

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

MCE Name: Southeastrans
Version: 2020.01
Report Name: Complaints and Appeals
Report Code: MO-MCA1
Code Citation: IC 12-15-30.5-4 (a)(3)(E)

Experience Period >> 12/01/2020 - 12/31/2020

COMPLAINTS

Item No.	Description	Data Entry
1	Number of Complaints Received this Reporting Period	62
2	Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period	62
3	Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period	100.00%
4	Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt	62
5	Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt	0
6	Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt	100.00%

APPEALS

Item No.	Complaint Category	Data Entry
1	Number of Appeals Received this Reporting Period	0
2	Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period	0
3	Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period	#DIV/0!
4	Number of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15	0
5	Number of Appeals Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15	0
6	Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15	#DIV/0!

Note: Data includes the number of complaints received during the reporting month.
 One complaint may have one or more concerns.