

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: 8/15/19
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 04/01/19 - 4/30/19

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Accident (veh. only)	1	0	1
Call Center Issue	1	0	1
Driver Behavior	9	2	11
Driver Reckless	7	1	8
Driver too early	2	0	2
Incident	2	0	2
Incident - W/C	3	1	4
Manifest Issue	1	0	1
Member Issue	8	0	8
Member No-Show	2	0	2
Prov Late	17	5	22
Prov Late Sendback	9	1	10
Prov No-Show	28	3	31
Prov Rude to CC	1	0	1
Provider Error	0	2	2
Rude Staff (non-CC)	8	1	9
SETI Staff	3	0	3
Trip not assigned	13	0	13
Vehicle Condition	2	0	2
Vehicle Dirty	1	0	1
	119	16	135

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