

Complaints/Grievances

any expression of dissatisfaction - the caller does not need to say I want to file a complaint etc.

need to have all areas of LogistiCare forward any complaints to a central location for recording and consistent response

Transportation Provider - Q1

					Reporting Month	January 2015 to March 2015
Transporation issues	wheelchair	livery/taxi	ambulance	Total		
no escort/aid				0	Total Members	723,810
wrong mode requested				0		
no carseat				0	Total Grievances	664
wrong pick up location				0		
Total	0	0	0	0		
Member behavior						
No show				0		
Not ready				0		
Inappropriate language				0		
Inappropriate behavior				0		
Total	0	0	0	0		
Quality of ASO Services						
Call wait time	2			2		
Conduct/professionalism	3			3		
Claims/billing/Payment	0			0		
Insufficient notice	0			0		
Total						
Other						
Fraud - Member	0	0	0	0		
Fraud - Provider	0	0	0	0		
HP	0	0	0	0		
DSS	0	0	0	0		
Total	0	0	0	0		

Approach to Resolve Complaint:	
Referred to HP	
Referred to DSS	
Took action with LGCT staff	24
Took action with facility/hospital etc.	
Took action with member	44
TOTAL:	68

Timeframe of Resolution:	
Same Day	
2nd day to 7th day	
8th day to 1 month (30 days)	
31-45 days	
GT 45 days	
TOTAL:	0

* Would Require Manual Review of 1,148 complaints.

Final Resolution:	
Closed - Considered Resolved	664
Closed - Unresolved	0
TOTAL:	664