NET NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2023 Quarter 3

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending March 31, 2023. 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 third 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.

NET Program Activity Summary	Region A	Statewide
Claims Paid	5,008	64,279
Individuals Transported	796	10,349
Individuals eligible to be transported	191,148	
Percentage of eligibles transported	0.4%	1.0%
Number of Trips	9,487	123,230
Trips per Individual transported	12	12
Type of Trips		
One-way trip	747	39,804
Round trip	4,077	39,343
Other trip	184	1,465

Timely Performance Comparison	Region A	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	65.7%	57.4%
16-29 minutes late	4.6%	8.1%
30-59 minutes late	2.0%	6.4%
One hour or more late	2.5%	5.7%
More than 15 minutes early	25.2%	22.4%
Drop-off Performance		
On-time*	85.5%	58.4%
1-15 minutes late	3.9%	9.9%
16-29 minutes late	1.2%	5.6%
30-59 minutes late	1.2%	9.3%
One hour or more late	2.5%	11.3%
More than one hour early	5.6%	5.4%

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

NET Broker Denial Submission Comparison	Region A	Statewide
Denials as reported by brokers		
Facility does not bill Medicaid	2	15
Incorrect county code	2	11
Insufficient time to schedule	5	53
Not a Medicaid covered service	4	10
Not closest provider	14	39
Other: contacted wrong broker	1	15
Other: incomplete information/call	2	2
Other: more than 50 miles beyond border	4	8
Other: no NET MCP assignment	2	12
Other: no provider available	115	1,410
Other: transport on weekends/state holidays not required	17	107

Helpline Activity	Region A	Statewide
Inquiry Calls		
Beneficiary does not know broker	189	1,636
Extension of transportation services	5	33
General information: beneficiary	238	2,196
General information: broker	63	628
General information: DHS	2	21
General information: non-Medicaid beneficiary	2	156
General information: physician/provider	4	84
General information: social worker/case worker	3	27
Hospital discharge information	1	11
Complaint Calls		
Gas reimbursement	1	4
Late pick-up at appointment	1	9
No pick-up at residence	2	38
No provider/driver available	2	6
PCP referral	1	1

NET Program Activity Summary	Region B	Statewide
Claims Paid	3,577	64,279
Individuals Transported	832	10,349
Individuals eligible to be transported	89,639	
Percentage of eligibles transported	0.9%	1.0%
Number of Trips	7,066	123,230
Trips per individual transported	8	12
Type of Trips		
One-way trip	286	39,804
Round trip	3,121	39,343
Other trip	170	1,465

Timely Performance Comparison	Region B	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.2%	57.4%
16-29 minutes late	6.5%	8.1%
30-59 minutes late	4.3%	6.4%
One hour or more late	4.6%	5.7%
More than 15 minutes early	32.4%	22.4%
Drop-off Performance		
On-time*	75.0%	58.4%
1-15 minutes late	7.6%	9.9%
16-29 minutes late	3.2%	5.6%
30-59 minutes late	1.8%	9.3%
One hour or more late	4.9%	11.3%
More than one hour early	7.4%	5.4%

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

NET Broker Denial Submission Comparison	Region B	Statewide
Denials as reported by brokers		
Incorrect county code	1	11
Insufficient time to schedule	1	53
Medicaid inactive	1	7
Not closest provider	6	39
Other: no NET MCP assignment	2	12
Other: no provider available	245	1,410
Other: transport on weekends/state holidays not required	16	107
QMB beneficiary	2	47

Helpline Activity	Region B	Statewide
Inquiry Calls		
Beneficiary does not know broker	150	1,636
Extension of transportation services	3	33
General information: beneficiary	231	2,196
General information: broker	32	628
General information: non-Medicaid beneficiary	3	156
General information: physician/provider	8	84
Hospital discharge information	3	11
Complaint Calls		
Gas reimbursement	1	4
No pick-up at appointment	2	9
Other	1	4

NET Program Activity Summary	Region C	Statewide
Claims Paid	6,466	64,279
Individuals Transported	1,446	10,349
Individuals eligible to be transported	145,684	
Percentage of eligibles transported	1.0%	1.0%
Number of Trips	12,173	123,230
Trips per individual transported	8	12
Type of Trips		
One-way trip	990	39,804
Round trip	5,289	39,343
Other trip	187	1,465

Timely Performance Comparison	Region C	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	45.6%	57.4%
16-29 minutes late	8.7%	8.1%
30-59 minutes late	8.5%	6.4%
One hour or more late	5.8%	5.7%
More than 15 minutes early	31.4%	22.4%
Drop-off Performance		
On-time*	66.2%	58.4%
1-15 minutes late	6.7%	9.9%
16-29 minutes late	5.7%	5.6%
30-59 minutes late	6.0%	9.3%
One hour or more late	5.7%	11.3%
More than one hour early	9.6%	5.4%

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

NET Broker Denial Submission Comparison	Region C	Statewide
Denials as reported by brokers		
Facility does not bill Medicaid	2	15
Insufficient time to schedule	11	53
Not a Medicaid covered service	2	10
Not closest provider	11	39
Other: more than 50 miles beyond border	1	8
Other: no provider available	57	1,410
Other: transport on weekends/state holidays not required	20	107

Region C: Verida, Inc. — January - March 2023

Helpline Activity	Region C	Statewide
Inquiry Calls		
Beneficiary does not know broker	261	1,636
Extension of transportation services	5	33
General information: beneficiary	257	2,196
General information: broker	103	628
General information: DHS	7	21
General information: non-Medicaid beneficiary	4	156
General information: physician/provider	8	84
General information: social worker/case worker	6	27
Hospital discharge information	2	11
Complaint Calls		
Late pick-up at appointment	4	9
No pick-up at appointment	3	9
No pick-up at residence	7	38
Other	1	4
Pick-up at residence too early	1	3
Scheduling miscommunication	1	3

Region D: Verida, Inc.   January - March 2023

NET Program Activity Summary	Region D	Statewide
Claims Paid	6,856	64,279
Individuals Transported	1,317	10,349
Individuals eligible to be transported	149,081	
Percentage of eligibles transported	0.9%	1.0%
Number of Trips	13,380	123,230
Trips per individual transported	10	12
Type of Trips		
One-way trip	886	39,804
Round trip	5,593	39,343
Other trip	377	1,465

Timely Performance Comparison	Region D	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	50.0%	57.4%
16-29 minutes late	5.6%	8.1%
30-59 minutes late	4.5%	6.4%
One hour or more late	3.7%	5.7%
More than 15 minutes early	36.2%	22.4%
Drop-off Performance		
On-time*	77.0%	58.4%
1-15 minutes late	6.7%	9.9%
16-29 minutes late	3.1%	5.6%
30-59 minutes late	2.9%	9.3%
One hour or more late	3.2%	11.3%
More than one hour early	7.1%	5.4%

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

NET Broker Denial Submission Comparison	Region D	Statewide
Denials as reported by brokers		
Incorrect county code	1	11
Insufficient time to schedule	9	53
Not a Medicaid covered service	1	10
Not closest provider	5	39
Other: contacted wrong broker	4	15
Other: more than 50 miles beyond border	1	8
Other: no NET MCP assignment	3	12
Other: no provider available	300	1,410
Other: transport on weekends/state holidays not required	30	107
QMB beneficiary	2	47

Helpline Activity	Region D	Statewide
Inquiry Calls		
Beneficiary does not know broker	255	1,636
Extension of transportation services	2	33
General information: beneficiary	319	2,196
General information: broker	86	628
General information: DHS	8	21
General information: non-Medicaid beneficiary	9	156
General information: physician/provider	16	84
General information: social worker/case worker	3	27
Hospital discharge information	1	11
Complaint Calls		
Driver rudeness	1	4
No pick-up at appointment	1	9
No pick-up at residence	8	38
No provider/driver available	2	6
Pick-up at residence too early	1	3

NET Program Activity Summary	Region E	Statewide
Claims Paid	17,681	64,279
Individuals Transported	2,301	10,349
Individuals eligible to be transported	183,264	
Percentage of eligibles transported	1.3%	1.0%
Number of Trips	34,004	123,230
Trips per individual transported	15	12
Type of Trips		
One-way trip	33,976	39,804
Round trip	11	39,343
Other trip	2	1,465

Timely Performance Comparison	Region E	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	65.1%	57.4%
16-29 minutes late	9.3%	8.1%
30-59 minutes late	7.8%	6.4%
One hour or more late	5.2%	5.7%
More than 15 minutes early	12.6%	22.4%
Drop-off Performance		
On-time*	42.2%	58.4%
1-15 minutes late	11.3%	9.9%
16-29 minutes late	7.8%	5.6%
30-59 minutes late	16.9%	9.3%
One hour or more late	18.4%	11.3%
More than one hour early	3.3%	5.4%

*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	10	15
Incorrect county code	5	11
Insufficient time to schedule	1	53
Medicaid inactive	6	7
Not a Medicaid covered service	3	10
Other: contacted wrong broker	1	15
Other: more than 50 miles beyond border	1	8
Other: no NET MCP assignment	4	12
QMB beneficiary	43	47

Helpline Activity	Region E	Statewide
Inquiry Calls		
Beneficiary does not know broker	263	1,636
Extension of transportation services	11	33
General information: beneficiary	308	2,196
General information: broker	67	628
General information: DHS	1	21
General information: non-Medicaid beneficiary	8	156
General information: physician/provider	14	84
General information: social worker/case worker	3	27
Hospital discharge information	2	11
Complaint Calls		
CSR rudeness	1	1
Late pick-up at residence	1	3
No pick-up at residence	2	38

Region F: Area Agency on Aging Southeast Arkansas — January - March 2023

NET Program Activity Summary	Region F	Statewide
Claims Paid	15,937	64,279
Individuals Transported	2,677	10,349
Individuals eligible to be transported	95,752	
Percentage of eligibles transported	2.8%	1.0%
Number of Trips	30,379	123,230
Trips per individual transported	11	12
Type of Trips		
One-way trip	1,800	39,804
Round trip	13,913	39,343
Other trip	249	1,465

Timely Performance Comparison	Region F	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	58.8%	57.4%
16-29 minutes late	9.1%	8.1%
30-59 minutes late	6.0%	6.4%
One hour or more late	4.2%	5.7%
More than 15 minutes early	21.9%	22.4%
Drop-off Performance		
On-time*	67.2%	58.4%
1-15 minutes late	12.6%	9.9%
16-29 minutes late	5.1%	5.6%
30-59 minutes late	4.4%	9.3%
One hour or more late	5.0%	11.3%
More than one hour early	5.7%	5.4%

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

NET Broker Denial Submission Comparison	Region F	Statewide
Denials as reported by brokers		
Incorrect county code	1	11
Insufficient time to schedule	17	53
Other: contacted wrong broker	1	15
Other: more than 50 miles beyond border	1	8
Other: transport on weekends/state holidays not required	7	107

Helpline Activity	Region F	Statewide
Inquiry Calls		
Beneficiary does not know broker	45	1,636
Extension of transportation services	2	33
General information: beneficiary	80	2,196
General information: broker	27	628
General information: physician/provider	5	84
General information: social worker/case worker	1	27
Complaint Calls		
Gas reimbursement	1	4
Late drop-off to appointment	1	2
No pick-up at residence	4	38
Other	1	4

Region G: Verida, Inc.   January - March 2023

NET Program Activity Summary	Region G	Statewide
Claims Paid	8,754	64,279
Individuals Transported	988	10,349
Individuals eligible to be transported	199,298	
Percentage of eligibles transported	0.5%	1.0%
Number of Trips	16,741	123,230
Trips per individual transported	17	12
Type of Trips		
One-way trip	1,119	39,804
Round trip	7,339	39,343
Other trip	296	1,465

Timely Performance Comparison	Region G	Statewide
Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	37.1%	57.4%
16-29 minutes late	5.5%	8.1%
30-59 minutes late	5.2%	6.4%
One hour or more late	14.2%	5.7%
More than 15 minutes early	37.9%	22.4%
Drop-off Performance		
On-time*	63.1%	58.4%
1-15 minutes late	8.8%	9.9%
16-29 minutes late	3.3%	5.6%
30-59 minutes late	3.6%	9.3%
One hour or more late	13.8%	11.3%
More than one hour early	7.5%	5.4%

*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		
Facility does not bill Medicaid	1	15
Incorrect county code	1	11
Insufficient time to schedule	9	53
Not closest provider	3	39
Other: contacted wrong broker	8	15
Other: no NET MCP assignment	1	12
Other: no provider available	693	1,410
Other: transport on weekends/state holidays not required	17	107

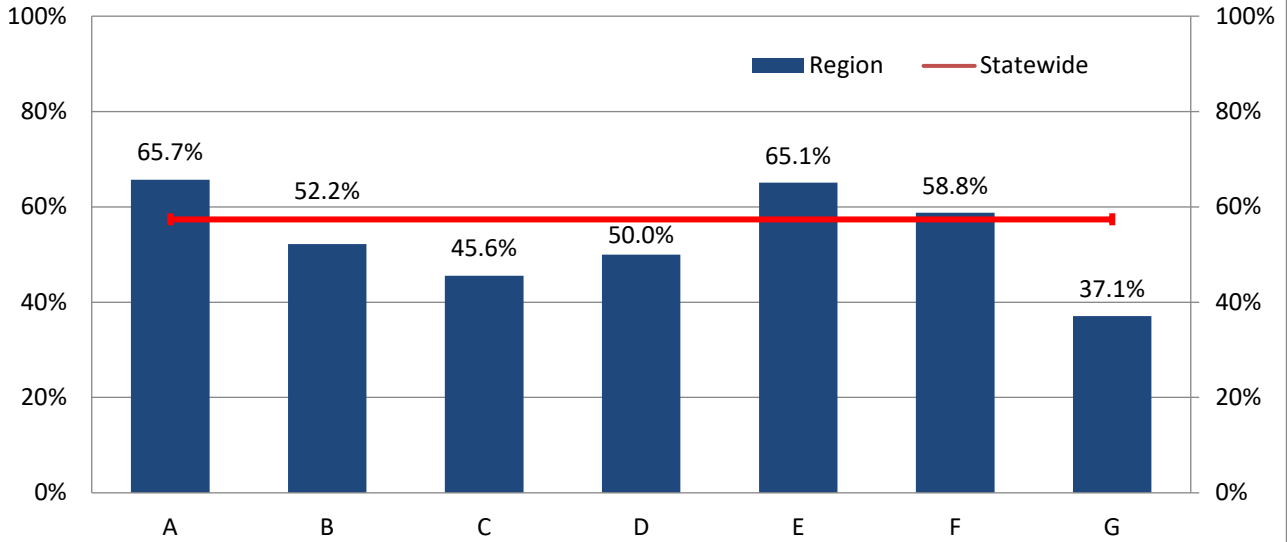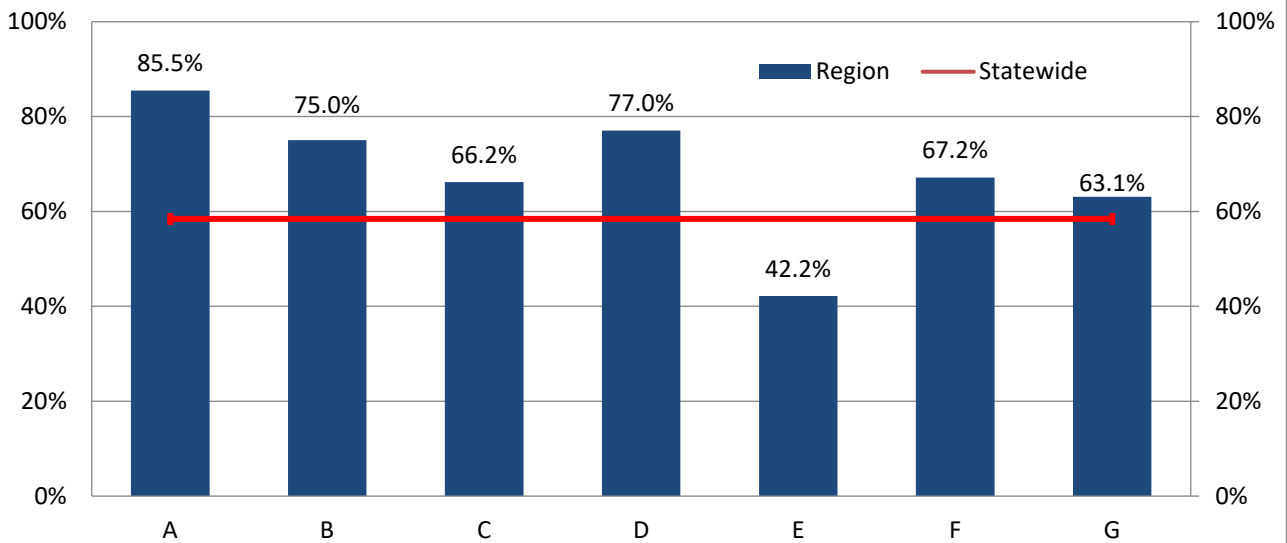| Helpline Activity	Region G	Statewide
Inquiry Calls		
Beneficiary does not know broker	473	1,636
Extension of transportation services	5	33
General information: beneficiary	763	2,196
General information: broker	250	628
General information: DHS	3	21
General information: non-Medicaid beneficiary	130	156
General information: physician/provider	29	84
General information: social worker/case worker	11	27
Hospital discharge information	2	11
Complaint Calls		
DHS/governor's office	3	3
Driver rudeness	3	4
Gas reimbursement	1	4
Late drop-off to appointment	1	2
Late pick-up at appointment	4	9
Late pick-up at residence	2	3
No pick-up at appointment	3	9
No pick-up at residence	15	38
No provider/driver available	2	6
Other	1	4
Pick-up at residence too early	1	3
Scheduling miscommunication	2	3

Timely NET Performance Comparison
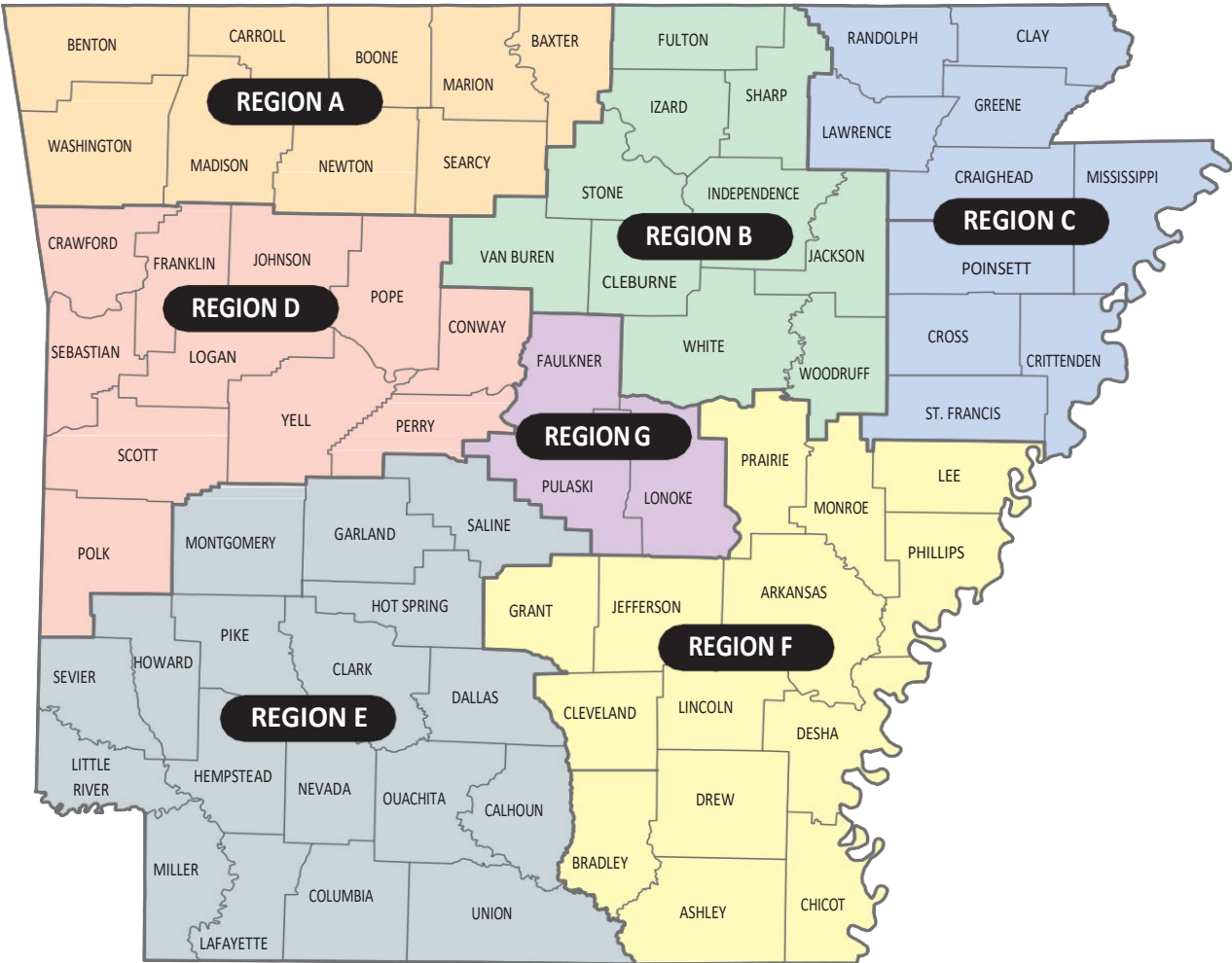## January - March 2023

On-Time Pick-up

Legend: Region (bar), Statewide (line)

Region	Value
A	65.7%
B	52.2%
C	45.6%
D	50.0%
E	65.1%
F	58.8%
G	37.1%

On-Time Drop-off

Legend: Region (bar), Statewide (line)

Region	Value
A	85.5%
B	75.0%
C	66.2%
D	77.0%
E	42.2%
F	67.2%
G	63.1%

Non - Emergency Transportation Regions

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