

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 >> 12/01/2020 - 12/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	2	2	4
Call Center Issue	1	0	1
Dispatch Error	1	0	1
Driver Behavior	9	0	9
Driver Reckless	3	2	5
Incident	2	1	3
Incorrect Mobility	1	0	1
Manifest Issue	1	0	1
Member Issue	10	1	11
Member No-Show	107	3	110
Member not Ready	2	1	3
Prov Late - A Leg	3	0	3
Prov Late - B Leg	0	3	3
Prov Late Sendback	6	0	6
Prov No-Show A leg	11	0	11
Prov No-Show B leg	3	4	7
Provider Error	3	0	3
Rude Staff (non-CC)	2	0	2
SETI Staff	5	0	5
Trip not assigned	12	0	12
Website Complaint	2	1	3
	186	18	204

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

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

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