

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

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
			1/3/2021		1/4/2021	Prov No-Show A leg	Provider No Show		My driver was on his way back from Evansville which is about 3 hours away. He was trying to get there as fast as possible. There was an accident on his way back which made him about an hour late for member. We tried to contact the member, we didn't get any response when dispatch called me, I informed them that my driver is still an hour away and we would not be able to accommodate it.	Provider stated driver was on his way back from Evansville and got stuck in traffic due to an accident causing him to be an hour behind by which time, they couldn't reach member.	Y	Provider stated driver was on his way back from Evansville and got stuck in traffic due to an accident causing him to be an hour behind by which time, they couldn't reach member.
			1/4/2021		1/4/2021	Incident - W/C	Reported member was not secured properly in the vehicle and suffered injuries around the face and neck. Stated member will need to be seen in the ER.		We have carefully reviewed video footage within the time window. Throughout the transport Member was secure and safe the entire time. The escort was also secure in the passenger seat. Member repeatedly hit the escort and threw her phone at the escort during transport. The escort picked up the phone and gave it back to Member. Member was secure and did not slip, trip, fall, or cause injury to herself during transport. The escort was not present for the B leg transport.	Complainant can't be reached and the living facility knows nothing about this and states member has no marks or bruises and didn't mention anything to them. Video footage from vehicle shows member properly strapped in and she never slipped or fell. The only incident in the vehicle was member hitting her own escort several times.	N	No evidence of injury.
			1/4/2021		1/4/2021	Prov No-Show A leg	Provider no show			This trip was sent by a different provider the morning of the trip and then dispatched to another provider without notification.	Y	This trip was sent by a different provider the morning of the trip and then dispatched to another provider without notification.
			1/5/2021		1/5/2021	Prov No-Show A leg	Provider no show		Provider advised driver waited 10 mins and had to leave.	Provider advised driver waited 10 mins and had to leave. Member states they didn't come because she didn't get a call upon arrival but didn't check outside around p/u time. Advised member not all drivers and providers call upon arrival and she should watch for drivers.	N	Provider advised driver waited 10 mins and had to move on. Member states they didn't come because she didn't get a call upon arrival but didn't check outside around p/u time. Advised member not all drivers and providers call upon arrival and she should watch for drivers.
			1/8/2021		1/6/2021	Driver Behavior	Mbr reported driver was speeding, tailgating, running a stoplight, and keeps the radio on loud.		Thank you for the feedback. Driver will be coached and written up for such behavior. I will call the customer and apologize.	The driver is being disciplined and provider placed on DNU.	Y	The driver is being disciplined and provider placed on DNU.
			1/6/2021		1/6/2021	Driver too early	Driver came early and mbr had to stand outside until facility opened.		The driver stated that he had a few trips at the same time, so he picked some of them up early. This member was the first one that was picked up, and he didn't realize the facility was not open.	Provider admitted to dropping in off early. Member informed they did not need to get until pick up time.	Y	Provider admitted to dropping in off early. Member informed they did not need to get until pick up time.
			1/7/2021		1/7/2021	Prov No-Show A leg	Provider No Show		Three clients were being cancelled that day. I cancelled the other two and must not have finished the cancellation for member's ride on the 7th. I take full responsibility for not communicating with SET and member on this.	Provider had to send back 3 trips that day and forgot to send this one back. Provider states she will call member and apologize for communication error.	Y	Provider had to send back 3 trips that day and forgot to send this one back. Provider states she will call member and apologize for communication error.

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			1/5/2021		1/7/2021	Driver Behavior	Mbr nurse called and Driver is making mbr uncomfortable because hes asking about her locks on her doors at home, whos there with her, where is her daughter going to be. Mbr no longer wants to ride with provider and feels very uncomfortable and unsafe.		Provider no longer wants to transport member. Member was always very rude and disrespectful to all his drivers and multiple no shows. Member all of a sudden wants to keep falsely complaining against his company. He also states all the above accusations are a lie due to them not wanting put up with her terrible attitude anymore.	Provider added to member's DNU	N	Provider added to member's DNU
			1/6/2021		1/7/2021	Driver Behavior	Member was concerned for her safety felt driver did not know where they were going.		The Driver was only following the instruction given by the GPS. This member was picked up and dropped off on time as scheduled This is the first time that we have received a complaint of this sort and driver does not believe that he has done anything wrong.	Driver was following GPS as required.	N	Driver was following GPS as required.
			1/7/2021		1/7/2021	Prov Rude to CC	The provider also did not return for the B leg.			Due to miscommunication between GA agents and provider, this is invalid. However, provider has been added to DNU list and S/O assigned to new provider.	Y	Due to miscommunication between GA agents and provider, this is invalid. However, provider has been added to DNU list and S/O assigned to new provider.
			1/7/2021		1/8/2021	Accident	Provider reported when they returned mbr home mbr passed out going inside the house.		Incident Report Submitted	Driver followed proper procedures and member is okay.	Y	Driver followed proper procedures and member is okay.
			1/8/2021		1/11/2021	Driver Behavior	Member reported having words with the driver and was left for 5 hours waiting for return.		The driver went to pick up the member and arrived at the pickup address at 3:30 p.m. The scheduled time for this member's pickup according to our schedule is 3:15 p.m. so the driver was indeed running 15 minutes behind. As soon as the driver started wheeling the member out of the building, he said something to the driver in a way that seemed rude. The driver asked the member why he was so rude to him and that's when things started getting out of hand. From what I understand, this member started cursing at the driver. The driver called me (supervisor) to find out what to do next and I could hear over the phone how intense the situation was. At that point I advised him to return the member inside the dialysis building to de-escalate the situation. I immediately called the facility where the member resides, explained the situation to the staff, and requested that they find an alternative means of getting the member back to the facility only for that evening. Around 6:00 p.m. I got a call from one of the dialysis facility staff who told me that the member had not been picked up. I immediately got into my vehicle and went to pick up this	Provider states member started cursing at driver and had been escalating when driver contacted manager to find out how to handle the situation. Provider states he could hear how intense the situation had become and advised driver to de-escalate by taking member back inside the dialysis center. He then contacted Nursing Facility requesting they find another way home for member that evening. SW states member has been D/C from Nursing Facility and their clinic as well. His S/O was cancelled and he is now living with family and going to another clinic. No current S/O with Broker.	N	Provider states member started cursing at driver and had been escalating when driver contacted manager to find out how to handle the situation. Provider states he could hear how intense the situation had become and advised driver to de-escalate by taking member back inside the dialysis center. He then contacted Nursing Facility requesting they find another way home for member that evening. SW states member has been D/C from Nursing Facility and their clinic as well. His S/O was cancelled and he is now living with family and going to another clinic. No current S/O with Broker.
			1/9/2021		1/11/2021	Prov No-Show B leg	Mbr stated she was not picked up this day.			Provider blames portal issues, which has been sent to PRM. However, provider took member to dialysis and should have known they needed a return. Recovery Trip ##### was made and dispatched to get member home.	Y	Provider blames portal issues, which has been sent to PRM. However, provider took member to dialysis and should have known they needed a return. Recovery Trip ##### was made and dispatched to get member home.

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			1/11/2021		1/11/2021	Prov No-Show A leg	Provider No Show		This trip was routed to Provider over the weekend. There is no dispatch available over the weekend. Once scheduler/dispatch arrived the morning of the 1-11-21, seen auto-routed appointment when SET called for an ETA. Schedule was full with Facility appointments. Provider has 3 facilities that take precedent over any other transport. Dispatch informed SET of this when they called.	Provider claims trip was sent to them over the weekend. Trip was routed to them on Wed. 1/6/21, giving them time to send it back if they couldn't accommodate. Trip ##### was rescheduled and has been secured.	Y	Provider claims trip was sent to them over the weekend. Trip was routed to them on Wed. 1/6/21, giving them time to send it back if they couldn't accommodate. Trip ##### was rescheduled and has been secured.
			1/12/2021		1/13/2021	Prov No-Show A leg	Provider no show			Provider states driver arrived at 10:03 until 10:15am and called member with no response.	N	Provider states driver arrived at 10:03 until 10:15am and called member with no response.
			1/13/2021		1/13/2021	Driver Behavior	The member stated that the driver she had when being picked up from home to her appointment the driver was on his phone and he was changing lanes unsafely and erratically. They were almost involved in an accident due to his aggressive driving. She also stated that the driver was just very rude and had poor manners.		Provider's Response/Explanation: I called the member on Friday the 16th to understand/investigate the situation more. I apologized for the member. I talked to the driver, re-coached him about the driving safety measures. Driver's Name: XXXX	Provider re-coached driver on safety measures.	Y	Provider re-coached driver on safety measures.
			1/13/2021		1/13/2021	Prov Late - B Leg	Facility reported member had to wait more than two hours for p/u.		Driver shortage on this day caused delays.	Due to driver on bereavement, trips were squeezed into other provider's driver's schedule instead of being sent back and not being assigned.	Y	Due to driver on bereavement, trips were squeezed into other Provider's driver's schedule instead of being sent back and not being assigned.
			1/13/2021		1/13/2021	Accident	One of our drivers was backed into with a SET client on board.		At appx 11:00 am, this day and while parked to pick up a client from a medical appointment and while securing the client with seat restraint, our Provider vehicle was slightly bumped by another vehicle that was backing out from an adjacent parking space. There is no damage to our vehicle, nor were there any injuries to the Provider driver or client. The police were notified at appx 11:15 am and we were told they would not respond due to no injuries and the fact this occurred on private property. The client mentioned to our driver were unaware that anything had even happened. We did obtain all of the other drivers information including insurance and drivers license for our file.	Driver followed proper procedure and there were no injuries.	Y	Driver followed proper procedure and there were no injuries.
			1/13/2021		1/13/2021	Prov Late - B Leg	Mbr mother stated mbr has waited over an hour for p/u.		Provider states they had no drivers in the area at that time.	Provider states they had no drivers in the area. A new regular provider has been assigned to S/O.	Y	Provider states they had no drivers in the area. A new regular provider has been assigned to S/O.
			1/15/2021		1/14/2021	Trip not assigned	Trip not assigned			Trip for 1/13/21 was thoroughly worked and Trip for 1/15/21 was assigned to Provider	Y	Trip for 1/13/21 was thoroughly worked and Trip for 1/15/21 was assigned to provider
			1/11/2021		1/14/2021	Dispatch Error	Provider arrived and did not have a wheelchair to transport member			FOM will educate the hospital on the fact we cannot provide wheelchairs when we transport members. CC management will coach agent to advise that we can't guarantee a W/C will be provided. Some providers have them and will provide but is not standard practice.	N	FOM will educate the hospital on the fact we cannot provide wheelchairs when we transport members. Call Center management will coach agent to advise that we can't guarantee a W/C will be provided. Some providers have them and will provide but is not standard practice.
			1/14/2021		1/15/2021	Driver Behavior	Mbr stated driver had covid he was just coming back from being out and doesn't think that's safe			PRM reached out to provider to be sure proper guidelines were followed and no drivers are COVID positive.	N	PRM reached out to provider to be sure proper guidelines were followed and no drivers are COVID positive.

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			1/14/2021		1/15/2021	Trip not assigned	Provider no show.				Sent to CC to coach.	Y	Sent to CC to coach.	
			1/16/2021		1/18/2021	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.	
			1/18/2021		1/18/2021	Vehicle Issue	Provider keeps sending small cars when stated need a higher vehicle.				Complainant was advised the type of vehicle sent can't be guaranteed for ambulatory member. However, we have added a permanent manifest note to advise providers member needs a van or SUV, if possible.	N	Complainant was advised the type of vehicle sent can't be guaranteed for ambulatory member. However, we have added a permanent manifest note to advise providers member needs a van or SUV, if possible.	
			1/16/2021		1/19/2021	Prov No-Show A leg	Mbr. Said Provider was a No Show. And Very Rude.		The trip was sent back before the normal pick day, And they returned it back unnoticed and there was no driver available to pick at that time because it was sent back to us the last minute.		Provider added to DNU list and removed from S/O. Provider states they sent the trip back. Trip was routed to provider on 1/2/21 at 0404 and was never sent back to Broker or redispached last minute.	Y	Provider added to DNU list and removed from S/O. Provider states they sent the trip back. Trip was routed to provider on 1/2/21 at 0404 and was never sent back to Broker or redispached last minute.	
			1/25/2021		1/26/2021	Trip not assigned	Broker continues to duscriminate against me by failing to provide transportation to my medical necessary appointments. This make 147 times broker has been negligent in providing transportation				Multiple attemts made to contact member. The trip was dispatched to provider w/verbal acceptance and no notes showing trip didn't happen or why.	Y	No response from provider. Future trips being assigned to alternate provider	
			1/16/2021		1/19/2021	Prov No-Show A leg	Provider no show.		No RFE was sent due to provider advising agent on 1/16/21: member wanted eta on trip provider said member is not on pick up list sent trip to dispatch.		Provider stated they didn't have this trip on their manifest. However, trip routed to them on 1/2/21 due to them being assigned to his Saturday S/O. Member's days and times changed and another provider is now assignend to entire S/O for M,W,F.	Y	Provider stated they didn't have this trip on their manifest. However, trip routed to them on 1/2/21 due to them being assigned to his Saturday S/O. Member's days and times changed and another is now assignend to entire S/O for M,W,F.	
			1/19/2021		1/19/2021	Driver Behavior	Mbr. Dropped off at wrong address.		Provider is coaching the driver.		Driver claims to have dropped member off at address shown on manifest: XXX. However, the GEO code captured from IPAD during drop off time shows: A different address.	Y	Driver claims to have dropped member off at address shown on manifest: XXX. However, the GEO code captured from IPAD during drop off time shows: a different address.a Corrective action will be sent to provider.	
			1/20/2021		1/20/2021	Prov No-Show A leg	Provider No show				Provider didn't retrun RFE. Provider has been removed as PP and note added requested verbal confirmation is sending to Provider. Member also added back to MCA list.	Y	Provider didn't retrun RFE. Provider has been removed as PP and note added requested verbal confirmation is sending to Provider. Member also added back to MCA list.	
			1/20/2021		1/20/2021	Prov No-Show A leg	Provider No show		Received email from provider without RFE: Due to dispatching error we had missed the client		Provider states they missed this trip due to an error. Provider has been added to the DNU list.	Y	Provider states they missed this trip due to an error. Provider has been added to the DNU list.	
			1/21/2021		1/21/2021	Prov No-Show A leg	Provider No Show				Provider is no longer in network.	Y	Provider is no longer in network.	
			1/21/2021		1/21/2021	Prov Late Sendback	Trip not assigned		Driver get sick and i didn't have other driver to accommodate this trip and that's the reason that i sent the trip.		Provider sent back late due to a driver getting sick and no other driver to cover.	Y	Provider sent back late due to a driver getting sick and no other driver to cover.	
			1/19/2021		1/21/2021	Vehicle Dirty	Mbr no longer wishes to ride with provider. Driver doesnt wear a mask and vehicles are smelly and dirty.				Provider has been placed on DNU	N	Spot inspections requested. Provider has been placed on DNU	
			1/21/2021		1/21/2021	Driver Reckless	Escort states the driver keeps falling asleep.			Passenger and driver safety is of paramount importance. This driver's privileges haveen temporarily revoked. Driver management will address the situation with the driver and take appropriate action as determined necessary.		Provider removed driver. Compliance also deactivated driver in our system.	Y	Provider removed driver. Compliance also deactivated driver in our system.
			1/21/2021		1/21/2021	Driver Behavior	Driver very rude.		After speaking with the driver, I coached him on letting the member feel rushed even if he is on a tight schedule. I will call the member and apologize.		Reached out to provider, driver coached, and NF informed.	Y	Reached out to provider, driver coached, and NF informed.	

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			1/22/2021		1/22/2021	Driver Behavior	Mbr sister states mbr dropped off at wrong address.			Trip was booked by the patient resource coordinator with incorrect d/o address but agent confirmed the entrance member needed when booking.	N	Trip was booked by the patient resource coordinator with incorrect d/o address but agent confirmed the entrance member needed when booking.
			1/21/2021		1/22/2021	Driver Behavior	Member caught during trip. Driver did not return for B Leg		Driver contacted me during the trip because he was concerned the client has symptoms of coughing constantly during the trip (Leg A). I contacted the dispatching team at Southeastrans and talked to agent about the driver's concern and that he won't be able to take the client back. Agent cancelled Leg B of the trip. Driver's Name: XXX	Unable to reach complainant, provider stated driver was concerned.	Y	Unable to reach complainant, provider stated driver was concerned.
			1/20/2021		1/22/2021	Prov No-Show A leg	Provider No Show			RFE not returned due to provider no longer in network.	Y	RFE not returned due to provider no longer in network.
			1/22/2021		1/22/2021	Trip not assigned	Trip not assigned			Due to phone issues, member did not receive a call back about unsecure transportation. Trip was not thoroughly worked.	Y	Due to phone issues, member did not receive a call back about unsecure transportation. Trip was not thoroughly worked.
			1/22/2021		1/22/2021	Incident	at 2:37 member got out of van backwards because he was too large to turn around and go the correct way driver was standing behind him and the member lost balance and tumbled down the member then got up with his walker and walked to him home with his walker at 2:55 EMS came assessed the mbr and declared the mbr was ok and they departed at 3:04pm Driver returned to Fort Wayne		At 2:37 member got out of the Van backwards because he was too large to turn around and go the correct way. Driver was standing behind him and the member lost balance and tumbled down. The member then got up with his walker and walked towards his house 911 was called to check on member the member stated he was okay and they departed at 3:04. Driver than returned back to Fort Wayne.	Member states he is fine and has learned how to fall without getting hurt too bad due to his disability. Member was interested in GR so emailed him the GR packet, including the link to the application.	Y	Member states he is fine and has learned how to fall without getting hurt too bad due to his disability. Member was interested in GR so emailed him the GR packet, including the link to the application.
			1/25/2021		1/25/2021	Prov Late Sendback	Trip not assigned			Provider sent trip back less than the required 2 business days prior to trip.	Y	Provider sent trip back less than the required 2 business days prior to trip.
			1/27/2021		1/28/2021	Prov Late - B Leg	Provider no show.			Demand trips were booked from facility starting 1/11/21. The S/O was received and entered on 1/11/21 using member's primary address (home), instead of the facility address. S/O has been corrected and assigned to Provider	Y	Demand trips were booked from facility starting 1/11/21. The S/O was received and entered on 1/11/21 using member's primary address (home), instead of the facility address. S/O has been corrected and assigned to Provider
			1/25/2021		1/25/2021	Prov No-Show A leg	Provider no show.			RFE not returned as provider is no longer in network.	Y	RFE not returned as provider is no longer in network.
			1/25/2021		1/25/2021	Prov No-Show A leg	Provider no show			RFE not returned as provider is no longer in network.	Y	RFE not returned as provider is no longer in network.
			1/25/2021		1/25/2021	Prov Late - A Leg	Provider was late		Although we were running late due to weather, member called and explained that her doctor cancelled and that she was also cancelling.	Unable to reach member, though provider did say they were late.	Y	Unable to reach member, though provider did say they were late.
			1/16/2021		1/19/2021	Trip not assigned	I have trouble getting picked up on Saturdays.			Unable to reach member. However, S/O for Saturday trips has been pulled back from the provider that was sending them back late and we are looking for a regular provider for Saturdays.	Y	Unable to reach member. However, S/O for Saturday trips has been pulled back from the provider that was sending them back late and we are looking for a regular provider for Saturdays.

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			1/16/2020		1/26/2021	Hlthcare Prov. Issue	Member's wife has been having issues scheduling appointments for her husband.			Member has not booked any trip since 1/2020. Member's wife needs assistance with care coordination for multiple appts the ER told her he needed but didn't send referrals for them and the offices, nor member's wife are sure exactly what member needs to be seen for without documentation. Requested Care Coordination from DXC and FSSA looking into member's waiver services for a case manager.	N	Member has not booked any trip since 1/2020. Member's wife needs assistance with care coordination for multiple appts the ER told her he needed but didn't send referrals for them and the offices, nor member's wife are sure exactly what member needs to be seen for without documentation. Requested Care Coordination from DXC and FSSA looking into member's waiver services for a case manager.
			1/26/2021		1/26/2021	Prov No-Show A leg	Provider No Show.			RFE not returned as provider is no longer in network.	Y	RFE not returned as provider is no longer in network.
			1/26/2021		1/26/2021	Prov No-Show A leg	Provider No Shw			RFE not returned and provider no longer in network.	Y	RFE not returned and provider no longer in network.
			1/25/2021		1/26/2021	Prov Late Sendback	Member contacted called legislator's office regarding a problem she and her husband are having with the transportation. Provider 1 Transportation has failed to pick them up and caused Member to lose his doctor. Member's wife would rather go through Provider 2. Member Address Apt City/State/Zip ***.**.####		Please refer to Southeastrans monthly Quality Improvement Minutes of 11/10/2018. At the meeting of November 10, 2018 it was discussed that Southeastrans "Send Back" options were not encompassing of the necessary options. For examil in teh case of Member when he called the member to inform of his pickup time, he told us he required an escort. The Trip sent for Southeastrans did not approve an escort and we did not have avialible room for said escort. He informed us he had told Southeastrans of the need for the escort when he arranged transportation. The trip was then sent back with the "Send Back" option of "Do not provider mobility listed," due to a lack of an accurate response being available from the limited number of option provided by Southeastrans on their web paged drop down menu. Since this issue was raised at the meeting in 2018, it has never been corrected. This and many other trips may have inaccurate date stre in the database. These monthly meetins are required by the contract between SouthEastrans and the State of Indiana and they have not been conducted in well over a year. Please let me know when these meetings will be	Provider said missing info on manifest and could not reach member to verify.	Y	Provider said missing info on manifest and could not reach member to verify.

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			1/27/2021		1/27/2021	Prov No-Show A leg	Provider No Show	<p>This is not a provider no show. I spoke to dispatcher and he stated that when he spoke to the agent at 7:07am (6:07 am Evansville time) regarding the pickup, she was inquiring if we were going to pick up the member. The member was picked up at 6:20 (Evansville time), he thought she was saying different name. So when he was verifying the spelling he could not find it. We did transport the member and she is currently on her way back from her doctor's appointment now. It was a simple misunderstanding of the pronunciation of the name.</p> <p>Please confirm that the "Provider No Show" error will be corrected from your side.</p> <p>Thank you, Provider</p>	<p>This was a misunderstanding between agent and provider. Member states driver did in fact take her to her appt. and back home.</p>	N	<p>This was a misunderstanding between agent and provider. Member states driver did in fact take her to her appt. and back home.</p>
			1/26/2021		1/27/2021	Incident	Incident with WC	<p>At 10:35 am on the morning of January 26, 2021 there was an incident involving driver and member. This incident took place at the residence of member at address. As driver was nearing the end of the ramp in front of the home - the chair hit a bump/hump at the end of the ramp. As a result, Member fell from the chair to the ground. The incident took place outside of the front of the residence not in the vehicle. driver immediately checked to see if member was responsive and alert. He was responsive and alert. driver proceeded to the door of the home to get help from member's daughter. As an added layer of safety EMS were called to the home of Member. He was thoroughly examined and released at the scene. There were no findings of bruising, bleeding or pain by EMS. Member was persistent about getting to dialysis. His daughter and EMS agreed about permission and readiness for transport.</p>	<p>Unable to reach member to check on him. Compliance has given driver a verbal coach/counsel to remind driver how to properly move member down ramps.</p>	Y	<p>Unable to reach member to check on him. Compliance has given driver a verbal coach/counsel to remind driver how to properly move member down ramps.</p>
			1/25/2021		1/27/2021	Driver Behavior	Mbr stated she didn't want to use provider anymore because he didn't have heat on and he was on his headset the entire time and missed the stop	<p>The driver mentioned the heat was on especially it was too cold. The driver had the headset to communicate with the dispatcher.</p>	<p>Provider said they were on the head set and have been placed on member do not use.</p>	Y	<p>Provider said they were on the head set and have been placed on member do not use.</p>
			1/27/2021		1/27/2021	Prov No-Show A leg	Member's daughter reported provider did not show due to medical emergency.		<p>Provider didn't communicate with member or broker about driver having a medical emergency until member called for ETA 30 past p/u time.</p>	Y	<p>Provider didn't communicate with member or broker about driver having a medical emergency until member called for ETA 30 past p/u time.</p>

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			11/8/2020		1/27/2021	Accident	Mbr stated she was in a car accident while on the way back home driver fell asleep and ran a red light and they ended up in a ditch. Mbr states she has been to hospital and wants to know who is responsible for her injuries. She stated she talked to the adjustor and he stated he was advised that no one was in the car but she sent info to insurance to show proof that she was there. <name> was the driver		The vehicle started overheating and the steering wheel would not turn, the driver coasted into the ditch. The police was called, and a report was completed. Claim # ##### The incident was reported to the Atlanta office and our insurance company around noon that day as well. The member was sleeping during this activity. The driver coasted through a stop sign, not a red light. The member denied medical services at the time of the incident. We obtained an additional vehicle to transport the member home safely. A few days later the member called and stated that she was in the hospital with a hurt arm, and provider gave her the claim number and insurance information. He told her to go through the Insurance company for any further issues, so they can be properly taken care of. Thank you Provider		Provider has still not produced a police report. Compliance has reported to the State. This investigation has been turned over to complaine.	Y	Provider has still not produced a police report. Compliance has reported to the State. This investigation has been turned over to complaine.
			1/20/2021		1/27/2021	Prov Late Sendback	Provider No Show		Provider failed to deny the trip once it was received. Provdor did not have a driver available. This was an oversight on our part.		Informed member working on more consistent transport.	Y	Informed member working on more consistent transport.
			12/31/2020		1/27/2021	Driver Behavior	Member reportred the cup holder on her wheel chair was broken by the driver.		I spoke to the driver and he does not recall any issues with a cup holder. The driver stated that if there was any type of incident, he would have reported it so we could cover the cost of the damgages. The driver stated that he transported the member home with no issues. I have attached teh B leg completed trip as well.		Was unable to determine how cup holder was broken.	N	Was unable to determine how cup holder was broken.
			1/25/2021		1/25/2021	Prov Late - A Leg	Provider was late				Due to provider picking up 2-3 hours late for both legs on a regular basis, SSR is looking for a new provider.	Y	Due to provider picking up 2-3 hours late for both legs on a regular basis, SSR is looking for a new provide
			1/29/2021		1/29/2021	Prov Late Sendback	Provider No Show				Provider sent trip back 4 hours prior to the trip.	Y	Provider sent trip back 4 hours prior to the trip.