

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

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Experience Period >> 10/01/19-10/31/19

(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
4499			10/31/2019 8:15:00 AM		10/31/2019 4:05:00 PM	Accident	XXX the supervisor of YYY where ZZZ, AAA reside called in to file a complaint on BBB. XXX called in, and stated on 10/31/2019 ZZZ and AAA were being transported to medical appointments by BBB when they were involved in an accident. The members informed XXX the driver that was transporting them from BBB hit a car while on the way to their appointments. The members informed XXX the car the driver hit happened to belong to a member of the driver's church. The driver from BBB and the driver of the car that was hit, decide to walk away and not call the police since they knew each other. The members informed XXX they were dizzy and not feeling well after the accident. XXX from YYY stated they may send the members to the doctor to get assessed. XXX can be reached at (###) ##### for future information.		Investigation has been turned over to compliance.	Turned over to compliance for further investigation.	Y	Turned over to compliance for further investigation.	11/8/2019
4500			10/31/2019 9:15:00 AM		10/31/2019 4:48:00 PM	Accident	XXX the supervisor of YYY where ZZZ, AAA reside called in to file a complaint on BBB. XXX called in, and stated on 10/31/2019 ZZZ and AAA were being transported to medical appointments by BBB when they were involved in an accident. The members informed XXX the driver that was transporting them from BBB hit a car while on the way to their appointments. The members informed XXX the car the driver hit happened to belong to a member of the driver's church. The driver from BBB and the driver of the car that was hit, decide to walk away and not call the police since they knew each other. The members informed XXX they were dizzy and not feeling well after the accident. XXX from YYY stated they may send the members to the doctor to get assessed. XXX can be reached at (###) ##### for future information.		Investigation has been turned over to compliance.	Turned over to compliance for further investigation.	Y	Turned over to compliance for further investigation.	11/8/2019
4400			10/18/2019 9:00:00 AM		10/18/2019 2:46:00 PM	Accident (veh. only)	XXX have been in a accident with member in car		Investigation has been turned over to compliance.	Investigation has been turned over to compliance.	Y	Investigation has been turned over to compliance.	10/25/2019
4295			10/4/2019 10:00:00 AM		10/4/2019 1:27:00 PM	Driver Behavior	The driver called at 9:14 and said he was still 10 min away and the m needed to be at the appt at 9:15. She told him the appt is 9:15 and the driver started cussing and saying that he did not have to pick her up and that he can cancel the ride and he hung up and then she called back. And then he said to not call the phone again and was cussing again.		Called XXX due to no phone number listed for the complainant. Gave the reason for the call. XXX says she most comfortable with YYY and ZZZ never shows. I told the member will update profile preferred provider, will not put ZZZ on the do not use list at this time. Member thanked me for calling and ended the call.	Driver no showed. The no show caused member to miss her appointment. Arrangement were made for the member to be seen at a later time. Provider confirmed the accommodation but no showed the member again.	Y	Driver no showed. The no show caused member to miss her appointment. Arrangement were made for the member to be seen at a later time. Provider confirmed the accommodation but no showed the member again.	10/9/2019
4336			10/10/2019 1:45:00 PM		10/10/2019 5:35:00 PM	Driver Behavior	on the way to the appt the driver was speeding and got a speeding ticket. after the driver received the ticket, became angry and was yelling into the phone and started pounding his fist. the mbr asked the driver to pull over to the gas station where she seen another police officer and informed the police office that she no longer wanted to ride with the driver. The police officer let the mbr use his phone to call someone to get her. mbr never made it to her appt. mbr niece came an hr. later to receive the mbr		After further investigation it was found the driver had multiple complaints and was given a traffic violation ticket while transporting the member. This driver is no longer active to driver in the network. The member was unreachable by phone for an update on the status of the complaint.	After further investigation it was found the driver had multiple complaints and was given a traffic violation ticket while transporting the member. This driver is no longer active to driver in the network. The member was unreachable by phone for an update on the status of the complaint.	Y	After further investigation it was found the driver had multiple complaints and was given a traffic violation ticket while transporting the member. This driver is no longer active to driver in the network. The member was unreachable by phone for an update on the status of the complaint.	10/21/2019
4410			10/21/2019 5:40:00 AM		10/21/2019 2:22:00 PM	Driver Behavior	driver is rude has an attitude. Wonty help him with his bags but helps other people with theirs. Feels driver dislikes him. Says driver gets there before he comes off the machine and then will not come back fo 3-4 hours and he has to cut his treatment short because of this.		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.	10/23/2019
4425			10/23/2019 12:00:00 PM		10/23/2019 2:48:00 PM	Driver Behavior	XXX called in and stated driver from YYY (ZZZ) was extremely rude to member, member received a call at 10:35am with ZZZ demanding she be ready for her appointment at 10:45am to get picked up. I explained to XXX we do advise members to be ready an hour prior to given pick up time however that was not XXX's worry, she stated the driver should be held accountable for his very rude behavior towards a woman who is disabled; I put down provider as 'Do Not Use Provider' so they no longer transport. However per what I was told by team lead AAA we are unable to switch wheelchair transport for same day due to short notice.  XXX's best contact phone number is - (###) #####		Provider was sent another copy of the provider agreement highlighting the pick up and delivery standards showing a member does not have to get into the vehicle until their pick up time if they do not agree to.	Provider was sent another copy of the provider agreement highlighting the pick up and delivery standards showing a member does not have to get into the vehicle until their pick up time if they do not agree to.	Y	Provider was sent another copy of the provider agreement highlighting the pick up and delivery standards showing a member does not have to get into the vehicle until their pick up time if they do not agree to.	10/29/2019
4431			10/23/2019 11:00:00 AM		10/23/2019 7:00:00 PM	Driver Behavior	mbr has filed previous inquiry about driver XXX. XXX was mbr's driver for this trip and was complaining about mbr's inquiry. Driver made mbr very uneasy and frustrated; mbr refuses to ride with this driver moving forward. mbr is concerned stress with driver will lead to further health issues. mbr felt intimidated by driver and feared being thrown out of vehicle. mbr would like action to be taken.		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.	10/29/2019

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4448			10/23/2019 2:40:00 PM		10/25/2019 1:24:00 PM	Driver Behavior	Mbr feels unsafe with driver from this particular trip. Mbr says she was driving with one hand and putting her head down , music is too loud at one point driver was on the phone(not the same trip) . Mbr likes XXX driver YYY and request that they do not send the driver from this trip.		Due to no reponse from provider, this is valid.	Due to no reponse from provider, this is valid.	Y	Due to no reponse from provider, this is valid.	10/30/2019
4317			10/8/2019 1:30:00 PM		10/8/2019 4:45:00 PM	Driver Reckless	mbr states the driver that came to take her to her appt was driving recklessly and almost crashed them into some parked cars mbr would like it if we did not use XXX		Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	Y	Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	10/10/2019
4323			10/9/2019 11:00:00 AM		10/9/2019 2:24:00 PM	Driver Reckless	Member complained about the driver she had on her B leg. The driver was making her feel unsafe with his driving.		Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	Y	Due to this same driver having multiple reckless driver complaints, a Cease & Desist letter has been sent to provider for this specific driver.	10/10/2019
4404			10/18/2019 5:00:00 AM		10/18/2019 5:12:00 PM	Driver too early	Mbr complained about the driver , that driver very rude and stated driver came to pick him up @ 4.00am and said driver left and didn't take Mbr to his appointment. that he told the driver that his almost ready to come out and the driver left.		Driver was about 30 minutes early and facility doesn't open until 0430.	Driver was about 30 minutes early and facility doesn't open until 0430.	Y	Driver was about 30 minutes early and facility doesn't open until 0430.	10/18/2019
4301			10/4/2019 11:00:00 AM		10/4/2019 6:18:00 PM	Incident	XXX from YYY (Provider) called . When her driver went to pick up the member the Doctor's office said that the member slide out of his chair. When the member got into the van he said that the someone in the Doctor's office dropped him. He then started complaining about being in a lot of pain 911 was called an ambulance came and took the member to the Hospital. ZZZ called and had to leave a message for AAA the Head of Nursing at the nursing home .		Provider sent an incident report and called 911 due to member having pain after leaving his appointment. Member stated someone in the Dr. office dropped him. Incident report turned over to compliance.	Provider sent an incident report and called 911 due to member having pain after leaving his appointment. Member stated someone in the Dr. office dropped him. Incident report turned over to compliance.	Y	Provider sent an incident report and called 911 due to member having pain after leaving his appointment. Member stated someone in the Dr. office dropped him. Incident report turned over to compliance.	10/15/2019
4385			10/16/2019 1:45:00 PM		10/16/2019 11:24:00 PM	Incident	Member's daughter states member is in pain due to driver having no seat belt in the vehicle and she was using her hands to try & secure herself & the other member in the van with her. Driver used string to secure members in for a seat belt. Daughter states mom was trying to hold the other member up in the seat & she slid through the string & fe to the van floor. XXX (daughter) states mom took pictures. She will call us back if she has to take mom to the ER for the pain she's having. XXX ### ##### email is xxx@gmail.com.		Investigation has been turned over to compliance.	Investigation has been turned over to compliance.	Y	Investigation has been turned over to compliance.	10/21/2019
4398			10/16/2019 1:30:00 PM		10/18/2019 2:07:00 PM	Incident	Received IQ 4385 about this incident from the other member in the vehicle. We just received the incident report from XXX transportation naming this member as the one that fell to the floor of the vehicle.		Investigation has been turned over to compliance.	Investigation has been turned over to compliance.	Y	Investigation has been turned over to compliance.	10/21/2019
4421			10/22/2019 12:45:00 PM		10/23/2019 1:03:00 AM	Incident	XXX with YYY called in that they had an incident at the end of the trip. The member was feeling poorly when she was going home. When the driver went to help her out of the vehicle she was slumped over, collapsed. She had some difficulty breathing. The driver called 911. ZZZ later called in to inform us that the member had passed away.		Investigation has been turned over to Compliance.	Investigation has been turned over to Compliance.	Y	Investigation has been turned over to Compliance.	10/28/2019
4440			10/24/2019 10:15:00 AM		10/24/2019 3:01:00 PM	Incident	XXXr from YYY called stating that when the driver arrived she could see the member lying in his bed looking dazed and confused. The member had thrown up on himself. YYY then called SET1 to see if an emergency contact person was on file and there were none. The driver went to the neighbor's house to see if they know how to get in contact with his family and they didn't. YYY' s driver eventually called the local EMS to come and pick up the member, because they didn't want to leave him there alone.		Driver called 911 to come to member's home and take care of him as he was in a dazed and confused states when driver arrived for p/u. Incident report has been sent to the state.	Driver called 911 to come to member's home and take care of him as he was in a dazed and confused states when driver arrived for p/u. Incident report has been sent to the state.	Y	Driver called 911 to come to member's home and take care of him as he was in a dazed and confused states when driver arrived for p/u. Incident report has been sent to the state.	10/25/2019
4277			10/1/2019 6:30:00 AM		10/1/2019 8:35:00 PM	Member Issue	Received email from XXX: Good afternoon,  We had a member YYY leg 1732260 that threatened our driver today with a gun and that he would shoot everyone if the driver would not take him to get coffee. We did call in that we would not be transporting this member. Due to the threat of this member we will no longer transport moving forward and this member will be permanently rerouted. The driver will submit and incident report and I will submit once completed. Please let me know if you need anything further and appreciate the assistance in this matter.  Regards,  ZZZ XXX.  ### ##### (Office & Fax)		AAA the Director of Nursing at BBB has been notified that due to member's threats, it is suggested that the individual may benefit from behavioral health supports. In order to continue to access transportation services through SET, the nursing facility or family must provide an escort for the individual on all future rides for the next 3 months. At that time, if there are no incidents then the escort will be reconsidered.	AAA the Director of Nursing at BBB has been notified that due to member's threats, it is suggested that the individual may benefit from behavioral health supports. In order to continue to access transportation services through SET, the nursing facility or family must provide an escort for the individual on all future rides for the next 3 months. At that time, if there are no incidents then the escort will be reconsidered.	Y	AAA the Director of Nursing at BBB has been notified that due to member's threats, it is suggested that the individual may benefit from behavioral health supports. In order to continue to access transportation services through SET, the nursing facility or family must provide an escort for the individual on all future rides for the next 3 months. At that time, if there are no incidents then the escort will be reconsidered.	10/2/2019
4278			10/1/2019 11:00:00 AM		10/2/2019 10:22:00 AM	Member Issue	PU: Arrived for member at 10:10 am , reception called to inform them was there. Nurse stated them member would be down in a few she getting dressed. It is now 10:26 and member has not come down. Stat brought member down as I was leaving at 10:30 am. Wait time 20 minutes total.		Issue has been sent to Facility Outreach Manager.	Issue has been sent to Facility Outreach Manager to educate facility.	Y	Issue has been sent to Facility Outreach Manager to educate facility.	10/2/2019

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4286			10/2/2019 1:00:00 PM		10/2/2019 8:59:00 PM	Member Issue	SET was advised trip was for mother XXX not YYY. Provider request leg ID trip show cancel due to unable to verify urgency. Recorded call was sent to QA. Provider reported needing leg ID. Trip 910509/912671.		It was found the member's daughter/caregiver refused to provide all required information needed to verify urgency. The trip was cancelled/denied. The daughter/caregiver was educated on the proper way to schedule all trips including urgent trips.	It was found the member's daughter/caregiver refused to provide all required information needed to verify urgency. The trip was cancelled/denied. The daughter/caregiver was educated on the proper way to schedule all trips including urgent trips.	Y	It was found the member's daughter/caregiver refused to provide all required information needed to verify urgency. The trip was cancelled/denied. The daughter/caregiver was educated on the proper way to schedule all trips including urgent trips.	10/10/2019
4293			10/4/2019 12:30:00 PM		10/3/2019 9:12:00 PM	Member Issue	Member called in originally to schedule an appointment for his wife but she's with MHS. We denied her trip, when we informed XXX he then stated he had to schedule a trip for himself. At the end of the call you can hear him confirm that he scheduled a ride for his wife's appointment. Called doctors office to verify appt, Member is not a patient of YYY Member has been scheduling appts for his spouse who has MHS insurance under his own Medicaid insurance. Called and advised we would not be able to provide transportation for this trip seeing how it is not for him, the appt/trip is for his wife ZZZ who is not SETI member.		Call records were reviewed and member was warned by agent that if this trip was for his wife and not him, that would be Medicaid fraud. Member thought he had hung up the phone and is heard on the recording telling his wife SETI doesn't cover her anymore so he just used his Medicaid number. Profile noted to verify all member's appts and turned over to Fraud, Waste, & Abuse.	Call records were reviewed and member was warned by agent that if this trip was for his wife and not him, that would be Medicaid fraud. Member thought he had hung up the phone and is heard on the recording telling his wife SETI doesn't cover her anymore so he just used his Medicaid number. Profile noted to verify all member's appts and turned over to Fraud, Waste, & Abuse.	Y	Call records were reviewed and member was warned by agent that if this trip was for his wife and not him, that would be Medicaid fraud. Member thought he had hung up the phone and is heard on the recording telling his wife SETI doesn't cover her anymore so he just used his Medicaid number. Profile noted to verify all member's appts and turned over to Fraud, Waste, & Abuse.	10/10/2019
4307			10/8/2019 12:00:00 PM		10/7/2019 1:59:00 PM	Member Issue	Member XXX called in requesting a trip to be scheduled to go to Empire Beauty School. After the team lead reviewed the call, agent YYY booked the trip after member told him multiple times that it was for her to go to beauty school. The facility was not a covered facility so the trip had to be cancelled and member has to be notified.		Member is unreachable for education on proper use of Medicaid transportation. However, all addresses currently in member's profile have been checked on IHCP and the non-covered service/location addresses have been deactivated and notes made on each address for all agents to see and verify all future appts booked.	Member is unreachable for education on proper use of Medicaid transportation. However, all addresses currently in member's profile have been checked on IHCP and the non-covered service/location addresses have been deactivated and notes made on each address for all agents to see and verify all future appts booked.	Y	Member is unreachable for education on proper use of Medicaid transportation. However, all addresses currently in member's profile have been checked on IHCP and the non-covered service/location addresses have been deactivated and notes made on each address for all agents to see and verify all future appts booked.	10/11/2019
4319			10/8/2019 10:50:00 AM		10/8/2019 8:16:00 PM	Member Issue	XXX called in stating that he picked this mbr up from dialysis and took her home while having another mbr in the car. He opened the door for her and he said she was watching her phone and just stood there. He then ask if she would step down and she started yelling at him and cursing him out. He said she yelled that she just got out of dialysis and she couldn't move fast. Then she said "fuck your mama" and some other things, but I couldn't understand some of it because of his accent. He said that he would not tolerate these actions from a mbr and he will no longer provide her transportation.		Member was unreachable by phone and did not return the requested call to QA. Notified SSR cancellation needed for standing order assigned to YYY for this member.	Member was unreachable by phone and did not return the requested call to QA. Notified SSR cancellation needed for standing order assigned to YYY for this member.	Y	Member was unreachable by phone and did not return the requested call to QA. Notified SSR cancellation needed for standing order assigned to YYY for this member.	10/18/2019
4412			8/27/2019 8:30:00 AM		10/21/2019 3:21:00 PM	Member Issue	XXX stated that when member YYY arrives to his drop off address and gets dropped off by the driver from ZZZ Mbr YYY goes into the clubhouse but exits out from the other side to go to his job. XXX says she has been trying to let us know so we can investigate.		Turn over to Fraud, Waste, and Abuse for further investigation.	Turn over to Fraud, Waste, and Abuse for further investigation.	Y	Turn over to Fraud, Waste, and Abuse for further investigation.	10/29/2019
4451			10/25/2019 12:00:00 PM		10/25/2019 1:45:00 PM	Member Issue	Member doesn't want to ride with anyone but XXX. Member refused to ride YYY Member stated that all of the small provider are mean and mistreat her. I asked her what YYY has done to her. Member stated they called to early on her day off. The provider called to many times.		The member was educated on rider guidelines.	The member was educated on rider guidelines.	Y	The member was educated on rider guidelines.	10/29/2019
4452			10/22/2019 3:45:00 PM		10/25/2019 2:29:00 PM	Member Issue	Received IQ 4437 about provider not taking member to appt and returning her into her apt building. This was closed as invalid due to roach infestation (confirmed with adult protective services in Evansville and they had a previous request for this member) driver was unable to transport and did complete the door to door level of service.		Adult Protective Services is going to reach out to member and help get her assistance in getting rid of the infestation.	Adult Protective Services is going to reach out to member and help get her assistance in getting rid of the infestation.	Y	Adult Protective Services is going to reach out to member and help get her assistance in getting rid of the infestation.	10/25/2019
4461			10/28/2019 12:15:00 PM		10/28/2019 9:16:00 PM	Member Issue	XXX from YYY had made multiple calls today regarding locating this mbr to return her home. The mbr was unable to be found and she did not have a cell phone with her. The driver told XXX that the mbr seemed to be a little "loopy". After multiple people search the entire hospital, including the driver and hospital staff, the mbr was found around 5pm. The only thing the mbr kept saying was that she was really hungry and know one knew how long she had been waiting to go home. XXX stated that they will need for this mbr to have an escort with her for all appointments outside of dialysis for them to transport her.		Issue will be addressed by Facility Outreach Manager.	Issue will be addressed by Facility Outreach Manager.	Y	Issue will be addressed by Facility Outreach Manager.	10/29/2019
4480			10/30/2019 12:00:00 PM		10/30/2019 4:35:00 PM	Member Issue	Member was immediately rude and hostile toward the driver as soon as she arrived. She yelled at the driver throughout the trip, accused her of living in her van (because her purse and jacket were visible), and called in to the call center to complain about the driver. She also said that she didn't want that driver bringing her home.  When I went to the call center floor and explained what happened to the dispatch lead so that they could begin looking for another way home, a CSR lead overheard the story and correctly guessed who the member was based on that behavior alone. She stated that the member has a history of antagonizing providers because she only wants to ride with XXX		Mailed Rider Information Brochure provided by FSSA along with a GR brochure.	Mailed Rider Information Brochure provided by FSSA along with a GR brochure.	Y	Mailed Rider Information Brochure provided by FSSA along with a GR brochure.	11/7/2019
4264			9/12/2019 2:45:00 PM		10/1/2019 11:29:00 AM	Member No-Show	PU: I called then waited 17 minutes dispatch told me to leave.		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4265			9/13/2019 9:00:00 AM		10/1/2019 11:34:00 AM	Member No-Show	PU: I arrived for member at 828am member was not ready or waiting in common area. Member was brought down as I was leaving out the door at 850am pick up time was 830		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4267			9/19/2019 10:30:00 AM		10/1/2019 12:19:00 PM	Member No-Show	PU: I called and went into facility and member was not ready. Trip was cancelled for mbr no show.		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4270			9/20/2019 8:45:00 AM		10/1/2019 12:26:00 PM	Member No-Show	PU: Nurse XXX no showed member when I called member nursing home		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019

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4363			10/14/2019 10:00:00 AM		10/15/2019 4:00:00 PM	Member No-Show	Received email from XXX: No Show on YYY		Member unreachable and has not returned calls for education on proper cancellation process.	Member unreachable and has not returned calls for education on proper cancellation process.	Y	Member unreachable and has not returned calls for education on proper cancellation process.	10/22/2019
4364			10/14/2019 9:45:00 AM		10/15/2019 4:20:00 PM	Member No-Show	XXX reported member no-show. Member lives in YYY		Facility did not call SETI to advise member is currently hospitalized. S/O put on hold.	Facility did not call SETI to advise member is currently hospitalized. S/O put on hold.	Y	Facility did not call SETI to advise member is currently hospitalized. S/O put on hold.	10/15/2019
4386			10/16/2019 5:15:00 AM		10/17/2019 10:13:00 AM	Member No-Show	PU: Arrived at 0440 pickup time 0445 attempted to make entry to nursing home ring bell no answer waited until 0455 no show		Issue has been sent to Facility Outreach Manager to educate facility.	Issue has been sent to Facility Outreach Manager to educate facility.	Y	Issue has been sent to Facility Outreach Manager to educate facility.	10/17/2019
4397			10/18/2019 6:30:00 AM		10/18/2019 1:46:00 PM	Member No-Show	XXX stated member has not gone in weeks.		Member is unreachable and has been for several providers and SETI. S/O cancelled on 10/18/19 for member is unreachable and continues to no-show.	Member is unreachable and has been for several providers and SETI. S/O cancelled on 10/18/19 for member is unreachable and continues to no-show.	Y	Member is unreachable and has been for several providers and SETI. S/O cancelled on 10/18/19 for member is unreachable and continues to no-show.	10/25/2019
4402			10/16/2019 12:15:00 PM		10/18/2019 4:17:00 PM	Member No-Show	Received email from XXX SOUTHEASTRANS NO SHOW 10-16-19 YYY trip # 930187 a Carmel- Indianapolis no show fee \$36.04 ZZZ  XXX ### #####		Member found own transportation and facility didn't inform SETI so we could cancel provider.	Member found own transportation and facility didn't inform SETI so we could cancel provider.	Y	Member found own transportation and facility didn't inform SETI so we could cancel provider.	10/18/2019
4420			10/22/2019 12:45:00 PM		10/22/2019 5:31:00 PM	Member No-Show	Received email from XXX: Member was double booked and another company picked them up. XXX was not notified		Member's mother was educated on proper cancellation policy, the importance of making sure member gets in the YYY, and that it is required for member to have a PTRF on file or the call center will continue to send trips over to XXX.	Member's mother was educated on proper cancellation policy, the importance of making sure member gets in the YYY, and that it is required for member to have a PTRF on file or the call center will continue to send trips over to XXX.	Y	Member's mother was educated on proper cancellation policy, the importance of making sure member gets in the YYY, and that it is required for member to have a PTRF on file or the call center will continue to send trips over to XXX.	10/28/2019
4424			10/23/2019 10:40:00 AM		10/23/2019 2:32:00 PM	Member No-Show	Member is currently hospitalized and facility didn't call to cancel trip or S/O		Issue sent over to Facility Outreach Manager.	Issue sent over to Facility Outreach Manager.	Y	Issue sent over to Facility Outreach Manager.	10/23/2019
4443			10/23/2019 9:00:00 AM		10/24/2019 3:53:00 PM	Member No-Show	Received email from XXX: YYY: FSSA trip # 949576 a Westfield -Indianapolis no show fee \$ 74.46 ZZZ		Member educated on proper cancellation process.	Member educated on proper cancellation process.	Y	Member educated on proper cancellation process.	10/24/2019
4476			10/29/2019 6:30:00 AM		10/30/2019 2:00:00 PM	Member No-Show	When the driver arrived for pick up he spoke to a nurse at the facility on the phone, the nurse told the driver he needed to go to the YYY floor to get the mbr. Dispatch called the facility, spoke to XXX, the nurse who transferred the call. No one answered. The driver went to the YYY floor and the door was locked and no one was around. Driver waited 10 minutes and proceeded with his route.		Facility Outreach Manager will educate facility about member being ready and waiting downstairs for pick up.	Facility Outreach Manager will educate facility about member being ready and waiting downstairs for pick up.	Y	Facility Outreach Manager will educate facility about member being ready and waiting downstairs for pick up.	10/30/2019
4351			10/14/2019 11:45:00 AM		10/14/2019 5:17:00 PM	Member not Ready	XXX Member not ready check room member still in bed waited 15 minutes for staff To appear and get member ready		Issue has been sent to Facility Outreach Manager to educate facility.	Issue has been sent to Facility Outreach Manager to educate facility.	Y	Issue has been sent to Facility Outreach Manager to educate facility.	10/14/2019
4387			10/16/2019 5:30:00 AM		10/17/2019 10:15:00 AM	Member not Ready	PU: Called ten minutes before my arrival. Someone answered switch me over to another number no one answering the phone. Call back and the phone just ringed. Went to the door nobody answered call back		Issue has been sent to Facility Outreach Manager to educate facility.	Issue has been sent to Facility Outreach Manager to educate facility.	Y	Issue has been sent to Facility Outreach Manager to educate facility.	10/17/2019
4392			10/17/2019 9:00:00 AM		10/17/2019 2:24:00 PM	Member not Ready	The provider went to XXX and was there at the pickup time, provider called and said that the facility played games on the phone and kept her on hold for over 30 min. The driver didn't leave until 9:10 waiting over 30 min for the mbr. The mbr was never brought out. She said that they always have problems with this particular facility. Either they never have the mbr ready or they won't have an escort with the mbr. She wanted to make sure she was covered and let us know what was going on.		Issue has been sent to Facility Outreach Manager to educate facility.	Issue has been sent to Facility Outreach Manager to educate facility.	Y	Issue has been sent to Facility Outreach Manager to educate facility.	10/17/2019
4288			9/30/2019 4:15:00 PM		10/3/2019 3:06:00 PM	Prov Late - A Leg	Per mbr's daughter provider was 45 minutes late for leg A pick up and did not show up for return ride.		Valid due to no response from provider.	Valid due to no response from provider.	Y	Valid due to no response from provider.	10/7/2019
4311			10/7/2019 1:00:00 PM		10/7/2019 7:52:00 PM	Prov Late - A Leg	Mbr's social worker from the dialysis facility called in, stating that the mbr is constantly late for his dialysis appointments.		Provider has had some issues but has made some adjustments so trips should be on time from now on.	Provider has had some issues but has made some adjustments so trips should be on time from now on.	Y	Provider has had some issues but has made some adjustments so trips should be on time from now on.	10/11/2019
4315			10/8/2019 10:35:00 AM		10/8/2019 3:05:00 PM	Prov Late - A Leg	mbr called with concerns because she states her driver is always late and she needs to be at dialysis on time		Provider's response states the appt. time had been changed. However, trip history and the standing order history show the appointment time was never changed.	Provider's response states the appt. time had been changed. However, trip history and the standing order history show the appointment time was never changed.	Y	Provider's response states the appt. time had been changed. However, trip history and the standing order history show the appointment time was never changed.	10/11/2019
4326			10/9/2019 11:30:00 AM		10/9/2019 4:08:00 PM	Prov Late - A Leg	mbr pick up time was 11:00 provider didn't show up until 12:00, mbr was upset he missed his appointment		Provider response admits they were late picking up member but did still take him to appt.	Provider response admits they were late picking up member but did still take him to appt.	Y	Provider response admits they were late picking up member but did still take him to appt.	10/21/2019
4344			10/11/2019 2:00:00 PM		10/11/2019 7:16:00 PM	Prov Late - A Leg	XXX said provider never showed up to take her daughter to her appointment and this is not the first time they have done this		IQ changed from provider no-show to provider late due to provider has member signature and complainant states she found out after making complaint, that the provider did show very late.	IQ changed from provider no-show to provider late due to provider has member signature and complainant states she found out after making complaint, that the provider did show very late.	Y	IQ changed from provider no-show to provider late due to provider has member signature and complainant states she found out after making complaint, that the provider did show very late.	10/14/2019
4365			10/14/2019 1:30:00 PM		10/15/2019 4:28:00 PM	Prov Late - A Leg	Received email from XXX: Member cancelled to driver at pick up location. Update: After speaking with member, provider was almost 2 hours late for pick up for a 65 mile trip and didn't give her a confirmation call night prior to trip as provider agreement states they must.		Even if provider was at pick up on time, they didn't make a confirmation call to member the night prior as the provider agreement states they must. Therefore, member didn't know she would have transportation.	Even if provider was at pick up on time, they didn't make a confirmation call to member the night prior as the provider agreement states they must. Therefore, member didn't know she would have transportation.	Y	Even if provider was at pick up on time, they didn't make a confirmation call to member the night prior as the provider agreement states they must. Therefore, member didn't know she would have transportation.	10/15/2019

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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
4376			10/16/2019 8:00:00 AM		10/16/2019 2:39:00 PM	Prov Late - A Leg	Social worker XXX states member was dropped off at 0910, an hour and 10 mins late for her chair time.		The provider did not respond to the RFE. At the nurse's request the standing order for this member, assigned to YYY was cancelled. Due to no other providers in the area that can accommodate, the member will be riding with QRV. Agents are working to find a new provider for the member's standing order.	The provider did not respond to the RFE. At the nurse's request the standing order for this member, assigned to YYY was cancelled.	Y	The provider did not respond to the RFE. At the nurse's request the standing order for this member, assigned to YYY was cancelled.	10/22/2019
4380			10/16/2019 2:10:00 PM		10/16/2019 7:38:00 PM	Prov Late - A Leg	nurse called said provider called them and said they will be 30 mins late but was over an hour late and still haven't pick up mbr		Provider was late due to several emergency calls.	Provider was late due to several emergency calls.	Y	Provider was late due to several emergency calls.	10/18/2019
4388			10/16/2019 10:30:00 AM		10/17/2019 1:18:00 PM	Prov Late - A Leg	Pick up time was 10 a.m. they didn't arrive until 10:20 am		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.	10/23/2019
4391			10/15/2019 2:00:00 PM		10/17/2019 2:14:00 PM	Prov Late - A Leg	Provider arrived late after the members schedule appointment time. The provide did not notify facility of late arrival.		Provider was late picking up member due to other member's return trip.	Provider was late picking up member due to other member's return trip.	Y	Provider was late picking up member due to other member's return trip.	10/22/2019
4427			10/23/2019 2:00:00 PM		10/23/2019 5:47:00 PM	Prov Late - A Leg	mbr has had multiple appts cancelled this past week; mbr will be late to appt due to provider being late		Provider did not respond to the RFE. Due to the lack of providers in the and the member living outside of the XXX service area. The member was added to QA watch list to ensure Transportation is provided.	Provider did not respond to the RFE. Due to the lack of providers in the and the member living outside of the XXX service area. The member was added to QA watch list to ensure Transportation is provided.	Y	Provider did not respond to the RFE. Due to the lack of providers in the and the member living outside of the XXX service area. The member was added to QA watch list to ensure Transportation is provided.	11/1/2019
4434			10/16/2019 1:30:00 PM		10/24/2019 2:02:00 PM	Prov Late - A Leg	Facility reported provider was an hour and a half late for pickup. Member appointment had to be rescheduled.		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.	10/29/2019
4463			10/29/2019 8:00:00 AM		10/29/2019 12:43:00 PM	Prov Late - A Leg	Mbr is complaining that the provider is always late or do not show up. It caused the mbr a hospital visit last time for trip 949640. Provider does not call the mbr for a heads up to let her know they are late.		Provider was late and will be coaching driver.	Provider was late and will be coaching driver.	Y	Provider was late and will be coaching driver.	11/5/2019
4478			10/30/2019 8:30:00 AM		10/30/2019 3:37:00 PM	Prov Late - A Leg	mbr called frustrated because provider has still not shown up to take her to her appointment after she had to call her DR to see if she could come in at a later time		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.	11/8/2019
4483			10/30/2019 3:00:00 PM		10/30/2019 6:41:00 PM	Prov Late - A Leg	XXX wanted to put in an inquiry due to the driver not picking up on time. Member stated she called in on 10/30 morning to check on trip and was told pick up time was 14:15. When member called in at 14:17 she was given an ETA of 15mins, as I was speaking to member driver arrived at a 2:44pm attempting to pick her up for her appointment, however member will not be able to make it. Member stated she has also have 5 other instances where she was told her transportation was guaranteed and was told last minute transportation was not secured. Member stated she spoke to supervisor YYY who told her if she has any issues to let us know. XXX - ### #####		This is valid due to no response from provider.	This is valid due to no response from provider.	Y	This is valid due to no response from provider.	11/8/2019
4325			10/9/2019 9:30:00 AM		10/9/2019 3:55:00 PM	Prov Late - B Leg	mbr is upset because she has waited 1hr for ride and has an eta of 30mins due to traffic mbr states driver should know about traffic patterns and of detours drive should communicate		Driver states complaint is legitimate and offered her apologies as she underestimated distance and traffic.	Driver states complaint is legitimate and offered her apologies as she underestimated distance and traffic.	Y	Driver states complaint is legitimate and offered her apologies as she underestimated distance and traffic.	10/18/2019
4379			10/14/2019 8:00:00 AM		10/16/2019 6:39:00 PM	Prov Late - B Leg	Social worker XXX states it took 3 hours for member to get picked up.		Provider admits to being an hour late for pick up but says they never received a call from the facility requesting an earlier p/u time.	Provider admits to being an hour late for pick up but says they never received a call from the facility requesting an earlier p/u time.	Y	Provider admits to being an hour late for pick up but says they never received a call from the facility requesting an earlier p/u time.	10/17/2019
4393			10/16/2019 3:00:00 PM		10/17/2019 7:12:00 PM	Prov Late - B Leg	Member states she waited over 3 hours for return home. 1st return call to SET1 at 1638, "Mbr is ready for return trip home. Called provider and spoke to XXX. ETA is within the hr." 2nd return call to SET1 at 1724, "mbr has been waiting for 2hrs ,she need a ride home" 3rd call to SET1 at 1744, "Mbr called to advised ready to go mbr been waiting 2 hr. called XXX she said about 15mins" 4th return call to SET1, "member is still waiting to be picked up ETA 15 to 20 minutes"		Provider states they were there from 1719 to 1728, within the hour, and member was not where she was supposed to be. Member states she was sitting in between the doors in her W/C the entire 3 hours waiting on her ride. Due to member calling in again at 1724, while the provider was supposedly there, and W/C level of service is door to door (Driver should have walked up to the door and would have seen member) This is valid.	Provider states they were there from 1719 to 1728, within the hour, and member was not where she was supposed to be. Member states she was sitting in between the doors in her W/C the entire 3 hours waiting on her ride. Due to member calling in again at 1724, while the provider was supposedly there, and W/C level of service is door to door (Driver should have walked up to the door and would have seen member) This is valid.	Y	Provider states they were there from 1719 to 1728, within the hour, and member was not where she was supposed to be. Member states she was sitting in between the doors in her W/C the entire 3 hours waiting on her ride. Due to member calling in again at 1724, while the provider was supposedly there, and W/C level of service is door to door (Driver should have walked up to the door and would have seen member) This is valid.	10/17/2019
4413			10/16/2019 1:45:00 PM		10/21/2019 3:28:00 PM	Prov Late - B Leg	mbr called and stated XXX was 3 hours late picking him up from his appointment and DR had close and he had to wait outside for them to get him		Provider should have sent another driver a lot sooner then they did or as soon as they realized the 1st driver had an incident.	Provider should have sent another driver a lot sooner then they did or as soon as they realized the 1st driver had an incident.	Y	Provider should have sent another driver a lot sooner then they did or as soon as they realized the 1st driver had an incident.	10/22/2019
4314			10/8/2019 1:00:00 PM		10/8/2019 12:33:00 PM	Prov Late Sendback	Provider verbally accepted the trip on 10/3/2019 on 10/7/19 the day before appt provider sent the trip back without notice.		Provider responds did not justify the late send back. Provider's management verbally accepted the trip. This manager often works with SET dispatchers and did not indicate any issues with area and/or wheel chair accommodation.	Provider responds did not justify the late send back. Provider's management verbally accepted the trip. This manager often works with SET dispatchers and did not indicate any issues with area and/or wheel chair accommodation.	Y	Provider responds did not justify the late send back. Provider's management verbally accepted the trip. This manager often works with SET dispatchers and did not indicate any issues with area and/or wheel chair accommodation.	10/18/2019
4321			10/9/2019 9:45:00 AM		10/9/2019 1:13:00 PM	Prov Late Sendback	mbr said she called last night to see if she had a ride and did, called this morning wondering why they didn't show but it was a late send back, mbr said she is always missing appointments because provider's never show		The provider sent the member's trip back late without notice, this caused the member to miss her appointment.	The provider sent the member's trip back late without notice, this caused the member to miss her appointment.	Y	The provider sent the member's trip back late without notice, this caused the member to miss her appointment.	10/23/2019
4409			10/21/2019 10:30:00 AM		10/21/2019 1:48:00 PM	Prov Late Sendback	Member is upset trip was unsecured due to it being scheduled so far in advance. Member stated she would have liked to be notified a few days ago, as she usually gets calls on Saturday. Member stated she even came back from her trip for this appt.		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.	10/25/2019
4497			10/31/2019 10:30:00 AM		10/31/2019 1:36:00 PM	Prov Late Sendback	provider has had trip assigned to them for a week and sent it back just an hour and a half before mbr's trip		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.	11/8/2019
4498			10/30/2019 1:30:00 PM		10/31/2019 3:14:00 PM	Prov Late Sendback	Trip was dispatched to XXX on 10/22/19 at 1608. Trip was then sent back via provider portal on 10/30/19 at 11:20am, less than an hour before the pickup time.		Provider never sent the trip back on 10/28 as they say. Trip was dispatched to them on 10/22/19 and never sent back until 10/30/19, an hour before the trip.	Provider never sent the trip back on 10/28 as they say. Trip was dispatched to them on 10/22/19 and never sent back until 10/30/19, an hour before the trip.	Y	Provider never sent the trip back on 10/28 as they say. Trip was dispatched to them on 10/22/19 and never sent back until 10/30/19, an hour before the trip.	10/31/2019
							Associated with IQ 4484						10/31/2019

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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
4261			9/30/2019 6:00:00 PM		10/1/2019 1:30:00 AM	Prov No-Show A leg	XXX accepted per dispatch Member is calling to get an ETA for pick up. Called provider they had already showed and waited 45minutes and left. Advised the nurses station number should be called when the driver shows up and they will have the member ready. ETA 25-30minutes.Nurse called requesting updated ETA. Driver has not arrived. Made outbound calls to get ETA and received a voicemail. Left message requesting to call Case Manager YYY with an update. Advised that we can wait until 8:30 P.M. nurse agreed. that we will start looking for alternative transportation. Called ZZZ to pick member up		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.	10/7/2019
4274			10/1/2019 11:00:00 AM		10/1/2019 7:00:00 PM	Prov No-Show A leg	Mbr has had several trips unsecured and did not receive a call in advance of the trip. On 10-1-19 Mbr was ready by 9:30am and had still not received word by 11am.		Reviewed trip history provider did not notify SET of any issues for this trip. The member called on the morning of her trip to report provider no show. Provider says the member was unreachable by phone.	Reviewed trip history provider did not notify SET of any issues for this trip. The member called on the morning of her trip to report provider no show. Provider says the member was unreachable by phone.	Y	Reviewed trip history provider did not notify SET of any issues for this trip. The member called on the morning of her trip to report provider no show. Provider says the member was unreachable by phone.	10/9/2019
4276			9/27/2019 8:00:00 AM		10/1/2019 8:30:00 PM	Prov No-Show A leg	Member says no one showed up on 9/27/19. Appointment was for pre-op very important.		After reviewing the trip history, history shows XXX often sends the members trips back late or no shows. Unfortunately this is the member's preferred provider.	After reviewing the trip history, history shows XXX often sends the members trips back late or no shows. Unfortunately this is the member's preferred provider. The provider did not show up on this date and did not return the RFE for explanation/clarification.	Y	After reviewing the trip history, history shows XXX often sends the members trips back late or no shows. Unfortunately this is the member's preferred provider. The provider did not show up on this date and did not return the RFE for explanation/clarification.	10/9/2019
4287			10/2/2019 2:30:00 PM		10/2/2019 9:08:00 PM	Prov No-Show A leg	Mbr says that the provider called to tell her they were going to be 10 min late but then called again and said it was going to be another 20 min and called a third time saying it will be another 20 min. Mbr said it should not take 2 hr. to then call and say they will not be transporting her to the appt. She then says they did not call her or she did not get the voicemail.		Provider did respond and driver was going to be over an hour late.	Provider did respond and driver was going to be over an hour late.	Y	Provider did respond and driver was going to be over an hour late.	10/11/2019
4303			10/4/2019 3:00:00 PM		10/4/2019 8:00:00 PM	Prov No-Show A leg	Mbr is upset because this is not the first time provider has not picked her up and would have like someone to call to tell her they were not coming		Provider no showed the member on date in question and did not provide a reason. The member was educated on the difference between a provider no show, unassigned trip, and was educated on reporting provider no shows.	Provider no showed the member on date in question and did not provide a reason. The member was educated on the difference between a provider no show, unassigned trip, and was educated on reporting provider no shows.	Y	Provider no showed the member on date in question and did not provide a reason. The member was educated on the difference between a provider no show, unassigned trip, and was educated on reporting provider no shows.	10/14/2019
4309			10/7/2019 1:30:00 PM		10/7/2019 6:02:00 PM	Prov No-Show A leg	driver never showed up, daughter called provider and provider said they were running behind. Daughter said they never come on time an her mother has missed 3 appts due to this and now specialist will not see the member anymore		Provider admits they were running late on 10/7/19.	Provider admits they were running late on 10/7/19.	Y	Provider admits they were running late on 10/7/19.	10/11/2019
4341			10/11/2019 10:00:00 AM		10/11/2019 2:07:00 PM	Prov No-Show A leg	This is the third time this provider has been extremely late taking her to this DR. They need to get more reliable drivers		Due to provider arriving after the appointment time and over an hour after the pickup time, this is valid.	Due to provider arriving after the appointment time and over an hour after the pickup time, this is valid.	Y	Due to provider arriving after the appointment time and over an hour after the pickup time, this is valid.	10/11/2019
4346			10/11/2019 7:00:00 AM		10/14/2019 12:11:00 PM	Prov No-Show A leg	No one never came to pick the member up for her appointment so she never made it and after she got home they asked her did she still need the ride and it was 11:43am after she already called at 8:18am for her ride home and no never came to get her and she had to pay someone \$10 for gas to pick her up and now today on 10/14/2019 her ride still isn't secure		Due to no response from XXX, this is valid.	Due to no response from XXX, this is valid.	Y	Due to no response from XXX, this is valid.	10/21/2019
4347			10/14/2019 6:30:00 AM		10/14/2019 12:39:00 PM	Prov No-Show A leg	Mbr called in stating the provider is not showing up to provide transportation to their appointments. The mbr states when the provider does show up, they arrive an hour late after the mbr's estimated pick up time. The mbr is trying to get the provider to show up on time, or would like a reliable provider. The mbr has a standing order and needs to make his appointments.		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.	10/21/2019
4349			10/4/2019 1:00:00 PM		10/14/2019 4:15:00 PM	Prov No-Show A leg	XXX called in highly upset due to having to pay out of pocket for trip of 10/04. Stated he is requesting to get reimbursed for trip since he paye out of pocket for his transportation, YYY has been added to members do not use provider.  Best contact number is ### #####		Reviewed the recorded calls and it was found the provider no showed the member, provider later called SET to made false report the member no showed. Waiting for return call from the member for reimbursement process.	Reviewed the recorded calls and it was found the provider no showed the member, provider later called SET to made false report the member no showed. Waiting for return call from the member for reimbursement process.	Y	Reviewed the recorded calls and it was found the provider no showed the member, provider later called SET to made false report the member no showed. Waiting for return call from the member for reimbursement process.	10/23/2019
4359			10/14/2019 5:00:00 AM		10/15/2019 3:08:00 PM	Prov No-Show A leg	Received email from XXX about member cancelling at door / Spoke to YYY. YYY's note: Provider didn't show up to pick up mbr and then called over 3 hours later saying the driver is at the mbr home. I called and spoke with the mbr and he was at dialysis and said no one showe up and he had to call and make other arrangements for transportation for today.		Provider was 3 hours late for p/u causing member to miss dialysis.	Provider was 3 hours late for p/u causing member to miss dialysis.	Y	Provider was 3 hours late for p/u causing member to miss dialysis.	10/18/2019
4372			10/16/2019 9:30:00 AM		10/16/2019 1:41:00 PM	Prov No-Show A leg	mbr called in 3 hour before appt and was told someone from XXX would take him to his appt; mbr was never picked up and provider said trip should have been sent back; mbr is concerned about this becoming a trend		Provider accepted special rate for trip and should have estimated time and distance better.	Provider accepted special rate for trip and should have estimated time and distance better.	Y	Provider accepted special rate for trip and should have estimated time and distance better.	10/22/2019
4381			10/16/2019 1:25:00 PM		10/16/2019 7:43:00 PM	Prov No-Show A leg	XXX. didn't call about their wheel chair van going down, didn't communicate with us YYY. Member very important trauma surgery appoint. Nurse called in for where's My Ride, agent called XXX they stated down a w/c van will be there. This was 30 min. after pick up time.  ### #####		Provider states their W/C van is in high demand and are trying their best. Email was sent to provider relations manager to reeducate provider.	Provider states their W/C van is in high demand and are trying their best. Email was sent to provider relations manager to re-educate provider.	Y	Provider states their W/C van is in high demand and are trying their best. Email was sent to provider relations manager to re-educate provider.	10/25/2019
4405			10/18/2019 12:45:00 PM		10/18/2019 7:35:00 PM	Prov No-Show A leg	Mbr stated she didn't get picked for her appointment and nobody calle her to inform her and later she missed around 3.30pm after her appointment was over.		Provider no show the member and did not provide a response reason for the no show. At the member's request XXX was added as the preferred provider.	Provider no showed the member and did not provide a response reason for the no show. At the member's request XXX was added as the preferred provider.	Y	Provider no showed the member and did not provide a response reason for the no show. At the member's request XXX was added as the preferred provider.	10/25/2019





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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
4290			9/30/2019 10:00:00 AM		10/3/2019 6:38:00 PM	Provider Error	XXX at YYY called me and stated that the member's legs had become so swollen that he was unable to stand and would need another ambulance pair to help "dead lift " him . Approval was granted to pay the second team and I called the member's home to see if the other pair was there and it was then the member's wife informed me that when YYY came to pick up the member they did not have a stretcher and wanted the member to step up into the ambulance. He was unable to do this . He is 380 lbs. Per ZZZ the member became despondent while he waited for 1 1/2 hours for another team to arrive and he waited outside for another pair to come. (Clearly what I was told by XXX was untrue. Because the member was able to walk outside and wait for the 2nd pair. )The second pair never showed up She eventually called all of her neighbors and found one who was willing to take him to the dialysis center. At that time she also stated her concern about his return trip and I spoke with AAA and expressed the need for the member to be picked up and asked about the lack of a stretcher on the initial pick up. AAA assured me that they would pick him up, and she stated that she was not aware about the ambulance team not having a stretcher because the trip was on the board when she came in. Today I spoke with ZZZ (I called her to discuss his trip on 10/3) and she informed me that because he did not get his full dialysis treatment on 9/30 and because of his anxiety (chest pains) he is in the hospital. She also mentioned that YYY never showed up to pick up the member on 9/30, so she had to borrow her son's car and take him home. The trip for 10/3 was cancelled and I told her I would give her a call on Friday to see how he is doing .		This is valid due to RFE not being returned.	This is valid due to RFE not being returned.	Y	This is valid due to RFE not being returned.	10/10/2019
4337			10/10/2019 11:20:00 AM		10/10/2019 7:34:00 PM	Provider Error	Mbr complained driver took him to a different pharmacy after his doctors appt. mbr complained driver was suppose to take him to Walgreens but he took him to CVS, member said the driver wasted his time and when he told the driver he was going the wrong way(Carmel), then the driver said he does not have Walgreens on his TABLET but when I checked the mbr's trip, B leg stated Walgreens not CVS and mbr also complained when he eventually took him to Walgreens he did not wait for him. When mbr was done at the pharmacy driver still went back to CVS and he had to tell him again it wasn't CVS		Provider did not response was not clear. The Walgreens and CVS are located across from eachother and GPS shows no barriers from prevent the driver from entering CVS. At the member's request XXX was added to the do not use list.	Provider did not response was not clear. The Walgreens and CVS are located across from eachother and GPS shows no barriers from prevent the driver from entering CVS. At the member's request XXX was added to the do not use list.	Y	Provider did not response was not clear. The Walgreens and CVS are located across from eachother and GPS shows no barriers from prevent the driver from entering CVS. At the member's request XXX was added to the do not use list.	10/21/2019
4262			9/9/2019 10:00:00 AM		10/1/2019 11:20:00 AM	Rude Staff (non-CC)	PU: Member still in bed upon arrival and the staff had to get the members weight. Staff had to get members lunch and give medications. Member also need water to take to dialysis.		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4263			9/11/2019 12:15:00 PM		10/1/2019 11:27:00 AM	Rude Staff (non-CC)	PU: Member not in lobby waiting for transportation. I waited over 15 minutes for Ms. Gest		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4266			9/17/2019 10:00:00 AM		10/1/2019 12:16:00 PM	Rude Staff (non-CC)	PU: Pick up time 9:15 I got here at 9:13 I called inside the facility they kept me on hold I went inside they asked if they could help I told them I was waiting on a member they said it would be a few minutes now it's been 15 minute after the pick up time and I'm still waiting I'm just getting ready to leave at 9:45		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4268			9/19/2019 12:30:00 PM		10/1/2019 12:22:00 PM	Rude Staff (non-CC)	PU: XXX found a nurse and member was still in bed. I arrived at 1153 It is now 1209 and I'm still waiting on member.		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4269			9/19/2019 11:00:00 AM		10/1/2019 12:24:00 PM	Rude Staff (non-CC)	PU: Nursing staff had no clue she had an appointment today. Had to wait on them to get her ready. Driver waited until 10:28		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4271			9/20/2019 10:15:00 AM		10/1/2019 12:27:00 PM	Rude Staff (non-CC)	PU: Every time I come to this facility it's a witch hunt for a member. And most of the time I spend too much time waiting. Driver waited until 09:51		Issue has been sent to facility outreach manager to educate facility.	Issue has been sent to facility outreach manager to educate facility.	Y	Issue has been sent to facility outreach manager to educate facility.	10/1/2019
4312			10/7/2019 5:30:00 AM		10/8/2019 10:17:00 AM	Rude Staff (non-CC)	PU: I Arrived at 500 am . Waited over 20 minutes Staff did not bring member out until I was pulling off		Facility Outreach Manager will educate facility.	Facility Outreach Manager will educate facility.	Y	Facility Outreach Manager will educate facility.	10/8/2019
4338			10/10/2019 6:00:00 AM		10/11/2019 10:16:00 AM	Rude Staff (non-CC)	PU: Arrived at 0445 waited until 0450 called no answer waited additional 15 minutes called again no answer tried to enter building for nurses station locked out ring bell no response left at 0515 no show		Facility outreach manager will address with facility.	Facility outreach manager will address with facility.	Y	Facility outreach manager will address with facility.	10/11/2019
4299			10/4/2019 1:00:00 PM		10/4/2019 4:06:00 PM	Trip not assigned	Member's daughter XXX says member has not been getting trips since a complaint from July (IQ 3739).		Trip wasn't reworked after sendback so dispatcher is being coached. We have also discussed and put a plan in place with member's daughter to be sure no more trips are missed.	Trip wasn't reworked after sendback so dispatcher is being coached. We have also discussed and put a plan in place with member's daughter to be sure no more trips are missed.	Y	Trip wasn't reworked after sendback so dispatcher is being coached. We have also discussed and put a plan in place with member's daughter to be sure no more trips are missed.	10/8/2019
4492			10/29/2019 11:30:00 AM		10/30/2019 9:09:00 PM	Vehicle Dirty	XXX says that on 10/29/2019 the driver that came back to pick him up to go home. The driver car was very dirty, the seat on the back was very dirty. Mbr dirt like that he had to sit in filth to go back home.		Provider advised the area manager coach and guide this driver to keep the vehicle clean and presentable always.	The provider advised their area manager coach and guide this driver to keep the vehicle clean and presentable always.	Y	The provider advised their area manager coach and guide this driver to keep the vehicle clean and presentable always.	11/8/2019



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

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	
4454			10/25/2019 2:15:00 PM		10/28/2019 11:41:00 AM	Website Complaint	<p>First Name: XXX Last Name: XXX Phone: ##### Email: YYY</p> <p>Date of Event or Trip: 10-25-2019 What's on your mind: Complaint Any additional feedback?: I accompanied my brother ZZZ ( who is blind ) on a trip from Jasper Indiana to Evansville , Indiana. It was planned weeks ahead of time for the trip to his Doctor's office and back with the correct address given . We were dropped off at the wrong address and the driver was late picking us up . He said he would or someone else will pick us up . He gave a number ##### to call for us to be picked up . He also had a filthy car and he looked as if he hadn't taken a shower in weeks . I called the number and they told me to call ##### . It was AAA. I never heard of them . This is the first time we ever used this service . ( south East trans). I called this number and he said they were coming . I called several times . They kept saying they were coming . Two hours later no one was there . The BBB contacted my brother's Doctor a few times so we could still get him to his appointment... they finally paid for an Uber driver to take us over to Kimber Lane ( BBB to our appointment. ( which was excellent service on their part ) . Then after the appointment I called ##### to be picked up and taken to Jasper . The driver was black but never got his name . By this point my brother and I were worn out . My brother is light sensitive and waiting outside was hard for him . I stood outside for a long time that day waiting on the first driver too . We got back to Jasper and got out and assisted my brother out of the back seat . The driver said who is going to pay me ?????? I said he is on MHS. Medicaid is paying this has been arranged for two weeks. He asked for 134.00 dollars CASH. I said no we don't owe that. He then gave me another number to call . He asked for the ID number I gave it to him . I have the ID number and he said we don't have that ID</p>		<p>Provider refuses to give an official response. Member refuses to understand that AAA was never dispatched to their trip. This is valid against CCC, not AAA.</p>	<p>Provider refuses to give an official response. Member refuses to understand that AAA was never dispatched to their trip. This is valid against CCC, not AAA.</p>	Y	<p>Provider refuses to give an official response. Member refuses to understand that AAA was never dispatched to their trip. This is valid against CCC, not AAA.</p>		10/30/2019