

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

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Experience Period >> 01/01/20-01/31/20

(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
4842			1/2/2020 5:45:00 AM		1/2/2020 11:04:00 AM	Prov No-Show A leg	Member upset that he always late to dialysis		Auto router dispatched the trip to a provider not in the service area, that provider did not send the trip back in a timely manner.	Provider stated he forgot to dispatch the trip to a driver so this is valid. Member was also advised that a new provider has been found and that YYY can't be preferred provider.	Y	Provider stated he forgot to dispatch the trip to a driver so this is valid. Member was also advised that a new provider has been found and that YYY can't be preferred provider.	1/8/2020
4843			1/2/2020 7:00:00 AM		1/2/2020 1:31:00 PM	Member No-Show	Driver was outside waiting from 6:00 - 6:50 driver called at 6:20 am pick up time was at 6:30 am driver waited for 20 mins from pick up time. Nursing did not bring the mbr. down. YYY can produce a log showing that the call was made and GPS records showing that the driver was there at the time that she said. The director of nursing then called and yelled at the agent who picked up the phone, accusing us of lying and saying that he believes his nurses.			This issue has been forwarded to Facility Outreach Manager to address again. This facility has been educated on pick up standards and levels of service several times and as recently as 12/30/19.	Y	This issue has been forwarded to Facility Outreach Manager to address again. This facility has been educated on pick up standards and levels of service several times and as recently as 12/30/19.	1/2/2020
4845			12/31/2019 8:30:00 AM		1/3/2020 3:19:00 PM	Driver Reckless	XXX from Nursing home called to inform us member was complaining about her ribs hurting do to when member was transported on 12/31 drive didnt buckle her in the seat belt he pushed on his brakes made member come out her wheelchair had to pull over and buckle her in. Member stated she didnt want to tell because she didnt want to get driver in trouble XXX stated she had to requested for an chest xray for member.			This has been turned over to compliance and driver is scheduled for remedial training on 1/14/20.	Y	This has been turned over to compliance and driver is scheduled for remedial training on 1/14/20.	1/8/2020
4849			1/3/2020 9:45:00 AM		1/3/2020 8:31:00 PM	Prov Late - A Leg	Provider was 45 minutes late. Member says she lost her dr due to multiple no shows by providers. Member says driver was kind and showed forms that indicated he was overbooked. Member says this appt was vital unable to get meds could loose her life.			The provider sent back the RFE but did not explain why driver arrived late. Provider was educated on the send back process.	Y	The provider sent back the RFE but did not explain why driver arrived late. Provider was educated on the send back process.	1/6/2020
4853			1/6/2020 2:00:00 PM		1/6/2020 6:58:00 PM	Prov No-Show A leg	Mbr is not happy about the provider not showing up to pick her up for her appointment. She said once she called them to see how late they would be, they told her it would at least be another hour so she had to cancel her appointment.			Provider no showed and did not response to the RFE.	Y	Provider no showed and did not response to the RFE.	1/8/2020
4856			1/7/2020 7:00:00 AM		1/7/2020 1:17:00 PM	Member No-Show	Driver arrived at 6:30 for pickup. Driver called the nurse, let her know he was outside waiting. Driver waited 20 minutes. Mbr never showed.			Sent issue to Facility Outreach Manager to re-educate facility.	Y	Sent issue to Facility Outreach Manager to re-educate facility.	1/8/2020
4858			1/6/2020 2:45:00 PM		1/7/2020 3:08:00 PM	Incident - W/C	A leg driver did not strap the member. Driver stopped member rolled back in wheel chair fell and hit his head. Driver did not report the fall and member was sent to the er. ER reported to FMC member has hematoma in the back of his head.			Investigation has been turned over to Compliance.	Y	Investigation has been turned over to Compliance.	1/13/2020
4859			1/7/2020 9:30:00 AM		1/7/2020 4:13:00 PM	Driver Behavior	Member called in saying the driver was not paying attention while driving, she was talking on her phone. She stated this is the second driver who has done this.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	1/10/2020
4860			1/2/2020 2:30:00 PM		1/7/2020 4:21:00 PM	Driver Behavior	Member mentioned on the way to her appt the driver was talking and texting with someone on the phone. On her return trip the driver was acting paranoid when she seen the police and was placing things in a duffle bag.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	1/10/2020
4864			1/8/2020 2:00:00 PM		1/8/2020 8:21:00 PM	Prov No-Show A leg	XXX is upset that she missed her appt today due to provider no show. Provider contacted member at 1:15 stating they were behind 45 mins. 10 mins prior to pickup time. The member stressed she cant keep missing appts. due to transportation issues because she will be dropped from her provider. Provider stated they would find another driver to pick her up they never returned her call or sent another driver. she still hasnt received a call from provider or a ride. Member is upset and would like an action to be taken at this time. She also explained that I (YYY) am the 3rd operator she has spoke with on this call.			Provider did admit driver did not show up on the date in question. Member is willing to ride with this provider on future trips.	Y	Provider did admit driver did not show up on the date in question. Member is willing to ride with this provider on future trips.	1/16/2020
4866			1/8/2020 2:30:00 PM		1/8/2020 11:03:00 PM	Prov Late - A Leg	XXX complaint again YYY that member waited three hours to be picked up, and that being too long. Missed dinner and pain medicine.			Changed complaint from provider no-show to provider late b-leg after speaking with 2nd social worker. Complaint entered before member got back. Provider did bring member home. According to social worker ZZZ, they were several hours late. Due to no response from provider this is valid.	Y	Changed complaint from provider no-show to provider late b-leg after speaking with 2nd social worker. Complaint entered before member got back. Provider did bring member home. According to social worker ZZZ, they were several hours late. Due to no response from provider this is valid.	1/20/2020
4867			1/9/2020 6:15:00 AM		1/9/2020 11:22:00 AM	Member No-Show	Driver arrived at 5:15 waited until 5:45. Called nursing facility and the phone kept ringing. Driver was unable to get in contact with anyone at the facility and the mbr never came out for transportation. Mbr no show.			Driver arrived at 5:15 waited until 5:45. Called nursing facility and the phone kept ringing. Driver was unable to get in contact with anyone at the facility and the mbr never came out for transportation. Mbr no show.	Y	Driver arrived at 5:15 waited until 5:45. Called nursing facility and the phone kept ringing. Driver was unable to get in contact with anyone at the facility and the mbr never came out for transportation. Mbr no show.	1/9/2020
4869			1/7/2020 1:45:00 PM		1/9/2020 2:34:00 PM	Prov Late - A Leg	Member stated that she needs to get to her appointment but was not able to get to her appointments but she was very upset cause the driver's appearance was unstable and she was not satisfied			Provider accidentally overlooked trip and tried to correct it by calling in a driver on his day off.	Y	Provider accidentally overlooked trip and tried to correct it by calling in a driver on his day off.	1/10/2020

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4871			1/8/2020 2:00:00 PM		1/9/2020 3:21:00 PM	Prov Late - B Leg	Member was put in van backward. W/c was not strapped down by the driver. Driver made a hard stop. Member rolled backwards and fell out of chair. Driver pulled the member to the vehicle seat to get the member back in the w/c. Member says driver offered to take member to ER member refused. Nursing facility also offered ER member refused. Nurse says driver did not notify the facility. XXX will need to be updated call 317-467-9317.			Cease & Desist letter sent for driver until driver retraining is completed. Investigation has been turned over to Compliance.	Y	Cease & Desist letter sent for driver until driver retraining is completed. Investigation has been turned over to Compliance.	1/13/2020
4874			1/9/2020 2:45:00 PM		1/9/2020 7:55:00 PM	Trip not assigned	Member says she was not notified she had no transportation. This appt was to receive much needed medications.			Trip was not thoroughly worked. This is valid due to no response from call center and trip wasn't worked until morning of appt. QRV was able to transport member to her rescheduled appt.	Y	Trip was not thoroughly worked. This is valid due to no response from call center and trip wasn't worked until morning of appt. QRV was able to transport member to her rescheduled appt.	1/14/2020
4876			1/10/2020 6:15:00 AM		1/10/2020 10:46:00 AM	SETI Staff	Mbr called in highly upset and understandably frustrated due to ZZZ being late to pick her up for her surgery that is scheduled this am. She stated that they were supposed to be there at 536am however, she decided to call them and they told her that she was supposed to call them first to let them know she was ready opposed to them automatically sending a driver out to be on time. She asked that a complaint be submitted against the provider as she is going to be late to her surgery and unsure if they dr will even be able to perform the surgery on her. I asked if the prov confirmed they were getting someone sent out at this point and they did inform her that they were sending a driver out. She requested another provider however, I adv that wasn't the best option as most providers in her area are still closed and it could even further delay srcv therefore, she will ride w/ ZZZ. I adv that someone will be in contact w/i 24-48 business hours regarding complaint. Mbr understood.			Agent coached for not unchecking leg A will call box: trip sent to provider as will call for A leg pick up.	Y	Agent coached for not unchecking leg A will call box: trip sent to provider as will call for A leg pick up.	1/16/2020
4881			1/13/2020 9:00:00 AM		1/13/2020 8:15:00 PM	Member Issue	Members aunt was accompanying him to his appt. She was very irate and mad when I asked if she had a booster seat for the child who is 7yrs old. She stated she did not. I told her I wouldn't be able to transport without one and she stated "they always transport him without one". She finally went and got the child's brothers booster seat. The child kept telling me he doesn't ride in a booster seat and she doesn't have one for him.			Member's aunt hung up phone but we Mailed Child restraint law printed from IN.gov/ISP, NEMT guidelines, and Rider guidelines.	Y	Member's aunt hung up phone but we Mailed Child restraint law printed from IN.gov/ISP, NEMT guidelines, and Rider guidelines.	1/15/2020
4884			1/14/2020 10:20:00 AM		1/14/2020 3:23:00 PM	Incident - W/C	YYY with ZZZ called to report the mbr's chair tipped backwards in the vehicle she stated she doesnt know the details of what happen & her supervisor is on her way to the scene now to do a accident report			Driver has been retrained on W/C loading and tie down on 1/14/20 at 11am.	Y	Driver has been retrained on W/C loading and tie down on 1/14/20 at 11am.	1/15/2020
4885			1/14/2020 1:30:00 PM		1/14/2020 7:16:00 PM	Prov No-Show A leg	provider never picked mbr up despite being contacted multiple times; mbr mentioned she would have to pay \$40 out of pocket for missing appt			No response from the provider. Trip was cancelled due to the no show.	Y	No response from the provider. Trip was cancelled due to the no show.	1/17/2020
4891			1/15/2020 11:30:00 AM		1/15/2020 7:47:00 PM	Prov No-Show A leg	Mbr wants to complain about YYY and ZZZ for not accomodating his ride on multiple occasions ; Mbr stating that he didnt want to use this provider and a csr assured this member would receive his ride member stated his appt was an Urgent appt and he has missed 4-5 appointments with this provider.			Member request YYY be added on the do not use list.	Y	Member request YYY be added on the do not use list.	1/20/2020
4892			1/15/2020 2:00:00 PM		1/15/2020 7:54:00 PM	Member Issue	Driver reported mbr asked for mbr to come inside the house and help her down the stairs. Driver informed mbr she can not enter the house. The mbr then said she couldn't go then because she can not get up and down the stairs by herself. Mbr was upset when the driver could not enter her house.			Unable to reach the member by phone to assist with mobility changes.	Y	Unable to reach the member by phone to assist with mobility changes.	1/21/2020
4896			1/11/2020 3:54:00 PM		1/16/2020 5:16:00 PM	Prov No-Show A leg	XXX says YYY agent secured a ride for the member but the provider no showed. After waiting until 6pm (Booked at 12:40pm) ER paid for ZZZ a ride home. XXX says YYY tried everything they could. She wants YYY to be aware what happen and she wants to be sure the member knows ER and YYY is not at fault. XXX requested the follow up be made with ZZZ. XXX says she knew something was wrong due to trips 1103234 and 1103236 left before ZZZ.			The provider didn't not show. Member unwilling to use NEMT for future appointments.	Y	The provider didn't not show. Member unwilling to use NEMT for future appointments.	1/20/2020
4899			1/16/2020 1:00:00 PM		1/16/2020 5:49:00 PM	Member Issue	Member became rude and verbally abusive toward the driver when she took a route other than the one that the one that the member wanted. The driver avoided the expressway because the wind makes her very large van difficult to control. The member yelled that it f***** stupid to go that way and continued this behavior through the remainder of the trip. The member also mentioned that the driver who took them yesterday did the same thing. The member's profile shows that XXX had the trip yesterday, and added the member to their do not use list "due to being rudely cursed at."			Member was mailed rider guidelines verbally educated on maintaining a professional relationship.	Y	Member was mailed rider guidelines verbally educated on maintaining a professional relationship.	1/20/2020
4901			1/16/2020 8:40:00 AM		1/16/2020 7:28:00 PM	Member No-Show	YYY from XXX called complaining because they been waiting on the member in Walmart for almost a hour w/ a client in the car that have to be at the hospital. YYY told his driver ZZZ to leave and that they was canceling the C Leg. Called member and she stated she went in walmart not only to get her medicine but to buy other items as well such as bread that was near the pharmacy, etc. Called YYY to see if they was willing to go back to pick up member and XXX stated they wasn't able.			Member was educate on Rider Guidelines.	Y	Member was educate on Rider Guidelines.	1/21/2020
4904			1/16/2020 7:00:00 AM		1/16/2020 9:53:00 PM	Member Issue	YYY from XXX called stating that when he returned this mbr back to his home facility he took him inside of the door and the man took off and rolled himself to the elevator. He said that he walked outside and a nurse ran out behind him telling him that he can not just drop the man off at the front. He told her that our policy is to assist wheelchair mbr's from door to door. He said that another staff mbr came out and said that he is to take the mbr to his floor and he said that he walked away after the back and forth arguing. He also says that he has another mbr to take back to this facility and he will not be taking her to her room either.			Issue has been sent to Facility Outreach manager. Many providers are refusing to take trips from this facility due to this continuing issue. Facility has been educated multiple times by QA and Facility Outreach manager.	Y	Issue has been sent to Facility Outreach manager. Many providers are refusing to take trips from this facility due to this continuing issue. Facility has been educated multiple times by QA and Facility Outreach manager.	1/17/2020

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4916			1/17/2020 10:00:00 AM		1/17/2020 5:17:00 PM	Member Issue	<p>The member was angry at the driver for arriving at 9:25 for her 9:30 pickup. She didn't say much to him on the way to the appointment, but he said that she seemed angry and distracted, and was generally not pleasant when she did speak. After being dropped off she called in and said that she wanted a different driver because the person who brought her was rude and smelled bad. I instructed the CSR to inform her that he was our only driver in the area, and that we would try to find another provider, but if we were unable to do so, he would be her only option.</p> <p>The trip remained assigned to XXX, and the driver arrived almost exactly one hour after the member called for her return. When the driver went inside to find her, she told him that she didn't want to ride with him and had cancelled the return.</p> <p>When ZZZ spoke to YYY around 11:30 to see if they could get her home, they said that she had already called them and claimed that we had left her stranded at her appointment for three hours.</p> <p>The member certainly lied to YYY about the situation, and given both that fact and the fact that this driver has never received a complaint for his behavior or hygiene before, we are inclined to believe that she lied to the CSR about him as well. If this behavior is ever repeated, she will be added to the do not use list for XXX</p>			Issues with member will be monitored. Member was mailed rider guidelines.	Y	Issues with member will be monitored. Member was mailed rider guidelines.	
4922			1/21/2020 10:15:00 AM		1/20/2020 12:56:00 PM	Member Issue	extremely inappropriate language; referred to agent as a "ni**er b*****"			Both my call and agent's call have been sent to QA manager. Educational materials have been mailed to member and/or ZZZ. Daughter ZZZ was educated about the inappropriate verbal abuse being unacceptable before she became verbally abusive to QA.	Y	Both my call and agent's call have been sent to QA manager. Educational materials have been mailed to member and/or ZZZ. Daughter ZZZ was educated about the inappropriate verbal abuse being unacceptable before she became verbally abusive to QA.	1/21/2020
4926			1/20/2020 2:45:00 PM		1/20/2020 8:44:00 PM	Prov Late - A Leg	mbr called stated provider has not shown up yet to take her to her appointment and this is the fourth appointment she has missed due to provider not showing up and she is about to lose her DR because of cancelling			Provider did not show up for any January 2020 assigned trips for this member. Member will be using XXX for future trips.	Y	Provider did not show up for any January 2020 assigned trips for this member. Member will be using XXX for future trips.	1/20/2020
4929			1/15/2020 10:15:00 AM		1/20/2020 9:04:00 PM	YYY	When the Driver went to pick up the member she had her child who was about 4 to 5 months old in the front seat in a car seat. She was Smoking in the Vehicle. Driver didn't have GPS so the member looked up the address for the driver. Member has seizures and was in the van from 10 am and took the member home at 3:30 pm Member was in the vehicle for 5 1/2 hours after she was picked up from her appointment. ZZZ			Turned over to compliance for further investigation.	Y	Turned over to compliance for further investigation.	1/21/2020
4934			1/21/2020 9:00:00 AM		1/21/2020 5:56:00 PM	Driver Behavior	XXX called in and stated that driver was driving reckless when her and the mbr were being transported to the appt. She said he was driving fast and yelling at other drivers, almost crashing twice.			As provider didn't review video before responding to us, this will be considered valid. They still have not followed up with us about what action was done after video was reviewed. Provider did state the driver will be reprimanded if the claim was substantiated.	Y	As provider didn't review video before responding to us, this will be considered valid. They still have not followed up with us about what action was done after video was reviewed. Provider did state the driver will be reprimanded if the claim was substantiated.	1/24/2020
4935			1/22/2020 4:00:00 PM		1/21/2020 7:20:00 PM	Member Issue	Received email from provider: Client XXX has bedbugs, again. Yesterday the dialysis center had to have both her and her domestic partner remove their clothing prior to treatment. We were forced to fumigate out transport van, which took it out of service for an extended period. We will no longer transport this client.			The dialysis center confirmed seeing bedbugs and member's husband has been notified no transportation services will be given until documentation from an extermination company showing they found no evidence of bed bugs is received to YYY.	Y	The dialysis center confirmed seeing bedbugs and member's husband has been notified no transportation services will be given until documentation from an extermination company showing they found no evidence of bed bugs is received to YYY.	1/24/2020
4940			1/21/2020 10:30:00 AM		1/22/2020 12:30:00 PM	Prov Late Sendback	XXX said she did not receive transportation to her appointment this morning nor did anyone from ZZZ call and tell her that she did not have a provider. She said her appointment was a reschedule for her kidney doctor. Trip sent to YYY on 1/14/20 and not sent back until 1/20/20 at 1947, less than the required 48 hours prior to trip.			Provider claims several trips were sent to them last minute. However, ZZZI can confirm that this trip was sent to them on Tuesday January 14th, 2020 for a 1/21/20 trip and that provider didn't send it back until 1/20/20 at 1947.	Y	Provider claims several trips were sent to them last minute. However, ZZZ can confirm that this trip was sent to them on Tuesday January 14th, 2020 for a 1/21/20 trip and that provider didn't send it back until 1/20/20 at 1947.	1/23/2020
4944			1/22/2020 10:00:00 AM		1/22/2020 6:01:00 PM	Prov No-Show A leg	member called upset this is the 2nd time the provider didnt show up to his home for his appt. He had to find another form of transportation.			YYY confirmed a driver was not sent to transport the member due to high call volume and driver being off sick. Member was educated on providers in the area and Public Transit passes available via SET.	Y	YYY confirmed a driver was not sent to transport the member due to high call volume and driver being off sick. Member was educated on providers in the area and Public Transit passes available via SET.	1/28/2020
4948			1/22/2020 2:00:00 PM		1/22/2020 10:08:00 PM	Prov Late - B Leg	issues with 3 trips over 2 days. Trip 1093706 on Jan. 21, waited 3 hours on return trip. Trip 111974 waited 1 hr. 40 min. on Jan. 21 and provider take scheduled pharmacy stop. Trip 118675 in afternoon Jan. 22 was again late getting, and again did not make scheduled pharmacy stop.			Standing order will be taken over by XXX due to the lack of providers in the Lake Co area.	Y	Standing order will be taken over by XXX due to the lack of providers in the Lake Co area.	1/29/2020
4949			1/22/2020 12:15:00 PM		1/22/2020 11:22:00 PM	Prov Late - B Leg	XXX is very up set that her son has to stay at dialysis office. He has been staying until they close 6:00 and after. YYY is the provider at this time. XXX say they are late at every appointment, as I was listening to XXX the provider didn't get to the member's home till 6:30pm. (dialysis was over at 4:30pm) Member previously ask for provider that he request and never got them. XXX has requested ZZZ cant never seem to get this provider. Please call XXX who is very concerned about her son being late coming home.			Provider apologized for being late due to heavy traffic. Member's S/O has been assigned to new provider.	Y	Provider apologized for being late due to heavy traffic. Member's S/O has been assigned to new provider.	1/29/2020
4951			1/23/2020 9:30:00 AM		1/23/2020 2:58:00 PM	Member No-Show	Driver called upon arrival, was told the nurse would bring the mbr down. The driver waited 20 minutes and mbr never showed. Driver had to leave to go to next pick up.			Issue has been sent to facility outreach manager to address with facility.	Y	Issue has been sent to facility outreach manager to address with facility.	1/23/2020
4952			1/23/2020 9:15:00 AM		1/23/2020 3:01:00 PM	Member No-Show	Driver reported mbr no show. Driver waited 15 minutes.			Mailed Rider Guidelines with cancellation policy.	Y	Mailed Rider Guidelines with cancellation policy.	1/24/2020

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4953			1/23/2020 11:00:00 AM		1/23/2020 3:39:00 PM	Provider Error	Member called to check on status of ride, provider stated they were at the mbr's residence at 10am and they called the member and the member didn't answer their phone. The provider called the wrong number, they didn't call the number listed in the manifest which it was indicated as the number to call. The provider stated they will not go back to get the member, the member was not able to make their appointment.			I called provider to verify member's phone number and they did have another number for member that they state was sent with the trip. However, XXX has never had that phone number in member's profile and trip had not been modified. Provider then didn't respond to the RFE.	Y	I called provider to verify member's phone number and they did have another number for member that they state was sent with the trip. However, XXX has never had that phone number in member's profile and trip had not been modified. Provider then didn't respond to the RFE.	1/29/2020
4954			1/23/2020 6:40:00 AM		1/23/2020 5:09:00 PM	Prov No-Show A leg	Provider no showed			Provider no showed. Standing order have been secured for future trips.	Y	Provider no showed. Standing order have been secured for future trips.	1/24/2020
4962			1/24/2020 10:15:00 AM		1/24/2020 6:29:00 PM	Incident	Driver dropped the mbr and picked her up by the armpits when mbr into doctors office. Doctors office reported incident to the nursing facility. Not sure what injuries the mbr has she is still at the office. Mbr is at ER and nursing facility is wanting the transportation co to pay for ER visit. The driver is YYY with XXX. No one from the transportation Co has called them to report the incident and if the doctors office had not called they would not be aware of what happened.			Cease & Desist letter sent for driver until retraining for W/C securment is completed.	Y	Cease & Desist letter sent for driver until retraining for W/C securment is completed.	1/28/2020
4964			1/23/2020 1:45:00 PM		1/24/2020 8:40:00 PM	Prov No-Show A leg	Provider No Show Call back number for XXX. BBB-BBB-BBBB			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	1/29/2020
4968			1/27/2020 1:00:00 PM		1/27/2020 5:19:00 PM	Prov Late Sendback	YYY called advising provider called her directly to cancel trip.			Provider sent the trip back late, after send back due date. Provider was educated on the proper use of the send back policy calendar.	Y	Provider sent the trip back late, after send back due date. Provider was educated on the proper use of the send back policy calendar.	1/29/2020
4971			1/24/2020 1:00:00 PM		1/27/2020 5:38:00 PM	Trip not assigned	Could not find transportation in county for WC. Member is MCA and continues to miss appointments. Only one WC provider in county.			Due to one W/C provider that won't cross county lines, member's trips are mostly unassigned. Advised member if she schedules on Tues and Thurs, we should be able to pull a XXX from another county but M,W and F would be impossible as they are filled with dialysis trips on those days. Member was very understanding and will changed her appt. days so we can accommodate.	Y	Due to one W/C provider that won't cross county lines, member's trips are mostly unassigned. Advised member if she schedules on Tues and Thurs, we should be able to pull a XXX from another county but M,W and F would be impossible as they are filled with dialysis trips on those days. Member was very understanding and will changed her appt. days so we can accommodate.	1/31/2020
4972			1/27/2020 11:45:00 AM		1/27/2020 5:36:00 PM	Prov Late Sendback	Mbr stated that this appt have been rescheduled multiple times due to Providers cancelling at the last minute. Mbr stated this appointment is an follow up from heart surgery to see if mbr need to have surgery again. Mbr wife was upset and stated that a few other providers have not shown up to transport as well. Agent made mention that i will do an inquiry on XXX, YYY and ZZZ. Agent also mention to mbr that if providers do not show she should call in the DOS and file an complaint			XXX Dispatcher accidentally pulled this trip and didn't realize until the next day. They would have had to send back several dialysis appts to do this one. XXX dispatcher has been coached.	Y	XXX Dispatcher accidentally pulled this trip and didn't realize until the next day. They would have had to send back several dialysis appts to do this one. XXX dispatcher has been coached.	1/28/2020
4975			1/27/2020 9:15:00 AM		1/27/2020 6:32:00 PM	Driver Behavior	ZZZ escorted the mbr and when the driver(YYY) ##### returned to pick them the car smelled of marijuana. When the driver got closer to the residence she asked the mbr a ZZZ was she driving on the correct side of the road.			Per XXX owner driver was terminated as of 1/28/20.	Y	Per XXX owner driver was terminated as of 1/28/20.	2/3/2020
4976			1/29/2020 1:00:00 PM		1/27/2020 9:00:00 PM	Trip not assigned	Member's MomXXX called in saying her daughter has not been taken to any of her appts that has been scheduled, I see 4 trips that has been cancelled because there was no provider.			Parent was educate on alternate transportation options. Member was added to MCA due to having no secured trips.	Y	Parent was educate on alternate transportation options. Member was added to MCA due to having no secured trips.	1/29/2020
4977			1/27/2020 11:00:00 AM		1/27/2020 9:04:00 PM	Prov No-Show A leg	Mother XXX advised that driver YYY called her last night(1/26/20) asking to pick them up at 0730 instead of 10am due to having another out of town trip to Indy and stated she wouldn't have enough time to come back and get XXX and ZZZ for his appt. in Indy. XXX advised that her son wouldn't be ok in a vehicle for that long of a period. So, no one showed up to p/u member and mother for this trip. Mother did also mention there have been past instances when YYY will call right before p/u and say she can't make it. XXX states it only ever happens with YYY and none of the other drivers.			No response from the provider. Changed profile preferred provider and added member to MCA.	Y	No response from the provider. Changed profile preferred provider and added member to MCA.	2/3/2020
4979			1/27/2020 8:30:00 AM		1/27/2020 9:21:00 PM	Prov No-Show A leg	Mbr was not called and the driver did not show up today on 1/27/2020. Driver was also rude on 1/24/2020 and then did not pick mbr up from dialysis on 1/24/2020. Driver would not answer on 1/24/2020.			This is valid due to no response from provider. Pulling back all of member's future trips to find a new provider.	Y	This is valid due to no response from provider. Pulling back all of member's future trips to find a new provider.	2/4/2020
4983			1/28/2020 5:00:00 AM		1/28/2020 3:36:00 PM	Prov No-Show A leg	YYY did not show for the 04:15am pick up time. Member missed surgery.			Provider apologized for the inconvenience and reported due to the provider portal being down, provider was unable to a driver out to the member in a timely manner.	Y	Provider apologized for the inconvenience and reported due to the provider portal being down, provider was unable to a driver out to the member in a timely manner.	2/3/2020
4984			1/21/2020 11:00:00 AM		1/28/2020 3:49:00 PM	Prov No-Show A leg	provider claims they do not have the trip and will not be able to take mbr			On 1/14/20, member booked trip 1107429 and then cancelled it on 1/15/20. Mbr cancelled appointment because she has another appointment she has to go to. She then booked Trip 1111029 on same call. Both trips had been dispatched to provider and only 1 was cancelled so this would be valid.	Y	On 1/14/20, member booked trip 1107429 and then cancelled it on 1/15/20. Mbr cancelled appointment because she has another appointment she has to go to. She then booked Trip 1111029 on same call. Both trips had been dispatched to provider and only 1 was cancelled so this would be valid.	2/4/2020
4987			1/28/2020 11:45:00 AM		1/28/2020 5:56:00 PM	Prov No-Show A leg	Spoke with the member about an issue with her trips provider. The provider was over 45 minutes late to pick the member up. The provider did eventually get to the members home and called and knocked on the door but the member was in the bathroom. Member called 3 minutes afterwards Member spoke with YYY from ZZZ. The member stated that YYY was very rude to her and very defensive when the member asked why the provider was so late. He told her that she had his number to call. James was upset that the member cancelled her appointment since the time was so late. The member is very concerned that she has had so many issues with various providers either not showing up or being late but the rudeness displayed by the provider was what made the member so upset. She advised that if she needed to give any further information she can be reached at AAA			This is valid as provider was too late due to vehicle breakdown.	Y	This is valid as provider was too late due to vehicle breakdown.	2/4/2020

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4989			1/28/2020 12:20:00 PM		1/28/2020 9:24:00 PM	Prov No-Show A leg	XXX mbr daughter called and stated mbr was never picked up for dialysis this morning and she had to take hime to his appointment, i called the provider to see if he would be able to pick mbr up from the appointment and the provider stated he can not due to being at the DR office with his daughter			This is valid as provider response shows driver was at hospital and unable to show up.	Y	This is valid as provider response shows driver was at hospital and unable to show up.	2/4/2020
4991			1/29/2020 11:00:00 AM		1/29/2020 3:54:00 PM	Prov Late - A Leg	provider is regularly late picking up mbr for appts; mbr has to reschedule sometimes and is frustrated because this is out of her hands			Unable to contact member as her phone is disconnected. Due to no response from provider, this is valid.	Y	Unable to contact member as her phone is disconnected. Due to no response from provider, this is valid.	2/4/2020
4995			1/30/2020 10:30:00 AM		1/30/2020 1:33:00 PM	Prov No-Show A leg	I spoke to ZZZ from AAA and they stated they were not going to accomodate trip due to mbr refusing multiple trips upon arrival and will not accomodate until she pays the fee she owes.			Email sent to provider relations manager requesting she contact provider about charging members no show fees.	Y	Email sent to provider relations manager requesting she contact provider about charging members no show fees.	2/17/2020
4999			1/30/2020 7:00:00 AM		1/30/2020 3:36:00 PM	Member Issue	Provider stated member was very unpleasant today, more than usual. Stated member was "going off" in front of the passengers on board. ZZZ stated member has an evil soul and he no longer would like to transport her.			Call center director called member to give other options (BBB and CCC) due to several complaints from multiple providers about member's behavior.	Y	Call center director called member to give other options (BBB and CCC) due to several complaints from multiple providers about member's behavior.	2/4/2020
5003			1/30/2020 5:14:00 PM		1/30/2020 11:46:00 PM	Manifest Issue	ZZZ calling from XXX. This complaint is against YYY not calling XXX back to let them know they cancel XXX to pick up the mbr. YYY sent their own driver while XXX was on the way to pick up this mbr. When XXX got there the mbr was gone and the office was closed. This was a trip that could have been provented if they had received a call. ZZZ would like to be compensated for the mileage			Management was notified and provider will be compensated due to agent communication error.	Y	Management was notified and provider will be compensated due to agent communication error.	2/5/2020
5005			1/30/2020 3:00:00 PM		1/31/2020 2:08:00 PM	Rude Staff (non-CC)	driver was rude to the member. Member was very sick, on the walk to the car. Driver asked if YYY if the member was 38 years old and ask why she wasn't walking like a 38year old. Driver told the member and YYY she was walking too slow. Threw his arms up in the air. YYY advised member is sick and had a stroke she walking as fast as she can. Driver told YYY if the member did not hurry up the other member in the car would have a stroke. YYY says the member will be using XXX in the future but feels his was very unprofessional and unacceptable.			No response from ZZZ. Member will be using XXX for future trips.	Y	No response from ZZZ. Member will be using XXX for future trips.	2/5/2020