

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: 5/15/2020
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

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

Complaint Type	To Appointment	From Appointment	Grand Total
Call Center Issue	2	0	2
Driver Behavior	18	3	21
Driver Reckless	1	0	1
Incident	3	0	3
Incident - W/C	3	0	3
Manifest Issue	0	1	1
Member Issue	11	1	12
Member No-Show	7	0	7
Post Trip Survey	2	0	2
Prov Late - A Leg	12	1	13
Prov Late - B Leg	5	2	7
Prov Late Sendback	5	0	5
Prov No-Show A leg	19	1	20
Prov Rude to CC	2	0	2
Provider Error	2	0	2
Rude Staff (non-CC)	2	0	2
SETI Staff	2	0	2
Trip not assigned	7	0	7
Website Complaint	4	0	4
	107	9	116

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

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	14	0	14

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