5/2020
5166			2/27/2020 1:00:00 PM		3/4/2020 8:16:00 PM	Prov No-Show A leg	Mbr was unable to make this trip due to last minute cancellation of XXX and looking the mbr's profile this has been happening a lot. As of 3/4 going back to 12/27 appts made but not actually travelled.		Provider was sent the trip 5 days ahead, giving them time to send it back if they were unable to accommodate.	Provider was sent the trip 5 days ahead, giving them time to send it back if they were unable to accommodate.	Y	Provider was sent the trip 5 days ahead, giving them time to send it back if they were unable to accommodate.	3/9/2020
5168			3/5/2020 2:50:00 PM		3/5/2020 1:54:00 PM	Prov No-Show A leg	Mbr Is Very Upset She HAs Been Late To Her Past 3 Appts. XXX Stated She Will Have To Reschedule Months out Due To Not Having A ride to her appt.		Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	Y	Provider is transitioning after being bought by another company and apologize for any service issues as they were getting used to their new systems.	3/9/2020

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5172			3/5/2020 1:15:00 PM		3/5/2020 6:12:00 PM	Prov No-Show A leg	Driver pulled into driveway Mbr stepped outside to notify the driver it would be 1 minute. She stepped back inside to grab coat and came back as driver was pulling out the driveway. The mbr suffered from a stroke but was hurrying down the driveway to flag the driver down but the driver continued to pull off. Mbr missed a very important appointment. Mbr also said she was in the middle of the street yelling for the driver but he turned right of Graceland on to 46th St. that's when she called XXX. Mbr feels the csr that answered the call was unconcerned place them on hold then the phone went dead . Mbr missed a very important 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.	
5191			3/2/2020 10:30:00 AM		3/9/2020 3:32:00 PM	Prov No-Show A leg	XXX stated driver was a no call no show and had to find other transportation		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.	3/9/2020
5206			3/12/2020 8:30:00 AM		3/12/2020 12:25:00 PM	Prov No-Show A leg	provider no show		Educated member on taxi providers services, and that taxi are use as last resort. Added a contracted provider to preferred provider for dispatching purposes.	Educated member on taxi providers services, and that taxi are use as last resort. Added a contracted provider to preferred provider for dispatching purposes.	Y	Educated member on taxi providers services, and that taxi are use as last resort. Added a contracted provider to preferred provider for dispatching purposes.	3/12/2020
5149			2/28/2020 1:00:00 PM		3/2/2020 4:30:00 PM	Prov No-Show B leg	Member's nurse stated that XXX never showed up to member's appointment for pick up, he had to get a taxi with YYY and they want to get reimbursed for expenses, informed her we are not able to.		No calls found for return ride provider unable to locate member. Calls were found regarding leg A only. Nurse was advised to send receipts via fax or email.	No calls found for return ride provider unable to locate member. Calls were found regarding leg A only. Nurse was advised to send receipts via fax or email.	Y	No calls found for return ride provider unable to locate member. Calls were found regarding leg A only. Nurse was advised to send receipts via fax or email.	3/9/2020
5150			2/28/2020 3:45:00 PM		3/2/2020 4:57:00 PM	Prov No-Show B leg	NurseXXX from dialysis called in to report that on several occasions YYY has failed to pick member up from dialysis even after calling SET for his return back to residence. requested to put in inquiry due to having to pay for ZZZ each time member is ready to go home. XXX - (###) ###-####		Provider was in transition after being bought by another company and was having some issues with learning their new system.	Provider was in transition after being bought by another company and was having some issues with learning their new system.	Y	Provider was in transition after being bought by another company and was having some issues with learning their new system.	3/9/2020
5152			3/2/2020 1:30:00 PM		3/2/2020 7:30:00 PM	Prov No-Show B leg	provider nver came back to pick up member, didnt answer phone		Provider was recently bought by a new company and transitioning. They apologize for the missed pick up and high call volume.	Provider was recently bought by a new company and transitioning. They apologize for the missed pick up and high call volume.	Y	Provider was recently bought by a new company and transitioning. They apologize for the missed pick up and high call volume.	3/9/2020
5156			3/3/2020 7:15:00 AM		3/3/2020 12:37:00 PM	Prov No-Show B leg	provider didnt show up, or answer the phone		Provider is transitioning after being bought by new company and apologized for the issues as they were learning their new systems.	Provider is transitioning after being bought by new company and apologized for the issues as they were learning their new systems.	Y	Provider is transitioning after being bought by new company and apologized for the issues as they were learning their new systems.	3/9/2020
5184			3/7/2020 10:00:00 AM		3/7/2020 11:32:00 PM	Prov No-Show B leg	XXX (sibling) is upset that alt trans was not obtained for member. Initial provider caught a flat tire and I explained to her dispatch attempted to contact alt providers but no provider didn't accept the trip as of yet. She says she came and transported member. She is displeased and wants the owners number to speak with him regarding this.		Provider was added to the do not use list and did not notified SET or member transportation would not be provided in a timely manner.	Provider was added to the do not use list and did not notified SET or member transportation would not be provided in a timely manner.	Y	Provider was added to the do not use list and did not notified SET or member transportation would not be provided in a timely manner.	3/11/2020
5235			3/27/2020 11:00:00 AM		3/27/2020 8:24:00 PM	Prov No-Show B leg	mbr has been calling in for AAA keep stated they dont have a driver and does not know when they will be able to get mbr, mbr stated he has been waiting over an hour an a half and needs to go home and eat, XXX will pick mbr up		Provider was too late and XXX had to p/u member for return home. Member's standing order has been unassigned from YYY who has been sending it back for over 3 months and XXX will be taking until a new regular provider is found so trips shouldn't go to ZZZ as a last resort.	Provider was too late and XXX had to p/u member for return home. Member's standing order has been unassigned from YYY who has been sending it back for over 3 months and XXX will be taking until a new regular provider is found so trips shouldn't go to ZZZ as a last resort.	Y	Provider was too late and XXX had to p/u member for return home. Member's standing order has been unassigned from YYY who has been sending it back for over 3 months and XXX will be taking until a new regular provider is found so trips shouldn't go to ZZZ as a last resort.	4/1/2020