

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: 12/16/19
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 08/01/19 - 08/31/19

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	0	2	2
Call Center Issue	1	0	1
Driver Behavior	8	3	11
Driver Reckless	3	0	3
Incident - W/C	2	1	3
Member Issue	22	2	24
Member No-Show	32	1	33
Payment Issue	1	0	1
Post Trip Survey	1	0	1
Prov Late - A Leg	5	0	5
Prov Late - B Leg	4	0	4
Prov Late Sendback	9	0	9
Prov No-Show A leg	17	1	18
Prov No-Show B leg	4	0	4
Prov Rude to CC	1	0	1
Provider Error	2	0	2
Rude Staff (non-CC)	2	0	2
Trip not assigned	15	0	15
Vehicle Condition	3	0	3
Website Complaint	2	0	2
	134	10	144

Experience Period >> 08/01/19 - 08/31/19

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	5	0	5

Note: Data includes complaints or concerns direct to FSSA and to Southeastrans.