Broker Name: Southeastrans Version: 2020.01

Special Instructions: Broker may add more lines to this report if needed. Please highlight added lines yellow.

Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1

Code Citation: IC 12-15-30.5-4 (a)(1)(D)

of Complaints 55
of Complaints Substantiated 33
% of Complaints Substantiated? 549

1	2	3	4	5	6	7	8	9	10		12	13	14
					Date								A
Complaint		Member ID			Complaint						Substantiated		Date
Number	Member Name	(RID)	Trip Date	Complainant Name	Received	Complaint Category	Complaint Details	Name of NEMT Provider	Provider Response	Findings	(Y or N)	SET Action	Resolved
									Trip was dispatched on 10/27/20 and	Trip was dispatched on 10/27/20 and			/
									should have appeared on their 10/28	should have appeared on their 10/28		Trip was dispatched on 10/27/20 and should have	ž .
							Mbr was suposed to be picked up on friday, but no one		manifest. Sent response to provider to	manifest. Sent response to provider to		appeared on their 10/28 manifest. Sent response	
							showed up. When individual called driver they said that he		investigate if there is an issue with their	investigate if there is an issue with their		to provider to investigate if there is an issue with	
			10/30/2020		11/2/2020	Prov No-Show A leg	wasn't on their manifest.		portal.	portal.	N	their portal.	11/13/2020
			10/30/2020		11/2/2020	110v 140-Bilow 11 leg	wasii t on their intuinteou		porum	portan	- 11	then portain	11/13/2020
													/
									MY DRIVER DENIES THESE EVENTS				/
									OCCURRED. I AM OPEN TO MY				
									DRIVER TAKING REMEDIAL.				/
									WHEELCHAIR SECUREMENT	Driver is required to attend remedial			
							Mbr states that she was not secured in the van in wheelchair		TRAINING, BUT DO NOT THINK I	securement. Provider denies this		Driver is required to attend remedial securement.	/
			10/24/2020		11/2/2020	Incident - W/C	and rolled around in back as driver continued to drive.		SHOULD BE LIQUIDATED FOR THIS.	occured.	Y	Provider denies this occured.	11/16/2020
			10/24/2020		11/2/2020	merdent - W/C	and rened around in order as arrest continued to arrest		SHOOLD BE ENQUEENTED FOR THIS.	occurrent.	-	110 rate delites this secured.	11/10/2020
													/
									After investigating and talking to the				/
									driver, the driver had the hand - free				/
									earbuds on. It was reiterated to the driver				/
									the company policy of no phone usage				
									while driving and safety guidelines are our				
									first goal. It was documented in the	Provider has reminded driver of their			
							Ministry biggers and in the state of the			II		Providentes assistant de la contra de	
			44.00			D . D	Mbr states driver was speeding and almost hit two vehicles.		driver's file as a write-up! Our company's	phone usage policy and given driver a		Provider has reminded driver of their phone usage	
			11/2/2020		11/2/2020	Driver Reckless	Does not want to ride with provider.		goal is safety and customer's satisfaction.	write up.	Y	policy and given driver a write up.	11/16/2020
													/
									Driver states she watched member buckle	Driver states she watched member			
									up after member refused help. Son states	buckle up after member refused help.		Driver states she watched member buckle up after	,
							Son of mbr states mbr complained the driver was driving too		she always needs help and told him driver	Son states she always needs help and		member refused help. Son states she always needs	
							fast, failed to buckle the member up, and drove over many		didn't help. Driver wasn't speeding.	told him driver didn't help. Driver wasn't		help and told him driver didn't help. Driver wasn't	
									Permanent manifest note added for				/
							bumps. He did not want the same driver picking up his mother			speeding. Permanent manifest note		speeding. Permanent manifest note added for	/
			11/3/2020		11/3/2020	Driver Reckless	today.		assistance with seat belt.	added for assistance with seat belt.	N	assistance with seat belt.	11/17/2020
										Provided facility their FOM contact info			
										and advised of facility portal and		Provided facility their FOM contact info and	
										member portal to help them get updates		advised of facility portal and member portal to	/
							Mbr complained of last min update on trips and not having			without waiting on calls or having to call		help them get updates without waiting on calls or	/
			11/4/2020		11/3/2020	Call Center Issue	transporation .			into CC.	N	having to call into CC.	11/17/2020
			11/4/2020		11/3/2020	Can Center Issue	transporation :			into eei	- 11	intring to can into ee.	11/1//2020
									Upon exiting his home the client fell. A				
									young man was standing at the door and				
									driver had just exited the vehicle. The				
									youngman then exited the home and				/
									assisted the member up from his lawn.	This has been turned over to compliance			/
							Upon exiting home member fell, grandson helped member up		Driver did not even have the chance to	for any further investigation but member		This has been turned over to compliance for any	
			11/3/2020		11/3/2020	Incident	and into the vehicle. Member appears to be fine.		greet the client before he fell.	states he is ok.	v	further investigation but member states he is ok.	11/9/2020
			11/3/2020		11/3/2020	moraciit	and the state of t		Due to no response from provider, this is	Due to no response from provider, this is	-	I souguton our monioer states he is ok.	11/7/2020
			11/3/2020		11/4/2020	Prov Late - B Leg	Provider late for pickup.		valid and escalated to PRM.	valid and escalated to PRM.	v	Due to no response from provider, this is valid.	11/17/2020
			11/3/2020		11/4/2020	riov Late - B Leg			valid and escalated to FRIVI.	vanu and escalated to FRIVI.	1	Due to no response from provider, this is valid.	11/1//2020
							Mbr states agent from Southeastrans told her next time they						
							set up a ride the members dad better be waiting or he wont						
			11/3/2020		11/4/2020	Call Center Issue	have a ride.			Unable to confirm via call recording.	N	Unable to confirm via call recording.	11/18/2020
									Provider states they took member but	Mbr was transported arrived to			
			11/4/2020		11/4/2020	Prov Late - A Leg	Provider was late.		didn't say what time.	appointment late.	Y	Mbr was transported arrived to appointment late.	11/18/2020
						<u> </u>			Provider sent trip back because ther was no				
									SR. Asked if provider requested SR				
									indicated no. Escalated to PRM for	Joseph cont to DDM to full accompaniel			
			11/5/2026		11/5/202	D N 01	Describer and all con-			Issue sent to PRM to follow up with	v	I DOWN THE PROMET OF THE PROMETER OF THE PROME	11/11/2007
			11/5/2020		11/5/2020	Prov No-Show A leg	Provider no show.		education	provider.	Y	Issue sent to PRM to follow up with provider.	11/11/2020
									Provider's Response/Explanation: We are				
									so sorry for this kind a behaver for our				
									driver, we called driver to our office and he				
									has been given a warning that if we receive				
									any other complaint for him we will have				
							Nurse complained driver lacked empath and sympathy for		to let him go. Faxed to Southeastrans				
			11/2/2020		11/5/2020	Driver Behavior	member.		on:11/6/20	Provider addressed with driver.	Y	Provider addressed with driver.	11/6/2020

			Provider's Response/Explanation: Provider	der's Response/Explanation:			
				per trip was called in at 6:02pm.	Provider's Resp	onse/Explanation: Members trip	/
				ere quite busy at that time. Our		6:02pm. We were quite busy at	/
				arrived at 6:57pm, which is within		driver arrived at 6:57pm, which is	/
11/4/2020	11/5/2020 Prov Late - B Leg	Provider was late picking up mbr.		r of the time we received the trip.	N within 1 hour or	f the time we received the trip.	11/6/2020
				vas booked as a W/C and a W/C			
		Mbr social worker stating the right van accomodation was not	provider requested the trip and sent a W/C provider	der requested the trip and sent a		ed as a W/C and a W/C provider	
11/5/2020	11/5/2020 Dispatch Error	sent.	van. W/C v	van.	N requested the tr	rip and sent a W/C van.	11/6/2020
				will follow up with SW. Trip was		w up with SW. Trip was	/
10/30/2020	11/5/2020 Trip not assigned	Provider no show.		ighly worked.	N thoroughly wor	ked.	11/6/2020
			Provider states he called the mbr prior to				/
			arriving to advise they were on the way and				/
			door was open upon arrival but member				
44/5/2020	44/6/2000 20 31 61 41	D 11 1		per states she was at the door and		she was at the door and never saw	
11/6/2020	11/6/2020 Prov No-Show A leg	Provider no snow.	pnone. never	saw them pull up.	N them pull up.		11/20/2020
							/
							/
			Driver became lost finding the members				/
			location. Driver called the member				/
			multiple times with no answer. The				
			member called the drivers phone about 45				
			minutes later, however it was too late for that particular driver to go back. I tried to				
		Mbr stated driver called and said he couldn't find Crown Plaza	look for another driver, but all drivers were				
		and wouldn't be coming. Member said they received a bill for	busy at the time. WE DID NOT SEND				
10/29/2020	11/6/2020 Prov No-Show A leg			der added to mbr DNU list.	Y Provider added	to mbr DNU list.	11/18/2020
10/23/2020	THE SHOW IT BE		Provider states driver late on A leg but	are dudica to mor Brite mor	1 110 Hadi daded	to mor brite hist	11/10/2020
			never got return call and called member				
		Mbr states provider was late to pick up and did not show up	after 2 hours (about 1pm) and was hung up				/
11/4/2020	11/9/2020 Prov No-Show B leg	for B leg.		der added to mbr DNU list.	Y Provider added	to mbr DNU list.	11/12/2020
			Trip w	vas dispatched to a provider after	Trip was dispat	tched to a provider after IQ	
11/10/2020	11/9/2020 Trip not assigned	Mbr received automated call.	IQ ent	tered.	N entered.		11/11/2020
			Trip w	vas assigned 4 days prior and			
				d have shown on their manifest.		ned 4 days prior and should have	
11/9/2020	11/9/2020 Provider Error	Provider no show.	Provider did not see trip on manifest. Escala	ated to PRM		manifest. Escalated to PRM	11/23/2020
			Driver was new and still getting familiar Driver	r was new and still getting familiar		and still getting familiar with	
9/1/2020	11/9/2020 Prov Late - A Leg	Mbr Late to appointment	with area. with a		N area.		11/23/2020
				o no response from provider, this is			
11/5/2020	44/0/2000			Provider is currently not in		onse from provider, this is valid.	
11/6/2020	11/9/2020 Prov Late - A Leg	Provider was late.	Outstanding RFE network		1 Tovider is cuit	rently not in network.	11/23/2020
			No res	sponse from complainant. Trip		om complainant. Trip was	
11/10/2020	11/10/2020 Trip not assigned	Trip not assigned.		noroughly worked. No providers able to accommodate	N accommodate	ked. No providers were able to	11/24/2020
11/10/2020	11/10/2020 Trip not assigned	Trip not assigned.	were a	able to accommodate	N accommodate		11/24/2020
			Trie had to be south a late day before due Trie h	added by combined about of the			
			Trip had to be sent back the day before due to short on drivers due to national due to	short on drivers due to national	Trin had to be a	sent back the day before due to	
				gency. No other providers were able		s due to national emergency. No	
11/10/2020	11/10/2020 Trip not assigned	Provider did not show.		ommodate.		were able to accommodate.	11/17/2020
1111012020	11/10/2020 Trip not assigned			o no response from provider, this is	zinei providers	and the second second	717,72020
11/4/2020	11/10/2020 Prov No-Show B leg	Provider no show on B leg.	Outstanding RFE valid.		Y Due to no respo	onse from provider, this is valid.	11/24/2020
				ty Outreach contacted the facility		strator will be addressing Nurse	
		Nurse was swearing at the driver calling the driver various		istrator who will address the		ds driver and verify member's	
10/26/2020	11/10/2020 Rude Staff (non-CC)	names.	incide		Y mobility.		11/12/2020
		Mbr stated the driver was on the phone, not wearing a mask	Due to	o no response from provider, this is			
11/10/2020	11/10/2020 Driver Behavior	and the vehicle was dirty.	Outstanding RFE valid.		Y Due to no respo	onse from provider, this is valid.	11/24/2020
							/ <u> </u>
		Facility indicated Provider arrived. Patient had to use					
		restroom unexpectedly. Driver calls and states via phone					
		"Where is she it's not my job to come get the patient." Patient					
		was brought to van. Nurses said that driver was very rude and		followed up with complainant.		up with complainant. Provider has	š
		a few mins later they received a call from same driver stating		der has not responded to RFE and		o RFE and is no longer in the	
11/10/2020	11/11/2020 Driver Behavior	he couldn't find the destination so he brought member back.	Outstanding RFE is no le	onger in the network.	Y network.		11/24/2020
		Mbr states she didn't receive a call notifying of unsecure		1 11 1 12 22	p : 1 ::	1 00	
11/12/2020		transport. Mbr stated an agent told her she couldn't file a		wed calls and sent to CC		and sent to CC management for	11/01/0055
11/12/2020	11/12/2020 Call Center Issue	complaint.	manag	gement for coaching.	Y coaching.		11/24/2020
			D 11	der and SETI both called member	Describer 1 CT	ETI both colled manifest and a	
		Mbr stated she been outside since 8:00am and nobody has		ot no response. Provider waited 15		ETI both called member and got no ider waited 15 mins past the p/u	
11/13/2020	11/13/2020 Prov No-Show A leg	been out there.		past the p/u time so this is invalid.	N time so this is in		11/25/2020
11/13/2020	11/13/2020 Prov No-Snow A leg	been our mere.	carry and watted 50 minutes. mins p	past the p/u time so this is ilivalid.	time so this is it	irana.	11/23/2020

					Driver called to informed me that member				
					was getting into his vehicle w/help from				
					her aid and fell int the vehicle. Driver offer				
					to assist, but member and aid declined				
					assistance from driver. Driver called				
					dispatch to Advise the situation, I advised				
					him to offer to take her to the ER, or call				
					911 for assistance. Member and aid				
					decline. I called SET and Spoke with CSR				
				Describes an extend of defense of the description o	who took my statement on what happen. I				
				Provider reported a driver picked up a member and as the					
				members aid was helping the member into the vehicle, the	aslo had driver fill out incident report (see				
				member fell into the vehicle. The member refused 911	attached). Member and Aid decline to sign				
11	1/13/2020	11/13/2020	Incident	assistance and did not want to go to the ER.	any documents.	compliance.	Y	Incident report received and sent to compliance.	11/24/2020
					Received provider response 11/13/20 at				
					2050: Member stop for gas and had a				
					health problem where he fainted in stor.	Member's daughter came to p/u from gas			
				Minimum and the health are marking in the case 6 - 12 - 13		station and left keys with gas station		Mount and developed and the form	
				Mbr reported she had been waiting in the van for driver at the	Paramedics called after situation and car			Member's daughter came to p/u from gas station	
				gas station and notice paramedics arrive. They ambulance		cashier for provider to p/u. Driver was		and left keys with gas station cashier for provider	
				took the driver and she didnt know what to do. She called her	notification of member departure 5 miles	taken to hospital after gas station cashier		to p/u. Driver was taken to hospital after gas	
11.	1/13/2020	11/13/2020	Incident	daughter to get her.	from home.	called 911.	Y	station cashier called 911.	11/24/2020
					D III D W				
					Provider's Response/Explanation: We				
					Asked our driver and he said that all of				
					what is said in the complain is not true as				
					he helped the member in all steps, he got				
					the Walker for her and he also helped her				
					to walk until she reached the member				
					residence (till her door) and if no one is at				
					home that is Not his responsibility or				
				Caregiver states driver didn't get out of vehicle to assist	provider's responsibility as he helped the				
				member. She stated he didn't get her walker out for her. She	member but he can not wait if no one is at				
				stated Mbr had to get her walker out and open and her bag on	home. And just to note that when he picked				
				her own. Caregiver stated driver didn't wait to make sure Mbr	her up in the morning her daughter was at				
				made it into the home. Stated Mbr fell outside the home and	home and didn't want to go with her so she			Complainant educated that ambulatory levels of	
				couldn't get up. Mbr was found outside in the cold on the	was Expected to be home when the	recommended an escort if member		service are curb to curb and recommended an	
11.	1/14/2020	11/16/2020	Driver Behavior	ground by Caregiver's father.	member returned.	needed additional assistance.	N	escort if member needed additional assistance.	11/25/2020
					Driver was unable to reach member. driver				
				Mbr stated every time she is finished with Dialysis, she is	had to be sent to p/u another mbr and was	S/O has been assigned to different		S/O has been assigned to different provider	
11	1/16/2020	11/16/2020	Prov Late - B Leg	given the eta within the hour but it always takes longer.	stuck in traffic.	provider starting 12/2/20.	N	starting 12/2/20.	11/30/2020
11.	1/10/2020	11/10/2020	110v Eate - B Eeg	given the eta within the hear out it armays takes longer.	 State in traine.	provider starting 12/2/20:	- 11	balting 12/2/201	11/30/2020
				Mbr stated his chair time had to start an hour later and wanted					
				the return ride time adjusted. Mbr indicated the agent assured					
				him he would be picked up at the new time. Mbr stated the					
				driver came to pick him up at the original time. The nurse					
				requested driver to wait for Mbr to finish but was only able to					
				wait 30 minutes. Mbr was grateful the driver was able to		Agents are supposed to advise member			
				wait, but frustrated because the issue could have been avoided		to call when they are ready for return as		Agents are supposed to advise member to call	
			oromy ou on	and he would have been able to receive his full treatment.		agent did.			10/0/0000
11.	1/17/2020	11/17/2020	SETI Staff	and he would have been able to receive his full freatment.		3	N	when they are ready for return as agent did.	12/2/2020
						FOM will follow up with facility on			
				Driver reported the receptionist began yelling at them and		proper cancellation process/member		FOM will follow up with facility on proper	
11.	1/18/2020	11/18/2020	Rude Staff (non-CC)	making derrogitory comments.		being ready for p/u.	Y	cancellation process/member being ready for p/u.	11/23/2020
						Member profile was marked as COVID			
						positive on 11/9/20 when it was reported		Member profile was marked as COVID positive	
				Nurse concerned about members status. The nursing facility		to us and S/O was cancelled. Facility has		on 11/9/20 when it was reported to us and S/O	
				advised the do not retest residents who have tested positive		not sent in a new S/O. No future trips		was cancelled. Facility has not sent in a new S/O.	
	1/5/2022	1140200	TILL D. I			booked.	N	No future trips booked.	10/1/2022
11	1/5/2020	11/19/2020	Hlthcare Prov. Issue	IOI COVIDIA.		DOOKED.	N	ino future trips booked.	12/1/2020

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And the second s										
The second control of						Received response from provider: Client is				
Company Comp										
Process of the control of the cont										
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See September 1999 And 1999 An										
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Add specific continues and part of the continue of the continu										
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Company of the comp										
1980 1980										
The second process of									had a program error that did not transfer the S/O	
In 1920 to 192	11/19/	2020 11.	1/19/2020 Prov No-Show A leg	Provider No show		ambulance took him.	transfer the S/O to be dispatched.	Y	to be dispatched.	12/2/2020
In 1920 to 192										
Product in the program of the prog							Split S/O has been fully assigned to			
Compared to the compared of							another provider. Provider advised that		Split S/O has been fully assigned to another	
Procedure of the process of the pr						Provider indicated they notified the nursing	the NH told them they were no longer		provider, Provider advised that the NH told them	
1199000 19900 19900 No.										
1990 1990	11/19/	2020	1/19/2020 Prov No-Show A les	Provider No show				N		11/25/2020
Adding spend a weed harmonic complete galous after the health and yet are and in the health of yet and the health of yet and health of yet	11/19/.	111	11. 2020 110. No bliow A leg			1	and the state of t		, and the same support their benedite.	11.25/2020
Adding spend a weed harmonic complete galous after the health and yet are and in the health of yet and the health of yet and health of yet	12/2/2	020	1/19/2020 Prov No Show P. loc	SW states that nick on the standing order has been enough			Trip notes validate complaint	v	Trip notes validate complaint	12/4/2020
Admin cairs on the cays presently and price facilities by the care of the complete any power of	12/3/2	020	1/13/2020 Flov No-Snow B leg	5 17 states that pick on the standing order has been spotty.			Trip notes vanuate compianit.	1	Trip notes vanuate complaint.	12/4/2020
Administration on the type and making the size of the										
Administration on the type and making the size of the										
After colors on the eys presented and trongs are put to be the eye and to the eye and the eye and to the eye and the eye and to the eye and the										
After colors on the eys presented and trongs are put to be the eye and to the eye and the eye and to the eye and the eye and to the eye and the				Admin reported a sexual harassment complaint against driver						
In the case we would not drow you pick be fast only to you got he fast of the you pick as a fast on pick as a fast on pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the fast of the pick as a fast of the pick as a fast of the fast of the pick as a fast of the pick										
In this Light, These mit to see join it find the production of t										
We unstraightful complain may be to each of the product of the pro						D 11 (D				
products from two touchage for an excitation and the particular and products of the strong plant of the particular and products of the product of the products of the product of the products										
Interest of the control of the contr										
His state is table, After surrow under some that the desired continues and the state in the continues of the state of the										
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a fine clusters research times a world. Mean servant it may be an interest from picking to the pick of the control to the first first between the control to the picking meanable of the first first between the control to the picking meanable of th				and placed it on his privates, and grabbed her by the back of		Usually the member sits in the back.				
he to take the hast to facility insurant aper a colling the working seek was as off or eight years the was all or eight years the was as off or eight years				her head and forcefully kissed her. He stroked himself on top		3-the trip was 1.3 miles.				
and prove that the provider may be a simple was one growther faulty to the feet and the provider of the last provider year and severe that the provider of the last provider year and the provider of the provider of the provider of the last pattern part of the provider of the provider of the last pattern part of the last				of his clothes several times as well. Member told driver he		4-the trip was 15 minutes from pick-up to				
All our drives have a post equation and several that problem for the in problem of the interval to problem of the interval to the problem of the interval t				had to take her back to facility immediately and the nurse kept		drop-off time.				
## 1/20/200 Provided in the control of the contro						5-All our drivers have a good reputation	Driver has been banned from our		Driver has been banned from our network pending	g e
11/20/200 11/2									outcome of Evansville Police Department	
State ComplaintWife called and left ven stating that he hashand has 80 and was not picked up Mandary, Welchecky, and Frisky. They had been provided but no provided completed 11/10/20 and Orange County of the Completed 11/10/20 and provided completed 11/10/20 and to provide completed 11/10/20 and provider should be a section of the provider 2 and an account of the provider 2 and an account of the provider 2 and an account No. 20 and 11/10/20 and an account No. 20 and	11/20/	2020	/20/2020 Driver Behavior			years.		N	investigation.	12/2/2020
**State Complaint **Wife Called and the vin stating that her behavior that has \$0 and was not picked up Manufor, to look and has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and was not picked up Manufor, which has \$0 and						Compact twin ID is ######### and it was				
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		UZU	DECOUNTED VIOLENCE A 169	2 Every mice and tried to neith her out one this issue.		prior to trip.	40 Hours prior to trip.	I	mave sent it back at least 48 nours prior to trip.	12///2020

				Called complaintant left message with	
				receptionist that we were sorry that she Called complaintant left message with rec	
				was not informed of the need for a new that we were sorry that she was not inform	
				LMN and that the agent was being the need for a new LMN and that the agent	was
				coached about that for the future. I asked being coached about that for the future. I	sked
				the receptionist to have member to give the receptionist to have member to give	a call
	11/23/2020	11/23/2020 Prov No-Show A leg	Provider did not show.	us a call back at OA. Y back at OA.	11/24/2020
			Trip was not assigned to a provider.	Complaint resolved, trip scheduled, and Complaint resolved, trip scheduled, and p	ovider
	11/23/2020	11/23/2020 Trip not assigned	The was not assigned to a provider.	provider secured. N secured.	11/24/2020
	11/23/2020	11/25/2020 Trip not assigned		provider secured.	11/24/2020
				Caregiver scheduled trip as Ambulatory.	
				Contacted Mbr to inform caregiver set Caregiver scheduled trip as Ambulatory.	
			Ambulatory vehicle arrived member needed w/c accessible	trip as ambulatory instead of W/C Mbr Contacted Mbr to inform caregiver set tri	
	11/20/2020	11/23/2020 Incorrect Mobility	vehicle.	hung up. N ambulatory instead of W/C Mbr hung up	11/25/2020
				The reason this trip was not able to be	
				complete it was due to the vehicle. The	
				driver accidently left his highlights on the	
				ariver accidently term is nigniligates on the night before waking up to a dead battery.	
				By the time the dispacter was notificed and	
				the driver had to get someone to him to	
				jump start the vehicle it was passed the trip	
				time. We have talk to the driver to make	
				sure this doesn't happen again, also we Provider requested trip11/23 and sent Provider requested trip11/23 and sent bar	
				checked battery to make sure it wasn't any back on 11/24 due to dead battery. 11/24 due to dead battery. Provider has c	
	11/24/2020	11/24/2020 Prov Late Sendback	Provider no show.	other issue. Provider has coached driver. Y driver.	12/1/2020
				Provider requested trip 11/23 at 0853 and Provider requested trip 11/23 at 0853	
				sent back at 1836 11/23 for driver not and sent back at 1836 11/23 for driver Provider requested trip 11/23 at 0853 and	sent
				available. Owner states she was out of not available. Owner states she was out back at 1836 11/23 for driver not available.	
				town and sent back as soon as soon as soon as Owner states she was out of town and sent	back
	11/24/2020	11/24/2020 Prov Late Sendback	Provider no show	realized. she realized. Y as soon as soon as she realized.	12/1/2020
	11/24/2020	11/24/2020 110V Eate Schuback	Trovide no silovi	remined:	12/1/2020
				Received response from provider: I should	
				have never been sent this trip. The above	
				trip wasn't in my pick up area, and over the	
				5 mile limit which is noted. I gave the trip	
				back the day before which I thought was	
				back the day before which I thought was	
				enough time to reroute the trip but Auto router sends by county of provider	
			Mhy collect to amount that their take was consulted at the last	enough time to reroute the trip but unfortunately that didn't happen not was Auto router sends by county of provider under did know to send back more Auto router sends by county of provider and prov	
			Mbr called to report that their trip was cancelled at the last	enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requestes that 48 hours prior to trip but states they Auto router sends by county of provider and provider did know to send back more than 48 hours prior to trip but states they provider did know to send back more than	48
			minute.Mbr was sitting out there waiting for the ride enjoying	enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requestes that vendors like myself give the trip back that vendors like myself give the trip back	48 day
			minute.Mbr was sitting out there waiting for the ride enjoying the fresh air. Not cold enough for gloves. Then called Call	enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requestes that vendors like myself give the trip back that vendors prior to pickup and that was where 2 days prior to pickup and that was where 2 the client notified. Southeastrans requestes that vendors like myself give the trip back that vendors like myself gi	day te to 2
			minute.Mbr was sitting out there waiting for the ride enjoying the fresh air. Not cold enough for gloves. Then called Call center and was informed that provider sent back at last	enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requestes that vendors like myself give the trip back that vendors like myself give the trip back 2 days prior to pickup and that was where we fell short (if that was the reason for the	day atte to 2 also
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	11/10/2020	11/24/2020 Trip not assigned 11/24/2020 Trip not assigned	minute.Mbr was sitting out there waiting for the ride enjoying the fresh air. Not cold enough for gloves. Then called Call center and was informed that provider sent back at last minute. Mbr is very frustrated. She wished she had a car. Provider No show - Legislative Complaint Provider No show - Legislative Complaint Provider was late for pickup Mbr found own way to appointment. Mbr. Reproted driver as being rude when	enough time to reroute the trip but unfortunately that didn't happen not was the client notified. Southeastrans requestes that vendors like myself give the trip back 2 days prior to pickup and that was where we fell short (if that was the reason for the client not being taken care of) Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch. Provider stated they had too many runs at the same time and member had already left by the time driver arrived. When called for return, driver was dropping off another member. Provider stated driver applogized and tried to explain but member took it as	48 day day to to 0 2 also 12/2/2020. Watch are seled 11/30/2020 Watch are seled 11/30/2020
	11/10/2020	11/24/2020 Trip not assigned	minute.Mbr was sitting out there waiting for the ride enjoying the fresh air. Not cold enough for gloves. Then called Call center and was informed that provider sent back at last minute. Mbr is very frustrated. She wished she had a car. Provider No show - Legislative Complaint Provider No show - Legislative Complaint Provider No show - Legislative Complaint	enough time to reroute the trip but unfortunately that didn'th happen not was the client notified. Southeastrans requestes that vendors like myself give the trip back 2 days prior to pickup and that was where we fell short (if that was the reason for the client not being taken care of) Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV Watch List and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and counseled dispatch. Member was added to MCA list and QRV with the list and given QA contact info for any future issues. CC management coached and	48 day
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	11/24/2020	11/30/202	Driver Behavior	Mbr stated he had to urinate and driver made him urinate on the side of the highway. Mbr also stated driver was rude.	dr at us TT us ov ov m:	as a miscommunication between the	Advised provider it would not be appropriate to let a member urinate inside a vehicle.	z	Advised provider it would not be appropriate to let a member urinate inside a vehicle.	12/8/2020
1	11/24/2020	11/30/202	Driver Benavior	the side of the highway. Mibr also stated driver was rude.	dr	iver and the chent.	inside a venicie.	N	let a member urinate inside a venicie.	12/8/2020
	11/16/2020	11/30/202	Call Center Issue	A client came in the local office this afternoon with complaints regarding SET. She states that they have been refusing to give her a ride, and they continue to tell her to ride the bus. (She believes it is due to her age.) ####################################			All of mbr trips have been dispatched to a provider. CC is required to advise members on bus line about PT if there is no PTRF on file. Sent email to INPT to send PTRF to Dr.		All of mbr trips have been dispatched to a provider. CC is required to advise members on bus line about PT if there is no PTRF on file. Sent email to INPT to send PTRF to Dr.	11/30/2020
				Mbr. Complained of not being able to secure transport for Hospital Discharge. Mbr stated he paid for transport out of			Trip was assigned to a provider. There were no calls to WMR. Mbr did not		T	
	11/24/2020	11/20/202	Provider No Show	nocket.			have a receipt.	N	Trip was assigned to a provider. There were no calls to WMR. Mbr did not have a receipt.	12/7/2020
1	11/24/2020	11/30/202	Flovidei No Silow	pocket.			nave a receipt.	IN	cans to wivinc. With the not have a receipt.	12///2020
	11/30/2020	11/30/202) Prov Late Sendback	Social Worker with medical providersaid that this trip was cancelled at last minute.	rec wh ho thi	hich time our office was closed of the blidays until Monday, 11/30/2020. At	Trip was routed while provider was closed for the Holiday. They did not return and see it until 11/30/20 and sent back then. Added PP for trips to route to sooner, added to MCA list, and gave mother QA contact info for future issues.		Trip was routed while provider was closed for the Holiday. They did not return and see it until 11/30/20 and sent back then. Added PP for trips to route to sooner, added to MCA list, and gave mother QA contact info for future issues.	12/2/2020