

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

MCE Name: Southeastrans
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Report Name: Complaints and Appeals Details
Report Code: MO-MCAD1
Submission Date: 09/30/2020
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Experience Period >> 08/01/20-08/31/20

(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) Name of Transportation Provider	(10) Provider Response	(11) Findings	(12) Substantiated? (Y or N)	(13) SET Action	(14) Date Resolved
			8/3/2020 6:30:00 AM		8/3/2020 12:37:00 PM	Mbr Care Gatekeeper	This morning Driver picked up member and she notice a bruise on the member head , the nurse mention that member fell out of her bed over the weekend. The driver the stated the member said that she is dazed and confused and could not see. The nurse still suggested the member go to her treatment. Once driver arrived to the Dialysis center nurse had refused her and told driver that she needed the member to go to the ER.		Called APS and spoke with representative to report issue for them to follow up with facility. APS does not give updates once a case is reported. It is being sent to the director of provider to determine their next steps.	Called provider and spoke with representative to report issue for them to follow up with facility. APS does not give updates once a case is reported. It is being sent to the director provider to determine their next steps.	Y	Called provider and spoke with representative to report issue for them to follow up with facility. APS does not give updates once a case is reported. It is being sent to the director of provider for next steps.	8/3/2020
			8/1/2020 11:15:00 AM		8/3/2020 3:28:00 PM	Driver Behavior	Mbr stated that driver was extremely rude. Mbr does not want to ride with this company again.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/10/2020
			8/3/2020 6:00:00 AM		8/3/2020 3:34:00 PM	Vehicle Condition	Mbr stated he feels unsafe in vehicles are raggedy, doors unable to open. Driver never on time to pick up from dialysis. Mbr stated he tried to reach out no answer he has to wait 2-4 hrs just to get home.		Compliance C&D vehicle with door issue pending repair and reinspection. Member states Driver said he was going to fix the issue and make it right so member wants to leave driver as PP for now and see if driver kept his word.	Compliance C&D vehicle with door issue pending repair and reinspection. Member states driver said he was going to fix the issue and make it right so member wants to leave driver as PP for now and see if driver kept his word.	Y	Compliance C&D vehicle with door issue pending repair and reinspection. Member states driver said he was going to fix the issue and make it right so member wants to leave driver as PP for now and see if diver kept his word.	8/7/2020
			7/24/2020 12:45:00 PM		8/3/2020 7:54:00 PM	Prov No-Show B leg	Member she got to appt. on time but had to wait over 3 hours for return and kept being told driver is around the corner but no one showed up at all.		Provider didn't have available driver in area until over 3 hours later after member walked home.	Provider didn't have available driver in area until over 3 hours later after member walked home.	Y	Provider didn't have available driver in area until over 3 hours later after member walked home.	8/7/2020
			8/4/2020 2:30:00 PM		8/4/2020 6:04:00 PM	Mbr Care Gatekeeper	Member seems to be confused and she was afraid she would wander off member may need a escort.		Social Worker has already educated member's daughter that an escort will be necessary going forward and a note has been added to member profile.	Social Worker has already educated member's daughter that an escort will be necessary going forward and a note has been added to member profile.	Y	Social Worker has already educated member's daughter that an escort will be necessary going forward and a note has been added to member profile.	8/10/2020
			7/31/2020 7:45:00 AM		8/4/2020 7:31:00 PM	Prov Late - A Leg	Member's mother called in to report that driver continuously made her son late to his appointments. Also, they were speeding and on their phone while driving. The driver has also made extra stops at car dealerships. The mother says this is not the first time something like this has occurred but she is just tired of it.		Unable to reach complainant. Provider states they always arrive at Riley at 8am, however, appt. time shows 0745. Drivers are allowed to use phone for office communication and SETI policy is ok if driver is hands free (using ear buds or blue tooth. Turned over to compliance to be sure there wasn't a vehicle issue (reason given for stopping at dealership).	Unable to reach complainant. Provider states they always arrive at Riley at 8am, however, appt. time shows 0745. Drivers are allowed to use phone for office communication and SETI policy is ok if driver is hands free (using ear buds or blue tooth. Turned over to compliance to be sure there wasn't a vehicle issue (reason given for stopping at dealership).	Y	Unable to reach complainant. Provider states they always arrive at Riley at 8am, however, appt. time shows 0745. Drivers are allowed to use phone for office communication and SETI policy is ok if driver is hands free (using ear buds or blue tooth. Turned over to compliance to be sure there wasn't a vehicle issue (reason given for stopping at dealership).	8/12/2020
			8/4/2020 2:00:00 PM		8/4/2020 7:57:00 PM	Prov No-Show A leg	Received email from member that Transport did NOT show up to take resident to appointment today.		Provider verbally accepted 8/4/20 trip but didn't note details and overlooked trip in portal. They did accommodate rescheduled trip on 8/5/20.	Provider verbally accepted 8/4/20 trip but didn't note details and overlooked trip in portal. They did accommodate rescheduled trip on 8/5/20.	Y	Provider verbally accepted 8/4/20 trip but didn't note details and overlooked trip in portal. They did accommodate rescheduled trip on 8/5/20.	8/6/2020
			8/6/2020 5:30:00 AM		8/6/2020 6:14:00 PM	Prov Late - B Leg	Received email from Dialysis center Patient was picked up at 12:50pm after being ready at 10:35am: • My first call to SET was at 10:50am and I representative. This was after the driver came in at 10:30am and ask how long member had. I advised the driver that he will be ready in 5 – 10mins. He said ok and I noticed that he drove off. member came out at 10:35am. I was told that another driver would arrive within the hour. That would make the driver arrive around 11:50am. • My second call to SET was at 12:10am and another representativel to find out how much longer would me member have to wait. I was told that the drive would be here in about 20mins. That would make his pick-up time around 12:30pm. • My third call to SET at 12:45pm was to the csr manager. She advised me that she was working from home and had the same access as I do at this point. She advised me to call back to follow up. She also advised me to send her an email and she would forward the information on to quality control. • Member was picked-up at 12:50pm (two hours and 15mins from the time he was ready). This should not be the case. Especially when the driver was here to pick him up and only had to wait 5 or 10 mins.		Unable to reach complainant. Provider was short a driver, member didn't finish at normal time, and all their clients were done at the same time. Provider picked up each client in the order in which the calls were received.	Unable to reach complainant. Provider was short a driver, member didn't finish at normal time, and all their clients were done at the same time. Provider picked up each client in the order in which the calls were received.	Y	Unable to reach complainant . Provider was short a driver, member didn't finish at normal time, and all their clients were done at the same time. Provider picked up each client in the order in which the calls were received.	8/13/2020
			8/10/2020 1:00:00 PM		8/10/2020 4:43:00 PM	Prov Late Sendback	Member left a voicemail message wanting a call back regarding this unsecured trip. I caled her back and she wanted to know why SET cannot ever find her a ride. This causes her to have to reschedule her doctor appointments and diagnostic test appointments like her colonoscopy - which she has to prepare for the day before.		Unable to reach member. Provider Relations spoke to provider about their business changes and educated provider on the auto-router. Provider will educate their staff on that and our expectations moving forward.	Unable to reach member. Provider Relations spoke to provider about their business changes and educated provider on the auto-router. Provider will educate their staff on that and our expectations moving forward.	Y	Unable to reach member. Provider Relations spoke to provider about their business changes and educated provider on the auto-router. Provider will educate their staff on that and our expectations moving forward.	8/13/2020

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			8/10/2020 11:45:00 AM		8/10/2020 7:31:00 PM	Prov No-Show A leg	Tranportation provider had this trip (#####) and did not pick up the member. When the agent called to get an ETA for the member the provider held the phone and then hung up. I tried calling transportation provider and their calls are going straight to voicemail. I called the provider twice from Seti and once from my cell phone (still going to voicemail)		Member called in at 1328 on 8/10/20 for ETA of A leg. Provider never answered phone for agent or lead. Provider also didn't respond to RFE.	Member called in at 1328 on 8/10/20 for ETA of A leg. Provider never answered phone for agent or lead. Provider also didn't respond to RFE.	Y	Member called in at 1328 on 8/10/20 for ETA of A leg. Provider never answered phone for agent or lead. Provider also didn't respond to RFE.	8/13/2020
			8/10/2020 6:00:00 AM		8/10/2020 7:55:00 PM	Prov No-Show B leg	Provider did not return for B leg. Member paid another provider to get home.		Due to no response from provider, this is valid. New provider has been assigned to S/O.	Due to no response from provider, this is valid. New provider has been assigned to S/O.	Y	Due to no response from provider, this is valid. New provider has been assigned to S/O.	8/19/2020
			8/10/2020 7:00:00 PM		8/10/2020 10:10:00 PM	Driver Behavior	Spoke with the social worker and she stated that the provider called for them to take him off the machine early. She stated that the member has been off since 4oclock there time. She stated when the member got off the machine he bloody for 4 minutes and she ask the provider was she okay with that and she said she was but when the member came out there she was gone. She stated she understand about the weight we have to get that member home before that time.		Provider response says she agreed to wait 5 mins. but then left and didn't specify that she actually waited the 5 mins. Complainant states member was outside within 5 mins so she didn't wait.	Provider response says she agreed to wait 5 mins. but then left and didn't specify that she actually waited the 5 mins. Complainant states member was outside within 5 mins so she didn't wait.	Y	Provider response says she agreed to wait 5 mins. but then left and didn't specify that she actually waited the 5 mins. Complainant states member was outside within 5 mins so she didn't wait.	8/19/2020
			7/29/2020 9:40:00 AM		8/11/2020 7:40:00 PM	Website Complaint	This is a complaint from transportation provider website Complaint Date of Event or Trip: 07-29-2020 What's on your mind: Complaint Any additional feedback?: On 7/29/20, My client was taken to her appointment in Indianapolis. I was contacted by the doctor's office and informed my client had completed her appointment, the driver had been called 7 times, and he still had not come to pick her up. When I contacted transportation provider, they claimed that my call had been the first and only call received, and that the driver was waiting to pick up my client until after another, unrelated person was picked up from their appointment. The driver wanted to roll both pickups into one trip, but in doing so stranded my client for a total of 4 hours at the hospital. This is unacceptable as the Hospital has strict guidelines concerning the number of patients present in the hospital at one time due to the Covid-19 pandemic, and that the wait-time is far outside the realm of reasonable. How can we contact you?: Email		There is only one WMR call and according to provider, they arrived 1 hour and 47 mins after that call due to a flat tire and member was the only rider, they were not waiting on anyone else.	There is only one WMR call and according to provider, they arrived 1 hour and 47 mins after that call due to a flat tire and member was the only rider, they were not waiting on anyone else.	Y	There is only one WMR call and according to provider, they arrived 1 hour and 47 mins after that call due to a flat tire and member was the only rider, they were not waiting on anyone else.	8/12/2020
			8/12/2020 10:30:00 AM		8/12/2020 4:56:00 PM	Prov No-Show A leg	Mbr says driver never showed up for appt...she called at 10mns after 10am asking when they were coming...she said Provider asked her was she ready...she replied to him that she had been ready since 9:00am...he then told her he would get someone there. Member says she called back an hour later and no one answered...then she called here to SETI and the agent called Provider and was told the driver will be there in 10mns but no one showed up. Member says one of the drivers called at 10mns to 12:00 asking what time do the place she is going to closes...she told him it closes at 12 noon...she says driver then responded saying "sorry".		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/24/2020
			8/17/2020 9:00:00 AM		8/17/2020 12:23:00 PM	Driver Behavior	Member stated driver was extremely rude and aggressive talking to the member and the nurse. The manager asked the driver to leave since the member did not feel safe to leave with this driver.		Valid due to no response from provider. Issue was turned over to Facility Outreach.	Valid due to no response from provider. Issue was turned over to Facility Outreach.	Y	Valid due to no response from provider. Issue was turned over to Facility Outreach.	8/21/2020
			8/13/2020 8:20:00 AM		8/17/2020 12:52:00 PM	Prov Late - B Leg	Member stated she had to wait 1 hour and 45 mins for the driver to return to pick her up and when the driver did arrive she was very rude and nasty to the member.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/26/2020
			8/15/2020 9:00:00 AM		8/17/2020 1:00:00 PM	Prov No-Show A leg	Mbr did not make dialysis because no one picked up the phone. Mbr and SETI called them and it went straight to vm. Mbr also called driver and went straight to vm.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	8/26/2020
			8/17/2020 2:00:00 PM		8/17/2020 6:13:00 PM	Prov Late - A Leg	Member stated driver is always late and she never calls to inform them that she will be late. She also always request member to call and see if the member can be seen late but she is always late and never gives the courtesey call to even see if the mbr can be late. When member called to get an eta the driver stated she was pulling up the mbr still had to still wait another 10 mins. Then after calling to see if thembr could be seen late they had to wait about another 10 mins to load mbr beacuse she would load mbr till the call was completed.		Provider was late due to issue with a different member prior to this member's p/u.	Provider was late due to issue with a different member prior to this member's p/u.	Y	Provider was late due to issue with a different member prior to this member's p/u.	8/26/2020
			8/17/2020 11:30:00 AM		8/17/2020 6:58:00 PM	Mbr Care Gatekeeper	Driver do not feel safe transporting member.Member has to transport with a pillow and arm is very sore. Every time the driver would hit a slight pump the member would cry out in pain. The member body sits very uncomfortable in wheelchair.		Provider supervisor will coach driver to call for assistance prior to transport in the future concerning an safety issues. Facility Outreach manager has followed up with facility.	Provider supervisor will coach driver to call for assistance prior to transport in the future concerning an safety issues. Facility Outreach manager has followed up with facility.	Y	Provider supervisor will coach driver to call for assistance prior to transport in the future concerning an safety issues. Facility Outreach manager has followed up with facility.	8/18/2020
			8/18/2020 3:00:00 PM		8/18/2020 12:30:00 PM	Prov No-Show A leg	Member stated provider has not been picking up their members. They have been dispatched but they never show up.		Provider did have a vehicle down for 2 weeks and has been educated by Provider Relations about sending back trips. Facility Outreach has already followed up with facility this afternoon.	Provider did have a vehicle down for 2 weeks and has been educated by Provider Relations about sending back trips. Facility Outreach has already followed up with facility this afternoon.	Y	Provider did have a vehicle down for 2 weeks and has been educated by Provider Relations about sending back trips. Facility Outreach has already followed up with facility this afternoon.	8/19/2020
			8/18/2020 10:15:00 AM		8/18/2020 1:53:00 PM	Driver too early	Contacted provider & explained to her someone pulled up honked the horn and drove off. Driver stated she tried calling the mbr yesterday to let her know she was picking up early but mbr didnt answer.She stated she showed up mbr was not outside so she pulled off.I asked her if she can go back and get this mbr she stated she cant.Provider did not wait the 10 mins before proceeding to next trip.Driver stated she had to move on and mbr stated she heard a horn honk & when she went to the door driver drove off		SETI agent note shows she spoke to provider about this at 0932, which was prior to the 0945 p/u time so this is valid.	SETI agent note shows she spoke to provider about this at 0932, which was prior to the 0945 p/u time so this is valid.	Y	SETI agent note shows she spoke to provider about this at 0932, which was prior to the 0945 p/u time so this is valid.	8/27/2020

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			8/19/2020 10:30:00 AM		8/19/2020 2:34:00 PM	Vehicle Condition	Member called into QA upon arriving at her appt. stating vehicle was so filthy and smelled terrible, driver and 2 other passengers were not wearing masks, and she could tell vehicle could not have been sanitized anytime recently and looked and smelled like it hadn't even been cleaned in a very long time. Member was very concerned about her health and safety and will not be riding back to Richmond in that vehicle. Member called brother that lives in Indy to take her back home after her apt. I advised I will enter and IQ and send this issue to our Compliance Manager and Provider Relations Manager to be addresses, as well as call provider to advise B leg is cancelled and to expect an RFE from QA.		Provider will coach driver about mask mandate and have cleaned and inspected the vehicle. Compliance also completed an inspection and the vehicle is clean now.	Provider will coach driver about mask mandate and have cleaned and inspected the vehicle. Compliance also completed an inspection and the vehicle is clean now.	Y	Provider will coach driver about mask mandate and have cleaned and inspected the vehicle. Compliance also completed an inspection and the vehicle is clean now.		8/24/2020
			8/19/2020 10:45:00 AM		8/19/2020 2:52:00 PM	Vehicle Condition	Mbr does not want to ride with them again due not showing first time and then this lift does not work for mbr.		Unable to reach complainant. Provider states the combined weight of member and scooter made it difficult for the lift to function as needed. However, Compliance pulled that vehicle from service due to lift failure during spot inspection.	Unable to reach complainant. Provider states the combined weight of member and scooter made it difficult for the lift to function as needed. However, Compliance pulled that vehicle from service due to lift failure during spot inspection.	Y	Unable to reach complainant. Provider states the combined weight of member and scooter made it difficult for the lift to function as needed. However, Compliance pulled that vehicle from service due to lift failure during spot inspection.		9/2/2020
			8/19/2020 3:40:00 PM		8/19/2020 3:47:00 PM	Prov Late Sendback	Received complaint from the state about trip not being assigned. Trip was send back at 0904 this morning, less than 6 hours prior to trip.		Trip was sent to provider on 8/7/20 and not sent back until 0904 on 8/19/20. Provider claims trip was't in their portal. Provider Relations Manager will be re-educating provider on proper send back procedure.	Trip was sent to provider on 8/7/20 and not sent back until 0904 on 8/19/20. Provider claims trip was't in their portal. Provider Relations Manager will be re-educating provider on proper send back procedure.	Y	Trip was sent to provider on 8/7/20 and not sent back until 0904 on 8/19/20. Provider claims trip was't in their portal. Provider Relations Manager will be re-educating provider on proper send back procedure.		8/19/2020
			8/18/2020 10:00:00 AM		8/19/2020 7:42:00 PM	SETI Staff	Member and her social worker called in to advise member has missed over 11 trips that have been cancelled due to NPA. Member has scheduled appointments 30 days in advance and trip the GR however has no alternate way to get to appointments. Member mentioned once in a while her trips are assigned to transportation provider and they are amazing with getting her to appointments on time. She stated if transporation provider is not assigned her trips get cancelled. Upon reviewing a few trips that were not assigned totransportation provider, they were not noted and no providers were reached out to.		By agent adding provider as PP, all future trips have dispatched to provider which should help resolve the number of missed trips. Member was thankful and gave compliment to provider	By agent adding provider as PP, all future trips have dispatched to provider which should help resolve the number of missed trips. Member was thankful and gave compliment to provider.	Y	By agent adding provider as PP, all future trips have dispatched to provider which should help resolve the number of missed trips. Member was thankful and gave compliment to provider.		8/21/2020
			8/20/2020 1:00:00 PM		8/20/2020 7:31:00 PM	Driver Behavior	Mbr called in said the driver was texting the entire time they were on the highway. She stated the driver didnt call her upon arrival he blew his horn when normally they call. Member stated once she got out of the car the driver sat and still was texting. She stated if it was a emergency she can understand him texting if he pulled over but he was texting and driving and didnt feel safe.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		8/31/2020
			8/21/2020 3:30:00 PM		8/21/2020 8:25:00 PM	Prov Late - A Leg	Member left a voicemail stating that she wanted to speak with a supervisor because her ride was late and she could not make it to her doctor's appt. Her appt time was 15:30 and she received a call from SETI at 14:40 that the driver would arrive at 15:00, which caused her to miss her appt. because the distance was too far.		Member had to cancel her appt. due to driver running behind and would have been too late to get her to her appt. on time.	Member had to cancel her appt. due to driver running behind and would have been too late to get her to her appt. on time.	Y	Member had to cancel her appt. due to driver running behind and would have been too late to get her to her appt. on time.		9/2/2020
			8/24/2020 1:00:00 PM		8/24/2020 6:09:00 PM	Vehicle Condition	Mbr stated driver vehicle was raggedy & junk. Tthings sitting everywhere and no room to move around. Driver wouldnt help mbr with adjusting seat. Mbr doesnt want to use provider again		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/3/2020
			7/31/2020 10:00:00 AM		8/24/2020 7:44:00 PM	Prov Late - A Leg	Mbr feels this provider owner has been very demanding. Showing up extremely early like 2 hours. Double standards not allowing food but then buying food for hersel while mbr is in vehicle. Loud music that mbr does not like. Mbr was very happy with different provider on 8/24/2020. Mbr would like to stay with that provider.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/3/2020
			8/24/2020 2:15:00 PM		8/25/2020 11:23:00 PM	Call Center Issue	Mbr said she called to cancel her ride for 08/28/2020; but instead, agent cancelled the one for 08/24/2020 and Mbr sister had to leave her things to get mbr to the appt. Mbr was late.		Issue has been sent to CC to coach agent.	Issue has been sent to CC to coach agent.	Y	Issue has been sent to CC to coach agent.		9/8/2020
			8/26/2020 8:45:00 AM		8/26/2020 2:08:00 PM	Prov No-Show A leg	Member cancelled due to driver running late.		Driver has been coached about communicating with provider's office staff when running late so they can reach member or try to send another driver.	Driver has been coached about communicating with provider's office staff when running late so they can reach member or try to send another driver.	Y	Driver has been coached about communicating with provider's office staff when running late so they can reach member or try to send another driver.		9/1/2020
			8/25/2020 10:00:00 AM		8/26/2020 8:23:00 PM	Prov No-Show A leg	Tranportation provider was assigned to the member trip for 8/25 and 7/14 the provider did not show and also is not answer the phone we SETI Staff reaches out i have also notified provider relations		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/9/2020
			8/26/2020 11:29:00 AM		8/26/2020 2:44:00 PM	Driver Behavior	this member was scheduled for pickup FOR TODAY. The member was outside waiting with the nurse and instead of the driver picking the member up, they called the residence number instead of the number in the manifest. After the member not answering because he was outside, provider booked them as a no show. I called and spoke to the driver and he yelled at me and told me that in order for them to go back we will have to send another leg with the same rate and hung up on me. He also yelled at the nurse when they called.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/9/2020
			8/26/2020 11:00:00 AM		8/26/2020 9:24:00 PM	Prov No-Show B leg	transporation took member to her appointment. When she was ready for pickup, transportation advised that they had 7 people in their vehicle and would not be picking up the member. We were able to find transport for the member to get them home.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/9/2020
			8/27/2020 10:00:00 AM		8/27/2020 4:13:00 PM	Driver Behavior	Mbr stated the driver was rude to her and driving really reckless and did not explain to her what the pick up procedure was for the return trip home. Mbr also stated the car was dirty		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/10/2020
			8/27/2020 1:45:00 PM		8/27/2020 5:55:00 PM	Prov No-Show A leg	Provider never showed and Mbr does not want to be picked by them again.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.		9/10/2020

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			8/26/2020 10:50:00 AM		8/27/2020 6:04:00 PM	Driver Reckless	Member called to advise the driver she had was reckless, stated he kept looking and texting on his phone while driving, member stated she felt very unsafe. Did not get name nor vehicle number for driver however stated he was not very safe while driving, also member stated she was extremely late for her appointment and waited for well over an hour for return ride.		Provider lead has counseled driver and made sure he understands if phone use is needed while driving, he must be hands free.	provider lead has counseled driver and made sure he understands if phone use is needed while driving, he must be hands free.	Y	Provider lead has counseled driver and made sure he understands if phone use is needed while driving, he must be hands free.	9/10/2020
			8/31/2020 6:30:00 AM		8/31/2020 4:21:00 PM	Prov Late - A Leg	I have patient that rides with provider. They are getting her to dialysis 30 mins late.		Due to no response from provider, this is valid.	Due to no response from provider, this is valid.	Y	Due to no response from provider, this is valid.	9/11/2020
			8/31/2020 10:45:00 AM		8/31/2020 4:19:00 PM	Trip not assigned	Nurse called to check on transportation for chemo/radiation. Notified NPA, upon looking at the trip this was scheduled on 08/25 with only one not reading below. "Phone rang no answer" there were no dispatch note that any providers were reached. Member has trips up until this Thursday 08/03 for radiation that have not been worked either.		Trip was not worked. Issue was sent to dispatch supervisor for coaching.	Trip was not worked. Issue was sent to dispatch supervisor for coaching.	Y	Trip was not worked. Issue was sent to dispatch supervisor for coaching.	9/11/2020
			8/31/2020 1:30:00 PM		8/31/2020 6:26:00 PM	Prov Late - A Leg	member stated when he called for eta he was told they did not have a driver/ The at 14:20 the driver showed up and his appointment was at 14:00 so mbr could not be seen late.		Driver was late and provider coached all drivers about arriving on time for p/u.	Driver was late and provider coached all drivers about arriving on time for p/u.	Y	Driver was late and provider coached all drivers about arriving on time for p/u.	9/11/2020
			8/28/2020 1:00:00 PM		8/31/2020 9:35:00 PM	Prov Late - B Leg	Member left a voicemail message & I called her back. She mentioned that the A Leg of her trip was good; however, on the way home, she had to wait 2 hours to be picked up from her appointment and mentioned that the driver said something inappropriate to her stating: "Everything's my fault." She also said that she had difficulty getting out of the van using the step stool and the driver never offered to help her exit the van - even though she cried out in pain because of a sore back from sitting outside for 2 hours waiting to be picked up after her appointment.		Driver was only trying to apologize for being late as he is currently the only county driver. provider drivers are not currently allowed to physically help/touch member during the COVID pandemic.	Driver was only trying to apologize for being late as he is currently the only county driver. provider drivers are not currently allowed to physically help/touch member during the COVID pandemic.	Y	Driver was only trying to apologize for being late as he is currently the only county driver. provider drivers are not currently allowed to physically help/touch member during the COVID pandemic.	9/11/2020