

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

MCE Name: Southeastrans
Version: 1.0
Report Name: Complaints and Appeals
Report Code: MO-MCA1
Submission Date: 8/30/2019

Experience Period >> 07/01/19 - 07/31/19

COMPLAINTS

Item No.	Description	Mark X if Row is an Update from a Previous Submission	Data Entry
1	Number of Complaints Received this Reporting Period		48
2	Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period		48
3	Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period		100.00%
4	Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt		47
5	Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt		1
6	Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt		97.92%

Note: Data includes the number of complaints received during the reporting month. One complaint may have one or more concerns.

APPEALS

Item No.	Complaint Category	Mark X if Row is an Update from a Previous Submission	Data Entry
1	Number of Appeals Received this Reporting Period		0
2	Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period		0
3	Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period		#DIV/0!
4	Number of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt		0
5	Number of Appeals Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt		0
6	Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt		#DIV/0!

Note: Data reflects the number of appeals directed to the FSSA Office of Hearings and Appeals for a state fair hearing.