

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

Report Name: Complaint Summary
Version: 1.0
Report Code: MO-CS
Submission Date: February 14, 2020
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 10/01/19 - 10/31/19

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	2	0	2
Accident (veh. only)	1	0	1
Call Center Issue	1	0	1
Driver Behavior	23	5	28
Driver Reckless	2	1	3
Driver too early	3	0	3
Incident	2	3	5
Incident - Stretcher	1	0	1
Member Issue	13	2	15
Member No-Show	12	0	12
Member not Ready	3	0	3
Payment Issue	1	0	1
Prov Late - A Leg	25	1	26
Prov Late - B Leg	4	2	6
Prov Late Sendback	5	0	5
Prov No-Show A leg	26	1	27
Prov No-Show B leg	1	3	4
Prov Rude to CC	2	1	3
Provider Error	3	0	3
Rude Staff (non-CC)	2	0	2
SETI Staff	1	0	1
Trip not assigned	7	1	8
Vehicle Condition	1	0	1
Vehicle Dirty	1	1	2
Vehicle Issue	1	0	1
Website Complaint	8	0	8
	151	21	172

Experience Period >> 10/01/19 - 10/31/19

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	16	0	16

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