

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

**Report Name:** Complaint / Compliment Summary  
**Version:** 1.0  
**Report Code:** MO-CS  
**Submission Date:** 9/13/19  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(D) i-ii

**Experience Period >> 05/01/19 - 5/31/19**

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Call Center Issue	5	0	5
Dispatch Error	1	0	1
Driver Appearance	2	0	2
Driver Behavior	9	1	10
Driver Reckless	3	2	5
Hlthcare Prov. Issue	2	2	4
Incident - W/C	0	1	1
Member Issue	8	0	8
Member No-Show	1	0	1
Prov Late	15	4	19
Prov Late Sendback	8	0	8
Pro No Show	14	3	17
Prov Rude to CC	1	0	1
Provider Error	2	2	4
Rude Staff (non-CC)	6	0	6
SETI Staff	4	0	4
Trip not assigned	10	0	10
Vehicle Condition	4	0	4
Vehicle Dirty	2	0	2
Website Complaint	10	0	10
	<b>108</b>	<b>15</b>	<b>123</b>

**Experience Period >> 05/01/19 - 5/31/19**

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	7	0	7

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