Broker Name: Version:

Southeastrans 2020.01

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

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

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

# of Complaints # of Complaints Substantiated % of Complaints Substaintied?

Experience Period >> 09/01/2020 - 09/30/2020

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Complaint		Member ID			Date Complaint	Complaint		Name of NEMT			Substantiated		
Number	Member Name	(RID)	Trip Date	Complainant Name	Received	Category	Complaint Details	Provider	Provider Response	Findings	(Y or N)	SET Action	Date Resolv
										Left caregiver a VM educating on		Left caregiver a VM educating on proper	
						Member No-	provider went to get mbr and mbr caregiver stated that mbr			proper cancellation process and mailed		cancellation process and mailed rider	
			9/1/2020		9/1/2020	Show	did not need transport today			rider guidelines.	Y	guidelines.	9/11/20
													1
							This is a complaint from the Southeastrans.com website						
							Complaint form.						
							First Name:						
							Last Name:						
							Phone:						
							Email:						
							Date of Event or Trip: 09-01-2020						
							What's on your mind: Complaint						
							Any additional feedback?: I got a ride scheduled for almost a			A provider was found at 630pm the			
							month they call me today the night before my appointment			night before and member notified.			
							and tell me that they have not secured a ride for me this is			Member advised she had already		A provider was found at 630pm the night	
							probably the fifth or sixth time they've done this these are			cancelled appt since she had to sign a		before and member notified. Member advised	1
							dialysis appointments unfortunately I signed a thing last			contract with dialysis about not missing		she had already cancelled appt since she had	
							couple weeks with my dialysis company that if I missed any			anymore or being dropped. Member		to sign a contract with dialysis about not	
							more appointments that I would be dropped from dialysis all			was added to MCA and a PP entered.		missing anymore or being dropped. Member	
							my missed dialysis appointments are because they did not			GR for home health aid was also		was added to MCA and a PP entered. GR	
							schedule a ride for me and it states that I have to give at least			discussed due to recent IHCP changes.		for home health aid was also discussed due	
							two days notice and I have always scheduled a month or two			Member refuses to use SETI again		to recent IHCP changes. Member refuses to	
						Website	weeks before there is no excuse for this			unless she has no choice and is currently		use SETI again unless she has no choice and	
			9/1/2020		9/1/2020	Complaint	How can we contact you?: Phone			paying out of pocket.	N	is currently paying out of pocket.	9/14/20
										Left VM educating on proper		Left VM educating on proper cancellation	
						Member No-				cancellation process and rider guidelines		process and rider guidelines have been	
			9/1/2020		9/1/2020	Show	Member cancelle with provider			have been mailed.	Y	mailed.	9/14/20
						Prov No-Show A	A Mbr called to state that provider never showed and they			Due to no response from provider, this		Due to no response from provider, this is	
			9/1/2020		9/1/2020		missed the appt.			is valid.	Y	valid.	9/14/20:
						Ü	1						
						Member No-	Driver arrived for pickup and mbr never came out. Driver			Mailed rider guidelines and educated		Mailed rider guidelines and educated member	
			9/1/2020		9/1/2020		reported mbr no show			member on proper cancellation process.	v	on proper cancellation process.	9/14/20
			9/1/2020		37172020	Dile II	Teperred mor no show			Member was notified of unsecure trip		on proper cancenation process.	3711120
						Member No-				but never notified once secured with		Member was notified of unsecure trip but	
			9/1/2020		9/1/2020		provider went to get mbr and mbr had cancelled appt			special rate.	N	never notified once secured with special rate.	9/14/20
			9/1/2020		9/1/2020	SHOW	provider went to get mor and mor had cancelled appt			1	14	never notified once secured with special rate.	9/14/20
							m : m			Hish Risk agent had already advised			
							Trip ID			member of provider flat tire when		Hish Risk agent had already advised member	
						n 11 at	Driver had a flat tire and never called mbr or SETI to			member let them know provider didn't		of provider flat tire when member let them	
							A cancelled or to say they will not be able to transport mbr.			come. Due to no response from		know provider didn't come. Due to no	
			9/1/2020		9/1/2020	leg	Mbr (High Risk) had to reschedule both appts.			provider, this is valid.	Y	response from provider, this is valid.	9/14/20

				This is a complaint from the Southeastrans.com website					
				Complaint form.					
				First Name:					
				Last Name:					
				Phone:					
				Email:					
				Date of Event or Trip: 08-25-2020					
				What's on your mind: Complaint					
				Any additional feedback?: Member (DOB) was not picked					
				up for her dialysis appointment on 8/25/2020. Her					
				transportation has been scheduled as a ongoing due to					
				dialysis is Tuesday, Thursday, and Saturday. Member stated					
				that she was not notified of no driver and that she was 1 hour		Complainant no longer works at facility			
				late to appointment due to trying to find alternate		and I was told another staff would call		Complainant no longer works at facility and I	
			Website	transportation.		me back but she didn't. Trip was		was told another staff would call me back but	
	8/25/2020	9/1/202	0 Complaint	How can we contact you?: Email		thoroughly worked.	N	she didn't. Trip was thoroughly worked.	9/3/2020
	8/23/2020	9/1/202	o Complaint	How can we contact you:. Eman		Mailed rider guidelines and left a VM	14	Mailed rider guidelines and left a VM	7/3/2020
			Member No-	provider went to get mbr and mbr cancelled at the door. i		educating member on proper		educating member on proper cancellation	
	9/2/2020	9/2/202		called mbr and no one picked up		cancellation process.	v	process.	9/14/2020
	9/2/2020	9/2/202	OBIOW	called hibi and no one picked up		cancenation process.	1	process.	9/14/2020
				Member left a vm message & I called her back. She asked to		Trip was thoroughly worked. Two			
				speak w/a supvr. She wanted to know why she is never able		providers are the only 2 EMS providers		Trip was thoroughly worked. Two providers	
				to get a ride to her doctor's appointments by stretcher. She		able to accommodate bariatric BLS in		are the only 2 EMS providers able to	
	0/04/0000	0/0/000		claims that she has not been picked up in the past year - even		her area and one of them is on DNU list		accommodate bariatric BLS in her area and	0.44.42020
	8/31/2020	9/2/2020	O Trip not assigned	though there were only 3 trips scheduled.		(IQ ####).	N	one of them is on DNU list (IQ ####).	9/14/2020
					Received response from provider: An				
					email was sent to IN-Dispatch on 8/15/20				
					requesting some three members be				
					removed from provider standing order.				
					Member was one of the three. I acted in				
					accordance with guidance from				
					Supervisor, who have guided me through				
					a number of issues. However, with				
					reference to the IN-Dispatch email				
					mentioned above, two of the three	Provider states they advised dispatch on		Provider states they advised dispatch on	
				Provider has not been picking mbr up for her standing order,	members were taken out of my standing	8/15/20 they could no longer take S/O.		8/15/20 they could no longer take S/O.	
				called provider and they say they informed dispatch team that	order list. I can only expect that the third	Dispatch has not responded so this will		Dispatch has not responded so this will be	
			Prov No-Show A	A they can no longer take mbr, but did not inform the SSR	will also be taken out in the course of	be invalid against provider. New		invalid against provider. New provider has	
	9/2/2020	9/2/2020	0 leg	dept. nor did they send any trips back.	time.	provider has been assigned to S/O.	N	been assigned to S/O.	9/14/2020
						Unable to educate member on proper			
			Member No-	Per staff from provider mbr told driver he wasnt going //		cancellation process. Mailed rider		Unable to educate member on proper	
	9/2/2020	9/2/202	0 Show	called mbr to confirm but got no answer		guidelines.	Y	cancellation process. Mailed rider guidelines.	9/14/2020
 				·				1 6	

				questions as to whether or not this				
				incident occurred—allow me to				
				explain-Over 1 week ago I had a Driver				
				come into the office and state they had				
				been spoken to by staff at Facility about				
				entering their facility without wearing a				
				mask—I was quite surprised by the				
				actions of this Driver, as we had been				
				adhering to a masking policy for months,				
				and so I once again covered with her the				
				reasoning and need for masking at this				
				time—later that day I put out a reminder				
			Received a complaint from FSSA.Facility Administrator,	memo to all Drivers regarding the need to				
			voiced his concern of the dialysis transportation.	continue to adhere to the Governor's				
			Administrator indicated that they use Provider transportation	directive.				
			through SET. Administrator indicated that the drivers do not	Therefore, I was quite surprised to				
			wear masks. Administrator indicated he had contacted the	receive a call today (Wednesday Sept.2)				
			company and if and when the facility says anything to the	regarding a second incident at				
			drivers they get upset. This is concerning and of particular	Facility—Upon receiving this call I spoke				
			importance today since the facility received the Covid test	with staff at Facility and asked for details				
			results of a dialysis resident that was positive. Administrator	regarding the 2nd incident (date, time of				
			indicated this resident had been especially careful, had not	day, M/F Driver). I hoped to gather some				
			previously been positive or symptomatic but was transported	information so that I could determine the				
			to dialysis multiple times a week through Provider. I told	identity of the Driver in question—the	Facility has been unable to provide			
			Administrator I would make sure the information was in my	staff stated that while they had in fact	specific information about correct dates		Facility has been unable to provide specific	
			daily report but thought it might warrant further	witnessed the first incident, they had no	or if there even was a 2nd incident.		information about correct dates or if there	
			investigation, especially if they are not wearing masks why	knowledge of a 2nd incident.	Provider has re-educated the drivers on		even was a 2nd incident. Provider has re-	
	8/31/2020	9/2/2020 Driver Behavior	transporting multiple dialysis residents in County	Later Wednesday afternoon I received	wearing masks.	N	educated the drivers on wearing masks.	9/9/2020
					9		S	
			Member left a voicemail & asked to have a supvr call her					
			back. I called her back& she mentioned that Provider 1 is					
			refusing to take her to future appointments because she has					
			cancelled too many rides with them. Member claims that one					
			reason medical appointments have been cancelled is because					
			the balance machine at her neurologist is not working.					
			Provider 1 is refusing anymore rides for the member.					
			Member also claims that the owner of provider 2, is					
			Provider 1's brother & she is afraid that with them being a					
			provider in her area, that he will refuse taking her too.					
			Member stated that she feels that she is being punished by					
			provider 1 because of the malfunction of the machines at the		Unable to educate member that we can't		Unable to educate member that we can't	
	9/4/2020	9/2/2020 Member Issue	doctor's office		force a provider to take her trips.	N	force a provider to take her trips.	9/17/2020
				Receiced response from provider: My				
				name is XXX and the owner of Provider.				
				Yes, with the case of the member I make				
				made a call through to take him off from				
				standing order like twice when my driver				
				complains about him a lot for not obeying				
				the rules for not covering up with his mask				
			I spoke with Member. He had a complaint against his driver	in proper way when a member complain				
			which happens to also be the owner of the provider that	about the and he talk to much belittle the				
			supplies his rides. He advised that he doesn't feel safe driving	driver while driving and then spitting out				
			with the provider. He said that the Owner wears full size	from the van while driving all of this does				
			headphones while driving. He is unable to hear when the	not make driver comfortable and that was				
			member is talking to him. He also advised that the member	why I decided to check out the complain.				
			talks on his phone and makes personal calls while driving the	The member talk too much and mostly				
			member. The owner also drives at a high rate of speed on the	Southeastrans call and I be the one				
			freeway with the member on board. This provider is the	receiving the calls and due to not to have	Provider denies reckless driving.			
			driver for this members Standing Order. The member advised	conversation with him I use my head	Provider added to DNU list. Member		Provider denies reckless driving. Provider	
			that he did not want to drive with this provider any more. He	phones and no one can go above 70 miles	requested to start using PT again since		added to DNU list. Member requested to	
			wants us to find a new provider for him. If we are unable to	on the van. It's safety first in all we do.	foot is healed. Mothly Public		start using PT again since foot is healed.	
			find a new provider he will still ride with the current	And moreover is not A leg, it was B leg. I	Transportation (PT) pass was delivered		Mothly Public Transportation (PT) pass was	
	9/2/2020	9/2/2020 Driver Reckless	provider.	called that same day to report him.	to member on 9/14/20.	N	delivered to member on 9/14/20.	9/15/2020

		T				
		Mbr felt like he shouldn't feel the need to call when ready for				
		return home, said he tried to call in for return home but our		The CC has multiple lines and should	The CC has multiple lines and sho	
		line was busy. Called girlfriend and had her pick him up. Mbr		never have a busy signal. Tried to	have a busy signal. Tried to follow	
		just wants us to have a better system for return home		follow up with member but he just kept		
9/2/2020	9/2/2020 Call Center Issue	process.		yelling at me until he hung up.	N hung up.	9/14/2020
				Educated member on proper		
	Member No-	Per staff from provider mbr is a no show// called mbr but got		cancellation process and mailed rider	Educated member on proper cancer	
9/3/2020	9/3/2020 Show	no answer, and i was unable to leave a vm		guidelines.	Y process and mailed rider guideline	s. 9/17/2020
		Faciliy set members appointment incorrectly, member				
		actually had a surgery not diagnostic testing. Upon arrival				
		member did not have an escort as well as a second member				
	Hlthcare Prov.	who is wheelchair bound riding. Provider is a door to door		Issue sent to Facility Outreach Manager	Issue sent to Facility Outreach Ma	nager to
9/3/2020	9/3/2020 Issue	service.		to educate facility.	Y educate facility.	9/3/2020
7.0.222	7.0.2020					
		Intake Coordinator left voicemail message wanting to				
		confirm trip. I called her back & she wasn't happy that a				
		provider has not been assigned to this trip. She asked that a				
		supervisor call her so that she could get some answers. She		Provider is the only EMS provider	Provider is the only EMS provider	
		adviised me that on a previous trip for this member, the		around County willing to do residential	County willing to do residential p/	
		provider was not very nice to the member. This member		p/u and they usually book out a few	usually book out a few weeks. The	
		needs to go by stretcher and staff is afraid that she will not		weeks. They were only able to fit in at	only able to fit in at 0730 but facil	
9/4/2020	9/3/2020 Trip not assigned	get picked up for her appointment.		0730 but facility isn't open that early.	N open that early.	9/3/2020
		Per staff from provider mbr isnt answering, or coming out//				
		called mbr 2x and got no answer, called mbrs sisters number		Unable to educate member on proper		
	Member No-	when they answered and i asked if it was sister they said no,		cancellation process. Mailed rider	Unable to educate member on pro	ner
9/3/2020	9/3/2020 Show	and they did not know who member was		guidelines.	Y cancellation process. Mailed rider	
7.0.202	7.0.2020	Mbr called in upset saying she almost lost her doctor today		8		g
		becuase the driver did not show up to transport her to her				
	Dear No Charry			Due to me meaning from marrides this	Due to me memore from moviden	alain in
0/2/2020	9/3/2020 leg	appt.1 reached out to the provider twice and the vivi came		Due to no response from provider, this is valid.	Due to no response from provider Y valid.	9/17/2020
9/3/2020	9/3/2020 leg	on.			Y Vand.	9/1//2020
		Call center staff scehdule wrong apointment address, and it		After reviewing booking call, agent		
		escalated to a huge issue, it made driver miss another		entered incorrect address. This issue	After reviewing booking call, ager	
		member pick up(trip id #######) because the facility was		has been sent to Call Center for agent	incorrect address. This issue has b	
9/3/2020	9/3/2020 Call Center Issue	being difficult.		coaching.	N Call Center for agent coaching.	9/8/2020
				Unable to educate member on proper		
	Member No-	Unable to reach member, i tried calling and no one answered		cancellation process. Mailed rider	Unable to educate member on pro-	
9/4/2020	9/4/2020 Show	the phone		guidelines.	Y cancellation process. Mailed rider	guidelines. 9/17/2020
		Staff from Provider said her driver was outside the member's				
		residence and the member told the dirver she wasn't going. I		Unable to educate member on proper		
	Member No-	called the member twice to confirm this and no one answered		cancellation process. Mailed rider	Unable to educate member on pro-	ner
9/4/2020	9/4/2020 Show	the phone.		guidelines.	Y cancellation process. Mailed rider	
7	7			8		,
		4 214 21 21 41 1 1 1				
		the nurse manager said the provider did not show so she had	D : 1 2 ::			
		to contact southeastrans. When she contacted us we gave her	Received response from provider:			
		an ETA. However, she was still upset due to the driver never	Member was on a schedule that the driver			
		contacting the facility and informing them they would be late.	did not show up for work and	Provider states the driver scheduled for	Provider states the driver schedule	
		The member arrived to the appointment very late and was	unfortunately, we missed her send back	this trip didn't show up for work that	trip didn't show up for work that d	
	Prov Late - A	not able to be seen. She said she does not want the member	that morning. We tried to send driver, but	day and they missed her trip when they	they missed her trip when they sen	
9/4/2020	9/4/2020 Leg	ride with them anymore.	was just too busy to get her on time.	sent driver's trips back that morning.	Y trips back that morning.	9/17/2020
				Left member a VM educating on proper	Left member a VM educating on p	proper
	Member No-	provider went to get mbr and no one came outnor picked up		cancellation process and mailed rider	cancellation process and mailed ric	
9/5/2020	9/5/2020 Show	the phonei called mbr and no one picked up		guidelines.	Y guidelines.	9/17/2020
		1				
			Received response from provider: It is our			
		manufactured Descrides in always of the Large Tart of				
		member stated, Provider is always picking her up Late,she	goal to see every person arrive to their			
		said she alwys get to dialysis 2hours late that provider is	appointments on time and we apologize			
		playing with her life.	that we have not met that goal for			
			member. I see that we have been late 50%			
		she insisted she wanted to speak with a supervisor but no	of the time. I have procured a dedicated			
		provider was available as at the time she called because it	driver for this member. He is one of our	Provider was late and apologized.	Provider was late and apologized.	
	Prov Late - A	was on a holiday ,she wants a call back and wants provider	most experienced drivers and will arrive	Dispatcher/SSR Router is currently	Dispatcher/SSR Router is currently	
9/7/2020	9/7/2020 Leg	to alwys pick her up early	on time.	working on finding a regular provider.	Y on finding a regular provider.	9/15/2020

	9/7/2020	9/7/2020 Trip		Found a provider by BLS but member cancelled due to being 1 hour late but dialysis had already agreed to the member coming in late		Trip was sent back by a provider on 9/2/20 and reworked on 9/4, 9/5, and 9/7. Trip was thoroughly worked. Can't educate member on proper cancellation process since we were unable to find a proivder until after appt. time, even if dialysis agreed to late d/o.	N	Trip was sent back by a provider on 9/2/20 and reworked on 9/4, 9/5, and 9/7. Trip was thoroughly worked. Can't educate member on proper cancellation process since we were unable to find a proivder until after appt. time, even if dialysis agreed to late d/o.	9/8/2020
			1 1 1 1 1 5	SW Called & requeted for the provider to be put on the do not use for member, The Driver is extremley rude to the staff & is concerned for the members health & safety. The driver himself has a walker & is not stable per SW Also the driver leaves member in the vehicle for about 30min while he went inside & just sat inside without informing no one about the member. the member needs some assistence inside. driver stated he didnt wasnt to touch member & wasnt part of his job.		Provider has been added to member's		Provider has been added to member's DNU	
	9/4/2020	9/8/2020 Driv	iver Behavior	Social worker #		DNU list at SW request.	N	list at SW request.	9/22/2020
	9/9/2020	9/8/2020 Men	t 1 1 1 1 1 2 2 2 2 3 3 3 4 3 4 3 4 3 4 3 4 3 4 3 3 4 3 4	Spoke with mbrs sister who was upset & yelling stating she dont know why southeastrans keep calling everyday asking the same questions she stated she keeps telling everybody that calls if provider cannot transport her she will transport her sister. She stated they dont want no other company transporting her because of previous issues they've had. Then she hung up on me. Staff with Provider confirmed her van is still down		Added note in profile: Due to IQ ####, if Provider can't accommodate, notify member and cancel - QA I have confirmed member will refuse transport if provider is not Provider. Please do not contact member about other options. No need to keep working trips if Provider has verbally declined.	N	Added note in profile: Due to IQ ####, if Provider can't accommodate, notify member and cancel - QA I have confirmed member will refuse transport if provider is not Provider. Please do not contact member about other options. No need to keep working trips if Provider has verbally declined. This is Invalid as agents were doing their job and trying all options.	9/17/2020
				This trip was cancelled per Facility.					
	9/8/2020	9/8/2020 Show	ember No-			Facility Outreach will educate facility on proper cancellation process.	v	Facility Outreach will educate facility on proper cancellation process.	9/8/2020
	9/8/2020	Prov 9/8/2020 leg		Driver broke glasses, provider sent trips back, no other driver can accommodate.		Cancellation note at 1304 states: Provider stated that driver called off and they arent able to pick up member. No RFE needed as explanation was given to CC and Staff is the complainant.	Y	Cancellation note at 1304 states: Provider stated that driver called off and they arent able to pick up member. No RFE needed as explanation was given to CC and SET Staff is the complainant.	9/8/2020
	9/8/2020	Prov 9/8/2020 leg		Provider did not show up for pick up nor answering phone when agent called for an ETA	Received provider response on 9/8/20: Address provided for pickup is a facility for doctor offices. Driver made the stop and went inside and asked the receptionist for Help. She checked with everyone and member was not at the location.	Address on trip is Skilled nursing facility, not Dr. office. Verified address was correct. This is valid as driver was not at the address provided on the trip.	v	Address on trip is Skilled nursing facility, not Dr. office. Verified address was correct. This is valid as driver was not at the address provided on the trip.	9/17/2020
	7/0/2020	7/6/2020 leg		mind agent outlot for the DTT		not at the address provided on the trip.		provided on the trip.	71112020
	8/19/2020	9/9/2020 Prov 9/9/2020 Leg		Mbr does not want to ride with provider because they were late and he missed appt.		Due to no response from complainant or provider, this is complete.	N	Due to no response from complainant or provider, this is complete.	9/22/2020
	9/9/2020	9/9/2020 Show	ember No-	Driver arrived to member location at 6:33 am driver went inside at7:05 and no one was in the lobby, the driver proceed on from member at 7:10 am. SETI drivers are required a 10min wait time member pick up was at7:00 am.		Facility Outreach Manager will educate facility on proper cancellation process.	Y	Facility Outreach Manager will educate facility on proper cancellation process.	9/9/2020
	9/9/2020	9/9/2020 Driv	I liver Behavior	MBR WAS WALKING OUT TO DRIVER, PAUSE TO TAKE A BREAK WAVED AT DRIVER LETTING DRIVER KNOW HE WAS COMING, DRIVER THEN PULLED OFF ONCE MBR WAS WALKING TOWARDS HIME AGAIN.	Received response from provider: Driver arrived at 12:57, called member and was not able to get ahold of member waited the 10 minutes after pickup time. Driver states no one never came out. Driver proceeded on at 1:10pm.	Driver arrived at 12:57pm, called member with no response, waited until 1:10pm before proceding. Driver didn't see member coming out.	N	Driver arrived at 12:57pm, called member with no response, waited until 1:10pm before proceding. Driver didn't see member coming out.	9/24/2020
	2// 2/2020			Per staff from provider mbr is no show, per staff at nursing		FOM educated facility on proper	V.	FOM educated facility on proper cancellation	0/21/202
	9/10/2020	9/10/2020 Show	ow l	home confirmed her son picked up mbr		cancellation process.	Y	process.	9/24/2020

					D		
					Due to driveway being a safety hazard	Desta dissessability of the least of the	
					and member must be pushed through grass, most providers won't	Due to driveway being a safety hazard and member must be pushed through grass, most	
					accommodate. Provider 1 has agreed to	providers won't accommodate. provider has	
		Mbr Ca	ore.		take member's Saturday trips. Provider 2	agreed to take member's Saturday trips.	
	9/10/2020	9/10/2020 Gateke			agreed to take Tue and Thur.	Y Provider 2 agreed to take Tue and Thur.	9/24/2020
	9/10/2020	3/10/2020 Gateke	Provider called member and knocked on the door and no o		agreed to take 1 the and 1 nur.	1 110vider 2 agreed to take 1 de and 11idi.	<i>712</i> 472020
			answered. I called the member twice and couldnt' reach	ie	Educated member on proper		
		Mamba	er No- anyone. The provider left, but was willing to go back if we		cancellation process and mailed rider	Educated member on proper cancellation	
	9/10/2020	9/10/2020 Show	reached someone.		guidelines.	Y process and mailed rider guidelines.	9/24/2020
	3/10/2020	3/10/2020 Bliow	reaction someone.		guidennes.	process and maned rider guidennes.	312-112020
					Rider Guidelines have been mailed.		
						Rider Guidelines have been mailed.	
					However, member had received an auto		
					call about unsecure transportation so she found another way since no one had	about unsecure transportation so she found	
		Membe	er No- Per Driver mbr was a no show on saturday, called mbr to s		arrived at her p/u time and she thought	another way since no one had arrived at her	
	9/5/2020	9/10/2020 Show	what occurred but got no answer		trip was unsecure.	N p/u time and she thought trip was unsecure.	9/24/2020
	7/3/2020	3/10/2020 Show			trip was unsecure.	p/u time and site thought trip was unsecure.	J124/2020
			First name:				
			Last name:				
			I live in: Indiana				
			Email:				
			Phone:				
			Feedback Type: Question				
			Feedback: What's the point in scheduling appointments				
			48hrs in advance when u cancel twice on me this week?		A DD by by a late of the control of	A DD beek and the law of the forest in the	
		W. L. de	Seems suspect when i do what im supposed to do but u as		A PP has been added to profile for trips to route to and MCA team will closely	A PP has been added to profile for trips to	
	9/10/2020	9/10/2020 Compla			monitor trips.	route to and MCA team will closely monitor Y trips.	9/24/2020
	9/10/2020	9/10/2020 Compi	unprofessional::			1	9/24/2020
					Member states provider was an hour and	Member states provider was an hour and a	
		Maril	er No- Provider went to get mbr and mbr was not ready stated tha		a half early and told him they would drop the other member and come back	half early and told him they would drop the	
	9/10/2020	9/10/2020 Show	er No- Provider went to get mbr and mbr was not ready stated that the mbr will not be ready for another hour		but did not.	N other member and come back but did not.	9/24/2020
	9/10/2020	9/10/2020 Show	the finds will not be ready for another nour		but did not.	other member and come back but did not.	9/24/2020
				Provider's Response/Explanation: We			
				talked to the driver about that and gave			
				him a warning because this is not			
				acceptable in our company and we			
				educated him about the way that every			
				driver working for Provider should be			
				acting to ensure that this behavior is not			
				acceptable from our company and to			
			Mbr stated that driver drove 85 mph on I70, drove no more				
			than 8 ft behind semis, whipping in and out of traffic. She	Name: Faxed to Southeastrans			
			also stated on the way back home he was on talking on the		Deside to the state of the state of the		
			phone and falling asleep behind the wheel; they drifted to the side of the road. He was driving a black car with plates		Provider has educated driver and given	Provider has advented driver and aircult	
	9/10/2020	9/10/2020 Driver			him a warning about unacceptable behavior.	Provider has educated driver and given him a Warning about unacceptable behavior.	9/24/2020
	9/10/2020	9/10/2020 Driver Membe			Unable to educate member. Rider	Unable to educate member. Rider guidelines	9/24/2020
	9/10/2020	9/10/2020 Show	went to member's home and no one came out		guidelines mailed.	Y mailed.	9/24/2020
	9/10/2020	9/10/2020 Snow Membe			Unable to reach member for education.	Unable to reach member for education.	7/2 <del>4</del> /2020
	9/9/2020	9/10/2020 Show	cancel had procedure yesterday to much paindh		Mailed rider guidelines.	Y Mailed rider guidelines.	9/24/2020
	7/7/2020	7/10/2020 5flow	cancer had procedure yesterday to much paindll		ivalied rider guideillies.	ivialied rider guidelines.	7/24/2020
					Durilly to the second of the	Position to the state of the st	
					Provider took member to and from appt.	Provider took member to and from appt. Dr.	
					Dr. cancelled appt. and member found	cancelled appt. and member found out upon	
					out upon arrival. However, provider will still need paid since they did complete	arrival. However, provider will still need paid since they did complete the transport.	
					the transport. Dispatch will make a new	Dispatch will make a new trip for them to be	
	9/9/2020	9/10/2020 Membe	er Issue Cancel dr appt, needs return ride pam		trip for them to be paid.	N paid.	9/10/2020
	9/9/2020	7/ 10/2020 (viembe	cancer or appr., needs return ride pain			1	9/10/2020
		11141	re Prov. Driver arrived for pickup and noticed the facility has bed		Facility denies having bed bugs or roaches and states the facility is sprayed	Facility denies having bed bugs or roaches and states the facility is sprayed every other	
	9/10/2020	9/10/2020 Issue	bugs and roaches.		every other month.	N month.	9/17/2020
	5/10/2020	9/10/2020 Issue	Drive arrived for pickup, tried to call mbr, no answer. Driv		every other month.	IIIOIIIII.	9/1//2020
			LUTIVE ATTIVED FOR DICKUP THE TO CALL MINT NO ANSWER 1 Driv				
		Month			FOM will advanta on manner	EOM will advects on man an annually the	
	9/10/2020	9/10/2020 Membe	waited 20 minutes for mbr, mbr never showed		FOM will educate on proper cancellation process.	FOM will educate on proper cancellation Y process.	9/24/2020

	9/2/2020	9/11/2020 SETI Staff	Member left a voicemail message and I called her back. She wanted to schedule a ride for Monday, 09/14/20; however, she said that the CSR was rude to her when she tried to schedule the ride on 09/10/20 so she hung up. When I called her back, it was too late for her to schedule her ride due to short interval. ***Trip # listed is used for a reference ONLY. *** Member was unable to place a trip for her appointment.		CC Management was unable to find a call from member's phone number but did find a call from a different number (not listed in profile) to a TN agent that put member on hold and never came to the phone. There was a second call with no recording available. CC management is following up with TN for agent coaching.		9/25/2020
	9/11/2020	9/11/2020 Dispatch Error	Member left a voicemail message wanting a call back. I called him back and he wanted to know why he was assigned to Provider when this provider is no longer active (He was told this by customer service)? His wife took him to dialysis today. He mentioned that when he called in, the CSR he spoke to asked him why he was so upset - he's not paying for the service? His ride for Monday,09/14/20 is secured with another provider; however, he is concerned about his Wednesday & Friday ride to dialysis. He would like confirmation about next week's rides.		Provider went inactive on 9/4/20. Trip routed to provider on 8/28/20 before they were inactive and trip didn't get pulled back. Dispatcher/SSR Router is working on finding a regular provider for S/O.	Provider went inactive on 9/4/20. Trip routed to provider on 8/28/20 before they were inactive and trip didn't get pulled back. Dispatcher/SSR Router is working on finding Y a regular provider for S/O.	9/15/2020
	9/11/2020	9/11/2020 Driver Behavior	Stff stated that when the driver dropped the mbr off at his appt the people at the doctors office stated that the driver was rude and that the driver had pushed the w/c into the office so hard that the mbr almost fell out of his chair		Due to no response from provider, this is valid.	Due to no response from provider, this is Y valid.	9/25/2020
	9/12/2020	Hithcare Prov. 9/12/2020 Issue	nursing home on the weekend always makes driver wait like 30 mins before coming out saying either the mbr isnt going or they cant find her. but the driver was there and will leave to get anothr mbr but will be back to get this mbr		FOM will educate facility.	Y FOM will educate facility.	9/15/2020
	9/14/2020	9/14/2020 Show	Member was a no show for her ride this morning.		Mailed rider guidelines 9/17/20.	Y Mailed rider guidelines 9/17/20.	9/24/2020
	9/14/2020	9/14/2020 Member No- Show	Mbr. no showed today.		Mailed Rider Guidelines.	Y Mailed Rider Guidelines.	9/24/2020
	9/14/2020	Prov No-Show 9/14/2020 leg	Provider 1 did not arrive this morning. Member called in A several times for WMR and then his wife called and paid for a Provider 1. Provider 1 came when she paid for the trip.	Provider's Response/Explanation: We apologize that we did not arrive on time Monday September 14. If the member can provide a copy of the receipt for the trip they did take, we can look into that. The driver who had accepted the assignment to be member's driver is experiencing medical issues and will be unavailable for a short while. At this moment in time, we are attempting to find a different driver to be a regular driver for member.	n Member's S/O has been assigned to	Member's S/O has been assigned to Provider Y 2 so trips are no longer going to Provider 1.	9/23/2020
	9/15/2020	Member No- 9/15/2020 Show	provider went to get mbr and was told mbr is no longer there		Member's address and phone number need updated. Unable to educate member on proper cancellation process.	Member's address and phone number need updated. Unable to educate member on Y proper cancellation process.	9/15/2020
	9/14/2020	9/15/2020 Trip not assigne			Trip was sent back late Saturday afternoon so dispatch was unable to rework trip and no call back due to late sendback.	Trip was sent back late Saturday afternoon so dispatch was unable to rework trip and no N call back due to late sendback.	9/29/2020
		Member No-	Driver arrived for pickup and tried to call mbr, no answer.  Dispatch tried to call mbr, no answer. Driver waited 10		Member was educated on proper cancellation process and states she	Member was educated on proper cancellation process and states she doesn't need SETI	
	9/15/2020	9/15/2020 Show	minutes.		doesn't need SETI anymore anyway.  Provider has 1 hour for return ride.  Member was more upset about the	Y anymore anyway.  Provider has 1 hour for return ride. Member	9/25/2020
			mbr didn't like that provider didn't wait for her, and she didn't		office staff's attitude towards her.	was more upset about the office staff's	

					This is a complaint from the Southeastrans.com website				
					Complaint form.				
					First Name:				
					Last Name:				
					Phone:				
					Email:				
					Date of Event or Trip: 09-14-2020				
					What's on your mind: Complaint				
					Any additional feedback?: Southeast transportation is the				
					worst service there is I have call on several trips for my				
					cousin only to be cancel at the last minute if not the day of				
					the appointment but they want me to reschedule his				
					appointment for only to be cancelled AGAIN if matters don't				
					get solved I will be contacting the Better Business Bureau				
					this company is putting patients life at risk because we keep				
					changing appointments				
				W7 -1 14		T-11111-11		Triantana tana da ana da ana da da ada DD	
		(2020	0/4 5/005	Website	How can we contact you?: Email	Trips have been thoroughly worked and	N	Trips have been thoroughly worked and PP	0/20/202
	9/15	5/2020	9/15/2020	Complaint		PP is currently inactive.	N	is currently inactive.	9/29/2020
					This is a complaint from the Southeastrans.com website				
					Complaint form.				
					First Name:				
					Last Name:				
					Phone:				
					Email:				
					Date of Event or Trip: 09-14-2020				
					What's on your mind: Complaint				
					Any additional feedback?: A client, (family member), 55 year				
					old male with disabilities(mute, in wheelchair, breathes				
					through his trach tube, fed with gi tube was left outside				
					dialysis center in Newburgh, highway 261 for over 2 hours				
					45 min ( 11:00 AM to 1:00pm for a pre-scheduled ride back				
					to facility. ). It was learned the driver went to wrong place				
					on Columbia St in Evansville Ind. a family member cancelled				
					the driver and picked member up and brought him back to				
					facility. There have been other days that provider either did	Facility cancelled S/O at start of			
					not pick up in morning or was extremely late picking up at	pandemic. Now that the S/O has		Facility cancelled S/O at start of pandemic.	
					dialysis center when dialysis was finished and nurse called	restarted, original provider has already		Now that the S/O has restarted, original	
					you for member to be picked up.	filled the slot and now unable to		provider has already filled the slot and now	
				Website	How can we contact you?: Email	accommodate. SSR is looking for a new		unable to accommodate. SSR is looking for a	
	9/14	1/2020	9/15/2020	Complaint		provider for S/O.	N	new provider for S/O.	9/30/2020
				Member No-	Provider went to get mbr and provider stated that the mbr	FOM will educate facility on proper		FOM will educate facility on proper	
	9/15	5/2020	9/15/2020		nurse stated mbr was not going to go to appt today	cancellation process.	Y	cancellation process.	9/15/2020
	7/13		9/13/2020		and the man have going to go to appr today	- I Auton processi		- Internation process	J. 15/2020
					D: 11 : 1 D: 11	10 1 104 1		1 0 1 106 1	
					Driver called upon arrival, no answer. Driver called a second	Left member a VM educating on proper		Left member a VM educating on proper	
				Member No-	time, with no answer. I called the mbr no answer.	cancellation process and mailed rider		cancellation process and mailed rider	
	9/15	5/2020	9/15/2020	Show		guidelines.	Y	guidelines.	9/25/2020
					The provider was outside tlhe member's residence and he				
					didn't answer the phone. I called twice and his phone went				
						I of a massage advanting much		I of a massacra adverting to the second	
					directly to voicemail both times. The provider stated that he	Left a message educating member on		Left a message educating member on proper	
				Member No-	talked to the member today and he confirmed he was going	proper cancellation process and mailed		cancellation process and mailed rider	
	9/15	5/2020	9/15/2020	Show	to his appointment.	rider guidelines.	Y	guidelines.	9/29/2020
					Received email from provider:				
					Member has a standing order with us to go to dialysis every				
					Monday, Wednesday and Friday. He has been a "no show"				
					nor has he called us to cancel for a while. Since September				
					2nd he has only gone once. He hasn't even communicated				
					with SET to cancel his trips. I'm giving you this information				
					to let you know why we are no longer transporting him to				
					dialysis.	S/O has been cancelled. Left message			
					diarysis.			S/O has been concelled. I aft masses as	
				Manda N	Ct. CC	educating member on proper		S/O has been cancelled. Left message	
				Member No-	Staff	cancellation process and mailed rider		educating member on proper cancellation	
	9/14	1/2020	9/15/2020	Show	Provider	guidelines.	Y	process and mailed rider guidelines.	9/29/2020

					•		
				Received response from provider: driver			
				insists he was not smoking when he picked			
			M	member up. He only had two people to	D 11 44 11 11 1	70 - 11 - 12 - 13 - 14 - 15	
			Mbr states that Driver was smoking in car, when confornted		Provider states driver insists he wasn't	Provider states driver insists he wasn't	
			about smoking in the car driver stated he lied because mbr	all day and that he didn't even have any	smoking in vehicle. Member insists he	smoking in vehicle. Member insists he	
			has him on video. Would like other drivers from provider to	cigarettes in the car.	smelled smoke and states proivder told	smelled smoke and states proivder told him	
	9/15/2020	9/15/2020 Driver B	Behavior pick him not this driver no longer.		him they wouldn't send this driver again.	N they wouldn't send this driver again.	9/29/2020
			Staff stating driver came into facility to advise she was there				
			to pick up the member and went back outside to her van to	Received response from provider lead:			
			wait, she called down to the nurse station to have them bring	Driver arrived at 9:51am, driver went			
			the member to the front, she looked back up and the driver	inside because she stated them member			
			was pulling off minutes later. she states the driver wasn't out	was not in the lobby, nurse stated they	Driver waited the required 10 minutes.		
			there for 10-15 minutes before pulling off, states this isn't the		provider dispatcher also called facility to	Driver waited the required 10 minutes.	
			first time they have has issues with this driver, she has filed a	even called facility to let them know the	advise driver could only wait 10 mins.	Provider dispatcher also called facility to	
			grievance previously against the driver, she believes the	driver was there and has 10 min to wait.	FOM will re-educate facility that	advise driver could only wait 10 mins. FOM	
			driver has an issue transporting for the facility and doesn't	Driver proceeded on at 10:00am driver	members must be ready and drivers can	will re-educate facility that members must be	
	9/16/2020	9/16/2020 Driver B	Behavior want the driver to transport their members moving forward.	waited for 10mins.	only wait 10 mins.	N ready and drivers can only wait 10 mins.	9/17/2020
			Member left a VM: Trip for 8/19/20 was cancelled for NPA				
			Member reschedled Trip for 9/16/20 which is also NPA. This		There are no future trips at this time.		
			is for a follow up from a surgery in July. Member stated she		Unable to reach member but added to	There are no future trips at this time. Unable	
			had complications and was hospitalized a week after her		MCA list. Trips were not thoroghly	to reach member but added to MCA list.	
	9/16/2020	9/16/2020 Trip not	t assigned missed follow up in August.		worked.	Y Trips were not thoroughly worked.	9/29/2020
			Member called in to report that she feels uncomfortable			1	
			riding with provider. Stated they asked questions about living		Provider added to DNU list at member's	Provider added to DNU list at member's	
	9/22/2020	9/16/2020 Member			request.	N request.	9/30/2020
			1 7		<u> </u>		
					Both D/C on 9/2 and 9/8 were		
					thoroughly worked. Sent email to	Both D/C on 9/2 and 9/8 were thoroughly	
					dispath leads advising of incoming D/C	worked. Sent email to dispath leads advising	
					to look for today and to see if we have a	of incoming D/C to look for today and to see	
			Mbr was stranded twice after she got out of the hospital.		provider in the area today that may be	if we have a provider in the area today that	
	9/16/2020	9/16/2020 Trip not			able to fit a D/C into their schedule.	N may be able to fit a D/C into their schedule.	9/29/2020
					Unable to educate member on proper		
		Member	r No- Member no shows provider consecutively, provider advised		cancellation process. Mailed rider	Unable to educate member on proper	
	9/16/2020	9/16/2020 Show	at least 2/week for the last 2-3 months		guidelines.	Y cancellation process. Mailed rider guidelines.	9/29/2020
				Received response from provider lead on		, galacinios	
				9/18/20: Driver Reported she arrived at	Driver arrived at 10:27 and stayed until	Driver arrived at 10:27 and stayed until	
			Provider says mbr was a no show; And his case manger	10:27, driver stayed for 10min after	10:42 according to GPS. This was a	10:42 according to GPS. This was a member	
		Prov No	o-Show A stated that mbr was outside at time of official pick up and	calling dispatch. The proceeded off at	member no show, not a provider no	no show, not a provider no show. Unable to	
	9/17/2020	9/17/2020 leg	never saw provider so saying provider no show.	10:42am.	show. Unable to reach member.	N reach member.	9/30/2020
	2121222	7.7		20.02	341		3.20.2320
			mbr states he keeps scheduling trips regularly and they keep		Trip was thoroughly worked. Member	Trip was thoroughly worked. Member hasn't	
			getting cancelled, hes never been able to secure a ride with u		hasn't booked any other trips since	booked any other trips since March 2019 and	
	9/2/2020	9/17/2020 Call Can	nter Issue and he needs a resoultion		March 2019 and is already MCA.	N is already MCA.	9/29/2020
	<i>312/2020</i>	7/1//2020 Call Cell	and no noons a resountion		mach 2017 and is already MCA.	is anoual more	7/27/2020
				Received response from Provider lead:			
				Driver states there was an accident on her			
				way to get her, traffic was very heavy.			
				Driver arrived for member pick at 8:39	D/ /: 0005 0 0000	D/ /: 0007 0 0000	
				and they arrived at the doctor's office 9:23		P/u time was 0825 for a 0930 appt. w/a 0915	
				the member apt. was at 9:30. Driver also	0915 d/o. Due to an accident and heavy	d/o. Due to an accident and heavy traffic,	
	0.4040000	Prov Lat		states there was another accident when	traffic, driver was late picking up but	driver was late picking up but got member to	0.400.405
	9/18/2020	9/18/2020 Leg	Mbr does not want Provider due to being late.	driving member to the appointment.	got member to appt. at 0923.	N appt. at 0923. Member did not miss appt.	9/29/2020
		Member			FOM will follow up with Facility about proper cancellation process.	FOM will follow up with Facility about Y proper cancellation process.	9/22/2020
	9/18/2020	9/18/2020 Show	Mbr. no showed today for his trip.				

Prov. No.Show A position fed and above and the Age Provider did above for B grow [and by 15/200] by 15/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly. Y early.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be prepared in Wednesday 940s. Be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send that enterly.  1012/200 [ag leg.] This to be send t						
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9 18/200   918/2	9/18/2020	·	leg. This also happened on wednesday 9/10.			10/2/2020
Prov. Late semb back (ame day own hack for off mites trp.)    Seminor   Semi	0/10/2020					0/20/2020
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9/22/2020 9/21/2020 leg Mbr stated provider 1 is not picking mbr up at all. 9/22 and closed on 9/19. N closed on 9/19.						
/	9/22/2020	9/21/2020 leg	Mbr stated provider 1 is not picking mbr up at all.	9/22 and closed on 9/19. N	closed on 9/19.	9/24/2020

		Received screenshot from corporate:			
		I live in southern Indiana. Have Indiana Medicaid. Can't get			
		to a doctor appointment because you guys don't show up.			
		What are we supposed to do? Never get medical care?			
		Broker			
		Thanks for messaging us. We try to be as responsive as			
		possible. We'll get back to you soon.			
		WED 4:26 PM			
		Broker			
		Member, we apologize for any inconveniences you may be			
		experiencing and would like to get you the support you need.			
		Can you reply with all your contact information so we can			
		have a manager in our Indiana office contact you and get this			
		resolved? Thank you.			
		THU 12:26 PM			
		Member. This number is, Phone #			
		Weinber. This number is, Phone #			
			A PP has been added to member's		
		Name	profile for trips to auto route to. A new	A PP has been added to member's profile for	
	Website	Broker	trip for 9/22 was booked and verbally	trips to auto route to. A new trip for 9/22	
9/1/2020	9/21/2020 Complaint		accepted by PP. N	was booked and verbally accepted by PP.	9/21/2020
7.1.2.2.	7.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2		Left member a message educating on	Left member a message educating on proper	2.21.2020
	V. J. St.	D. C. CC. D. D. L. L. D. L.			
	Member No-	Per Staff from Provider, mbr wasnt ready and driver waited	proper cancellation process and mailed	cancellation process and mailed rider	0/
9/21/2020	9/21/2020 Show	for 20mins// called mbr 2x but got no answer	rider guidelines. Y	guidelines.	9/30/2020
		Mbr. no showed us today, driver waited 10 mins no one	Left member a message educating on	Left member a message educating on proper	
	Member No-	came out	proper cancellation process and mailed	cancellation process and mailed rider	
9/22/2020	9/22/2020 Show		rider guidelines.	guidelines.	9/30/2020
712212020	7.22.2020 Bilow		Trace gardenness.	o-site interior	7.50,2020
		This is a complaint from the Southeastrans.com website			
		Complaint form.			
		First Name:			
		Last Name:			
		Phone:			
		Email:			
		Date of Event or Trip: 09-22-2020			
			the state of the s		
		What's on your mind: Complaint			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother,			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can			
		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye			
	Proy Late	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my	Provider sent trip back at 1656 on 9/21.	Provider sent trip back at 1656 on 9/21, the	
9/22/2020	Prov Late	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better.	Provider sent trip back at 1656 on 9/21, the evening before the trip.	Provider sent trip back at 1656 on 9/21, the evening before the trip	9/30/2020
9/22/2020	Prov Late 9/22/2020 Sendback	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my	the evening before the trip. Y	evening before the trip.	9/30/2020
9/22/2020		What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone	the evening before the trip. Y  Member states she received a call about	evening before the trip.  Member states she received a call about	9/30/2020
9/22/2020	9/22/2020 Sendback	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone  This mbr. no showed us today, driver waited 10 mins no one	the evening before the trip. Y  Member states she received a call about unsecure transport but not the call on	evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at	9/30/2020
	9/22/2020 Sendback  Member No-	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone	the evening before the trip. Y  Member states she received a call about	evening before the trip.  Member states she received a call about	
9/22/2020	9/22/2020 Sendback	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone  This mbr. no showed us today, driver waited 10 mins no one	the evening before the trip. Y  Member states she received a call about unsecure transport but not the call on	evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at	9/30/2020
	9/22/2020 Sendback  Member No-	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone  This mbr. no showed us today, driver waited 10 mins no one came out.	the evening before the trip. Y  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would	evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would p/u. Mailed	
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	9/22/2020 Sendback  Member No- 9/22/2020 Show	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone  This mbr. no showed us today, driver waited 10 mins no one came out.  Per provider, from provider, his driver has been waiting for 25mins for mbr// called nursing home and got transferred to mbrs nurse, who keep telling me driver could come get mbr, i told her yes but at the entrance, she stated mbr was going via stretcher, i advised trip was scheduled as mobility being	the evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would p/u. Mailed rider guidelines.  N  FOM with HFA at facility and he will be	evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would p/u. Mailed rider guidelines.  FOM with HFA at facility and he will be	
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9/22/2020	9/22/2020 Sendback  Member No- 9/22/2020 Show  Member No-	What's on your mind: Complaint Any additional feedback?: This is regarding my mother, member, located at address. Your service failed to pick up my mother today. The driver simply didn't show. How can you treat people this way?! She needed a ride to the eye clinic to get injections to save her sight. You are funded by my tax dollars and your service is failing to meet my expectations. Please do better. How can we contact you?: Phone  This mbr. no showed us today, driver waited 10 mins no one came out.  Per provider, from provider, his driver has been waiting for 25mins for mbr// called nursing home and got transferred to mbrs nurse, who keep telling me driver could come get mbr, i told her yes but at the entrance, she stated mbr was going via stretcher, i advised trip was scheduled as mobility being wheelchair, she told me to hold and she disconnected from	the evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would p/u. Mailed rider guidelines.  N  FOM with HFA at facility and he will be looking into why the nurse told the driver member was stretcher.  Y  Member states she told provider the night before that she had already	evening before the trip.  Member states she received a call about unsecure transport but not the call on 9/21 at 1610 advising provider would p/u. Mailed rider guidelines.  FOM with HFA at facility and he will be looking into why the nurse told the driver member was stretcher.  Member states she told provider the night before that she had already rescheduled and didn't need the ride. Provider also didn't	10/1/2020

	9/21/2020	9/22/2012	Incorrect 0 Mobility	Member's standing order is marked wheelchair and has been for a while. I called dialysis and spoke to staff who stated member was ambulatory with a rollator. I told hr we would need a new standing order form sent in with ambi on it. Then I then called the member's home and spoke with her home health nurse who stated member is ambulatory with a rollator. She stated member has been ambi with a rollator for as long as she has been there which is over a year. She stated "I don't remember her ever being wheelchair bound. She walks with her walker down to the car whenever she goes to dialysis." I called owner with provider to inform him this member was ambi with a rollator and asked if he could accommodate the change, provider stated he won't be able to do that, he can probably give his driver another w/c run to fill that slot." provider no longer has this member's standing order.		Member's rollator has a seat on it to double as W/C which member uses as W/C on bad days.		Member's rollator has a seat on it to double as W/C which member uses as W/C on bad days.	9/30/2020
	9/21/2020	9/22/202	VIVIOUIILY	order.		w/C on oad days.	IN	uays.	9/30/2020
	9/22/2020	0 9/22/202	Prov Late - B	Mbr husband complaining about Driver being late for return trin:	Received response from provider: The driver picked this member at 330 for return ride home. Driver had another member that was getting sick and so he took that member home before he picked this member back up in case the member got sick in the car. Driver's name: Faxed to Southeastrans on: 9/25/20 By: staff	Provider states they were very late due to previous member becoming sick in vehicle and they had to go ahead and get that member home first.		Provider states they were very late due to previous member becoming sick in vehicle and they had to go ahead and get that member home first.	10/5/2020
	7/22/2020	7122/202	U LUE	Mbr states she had been calling and texting provider all	to bouncastrans on. 7/23/20 By. stall	that member nome illst.	1	memoer nome mat.	10/3/2020
	9/23/2020	9/23/202	Prov Late 0 Sendback	morning to locate her driver and states the provider texted and said he feels like crap he will not be working today//mbr is very upset because she feels her life is being placed on the line because she has already had 5 heart attacks //mbr states she cannot miss her dialysis//please contact mbr@####################################		Unable to reach complainant, provider did have 2 driver call off this day and had to send back some trips.	Y	Unable to reach complainant. Provider did have 2 driver call off this day and had to send back some trips.	10/7/2020
	9/23/2020	0 9/23/202	Member No-	Per staff from provider, mbr cancelled// called mbr and he advised we never called him to let him know he had a ride, advised to mbr we only call if transport is not secure and if he doesnt recieve that call it is because he has a ride, mbr was very upset and disconnected from the line		Rider guidelines have been mailed and agent educated member we only call for unsecure transportation.	Y	Rider guidelines have been mailed and agent educated member we only call for unsecure transportation.	10/5/2020
	9/23/2020	71231202				Rider Guidelines have been mailed to		Rider Guidelines have been mailed to	10/3/2020
	9/23/2020	9/23/202	Member No- 0 Show	Provider went to get mbr and mbr stated that she cancelled appt		member and I educated member on several processes.	N	member and I educated member on several processes.	10/5/2020
	9/23/2020		Member No-	Mbr. no showed us today, i called the mbr. twice no one answer and i was not able to leave a VM.		Left a Vm educating on proper cancellation process and mailed rider guidelines.	Y	Left a Vm educating on proper cancellation process and mailed rider guidelines.	10/5/2020
	9/23/2020		Member No-	This mbr. no showed us today.		Unable to educate member on proper cancellation process. Rider guidelines have been mailed.	Y	Unable to educate member on proper cancellation process. Rider guidelines have been mailed.	10/5/2020
	9/23/2020	9/23/202	Member No- O Show	Member's daughter picked member up from appointment, however did not call in to cancel with provider nor seti. Driver waited 5 hours for member.		Rider guidelines mailed.	Y	Rider guidelines mailed.	10/5/2020
	9/24/2020	9/24/202	Member No- Show	Staff with provider called in a Member No Show. I called the member and she confirmed she is currently in the hospital.		Rider guidelines mailed.	Y	Rider guidelines mailed.	10/5/2020

				State Reported Indiana				
				Member's Name				
				Trip Leg ID #######				
				Noticed At During Transport				
				Environment Strong odors				
				Person Change in personal hygiene (appropriateness of dress, odor, soiled)				
				Description Member wheelchair was very nasty. Excessive				
				dust and dirt on wheelchair. Hair built up on creases of chair.				
				Old spilled food on chair. Member also had very bad hygiene.				
				Time Recorded Thu Sep 24 2020 09:44:17 GMT-0500				
				(CDT)				
				Email				
			Mbr Care					
	9/24/2020	9/24/2020	Gatekeeper			FOM will address issue with facility.	Y FOM will address issue with facility.	9/24/2020
	3/2 1/2020	3/2 l/2020	Member No-			FOM will educate on P/u standards and	FOM will educate on P/u standards and	372 11 2 0 2 0
	9/24/2020	9/24/2020		provider went to get mbr and mbr was not ready		proper cancellation process.	Y proper cancellation process.	10/5/2020
	3,2,0,2020	J. 2 2020		1 State of the sta		Unable to educate member on proper	F-F	10/0/2020
			Member No-	Mbr. no showed us on her B Leg		cancellation process. Mailed rider	Unable to educate member on proper	
	9/24/2020	9/24/2020		Mor no showed as on her b beg		guidelines.	Y cancellation process. Mailed rider guideline	es. 10/5/2020
	712412020	7/2-1/2020		Provider arrived ot pick the memberup and the member		S	cancernate process, trianed rate guidening	10/3/2020
				didn't answer the phone, I reached out and was able to				
			Member No-	contact member. She said she was confused about her		Rider Guidelines mailed. Member	Rider Guidelines mailed. Member confuse	od.
	9/24/2020	9/24/2020		appointment date.		confused her appt. dates.	Y her appt. dates.	10/5/2020
	7/24/2020	7/2 <del>4</del> /2020	Member No-	This mbr. no showed us today.		confused ner appr. dates.	incrappt. dates.	10/3/2020
	9/24/2020	9/24/2020		This hist. no showed us today.		Mailed rider guidelines.	Y Mailed rider guidelines.	10/5/2020
	772-112020	7/24/2020				a tract gardentesi	Transaction guidelines.	10/3/2020
					Received response from provider: Not			
					sure why Southeastrans doesn't under			
					stand our office hours! Any persons who			
					call before 8:00 am will NEVER get an			
					answer! This should be in our file for the			
					beginning and the office is open from 8:00			
					am til 5:00 pm.			
					-			
					The drivers start at 4:00 am but if one of			
					them do not show up, unfortunately we			
					would not have any other driver available			
					to assist with that schedule due to it being			
					so early in the morning and they all have			
					packed schedules (no room for			
					moderation) . All trips will have to be			
					rerouted.			
					Also, please explain what is done often as			
					the attach letter proclaims?			
				Provider did not show up to get mbr, when I call provider,	TT1 1	(C)	m	
			D M 01	there is no answer, me and two other agents have tried to	Thanks	This is valid due to driver call off.	This is valid due to driver call off. However	
	0/05/2020	0/05/0000		A contact provider this morning with no answer. Provider does	Staff	However, there are not IQ's to support	there are not IQ's to support provider does	
	9/25/2020	9/25/2020	ieg	this often.	Provider	provider does this often.	Y this often.	10/2/2020
			MambarN	Provider was outside of member's residence ti pick the				
	0/25/2020	0/25/2020	Member No-	member up. The provider called and was told by the member		Rider Guidelines mailed 10/1/20.	V Didon Cuidolines moiled 10/1/20	10/5/2020
	9/25/2020	9/25/2020	Snow	that thery were not going today.		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
			Manda N	Desired the second seco				
	0/25/2020	9/25/2020	Member No-	Provider went to mbr home and no one came out or picked		Diday Cyidaliyaa ma'l d 10/1/20	V Didor Cuid II	10/5/2020
	9/25/2020	9/25/2020	Snow	up i called mbr and no on picked upmbr no show		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
				Staff from Provider called in saying he arrived at the mbr's				
			Manda	home and no one came out or answered the phone. I reached				
	9/25/2020	9/25/2020	Member No-	out to Dialysis and spoke with Dialysis staff who mentioned mbr is in the hospital.		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/23/2020	9/25/2020	Member No-	This mbr. no showed us for the last three times, we will have		Kidel Guidennes malled 10/1/20.	Rider Guidelines mailed 10/1/20.	10/5/2020
	9/25/2020	9/25/2020		This mbr. no showed us for the last three times, we will have to remove provider from the Standing order.		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/23/2020	9/25/2020	Show			Kidel Guidennes målled 10/1/20.	Rider Guidelines mailed 10/1/20.	10/5/2020
			Member No-	Staff-said they went to pick the member up and no one came outside. I called member and she said she forgot about the				
	9/25/2020	9/25/2020		appointment. She said she will reschedule it.		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	)12312020	712312020	Member No-	appointment. One said site will resolution it.		Total Guidelines matted 10/1/20.	Today Guidelines maned 10/1/20.	10/3/2020
	9/25/2020	9/25/2020	Show	Mbr no show.		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020

				1		I			
					D : 1				
					Received response from provider: We are apologies forthe inconvenience that occur				
					to member because of our driver, driver				
					has been given first warning and he told				
					that he will not receive any more				
					complaints like this in future. We got late				
					because of he was stuck in traffic and we				
					let the disptacher know about that when				
					we receive a call to ask to ETA for his				
					pickup and ask them if he is still good to	Provider states driver has been given 1st		Provider states driver has been given 1st	
				Provider picked up late got to appt 40 min late. Driver was	go and he said yes, again we apologies for	warning and told he should not receive		warning and told he should not receive any	
	9/25/2020	9/25/2020	Driver Behavior		all this. Thank you.	any more complaints of this nature.	Y	more complaints of this nature.	10/7/2020
					Received response from provider: This				
					vehicle is generally in good repair. There				
					was not a previous indication that the van	Provider states alternator went out with			
					would break down. The alternator went	no previous indication of issue.		Provider states alternator went out with no	
				member husband called in regards to member being picked	out. This is something that we had no	Provider states incorrect D/O due to		previous indication of issue. Provider states	
				up late member husband also stated provider tried to take	control over. Arriving at an incorrect	GPS and address on manifest but		incorrect D/O due to GPS and address on	
				member to a residence which when i pulled up the address on	location was due to the GPS and address	address on manifest was the same as the		manifest but address on manifest was the	
	9/25/2020	9/25/2020	Driver Behavior	the trip it shows nursing home	listed on the manifest.	P/U.	Y	same as the P/U.	10/7/2020
				Member called to let us know on 9/24/20, driver was driving					
				extremely fast. Driver was driving in the middle of the					
				intersection. Therefore, when driver slowed down on brakes					
				and then took off fast again, he snapped the mbr back while					
	0/26/2020	0/26/2026	D: D 11	in the wheel chair. Mbr says this was very bad and reckless		Due to no response from provider, this	37	Due to no response from provider, this is	10/0/2020
	9/26/2020	9/26/2020	Driver Reckless	driver. Mbr doesn't want to ride with him anymore.		is valid.	Y	valid.	10/9/2020
			Manshan Na	Don Stoff from Dravidge who refused to go you at heir project//		EOM advantad facility on manage		FOM educated facility on proper cancellation	
	9/28/2020	9/28/2020	Member No-	Per Staff from Provider mbr refused to go upon their arrival// called nursing home and spoke to nurse who confirmed		FOM educated facility on proper cancellation process.	v	process.	10/5/2020
	7/28/2020	7/26/2020	Jilow			cancenation process.	1	process.	10/3/2020
				Nurse called to see if transport was coming to pick mbr up, when i called provider, i was told that they were not going to					
				get mbr because "they do not do standing orders." when i					
				told them that it was just the trip for today, and we sent it to					
				them on 9/18/20, the providers response was "well i can't					
			Prov No-Show A	A take the mbr, I am driving in indianapolis right now."		Due to no response from provider, this		Due to no response from provider, this is	
	9/28/2020	9/28/2020		Provider never sent trip back.		is valid.	Y	valid.	10/8/2020
				Driver arrived for pick up at 9:10am. driver called to the					
				nursing facility to let them know he was outside, they said					
				she would be down. Driver called dispatch at 9:24 to cancel					
				trip. I called the nurse facility before cancelling the trip and					
			Member No-	the receptionist stated she would call down there and hung		FOM will educate facility on proper		FOM will educate facility on proper	
	9/28/2020	9/28/2020		up. Driver waited until 9:30am before leaving.		cancellation process.	Y	cancellation process.	10/5/2020
			Member No-						
	9/28/2020	9/28/2020		Mbr. no showed us today		Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
	0/00/5555	2.6	Member No-			Bil Gilli III III	77	Dil Gilli il linguis	10/5/2005
	9/28/2020	9/28/2020	Show	member no showed.		Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
					Received response from provider: This				
					member was so rude and she doesn't like				
				MBR DOESN'T REMEMBER NAME OF DRIVER IT	to follow the procedure of Southeastrans.				
				WAS A DARK GREEN VAN ANOTHER MAN WAS IN	She ask me to do extra stop and I told her	Description of the second			
				THE VEHICLE. Mbr states driver was talking on the phone	I can't do it so she wasn't happy after that.	Provider states member was unhappy		Provider states member was well-served	
				more than paying attention to the road, dropped another possible mbr in Martinsville before dropping member off.	She ask me to hutty up and I polite reject her request so that is why she is lying	due to driver refusing to make an extra stop member requested as it is against		Provider states member was unhappy due to driver refusing to make an extra stop member	
	9/24/2020	9/28/2020	Driver Behavior	Driver hit all the bumps and it was an uncomfortable ride.	about everything that occured.	policy.	N	requested as it is against policy.	10/8/2020
	J/24/2020	7/28/2020	Direct Denavior	2.11 c. in an the outings and it was an ancomfortable ride.	accur c.c., thing that occured.	poneyi	.,	requested as it is against poney.	10/0/2020
				provider called and stated that someone picked up the phone					
			Member No-	and said no one was there by that nameprovider went to					
	9/28/2020	9/28/2020		mbr home and no one came out.		Rider Guidelines mailed 10/1/20.	Y	Rider Guidelines mailed 10/1/20.	10/5/2020
			Member No-			FOM will educate facility on proper		FOM will educate facility on proper	
	9/28/2020	9/28/2020	Show	Mbr. no showed us today.		cancellation process.	Y	cancellation process.	10/5/2020

					D 11 11 100D 1 1 1 1		
					Provider advised SSR their driver has		
			Mbr called to see who was going to pick her up .she stated		been out of town and to find a new	Provider advised SSR their driver has been	
			Prov No-Show A that providert has not been picking her up nor answering		provider. S/O reassigned to a different	out of town and to find a new provider. S/O	
	9/29/2020	9/28/2020			provider	Y reassigned to a different provider	10/8/2020
			Per staff from provider mbr cancelled, at the door// called		Rider Guidelines mailed 10/1/20. Agent	Rider Guidelines mailed 10/1/20. Agent was	
			Member No- mbr and she stated that she cancelled appt. as she did not ge	et	was unable to reach member or leave a	unable to reach member or leave a message	
	9/29/2020	9/29/2020			message once secured.	N once secured.	10/5/2020
			<u> </u>		0		
			This is a complaint from the Southeastrans.com website				
			Complaint form.				
			First Name:				
			Last Name:				
			Phone: ####################################				
			Email:				
			Elikai.				
			D. t CFt T. i 00 28 2020				
			Date of Event or Trip: 09-28-2020				
			What's on your mind: Complaint				
			Any additional feedback?: I was left at the hospital with no		Nurse cancelled D/C stating per Dr.		
			Website way home for over 24 hours.		orders, member may have to stay	Nurse cancelled D/C stating per Dr. orders,	
	9/23/2020	9/29/2020	Complaint How can we contact you?: Phone		overnight.	N member may have to stay overnight.	10/8/2020
			Driver arrived for pick up, called facility spoke to a staff mb	br.			
			let her know he was outsided. They told him the mbr would	1			
			be right out. The driver waited a few minutes, called the				
			facility again and the staff mbr told him the same thing.		FOM III I COM	FOX III I A III	
			Member No- Driver waited until 8:28 and called in to dispatch to no show	W	FOM will educate facility on proper	FOM will educate facility on proper	
	9/29/2020	9/29/2020	Show mbr.		cancellation process.	Y cancellation process.	10/5/2020
			Driver arrived for pickup, called facility, no answer. Driver				
			Member No- waited a few minutes, I called facility, they said hold on and	i	FOM will educate facility on proper	FOM will educate facility on proper	
	9/29/2020	9/29/2020			cancellation process and p/u standards.	Y cancellation process and p/u standards.	10/5/2020
			Member No- Provider called in saying was a no show, Mbr was		FFF		
	9/28/2020	9/29/2020			Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/28/2020	9/29/2020	snow transported via family mor back nome.		Rider Guidelines mailed 10/1/20.	1 Rider Guidelines maned 10/1/20.	10/3/2020
			The provider was outside to pick the member up and no one	e			
			answered the phone. I called him twice. The first time I				
			Member No- called someone picked up, but didn't say anything. I called				
	9/29/2020	9/29/2020			Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	3,23,2020	312312020	Member No- members phone went straight to VM and member did not		Tidel Galdelines Halled 10/1/201	Titude Guidelines maned 10/1/201	10/3/2020
	9/29/2020	9/29/2020			Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/29/2020	9/29/2020	Show come outside		Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
			Member No- Per staff from provider mbr cancelled upon pick up // called	i	FOM will educate facility on proper	FOM will educate facility on proper	
	9/29/2020	9/29/2020	Show nursing home and confirmed with nursing facility staff		cancellation process.	Y cancellation process.	10/5/2020
			Member No-		FOM will educate facility on proper	FOM will educate facility on proper	
	9/29/2020	9/29/2020	Show Provider staff-per driver Mbr No show.		cancellation process.	Y cancellation process.	10/5/2020
			Member No- Provider went to mbr home and no one came out nor picked	d	•	,	
	9/30/2020	9/30/2020			Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/30/2020	9/30/2020					10/3/2020
	0.00-13		Member No- Driver on time for member but member refuse to go to appt	t.	FOM will educate on proper	FOM will educate on proper cancellation	10/5/0-5
	9/30/2020	9/30/2020			cancellation process.	Y process.	10/5/2020
			Prov No-Show A		Duplicate to IQ #### which has more		
	9/30/2020	9/30/2020	leg Provider did not show up.		info.	N Duplicate to IQ #### which has more info.	10/1/2020
			Mbr stated that provider was 30 mins late Monday 9/28				
			(Trip ID #######) and No showed today. Provider stated				
			normally his driver is on time and something must had				
			happened if his driver was an No Show. Provider stated he				
			have not spoken to driver, but will reach out to us and tell u				
			what happened after he contact driver. Mbr decided to not				
			go to appt due to missing chairtime and asked if Friday appt	t			
			Prov No-Show A was secure.		Due to no response from provider, this	Due to no response from provider, this is	
	9/30/2020	9/30/2020			is valid.	Y valid.	10/8/2020
	5.50.2020	J. 3 0/ 2020	Member No-				23/0/2020
	9/29/2020	9/30/2020			Rider Guidelines mailed 10/1/20.	Y Rider Guidelines mailed 10/1/20.	10/5/2020
	9/29/2020	9/30/2020			Kider Guidennes maned 10/1/20.	1 Rider Guidennes maned 10/1/20.	10/3/2020
			Mbrs Nurse called stating member is refusing transportation	n			
			with this provider stated he does not want to ride with		Per S/O notes nurse asked for Provider		
			Provider at all he has been having issues with this		so member can make it to dialysis and	Per S/O notes nurse asked for Provider so	
			provider.Nurse stated Mbr wouldnt even get in the car when	en	Provider accepted the S/O back on	member can make it to dialysis and Provider	
	9/30/2020	9/30/2020	Member Issue the provider pulled up today		10/5/20.	N accepted the S/O back on 10/5/20.	10/8/2020
	7.00.2020	,	1 1				

				Member No-	Mbr stated her dad will be transporting her today. Called and cancelled with Provider she stated mbr is going down as no show because she confirmed with mbr last night & this					
ļ		9/30/2020	9/30/2020	Show	morning & the driver is already in route & in marion already		Member cancelled prior to p/u time.	N	Member cancelled prior to p/u time.	10/5/2020
					Provider LATE CANCELLATION					
					9-29-20 SERVICE DATE					
					MEMBER : LEG ID:					
					PICK UP TIME : 3:45 PM					
					Vehicle: SPOKE TO SET 12:51 PM					
					MEMBER CONFIRMED LAST NIGHT - THEN DOES					
					NOT NEED US TODAY DRIVER HAD BEEN ASSIGNED TRIP FOR 1 HOUR					
					BEFORE WE WERE INFORMED THAT MEMBER CANCELLED TRANSPORTATION.					
					HER RESIDENCE ADDRESS IS ALSO INCORRECT					
					PER MEMBER					
					WHEN CONFIRMING TRIP THE NIGHT BEFORE					
					MEMBER STATED THAT HER CORRECT ADDRESS					
				Member No-	IS		Duplicate to IQ #### which has more			
- 1		9/30/2020	9/30/2020	IShow			info.	IN	Duplicate to IQ #### which has more info.	10/1/2020