

CHAPTER 10: MEDICAL TRANSPORTATION**SECTION: 10.8: NEMT – COMPLAINT PROCEDURES****PAGE(S) 1****COMPLAINT PROCEDURES**

Complaint procedures are designed for use by interested parties to bring problems encountered with Non-Emergency Medical Transportation providers to the attention of the Department of Health and Hospitals. Any person having knowledge that the quality of service provided by a transportation provider is substandard and potentially detrimental to the well being of Medicaid recipients or that freedom of choice of the recipient is being violated, may make a written or verbal complaint to the BHSF Health Standards Section. (See Appendix G for contact information.) Complaints can also be made to the Transportation Dispatch Office.