

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 >>** 03/01/2021 - 03/31/2021

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
Insufficient Notice	10	11	21	0%
Agent Error	40	51	91	0%
No Provider Assigned	2,113	2,133	4,246	5%
Member No-show	379	433	812	1%
Inclement Wthr/Mbr	5	5	10	0%
Member Cancelled	2,006	2,273	4,279	6%
Member Hospitalized	173	193	366	0%
Member Deceased	90	90	180	0%
Member Too Sick	159	163	322	0%
Provider Too Late	34	37	71	0%
Provider No-Show	126	145	271	0%
Inclement Wthr/TP	1	1	2	0%
<b>Grand Total</b>	<b>5,136</b>	<b>5,535</b>	<b>10,671</b>	<b>14%</b>