

NET

NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2020 Quarter 4

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending June 30, 2020. 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 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.



NET Program Activity Summary

Region A

Statewide

Claims Paid	3,636	50,520
Individuals Transported	670	8,473
Individuals eligible to be transported	138,201	807,344
Percentage of eligibles transported	0.5%	1.0%
Number of Trips	7,246	95,859
Trips per Individual transported	11	11
Type of Trips		
One-way trip	322	25,963
Round trip	3,097	32,070
Other trip	217	1,645

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On time (within 15 minutes of scheduled pickup time)	57.6%	55.2%
16-29 minutes late	9.1%	6.8%
30-59 minutes late	3.1%	4.5%
One hour or more late	2.4%	7.7%
More than 15 minutes early	27.8%	25.8%
Drop-off Performance		
On time*	81.3%	50.8%
1-15 minutes late	7.7%	8.2%
16-29 minutes late	1.7%	4.1%
30-59 minutes late	1.6%	7.3%
One hour or more late	2.6%	23.9%
More than one hour early	5.1%	5.7%

*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	4	29
Insufficient time to schedule	3	103
Not a Medicaid covered service	1	16
Not closest provider	1	11
Other: more than 50 miles beyond border	3	3

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	57	481
Extension of transportation services	1	29
General information: beneficiary	141	997
General information: broker	10	134
General information: non-Medicaid beneficiary	2	110
General information: physician/provider	6	62
General information: social worker/case worker	5	38
Hospital discharge information	5	16
Private option/Medicaid expansion information	2	13

Complaint Calls

Late pick-up at appointment	3	3
No pick-up at residence	1	9
Pick-up at residence too early	1	3
Scheduling miscommunication	1	2

NET Program Activity Summary

Region B

Statewide

Claims Paid	2,543	50,520
Individuals Transported	799	8,473
Individuals eligible to be transported	69,700	807,344
Percentage of eligibles transported	1.1%	1.0%
Number of Trips	5,094	95,859
Trips per individual transported	6	11
Type of Trips		
One-way trip	236	25,963
Round trip	2,125	32,070
Other trip	182	1,645

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	62.7%	55.2%
16-29 minutes late	4.6%	6.8%
30-59 minutes late	1.8%	4.5%
One hour or more late	3.9%	7.7%
More than 15 minutes early	27.0%	25.8%
Drop-off Performance		
On-time*	83.0%	50.8%
1-15 minutes late	5.7%	8.2%
16-29 minutes late	1.3%	4.1%
30-59 minutes late	1.3%	7.3%
One hour or more late	4.1%	23.9%
More than one hour early	4.8%	5.7%

*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	29
Insufficient time to schedule	8	103
Not closest provider	1	11
Other: transport on weekends/state holidays not required	4	5

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	57	481
Extension of transportation services	12	29
General information: beneficiary	74	997
General information: broker	11	134
General information: DHS	4	6
General information: non-Medicaid beneficiary	1	110
General information: physician/provider	5	62
General information: social worker/case worker	6	38
Hospital discharge information	3	16
Private option/Medicaid expansion information	1	13

Complaint Calls

Driver rudeness	1	4
No pick-up at residence	2	9

NET Program Activity Summary

Region C

Statewide

Claims Paid	7,044	50,520
Individuals Transported	1,379	8,473
Individuals eligible to be transported	114,071	807,344
Percentage of eligibles transported	1.2%	1.0%
Number of Trips	13,831	95,859
Trips per individual transported	10	11
Type of Trips		
One-way trip	869	25,963
Round trip	5,670	32,070
Other trip	505	1,645

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	39.6%	55.2%
16-29 minutes late	6.5%	6.8%
30-59 minutes late	5.8%	4.5%
One hour or more late	5.1%	7.7%
More than 15 minutes early	42.9%	25.8%
Drop-off Performance		
On-time*	68.5%	50.8%
1-15 minutes late	7.9%	8.2%
16-29 minutes late	2.7%	4.1%
30-59 minutes late	4.0%	7.3%
One hour or more late	4.9%	23.9%
More than one hour early	11.9%	5.7%

*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		
Incorrect county code	3	38
Insufficient time to schedule	14	103
Medicaid inactive	2	28
Not a Medicaid covered service	2	16
Other: no NET MCP assignment	1	11
QMB beneficiary	2	65

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	94	481
Extension of transportation services	1	29
General information: beneficiary	170	997
General information: broker	29	134
General information: non-Medicaid beneficiary	4	110
General information: physician/provider	7	62
General information: social worker/case worker	8	38
Hospital discharge information	4	16
Private option/Medicaid expansion information	1	13

Complaint Calls

Driver rudeness	2	4
Late pick-up at residence	1	4
No pick-up at residence	5	9
Other	1	1
Pick-up at residence too early	2	3
Reckless driving	1	2

NET Program Activity Summary

Region D

Statewide

Claims Paid	5,356	50,520
Individuals Transported	1,091	8,473
Individuals eligible to be transported	114,922	807,344
Percentage of eligibles transported	0.9%	1.0%
Number of Trips	10,151	95,859
Trips per individual transported	9	11
Type of Trips		
One-way trip	903	25,963
Round trip	4,185	32,070
Other trip	268	1,645

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	63.7%	55.2%
16-29 minutes late	4.7%	6.8%
30-59 minutes late	1.7%	4.5%
One hour or more late	3.0%	7.7%
More than 15 minutes early	26.9%	25.8%
Drop-off Performance		
On-time*	86.5%	50.8%
1-15 minutes late	5.4%	8.2%
16-29 minutes late	1.7%	4.1%
30-59 minutes late	1.2%	7.3%
One hour or more late	2.7%	23.9%
More than one hour early	2.5%	5.7%

*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	2	29
Incorrect county code	1	38
Insufficient time to schedule	8	103
Medicaid inactive	1	28
Not a Medicaid covered service	1	16
Other: contacted wrong broker	1	10
Other: no NET MCP assignment	1	11
QMB beneficiary	2	65

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	62	481
General information: beneficiary	132	997
General information: broker	9	134
General information: non-Medicaid beneficiary	3	110
General information: physician/provider	9	62
General information: social worker/case worker	3	38
Private option/Medicaid expansion information	3	13

Complaint Calls

CSR rudeness	1	1
Late pick-up at residence	1	4
Pick-up at facility too early	1	2

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

Claims Paid	10,525	50,520
Individuals Transported	1,507	8,473
Individuals eligible to be transported	142,920	807,344
Percentage of eligibles transported	1.1%	1.0%
Number of Trips	19,691	95,859
Trips per individual transported	13	11
Type of Trips		
One-way trip	19,691	25,963
Round trip	-	32,070
Other trip	-	1,645

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	65.4%	55.2%
16-29 minutes late	7.9%	6.8%
30-59 minutes late	6.0%	4.5%
One hour or more late	3.4%	7.7%
More than 15 minutes early	17.3%	25.8%
Drop-off Performance		
On-time*	47.1%	50.8%
1-15 minutes late	13.5%	8.2%
16-29 minutes late	7.7%	4.1%
30-59 minutes late	14.6%	7.3%
One hour or more late	14.3%	23.9%
More than one hour early	2.7%	5.7%

*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	19	29
Incorrect county code	21	38
Insufficient time to schedule	33	103
Medicaid inactive	18	28
Not a Medicaid covered service	8	16
Not closest provider	1	11
Not Medicaid eligible	2	2
Other	1	1
Other: contacted wrong broker	2	10
Other: no NET MCP assignment	8	11
Other: nursing home	4	5
QMB beneficiary	57	65

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	65	481
Extension of transportation services	9	29
General information: beneficiary	158	997
General information: broker	41	134
General information: non-Medicaid beneficiary	8	110
General information: physician/provider	12	62
General information: social worker/case worker	4	38
Hospital discharge information	1	16
Private option/Medicaid expansion information	5	13

Complaint Calls

Late pick-up at residence	1	4
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Region F: Area Agency on Aging Southeast Arkansas

April - June 2020

NET Program Activity Summary Region F Statewide

Claims Paid	10,431	50,520
Individuals Transported	1,762	8,473
Individuals eligible to be transported	80,708	807,344
Percentage of eligibles transported	2.2%	1.0%
Number of Trips	20,425	95,859
Trips per individual transported	12	11
Type of Trips		
One-way trip	998	25,963
Round trip	9,304	32,070
Other trip	121	1,645

Timely Performance Comparison Region F Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	61.0%	55.2%
16-29 minutes late	6.8%	6.8%
30-59 minutes late	3.8%	4.5%
One hour or more late	2.9%	7.7%
More than 15 minutes early	25.5%	25.8%
Drop-off Performance		
On-time*	6.4%	50.8%
1-15 minutes late	3.0%	8.2%
16-29 minutes late	3.1%	4.1%
30-59 minutes late	7.0%	7.3%
One hour or more late	75.4%	23.9%
More than one hour early	5.2%	5.7%

*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	1	29
Has access to transportation	1	1
Incorrect county code	10	38
Insufficient time to schedule	25	103
Medicaid inactive	4	28
Not a Medicaid covered service	1	16
Not closest provider	6	11
Other: contacted wrong broker	4	10
Other: incomplete information/call	1	1
Other: no NET MCP assignment	1	11
Other: nursing home	1	5
Other: transport on weekends/state holidays not required	1	5
QMB beneficiary	4	65

Helpline Activity	Region F	Statewide
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Inquiry Calls

Beneficiary does not know broker	26	481
Extension of transportation services	4	29
General information: beneficiary	61	997
General information: broker	8	134
General information: non-Medicaid beneficiary	2	110
General information: physician/provider	4	62
General information: social worker/case worker	2	38
Hospital discharge information	2	16

Complaint Calls

Pick-up at facility too early	1	2
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NET Program Activity Summary

Region G

Statewide

Claims Paid	10,985	50,520
Individuals Transported	1,272	8,473
Individuals eligible to be transported	150,669	807,344
Percentage of eligibles transported	0.8%	1.0%
Number of Trips	19,421	95,859
Trips per individual transported	15	11
Type of Trips		
One-way trip	2,944	25,963
Round trip	7,689	32,070
Other trip	352	1,645

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	34.4%	55.2%
16-29 minutes late	5.8%	6.8%
30-59 minutes late	4.2%	4.5%
One hour or more late	26.7%	7.7%
More than 15 minutes early	28.9%	25.8%
Drop-off Performance		
On-time*	53.5%	50.8%
1-15 minutes late	5.8%	8.2%
16-29 minutes late	2.2%	4.1%
30-59 minutes late	2.7%	7.3%
One hour or more late	26.2%	23.9%
More than one hour early	9.6%	5.7%

*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	29
Incorrect county code	3	38
Insufficient time to schedule	12	103
Medicaid inactive	3	28
Not a Medicaid covered service	3	16
Not closest provider	2	11
Other: contacted wrong broker	3	10

Helpline Activity

Region G

Statewide

Inquiry Calls

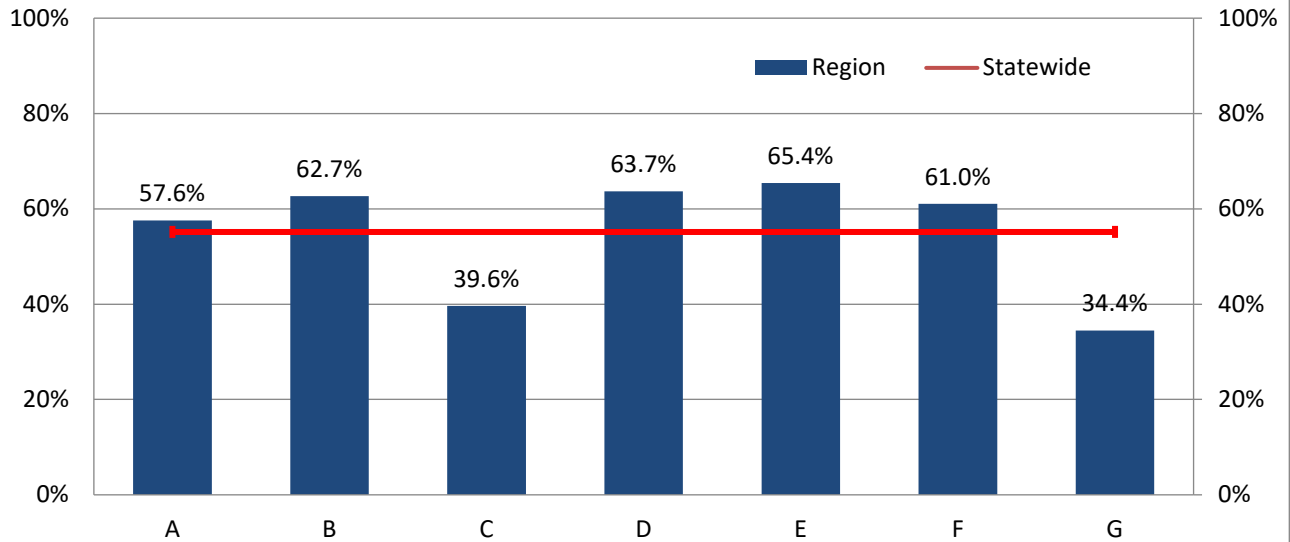
Beneficiary does not know broker	120	481
Extension of transportation services	2	29
General information: beneficiary	258	997
General information: broker	25	134
General information: DHS	2	6
General information: non-Medicaid beneficiary	87	110
General information: physician/provider	19	62
General information: social worker/case worker	10	38
Hospital discharge information	1	16
Private option/Medicaid expansion information	1	13

Complaint Calls

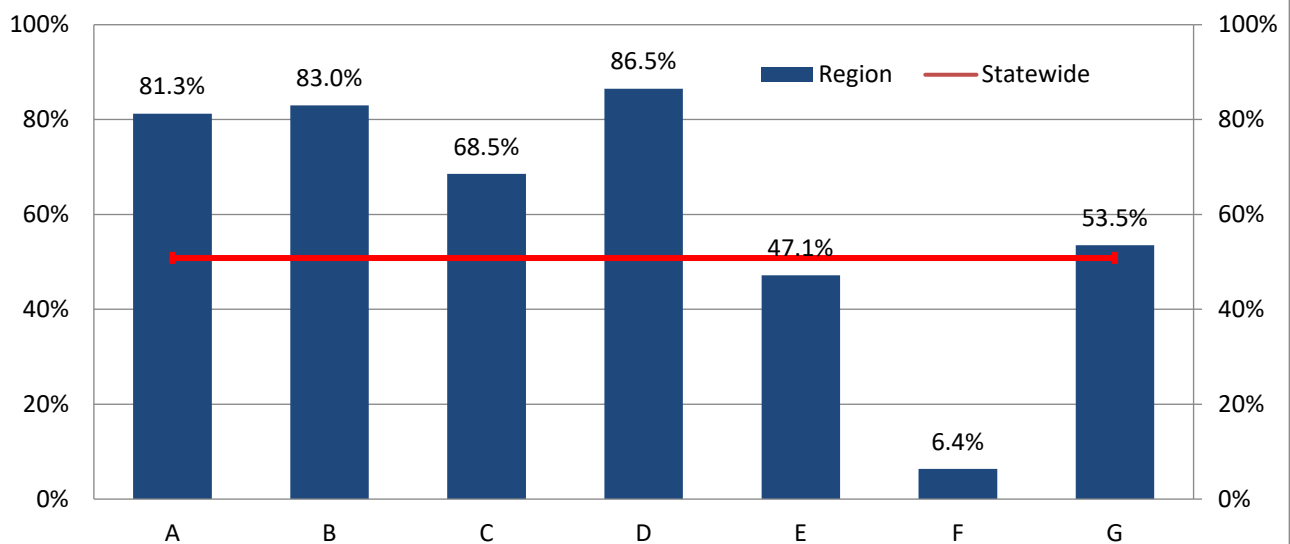
Driver rudeness	1	4
Late pick-up at residence	1	4
No pick-up at appointment	1	1
No pick-up at residence	1	9
Reckless driving	1	2
Scheduling miscommunication	1	2

Timely NET Performance Comparison April - June 2020

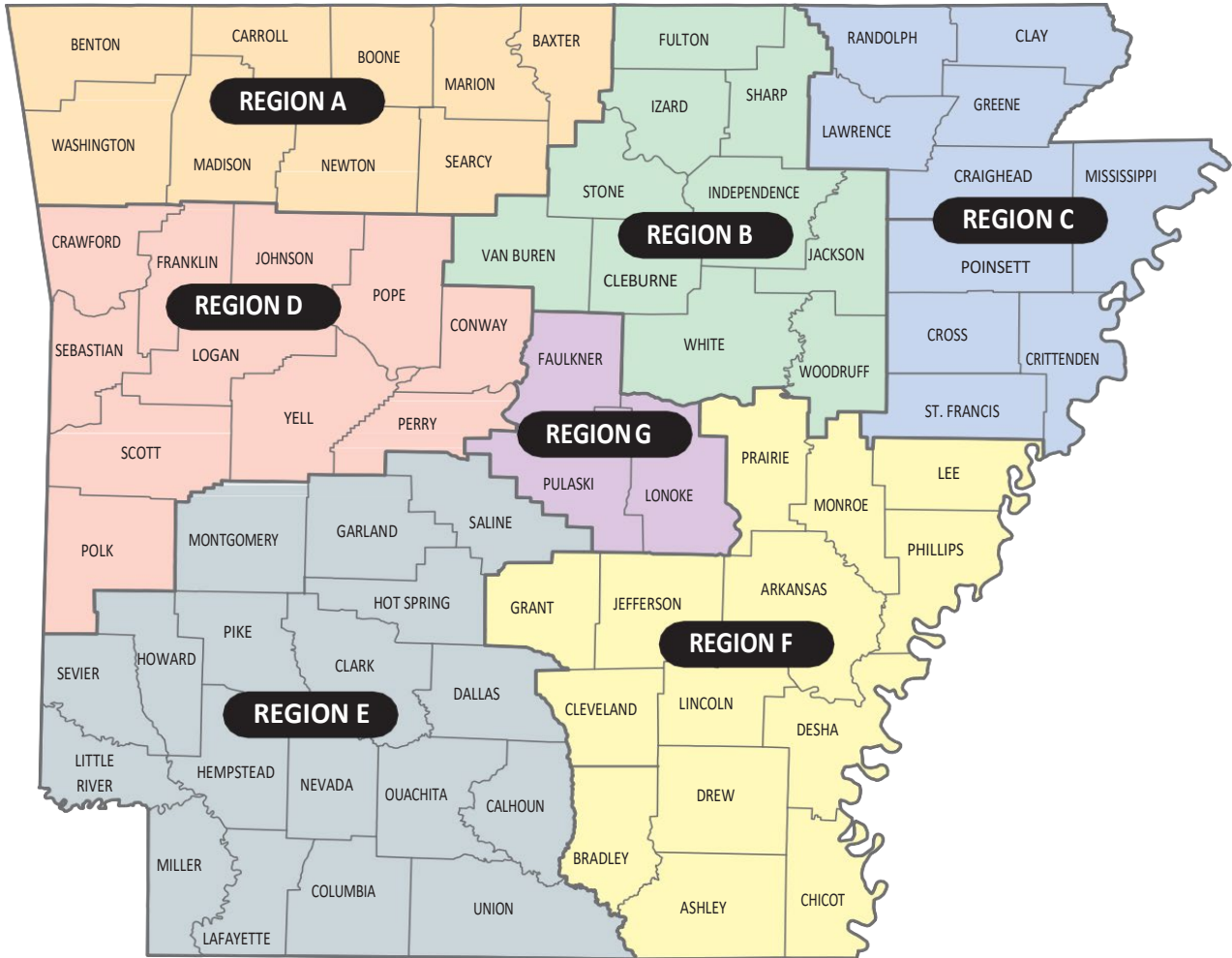
On Time Pick up



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