

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

Broker Name: Southeastrans
Version: 2020.01
Report Name: Complaint Summary
Report Code: MO-CS
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 06/01/2020 - 06/30/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Accident (veh. only)	2	1	3
Call Center Issue	5	0	5
Dispatch Error	1	0	1
Driver Behavior	7	2	9
Driver Reckless	2	0	2
Gas Reimb Issue	0	1	1
Incident	1	2	3
Incident - Stretcher	1	0	1
Incident - W/C	2	0	2
Mbr Care Gatekeeper	1	0	1
Member Issue	9	0	9
Member No-Show	1	0	1
Prov Late - A Leg	5	0	5
Prov Late - B Leg	1	0	1
Prov Late Sendback	1	0	1
Prov No-Show A leg	3	0	3
Provider Error	2	0	2
Rude Staff (non-CC)	1	0	1
	46	6	52

Note: Data includes complaints or concerns direct to FSSA and to Southeastrans. A contact may include 1 or more issues.

Experience Period >> 06/01/2020 - 06/30/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	4	0	4