

Office of Medicaid Policy and Planning  
Non-Emergency Medical Transportation Reports

**Report Name:** Rides Received & Scheduled  
**Version:** 1.0  
**Report Code:** MO-RRS  
**Submission Date:** 4/15/2020  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(A)

| Experience Period >> 12/01/19 - 12/31/19 |               |               |
|--|---------------|---------------|
| Trip Status Count                        | Requests      | Scheduled     |
| Cancelled                                | 11062         | 21392         |
| PayDenied                                | 571           | 882           |
| Paid                                     | 27657         | 51550         |
| Paypending                               | 1             | 1             |
| Dispatched                               | 9008          | 15529         |
| Denied                                   | 23            | 32            |
| <b>Total</b>                             | <b>37,260</b> | <b>67,994</b> |

**Note: Data reflects the number of ride requests made and the number scheduled/assigned to a transportation provider. A request may result in multiple scheduled trips.**