

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

**Broker Name:** Southeastrans  
**Version:** 2020.01  
**Report Name:** Missed Trips  
**Report Code:** MO-MT  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(B) i-iii

*Note: Data reflects the status of the trip on the date of the scheduled trip.*

**Experience Period >>** 12/01/2020 - 12/31/2020

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
No Provider Assigned	1,637	1,694	3,331	5%
Member No-show	520	442	962	1%
Incident Wthr/Mbr	1	1	2	0%
Member Cancelled	1,769	1,939	3,708	5%
Member Hospitalized	191	199	390	1%
Member Deceased	113	118	231	0%
Member Too Sick	93	97	190	0%
Provider Too Late	9	11	20	0%
Provider No-Show	79	86	165	0%
Incident Wthr/TP	1	1	2	0%
Holiday Closure	90	88	178	0%
<b>Grand Total</b>	<b>4,503</b>	<b>4,676</b>	<b>9,179</b>	<b>13%</b>