Sample State Plan

Report Terms Defined

Additional Passengers - Any Passenger that is riding with the member that the trip is scheduled for.

Backdated - Trips that were entered into the system after they occurred.

Cancelled (Other) - All trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, etcetera.

Cancelled By Member - All trips that were cancelled by the member or on behalf of the member.

Cancelled By Reconcilliation - All trips that were cancelled by Reconciliation for any reason.

Complaints Percentage - The total number of complaints registered divided by the total number of trip legs requested.

Completed Trip Legs - Any amount of legs that were scheduled and completed. The maximum number of legs that can be completed per trip is two.

Denied Trips - All trips that were denied for reasons such as eligibility, enrollment, service not covered, inappropriate facility, etcetera.

Member No Shows per Requested Reservation - The number of reservations that the member did not show for divided by the total number of reservations requested.

Members Received On File - The number of members who were made eligible on the file.

No Show By Member - All trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg.

No Show By Transportation Provider - All trips where the transportation provider did not show up to pick up the member on any leg of the trip.

Number of Unique Members - The total number of members that took at least one trip.

Requested Reservation - Any trip that was requested to occur regardless of its status.

Requested Trip Leg - Any trip leg that was requested to occur regardless of its status.

Total Eligible Members - The sum of the number of members made eligible on the file plus the number of members made eligible manually.

Utilization Rate - The total number of completed trip legs plus member no shows divided by the total number of members.

Summary Information

Utilization Information	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD
Members for Whom Payment was Received	108,184	112,953	115,902	115,353	114,995	114,736
Unique Members Utilizing Transportation	3,852	3,776	3,618	4,492	2,257	8,170
Total Requested Trip Legs	32,004	34,712	34,676	38,831	13,093	108,219
Completed Trip Legs	20,174	19,788	20,428	25,606	9,214	65,822
Total Requested Reservations	17,533	18,968	18,921	20,864	7,046	58,753
Completed Trip Reservations	11,231	11,011	11,386	13,863	4,973	36,260
Member No Shows per Requested Reservation (5% or less goal)	1.81%	4.88%	4.02%	4.71%	2.75%	4.54%
Utilization Rate	6.31%	6.11%	6.09%	7.68%	8.18%	6.63%
Phone Statistics						
Calls Offered/Incoming Calls	28,191	29,491	28,085	33,862	11,406	91,438
Calls Answered	26,850	28,219	26,776	32,284	10,850	87,279
Abandon Percent (5% or less goal)	4.76%	4.31%	4.66%	4.66%	4.87%	4.55%
Average Speed of Answer	23	25	23	27	28	25
Complaint Information						
Provider No Show	223	102	130	88	29	320
Provider Timeliness	106	40	53	66	9	159
Provider Service Quality	2	1	9	5	2	15
Driver Behavior	36	16	28	13	6	57
Internal Complaint	11	11	23	31	10	65
Miscellaneous Complaint	10	1	0	0	0	1
Total Complaints	388	171	243	203	56	617
Complaint Percentage	1.21%	0.49%	0.70%	0.52%	0.43%	0.57%

Please note: Due to changes in our Quality Management (QM) reporting platform the monthly and/or quarterly complaint totals shown for January 2008 thru May 2008 may not match the monthly reports provided by our QM Department. The data provided by the QM Department during this period supersede the data herein. Starting June 2008 the data will be equivalent.

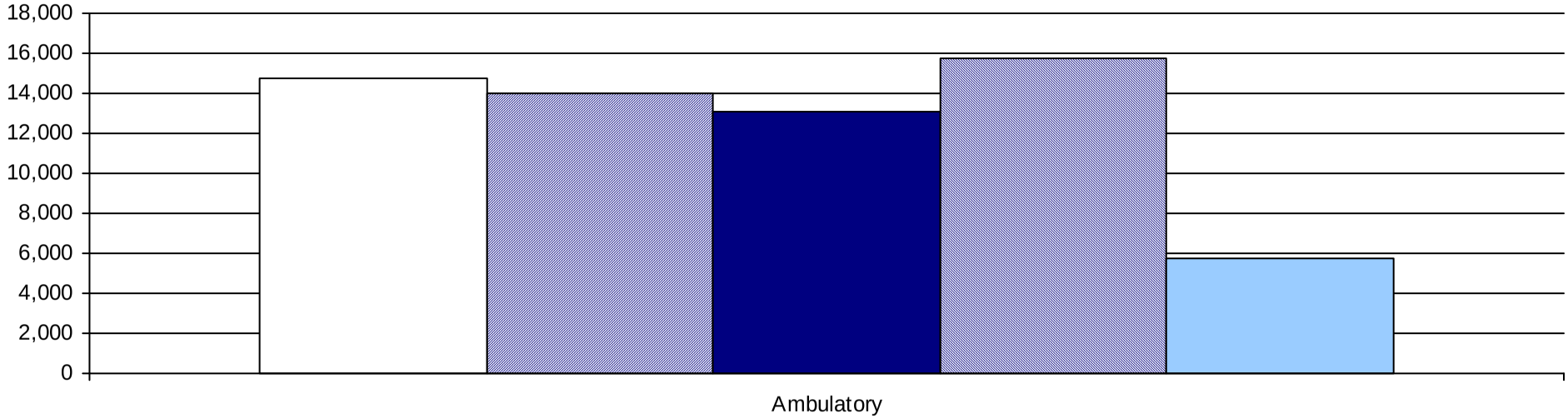
Completed Trip Legs by Vehicle Type

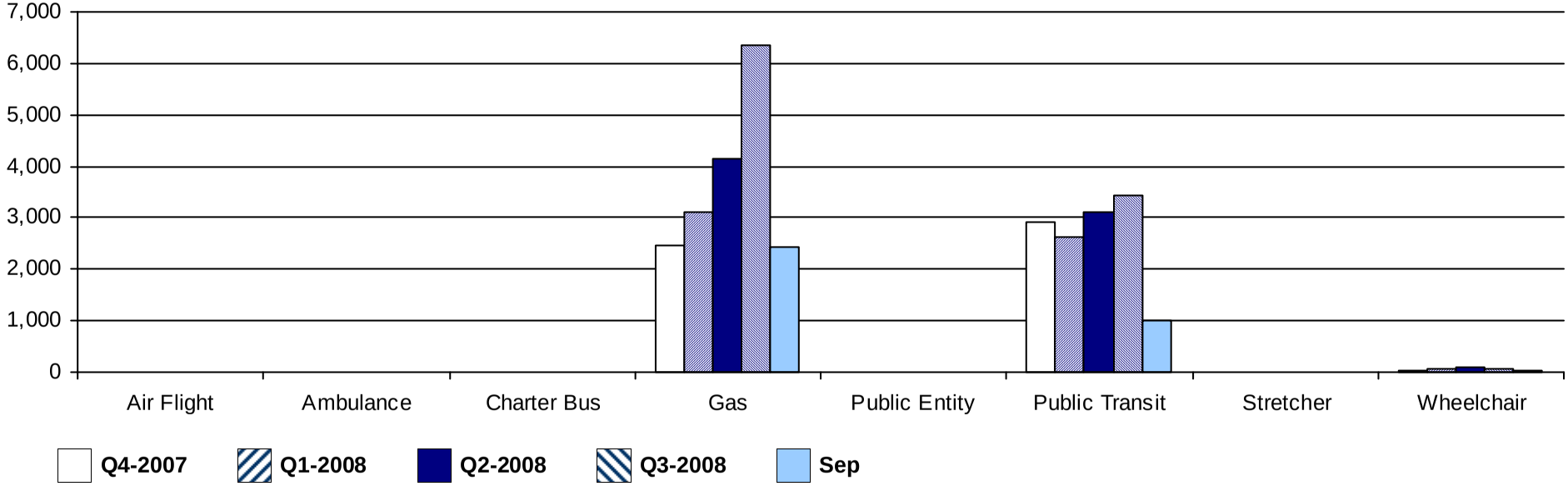
Vehicle Type	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD Total
Air Flight	0	0	0	0	0	0
Ambulance	2	2	0	0	0	2
Ambulatory	14,764	13,990	13,063	15,773	5,783	42,826
Charter Bus	0	0	0	0	0	0
Gas	2,456	3,104	4,162	6,346	2,418	13,612
Public Entity	0	0	0	0	0	0
Public Transit	2,910	2,621	3,118	3,424	996	9,163
Stretcher	2	0	0	0	0	0
Wheelchair	40	71	85	59	17	215
All Vehicles	**20,174**	**19,788**	**20,428**	**25,602**	**9,214**	**65,818**

Completed Trip Legs by Vehicle Type (Percent)

Vehicle Type	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD Total
Air Flight	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ambulance	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%
Ambulatory	73.18%	70.70%	63.95%	61.61%	62.76%	65.07%
Charter Bus	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gas	12.17%	15.69%	20.37%	24.79%	26.24%	20.68%
Public Entity	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Public Transit	14.42%	13.25%	15.26%	13.37%	10.81%	13.92%
Stretcher	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%
Wheelchair	0.20%	0.36%	0.42%	0.23%	0.18%	0.33%
All Vehicles	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

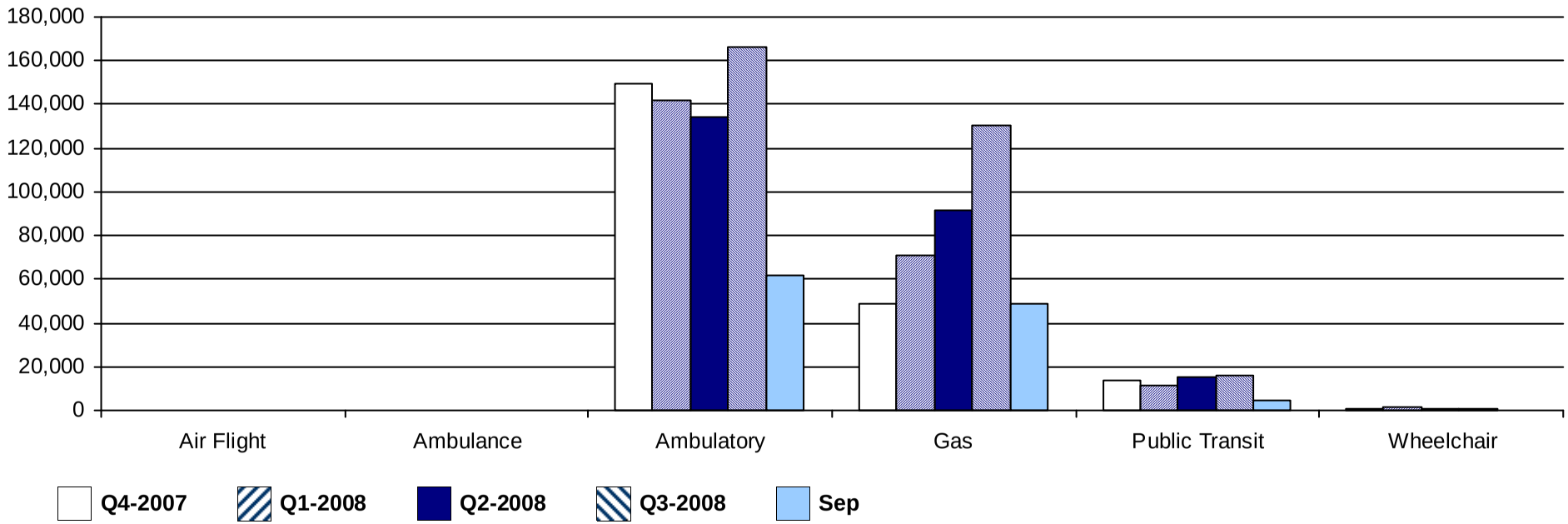
Completed Trip Legs by Vehicle Type





Total Miles by Vehicle Type for Completed Trips

Vehicle Type	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD Avg
Air Flight	0	0	0	0	0	0
Ambulance	10	113	0	0	0	113
Ambulatory	149,827	142,197	134,036	166,583	61,553	442,816
Charter Bus	0	0	0	0	0	0
Gas	49,065	71,292	91,177	130,150	48,885	292,619
Public Entity	0	0	0	0	0	0
Public Transit	13,835	11,737	15,079	15,878	4,649	42,694
Stretcher	19	0	0	0	0	0
Wheelchair	485	1,434	1,116	829	202	3,379
All Vehicles	**213,241**	**226,773**	**241,409**	**313,440**	**115,289**	**781,622**

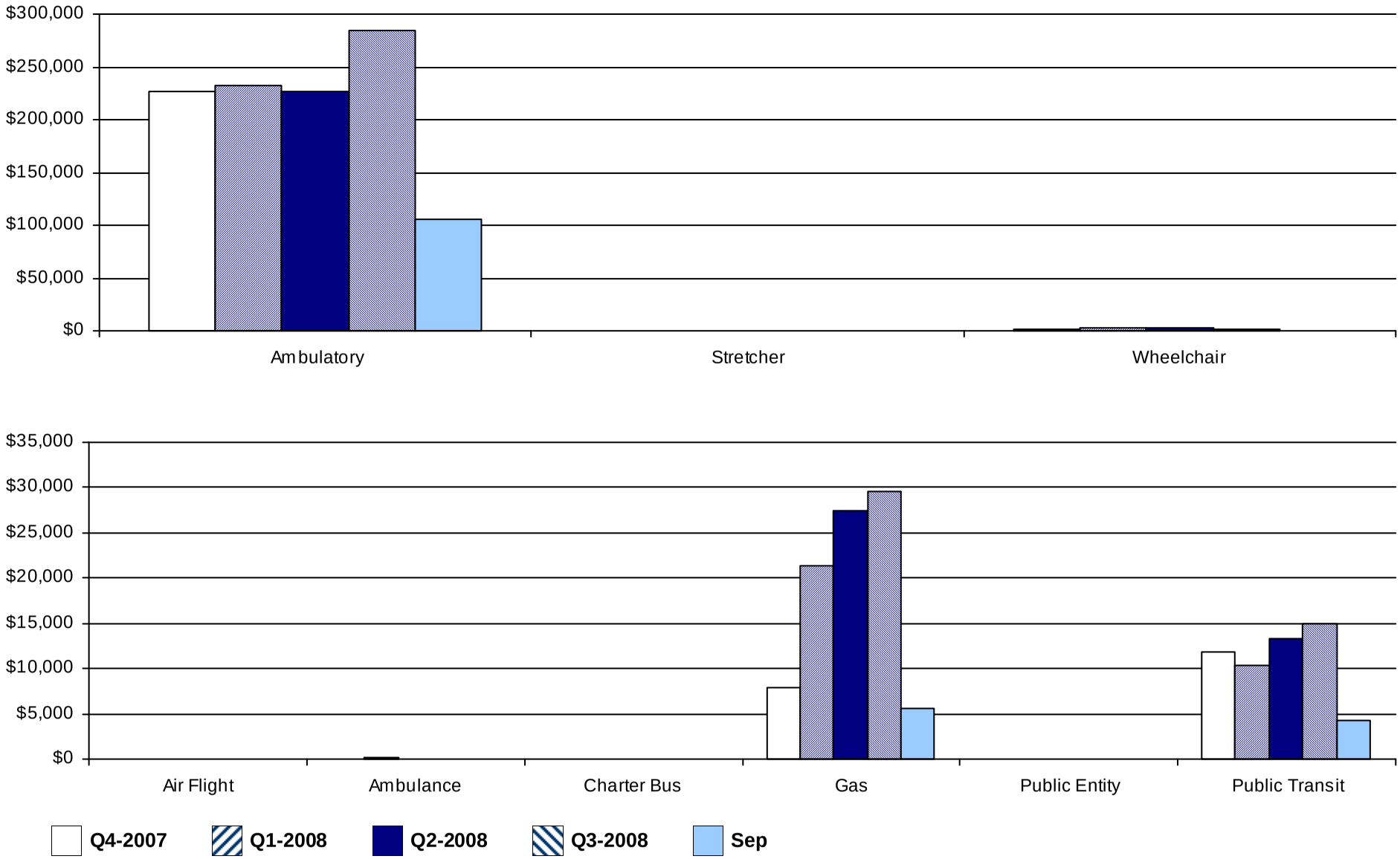


*Charter Bus, Public Entity, and Stretcher trips have been omitted from the chart due to their disproportionate distance as compared with other vehicle types.

Total Cost by Vehicle Type for Completed Trips

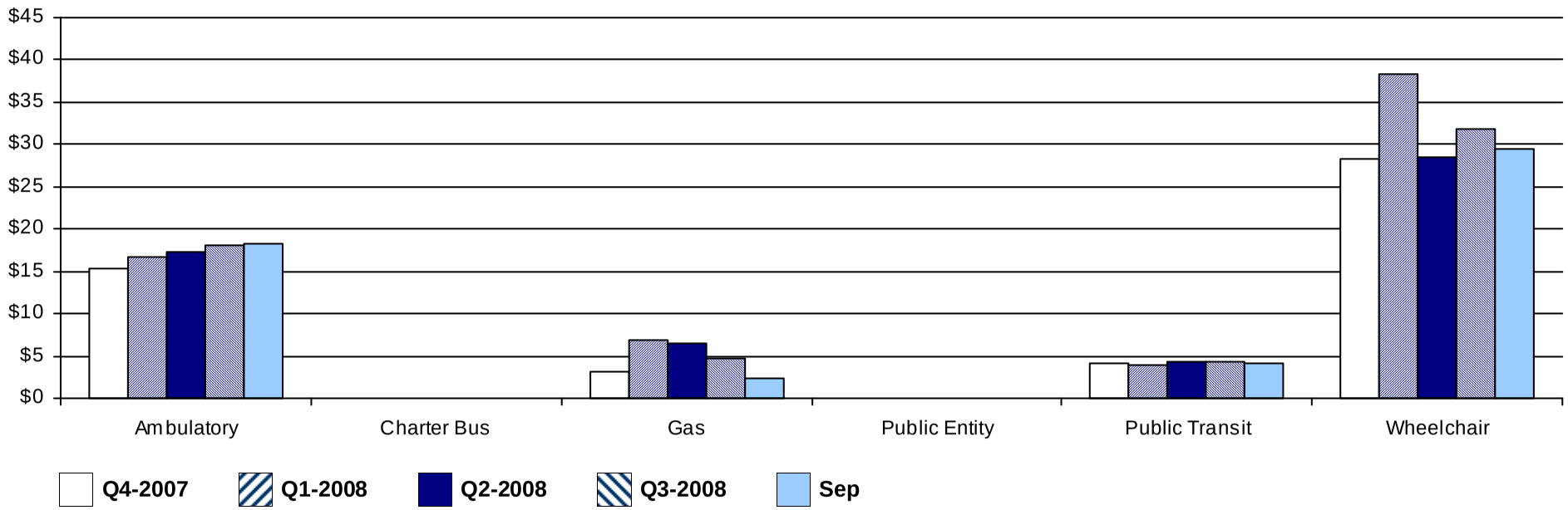
Vehicle Type	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD Total
Air Flight	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ambulance	$0.00	$103.52	$0.00	$0.00	$0.00	$103.52
Ambulatory	$227,433.15	$232,486.40	$226,133.36	$285,052.12	$105,130.27	$743,671.88
Charter Bus	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Gas	$7,916.23	$21,343.50	$27,384.48	$29,499.54	$5,589.90	$78,227.52
Public Entity	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Public Transit	$11,900.50	$10,388.50	$13,264.50	$14,887.00	$4,204.50	$38,540.00
Stretcher	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Wheelchair	$1,129.64	$2,726.94	$2,422.39	$1,882.25	$502.16	$7,031.58
All Vehicles	**$248,379.52**	**$267,048.86**	**$269,204.73**	**$331,320.91**	**$115,426.83**	**$867,574.50**

Total Cost by Vehicle Type for Completed Trips



Average Completed Trip Leg Cost by Vehicle Type

Vehicle Type	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD Avg
Air Flight	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Ambulance	$0.00	$51.76	$0.00	$0.00	$0.00	$51.76
Ambulatory	$15.40	$16.62	$17.31	$18.07	$18.18	$17.36
Charter Bus	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Gas	$3.22	$6.88	$6.58	$4.65	$2.31	$5.75
Public Entity	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Public Transit	$4.09	$3.96	$4.25	$4.35	$4.22	$4.21
Stretcher	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Wheelchair	$28.24	$38.41	$28.50	$31.90	$29.54	$32.71
All Vehicles	**$12.31**	**$13.50**	**$13.18**	**$12.94**	**$12.53**	**$13.18**



*Air Flight, Ambulance, and Stretcher trips have been omitted from the chart due to their disproportionate cost as compared with other vehicle types.

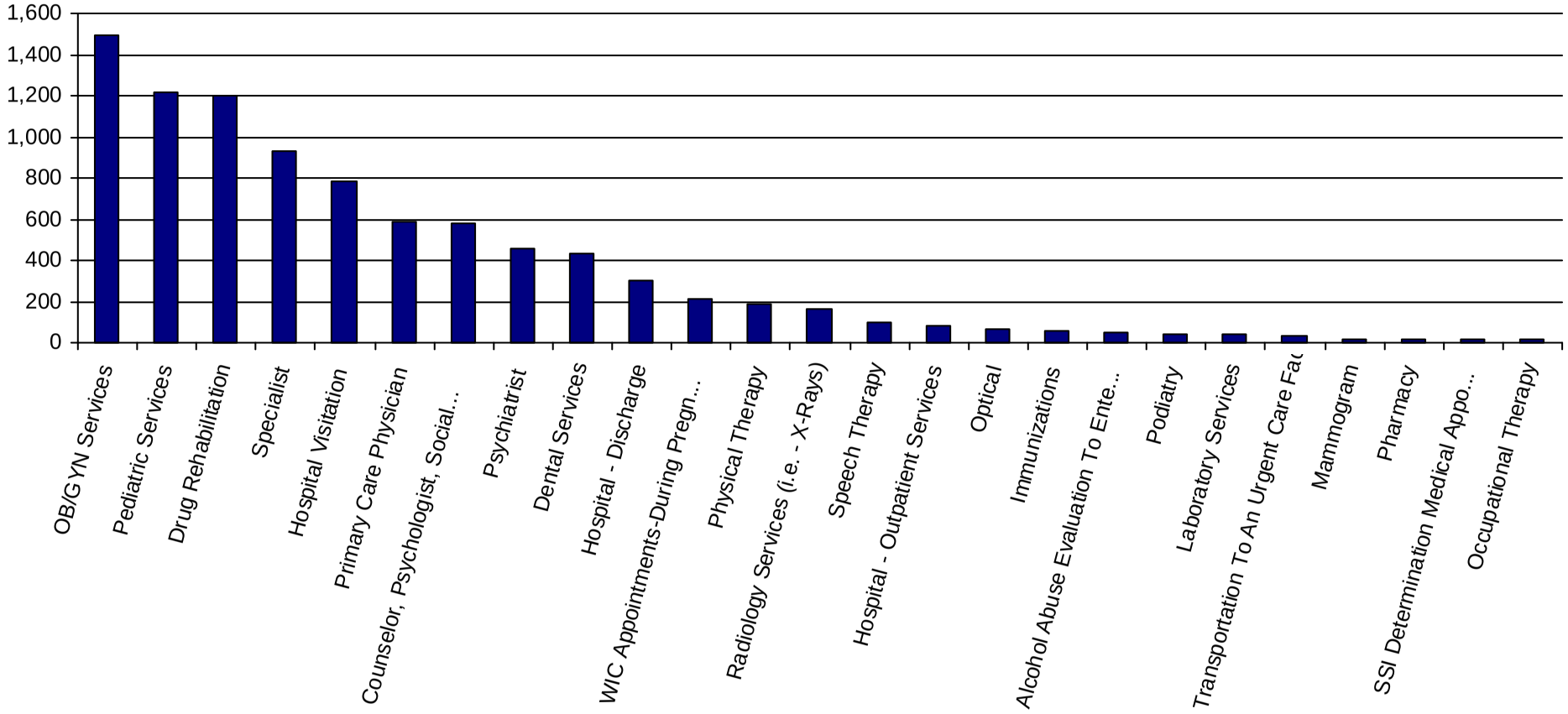
Completed Trip Legs by Trip Reason Code

Reason Code		Trip Legs	Percent of All	Total Miles	Average Miles
40	OB/GYN Services	1,492	16.19%	14,090	9.44
48	Pediatric Services	1,213	13.16%	9,888	8.15
53	Drug Rehabilitation	1,197	12.99%	14,193	11.86
68	Specialist	928	10.07%	14,296	15.40
36	Hospital Visitation	787	8.54%	18,542	23.56
23	Primary Care Physician	586	6.36%	6,089	10.39
29	Counselor, Psychologist, Social Worker	578	6.27%	8,151	14.10
28	Psychiatrist	458	4.97%	6,579	14.36
3	Dental Services	431	4.68%	6,238	14.47
10	Hospital - Discharge	302	3.28%	2,150	7.12
99	WIC Appointments-During Pregnancy	215	2.33%	1,539	7.16
22	Physical Therapy	184	2.00%	2,505	13.61
42	Radiology Services (i.e. - X-Rays)	167	1.81%	2,221	13.30
94	Speech Therapy	102	1.11%	1,757	17.23
12	Hospital - Outpatient Services	80	0.87%	1,384	17.30
17	Optical	65	0.71%	540	8.31
13	Immunizations	54	0.59%	626	11.59
1	Alcohol Abuse Evaluation To Enter Treatment	52	0.56%	81	1.55
24	Podiatry	40	0.43%	607	15.18
14	Laboratory Services	39	0.42%	346	8.87
60	Transportation To An Urgent Care Facility	31	0.34%	494	15.94
38	Mammogram	20	0.22%	148	7.39
21	Pharmacy	19	0.21%	122	6.41

Completed Trip Legs by Trip Reason Code

Reason Code		Trip Legs	Percent of All	Total Miles	Average Miles
96	SSI Determination Medical Appointments	18	0.20%	229	12.74
15	Occupational Therapy	17	0.18%	306	18.02
70	Education/Outreach Programs	15	0.16%	169	11.27
9	Hospital - Inpatient Services/Admission	12	0.13%	179	14.91
34	Chemotherapy	12	0.13%	84	6.97
47	Vision/Hearing Screenings	12	0.13%	164	13.69
56	Lamaze Classes (Or Similar Birthing Class)	12	0.13%	201	16.77
61	Transportation From An Urgent Care Facility	11	0.12%	133	12.06
20	Pain Management	11	0.12%	238	21.59
43	Transplant Services	10	0.11%	554	55.36
33	Diabetic Supplies And Education	6	0.07%	58	9.72
58	Ophthalmologist	6	0.07%	62	10.26
72	Emergency Room-From	5	0.05%	24	4.78
41	Radiation Treatments	4	0.04%	35	8.75
27	Prosthetic	4	0.04%	94	23.57
8	Hearing Aids	4	0.04%	42	10.51
4	Dialysis	4	0.04%	14	3.51
66	Weight Control Programs	4	0.04%	51	12.75
25	Prenatal Services	2	0.02%	3	1.34
6	Durable Medical Equipment	2	0.02%	25	12.43
81	Alcohol Rehabilitation	2	0.02%	25	12.28
5	Drug Abuse Evaluation To Enter Treatment	1	0.01%	16	15.61
Total		**9,214**	**100.00%**	**115,289**	**12.51**

Completed Trip Legs by Trip Reason Code (Most Costly)



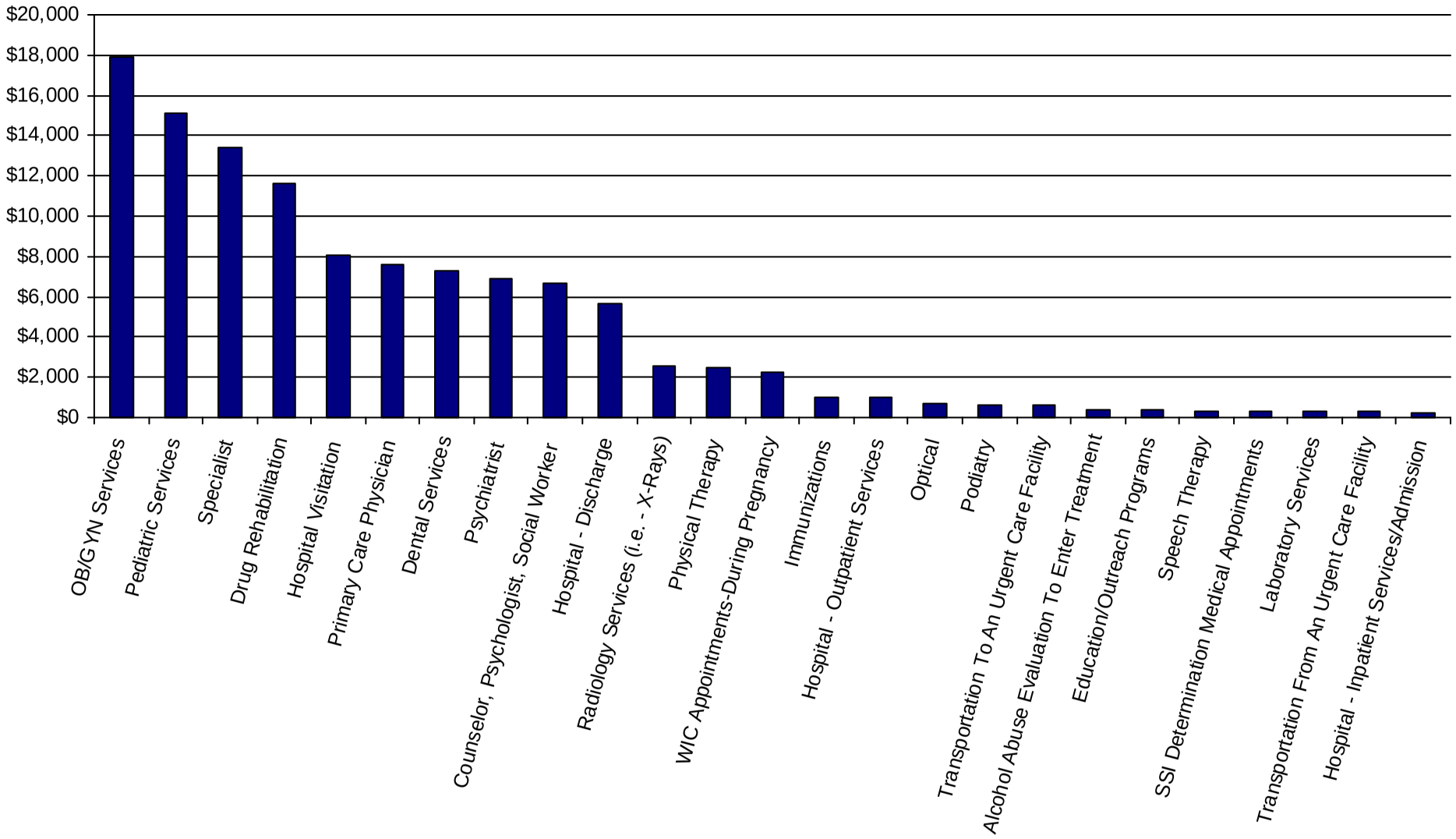
Total Cost by Trip Reason Code for Completed Trips

Reason Code		Total Cost	Per Leg Cost	Percent of All
40	OB/GYN Services	$17,881.74	$11.99	15.49%
48	Pediatric Services	$15,130.91	$12.47	13.11%
68	Specialist	$13,396.91	$14.44	11.61%
53	Drug Rehabilitation	$11,617.49	$9.71	10.06%
36	Hospital Visitation	$8,099.34	$10.29	7.02%
23	Primary Care Physician	$7,581.51	$12.94	6.57%
3	Dental Services	$7,272.85	$16.87	6.30%
28	Psychiatrist	$6,901.20	$15.07	5.98%
29	Counselor, Psychologist, Social Worker	$6,675.71	$11.55	5.78%
10	Hospital - Discharge	$5,670.30	$18.78	4.91%
42	Radiology Services (i.e. - X-Rays)	$2,591.49	$15.52	2.25%
22	Physical Therapy	$2,453.16	$13.33	2.13%
99	WIC Appointments-During Pregnancy	$2,210.59	$10.28	1.92%
13	Immunizations	$988.68	$18.31	0.86%
12	Hospital - Outpatient Services	$969.19	$12.11	0.84%
17	Optical	$728.70	$11.21	0.63%
24	Podiatry	$628.62	$15.72	0.54%
60	Transportation To An Urgent Care Facility	$603.46	$19.47	0.52%
1	Alcohol Abuse Evaluation To Enter Treatment	$416.00	$8.00	0.36%
70	Education/Outreach Programs	$370.77	$24.72	0.32%
94	Speech Therapy	$337.86	$3.31	0.29%
96	SSI Determination Medical Appointments	$325.76	$18.10	0.28%
14	Laboratory Services	$302.02	$7.74	0.26%
61	Transportation From An Urgent Care Facility	$283.73	$25.79	0.25%
9	Hospital - Inpatient Services/Admission	$268.07	$22.34	0.23%

Total Cost by Trip Reason Code for Completed Trips

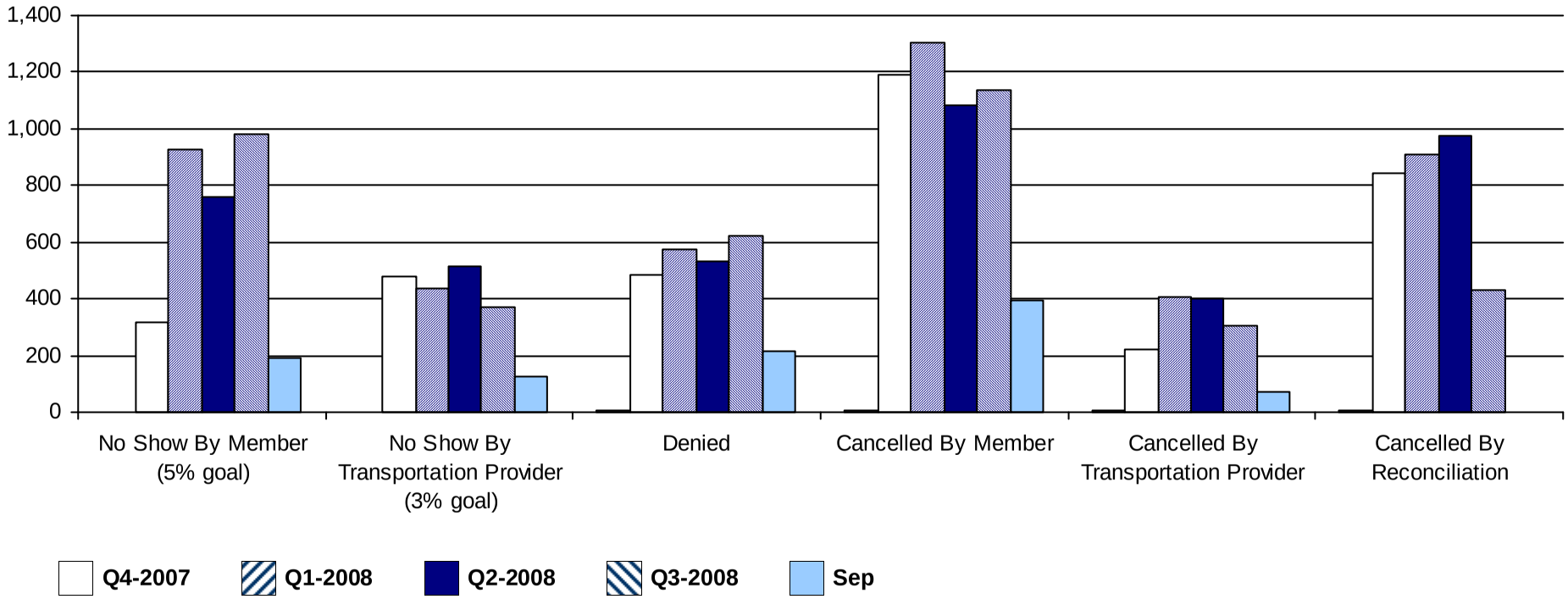
Reason Code		Total Cost	Per Leg Cost	Percent of All
38	Mammogram	$227.72	$11.39	0.20%
27	Prosthetic	$166.90	$41.73	0.14%
15	Occupational Therapy	$164.71	$9.69	0.14%
20	Pain Management	$163.92	$14.90	0.14%
47	Vision/Hearing Screenings	$157.23	$13.10	0.14%
21	Pharmacy	$154.64	$8.14	0.13%
34	Chemotherapy	$137.18	$11.43	0.12%
56	Lamaze Classes (Or Similar Birthing Class)	$108.34	$9.03	0.09%
58	Ophthalmologist	$76.48	$12.75	0.07%
72	Emergency Room-From	$70.30	$14.06	0.06%
6	Durable Medical Equipment	$69.32	$34.66	0.06%
41	Radiation Treatments	$55.04	$13.76	0.05%
4	Dialysis	$39.00	$9.75	0.03%
33	Diabetic Supplies And Education	$35.50	$5.92	0.03%
81	Alcohol Rehabilitation	$34.06	$17.03	0.03%
5	Drug Abuse Evaluation To Enter Treatment	$33.75	$33.75	0.03%
8	Hearing Aids	$17.68	$4.42	0.02%
25	Prenatal Services	$9.00	$4.50	0.01%
43	Transplant Services	$0.00	$0.00	0.00%
66	Weight Control Programs	$0.00	$0.00	0.00%
Total		**$115,426.83**	**$12.53**	**100.00%**

Total Cost by Trip Reason Code for Completed Trips (Most Costly)



Incomplete Reservations

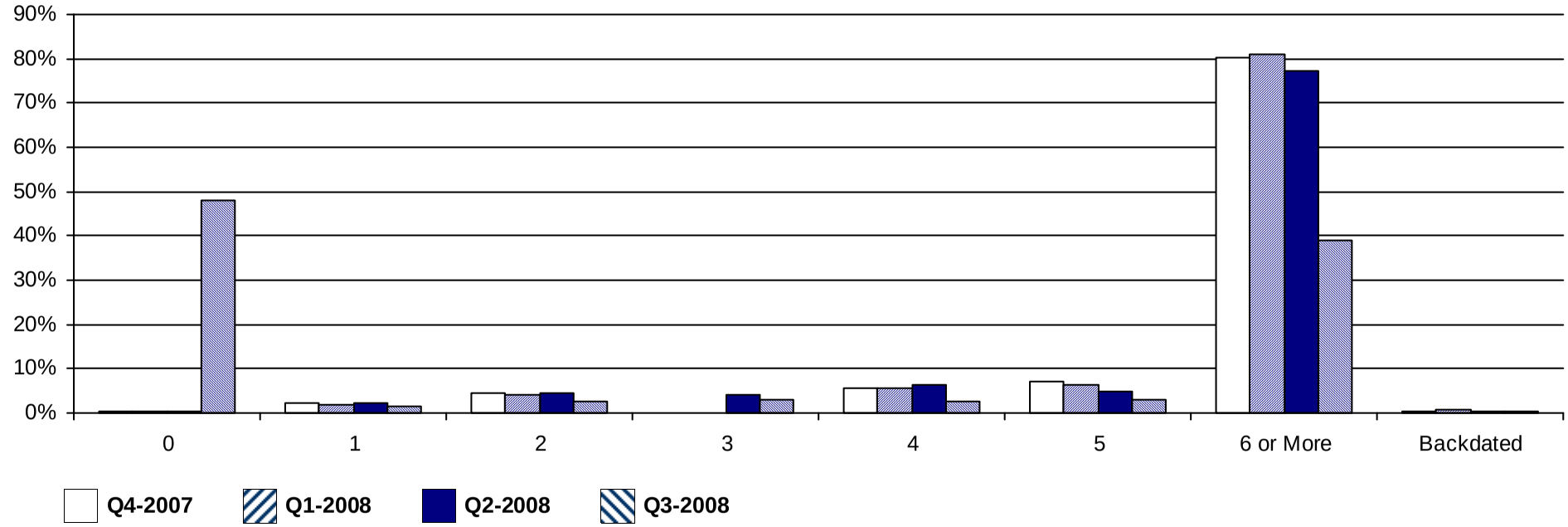
Reason	Q4-2007	Q1-2008	Q2-2008	Q3-2008	Sep	2008 YTD
No Show By Member (5% goal)	317	925	760	983	194	2,668
No Show By Transportation Provider (3% goal)	481	436	516	368	124	1,320
Denied	483	574	534	620	214	1,728
Cancelled By Member	1,189	1,305	1,080	1,138	394	3,523
Cancelled By Transportation Provider	224	406	402	303	74	1,111
Cancelled By Reconciliation	846	907	974	431	0	2,312
Other	2,762	3,404	3,269	3,158	1,073	9,831
Total	**6,302**	**7,957**	**7,535**	**7,001**	**2,073**	**22,493**



Days of Notice for Completed Reservations

Notice	Ambulance	Public Transit	Ambulatory	Charter Bus	Wheelchair	Stretcher	Total	Percent	Gas
0	0	0	565	0	0	0	565	15.13%	226
1	0	9	344	0	0	0	353	9.45%	80
2	0	28	181	0	0	0	209	5.60%	38
3	0	28	212	0	1	0	241	6.45%	33
4	0	22	191	0	0	0	213	5.70%	40
5	0	31	213	0	2	0	246	6.59%	31
6 or More	0	382	1,519	0	6	0	1,907	51.07%	777
Backdated	0	0	0	0	0	0	0	0.00%	14
Total Trips	**0**	**500**	**3,225**	**0**	**9**	**0**	**3,734**	**100.00%**	**1,239**

*This report excludes Air Flight and Public Entity trips. Percentage also excludes gas trips.

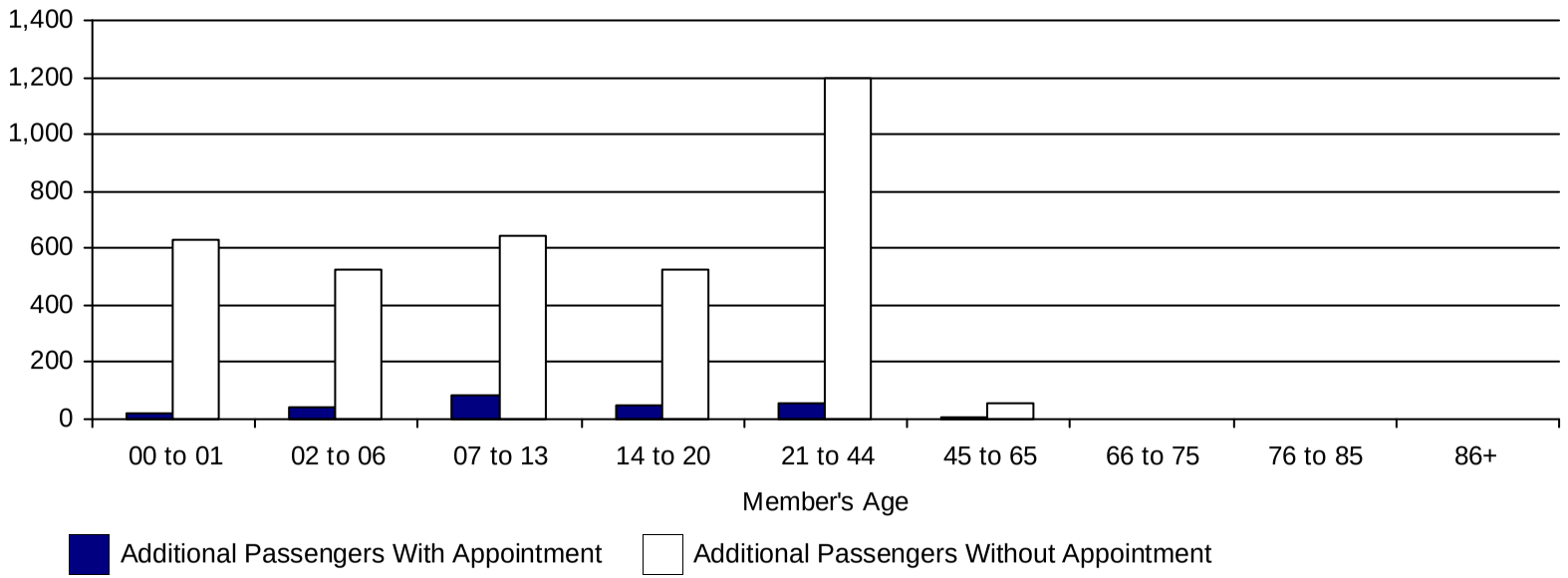


*This chart excludes Gas trips.

Additional Passengers for Completed Reservations

Member's Age	Total Reservations	Additional Passengers w/ Appointment	Additional Passengers w/o Appointment	Total People Transported
00 to 01	714	24	630	1,368
02 to 06	509	44	527	1,080
07 to 13	636	83	643	1,362
14 to 20	714	48	528	1,290
21 to 44	2,254	54	1,194	3,502
45 to 65	146	5	59	210
66 to 75	0	0	0	0
76 to 85	0	0	0	0
86+	0	0	0	0
Total	**4,973**	**258**	**3,581**	**8,812**

*Some reservations have been omitted for lack of member age information.



Transportation Provider Information

Transportation Provider	Minority Owned	Woman Owned	Ambulatory Legs	% of All Ambulatory	Wheelchair Legs	% of All Wheelchair	Member No Shows	Provider No Shows
Transportation Provider 12	No	No	337	5.83%	0	0.00%	0.00%	0.87%
Transportation Provider 13	No	No	9	0.16%	0	0.00%	0.00%	0.00%
Transportation Provider 15	No	No	119	2.06%	0	0.00%	0.00%	1.63%
Transportation Provider 16	No	No	0	0.00%	6	35.29%	0.00%	0.00%
Transportation Provider 2	No	No	275	4.76%	6	35.29%	1.33%	2.66%
Transportation Provider 20	No	No	86	1.49%	0	0.00%	4.72%	5.66%
Transportation Provider 21	No	No	0	0.00%	2	11.76%	0.00%	0.00%
Transportation Provider 22	No	No	2	0.03%	0	0.00%	0.00%	0.00%
Transportation Provider 28	No	No	66	1.14%	0	0.00%	0.00%	2.86%
Transportation Provider 3	No	No	1,201	20.77%	0	0.00%	2.16%	0.48%
Transportation Provider 31	No	No	188	3.25%	3	17.65%	15.02%	0.37%
Transportation Provider 32	No	No	3	0.05%	0	0.00%	0.00%	0.00%
Transportation Provider 37	No	No	452	7.82%	0	0.00%	1.05%	1.69%
Transportation Provider 4	No	No	37	0.64%	0	0.00%	4.88%	0.00%
Transportation Provider 43	No	No	179	3.10%	0	0.00%	12.45%	1.66%
Transportation Provider 45	No	No	2	0.03%	0	0.00%	0.00%	33.33%
Transportation Provider 46	No	No	89	1.54%	0	0.00%	2.11%	1.05%
Transportation Provider 47	No	No	140	2.42%	0	0.00%	2.63%	1.32%
Transportation Provider 48	No	No	16	0.28%	0	0.00%	0.00%	0.00%
Transportation Provider 49	No	No	511	8.84%	0	0.00%	5.39%	1.39%
Transportation Provider 5	No	No	2,003	34.64%	0	0.00%	1.67%	3.25%
Transportation Provider 7	No	No	32	0.55%	0	0.00%	0.00%	2.94%
Transportation Provider 9	No	No	36	0.62%	0	0.00%	2.63%	0.00%
Total			**5,783**	**100.00%**	**17**	**100.00%**	**2.98%**	**1.96%**

Pick Up and Drop Off Counties for Completed Reservations

Pick Up Counties

ST	County	Reservations
MO	Camden	1
SS	Big Town	2
SS	East Town	25
SS	Eastland	148
SS	Happyville	52
SS	Lake Town	2,137
SS	Little Place	367
SS	Metropolis	127
SS	Middle Town	1
SS	New Town	1,938
SS	North City	1
SS	Olde Town	1
SS	River's Edge	106
SS	Saint Town	39
SS	South City	1
SS	West Town	27
Total Reservations		**4,973**

Drop Off Counties

ST	County	Reservations
NS	River City	1
SS	Big County	1
SS	Big Town	4
SS	East Town	7
SS	Eastland	31
SS	Happy Town	2
SS	Happyville	3
SS	Lake Town	2,399
SS	Little Place	210
SS	Little Town	1
SS	Metropolis	44
SS	Middleville	1
SS	New Town	2,173
SS	North City	9
SS	Olde Town	1
SS	River's Edge	30
SS	Rural County	14
SS	Saint Town	26
SS	South City	4
SS	West Town	12
Total Reservations		**4,973**

Top 5 Pick Up and Drop Off Locations for Completed Reservations

Pick Up Location: SS, Lake Town

Total Reservations: 2,137

Dropped Off At	Reservations
- SS, Lake Town	1515
- SS, New Town	607
- SS, Little Place	7
- SS, Eastland	4
- SS, West Town	1
- SS, Saint Town	1
- SS, East Town	1
- SS, Happyville	1

Pick Up Location: SS, New Town

Total Reservations: 1,938

Dropped Off At	Reservations
- SS, New Town	1142
- SS, Lake Town	754
- SS, Little Place	36
- SS, Eastland	4
- SS, River's Edge	2

Pick Up Location: SS, Little Place

Total Reservations: 367

Dropped Off At	Reservations
- SS, New Town	223
- SS, Little Place	113

Drop Off Location: SS, Lake Town

Total Reservations: 2,399

Picked Up From	Reservations
- SS, Lake Town	1,515
- SS, New Town	754
- SS, Eastland	53
- SS, Little Place	25
- SS, Happyville	21
- SS, West Town	8
- SS, Metropolis	7
- SS, River's Edge	7
- SS, Saint Town	5
- SS, East Town	3
- SS, Olde Town	1

Drop Off Location: SS, New Town

Total Reservations: 2,173

Picked Up From	Reservations
- SS, New Town	1,142
- SS, Lake Town	607
- SS, Little Place	223
- SS, Metropolis	74
- SS, Eastland	71
- SS, River's Edge	38
- SS, Saint Town	9
- SS, East Town	4

Top 5 Pick Up and Drop Off Locations for Completed Reservations

- SS, Lake Town	25
- SS, River's Edge	5
- SS, East Town	1

Pick Up Location: SS, Eastland

Total Reservations: 148

Dropped Off At	Reservations
- SS, New Town	71
- SS, Lake Town	53
- SS, Eastland	16
- SS, Saint Town	5
- SS, Metropolis	1
- SS, Olde Town	1
- SS, Little Place	1

Pick Up Location: SS, Metropolis

Total Reservations: 127

Dropped Off At	Reservations
- SS, New Town	74
- SS, Metropolis	41
- SS, Lake Town	7
- SS, Happy Town	2
- SS, North City	1
- SS, Big County	1
- NS, River City	1

- SS, West Town	3
- SS, Happyville	1
- SS, South City	1

Drop Off Location: SS, Little Place

Total Reservations: 210

Picked Up From	Reservations
- SS, Little Place	113
- SS, River's Edge	38
- SS, New Town	36
- SS, East Town	13
- SS, Lake Town	7
- SS, Happyville	1
- SS, Eastland	1
- SS, Saint Town	1

Drop Off Location: SS, Metropolis

Total Reservations: 44

Picked Up From	Reservations
- SS, Metropolis	41
- SS, West Town	2
- SS, Eastland	1

Drop Off Location: SS, Eastland

Total Reservations: 31

Picked Up From	Reservations

Top 5 Pick Up and Drop Off Locations for Completed Reservations

- SS, Eastland	16
- SS, Saint Town	5
- SS, New Town	4
- SS, Lake Town	4
- SS, West Town	2

Satisfaction Survey Results

Phone Service Benchmark: 95% **Transportation Provider Service Benchmark: 92%**

Current Month 9-2008	Completed: 187	Refused: 54	Unavailable: 93	Unaccounted: 0

Questions Regarding Phone Service	Yes	No
All Questions	**97.68%**	
Was your call answered promptly?	179	8
Was the operator helpful?	187	0
Did they state the name of your health plan when they answered?	179	8
Was your trip scheduled while you were on the phone?	187	0
Did the operator remind you to be ready an hour before your appointment?	179	8
Did the operator explain how to change or cancel your trip?	185	2

Questions Regarding Transportation Provider	Yes	No
All Questions	**96.52%**	
Was the driver's conduct professional and courteous?	181	6
Did the driver have identification?	179	8
Did you arrive to your appointment on time?	179	8
For your return ride, did the driver pick you up within 1 hour?	180	7
Was the vehicle clean?	179	8
Did the vehicle have working seat belts?	185	2

Previous Quarter: Q2-2008	Completed: 652

Questions Regarding Phone Service	Yes
Responses	97.90%

Questions Regarding Transportation Provider	Yes
Responses	98.26%

Year-To-Date: 2008	Completed: 1,839

Questions Regarding Phone Service	Yes
Responses	97.31%

Questions Regarding Transportation Provider	Yes
Responses	97.53%

Sample Complaint Form
mm/yr

Last Name	First Name	MMEDC#	Appt Date	Appt Time	Comment Date	Comment	Transportation Provider Name	Resolution	Date of Resolution	Transportation Provider Education	Mgr. Review
DOE	JANE	ABC	20041214	1300	20041215	THE TRANSPORTATION PROVIDER ARRIVED LATE FOR PICK UP.	XYZ TAXI COMPANY	THE TRANSPORTATION PROVIDER STATED THE MEMBER WAS DROPPED OFF AT THE APPOINTMENT ON TIME. THE TRANSPORTATION PROVIDER WAS UNABLE TO PROVIDE SUPPORTIVE DOCUMENTATION	20041217	THE TRANSPORTATION PROVIDER WAS EDUCATED TO CONTACT MTM AND THE MEMBER WHEN DELAYS OCCUR.	NAK
FLOWER	LAUREN	DEF	20041216	1430	20041220	THE MEMBER STATED THE DRIVER WAS TALKING ON THE CELL PHONE THE WHOLE RIDE. SHE ALSO SAID THE DRIVER WAS SMOKING IN THE VEHICLE.	UVW CAB COMPANY	THE TRANSPORTATION PROVIDER STATED THE DRIVER WAS EDUCATED ABOUT SMOKING IN THE VEHICLE AND TALKING ON THEIR CELL PHONE.	20041227	THE TRANSPORTATION PROVIDER WAS EDUCATED TO PRACTICE SAFE DRIVING AND TO MAKE SURE NONE OF THEIR DRIVERS ARE SMOKING IN THE VEHICLES.	NAK
JOHNSON	DANIELLE	GHI	20041216	1430	20041220	THE MEMBER STATED THE DRIVER WAS USING FOUL LANGUAGE AND MAKING RUDE COMMENTS.	RST TAXI ENTERPRISE	THE TRANSPORTATION PROVIDER STATED THE DRIVER WAS EDUCATED ABOUT THEIR BEHAVIOR.	20041227	THE TRANSPORTATION PROVIDER WAS EDUCATED TO MAINTAIN A HIGHER LEVEL OF PROFESSIONALISM.	NAK
JONES	GEOFF	JKL	20041228	1400	20041229	THE TRANSPORTATION PROVIDER DID NOT ARRIVE FOR PICK UP. THE MEMBER HAD TO RESCHEDULE THE APPOINTMENT.	MNO TRANSPORTAION	THE TRANSPORTATION PROVIDER CONTACTED MTM, WHEN THE DRIVER ARRIVED, AND STATED THE MEMBER WAS NOT THERE.	20041230	THIS IS AN UNSUBSTANTIATED COMPLAINT AGAINST THE TRANSPORTATION PROVIDER. THE TRANSPORTATION PROVIDER WAS WITHIN MTM GUIDELINES.	NAK
ANDERSON	ALICE	MNO	20041220	1110	20041220	THE TRANSPORTATION PROVIDER ARRIVED LATE FOR PICK UP. THE MEMBER HAD TO RESCHEDULE THE APPOINTMENT.	TAXI CAB TRANSPORTATION	THE TRANSPORTATION PROVIDER STATED THE DRIVER ARRIVED ON TIME TO PICK UP THE MEMBER, BUT THE MEMBER CANCELLED THE TRANSPORTATION TO THE DRIVER.	20041221	THE TRANSPORTATION PROVIDER WAS EDUCATED TO CONTACT MTM WITH ANY MEMBER CANCELLATIONS.	NAK