

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 >> 05/01/2021 - 05/31/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	1	2
Call Center Issue	5	0	5
Dispatch Error	4	0	4
Driver Behavior	10	1	11
Driver Reckless	3	2	5
Incident	1	0	1
Incident - W/C	1	0	1
Incorrect Mobility	1	0	1
Manifest Issue	2	0	2
Member Issue	21	1	22
Member No-Show	290	34	324
Member not Ready	2	0	2
Payment Issue	4	0	4
Prov Claims Dispute	0	1	1
Prov Late - A Leg	12	0	12
Prov Late - B Leg	3	3	6
Prov Late Sendback	23	1	24
Prov No-Show A leg	27	1	28
Prov No-Show B leg	3	1	4
Prov Rude to CC	1	0	1
Rude Staff (non-CC)	1	0	1
SETI Staff	1	0	1
Trip not assigned	6	1	7
Vehicle Condition	3	0	3
Vehicle Issue	1	0	1
	426	47	473

Experience Period >> 05/01/2021 - 05/31/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	11	0	11

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