

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 >> 30/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Call Center Issue	3	0	3
Dispatch Error	1	0	1
Driver Behavior	8	1	9
Driver Reckless	3	0	3
Hlthcare Prov. Issue	3	0	3
Incident	1	1	2
Incident - W/C	2	0	2
Incorrect Mobility	2	0	2
Mbr Care Gatekeeper	2	0	2
Member Issue	16	1	17
Member No-Show	72	4	76
Payment Issue	1	0	1
Prov Late - A Leg	4	0	4
Prov Late - B Leg	1	0	1
Prov Late - C Leg	0	1	1
Prov Late Sendback	4	0	4
Prov No-Show A leg	16	0	16
SETI Staff	1	0	1
Trip not assigned	7	0	7
Website Complaint	6	1	7
	154	9	163

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

Experience Period >> 09/01/2020 - 09/30/2020

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