NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2023 Quarter 1

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending September 30, 2022. The purpose of the report is to provide information related to transporting Arkansas Medicaid beneficiaries for non-emergent medical services, the encounter submission data for these transports, the frequency of denials, the number of beneficiary inquiries and on-time performance.

The utilization summarization provides details regarding the number of individuals transported, the number of trips, the types of trips and a brief analysis of the encounter data submitted. These elements are useful in gauging the overall activity within the quarter.

Also, provided in the analysis are details regarding the submission of denials and the call activity for the NET Helpline. This data establishes the frequency of denials, calls from beneficiaries through the NET Helpline, and the reasons for the calls and denials.

The analysis is based on encounter submission data submitted to Medicaid for the first quarter of SFY 2023 (a quarter in arrears). Encounters that were canceled at submission, missed a critical time, or submitted with improper procedure codes were excluded. This evaluation serves as a tool recommended for performance improvement activities as it conveys to the brokers deficient areas where corrective activities should be focused.

AFMC is available to address any questions related to the performance profile. Please address any questions to the NET Helpline at 1-888-987-1200, option 1.





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Region A: Southeastrans, Inc.	July	- September 2022
NET Program Activity Summary	Region A	Statewide
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Claims Paid	5,676	73,678
Individuals Transported	964	11,688
Individuals eligible to be transported	181,979	,
Percentage of eligibles transported	0.5%	1.2%
Number of Trips	11,255	141,760
Trips per Individual transported	12	12
Type of Trips		
One-way trip	416	41,010
Round trip	5,018	47,555
Other trip	242	1,714
Timely Performance Comparison	Region A	Statewide
	<u> </u>	
Pick-up Performance	69.3%	60.8%
On-time (within 15 minutes of scheduled pick-up time) 16-29 minutes late	5.7%	8.0%
30-59 minutes late	2.6%	6.1%
One hour or more late	3.4%	5.5%
	19.0%	19.6%
More than 15 minutes early Drop-off Performance	19.070	19.070
On-time*	84.6%	59.5%
1-15 minutes late	5.0%	10.4%
16-29 minutes late	1.5%	5.3%
30-59 minutes late	1.4%	8.5%
One hour or more late	3.4%	10.7%
More than one hour early	4.1%	5.5%
*on-time or before the scheduled appointment, but no more than one hour prior to appo		
NET Broker Denial Submission Comparison	Region A	Statewide
Denials as reported by brokers		
Facility does not bill Medicaid	5	25
Insufficient time to schedule	12	102
Not a Medicaid covered service	1	102
Not closest provider	16	108
Other: contacted wrong broker	1	12
Other: no provider available	88	839
Other: transport on weekends/state holidays not required	1	5
other, itansport on weekends/state holidays hot required	'	J

- Oury	September 2022
Region A	Statewide
247	1,517
3	20
472	2,828
180	1,002
1	10
114	164
33	98
5	37
5	17
1	2
1	9
2	13
6	27
18	104
3	41
3	6
	Region A 247 3 472 180 1 114 33 5 5 5 5 6 18 3

Region B: Southeastrans, Inc.	July	v - September 2022
NET Program Activity Summary	Region B	Statewide
Claims Paid	3,132	73,678
Individuals Transported	789	11,688
Individuals eligible to be transported	86,943	
Percentage of eligibles transported	0.9%	1.2%
Number of Trips	6,230	141,760
Trips per individual transported	8	12
Type of Trips		
One-way trip	245	41,010
Round trip	2,743	47,555
Other trip	144	1,714
		.,
Timely Performance Comparison	Region B	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	55.9%	60.8%
16-29 minutes late	7.2%	8.0%
30-59 minutes late	4.4%	6.1%
One hour or more late	3.8%	5.5%
More than 15 minutes early	28.7%	19.6%
Drop-off Performance		
On-time*	76.3%	59.5%
1-15 minutes late	6.8%	10.4%
16-29 minutes late	2.8%	5.3%
30-59 minutes late	2.3%	8.5%
One hour or more late	3.8%	10.7%
More than one hour early	8.0%	5.5%
-		5.570
*on-time or before the scheduled appointment, but no more than one hour prior to ap	Jointinent	
NET Broker Denial Submission Comparison	Region B	Statewide
Denials as reported by brokers	<i>,</i>	
Facility does not bill Medicaid	1	25
Incorrect county code	1	12
Insufficient time to schedule	4	102
Not closest provider	17	108
Not Medicaid eligible	1	4
Other: contacted wrong broker	1	12
Other: no provider available	419	839
QMB beneficiary	4	43
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Region B: Southeastrans, Inc.	July -	September 202
lelpline Activity	Region B	Statewide
nquiry Calls		
Beneficiary does not know broker	126	1,517
Extension of transportation services	1	20
General information: beneficiary	313	2,828
General information: broker	170	1,002
General information: DHS	3	10
General information: non-Medicaid beneficiary	6	164
General information: physician/provider	14	98
General information: social worker/case worker	4	37
Hospital discharge information	2	17
Private option/Medicaid expansion information	1	1
complaint Calls		
Accident report by broker	2	2
Gas reimbursement	1	9
Late pick-up at appointment	1	13
Late pick-up at residence	1	7
No pick-up at appointment	3	27
No pick-up at residence	22	104
No provider/driver available	13	41
Other	2	11
PCP referral	1	1
Reckless driving	1	1
Unsafe vehicle	1	3

Region C: Southeastrans, Inc.	July	v - September 2022
NET Program Activity Summary	Region C	Statewide
		_
Claims Paid	10,444	73,678
Individuals Transported	1,851	11,688
Individuals eligible to be transported	141,155	4.00/
Percentage of eligibles transported	1.3%	1.2%
Number of Trips	19,750 11	141,760 12
Trips per individual transported Type of Trips	11	12
One-way trip	1,727	41,010
Round trip	8,274	47,555
Other trip	443	1,714
	5-12	1,717
Timely Performance Comparison	Region C	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	46.2%	60.8%
16-29 minutes late	6.9%	8.0%
30-59 minutes late	6.7%	6.1%
One hour or more late	4.2%	5.5%
More than 15 minutes early	36.0%	19.6%
Drop-off Performance		
On-time*	66.9%	59.5%
1-15 minutes late	7.3%	10.4%
16-29 minutes late	5.2%	5.3%
30-59 minutes late	2.9%	8.5%
One hour or more late	5.4%	10.7%
More than one hour early	12.3%	5.5%
*on time or before the scheduled appointment, but no more than one hour prior to a	ppointment	
NET Broker Denial Submission Comparison	Region C	Statewide
Denials as reported by brokers		
Insufficient time to schedule	12	102
Not a Medicaid covered service	1	12
Not closest provider	37	108
Other: contacted wrong broker	2	12
Other: no provider available	113	839
Other: transport on weekends/state holidays not required	1	5

Region C: Southeastrans, Inc.	July - S	September 2022
Helpline Activity	Region C	Statewide
Inquiry Calls		
Beneficiary does not know broker	301	1,517
Extension of transportation services	4	20
General information: beneficiary	475	2,828
General information: broker	256	1,002
General information: DHS	4	10
General information: non-Medicaid beneficiary	7	164
General information: physician/provider	7	98
General information: social worker/case worker	11	37
Hospital discharge information	4	17
Private option/Medicaid expansion transportation	1	4
Complaint Calls		
CSR rudeness	1	2
DHS/governor's office	1	1
Gas reimbursement	3	9
Late pick-up at appointment	1	13
No pick-up at appointment	9	27
No pick-up at residence	27	104
No provider/driver available	10	41
Other	3	11

Region D: Southeastrans, Inc.	July	v - September 2022
NET Program Activity Summary	Region D	Statewide
Claims Paid Individuals Transported Individuals eligible to be transported Percentage of eligibles transported Number of Trips	7,375 1,436 143,655 1.0% 14,051	73,678 11,688 1.2% 141,760
Trips per individual transported	10	12
Type of Trips One-way trip Round trip Other trip	998 6,143 234	41,010 47,555 1,714
Timely Performance Comparison	Region D	Statewide
Pick-up Performance On-time (within 15 minutes of scheduled pick-up time) 16-29 minutes late 30-59 minutes late One hour or more late More than 15 minutes early Drop-off Performance On-time* 1-15 minutes late 16-29 minutes late 30-59 minutes late 30-59 minutes late One hour or more late More than one hour early *on-time or before the scheduled appointment, but no more than one hour prior to app		60.8% 8.0% 6.1% 5.5% 19.6% 59.5% 10.4% 5.3% 8.5% 10.7% 5.5%
NET Broker Denial Submission Comparison	Region D	Statewide
Denials as reported by brokers Facility does not bill Medicaid Insufficient time to schedule Not closest provider Other: no NET MCP assignment Other: no provider available Other: transport on weekends/state holidays not required	3 32 33 1 97 1	25 102 108 2 839 5

Region D: Southeastrans, Inc.	July -	September 2022
Helpline Activity	Region D	Statewide
Inquiry Calls		
Beneficiary does not know broker	239	1,517
Extension of transportation services	2	20
General information: beneficiary	428	2,828
General information: broker	172	1,002
General information: DHS	1	10
General information: non-Medicaid beneficiary	6	164
General information: physician/provider	10	98
General information: social worker/case worker	8	37
Hospital discharge information	3	17
Complaint Calls		
Drop off at appointment too early	1	1
Gas reimbursement	2	9
Late pick-up at appointment	5	13
Late pick-up at residence	2	7
No pick-up at appointment	6	27
No pick-up at residence	16	104
No provider/driver available	10	41
Other	2	11
Scheduling miscommunication	3	6

Region E: Central Arkansas Development Council	July	- September 2022
NET Program Activity Summary	Region E	Statewide
Claims Paid	18,051	73,678
Individuals Transported	2,328	11,688
Individuals eligible to be transported	177,605	
Percentage of eligibles transported	1.3%	1.2%
Number of Trips	34,629	141,760
Trips per individual transported	15	12
Type of Trips	24 640	41.010
One-way trip	34,610	41,010
Round trip	8	47,555 1,714
Other trip	'	1,714
Timely Performance Comparison	Region E	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	67.5%	60.8%
16-29 minutes late	8.4%	8.0%
30-59 minutes late	7.1%	6.1%
One hour or more late	5.0%	5.5%
More than 15 minutes early	12.1%	19.6%
Drop-off Performance		
On-time*	42.0%	59.5%
1-15 minutes late	12.2%	10.4%
16-29 minutes late	7.5%	5.3%
30-59 minutes late	17.0%	8.5%
One hour or more late	18.3%	10.7%
More than one hour early	3.1%	5.5%
*on-time or before the scheduled appointment, but no more than one hour prior to appointment		
NET Broker Denial Submission Comparison	Region E	Statewide
Denials as reported by brokers		
Facility does not bill Medicaid	16	25
Incorrect county code	7	12
Insufficient time to schedule	1	102
Medicaid inactive	2	2
Not a Medicaid covered service	9	12
Not Medicaid eligible	2	4
Other: contacted wrong broker	2	12
Other: no NET MCP assignment	- 1	2
Other: no provider available	1	839
Other: nursing home	1	1
QMB beneficiary	36	43
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Region E: Central Arkansas Development Council	July -	September 2022
Helpline Activity	Region E	Statewide
Inquiry Calls		
Beneficiary does not know broker	217	1,517
Extension of transportation services	3	20
General information: beneficiary	395	2,828
General information: broker	46	1,002
General information: non-Medicaid beneficiary	8	164
General information: physician/provider	22	98
General information: social worker/case worker	2	37
Hospital discharge information	1	17
Private option/Medicaid expansion transportation	1	4
Complaint Calls		
Driver rudeness	1	2
Late pick-up at appointment	1	13
No pick-up at residence	1	104
Other	1	11
Pick-up at residence too early	1	1

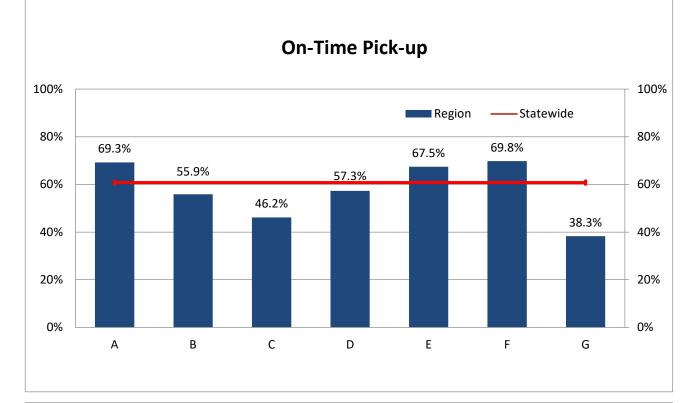
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30-59 minutes late 33 One hour or more late 33 More than one hour early 55 *on-time or before the scheduled appointment, but no more than one hour prior to appointment T Broker Denial Submission Comparison Region Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	.6%	5.3%
One hour or more late More than one hour early *on-time or before the scheduled appointment, but no more than one hour prior to appointment T Broker Denial Submission Comparison Regivernials as reported by brokers Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	.2%	8.5%
More than one hour early *on-time or before the scheduled appointment, but no more than one hour prior to appointment T Broker Denial Submission Comparison Regivenals as reported by brokers Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	.8%	10.7%
*on-time or before the scheduled appointment, but no more than one hour prior to appointment Ternials as reported by brokers Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	.8%	5.5%
ET Broker Denial Submission Comparison Regional Regiona Regional Regional Regiona Regiona Regional Regiona Regional Regional Regional Regional Regi	.0 70	5.570
enials as reported by brokers Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available		
Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	n F	Statewide
Insufficient time to schedule Not a Medicaid covered service Other: contacted wrong broker Other: no provider available		
Not a Medicaid covered service Other: contacted wrong broker Other: no provider available	24	400
Other: contacted wrong broker Other: no provider available	24	102
Other: no provider available	1	12
	5	12
Other: transport on weekends/state holidays not required	1	839
	1	5
QMB beneficiary	1	43
	2	

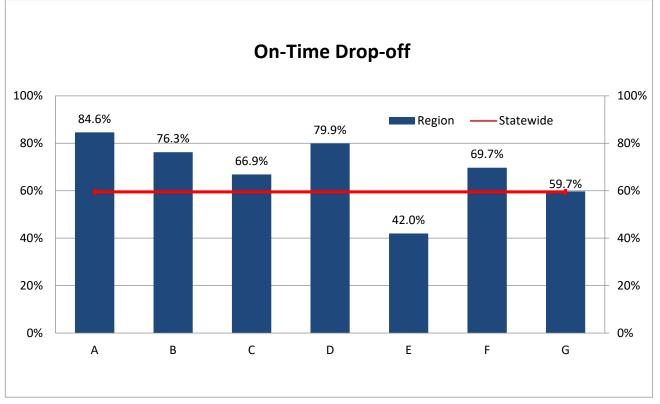
Region F: Area Agency on Aging Southeast Arkansas	July - S	September 2022
Helpline Activity	Region F	Statewide
Inquiry Calls		
Beneficiary does not know broker	45	1,517
Extension of transportation services	5	20
General information: beneficiary	135	2,828
General information: broker	14	1,002
General information: physician/provider	1	98
General information: social worker/case worker	3	37
Hospital discharge information	1	17
Private option/Medicaid expansion transportation	1	4
Complaint Calls		
No pick-up at appointment	1	27
No pick-up at residence	1	104
Unsafe vehicle	2	3

Region G: Southeastrans, Inc.	July - September 2022	
NET Program Activity Summary	Region G	Statewide
Claims Paid	11,056	73,678
Individuals Transported	1,523	11,688
Individuals eligible to be transported	190,993	1.00/
Percentage of eligibles transported Number of Trips	0.8% 21,135	1.2% 141,760
Trips per individual transported	14	12
Type of Trips		
One-way trip	1,501	41,010
Round trip	9,174	47,555
Other trip	381	1,714
Timely Performance Comparison	Region G	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	38.3%	60.8%
16-29 minutes late	7.8%	8.0%
30-59 minutes late	6.9%	6.1%
One hour or more late	14.1%	5.5%
More than 15 minutes early Drop-off Performance	32.9%	19.6%
On-time*	59.7%	59.5%
1-15 minutes late	9.6%	10.4%
16-29 minutes late	4.5%	5.3%
30-59 minutes late	4.8%	8.5%
One hour or more late	14.1%	10.7%
More than one hour early	7.3%	5.5%
*on-time or before the scheduled appointment, but no more than one hour prior to appointment		
NET Broker Denial Submission Comparison	Region G	Statewide
Denials as reported by brokers Incorrect county code	4	12
Insufficient time to schedule	17	102
Not closest provider	5	102
Not Medicaid eligible	1	4
Other: contacted wrong broker	1	12
Other: no provider available	120	839
Other: transport on weekends/state holidays not required	1	5
QMB beneficiary	1	43

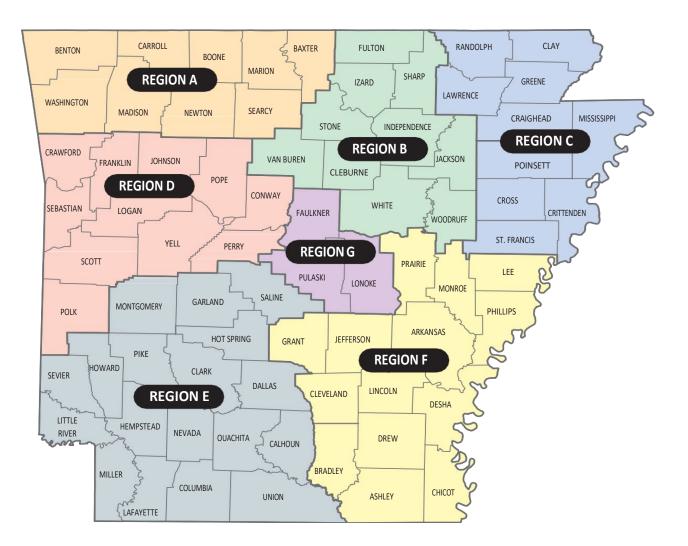
Region G: Southeastrans, Inc. July		- September 2022	
Helpline Activity	Region G	Statewide	
Inquiry Calls			
Beneficiary does not know broker	342	1,517	
Extension of transportation services	2	20	
General information: beneficiary	610	2,828	
General information: broker	164	1,002	
General information: DHS	1	10	
General information: non-Medicaid beneficiary	23	164	
General information: physician/provider	11	98	
General information: social worker/case worker	4	37	
Hospital discharge information	1	17	
Private option/Medicaid expansion transportation	1	4	
Complaint Calls			
CSR rudeness	1	2	
Gas reimbursement	2	9	
Late pick-up at appointment	3	13	
Late pick-up at residence	4	7	
No pick-up at appointment	2	27	
No pick-up at residence	19	104	
No provider/driver available	5	41	
Other	3	11	

Timely NET Performance Comparison July - September 2022





Non - Emergency Transportation Regions



Regions and Brokers
Region A - Southeastrans, Inc.
Region B - Southeastrans, Inc.
Region C - Southeastrans, Inc.
Region D - Southeastrans, Inc.
Region E - Central Arkansas Development Council
Region F - Area Agency on Aging Southeast Arkansas
Region G - Southeastrans, Inc.