

# NET

## 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.



**Region A: Southeastrans, Inc.**

**July - September 2022**

**NET Program Activity Summary**

**Region A**

**Statewide**

<b>Claims Paid</b>	5,676	73,678
<b>Individuals Transported</b>	964	11,688
Individuals eligible to be transported	181,979	
Percentage of eligibles transported	0.5%	1.2%
<b>Number of Trips</b>	11,255	141,760
Trips per Individual transported	12	12
<b>Type of Trips</b>		
One-way trip	416	41,010
Round trip	5,018	47,555
Other trip	242	1,714

**Timely Performance Comparison**

**Region A**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	69.3%	60.8%
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%
More than 15 minutes early	19.0%	19.6%
<b>Drop-off Performance</b>		
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 appointment

**NET Broker Denial Submission Comparison**

**Region A**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	5	25
Insufficient time to schedule	12	102
Not a Medicaid covered service	1	12
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

## Helpline Activity

## Region A

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	247	1,517
Extension of transportation services	3	20
General information: beneficiary	472	2,828
General information: broker	180	1,002
General information: DHS	1	10
General information: non-Medicaid beneficiary	114	164
General information: physician/provider	33	98
General information: social worker/case worker	5	37
Hospital discharge information	5	17

**Complaint Calls**

Driver rudeness	1	2
Gas reimbursement	1	9
Late pick-up at appointment	2	13
No pick-up at appointment	6	27
No pick-up at residence	18	104
No provider/driver available	3	41
Scheduling miscommunication	3	6

**NET Program Activity Summary**

**Region B**

**Statewide**

<b>Claims Paid</b>	3,132	73,678
<b>Individuals Transported</b>	789	11,688
Individuals eligible to be transported	86,943	
Percentage of eligibles transported	0.9%	1.2%
<b>Number of Trips</b>	6,230	141,760
Trips per individual transported	8	12
<b>Type of Trips</b>		
One-way trip	245	41,010
Round trip	2,743	47,555
Other trip	144	1,714

**Timely Performance Comparison**

**Region B**

**Statewide**

<b>Pick-up Performance</b>		
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%
<b>Drop-off Performance</b>		
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%

\*on-time or before the scheduled appointment, but no more than one hour prior to appointment

**NET Broker Denial Submission Comparison**

**Region B**

**Statewide**

<b>Denials as reported by brokers</b>		
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

## Helpline Activity

## Region B

## Statewide

**Inquiry 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

**NET Program Activity Summary**

**Region C**

**Statewide**

<b>Claims Paid</b>	10,444	73,678
<b>Individuals Transported</b>	1,851	11,688
Individuals eligible to be transported	141,155	
Percentage of eligibles transported	1.3%	1.2%
<b>Number of Trips</b>	19,750	141,760
Trips per individual transported	11	12
<b>Type of Trips</b>		
One-way trip	1,727	41,010
Round trip	8,274	47,555
Other trip	443	1,714

**Timely Performance Comparison**

**Region C**

**Statewide**

<b>Pick-up Performance</b>		
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%
<b>Drop-off Performance</b>		
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 appointment

**NET Broker Denial Submission Comparison**

**Region C**

**Statewide**

<b>Denials as reported by brokers</b>		
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

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

## NET Program Activity Summary

## Region D

## Statewide

<b>Claims Paid</b>	7,375	73,678
<b>Individuals Transported</b>	1,436	11,688
Individuals eligible to be transported	143,655	
Percentage of eligibles transported	1.0%	1.2%
<b>Number of Trips</b>	14,051	141,760
Trips per individual transported	10	12
<b>Type of Trips</b>		
One-way trip	998	41,010
Round trip	6,143	47,555
Other trip	234	1,714

## Timely Performance Comparison

## Region D

## Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	57.3%	60.8%
16-29 minutes late	4.9%	8.0%
30-59 minutes late	4.1%	6.1%
One hour or more late	4.0%	5.5%
More than 15 minutes early	29.7%	19.6%
<b>Drop-off Performance</b>		
On-time*	79.9%	59.5%
1-15 minutes late	6.9%	10.4%
16-29 minutes late	2.4%	5.3%
30-59 minutes late	3.0%	8.5%
One hour or more late	3.5%	10.7%
More than one hour early	4.3%	5.5%

\*on-time or before the scheduled appointment, but no more than one hour prior to appointment

## NET Broker Denial Submission Comparison

## Region D

## Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	3	25
Insufficient time to schedule	32	102
Not closest provider	33	108
Other: no NET MCP assignment	1	2
Other: no provider available	97	839
Other: transport on weekends/state holidays not required	1	5



## 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

**NET Program Activity Summary** **Region E** **Statewide**

<b>Claims Paid</b>	18,051	73,678
<b>Individuals Transported</b>	2,328	11,688
Individuals eligible to be transported	177,605	
Percentage of eligibles transported	1.3%	1.2%
<b>Number of Trips</b>	34,629	141,760
Trips per individual transported	15	12
<b>Type of Trips</b>		
One-way trip	34,610	41,010
Round trip	8	47,555
Other trip	1	1,714

**Timely Performance Comparison** **Region E** **Statewide**

<b>Pick-up Performance</b>		
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%
<b>Drop-off Performance</b>		
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**

<b>Denials as reported by brokers</b>		
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

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

**Region F: Area Agency on Aging Southeast Arkansas**

**July - September 2022**

**NET Program Activity Summary** **Region F** **Statewide**

<b>Claims Paid</b>	17,944	73,678
<b>Individuals Transported</b>	2,815	11,688
Individuals eligible to be transported	93,390	
Percentage of eligibles transported	3.0%	1.2%
<b>Number of Trips</b>	34,710	141,760
Trips per individual transported	12	12
<b>Type of Trips</b>		
One-way trip	1,513	41,010
Round trip	16,195	47,555
Other trip	269	1,714

**Timely Performance Comparison** **Region F** **Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	69.8%	60.8%
16-29 minutes late	10.1%	8.0%
30-59 minutes late	5.7%	6.1%
One hour or more late	3.7%	5.5%
More than 15 minutes early	10.7%	19.6%
<b>Drop-off Performance</b>		
On-time*	69.7%	59.5%
1-15 minutes late	12.9%	10.4%
16-29 minutes late	4.6%	5.3%
30-59 minutes late	3.2%	8.5%
One hour or more late	3.8%	10.7%
More than one hour early	5.8%	5.5%

\*on-time or before the scheduled appointment, but no more than one hour prior to appointment

**NET Broker Denial Submission Comparison** **Region F** **Statewide**

<b>Denials as reported by brokers</b>		
Insufficient time to schedule	24	102
Not a Medicaid covered service	1	12
Other: contacted wrong broker	5	12
Other: no provider available	1	839
Other: transport on weekends/state holidays not required	1	5
QMB beneficiary	2	43

## 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

## NET Program Activity Summary

## Region G

## Statewide

<b>Claims Paid</b>	11,056	73,678
<b>Individuals Transported</b>	1,523	11,688
Individuals eligible to be transported	190,993	
Percentage of eligibles transported	0.8%	1.2%
<b>Number of Trips</b>	21,135	141,760
Trips per individual transported	14	12
<b>Type of Trips</b>		
One-way trip	1,501	41,010
Round trip	9,174	47,555
Other trip	381	1,714

## Timely Performance Comparison

## Region G

## Statewide

<b>Pick-up Performance</b>		
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	32.9%	19.6%
<b>Drop-off Performance</b>		
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

<b>Denials as reported by brokers</b>		
Incorrect county code	4	12
Insufficient time to schedule	17	102
Not closest provider	5	108
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

## Helpline Activity

## Region G

## Statewide

**Inquiry Calls**

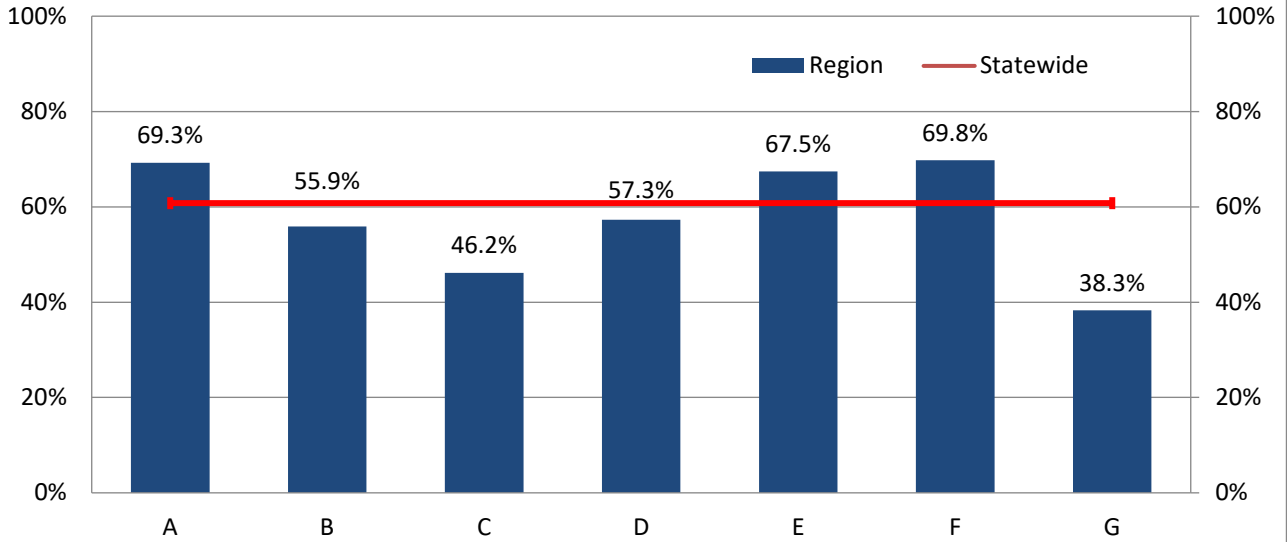
Beneficiary does not know broker	342	1,517
Extension of transportation services	2	20
General information: beneficiary	610	2,828
General information: broker	164	1,002
General information: DHS	1	10
General information: non-Medicaid beneficiary	23	164
General information: physician/provider	11	98
General information: social worker/case worker	4	37
Hospital discharge information	1	17
Private option/Medicaid expansion transportation	1	4

**Complaint Calls**

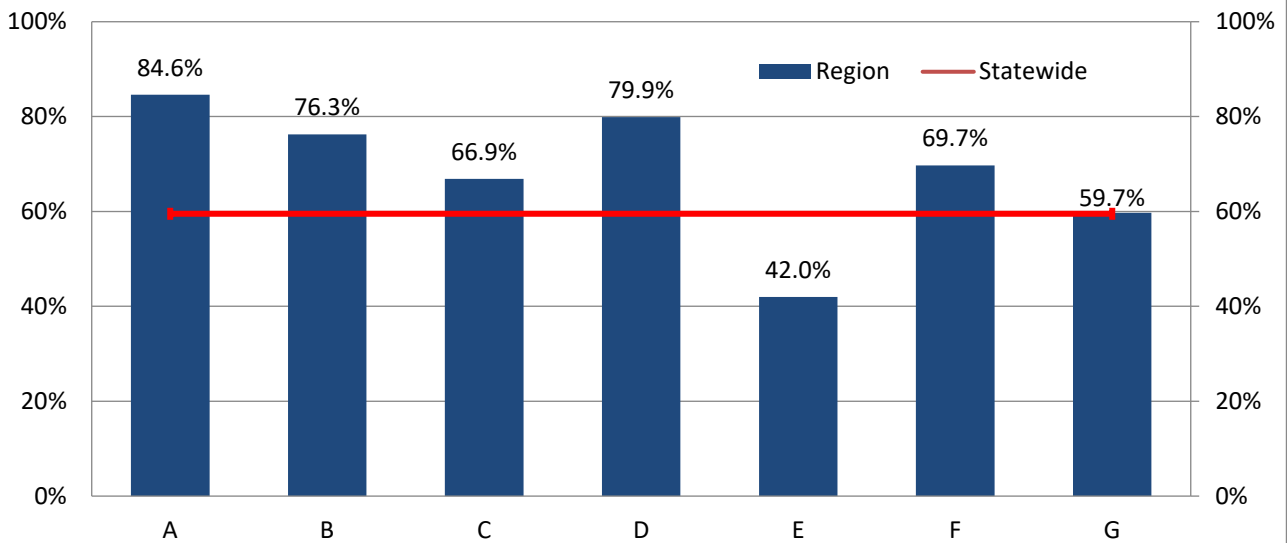
CSR rudeness	1	2
Gas reimbursement	2	9
Late pick-up at appointment	3	13
Late pick-up at residence	4	7
No pick-up at appointment	2	27
No pick-up at residence	19	104
No provider/driver available	5	41
Other	3	11

# Timely NET Performance Comparison July - September 2022

## On-Time Pick-up

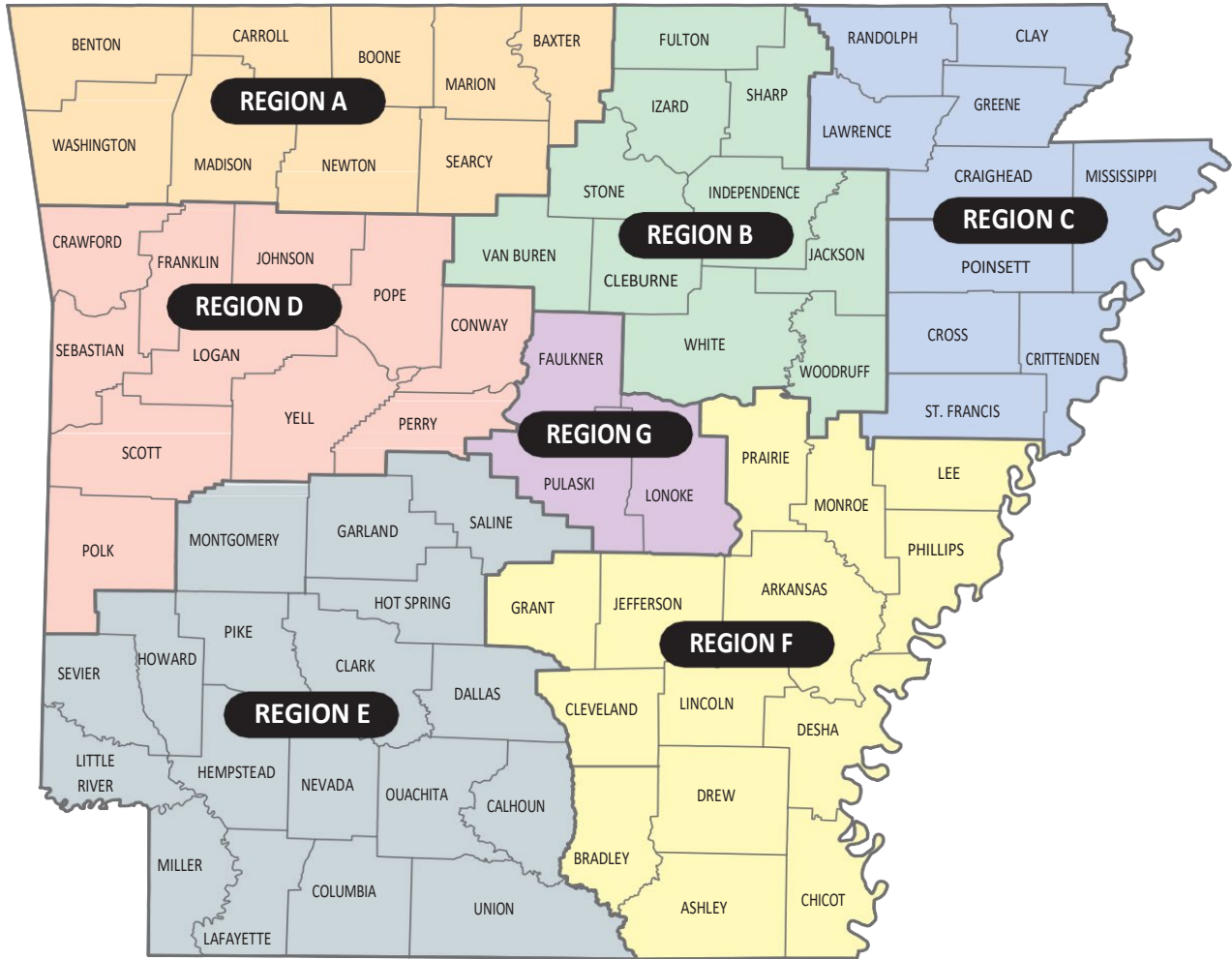


## On-Time Drop-off





# Non - Emergency Transportation Regions



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