

# NET

## NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

### Quarter: 1/1/2019 - 03/31/2019

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending March 31, 2019. 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 SFY2019 (a quarter in arrears). Encounters that were cancelled 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.

*Prior to Jan. 1, 2019, the Arkansas Medicaid Non-Emergency Transportation (NET) program was divided into eleven regions serviced by five brokers. After the implementation of IFB 710-18-1025 on Jan. 1, 2019, there was a reduction to seven regions serviced by four brokers. DHS notified MTM on Jan. 17, 2019 that they were formally canceling MTM's contracts and would be transitioning to Southeastrans, the second-lowest bidder for those services as allowed by Arkansas state procurement law. Southeastrans agreed to provide transportation for MTM's regions and began transporting for Regions A, B, C, and G Feb. 1, 2019. No usable data for MTM exists for Jan. 2019 for those regions.*



**NET Program Activity Summary**

**Region A**

**Statewide**

<b>Claims Paid</b>	2,824	76,072
<b>Individuals Transported</b>	780	13,421
Individuals eligible to be transported	136,113	810,480
Percentage of eligibles transported	0.6%	1.7%
<b>Number of Trips</b>	5,455	145,796
Trips per individual transported	7	11
<b>Type of Trips</b>		
One-way trip	417	31,014
Round trip	2,219	53,700
Other trip	188	2,343

**Timely Performance Comparison**

**Region A**

**Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	52.8%	56.7%
16-29 minutes late	6.0%	7.5%
30-59 minutes late	4.6%	6.0%
One hour or more late	4.4%	4.6%
More than 15 minutes early	32.2%	25.3%
<b>Drop-off Performance</b>		
On time*	76.5%	61.6%
1-15 minutes late	8.9%	10.6%
16-29 minutes late	2.5%	5.5%
30-59 minutes late	2.6%	7.6%
One hour or more late	3.9%	8.7%
More than one hour early	5.6%	6.1%

\*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	75
Insufficient time to schedule	7	174
Medicaid inactive	5	96
Not a Medicaid covered service	32	223
Not closest provider	15	204
Not Medicaid eligible	1	21
Other	17	78
Other: hospital discharge less than 23 hours	1	2
Other: incomplete information/call	3	17
Other: more than 50 miles beyond border	1	1
Other: no Provider available	60	86
Other: transport on weekends/state holidays not required	1	115
QMB beneficiary	2	127

Note: Jan. 2019 encounter submission data was not used in this analysis due to a change in procurement Jan. 17, 2019.

## Helpline Activity

## Region A

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	395	2,144
Extension of transportation services	3	21
General information: beneficiary	396	1,724
General information: broker	22	169
General information: non-Medicaid beneficiary	34	218
General information: physician/provider	28	206
General information: social worker/case worker	14	65
Hospital discharge information	1	3
Private option/Medicaid expansion information	17	130

**Complaint Calls**

DHS/Governor's office	1	1
Gas reimbursement	2	8
Late pick-up at appointment	2	8
Late pick-up at residence	1	15
No pick-up at appointment	1	6
No pick-up at residence	47	104
No provider/driver available	74	115
Pick-up at residence too early	1	3
Scheduling miscommunication	3	17
Transportation refused by the broker	3	10
Unsafe vehicle	1	2

**NET Program Activity Summary**

**Region B**

**Statewide**

<b>Claims Paid</b>	3,067	76,072
<b>Individuals Transported</b>	1,058	13,421
Individuals eligible to be transported	70,820	810,480
Percentage of eligibles transported	1.5%	1.7%
<b>Number of Trips</b>	6,197	145,796
Trips per individual transported	6	11
<b>Type of Trips</b>		
One-way trip	311	31,014
Round trip	2,468	53,700
Other trip	288	2,343

**Timely Performance Comparison**

**Region B**

**Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	51.9%	56.7%
16-29 minutes late	5.2%	7.5%
30-59 minutes late	2.7%	6.0%
One hour or more late	3.2%	4.6%
More than 15 minutes early	36.9%	25.3%
<b>Drop-off Performance</b>		
On time*	84.8%	61.6%
1-15 minutes late	3.6%	10.6%
16-29 minutes late	1.3%	5.5%
30-59 minutes late	2.0%	7.6%
One hour or more late	3.5%	8.7%
More than one hour early	4.8%	6.1%

\*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	2	75
Insufficient time to schedule	8	174
Medicaid inactive	4	96
Not a Medicaid covered service	43	223
Not closest provider	4	204
Not Medicaid eligible	1	21
Other	8	78
Other: incomplete information/call	1	17
Other: no NET MCP assignment	1	10
Other: no provider available	8	86
Other: nursing home	1	3
Other: transport on weekends/state holidays not required	12	115
QMB beneficiary	4	127

*Note: Jan. 2019 encounter submission data was not used in this analysis due to a change in procurement on Jan. 17, 2019.*

## Helpline Activity

## Region B

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	116	2,144
General information: beneficiary	111	1,724
General information: broker	9	169
General information: non-Medicaid beneficiary	17	218
General information: physician/provider	18	206
Private option/Medicaid expansion information	10	130

**Complaint Calls**

CSR rudeness	2	10
Gas reimbursement	1	8
Late pick-up at residence	2	15
No pick-up at residence	4	104
No provider/driver available	5	115
Scheduling miscommunication	2	17
Transportation refused by the broker	2	10
Unsafe vehicle	1	2

**NET Program Activity Summary**

**Region C**

**Statewide**

<b>Claims Paid</b>	7,114	76,072
<b>Individuals Transported</b>	1,809	13,421
Individuals eligible to be transported	116,847	810,480
Percentage of eligibles transported	1.5%	1.7%
<b>Number of Trips</b>	13,609	145,796
Trips per individual transported	8	11
<b>Type of Trips</b>		
One-way trip	1,228	31,014
Round trip	5,363	53,700
Other trip	523	2,343

**Timely Performance Comparison**

**Region C**

**Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	34.0%	56.7%
16-29 minutes late	6.9%	7.5%
30-59 minutes late	7.2%	6.0%
One hour or more late	12.3%	4.6%
More than 15 minutes early	39.6%	25.3%
<b>Drop-off Performance</b>		
On time*	56.1%	61.6%
1-15 minutes late	6.7%	10.6%
16-29 minutes late	4.5%	5.5%
30-59 minutes late	7.6%	7.6%
One hour or more late	12.3%	8.7%
More than one hour early	12.9%	6.1%

\*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>		
Facility does not bill Medicaid	4	75
Incorrect county code	1	106
Insufficient time to schedule	20	174
Medicaid Inactive	3	96
Not a Medicaid covered service	20	223
Not closest provider	6	204
Not medicaid eligible	2	21
Other	7	78
Other: incomplete information/call	2	17
Other: no provider available	5	86
Other: transport on weekends/state holidays not required	2	115
QMB beneficiary	6	127

*Note: Jan. 2019 encounter submission data was not used in this analysis due to a change in procurement on Jan.17, 2019,*

## Helpline Activity

## Region C

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	516	2,144
Extension of transportation services	6	21
General information: beneficiary	262	1,724
General information: broker	14	169
General information: DHS	2	10
General information: non-Medicaid beneficiary	29	218
General information: physician/provider	35	206
General information: social worker/case worker	15	65
Hospital discharge information	2	3
Private option/Medicaid expansion information	18	130

**Complaint Calls**

CSR rudeness	33	330
Driver rudeness	1	10
Gas reimbursement	1	8
Late pick-up at appointment	2	8
Late pick-up at residence	3	8
Lengthy trip	5	15
No pick-up at appointment	1	1
No pick-up at residence	2	6
No provider/driver available	7	104
Other	5	115
Pick-up at residence too early	1	4
Reckless driving	1	3
Scheduling miscommunication	1	7
Transportation refused by the broker	2	17

**NET Program Activity Summary**

**Region D**

**Statewide**

<b>Claims Paid</b>	9,444	76,072
<b>Individuals Transported</b>	1,876	13,421
Individuals eligible to be transported	115,416	810,480
Percentage of eligibles transported	1.6%	1.7%
<b>Number of Trips</b>	17,689	145,796
Trips per individual transported	9	11
<b>Type of Trips</b>		
One-way trip	1,647	31,014
Round trip	7,401	53,700
Other trip	396	2,343

**Timely Performance Comparison**

**Region D**

**Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	58.8%	56.7%
16-29 minutes late	4.7%	7.5%
30-59 minutes late	3.9%	6.0%
One hour or more late	3.6%	4.6%
More than 15 minutes early	29.0%	25.3%
<b>Drop-off Performance</b>		
On time*	81.4%	61.6%
1-15 minutes late	7.1%	10.6%
16-29 minutes late	2.1%	5.5%
30-59 minutes late	2.7%	7.6%
One hour or more late	4.0%	8.7%
More than one hour early	2.7%	6.1%

\*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	14	75
Has access to transportation	3	18
Incorrect county code	8	106
Insufficient time to schedule	32	174
Medicaid inactive	2	96
Not a Medicaid covered service	28	223
Not closest provider	165	204
Not Medicaid eligible	3	21
Other	14	78
Other: contacted wrong broker	17	28
Other: incomplete information/call	4	17
Other: no NET MCP assignment	1	10
Other: no provider available	12	86
Other: transport on weekends/state holidays not required	40	115
QMB beneficiary	9	127



## Helpline Activity

## Region D

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	259	2,144
Extension of transportation services	3	21
General information: beneficiary	238	1,724
General information: broker	46	169
General information: DHS	2	10
General information: non-Medicaid beneficiary	22	218
General information: physician/provider	23	206
General information: social worker/case worker	7	65
Private option/Medicaid expansion information	23	130

**Complaint Calls**

Broker line busy or unavailable	2	2
Child endangerment	1	1
CSR rudeness	4	10
Did not give 48-hour notice	1	1
Driver rudeness	3	8
Gas reimbursement	1	8
Late drop-off at residence	1	1
Late pick-up at appointment	2	8
Late pick-up at residence	2	15
No pick-up at appointment	1	6
No pick-up at residence	22	104
No provider/driver available	14	115
Other	2	4
PCP referral	2	2
Reckless driving	1	7
Scheduling miscommunication	5	17
Transportation refused by the broker	3	10

NET Program Activity Summary	Region E	Statewide
<b>Claims Paid</b>	18,873	76,072
<b>Individuals Transported</b>	2,745	13,421
Individuals eligible to be transported	144,485	810,480
Percentage of eligibles transported	1.9%	1.7%
<b>Number of Trips</b>	35,891	145,796
Trips per individual transported	13	11
<b>Type of Trips</b>		
One-way trip	23,753	31,014
Round trip	6,069	53,700
Other trip	-	2,343

Timely Performance Comparison	Region E	Statewide
<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	67.9%	56.7%
16-29 minutes late	8.0%	7.5%
30-59 minutes late	6.4%	6.0%
One hour or more late	4.1%	4.6%
More than 15 minutes early	13.7%	25.3%
<b>Drop-off Performance</b>		
On time*	46.2%	61.6%
1-15 minutes late	13.7%	10.6%
16-29 minutes late	8.6%	5.5%
30-59 minutes late	12.8%	7.6%
One hour or more late	14.5%	8.7%
More than one hour early	4.1%	6.1%

\*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	42	75
Has access to transportation	13	18
Incorrect county code	52	106
Insufficient time to schedule	30	174
Medicaid inactive	60	96
Not a Medicaid covered service	17	223
Not closest provider	3	204
Not Medicaid eligible	11	21
Other	2	78
Other: contacted wrong broker	4	28
Other: nursing home	2	3
Other: transport on weekends/state holidays not required	2	115
QMB beneficiary	90	127

Helpline Activity	Region E	Statewide
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**Inquiry Calls**

Beneficiary does not know broker	237	2,144
Extension of transportation services	2	21
General information: beneficiary	172	1,724
General information: broker	48	169
General information: non-Medicaid beneficiary	17	218
General information: physician/provider	25	206
General information: social Worker/case Worker	4	65
Private option/Medicaid expansion information	36	130

**Complaint Calls**

Late drop-off to appointment	1	3
Late pick-up at appointment	1	8
No pick-up at residence	3	104
Other	1	4
Scheduling miscommunication	1	17

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

**January - March 2019**

**NET Program Activity Summary**

**Region F**

**Statewide**

<b>Claims Paid</b>	20,819	76,072
<b>Individuals Transported</b>	3,140	13,421
Individuals eligible to be transported	84,260	810,480
Percentage of eligibles transported	3.7%	1.7%
<b>Number of Trips</b>	40,222	145,796
Trips per individual transported	13	11
<b>Type of Trips</b>		
One-way trip	1,737	31,014
Round trip	18,869	53,700
Other trip	249	2,343

**Timely Performance Comparison**

**Region F**

**Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	64.6%	56.7%
16-29 minutes late	9.7%	7.5%
30-59 minutes late	6.0%	6.0%
One hour or more late	1.6%	4.6%
More than 15 minutes early	18.0%	25.3%
<b>Drop-off Performance</b>		
On time*	70.5%	61.6%
1-15 minutes late	10.9%	10.6%
16-29 minutes late	4.4%	5.5%
30-59 minutes late	4.6%	7.6%
One hour or more late	2.2%	8.7%
More than one hour early	7.3%	6.1%

\*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>		
Facility does not bill Medicaid	5	75
Has access to transportation	2	18
Incorrect county code	38	106
Insufficient time to schedule	68	174
Medicaid inactive	13	96
Not a Medicaid covered service	5	223
Not closest provider	6	204
Other: contacted wrong broker	5	28
Other: incomplete information/call	3	17
Other: incorrect NET MCP assignment	2	2
Other: no NET MCP assignment	7	10
Other: one trip per episode of care	1	1
Other: transport on weekends/state holidays not required	58	115
QMB beneficiary	12	127

## Helpline Activity

## Region F

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	54	2,144
Extension of transportation services	3	21
General information: beneficiary	71	1,724
General information: broker	8	169
General information: non-Medicaid beneficiary	6	218
General information: physician/provider	13	206
General information: social worker/case worker	7	65
Private option/Medicaid expansion information	7	130

**Complaint Calls**

CSR rudeness	1	10
No pick-up at appointment	2	6
Not nearest qualified provider	1	1
Reckless driving	1	7

**NET Program Activity Summary** **Region G** **Statewide**

<b>Claims Paid</b>	13,931	76,072
<b>Individuals Transported</b>	2,023	13,421
Individuals eligible to be transported	148,532	810,480
Percentage of eligibles transported	1.4%	1.7%
<b>Number of Trips</b>	26,733	145,796
Trips per individual transported	13	11
<b>Type of Trips</b>		
One-way trip	1,921	31,014
Round trip	11,311	53,700
Other trip	699	2,343

**Timely Performance Comparison** **Region G** **Statewide**

<b>Pick-up Performance</b>		
On time (within 15 minutes of scheduled pick-up time)	33.8%	56.7%
16-29 minutes late	6.6%	7.5%
30-59 minutes late	6.9%	6.0%
One hour or more late	6.6%	4.6%
More than 15 minutes early	46.0%	25.3%
<b>Drop-off Performance</b>		
On time*	63.6%	61.6%
1-15 minutes late	9.8%	10.6%
16-29 minutes late	4.5%	5.5%
30-59 minutes late	6.0%	7.6%
One hour or more late	8.5%	8.7%
More than one hour early	7.6%	6.1%

\*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>		
Facility does not bill Medicaid	3	75
Incorrect county code	6	106
Insufficient time to schedule	9	174
Medicaid inactive	9	96
Not a Medicaid covered service	77	223
Not closest provider	5	204
Not Medicaid eligible	3	21
Other	30	78
Other: contacted wrong broker	2	28
Other: hospital discharge less than 23 hours	1	2
Other: incomplete information/call	4	17
Other: no NET MCP assignment	1	10
Other: no provider available	1	86
QMB beneficiary	4	127

*Note: Jan. 2019 encounter submission data was not used in this analysis due to a change in procurement on Jan.17, 2019,*

## Helpline Activity

## Region G

## Statewide

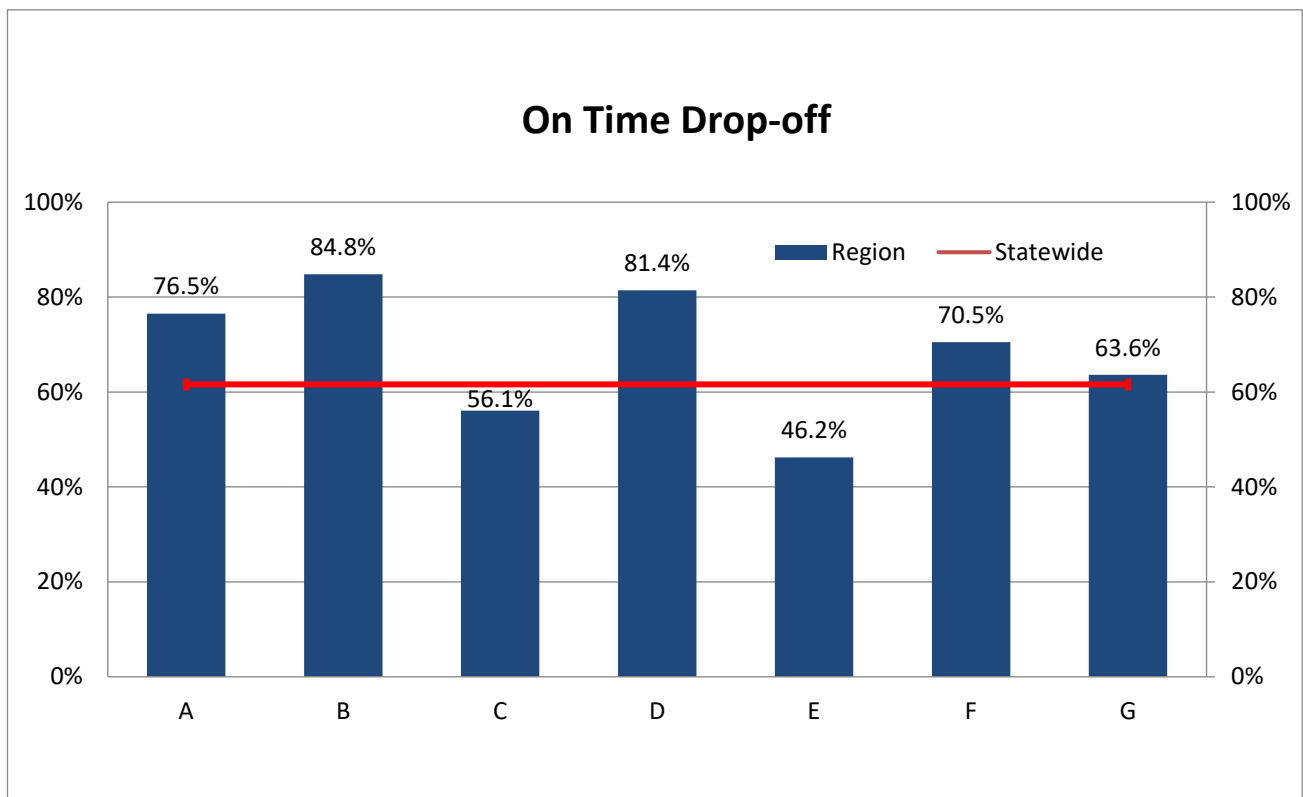
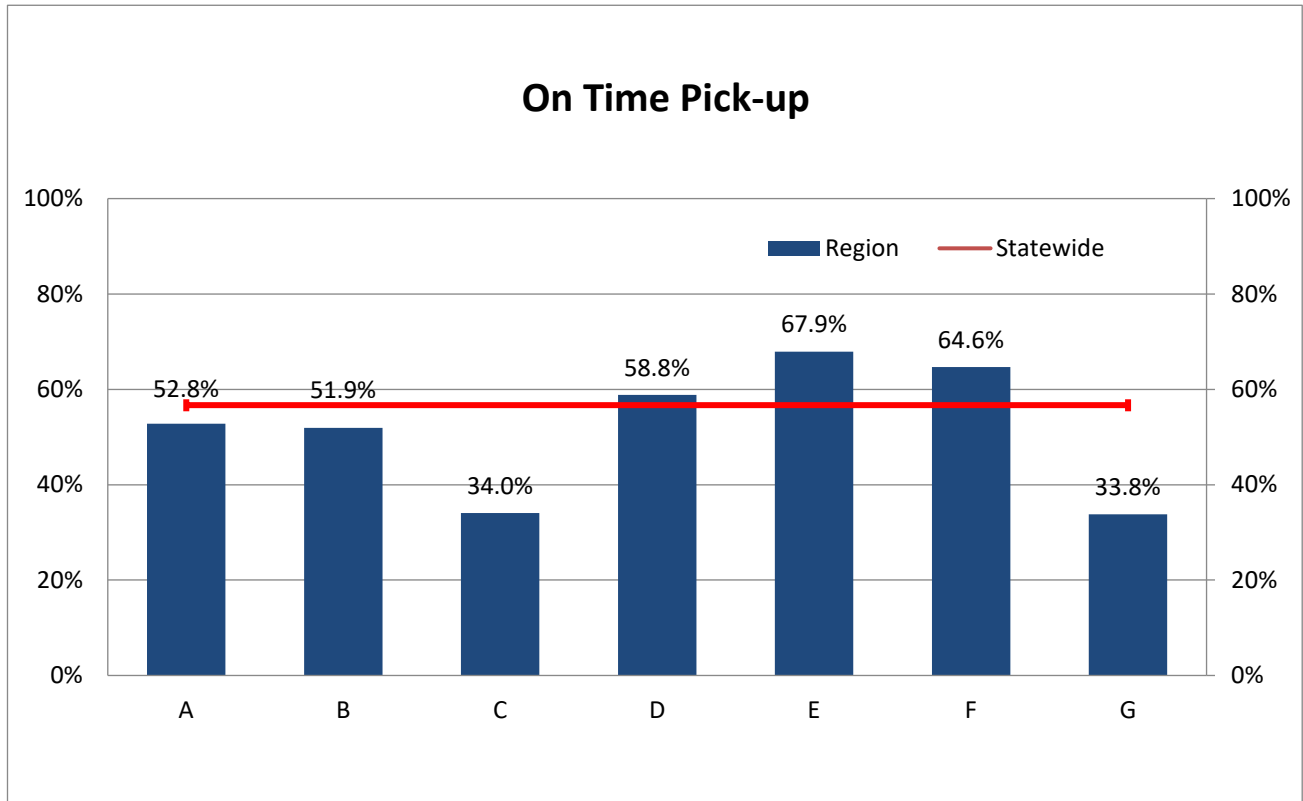
**Inquiry Calls**

Beneficiary does not know broker	559	2,144
Extension of transportation services	4	21
General information: beneficiary	471	1,724
General information: broker	22	169
General information: DHS	6	10
General information: non-Medicaid beneficiary	91	218
General information: physician/provider	59	206
General information: social worker/case worker	17	65
Private option/Medicaid expansion information	19	130

**Complaint Calls**

CSR rudeness	2	10
Driver rudeness	4	8
Gas reimbursement	2	8
Late pick-up at residence	5	15
No pick-up at residence	21	104
No provider/driver available	17	115
Pick-up at residence too early	1	3
Reckless driving	4	7
Scheduling miscommunication	4	17
Transportation refused by the broker	1	10

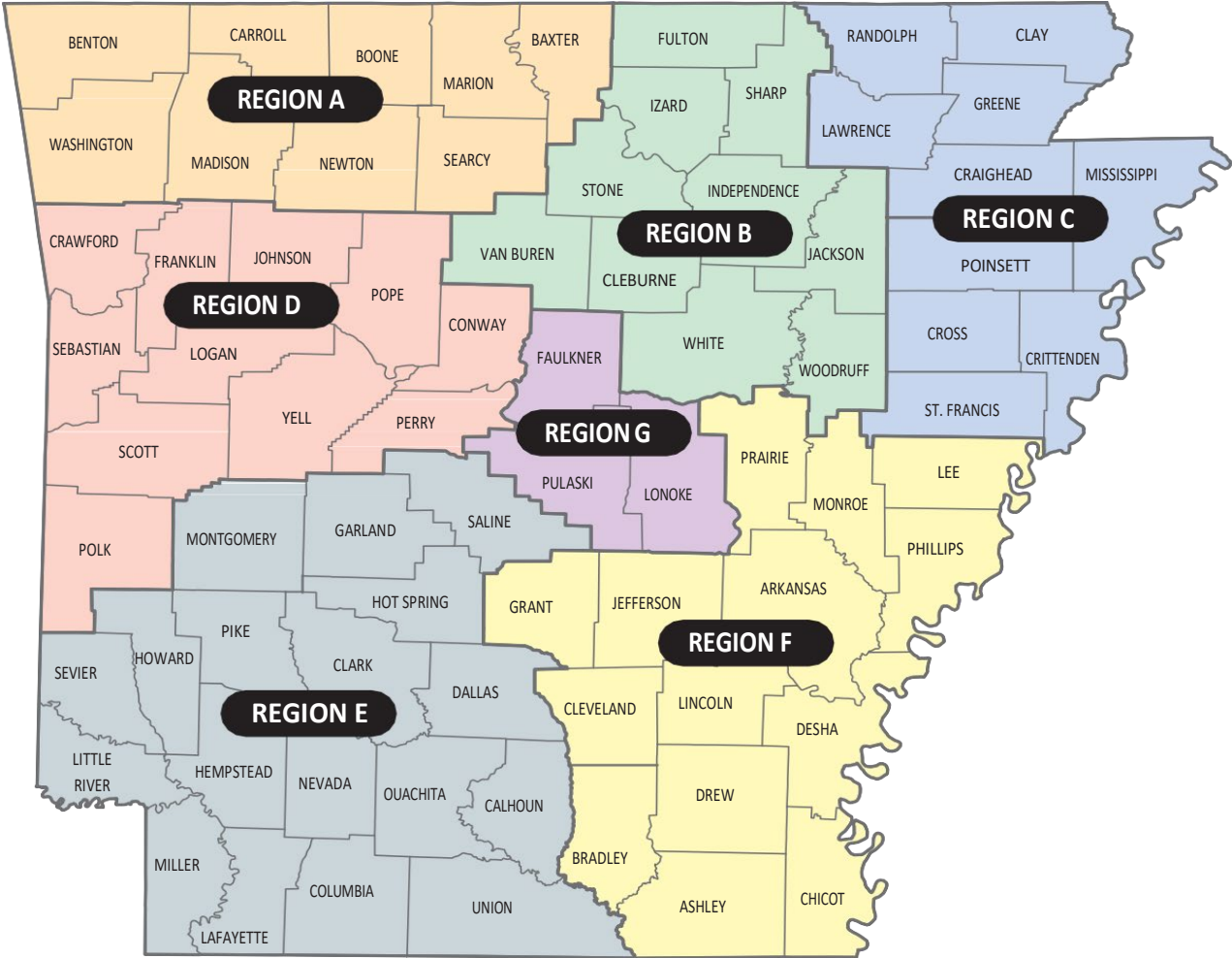
## Timely Performance Comparison January - March 2019



**Note:** Jan. 2019 encounter submission data for Regions A, B, C and G was not used in this analysis due to a change in procurement Jan. 17, 2019.



# 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>