

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 >> 11/01/2020 - 11/30/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Call Center Issue	4	0	4
Dispatch Error	1	0	1
Driver Appearance	1	0	1
Driver Behavior	5	2	7
Driver Reckless	3	0	3
Driver too early	1	0	1
Hlthcare Prov. Issue	1	0	1
Incident	1	2	3
Incorrect Mobility	1	0	1
Member Issue	19	0	19
Member No-Show	49	2	51
Member not Ready	3	0	3
Post Trip Survey	1	0	1
Prov Late - A Leg	3	0	3
Prov Late - B Leg	1	2	3
Prov Late Sendback	5	0	5
Prov No-Show A leg	7	1	8
Prov No-Show B leg	0	2	2
Provider Error	1	0	1
Rude Staff (non-CC)	1	0	1
SETI Staff	2	1	3
Trip not assigned	9	0	9
Website Complaint	1	0	1
	121	12	133

Experience Period >> 11/01/2020 - 11/30/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	3	0	3

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