

Complaints

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

LogistiCare will forward any complaints to a central location for recording and consistent response

Complaints from:

HUSKY A,C D - Q1

QTR:

Total Trip Volume:

Total Complaint %:

	Reporting :
	Reporting r
	Requesting

	Currently	Future(Approval Required. ESTIMATED TIME 90 TO 120 DAYS)
<u>Transportation Provider Quality:</u>		
Provider late/ Member Made Appt.		
Provider late/ Member Missed Appt.		
Provider Too Early		
Incident-Rider		
Injury		
Subcontractor Safety		
Wheelchair Tie-down issue		
Provider No Show		
Vehicle Issue		
Share Ride(s)		1/1/16 Start DATE
Driver Conduct/ Professionalism		
Provider/Professionalism		
Refused to transport scheduled member		1/1/16 Start DATE
<u>ASO Quality</u>		
No Vehicle Available To Transport(this would pertain to not having a provider to accommodate the trip due to time, level of service, distance etc)		
No Provider Willing to Transport		
Bus/Train pass late/not delivered		1/1/16 Start DATE
LogistiCare Issue (Trip Input Error)		
LogistiCare Employee Issue (Professionalism)		
Not closest provider/form needed(Not sent to Fac Timely)		1/1/16 Start DATE
Level of service/form needed (Not sent to Fac Timely)		1/1/16 Start DATE

Legend

available in LCAD System

not available in LCAD System - Manual Process for calculating
report enhancements from LogistiCare IT Dept (not guaranteed)

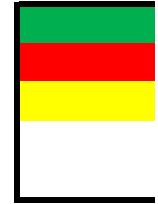
Source of the complaint	Total Count
Member/family	
Medical Facility	
State Agency (DSS)	
Member Advocate	
Attorney	
Elected Official	

Final Resolution:	Count
Valid Complaints	
Duplicate Complaints	
Insufficient Information	
Inquiries	
TOTAL:	

Complaints from:

Transportation Provider

Transportation Issues		
no escort/aid		1/1/16 Start DATE
wrong mode requested		1/1/16 Start DATE
No car seat		1/1/16 Start DATE
wrong pick up location		1/1/16 Start DATE
Total		



Member behavior

No show		
Not ready		1/1/16 Start DATE
Inappropriate language		1/1/16 Start DATE
Inappropriate behavior		1/1/16 Start DATE
Member Fraud		
Total		

Final Resolution:	Total Count
Valid Complaints	
Invalid Complaints	
Duplicate Complaints	
Insufficient Information	
Inquiries	
TOTAL:	

Legend

Reporting available in LCAD System

Reporting not available in LCAD System - Manual Process for calculating

Requesting report enhancements from LogistiCare IT Dept (not guaranteed)