

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

**Report Name:** Complaint Summary  
**Version:** 1.0  
**Report Code:** MO-CS  
**Submission Date:** 6/15/2020  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(D) i-ii

**Experience Period >> 02/01/20 - 02/29/20**

Complaint Type	To Appointment	From Appointment	Grand Total
Accident (veh. only)	1	0	1
Call Center Issue	2	0	2
Dispatch Error	1	0	1
Driver Behavior	12	2	14
Driver Reckless	4	0	4
Hlthcare Prov. Issue	1	1	2
Incident	1	1	2
Member Issue	5	0	5
Member No-Show	5	0	5
Member not Ready	1	0	1
Prov Late - A Leg	7	0	7
Prov Late - B Leg	0	6	6
Prov Late Sendback	5	0	5
Prov No-Show A leg	17	0	17
Prov No-Show B leg	3	3	6
Prov Rude to CC	1	0	1
Provider Error	2	1	3
Rude Staff (non-CC)	0	1	1
SETI Staff	2	0	2
Trip not assigned	8	1	9
Vehicle Condition	1	0	1
Vehicle Issue	0	1	1
Website Complaint	3	1	4
	<b>82</b>	<b>18</b>	<b>100</b>

**Compliment** **Experience Period >> 02/01/20 - 02/29/20**

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

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