

Complaints from:  
**HUSKY A,C D - Q1**

**Provider Access**

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<b>access</b>	<b>wheelchair</b>	<b>livery/taxi</b>	<b>ambulance</b>	<b>all other modes</b>	<b>Total</b>
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
<b>Total</b>	<b>34</b>	<b>564</b>	<b>6</b>	<b>23</b>	<b>627</b>
<b>Delayed access/ wait time</b>	<b>wheelchair</b>	<b>livery/taxi</b>	<b>ambulance</b>	<b>all other modes</b>	<b>Total</b>
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
<b>Total</b>	<b>15</b>	<b>347</b>	<b>10</b>	<b>0</b>	<b>372</b>
<b>Quality of Provider Services</b>	<b>wheelchair</b>	<b>livery/taxi</b>	<b>ambulance</b>	<b>all other modes</b>	<b>Total</b>
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
<b>Total</b>	<b>0</b>	<b>256</b>	<b>0</b>	<b>0</b>	<b>256</b>
<b>Quality of ASO Services</b>	<b>wheelchair</b>	<b>livery/taxi</b>	<b>ambulance</b>	<b>all other modes</b>	<b>Total</b>
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
<b>Total</b>	<b>0</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>31</b>
<b>Other</b>	<b>wheelchair</b>	<b>livery/taxi</b>	<b>ambulance</b>	<b>all other modes</b>	<b>Total</b>
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
<b>Total</b>	<b>8</b>	<b>28</b>	<b>0</b>	<b>4</b>	<b>40</b>