

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 >> 02/01/2021 - 02/28/2021

Complaint Type	To Appointment	From Appointment	Grand Total
Accident	2	0	2
Call Center Issue	4	0	4
Dispatch Error	1	0	1
Driver Behavior	14	2	16
Driver Reckless	1	2	3
Incident	6	0	6
Incident - Stretcher	1	0	1
Manifest Issue	1	0	1
Mbr Care Gatekeeper	1	0	1
Member Issue	12	2	14
Member No-Show	51	3	54
Payment Issue	1	0	1
Prov Late - A Leg	7	0	7
Prov Late - B Leg	0	1	1
Prov Late Sendback	12	0	12
Prov No-Show A leg	14	1	15
Prov No-Show B leg	2	6	8
SETI Staff	1	0	1
Trip not assigned	6	0	6
Vehicle Condition	1	0	1
Vehicle Issue	2	0	2
Website Complaint	4	0	4
	144	17	161

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