

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: 7/15/2020
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 03/01/20 - 03/31/20

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Accident (veh. only)	1	0	1
Call Center Issue	2	0	2
Driver Behavior	11	3	14
Driver too early	1	0	1
Incident	3	0	3
Incident - W/C	1	0	1
Member Issue	9	0	9
Member not Ready	2	0	2
Payment Issue	1	0	1
Prov Late - A Leg	6	0	6
Prov Late - B Leg	1	1	2
Prov Late Sendback	2	0	2
Prov No-Show A leg	10	1	11
Prov No-Show B leg	3	2	5
Trip not assigned	1	0	1
Vehicle Dirty	1	0	1
Website Complaint	1	0	1
	57	7	64

Compliment **Experience Period >> 03/01/20 - 03/31/20**

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	8	0	8

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