

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

Report Name: Complaints and Appeals
Report Code: MO-MCA1
Submission Date: 4/30/19
Code Citation: IC 12-15-30.5-4 (a)(3)(E)

Experience Period >> 03/01/19 - 03/31/19

COMPLAINTS

Item No.	Description	Data Entry
1	Number of Complaints Received this Reporting Period	146
2	Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period	146
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	52
5	Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt	94
6	Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt	35.62%

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

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	0.00%
4	Number of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt	0
5	Number of Appeals Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt	0
6	Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt	0.00%

Note: Data reflects the number of appeals directed to the FSSA Office of Hearings and Appeals for a state fair hearing.