

NET

NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2020 Quarter 2

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending December 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 second quarter of SFY2020 (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

October - December 2019

NET Program Activity Summary

Region A

Statewide

Claims Paid	5,795	86,386
Individuals Transported	1,101	14,380
Individuals eligible to be transported	136,602	806,355
Percentage of eligibles transported	0.8%	1.8%
Number of Trips	11,267	165,033
Trips per Individual transported	10	11
Type of Trips		
One-way trip	595	40,768
Round trip	4,964	58,126
Other trip	236	2,525

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On time (within 15 minutes of scheduled pickup time)	55.1%	56.1%
16-29 minutes late	6.8%	7.9%
30-59 minutes late	2.9%	5.7%
One hour or more late	2.3%	5.2%
More than 15 minutes early	32.9%	25.2%
Drop-off Performance		
On time*	81.4%	61.8%
1-15 minutes late	7.0%	10.8%
16-29 minutes late	1.7%	5.1%
30-59 minutes late	1.4%	6.5%
One hour or more late	2.4%	9.5%
More than one hour early	6.1%	6.2%

*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	6	49
Incorrect county code	2	74
Insufficient time to schedule	5	142
Not a Medicaid covered service	1	30
Not closest provider	2	19
Other: more than 50 miles beyond border	1	1
Other: no provider available	33	146
Other: transport on weekends/state holidays not required	10	94
QMB beneficiary	1	75

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	211	1,429
Extension of transportation services	6	44
General information: beneficiary	220	1,526
General information: broker	3	105
General information: DHS	1	15
General information: non-Medicaid beneficiary	7	267
General information: physician/provider	22	133
General information: social worker/case worker	15	68
Hospital discharge information	2	7
Private option/Medicaid expansion information	20	100

Complaint Calls

Dhs/governor's office	1	2
Driver rudeness	2	5
Drop off at appointment too early	1	1
Gas reimbursement	1	5
Late drop-off to appointment	1	2
Late pick-up at appointment	2	8
No pick-up at appointment	1	3
No pick-up at residence	11	39
No provider/driver available	11	52
Unsafe vehicle	1	1

Region B: Southeastrans. Inc

October - December 2019

NET Program Activity Summary

Region B

Statewide

Claims Paid	5,077	86,386
Individuals Transported	1,299	14,380
Individuals eligible to be transported	69,794	806,355
Percentage of eligibles transported	1.9%	1.8%
Number of Trips	9,989	165,033
Trips per individual transported	8	11
Type of Trips		
One-way trip	505	40,768
Round trip	4,286	58,126
Other trip	286	2,525

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	58.6%	56.1%
16-29 minutes late	4.5%	7.9%
30-59 minutes late	2.1%	5.7%
One hour or more late	3.1%	5.2%
More than 15 minutes early	31.7%	25.2%
Drop-off Performance		
On-time*	82.5%	61.8%
1-15 minutes late	5.0%	10.8%
16-29 minutes late	1.5%	5.1%
30-59 minutes late	2.2%	6.5%
One hour or more late	3.0%	9.5%
More than one hour early	5.8%	6.2%

*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	2	49
Incorrect county code	5	74
Insufficient time to schedule	3	142
Not a Medicaid covered service	1	30
Not closest provider	3	19
Other: hospital discharge less than 23 hours	1	3
Other: no provider available	15	146
Other: transport on weekends/state holidays not required	10	94

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	100	1,429
Extension of transportation services	6	44
General information: beneficiary	132	1,526
General information: broker	8	105
General information: DHS	1	15
General information: non-Medicaid beneficiary	7	267
General information: physician/provider	8	133
General information: social worker/case worker	3	68
Hospital discharge information	1	7
Private option/Medicaid expansion information	5	100

Complaint Calls

CSR rudeness	1	3
Driver rudeness	1	5
Gas reimbursement	3	5
Late drop-off at residence	1	1
Late pick-up at appointment	1	8
No pick-up at residence	2	39
No provider/driver available	6	52
Pick-up at residence too early	1	3

Region C: Southeastrans. Inc

October - December 2019

NET Program Activity Summary

Region C

Statewide

Claims Paid	11,166	86,386
Individuals Transported	2,376	14,380
Individuals eligible to be transported	114,446	806,355
Percentage of eligibles transported	2.1%	1.8%
Number of Trips	21,518	165,033
Trips per individual transported	9	11
Type of Trips		
One-way trip	1,651	40,768
Round trip	8,823	58,126
Other trip	692	2,525

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	42.8%	56.1%
16-29 minutes late	6.1%	7.9%
30-59 minutes late	5.8%	5.7%
One hour or more late	4.8%	5.2%
More than 15 minutes early	40.4%	25.2%
Drop-off Performance		
On-time*	67.2%	61.8%
1-15 minutes late	9.2%	10.8%
16-29 minutes late	3.5%	5.1%
30-59 minutes late	4.0%	6.5%
One hour or more late	5.2%	9.5%
More than one hour early	10.9%	6.2%

*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	3	49
Incorrect county code	4	74
Insufficient time to schedule	11	142
Medicaid inactive	1	37
Not a Medicaid covered service	4	30
Not closest provider	1	19
Other: contacted wrong broker	1	8
Other: no NET MCP assignment	1	10
Other: no provider available	8	146
Other: transport on weekends/state holidays not required	10	94
QMB beneficiary	1	75

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	290	1,429
Extension of transportation services	10	44
General information: beneficiary	241	1,526
General information: broker	6	105
General information: non-Medicaid beneficiary	10	267
General information: physician/provider	26	133
General information: social worker/case worker	19	68
Hospital discharge information	1	7
Private option/Medicaid expansion information	15	100

Complaint Calls

Driver rudeness	1	5
Late pick-up at appointment	1	8
Late pick-up at residence	2	4
Lengthy trip	1	2
No pick-up at appointment	1	3
No pick-up at residence	8	39
No provider/driver available	3	52
Scheduling miscommunication	1	6
Transportation refused by the broker	1	3

Region D: Southeastrans. Inc

October - December 2019

NET Program Activity Summary

Region D

Statewide

Claims Paid	9,869	86,386
Individuals Transported	1,932	14,380
Individuals eligible to be transported	114,973	806,355
Percentage of eligibles transported	1.7%	1.8%
Number of Trips	18,494	165,033
Trips per individual transported	10	11
Type of Trips		
One-way trip	1,660	40,768
Round trip	7,847	58,126
Other trip	362	2,525

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	60.3%	56.1%
16-29 minutes late	4.1%	7.9%
30-59 minutes late	2.4%	5.7%
One hour or more late	2.4%	5.2%
More than 15 minutes early	30.7%	25.2%
Drop-off Performance		
On-time*	86.6%	61.8%
1-15 minutes late	4.3%	10.8%
16-29 minutes late	1.2%	5.1%
30-59 minutes late	1.1%	6.5%
One hour or more late	2.7%	9.5%
More than one hour early	4.1%	6.2%

*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	8	49
Incorrect county code	9	74
Insufficient time to schedule	16	142
Medicaid inactive	4	37
Not a Medicaid covered service	2	30
Not closest provider	5	19
Other: contacted wrong broker	1	8
Other: hospital discharge less than 23 hours	1	3
Other: no provider available	21	146
Other: transport on weekends/state holidays not required	21	94
QMB beneficiary	4	75

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	202	1,429
Extension of transportation services	7	44
General information: beneficiary	188	1,526
General information: broker	14	105
General information: DHS	3	15
General information: non-Medicaid beneficiary	14	267
General information: physician/provider	13	133
General information: social worker/case worker	5	68
Hospital discharge information	2	7
Private option/Medicaid expansion information	4	100

Complaint Calls

Late pick-up at appointment	2	8
No pick-up at residence	7	39
No provider/driver available	6	52
Pick-up at residence too early	1	3
Scheduling miscommunication	4	6
Transportation refused by the broker	1	3

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

Claims Paid	17,049	86,386
Individuals Transported	2,420	14,380
Individuals eligible to be transported	143,276	806,355
Percentage of eligibles transported	1.7%	1.8%
Number of Trips	32,051	165,033
Trips per individual transported	13	11
Type of Trips		
One-way trip	32,051	40,768
Round trip	-	58,126
Other trip	-	2,525

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	65.0%	56.1%
16-29 minutes late	8.9%	7.9%
30-59 minutes late	7.1%	5.7%
One hour or more late	4.2%	5.2%
More than 15 minutes early	14.7%	25.2%
Drop-off Performance		
On-time*	39.8%	61.8%
1-15 minutes late	14.9%	10.8%
16-29 minutes late	9.0%	5.1%
30-59 minutes late	14.1%	6.5%
One hour or more late	18.7%	9.5%
More than one hour early	3.6%	6.2%

*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	49
Has access to transportation	2	2
Incorrect county code	41	74
Insufficient time to schedule	38	142
Medicaid inactive	25	37
Not a Medicaid covered service	12	30
Not closest provider	2	19
Not Medicaid eligible	5	5
Other: contacted wrong broker	1	8
Other: hospital discharge less than 23 hours	1	3
Other: no NET MCP assignment	8	10
Other: nursing home	2	5
Other: transport on weekends/state holidays not required	5	94
QMB beneficiary	65	75

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

Inquiry Calls

Beneficiary does not know broker	198	1,429
Extension of transportation services	4	44
General information: beneficiary	221	1,526
General information: broker	58	105
General information: DHS	1	15
General information: non-Medicaid beneficiary	7	267
General information: physician/provider	17	133
General information: social worker/case worker	5	68
Hospital discharge information	1	7
Private option/Medicaid expansion information	17	100

Complaint Calls

Dhs/governor's office	1	2
Late drop-off to appointment	1	2
Late pick-up at appointment	1	8
Lengthy trip	1	2
No pick-up at residence	1	39
Other	1	1
Reckless driving	2	4
Smoking in vehicle	1	1

Region F: Area Agency on Aging Southeast Arkansas

October - December 2019

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

Claims Paid	20,364	86,386
Individuals Transported	3,036	14,380
Individuals eligible to be transported	81,867	806,355
Percentage of eligibles transported	3.7%	1.8%
Number of Trips	39,168	165,033
Trips per individual transported	13	11
Type of Trips		
One-way trip	1,805	40,768
Round trip	18,407	58,126
Other trip	183	2,525

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	61.6%	56.1%
16-29 minutes late	10.1%	7.9%
30-59 minutes late	6.4%	5.7%
One hour or more late	3.4%	5.2%
More than 15 minutes early	18.5%	25.2%
Drop-off Performance		
On-time*	67.6%	61.8%
1-15 minutes late	13.7%	10.8%
16-29 minutes late	4.5%	5.1%
30-59 minutes late	2.7%	6.5%
One hour or more late	2.2%	9.5%
More than one hour early	9.4%	6.2%

*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	2	49
Incorrect county code	3	74
Insufficient time to schedule	57	142
Medicaid inactive	6	37
Not a Medicaid covered service	5	30
Not closest provider	3	19
Other: contacted wrong broker	2	8
Other: no NET MCP assignment	1	10
Other: transport on weekends/state holidays not required	20	94
QMB beneficiary	3	75

Helpline Activity Region F Statewide

Inquiry Calls

Beneficiary does not know broker	41	1,429
Extension of transportation services	3	44
General information: beneficiary	94	1,526
General information: broker	3	105
General information: DHS	2	15
General information: non-Medicaid beneficiary	11	267
General information: physician/provider	6	133
General information: social worker/case worker	1	68
Private option/Medicaid expansion information	10	100

Complaint Calls

CSR rudeness	1	3
Late pick-up at appointment	1	8
Late pick-up at residence	1	4
No pick-up at appointment	1	3
No pick-up at residence	1	39

Region G: Southeastrans. Inc

October - December 2019

NET Program Activity Summary

Region G

Statewide

Claims Paid	17,066	86,386
Individuals Transported	2,230	14,380
Individuals eligible to be transported	149,747	806,355
Percentage of eligibles transported	1.5%	1.8%
Number of Trips	32,546	165,033
Trips per individual transported	15	11
Type of Trips		
One-way trip	2,501	40,768
Round trip	13,799	58,126
Other trip	766	2,525

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	38.5%	56.1%
16-29 minutes late	7.8%	7.9%
30-59 minutes late	6.0%	5.7%
One hour or more late	12.6%	5.2%
More than 15 minutes early	35.1%	25.2%
Drop-off Performance		
On-time*	65.6%	61.8%
1-15 minutes late	7.6%	10.8%
16-29 minutes late	4.3%	5.1%
30-59 minutes late	4.6%	6.5%
One hour or more late	12.3%	9.5%
More than one hour early	5.5%	6.2%

*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	6	49
Incorrect county code	10	74
Insufficient time to schedule	12	142
Medicaid inactive	1	37
Not a Medicaid covered service	5	30
Not closest provider	3	19
Other: contacted wrong broker	3	8
Other: no provider available	69	146
Other: nursing home	3	5
Other: transport on weekends/state holidays not required	18	94
QMB beneficiary	1	75

Helpline Activity

Region G

Statewide

Inquiry Calls

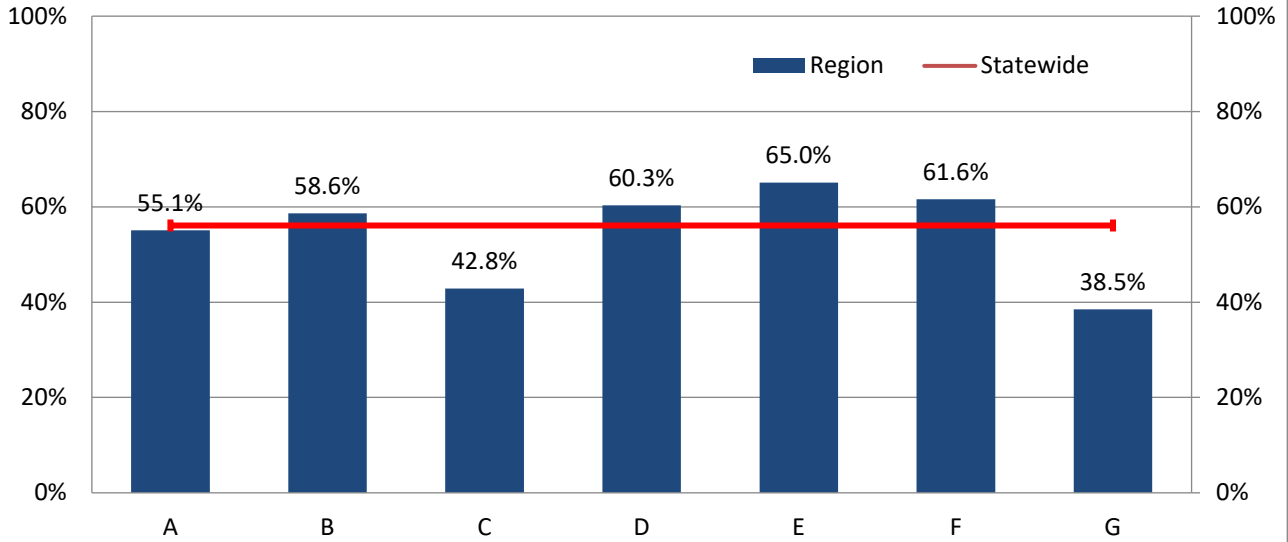
Beneficiary does not know broker	387	1,429
Extension of transportation services	8	44
General information: beneficiary	430	1,526
General information: broker	13	105
General information: DHS	7	15
General information: non-Medicaid beneficiary	211	267
General information: physician/provider	41	133
General information: social worker/case worker	20	68
Private option/Medicaid expansion information	29	100

Complaint Calls

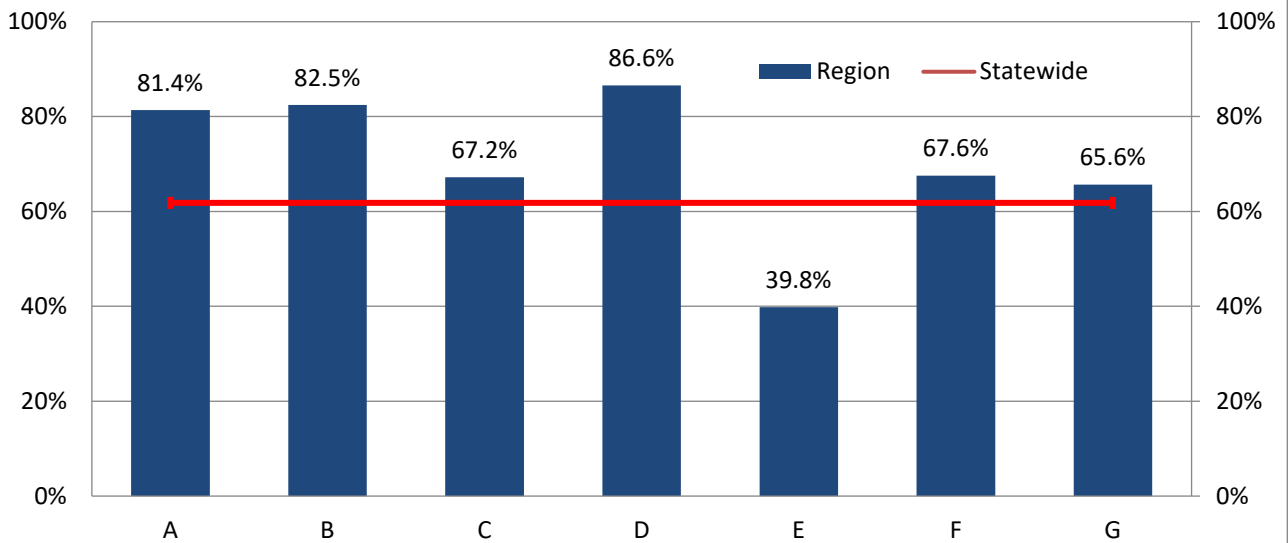
CSR rudeness	1	3
Driver rudeness	1	5
Gas reimbursement	1	5
Late pick-up at residence	1	4
No pick-up at residence	9	39
No provider/driver available	26	52
Pick-up at facility too early	1	1
Pick-up at residence too early	1	3
Reckless driving	2	4
Scheduling miscommunication	1	6
Transportation refused by the broker	1	3

Timely NET Performance Comparison October - December 2019

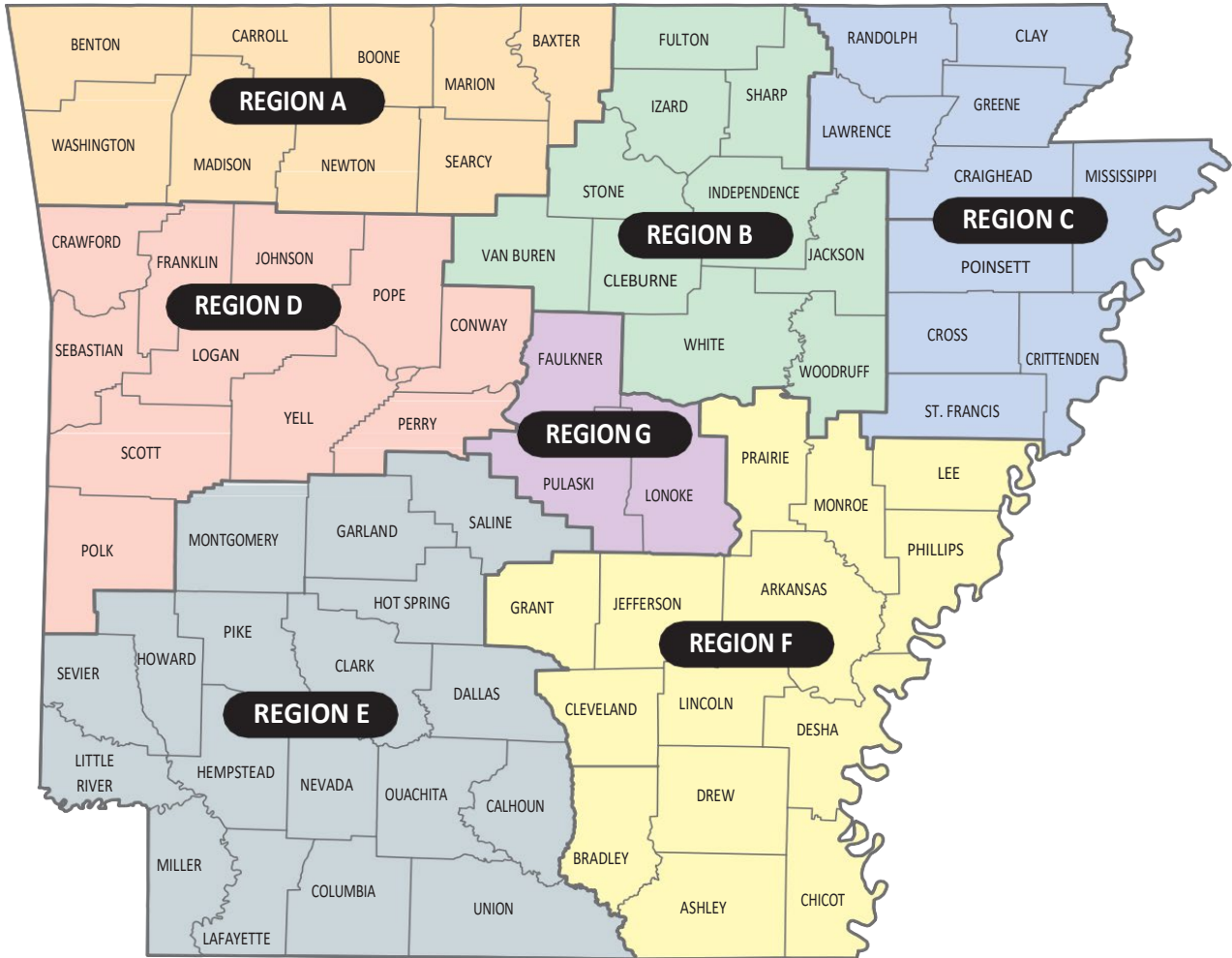
On Time Pick up



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