

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

Broker Name: Southeastrans
Version: 2020.01
Report Name: Complaint Summary
Report Code: MO-CS
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 07/01/2020 - 07/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	2	3
Call Center Issue	1	1	2
Dispatch Error	1	0	1
Driver Behavior	15	2	17
Driver Reckless	3	0	3
Driver too early	2	0	2
Incident	1	0	1
Incident - Stretcher	1	0	1
Incident - W/C	2	1	3
Mbr Care Gatekeeper	1	0	1
Member Issue	12	0	12
Member No-Show	6	0	6
Member not Ready	1	0	1
Prov Late - A Leg	10	0	10
Prov Late Sendback	1	0	1
Prov No-Show A leg	4	0	4
Prov No-Show B leg	1	3	4
Prov Rude to CC	1	0	1
SETI Staff	1	0	1
Too long on vehicle	0	1	1
Trip not assigned	6	1	7
Vehicle Condition	1	0	1
Vehicle Dirty	1	0	1
Website Complaint	2	0	2
	75	11	86

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

Experience Period >> 07/01/2020 - 07/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	10	1	11