

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

**MCE Name:** Southeastrans  
**Version:** 2020.01  
**Report Name:** Complaints and Appeals  
**Report Code:** MO-MCA1  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(E)

**Experience Period >>** 11/01/2020 - 11/30/2020

**COMPLAINTS**

| Item No. | Description  | Data Entry |
|----------|--|------------|
| 1        | Number of Complaints Received this Reporting Period  | 59         |
| 2        | Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period  | 59         |
| 3        | Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period   | 100.00%    |
| 4        | Number of Complaints Received in the Reporting Period that <b>Were</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt     | 59         |
| 5        | Number of Complaints Received in the Reporting Period that <b>Were Not</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt | 0          |
| 6        | Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt           | 100.00%    |

**APPEALS**

| Item No. | Complaint Category   | Data Entry |
|----------|--|------------|
| 1        | Number of Appeals Received this Reporting Period   | 0          |
| 2        | Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period                           | 0          |
| 3        | Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period                                  | #DIV/0!    |
| 4        | Number of Appeals Received in the Reporting Period that <b>Were</b> Investigated, Remediated, and Closed within 15     | 0          |
| 5        | Number of Appeals Received in the Reporting Period that <b>Were Not</b> Investigated, Remediated, and Closed within 15 | 0          |
| 6        | Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15           | #DIV/0!    |

Note: Data includes the number of complaints received during the reporting month.  
 One complaint may have one or more concerns.