

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 >> 10/01/2020 - 10/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Call Center Issue	2	0	2
Driver Behavior	12	1	13
Driver Reckless	1	0	1
Driver too early	1	0	1
Hlthcare Prov. Issue	1	0	1
Incident	3	1	4
Incident - W/C	2	0	2
Incorrect Mobility	1	0	1
Member Issue	13	2	15
Member No-Show	91	3	94
Member not Ready	3	0	3
Payment Issue	2	0	2
Prov Late - A Leg	3	0	3
Prov Late - B Leg	0	1	1
Prov Late Sendback	5	0	5
Prov No-Show A leg	16	0	16
Prov No-Show B leg	1	1	2
Provider Error	1	0	1
Rude Staff (non-CC)	2	0	2
Trip not assigned	9	0	9
Vehicle Condition	1	0	1
Vehicle Dirty	3	0	3
Vehicle Issue	1	0	1
Website Complaint	2	0	2
	176	9	185

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

Experience Period >> 10/01/2020 - 10/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	6	0	6