

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

Broker Name: Southeastrans
Version: 2020.01
Report Name: Missed Trips
Report Code: MO-MT
Code Citation: IC 12-15-30.5-4 (a)(1)(B) i-iii

Note: Data reflects the status of the trip on the date of the scheduled trip.

Experience Period >> 01/01/2021 - 01/31/2021

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
Insufficient Notice	226	265	491	1%
Agent Error	36	46	82	0%
No Provider Assigned	1,410	1,411	2,821	4%
Member Cancelled	1,726	1,898	3,624	5%
Member No-show	430	445	875	1%
Inclement Wthr/Mbr	13	13	26	0%
Member Hospitalized	191	202	393	1%
Member Deceased	98	103	201	0%
Member Too Sick	118	121	239	0%
Provider Too Late	15	16	31	0%
Holiday Closure	18	18	36	0%
Provider No-Show	85	99	184	0%
Inclement Wthr/TP	2	2	4	0%
Grand Total	4,368	4,639	9,007	13%