

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 >> 01/01/2021 - 01/31/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	1	2
Dispatch Error	1	1	2
Driver Behavior	14	5	19
Driver Reckless	3	0	3
Driver too early	1	0	1
Incident	2	1	3
Incident - W/C	1	0	1
Manifest Issue	0	1	1
Member Issue	15	0	15
Member No-Show	114	3	117
Member not Ready	1	0	1
Prov Late - A Leg	3	0	3
Prov Late - B Leg	2	1	3
Prov Late Sendback	7	0	7
Prov No-Show A leg	22	1	23
Prov No-Show B leg	3	2	5
Prov Rude to CC	1	0	1
Provider Error	1	0	1
SETI Staff	1	0	1
Trip not assigned	7	0	7
Vehicle Dirty	2	0	2
Vehicle Issue	2	0	2
Website Complaint	7	0	7
	211	16	227

Experience Period >> 01/01/2021 - 01/31/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	2	0	2

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