

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

**Report Name:** Complaint Summary  
**Version:** 1.0  
**Report Code:** MO-CS  
**Submission Date:** 9/15/2020  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(D) i-ii

**Experience Period >> 05/01/20 - 05/31/20**

Complaint Type	To Appointment	From Appointment	Grand Total
Accident (veh. only)	1	0	1
Driver Behavior	7	2	9
Incident	1	2	3
Incident - W/C	3	0	3
Member Issue	2	1	3
Member No-Show	1	0	1
Prov Late - A Leg	3	0	3
Prov Late Sendback	1	0	1
Prov No-Show A leg	2	0	2
Provider Error	1	0	1
Vehicle Condition	1	0	1
	<b>23</b>	<b>5</b>	<b>28</b>

**Compliment** **Experience Period >> 05/01/20 - 05/31/20**

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

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