

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: November 15, 2019
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 07/01/19 - 07/31/19

Complaint Type	To Appointment	From Appointment	Grand Total
Call Center Issue	3	1	4
Driver Behavior	12	1	13
Driver Reckless	1	1	2
Driver too early	1	0	1
Incident	1	0	1
Member Issue	16	0	16
Member No-Show	4	0	4
Prov Late - A Leg	7	0	7
Prov Late Sendback	6	0	6
Prov No-Show A leg	6	0	6
Prov No-Show B leg	3	0	3
Provider Error	2	0	2
Rude Staff (non-CC)	1	1	2
Too long on vehicle	1	0	1
Trip not assigned	12	0	12
Vehicle Condition	0	1	1
Vehicle Dirty	1	0	1
Website Complaint	1	0	1
	78	5	83

Experience Period >> 07/01/19 - 07/31/19

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	21	1	22

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