

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

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

**Experience Period >> 09/01/19 - 09/30/19**

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	2	0	2
Call Center Issue	4	0	4
Driver Behavior	9	4	13
Driver Reckless	1	0	1
Incident	2	0	2
Incident - W/C	3	0	3
Member Issue	15	1	16
Member No-Show	22	0	22
Prov Late - A Leg	7	2	9
Prov Late - B Leg	3	1	4
Prov Late Sendback	3	0	3
Prov No-Show A leg	18	1	19
Prov No-Show B leg	1	4	5
Prov No-Show C Leg	1	0	1
Prov Rude to CC	2	0	2
Provider Error	2	1	3
Rude Staff (non-CC)	8	1	9
SETI Staff	1	0	1
Trip not assigned	7	0	7
Vehicle Condition	0	1	1
Website Complaint	7	2	9
	<b>118</b>	<b>18</b>	<b>136</b>

**Experience Period >> 09/01/19 - 09/30/19**

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	5	0	5

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