

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 >> 03/01/2021 - 03/31/2021

| Complaint Type | To Appointment | From Appointment | Grand Total |
|----------------------|----------------|------------------|-------------|
| Call Center Issue | 1 | 2 | 3 |
| Dispatch Error | 1 | 0 | 1 |
| Driver Behavior | 12 | 1 | 13 |
| Driver Reckless | 2 | 1 | 3 |
| Driver too early | 1 | 1 | 2 |
| Hlthcare Prov. Issue | 1 | 0 | 1 |
| Incident | 3 | 0 | 3 |
| Incident - W/C | 2 | 1 | 3 |
| Incorrect Mobility | 1 | 0 | 1 |
| Manifest Issue | 1 | 0 | 1 |
| Mbr Care Gatekeeper | 1 | 0 | 1 |
| Member Issue | 19 | 0 | 19 |
| Member No-Show | 89 | 4 | 93 |
| Member not Ready | 6 | 0 | 6 |
| Post Trip Survey | 1 | 0 | 1 |
| Prov Late - A Leg | 4 | 0 | 4 |
| Prov Late - B Leg | 2 | 2 | 4 |
| Prov Late Sendback | 8 | 0 | 8 |
| Prov No-Show A leg | 18 | 0 | 18 |
| Prov No-Show B leg | 2 | 2 | 4 |
| SETI Staff | 1 | 1 | 2 |
| Too long on vehicle | 2 | 0 | 2 |
| Trip not assigned | 22 | 1 | 23 |
| Website Complaint | 2 | 0 | 2 |
| | 202 | 16 | 218 |

Experience Period >> 03/01/2021 - 03/31/2021

| Complaint Type | To Appointment | From Appointment | Grand Total |
|----------------|----------------|------------------|-------------|
| Compliment | 3 | 1 | 4 |

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