

NET NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2019 Quarter 4

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending June 30, 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 fourth 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.



Region A: Southeastrans. Inc

April - June 2019

NET Program Activity Summary

Region A

Statewide

| | | |
|--|---------|---------|
| Claims Paid | 6,177 | 93,768 |
| Individuals Transported | 1,143 | 14,808 |
| Individuals eligible to be transported | 135,142 | 800,335 |
| Percentage of eligibles transported | 0.8% | 1.9% |
| Number of Trips | 12,205 | 179,531 |
| Trips per Individual transported | 11 | 12 |
| Type of Trips | | |
| One-way trip | 572 | 42,976 |
| Round trip | 5,257 | 64,181 |
| Other trip | 348 | 2,536 |

Timely Performance Comparison

Region A

Statewide

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On time (within 15 minutes of scheduled pickup time) | 55.9% | 55.5% |
| 16-29 minutes late | 5.7% | 7.4% |
| 30-59 minutes late | 4.1% | 5.5% |
| One hour or more late | 3.4% | 5.0% |
| More than 15 minutes early | 30.9% | 26.7% |
| Drop-off Performance | | |
| On time* | 78.2% | 64.1% |
| 1-15 minutes late | 7.5% | 9.3% |
| 16-29 minutes late | 2.1% | 4.8% |
| 30-59 minutes late | 3.0% | 6.7% |
| One hour or more late | 3.3% | 9.1% |
| More than one hour early | 5.9% | 6.0% |

*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 | 7 | 70 |
| Incorrect county code | 2 | 56 |
| Insufficient time to schedule | 7 | 159 |
| Medicaid inactive | 1 | 72 |
| Not a Medicaid covered service | 3 | 51 |
| Not closest provider | 11 | 76 |
| Other: incomplete information/call | 1 | 13 |
| Other: more than 50 miles beyond border | 1 | 2 |
| Other: no provider available | 526 | 1262 |
| Other: nursing home | 1 | 2 |
| QMB beneficiary | 2 | 136 |

Helpline Activity

Region A

Statewide

Inquiry Calls

| | | |
|--|-----|-------|
| Beneficiary does not know broker | 278 | 1,782 |
| Extension of transportation services | 1 | 37 |
| General information: beneficiary | 278 | 1,378 |
| General information: broker | 21 | 183 |
| General information: DHS | 2 | 13 |
| General information: non-Medicaid beneficiary | 18 | 280 |
| General information: physician/provider | 41 | 206 |
| General information: social worker/case worker | 13 | 107 |
| Hospital discharge information | 1 | 10 |
| Private option/Medicaid expansion information | 16 | 146 |

Complaint Calls

| | | |
|--------------------------------------|----|-----|
| Gas reimbursement | 4 | 12 |
| Late drop-off to appointment | 1 | 4 |
| Late pick-up at appointment | 2 | 12 |
| Late pick-up at residence | 4 | 19 |
| No pick-up at residence | 17 | 56 |
| No provider/driver available | 56 | 125 |
| Not nearest qualified provider | 1 | 1 |
| Transportation refused by the broker | 2 | 7 |

NET Program Activity Summary

Region B

Statewide

| | | |
|--|--------|---------|
| Claims Paid | 5,538 | 93,768 |
| Individuals Transported | 1,357 | 14,808 |
| Individuals eligible to be transported | 69,477 | 800,335 |
| Percentage of eligibles transported | 2.0% | 1.9% |
| Number of Trips | 10,818 | 179,531 |
| Trips per individual transported | 8 | 12 |
| Type of Trips | | |
| One-way trip | 672 | 42,976 |
| Round trip | 4,560 | 64,181 |
| Other trip | 306 | 2,536 |

Timely Performance Comparison

Region B

Statewide

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 65.9% | 55.5% |
| 16-29 minutes late | 5.2% | 7.4% |
| 30-59 minutes late | 2.4% | 5.5% |
| One hour or more late | 2.8% | 5.0% |
| More than 15 minutes early | 23.7% | 26.7% |
| Drop-off Performance | | |
| On-time* | 87.1% | 64.1% |
| 1-15 minutes late | 4.5% | 9.3% |
| 16-29 minutes late | 1.4% | 4.8% |
| 30-59 minutes late | 1.2% | 6.7% |
| One hour or more late | 3.1% | 9.1% |
| More than one hour early | 2.7% | 6.0% |

*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 | | |
| Facility does not bill Medicaid | 8 | 70 |
| Insufficient time to schedule | 17 | 159 |
| Medicaid inactive | 4 | 72 |
| Not closest provider | 7 | 76 |
| Other: more than 50 miles beyond border | 1 | 2 |
| Other: no NET MCP assignment | 1 | 40 |
| Other: no provider available | 206 | 1262 |
| QMB beneficiary | 6 | 136 |

Helpline Activity

Region B

Statewide

Inquiry Calls

| | | |
|--|-----|-------|
| Beneficiary does not know broker | 150 | 1,782 |
| Extension of transportation services | 6 | 37 |
| General information: beneficiary | 105 | 1,378 |
| General information: broker | 16 | 183 |
| General information: non-Medicaid beneficiary | 8 | 280 |
| General information: physician/provider | 12 | 206 |
| General information: social worker/case worker | 10 | 107 |
| Private option/Medicaid expansion information | 13 | 146 |

Complaint Calls

| | | |
|--------------------------------------|----|-----|
| Child endangerment | 1 | 1 |
| Gas reimbursement | 1 | 12 |
| Late drop-off at residence | 1 | 1 |
| Late pick-up at appointment | 2 | 12 |
| Late pick-up at residence | 1 | 19 |
| No pick-up at residence | 3 | 56 |
| No provider/driver available | 24 | 125 |
| Transportation refused by the broker | 1 | 7 |

NET Program Activity Summary

Region C

Statewide

| | | |
|--|---------|---------|
| Claims Paid | 10,481 | 93,768 |
| Individuals Transported | 2,277 | 14,808 |
| Individuals eligible to be transported | 115,308 | 800,335 |
| Percentage of eligibles transported | 2.0% | 1.9% |
| Number of Trips | 19,836 | 179,531 |
| Trips per individual transported | 9 | 12 |
| Type of Trips | | |
| One-way trip | 1,888 | 42,976 |
| Round trip | 7,971 | 64,181 |
| Other trip | 622 | 2,536 |

Timely Performance Comparison

Region C

Statewide

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 40.0% | 55.5% |
| 16-29 minutes late | 6.0% | 7.4% |
| 30-59 minutes late | 6.0% | 5.5% |
| One hour or more late | 7.2% | 5.0% |
| More than 15 minutes early | 40.7% | 26.7% |
| Drop-off Performance | | |
| On-time* | 63.8% | 64.1% |
| 1-15 minutes late | 6.9% | 9.3% |
| 16-29 minutes late | 3.7% | 4.8% |
| 30-59 minutes late | 5.1% | 6.7% |
| One hour or more late | 7.4% | 9.1% |
| More than one hour early | 13.2% | 6.0% |

*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 | 5 | 70 |
| Incorrect county code | 1 | 56 |
| Insufficient time to schedule | 32 | 159 |
| Medicaid inactive | 1 | 72 |
| Not a Medicaid covered service | 5 | 51 |
| Not closest provider | 11 | 76 |
| Not Medicaid eligible | 3 | 16 |
| Other: contacted wrong broker | 1 | 20 |
| Other: incomplete information/call | 2 | 13 |
| Other: no NET MCP assignment | 2 | 40 |
| Other: no provider available | 232 | 1262 |
| QMB beneficiary | 12 | 136 |

Helpline Activity

Region C

Statewide

Inquiry Calls

| | | |
|--|-----|-------|
| Beneficiary does not know broker | 477 | 1,782 |
| Extension of transportation services | 2 | 37 |
| General information: beneficiary | 251 | 1,378 |
| General information: broker | 7 | 183 |
| General information: non-Medicaid beneficiary | 45 | 280 |
| General information: physician/provider | 44 | 206 |
| General information: social worker/case worker | 21 | 107 |
| Hospital discharge information | 7 | 10 |
| Private option/Medicaid expansion information | 24 | 146 |

Complaint Calls

| | | |
|--------------------------------------|----|-----|
| CSR rudeness | 1 | 4 |
| Driver rudeness | 3 | 8 |
| Gas reimbursement | 4 | 12 |
| Late drop-off to appointment | 2 | 4 |
| Late pick-up at appointment | 6 | 12 |
| Late pick-up at residence | 7 | 19 |
| Lengthy trip | 1 | 2 |
| No pick-up at appointment | 2 | 5 |
| No pick-up at residence | 14 | 56 |
| No provider/driver available | 12 | 125 |
| Pick-up at residence too early | 3 | 3 |
| Scheduling miscommunication | 1 | 4 |
| Transportation refused by the broker | 2 | 7 |

NET Program Activity Summary

Region D

Statewide

| | | |
|--|---------|---------|
| Claims Paid | 11,469 | 93,768 |
| Individuals Transported | 2,021 | 14,808 |
| Individuals eligible to be transported | 113,806 | 800,335 |
| Percentage of eligibles transported | 1.8% | 1.9% |
| Number of Trips | 21,229 | 179,531 |
| Trips per individual transported | 11 | 12 |
| Type of Trips | | |
| One-way trip | 1,936 | 42,976 |
| Round trip | 9,328 | 64,181 |
| Other trip | 205 | 2,536 |

Timely Performance Comparison

Region D

Statewide

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 60.4% | 55.5% |
| 16-29 minutes late | 5.1% | 7.4% |
| 30-59 minutes late | 4.0% | 5.5% |
| One hour or more late | 2.2% | 5.0% |
| More than 15 minutes early | 28.3% | 26.7% |
| Drop-off Performance | | |
| On-time* | 84.0% | 64.1% |
| 1-15 minutes late | 6.3% | 9.3% |
| 16-29 minutes late | 2.2% | 4.8% |
| 30-59 minutes late | 2.1% | 6.7% |
| One hour or more late | 2.4% | 9.1% |
| More than one hour early | 3.0% | 6.0% |

*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 | | |
| Facility does not bill Medicaid | 13 | 70 |
| Insufficient time to schedule | 20 | 159 |
| Medicaid inactive | 5 | 72 |
| Not a Medicaid covered service | 3 | 51 |
| Not closest provider | 22 | 76 |
| Not Medicaid eligible | 1 | 16 |
| Other: contacted wrong broker | 4 | 20 |
| Other: no provider available | 225 | 1262 |
| Other: nursing home | 1 | 2 |
| QMB beneficiary | 13 | 136 |

Helpline Activity

Region D

Statewide

Inquiry Calls

| | | |
|--|-----|-------|
| Beneficiary does not know broker | 187 | 1,782 |
| Extension of transportation services | 12 | 37 |
| General information: beneficiary | 131 | 1,378 |
| General information: broker | 9 | 183 |
| General information: non-Medicaid beneficiary | 11 | 280 |
| General information: physician/provider | 17 | 206 |
| General information: social worker/case worker | 5 | 107 |
| Hospital discharge information | 2 | 10 |
| Private option/Medicaid expansion information | 22 | 146 |
| Private option/Medicaid expansion transportation | 1 | 3 |

Complaint Calls

| | | |
|--------------------------------------|----|-----|
| CSR rudeness | 1 | 4 |
| Driver rudeness | 1 | 8 |
| Gas reimbursement | 2 | 12 |
| Late pick-up at residence | 3 | 19 |
| No pick-up at appointment | 1 | 5 |
| No pick-up at residence | 7 | 56 |
| No provider/driver available | 20 | 125 |
| Scheduling miscommunication | 2 | 4 |
| Transportation refused by the broker | 1 | 7 |

| NET Program Activity Summary | Region E | Statewide |
|--|----------|-----------|
| Claims Paid | 17,744 | 93,768 |
| Individuals Transported | 2,448 | 14,808 |
| Individuals eligible to be transported | 141,801 | 800,335 |
| Percentage of eligibles transported | 1.7% | 1.9% |
| Number of Trips | 33,637 | 179,531 |
| Trips per individual transported | 14 | 12 |
| Type of Trips | | |
| One-way trip | 33,637 | 42,976 |
| Round trip | - | 64,181 |
| Other trip | - | 2,536 |

| Timely Performance Comparison | Region E | Statewide |
|--|----------|-----------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 65.3% | 55.5% |
| 16-29 minutes late | 8.7% | 7.4% |
| 30-59 minutes late | 6.6% | 5.5% |
| One hour or more late | 4.2% | 5.0% |
| More than 15 minutes early | 15.2% | 26.7% |
| Drop-off Performance | | |
| On-time* | 43.7% | 64.1% |
| 1-15 minutes late | 12.2% | 9.3% |
| 16-29 minutes late | 8.7% | 4.8% |
| 30-59 minutes late | 14.0% | 6.7% |
| One hour or more late | 17.3% | 9.1% |
| More than one hour early | 4.1% | 6.0% |

*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 | 22 | 70 |
| Has access to transportation | 5 | 6 |
| Incorrect county code | 31 | 56 |
| Insufficient time to schedule | 24 | 159 |
| Medicaid inactive | 41 | 72 |
| Not a Medicaid covered service | 25 | 51 |
| Not closest provider | 1 | 76 |
| Not Medicaid eligible | 9 | 16 |
| Other: contacted wrong broker | 5 | 20 |
| Other: hospital discharge less than 23 hours | 1 | 1 |
| Other: incomplete information/call | 1 | 13 |
| Other: incorrect NET MCP assignment | 1 | 1 |
| Other: no NET MCP assignment | 33 | 40 |
| Other: no provider available | 1 | 1262 |
| QMB beneficiary | 81 | 136 |

| Helpline Activity | Region E | Statewide |
|-------------------|----------|-----------|
|-------------------|----------|-----------|

Inquiry Calls

| | | |
|--|-----|-------|
| Beneficiary does not know broker | 170 | 1,782 |
| Extension of transportation services | 2 | 37 |
| General information: beneficiary | 151 | 1,378 |
| General information: broker | 72 | 183 |
| General information: DHS | 6 | 13 |
| General information: non-Medicaid beneficiary | 32 | 280 |
| General information: physician/provider | 15 | 206 |
| General information: social worker/case worker | 11 | 107 |
| Private option/Medicaid expansion information | 34 | 146 |
| Private option/Medicaid expansion transportation | 1 | 3 |

Complaint Calls

| | | |
|-------------------------------|---|----|
| Driver rudeness | 2 | 8 |
| Late pick-up at residence | 1 | 19 |
| No pick-up at appointment | 1 | 5 |
| Pick-up at facility too early | 1 | 1 |
| Reckless driving | 1 | 2 |

Region F: Area Agency on Aging Southeast Arkansas

April - June 2019

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

| | | |
|--|--------|---------|
| Claims Paid | 21,172 | 93,768 |
| Individuals Transported | 3,055 | 14,808 |
| Individuals eligible to be transported | 82,698 | 800,335 |
| Percentage of eligibles transported | 3.7% | 1.9% |
| Number of Trips | 40,825 | 179,531 |
| Trips per individual transported | 13 | 12 |
| Type of Trips | | |
| One-way trip | 1,833 | 42,976 |
| Round trip | 19,121 | 64,181 |
| Other trip | 250 | 2,536 |

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

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 63.0% | 55.5% |
| 16-29 minutes late | 8.3% | 7.4% |
| 30-59 minutes late | 5.5% | 5.5% |
| One hour or more late | 2.4% | 5.0% |
| More than 15 minutes early | 20.8% | 26.7% |
| Drop-off Performance | | |
| On-time* | 76.5% | 64.1% |
| 1-15 minutes late | 9.8% | 9.3% |
| 16-29 minutes late | 2.7% | 4.8% |
| 30-59 minutes late | 2.6% | 6.7% |
| One hour or more late | 1.9% | 9.1% |
| More than one hour early | 6.5% | 6.0% |

*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 | | |
| Facility does not bill Medicaid | 5 | 70 |
| Has access to transportation | 1 | 6 |
| Incorrect county code | 21 | 56 |
| Insufficient time to schedule | 42 | 159 |
| Medicaid inactive | 6 | 72 |
| Not a Medicaid covered service | 6 | 51 |
| Not closest provider | 11 | 76 |
| Not Medicaid eligible | 1 | 16 |
| Other: contacted wrong broker | 5 | 20 |
| Other: incomplete information/call | 8 | 13 |
| Other: no NET MCP assignment | 3 | 40 |
| Other: no provider available | 1 | 1262 |
| QMB beneficiary | 13 | 136 |

Helpline Activity

Region F

Statewide

Inquiry Calls

| | | |
|--|----|-------|
| Beneficiary does not know broker | 51 | 1,782 |
| Extension of transportation services | 7 | 37 |
| General information: beneficiary | 85 | 1,378 |
| General information: broker | 16 | 183 |
| General information: DHS | 1 | 13 |
| General information: non-Medicaid beneficiary | 5 | 280 |
| General information: physician/provider | 9 | 206 |
| General information: social worker/case worker | 4 | 107 |
| Private option/Medicaid expansion information | 8 | 146 |

Complaint Calls

| | | |
|------------------------------|---|----|
| Driver rudeness | 1 | 8 |
| Late drop-off to appointment | 1 | 4 |
| No pick-up at residence | 2 | 56 |

NET Program Activity Summary

Region G

Statewide

| | | |
|--|---------|---------|
| Claims Paid | 21,187 | 93,768 |
| Individuals Transported | 2,525 | 14,808 |
| Individuals eligible to be transported | 146,897 | 800,335 |
| Percentage of eligibles transported | 1.7% | 1.9% |
| Number of Trips | 40,981 | 179,531 |
| Trips per individual transported | 16 | 12 |
| Type of Trips | | |
| One-way trip | 2,438 | 42,976 |
| Round trip | 17,944 | 64,181 |
| Other trip | 805 | 2,536 |

Timely Performance Comparison

Region G

Statewide

| | | |
|--|-------|-------|
| Pick-up Performance | | |
| On-time (within 15 minutes of scheduled pickup time) | 34.5% | 55.5% |
| 16-29 minutes late | 7.2% | 7.4% |
| 30-59 minutes late | 5.8% | 5.5% |
| One hour or more late | 10.0% | 5.0% |
| More than 15 minutes early | 42.4% | 26.7% |
| Drop-off Performance | | |
| On-time* | 63.1% | 64.1% |
| 1-15 minutes late | 9.0% | 9.3% |
| 16-29 minutes late | 4.3% | 4.8% |
| 30-59 minutes late | 5.0% | 6.7% |
| One hour or more late | 11.3% | 9.1% |
| More than one hour early | 7.3% | 6.0% |

*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 | 10 | 70 |
| Incorrect county code | 1 | 56 |
| Insufficient time to schedule | 17 | 159 |
| Medicaid inactive | 14 | 72 |
| Not a Medicaid covered service | 9 | 51 |
| Not closest provider | 13 | 76 |
| Not Medicaid eligible | 2 | 16 |
| Other: contacted wrong broker | 5 | 20 |
| Other: incomplete information/call | 1 | 13 |
| Other: no NET MCP assignment | 1 | 40 |
| Other: no provider available | 71 | 1262 |
| QMB beneficiary | 9 | 136 |

Helpline Activity

Region G

Statewide

Inquiry Calls

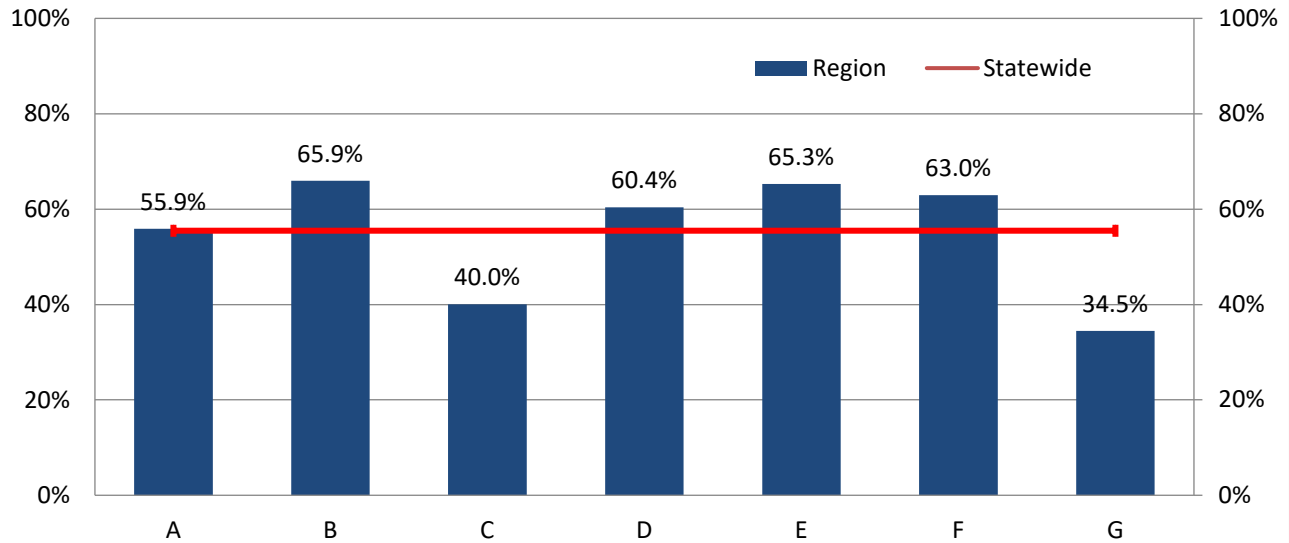
| | | |
|--|-----|-------|
| Beneficiary does not know broker | 457 | 1,782 |
| Extension of transportation services | 7 | 37 |
| General information: beneficiary | 374 | 1,378 |
| General information: broker | 42 | 183 |
| General information: DHS | 4 | 13 |
| General information: non-Medicaid beneficiary | 161 | 280 |
| General information: physician/provider | 67 | 206 |
| General information: social worker/case worker | 43 | 107 |
| Private option/Medicaid expansion information | 28 | 146 |
| Private option/Medicaid expansion transportation | 1 | 3 |

Complaint Calls

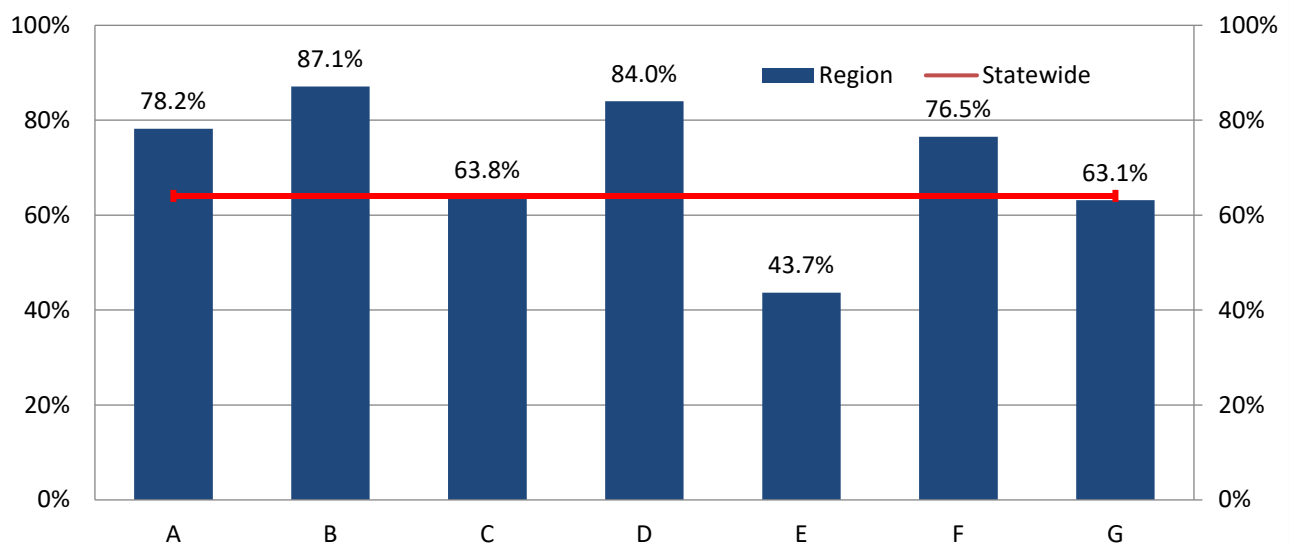
| | | |
|--------------------------------------|----|-----|
| CSR rudeness | 2 | 4 |
| Driver rudeness | 1 | 8 |
| Gas reimbursement | 1 | 12 |
| Late pick-up at appointment | 2 | 12 |
| Late pick-up at residence | 3 | 19 |
| Lengthy trip | 1 | 2 |
| No pick-up at appointment | 1 | 5 |
| No pick-up at residence | 13 | 56 |
| No provider/driver available | 13 | 125 |
| Other | 1 | 1 |
| Reckless driving | 1 | 2 |
| Scheduling miscommunication | 1 | 4 |
| Transportation refused by the broker | 1 | 7 |

Timely NET Performance Comparison April - June 2019

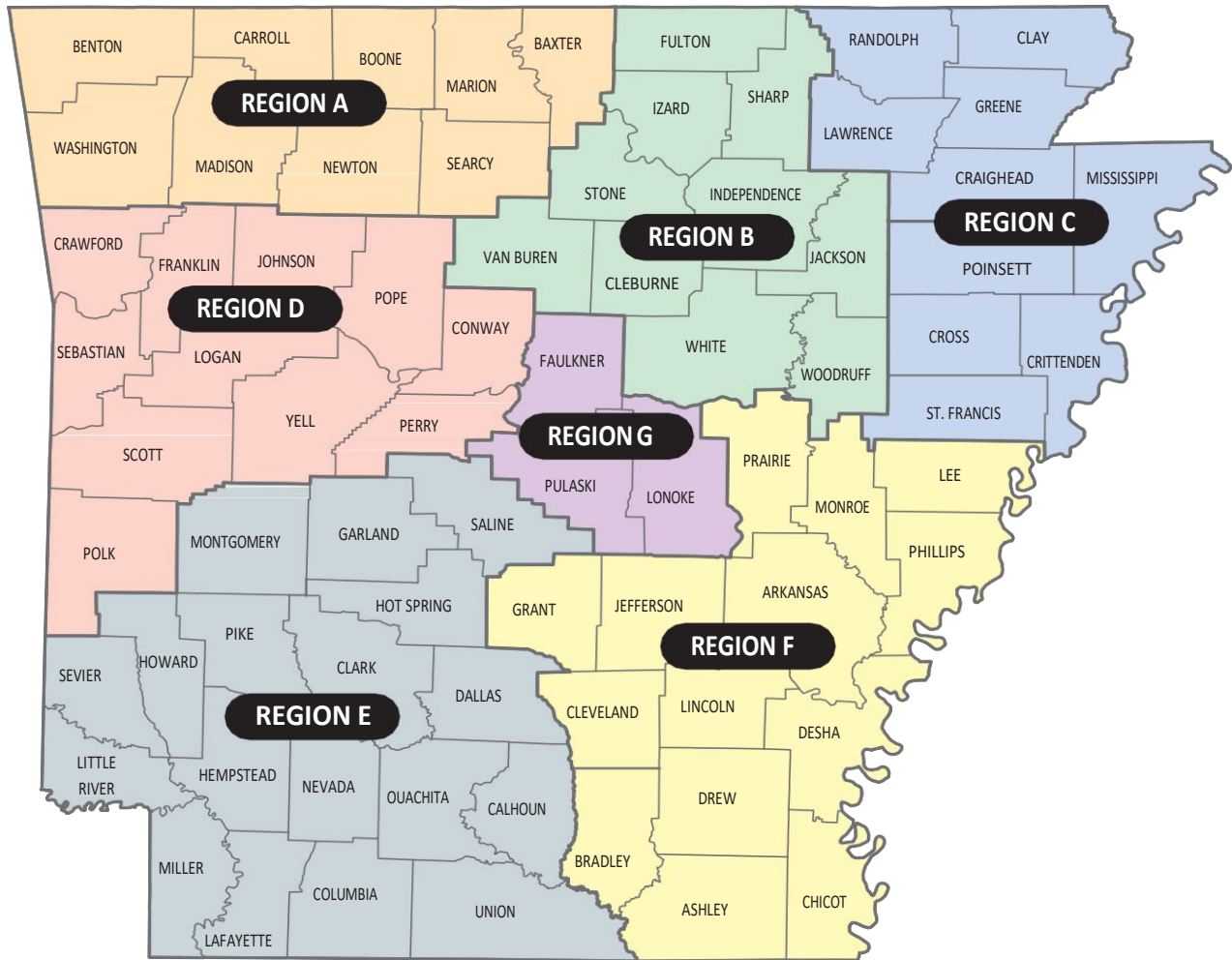
On Time Pick up



On Time Drop off



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 |