



OUTSTANDING PROVIDER AWARD

PRESENTED TO

Coulee Region Taxi

For being an Outstanding Provider

June 2020

July 8, 2020

Kris Willey

Regional Director, Community Resources/Provider Relations

Provider Recognition (PROPS) Nomination Form

Provider Name:

Provider Location:

Facility Name, if applicable:

Reason for nomination (please provide a detailed narrative regarding why you feel this provider should receive recognition):

I wanted to mention that Coulee Region Taxi (CRT) went above and beyond for one of my members to provide transportation outside of their normal business hours. My member needed to get to a work meeting at 7am on a Sunday morning, which called for a 6:15am pick up. My member contacted this company as he does a lot of his own arrangements for transportation and was initially told they do not open until 7am on Sundays. I then called several other companies and was not able to find a provider that could accommodate this request.

CRT called my member back and notified him they found a driver that would be willing to start at 6am to accommodate his need. I called the provider to see if I needed to update an authorization due the timing and was told no. I also thanked them for going above and beyond to help my member out.

Name of person submitting nomination:

Department **Care Management Practice**

Office Locaton **LaCrosse**

Please submit the completed form to Tracy.Clements@inclusa.org.