

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

Broker Name: Southeastrans
Version: 2020.01
Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

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

# of Complaints	43
# of Complaints Substantiated	39
% of Complaints Substantiated?	91%

Experience Period >> 10/01/2020 - 10/31/2020

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 NEMT Provider	Provider Response	Findings	Substantiated (Y or N)	SET Action	Date Resolved
			10/2/2020		10/2/2020	Vehicle Condition	Mbr stated the driver would not turn on the heat.		Driver states heat was on. Provider will be getting heat issue looked at.	Driver states heat was on. Provider will be getting heat issue looked at.	Y	Driver states heat was on. Provider will be getting heat issue looked at.	10/7/2020
			10/2/2020		10/2/2020	Call Center Issue	Trip booked as Ambulatory member was Wheelchair			Agent has been coached.	Y	Agent has been coached.	10/2/2020
			10/2/2020		10/2/2020	Prov No-Show B leg	Provider no show.		Provider stated the front desk wouldn't give any information to driver.	Provider states the front desk wouldn't give any information.	Y	Provider states the front desk wouldn't give any information.	10/8/2020
			10/2/2020		10/2/2020	Driver Behavior	Member stated the driver was not wearing a mask.			No Response from Provider	Y	No Response from Provider	10/8/2020
			10/5/2020		10/5/2020	Driver Behavior	Member stated the driver was not wearing a mask.			No Response from Provider	Y	No Response from Provider	10/13/2020
			10/6/2020		10/6/2020	Prov No-Show A leg	Provider No Shw		Provider states they called and got no answer. I also tried calling for follow up and got no answer and no VM.	Tried following up with member no answer.	N	Tried following up with member no answer.	10/13/2020
			10/5/2020		10/6/2020	Prov Late Sendback	Member stated driver fell asleep at stop sign.			New provider has been assigned to S/O.	Y	New provider has been assigned to S/O.	10/16/2020
			10/6/2020		10/6/2020	Prov No-Show A leg	Member has been waiting up front since 0930 and provider has not arrived.			Driver arrived was held up at his last stop.	Y	Driver arrived was held up at his last stop.	10/7/2020
			10/7/2020		10/7/2020	Prov No-Show A leg	Provider no show.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/16/2020
			10/3/2020		10/8/2020	Driver Behavior	Mbr said she had no seatbelt on and the driver was speeding while on his phone.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/19/2020
			10/8/2020		10/8/2020	Incorrect Mobility	Trip booked as Ambulatory member was Wheelchair			Agent has been coached.	Y	Agent has been coached.	10/19/2020
			10/7/2020		10/8/2020	Prov Late - A Leg	Provider was late.		Driver fell behind at previous stop.	Provider added to DNU list at member's request.	Y	Provider added to DNU list at member's request.	10/19/2020
			10/8/2020		10/8/2020	Driver Behavior	Mbr stated driver was rude.		Driver was reprimanded for his inappropriate language.	Driver was reprimanded for his inappropriate language.	Y	Driver was reprimanded for his inappropriate language.	10/19/2020
			10/7/2020		10/9/2020	Vehicle Dirty	Mbr complained about cleanliness of vehicle		Provider will be checking this vehicle more often to be sure cleaning policy is being followed and compliance is running spot inspections.	Provider will be checking this vehicle more often to be sure cleaning policy is being followed and compliance is running spot inspections.	Y	Provider will be checking this vehicle more often to be sure cleaning policy is being followed and compliance is running spot inspections.	10/19/2020
			10/8/2020		10/9/2020	Vehicle Dirty	Mbr complained about cleanliness of vehicle			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/19/2020
			10/9/2020		10/9/2020	Prov No-Show A leg	Provider no show.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/19/2020
			10/9/2020		10/9/2020	Prov Late Sendback	Provider sent trip less than 24 hours		Provider states no driver available for trip so they sent it back late.	Provider states no driver available for trip so they sent it back late.	Y	Provider states no driver available for trip so they sent it back late.	10/12/2020
			10/9/2020		10/9/2020	Incident	Mbr stated he needed a wheelchair.		Mbr is in process of applying for a W/C through a DME provider.	Mbr is in process of applying for a W/C through a DME provider.	Y	Mbr is in process of applying for a W/C through a DME provider.	10/13/2020
			10/9/2020		10/9/2020	Prov No-Show A leg	Provider no show.		Provider states trip was on their cancelled list.	Trip was not cancelled until 10/9 after provider said a driver was on the way but never showed.	Y	Trip was not cancelled until 10/9 after provider said a driver was on the way but never showed.	10/14/2020
			10/12/2020		10/12/2020	Prov Late Sendback	No Provider Assigned		Provider sent the trip back late.	Provider sent the trip back late.	Y	Provider sent the trip back late.	10/21/2020
			10/12/2020		10/12/2020	Driver Behavior	Mbr stated driver threatened him by putting his hand in the member's face, yelled and threatened the member. The member was 45 minutes late to her appointment (A Leg).		Provider states driver was not close to her when putting his finger in her face. Provider has been added to DNU list.	Provider states driver was not close to her when putting his finger in her face. Provider has been added to DNU list.	Y	Provider states driver was not close to her when putting his finger in her face. Provider has been added to DNU list.	10/13/2020
			10/12/2020		10/13/2020	Prov No-Show A leg	Provider no show.			Due to no response from provider this is valid.	Y	Due to no response from provider this is valid.	10/21/2020
			9/7/2020		10/14/2020	Payment Issue	Billing concern			QA manager sent spreadsheet of all trips paid to provider to Fraud, Waste, & Abuse.	Y	QA manager sent spreadsheet of all trips paid to provider to Fraud, Waste, & Abuse.	10/14/2020
			10/15/2020		10/15/2020	Prov No-Show A leg	Provider no show.		Provider arrived late.	Provider was too late for member to make appointment.	Y	Provider was too late for member to make appointment.	10/23/2020
			10/14/2020		10/16/2020	Prov No-Show B leg	Provider No Show			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/20/2020
			10/16/2020		10/16/2020	Driver Behavior	NH indicated driver took off without the member being fully in the vehicle, took member to his house, informed the member he has a prison record.			Driver has been removed from our network.	Y	Driver has been removed from our network.	10/23/2020
			10/19/2020		10/19/2020	Prov Late Sendback	Provider No Show		Provider is new and using a new dispatch system and didn't realize they had too many trips until Sunday evening. PRM is working with them on training still.	Provider is new and using a new dispatch system and didn't realize they had too many trips until Sunday evening. PRM is working with them on training.	Y	Provider is new and using a new dispatch system and didn't realize they had too many trips until Sunday evening. PRM is working with them on training.	10/23/2020

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

			10/22/2020		10/20/2020	Trip not assigned	Mbr complained received automated call regarding trip not assigned.			Trip was secured by provider.	N	Trip was secured by provider.	10/22/2020
			10/15/2020		10/20/2020	Driver Behavior	Mbr said driver did not have a mask on in the car; The car was dirty;			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	10/29/2020
			10/22/2020		10/22/2020	Provider Error	Member states that the provider damaged the member's wheelchair.			Turned over to Compliance for further investigation. Valid due to no response from provider.	Y	Turned over to Compliance for further investigation. Valid due to no response from provider.	11/6/2020
			10/26/2020		10/26/2020	Rude Staff (non-CC)	Driver stated the nurse was rude and yelled to the driver made an inappropriate hand gesture towards him.				Y	FOM will educate facility on maintaining professional relationship with drivers.	10/26/2020
			10/23/2020		10/26/2020	Prov Late - A Leg	Provider was late.		Late due to traffic.	Late due to traffic.	Y	Late due to traffic.	11/4/2020
			10/26/2020		10/26/2020	Incident - W/C	Member wheelchair overturned and fell backwards EMS was contacted.			This has been turned over to Compliance for further investigation.	Y	This has been turned over to Compliance for further investigation.	11/9/2020
			10/26/2020		10/26/2020	Prov No-Show A leg	Provider no show.			Trip routed to provider on 10/20/20 and would have showed on their portal on 10/23 when they made their schedule.	Y	Trip routed to provider on 10/20/20 and would have showed on their portal on 10/23 when they made their schedule.	11/6/2020
			10/26/2020		10/26/2020	Driver Behavior	Mbr stated driver called and said he was outside/ as he was walking up to the drivers truck the Provider's driver pulled off/ Driver name is unknown		Driver contacted the rider several times through chat, SMS and phone call upon arrival and waited outside the picked up location for the passenger to arrive for approximately 5 minutes before canceling the ride. Provider's cancellation policy was followed.	Driver contacted the rider several times through chat, SMS and phone call upon arrival and waited outside the picked up location for the passenger to arrive for approximately 5 minutes before canceling the ride. Provider's cancellation policy was followed.	N	Driver contacted the rider several times through chat, SMS and phone call upon arrival and waited outside the picked up location for the passenger to arrive for approximately 5 minutes before canceling the ride. Provider's cancellation policy was followed.	11/4/2020
			10/26/2020		10/26/2020	Incident	Member fell		Driver from provider called to report an incident that happened around 9:45 with the member. He said she is usually in a w/c, but today she was walking with her walker. He said she went to enter the vehicle on the passenger side using the step stool. He said she used her left foot first and put it on the stool and lost balance when using he other foot. Driver said his driver caught her before she fell. The driver helped her into the vehicle. The member told the driver she wasn't hurt and just wanted to go to dialysis. The driver said the rest of the trip and return went well. He just wanted to make this incident known.	Driver did everything correctly so there will be no compliance action. Member had no injuries and is ok.	Y	Driver did everything correctly so there will be no compliance action. Member had no injuries and is ok.	10/30/2020
			10/26/2020		10/27/2020	Incident	Member fell			Member is ok but this has been turned over to Compliance for further investigation.	Y	Member is ok but this has been turned over to Compliance for further investigation.	11/6/2020
			10/27/2020		10/27/2020	Call Center Issue	Nurse indicated they did not recieve phone call in regards to the vehicle out of service mbr wasnt aware that she didnt have a ride to her appt.			There was no complianant contact info to follow up. Trip was sent back after the call back list was printed notifying of unsecure transport.	N	There was no complianant contact info to follow up. Trip was sent back after the call back list was printed notifying of unsecure transport.	10/28/2020
			10/27/2020		10/27/2020	Driver Reckless	Mbr stated driver was on the phone and swerving in and out of the lane and almost hit another vehicle.			Due to no reponse from provider, this is valid.	Y	Due to no reponse from provider, this is valid.	11/9/2020
			10/27/2020		10/28/2020	Hlthcare Prov. Issue	Driver reported , it was 38 degrees and the nurse brought the member out without a jacked. Driver stated that the member legs was swollen and water was leaking into her shoes. Driver reported this member did not have arm rest on wheelchair, and member was crying out in pain. Driver advise she goes by stretcher and needs an escort.			Reported to Adult Protective Servies and sent issue to FOM to follow up with facility.	Y	Reported to Adult Protective Servies and sent issue to FOM to follow up with facility.	10/29/2020
			10/28/2020		10/28/2020	Driver Behavior	Member indicated the driver was not wearing a mask.			Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	11/9/2020
			10/27/2020		10/28/2020	Vehicle Dirty	Mbr complained of dirty vehicle			Sent to compliance for further investigation.	Y	Sent to compliance for further investigation.	11/9/2020

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

			10/28/2020		10/28/2020	Incident	<p>Provider from facility called stating that the member refused to sit in the back seat. Member was demanding to sit in the front seat but was informed by the driver that he is unable to sit in the front seat due to Covid-19. Provider stated that it took him 5 minutes to convince the member to sit in the back seat. After the member went to the back seat of the van he was not wearing a mask. The member was asked to if he had a mask and the member stated that he took 3 test within the last week in a half and that they all came back negative. Member was informed that they had to follow the covid regulations. Provider then stated that the member cursed at him telling him to give him the mask. Provider stated that he was not pulling off until the member put on the mask which took another 3-5 minutes. Member finally put the mask on and waited 30 minutes until they were on the highway to take the mask off and started coughing loud by the driver which caused saliva splatters to get on the driver. Driver then asked the member to please put the mask back. Member used profanity at the driver with telling him enough with the mask and then kicked his seat. Member then put the mask on and then called the driver names. Provider stated that the member did apologize but he no longer wants to transport member anymore</p>			Member's denial of allegations have been noted but incident has been reported to the state and provider added to member's DNU list as they will no longer transport member.	Y	Member's denial of allegations have been noted but incident has been reported to the state and provider added to member's DNU list as they will no longer transport member.	10/30/2020
--	--	--	------------	--	------------	----------	---	--	--	---	---	---	------------