

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

MCE Name: Southeastrans
Version: 1.0
Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Submission Date: 7/30/2019

Experience Period >> 06/01/19 - 06/30/19

(1) Complaint Number	(2) Member Name	(3) Member ID (RID)	(4) Trip Date	(5) Complainant Name	(6) Date Complaint Received	(7) Complaint Category	(8) Complaint Details	(9) Subject of Complaint	(10) Name of Transportation Provider	(11) Provider Response	(12) Findings	(13) SET Action	(14) Date Resolved
3512			6/3/2019		6/3/2019	Prov No-Show A leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/12/2019
3514			6/3/2019		6/3/2019	Prov No-Show A leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/12/2019
3518			6/3/2019		6/3/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/12/2019
3536			6/4/2019		6/4/2019	Prov Late Sendback	Provider overlooked trip and didn't have a driver to accommodate.			Received response from provider XXX. "Provider overlooked this trip. We did not have a driver that could accommodate this trip."	Provider overlooked trip and didn't have a driver to accommodate.	Provider overlooked trip and didn't have a driver to accommodate.	6/11/2019
3552			6/4/2019		6/4/2019	Member Issue	Member unreachable for education and provider has been added to member's do not use list at provider's request.				Member unreachable for education and provider has been added to member's do not use list at provider's request.	Member unreachable for education and provider has been added to member's do not use list at provider's request.	6/11/2019
3553			5/31/2019		6/4/2019	Driver Behavior	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/13/2019
3554			6/5/2019		6/5/2019	Prov No-Show A leg	Due to no response from provider, this is Valid.				Due to no response from provider, this is Valid.	Due to no response from provider, this is Valid.	6/10/2019
3555			6/6/2019		6/6/2019	Prov Late Sendback	Provider's Response/Explanation: Unfortunately, the driver for this member called off work sick late and the provider had no choice but to send back trips that could not be performed. No other drivers were available to cover the route. Trips that could be moved were moved and picked up.			Received response from provider XXX on 6/7/2019, "Unfortunately, the driver for this member called off work sick late and the provider had no choice but to send back trips that could not be performed. No other drivers were available to cover the route. Trips that could be moved were moved and picked up."	Provider's Response/Explanation: Unfortunately, the driver for this member called off work sick late and the provider had no choice but to send back trips that could not be performed. No other drivers were available to cover the route. Trips that could be moved were moved and picked up.	Provider's Response/Explanation: Unfortunately, the driver for this member called off work sick late and the provider had no choice but to send back trips that could not be performed. No other drivers were available to cover the route. Trips that could be moved were moved and picked up.	6/8/2019
3556			6/6/2019		6/6/2019	Prov No-Show A leg	Due to no response from provider, this is Valid.				Due to no response from provider, this is Valid.	Due to no response from provider, this is Valid.	6/10/2019
3557			6/3/2019		6/6/2019	Incident	Member's statement doesn't match provider's. However, due to the type and size of van, member should not have been close enough to driver seat for him to even feel her hand. Therefore, this is valid because if she was that close to driver seat, she wasn't properly restrained constituting an incident and 911 should have been called regardless of member refusal.			Received response from provider, " On 6/3/2019 I XXX Picked up YYY around 9pm on a B-Leg trip. As a part of my normal routine I put member YYY in wheelchair van and properly secured all restraints. I proceeded with my walk around the vehicle for visual then got into the vehicle. Once in van I double checked to make sure restraints were not to tight around her waist by verbally asking member. At approx. 9:10pm, while vehicle was coming to a stop at the intersection of Shadeland and Pendleton Pike I felt mbr had one hand on the back of my seat as to stop herself from coming forward. I put the vehicle in park and turned on my hazards to look back to see why and how she got so close to my seat. I noticed after she put herself fully back on the seat, that she had once again removed her waist restraints. On previous trips I have warned mbr on not to take off any restraints as I remind all members when this occurs. I got into the back of the van and put Mbr restraints back on and asked Mbr if she was okay. Mbr responded that her restraints were to tight, and that she had to lean forward so that she could hear me and she was okay."	Member's statement doesn't match provider's. However, due to the type and size of van, member should not have been close enough to driver seat for him to even feel her hand. Therefore, this is valid because if she was that close to driver seat, she wasn't properly restrained constituting an incident and 911 should have been called regardless of member refusal.	Member's statement doesn't match provider's. However, due to the type and size of van, member should not have been close enough to driver seat for him to even feel her hand. Therefore, this is valid because if she was that close to driver seat, she wasn't properly restrained constituting an incident and 911 should have been called regardless of member refusal.	6/11/2019

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3561			6/7/2019		6/7/2019	Driver Behavior	A lead updated the drop off address at 11:22am so the mother did call into SETI for the update as requested.			Received response from provider XXX "The driver did arrive at Riley Hospital to pick the member up. When the member and his mother got into the car, the driver attempted to confirm that he had the right information. When the member's mother advised the driver that the drop - off address was incorrect, the driver advised her that in order to get the address updated, she would need to contact Southeastrans to have the address approved. The mother insisted that the driver go on and take them to the address she wanted to go on and take them to the address she wanted to go to, and he refused, following protocol for an account transport. The driver offered to wait with the member while she updated the drop-off address, but the member refused. The cab never left Riley Hospital, and after the member's refusal to have the address updated, she was considered to be refusing transportation and at that time was no-showed by our dispatch office."	A lead updated the drop off address at 11:22am so the mother did call into SETI for the update as requested.	A lead updated the drop off address at 11:22am so the mother did call into SETI for the update as requested.	6/10/2019
3568			6/10/2019		6/10/2019	Prov No-Show A leg	Member's appointment time was for 11am and according to notes a driver still hadn't showed up by 11:15am.				Member's appointment time was for 11am and according to notes a driver still hadn't showed up by 11:15am.	Member's appointment time was for 11am and according to notes a driver still hadn't showed up by 11:15am.	6/13/2019
3569			6/10/2019		6/10/2019	Driver Reckless	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/14/2019
3570			6/11/2019		6/10/2019	Prov Late - A Leg	Due to no response from provider, this is complete.				Due to no response from provider, this is complete.	Due to no response from provider, this is complete.	6/13/2019
3574			6/4/2019		6/10/2019	Trip not assigned	Notification of unsecure transportation was made 1 day prior as is policy.				Notification of unsecure transportation was made 1 day prior as is policy.	Notification of unsecure transportation was made 1 day prior as is policy.	6/13/2019
3576			5/28/2019		6/10/2019	Trip not assigned	Policy is 1 day prior, not 48 hours. However, a call wasn't made the day prior about unsecure transportation.				Policy is 1 day prior, not 48 hours. However, a call wasn't made the day prior about unsecure transportation.	Policy is 1 day prior, not 48 hours. However, a call wasn't made the day prior about unsecure transportation.	6/12/2019
3578			5/22/2019		6/11/2019	Driver Behavior	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/12/2019
3579			6/11/2019		6/11/2019	Trip not assigned	Response from call center states both agents working that region will be coached about not working trip.				Response from call center states both agents working that region will be coached about not working trip.	Response from call center states both agents working that region will be coached about not working trip.	6/14/2019
3582			6/11/2019		6/11/2019	Driver Behavior	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/14/2019
3586			6/3/2019		6/12/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/14/2019
3587			6/12/2019		6/12/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/14/2019
3589			6/11/2019		6/12/2019	Provider Error	Trip was pulled back from XXX 6 days prior to trip and dispatched over to YYY.			Received response from provider XXX, "After review of the run it appears that on 6/4 this run was entered into our system from the portal. On 6/5 our pre-biller found the run on our manifest saying "given to YYY." Since transports get messed up often we kept the run in the system and on 6/10 our pre-biller looked on the portal again and it still showed the run on our manifest. So the next day we transported this pt.	Trip was pulled back from XXX 6 days prior to trip and dispatched over to YYY.	Trip was pulled back from XXX 6 days prior to trip and dispatched over to YYY.	6/18/2019
3594			6/17/2019		6/14/2019	Member Issue	Tried to educate member about not being verbally abusive to call center staff or making racial remarks, however, member yelled at me through most of our call until she disconnected the call.				Tried to educate member about not being verbally abusive to call center staff or making racial remarks, however, member yelled at me through most of our call until she disconnected the call.	Tried to educate member about not being verbally abusive to call center staff or making racial remarks, however, member yelled at me through most of our call until she disconnected the call.	6/20/2019
3597			6/13/2019		6/17/2019	Prov Late - B Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/19/2019
3602			6/18/2019		6/18/2019	Member Issue	Member was educated on proper policy on medicaid transportation for future trips.				Member was educated on proper policy on medicaid transportation for future trips.	Member was educated on proper policy on medicaid transportation for future trips.	6/18/2019
3603			6/17/2019		6/18/2019	Dispatch Error	Provider took member to 2 other locations before getting to the correct address provided by SETI and member missed appt.				Provider took member to 2 other locations before getting to the correct address provided by SETI and member missed appt.	Provider took member to 2 other locations before getting to the correct address provided by SETI and member missed appt.	6/24/2019

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3605			6/18/2019		6/18/2019	Driver Behavior	Added preferred provider to member profile that services member's mobility type and services in the member's residentially area. No response from neither parties involved.				Added preferred provider to member profile that services member's mobility type, and services in the member's residentially area. This will reduce that chances of XXX transporting the member in the future. No response from neither parties involved.	Added preferred provider to member profile that services member's mobility type, and services in the member's residentially area. This will reduce that chances of XXX transporting the member in the future. No response from neither parties involved.	6/21/2019
3607			6/13/2019		6/18/2019	Prov No-Show B leg	Provider did not respond to RFE. Reviewed recorded calls provider advised SETI agent driver would be assigned to trips when a driver becomes available. Member waited over one hour for a return ride. Medical office paid for the member's ride home. Added XXX as preferred provider per parent's request.			No response from XXX	XXX provider did not have an available provider within the policy time frame for return ride. As result medical office provided transportation for member and escort return ride. Provider did not return RFE.	XXX provider did not have an available provider within the policy time frame for return ride. As result medical office provided transportation for member and escort return ride. Provider did not return RFE.	6/24/2019
3609			6/18/2019		6/18/2019	Prov No-Show A leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/24/2019
3614			5/31/2019		6/19/2019	Trip not assigned	Called XXX. Gave reason for the call. XXX says her dad come from very far to takeYYY to his appointment the other day. XXX says sometimes she will get a cab from Indianapolis take her to her appts. I advised reviewed trip. Previous provider in Franklin is no longer in the network. Member travels to Dearborn Co one AMB provider in the county which is ZZZ. Dispatch will reach out to that provider to secure transportation with them. Added ZZZ to member's profile. Educated XXX on GR program. XXX declined advised her had surgery and can't drive right now. XXX thanked me for calling. I advised her to Call QA line with any other questions or concerns. XXX understood. Ended call.				No providers in the member's residential county. Dispatch did not reach out to providers in the surrounding counties. Added member to MCA and added a preferred provider from the county in which the member travels to for medical visits.	No providers in the member's residential county. Dispatch did not reach out to providers in the surrounding counties. Added member to MCA and added a preferred provider from the county in which the member travels to for medical visits.	6/20/2019
3615			6/17/2019		6/19/2019	Trip not assigned	Dispatch Error. Trip was not worked. Added a member to MCA list and a preferred provider from the county which the member travels to often.				No providers in the member's residential county. Dispatch did not reach out to providers in the surrounding counties. Added member to MCA and added a preferred provider from the county in which the member travels to for medical visits.	No providers in the member's residential county. Dispatch did not reach out to providers in the surrounding counties. Added member to MCA and added a preferred provider from the county in which the member travels to for medical visits.	6/20/2019
3617			6/19/2019		6/19/2019	Prov No-Show A leg	Due to no response from provider for this trip, this is valid.				Due to no response from provider for this trip, this is valid.	Due to no response from provider for this trip, this is valid.	6/24/2019
3621			6/19/2019		6/19/2019	Prov Late - A Leg	Provider was added to member's do not use list. Trip was booked 48 hours in advance. Member's preferred provider was already booked for that date.				Provider was added to member's do not use list. Trip was booked 48 hours in advance. Member's preferred provider was already booked for that date.	Provider was added to member's do not use list. Trip was booked 48 hours in advance. Member's preferred provider was already booked for that date.	6/21/2019
3636			6/19/2019		6/20/2019	Prov No-Show B leg	Provider reconfirmed XXX driver can accommodate the member's standing order. On this date provider advised unexpected was short on drivers on this particular date. By the time provider had a driver available to complete return trip member had already found alternate transportation.			We were short on drivers that day causing us to run behind on our pickups. We received the email of the cancellation and assumed. The member was found another ride back to the facility he stays in. I do not foresee this incident happening again. XXX 6-24-19 By: XXX	No response from complainant. Provider did not complete the return ride for this member due to unanticipated lack of drivers on this date. Provider believes this was an isolated issue and completing the member's round trips in the future should not be an issue.	No response from complainant. Provider did not complete the return ride for this member due to unanticipated lack of drivers on this date. Provider believes this was an isolated issue and completing the member's round trips in the future should not be an issue.	6/25/2019
3645			6/23/2019		6/24/2019	Member Issue	XXX left voicemail on Sunday 7/7/19. I returned her call on Monday 7/8/19 at YYY Ext. 216 and left her a voicemail letting her know that if she doesn't verify member's appointments by the time she left for the day at 2pm on 7/8/19, members trips to Richmond Comprehensive Treatment Center would be cancelled until they verify her appts. XXX from Richmond Comprehensive Treatment Center has still not called back 24 hours later. Member's last scheduled trip 746757 to facility was for today. I have unmarked the active box next to this address and entered a note stating, "Facility won't verify appts: Do not book to this address. Member should not have escort."				XXX left voicemail on Sunday 7/7/19. I returned her call on Monday 7/8/19 at YYY and left her a voicemail letting her know that if she doesn't verify member's appointments by the time she left for the day at 2pm on 7/8/19, members trips to Richmond Comprehensive Treatment Center would be cancelled until they verify her appts. XXX from Richmond Comprehensive Treatment Center has still not called back 24 hours later. Member's last scheduled trip 746757 to facility was for today. I have unmarked the active box next to this address and entered a note stating, "Facility won't verify appts: Do not book to this address. Member should not have escort."	XXX left voicemail on Sunday 7/7/19. I returned her call on Monday 7/8/19 at YYY and left her a voicemail letting her know that if she doesn't verify member's appointments by the time she left for the day at 2pm on 7/8/19, members trips to Richmond Comprehensive Treatment Center would be cancelled until they verify her appts. XXX from Richmond Comprehensive Treatment Center has still not called back 24 hours later. Member's last scheduled trip 746757 to facility was for today. I have unmarked the active box next to this address and entered a note stating, "Facility won't verify appts: Do not book to this address. Member should not have escort."	7/9/2019

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3646			6/24/2019		6/24/2019	Prov Late - A Leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	6/25/2019
3648			6/20/2019		6/24/2019	Prov No-Show B leg	Due to no response from provideer, this is valid.				Due to no response from provideer, this is valid.	Due to no response from provideer, this is valid.	7/2/2019
3673			6/26/2019		6/26/2019	Prov Late Sendback	Provider states late send back was due to short on drivers and vehicles. Member wants to continue transportation with XXX.			Driver A – Family emergency.. Driver B - car developed mechanical trouble. Not enough driver's for plan C. I did speak to the member and apologized. When I was made aware of the situation Driver's Name: XXX Emailed to Southeastrans on: 6/27/19 By: YYY	Provider states late send back was due to short on drivers and vehicles. Member wants to continue transportation with XXX.	Provider states late send back was due to short on drivers and vehicles. Member wants to continue transportation with XXX.	6/28/2019
3677			6/26/2019		6/26/2019	Prov No-Show A leg	Due to no response from provider, this is valid.				Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	7/1/2019
3680			6/26/2019		6/26/2019	Prov Late Sendback	Provider sent the trip back after verbally acceptance. Member was added to MCA due to the number of provider in Dekalb. Provider did not return RFE.				Provider sent the trip back after verbally acceptance. Member was added to MCA due to the number of provider in Dekalb. Provider did not return RFE.	Provider sent the trip back after verbally acceptance. Member was added to MCA due to the number of provider in Dekalb. Provider did not return RFE.	7/8/2019
3686			6/27/2019		6/27/2019	Prov Late - B Leg	Provider took responsibility for late pick up due to a large amount of returns in the same hour. Nurse XXX was unreachable.			Received response from provider on 6/28/19. "Due to overwhelming amount of returns in the same hour causes late returns. Provider will contact you"	Provider took responsibility for late pick up due to a large amount of returns in the same hour. Nurse XXX was unreachable.	Provider took responsibility for late pick up due to a large amount of returns in the same hour. Nurse XXX was unreachable.	7/8/2019
3688			6/27/2019		6/27/2019	Incident	We were unable to educate member or family about levels of service or clarify that the grandson told driver to knock on neighbors door and she would help member inside and that member reiterated that.				We were unable to educate member or family about levels of service or clarify that the grandson told driver to knock on neighbors door and she would help member inside and that member reiterated that.	We were unable to educate member or family about levels of service or clarify that the grandson told driver to knock on neighbors door and she would help member inside and that member reiterated that.	7/1/2019
3691			6/27/2019		6/27/2019	Gas Reimb Issue	Member payee address was not updated in the system to reflect the address in which the checks needed to be mailed to. Gas reimbursement coordinator and claims were notified to update GR address and checks were mail to correct address.				Member moved residence and gas reimbursement address was not update with the change. Claims mailed checks to new address and was notified to correct address in Insight for future mailing process.	Member moved residence and gas reimbursement address was not update with the change. Claims mailed checks to new address and was notified to correct address in Insight for future mailing process.	7/8/2019
3693			6/28/2019		6/28/2019	Vehicle Condition	Provider advised on this date vehicle was maintenance due to heating/cooling not working but has been repaired since that time.			Received response from provider, "Car was taken off road as soon as I heard about problem. Mechanic checked out car and replaced fuse that evenng."	Provider advised on this date vehicle was maintenance due to heating/cooling not working but has been repaired since that time.	Provider advised on this date vehicle was maintenance due to heating/cooling not working but has been repaired since that time.	7/3/2019