

NET

NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2022 Quarter 1

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending September 30, 2021. 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 first quarter of SFY 2022 (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	4,912	69,834
Individuals Transported	838	10,771
Individuals eligible to be transported	163,101	924,745
Percentage of eligibles transported	0.5%	1.2%
Number of Trips	9,660	134,289
Trips per Individual transported	12	12
Type of Trips		
One-way trip	393	12,304
Round trip	4,338	57,770
Other trip	181	2,018

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	61.9%	57.4%
16-29 minutes late	6.0%	7.3%
30-59 minutes late	2.1%	5.0%
One hour or more late	1.7%	5.5%
More than 15 minutes early	28.4%	24.8%
Drop-off Performance		
On-time*	82.9%	66.0%
1-15 minutes late	6.7%	10.2%
16-29 minutes late	1.6%	3.9%
30-59 minutes late	0.9%	3.7%
One hour or more late	2.0%	8.6%
More than one hour early	5.9%	7.7%

*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		
Insufficient time to schedule	12	99
Not a Medicaid covered service	1	14
Not closest provider	6	36
Other: no provider available	6	78

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	76	738
Extension of transportation services	1	28
General information: beneficiary	223	1,510
General information: broker	112	884
General information: non-Medicaid beneficiary	9	228
General information: physician/provider	13	91
General information: social worker/case worker	11	44
Private option/Medicaid expansion information	2	9

Complaint Calls

Gas reimbursement	1	1
Late pick-up at appointment	1	5
Late pick-up at residence	1	7
No pick-up at residence	5	36
No provider/driver available	4	37
Other	2	4
Pick-up at residence too early	1	2

NET Program Activity Summary

Region B

Statewide

Claims Paid	3,172	69,834
Individuals Transported	834	10,771
Individuals eligible to be transported	80,094	924,745
Percentage of eligibles transported	1.0%	1.2%
Number of Trips	6,296	134,289
Trips per individual transported	8	12
Type of Trips		
One-way trip	259	12,304
Round trip	2,732	57,770
Other trip	181	2,018

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	57.0%	57.4%
16-29 minutes late	5.4%	7.3%
30-59 minutes late	3.8%	5.0%
One hour or more late	3.6%	5.5%
More than 15 minutes early	30.4%	24.8%
Drop-off Performance		
On-time*	75.4%	66.0%
1-15 minutes late	7.4%	10.2%
16-29 minutes late	2.5%	3.9%
30-59 minutes late	2.1%	3.7%
One hour or more late	4.7%	8.6%
More than one hour early	7.9%	7.7%

*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	5	55
Incorrect county code	1	31
Insufficient time to schedule	7	99
Not closest provider	7	36
Other: contacted wrong broker	2	16
Other: incomplete information/call	1	5
Other: no provider available	31	78
Other: nursing home	1	3
QMB beneficiary	1	82

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	136	738
Extension of transportation services	5	28
General information: beneficiary	197	1,510
General information: broker	146	884
General information: DHS	6	9
General information: non-Medicaid beneficiary	149	228
General information: physician/provider	28	91
General information: social worker/case worker	12	44

Complaint Calls

Late drop-off at residence	1	2
No pick-up at residence	6	36
No provider/driver available	14	37
Scheduling miscommunication	1	7

NET Program Activity Summary

Region C

Statewide

Claims Paid	8,996	69,834
Individuals Transported	1,632	10,771
Individuals eligible to be transported	130,940	924,745
Percentage of eligibles transported	1.2%	1.2%
Number of Trips	17,016	134,289
Trips per individual transported	10	12
Type of Trips		
One-way trip	1,415	12,304
Round trip	7,213	57,770
Other trip	368	2,018

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	44.9%	57.4%
16-29 minutes late	8.1%	7.3%
30-59 minutes late	4.4%	5.0%
One hour or more late	3.8%	5.5%
More than 15 minutes early	38.8%	24.8%
Drop-off Performance		
On-time*	67.1%	66.0%
1-15 minutes late	9.9%	10.2%
16-29 minutes late	3.4%	3.9%
30-59 minutes late	3.6%	3.7%
One hour or more late	3.9%	8.6%
More than one hour early	12.2%	7.7%

*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		
Insufficient time to schedule	15	99
Not a Medicaid covered service	1	14
Not closest provider	10	36
Other: contacted wrong broker	2	16
Other: incomplete information/call	1	5
Other: no NET MCP assignment	1	17
Other: no provider available	30	78
Other: transport on weekends/state holidays not required	1	9
QMB beneficiary	2	82

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	125	738
Extension of transportation services	7	28
General information: beneficiary	257	1,510
General information: broker	211	884
General information: non-Medicaid beneficiary	12	228
General information: physician/provider	20	91
General information: social worker/case worker	5	44
Hospital discharge information	2	4

Complaint Calls

Driver rudeness	1	3
Late drop-off at residence	1	2
Late pick-up at residence	2	7
No pick-up at appointment	1	4
No pick-up at residence	9	36
No provider/driver available	12	37
Scheduling miscommunication	2	7

NET Program Activity Summary

Region D

Statewide

Claims Paid	6,587	69,834
Individuals Transported	1,334	10,771
Individuals eligible to be transported	131,735	924,745
Percentage of eligibles transported	1.0%	1.2%
Number of Trips	12,576	134,289
Trips per individual transported	9	12
Type of Trips		
One-way trip	813	12,304
Round trip	5,595	57,770
Other trip	179	2,018

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.1%	57.4%
16-29 minutes late	4.5%	7.3%
30-59 minutes late	2.5%	5.0%
One hour or more late	3.4%	5.5%
More than 15 minutes early	37.5%	24.8%
Drop-off Performance		
On-time*	80.8%	66.0%
1-15 minutes late	5.7%	10.2%
16-29 minutes late	2.1%	3.9%
30-59 minutes late	1.4%	3.7%
One hour or more late	3.5%	8.6%
More than one hour early	6.4%	7.7%

*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	4	55
Incorrect county code	1	31
Insufficient time to schedule	23	99
Not closest provider	10	36
Not Medicaid eligible	1	3
Other: contacted wrong broker	3	16
Other: incomplete information/call	1	5
Other: no NET MCP assignment	1	17
Other: no provider available	7	78
Other: transport on weekends/state holidays not required	4	9

Helpline Activity Region D Statewide

Inquiry Calls

Beneficiary does not know broker	99	738
Extension of transportation services	2	28
General information: beneficiary	167	1,510
General information: broker	120	884
General information: DHS	1	9
General information: non-Medicaid beneficiary	15	228
General information: physician/provider	6	91
General information: social worker/case worker	3	44
Private option/Medicaid expansion information	4	9

Complaint Calls

Late drop-off to appointment	1	1
Late pick-up at appointment	2	5
Late pick-up at residence	2	7
No pick-up at appointment	2	4
No pick-up at residence	12	36
No provider/driver available	4	37
Scheduling miscommunication	2	7
Unsafe vehicle	1	1

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

Claims Paid	15,974	69,834
Individuals Transported	2,130	10,771
Individuals eligible to be transported	159,496	924,745
Percentage of eligibles transported	1.3%	1.2%
Number of Trips	30,772	134,289
Trips per individual transported	14	12
Type of Trips		
One-way trip	6,161	12,304
Round trip	11,562	57,770
Other trip	471	2,018

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	69.0%	57.4%
16-29 minutes late	6.9%	7.3%
30-59 minutes late	4.7%	5.0%
One hour or more late	2.9%	5.5%
More than 15 minutes early	16.5%	24.8%
Drop-off Performance		
On-time*	57.5%	66.0%
1-15 minutes late	11.2%	10.2%
16-29 minutes late	4.3%	3.9%
30-59 minutes late	5.0%	3.7%
One hour or more late	14.6%	8.6%
More than one hour early	7.3%	7.7%

*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	38	55
Incorrect county code	19	31
Insufficient time to schedule	7	99
Medicaid inactive	9	10
Not a Medicaid covered service	9	14
Not closest provider	1	36
Not Medicaid eligible	2	3
Other: contacted wrong broker	4	16
Other: more than 50 miles beyond border	1	1
Other: no NET MCP assignment	11	17
Other: nursing home	2	3
QMB beneficiary	71	82

Helpline Activity Region E Statewide

Inquiry Calls

Beneficiary does not know broker	106	738
Extension of transportation services	9	28
General information: beneficiary	254	1,510
General information: broker	122	884
General information: DHS	2	9
General information: non-Medicaid beneficiary	10	228
General information: physician/provider	9	91
General information: social worker/case worker	4	44
Hospital discharge information	1	4
Private option/Medicaid expansion information	3	9

Complaint Calls

CSR rudeness	1	1
Driver rudeness	1	3
Late pick-up at residence	1	7
No pick-up at appointment	1	4
No provider/driver available	1	37
Other	2	4
Scheduling miscommunication	1	7

Region F: Area Agency on Aging Southeast Arkansas

July - September 2021

NET Program Activity Summary

Region F

Statewide

Claims Paid	16,287	69,834
Individuals Transported	2,360	10,771
Individuals eligible to be transported	87,660	924,745
Percentage of eligibles transported	2.7%	1.2%
Number of Trips	31,411	134,289
Trips per individual transported	13	12
Type of Trips		
One-way trip	1,454	12,304
Round trip	14,656	57,770
Other trip	215	2,018

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	68.9%	57.4%
16-29 minutes late	10.0%	7.3%
30-59 minutes late	7.0%	5.0%
One hour or more late	2.6%	5.5%
More than 15 minutes early	11.5%	24.8%
Drop-off Performance		
On-time*	67.2%	66.0%
1-15 minutes late	13.5%	10.2%
16-29 minutes late	4.8%	3.9%
30-59 minutes late	3.6%	3.7%
One hour or more late	2.8%	8.6%
More than one hour early	8.0%	7.7%

*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	3	55
Has access to transportation	1	1
Incorrect county code	3	31
Insufficient time to schedule	8	99
Medicaid inactive	1	10
Not a Medicaid covered service	1	14
Other: contacted wrong broker	1	16
Other: no NET MCP assignment	3	17
Other: transport on weekends/state holidays not required	3	9
QMB beneficiary	5	82

Helpline Activity	Region F	Statewide
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Inquiry Calls

Beneficiary does not know broker	21	738
Extension of transportation services	2	28
General information: beneficiary	57	1,510
General information: broker	4	884
General information: non-Medicaid beneficiary	10	228
General information: physician/provider	4	91
General information: social worker/case worker	3	44

Complaint Calls

None

NET Program Activity Summary

Region G

Statewide

Claims Paid	13,906	69,834
Individuals Transported	1,652	10,771
Individuals eligible to be transported	177,107	924,745
Percentage of eligibles transported	0.9%	1.2%
Number of Trips	26,558	134,289
Trips per individual transported	16	12
Type of Trips		
One-way trip	1,809	12,304
Round trip	11,674	57,770
Other trip	423	2,018

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	38.0%	57.4%
16-29 minutes late	6.2%	7.3%
30-59 minutes late	6.1%	5.0%
One hour or more late	16.0%	5.5%
More than 15 minutes early	33.8%	24.8%
Drop-off Performance		
On-time*	60.0%	66.0%
1-15 minutes late	9.3%	10.2%
16-29 minutes late	4.4%	3.9%
30-59 minutes late	4.4%	3.7%
One hour or more late	15.9%	8.6%
More than one hour early	6.0%	7.7%

*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	5	55
Incorrect county code	7	31
Insufficient time to schedule	27	99
Not a Medicaid covered service	2	14
Not closest provider	2	36
Other: contacted wrong broker	4	16
Other: incomplete information/call	2	5
Other: no NET MCP assignment	1	17
Other: no provider available	4	78
Other: transport on weekends/state holidays not required	1	9
QMB beneficiary	3	82

Helpline Activity

Region G

Statewide

Inquiry Calls

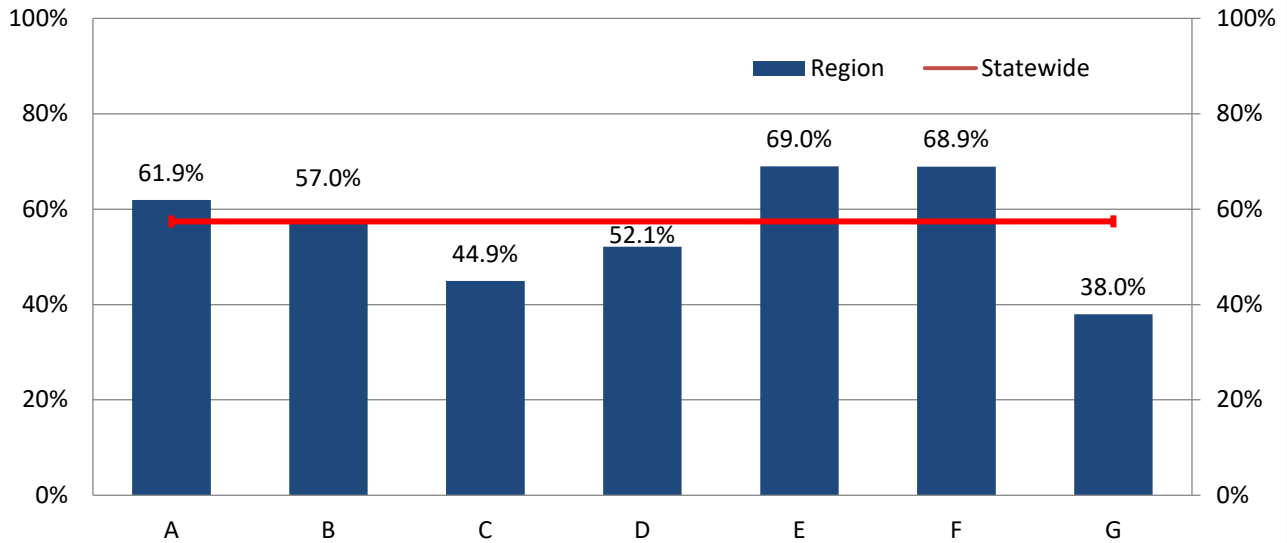
Beneficiary does not know broker	175	738
Extension of transportation services	2	28
General information: beneficiary	355	1,510
General information: broker	169	884
General information: non-Medicaid beneficiary	23	228
General information: physician/provider	11	91
General information: social worker/case worker	6	44
Hospital discharge information	1	4

Complaint Calls

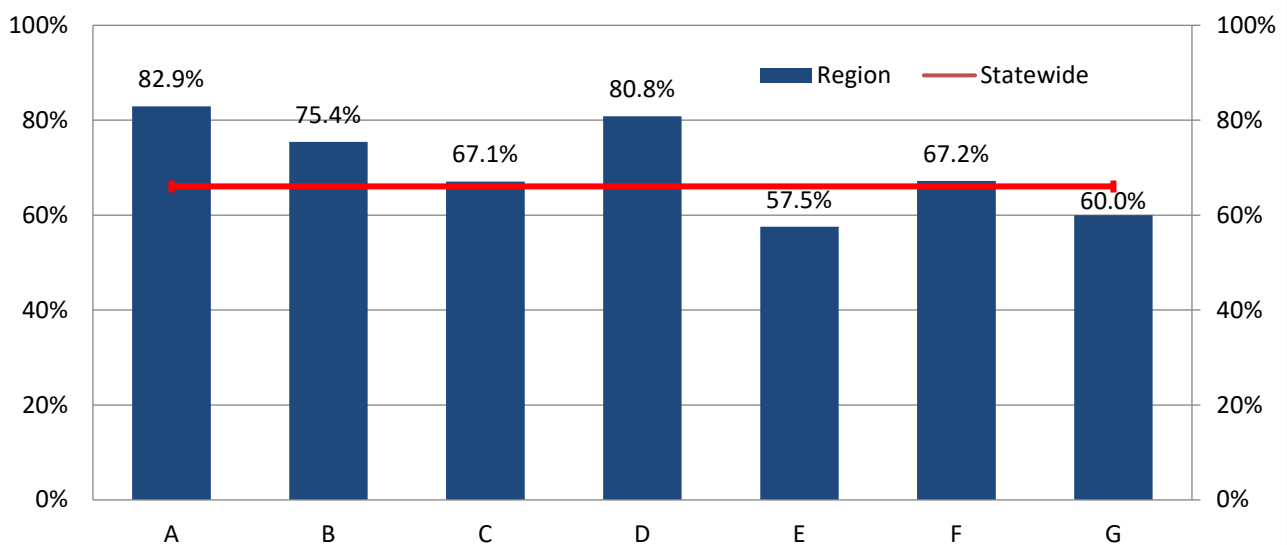
DHS/governor's office	1	1
Driver rudeness	1	3
Late pick-up at appointment	2	5
Late pick-up at residence	1	7
No pick-up at residence	4	36
No provider/driver available	2	37
Pick-up at residence too early	1	2
Scheduling miscommunication	1	7

Timely NET Performance Comparison July - September 2021

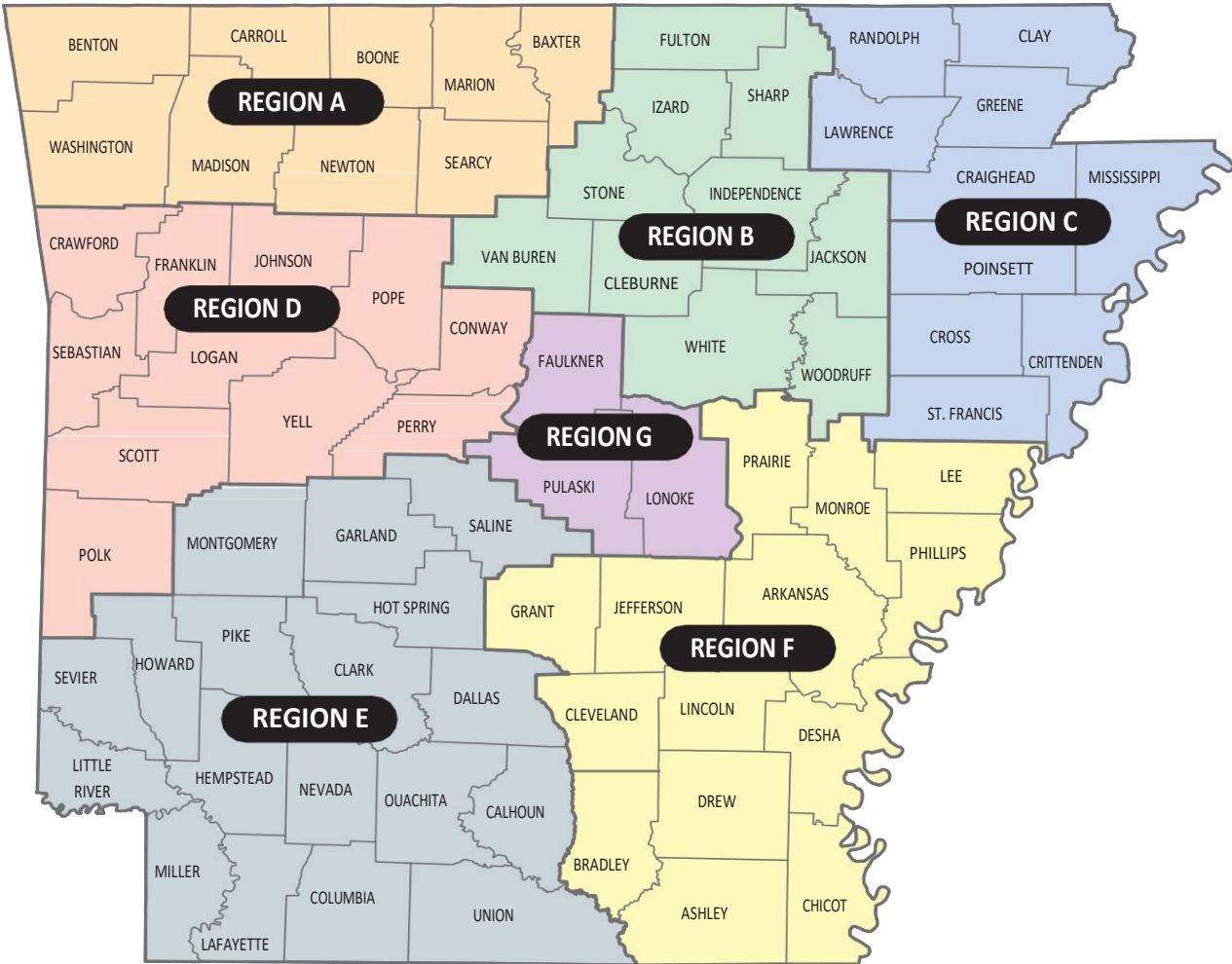
On-Time Pick-up



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.