

Complaints from:
HUSKY A,C D - Q1

Provider Access

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access	wheelchair	livery/taxi	ambulance	all other modes	Total
No provider available	0	411	0	3	414
Diff. provider than requested	0	0	0	0	0
Not closest provider/form needed	0	0	0	0	0
Level of service/form needed	34	153	6	20	213
Bus/Train pass late/not delivered	0	0	0	0	0
Total	34	564	6	23	627
Delayed access/ wait time	wheelchair	livery/taxi	ambulance	all other modes	Total
No show	5	114	5	0	124
Late	10	233	5	0	248
Late - 1 hr or more	0	0	0	0	0
Left without member	0	0	0	0	0
Total	15	347	10	0	372
Quality of Provider Services	wheelchair	livery/taxi	ambulance	all other modes	Total
Condition of vehicle	0	8	0	0	8
Provider Conduct/professionalism	0	30	0	0	30
Refused to transport scheduled member	0	218	0	0	218
Language barrier	0	0	0	0	0
Total	0	256	0	0	256
Quality of ASO Services	wheelchair	livery/taxi	ambulance	all other modes	Total
Call wait time - member	0	2	0	0	2
Call wait time - facility	0	0	0	0	0
Call wait time - where's my ride	0	0	0	0	0
Conduct/professionalism	0	22	0	0	22
Language barrier	0	0	0	0	0
Privacy violation	0	1	0	0	1
Unresponsive	0	6	0	0	6
Total	0	31	0	0	31
Other	wheelchair	livery/taxi	ambulance	all other modes	Total
Fraud - Member	0	0	0	0	0
Fraud - Provider	0	0	0	0	0
Billing/Payment	0	0	0	0	0
Eligibility	8	14	0	4	26
Covered service	0	14	0	0	14
Total	8	28	0	4	40