

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 >>** 05/01/2021 - 05/31/2021

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
Insufficient Notice	6	6	12	0%
Agent Error	50	73	123	0%
No Provider Assigned	1,288	1,305	2,593	4%
Member No-show	271	327	598	1%
Member Cancelled	2,137	2,385	4,522	7%
Member Hospitalized	183	203	386	1%
Member Deceased	48	49	97	0%
Member Too Sick	132	138	270	0%
Provider Too Late	22	24	46	0%
Holiday Closure	1	1	2	0%
Provider No-Show	89	104	193	0%
<b>Grand Total</b>	<b>4,227</b>	<b>4,615</b>	<b>8,842</b>	<b>13%</b>