

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

**Report Name:** Complaint Summary  
**Version:** 1.0  
**Report Code:** MO-CS  
**Submission Date:** 4/15/2020  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(D) i-ii

**Experience Period >> 12/01/19 - 12/31/19**

Complaint Type	To Appointment	From Appointment	Grand Total
Call Center Issue	1	0	1
Dispatch Error	4	0	4
Driver Behavior	13	6	19
Driver no ID	1	0	1
Driver Reckless	7	1	8
Driver too early	1	0	1
Incident	2	0	2
Incident - Stretcher	0	1	1
Incident - W/C	2	0	2
Member Issue	11	1	12
Member No-Show	4	1	5
Member not Ready	1	0	1
Payment Issue	1	0	1
Prov Late - A Leg	7	1	8
Prov Late - B Leg	1	4	5
Prov Late Sendback	10	0	10
Prov No-Show A leg	16	0	16
Prov No-Show B leg	0	1	1
Provider Error	4	0	4
Rude Staff (non-CC)	1	0	1
SETI Staff	3	0	3
Vehicle Condition	2	0	2
Website Complaint	6	1	7
	<b>98</b>	<b>17</b>	<b>115</b>

**Compliment**

**Experience Period >> 12/01/19 - 12/31/19**

Compliment Type	To Appointment	From Appointment	Grand Total
Compliment	11	2	13

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