

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 >> 04/01/2021 - 04/30/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	1	0	1
Call Center Issue	4	0	4
Dispatch Error	2	1	3
Driver Behavior	8	4	12
Driver Reckless	1	0	1
Driver too early	1	0	1
Incident	3	0	3
Incident - W/C	2	0	2
Incorrect Mobility	2	0	2
Manifest Issue	1	0	1
Member Issue	12	1	13
Member No-Show	91	8	99
Member not Ready	1	0	1
Payment Issue	3	0	3
Prov Late - A Leg	6	1	7
Prov Late - B Leg	5	3	8
Prov Late Sendback	8	0	8
Prov No-Show A leg	18	2	20
Prov No-Show B leg	5	7	12
Rude Staff (non-CC)	4	0	4
SETI Staff	1	0	1
Trip not assigned	10	0	10
Vehicle Condition	1	0	1
Vehicle Dirty	1	0	1
Vehicle Issue	1	0	1
Website Complaint	3	0	3
	195	27	222

Experience Period >> 04/01/2021 - 04/30/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	13	0	13

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