

Region A: Southeastrans, Inc.

October - December 2021

NET Program Activity Summary

Region A

Statewide

Claims Paid	4,808	70,005
Individuals Transported	821	10,514
Individuals eligible to be transported	167,437	945,154
Percentage of eligibles transported	0.5%	1.1%
Number of Trips	9,524	134,294
Trips per Individual transported	12	13
Type of Trips		
One-way trip	350	37,492
Round trip	4,258	45,843
Other trip	200	1,593

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	61.0%	57.8%
16-29 minutes late	6.0%	7.8%
30-59 minutes late	2.4%	5.9%
One hour or more late	2.8%	5.6%
More than 15 minutes early	27.8%	22.9%
Drop-off Performance		
On-time*	81.2%	57.5%
1-15 minutes late	7.3%	11.5%
16-29 minutes late	2.6%	5.7%
30-59 minutes late	1.3%	8.7%
One hour or more late	2.8%	10.4%
More than one hour early	4.9%	6.2%

*on-time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison

Region A

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	3	50
Insufficient time to schedule	10	123
Medicaid inactive	1	10
Not closest provider	6	40
Other: contacted wrong broker	1	11
Other: incomplete information/call	1	5
Other: no provider available	7	91
Other: transport on weekends/state holidays not required	22	165

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	106	850
General information: beneficiary	177	1,307
General information: broker	51	551
General information: non-Medicaid beneficiary	1	278
General information: physician/provider	4	56
General information: social worker/case worker	4	44
Hospital discharge information	1	3
Private option/Medicaid expansion information	1	12

Complaint Calls

CSR rudeness	1	1
No pick-up at residence	1	29
No provider/driver available	1	12
Pick-up at residence too early	2	2

Region B: Southeastrans, Inc.

October - December 2021

NET Program Activity Summary

Region B

Statewide

Claims Paid	3,038	70,005
Individuals Transported	771	10,514
Individuals eligible to be transported	82,057	945,154
Percentage of eligibles transported	0.9%	1.1%
Number of Trips	6,034	134,294
Trips per individual transported	8	13
Type of Trips		
One-way trip	243	37,492
Round trip	2,636	45,843
Other trip	159	1,593

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	57.7%	57.8%
16-29 minutes late	6.5%	7.8%
30-59 minutes late	4.1%	5.9%
One hour or more late	3.0%	5.6%
More than 15 minutes early	28.6%	22.9%
Drop-off Performance		
On-time*	75.5%	57.5%
1-15 minutes late	9.0%	11.5%
16-29 minutes late	2.7%	5.7%
30-59 minutes late	2.0%	8.7%
One hour or more late	3.2%	10.4%
More than one hour early	7.6%	6.2%

*on-time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison

Region B

Statewide

Denials as reported by brokers		
Insufficient time to schedule	15	123
Not closest provider	6	40
Other: more than 50 miles beyond border	1	3
Other: no provider available	26	91
Other: transport on weekends/state holidays not required	10	165

Helpline Activity	Region B	Statewide
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Inquiry Calls

Beneficiary does not know broker	103	850
Extension of transportation services	2	14
General information: beneficiary	130	1,307
General information: broker	37	551
General information: DHS	3	4
General information: non-Medicaid beneficiary	212	278
General information: physician/provider	20	56
General information: social worker/case worker	3	44
Private option/Medicaid expansion information	1	12

Complaint Calls

No pick-up at appointment	2	4
No pick-up at residence	5	29

Region C: Southeastrans, Inc.

October - December 2021

NET Program Activity Summary

Region C

Statewide

Claims Paid	10,128	70,005
Individuals Transported	1,642	10,514
Individuals eligible to be transported	133,712	945,154
Percentage of eligibles transported	1.2%	1.1%
Number of Trips	18,934	134,294
Trips per individual transported	12	13
Type of Trips		
One-way trip	1,732	37,492
Round trip	8,053	45,843
Other trip	343	1,593

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	45.4%	57.8%
16-29 minutes late	8.2%	7.8%
30-59 minutes late	5.5%	5.9%
One hour or more late	5.1%	5.6%
More than 15 minutes early	35.8%	22.9%
Drop-off Performance		
On-time*	63.1%	57.5%
1-15 minutes late	10.0%	11.5%
16-29 minutes late	4.1%	5.7%
30-59 minutes late	5.6%	8.7%
One hour or more late	5.7%	10.4%
More than one hour early	11.6%	6.2%

*on time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison

Region C

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	2	50
Incorrect county code	1	28
Insufficient time to schedule	13	123
Not closest provider	10	40
Other: contacted wrong broker	1	11
Other: incomplete information/call	3	5
Other: more than 50 miles beyond border	2	3
Other: no provider available	8	91
Other: transport on weekends/state holidays not required	16	165
QMB beneficiary	1	61

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	170	850
General information: beneficiary	222	1,307
General information: broker	114	551
General information: DHS	1	4
General information: non-Medicaid beneficiary	14	278
General information: physician/provider	9	56
General information: social worker/case worker	7	44
Hospital discharge information	1	3
Private option/Medicaid expansion information	7	12

Complaint Calls

Late pick-up at appointment	2	4
Late pick-up at residence	1	3
Lengthy trip	1	1
No pick-up at residence	5	29
No provider/driver available	5	12

NET Program Activity Summary

Region D

Statewide

Claims Paid	6,617	70,005
Individuals Transported	1,296	10,514
Individuals eligible to be transported	134,807	945,154
Percentage of eligibles transported	1.0%	1.1%
Number of Trips	12,579	134,294
Trips per individual transported	10	13
Type of Trips		
One-way trip	898	37,492
Round trip	5,527	45,843
Other trip	192	1,593

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.3%	57.8%
16-29 minutes late	4.4%	7.8%
30-59 minutes late	2.3%	5.9%
One hour or more late	3.2%	5.6%
More than 15 minutes early	37.8%	22.9%
Drop-off Performance		
On-time*	79.9%	57.5%
1-15 minutes late	6.8%	11.5%
16-29 minutes late	1.8%	5.7%
30-59 minutes late	1.9%	8.7%
One hour or more late	2.9%	10.4%
More than one hour early	6.8%	6.2%

*on-time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison

Region D

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	5	50
Incorrect county code	1	28
Insufficient time to schedule	22	123
Not a Medicaid covered service	1	14
Not closest provider	14	40
Other: contacted wrong broker	2	11
Other: no provider available	35	91
Other: transport on weekends/state holidays not required	21	165

Helpline Activity	Region D	Statewide
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Inquiry Calls

Beneficiary does not know broker	123	850
Extension of transportation services	2	14
General information: beneficiary	205	1,307
General information: broker	136	551
General information: non-Medicaid beneficiary	18	278
General information: physician/provider	7	56
General information: social worker/case worker	3	44
Private option/Medicaid expansion information	2	12

Complaint Calls

Driver rudeness	4	4
Gas reimbursement	1	1
Late drop-off to appointment	1	1
Late pick-up at appointment	2	4
Late pick-up at residence	2	3
No pick-up at appointment	1	4
No pick-up at residence	5	29
No provider/driver available	4	12

NET Program Activity Summary

Region E

Statewide

Claims Paid	16,433	70,005
Individuals Transported	2,013	10,514
Individuals eligible to be transported	164,891	945,154
Percentage of eligibles transported	1.2%	1.1%
Number of Trips	31,326	134,294
Trips per individual transported	16	13
Type of Trips		
One-way trip	31,322	37,492
Round trip	2	45,843
Other trip	-	1,593

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	63.7%	57.8%
16-29 minutes late	7.7%	7.8%
30-59 minutes late	7.1%	5.9%
One hour or more late	4.8%	5.6%
More than 15 minutes early	16.7%	22.9%
Drop-off Performance		
On-time*	40.4%	57.5%
1-15 minutes late	12.9%	11.5%
16-29 minutes late	8.8%	5.7%
30-59 minutes late	16.9%	8.7%
One hour or more late	17.2%	10.4%
More than one hour early	3.8%	6.2%

*on-time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison

Region E

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	36	50
Incorrect county code	18	28
Insufficient time to schedule	8	123
Medicaid inactive	7	10
Not a Medicaid covered service	12	14
Not closest provider	2	40
Not Medicaid eligible	1	1
Other: contacted wrong broker	3	11
Other: no NET MCP assignment	13	17
Other: transport on weekends/state holidays not required	4	165
QMB beneficiary	56	61

Helpline Activity Region E Statewide

Inquiry Calls

Beneficiary does not know broker	114	850
Extension of transportation services	2	14
General information: beneficiary	215	1,307
General information: broker	79	551
General information: non-Medicaid beneficiary	11	278
General information: physician/provider	6	56
General information: social worker/case worker	8	44
Hospital discharge information	1	3

Complaint Calls

No pick-up at residence	2	29
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Region F: Area Agency on Aging Southeast Arkansas

October - December 2021

NET Program Activity Summary

Region F

Statewide

Claims Paid	16,214	70,005
Individuals Transported	2,349	10,514
Individuals eligible to be transported	89,144	945,154
Percentage of eligibles transported	2.6%	1.1%
Number of Trips	31,369	134,294
Trips per individual transported	13	13
Type of Trips		
One-way trip	1,402	37,492
Round trip	14,565	45,843
Other trip	279	1,593

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	70.9%	57.8%
16-29 minutes late	10.8%	7.8%
30-59 minutes late	6.3%	5.9%
One hour or more late	2.6%	5.6%
More than 15 minutes early	9.4%	22.9%
Drop-off Performance		
On-time*	67.1%	57.5%
1-15 minutes late	14.3%	11.5%
16-29 minutes late	5.0%	5.7%
30-59 minutes late	4.0%	8.7%
One hour or more late	2.9%	10.4%
More than one hour early	6.7%	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		
Incorrect county code	6	28
Insufficient time to schedule	28	123
Medicaid inactive	2	10
Other: contacted wrong broker	2	11
Other: no NET MCP assignment	2	17
Other: transport on weekends/state holidays not required	76	165
QMB beneficiary	2	61

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	21	850
Extension of transportation services	4	14
General information: beneficiary	53	1,307
General information: broker	18	551
General information: non-Medicaid beneficiary	6	278
General information: physician/provider	4	56
General information: social worker/case worker	4	44

Complaint Calls

None

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

Claims Paid	12,767	70,005
Individuals Transported	1,634	10,514
Individuals eligible to be transported	178,487	945,154
Percentage of eligibles transported	0.9%	1.1%
Number of Trips	24,528	134,294
Trips per individual transported	15	13
Type of Trips		
One-way trip	1,545	37,492
Round trip	10,802	45,843
Other trip	420	1,593

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	38.4%	57.8%
16-29 minutes late	6.6%	7.8%
30-59 minutes late	6.4%	5.9%
One hour or more late	14.6%	5.6%
More than 15 minutes early	34.0%	22.9%
Drop-off Performance		
On-time*	58.0%	57.5%
1-15 minutes late	10.1%	11.5%
16-29 minutes late	4.3%	5.7%
30-59 minutes late	5.0%	8.7%
One hour or more late	15.4%	10.4%
More than one hour early	7.1%	6.2%

*on-time or before the scheduled appointment, but no more than one hour prior to appointment

NET Broker Denial Submission Comparison **Region G** **Statewide**

Denials as reported by brokers		
Facility does not bill Medicaid	4	50
Incorrect county code	2	28
Insufficient time to schedule	27	123
Not a Medicaid covered service	1	14
Not closest provider	2	40
Other: contacted wrong broker	2	11
Other: incomplete information/call	1	5
Other: no NET MCP assignment	2	17
Other: no provider available	15	91
Other: transport on weekends/state holidays not required	16	165
QMB beneficiary	2	61

Helpline Activity

Region G

Statewide

Inquiry Calls

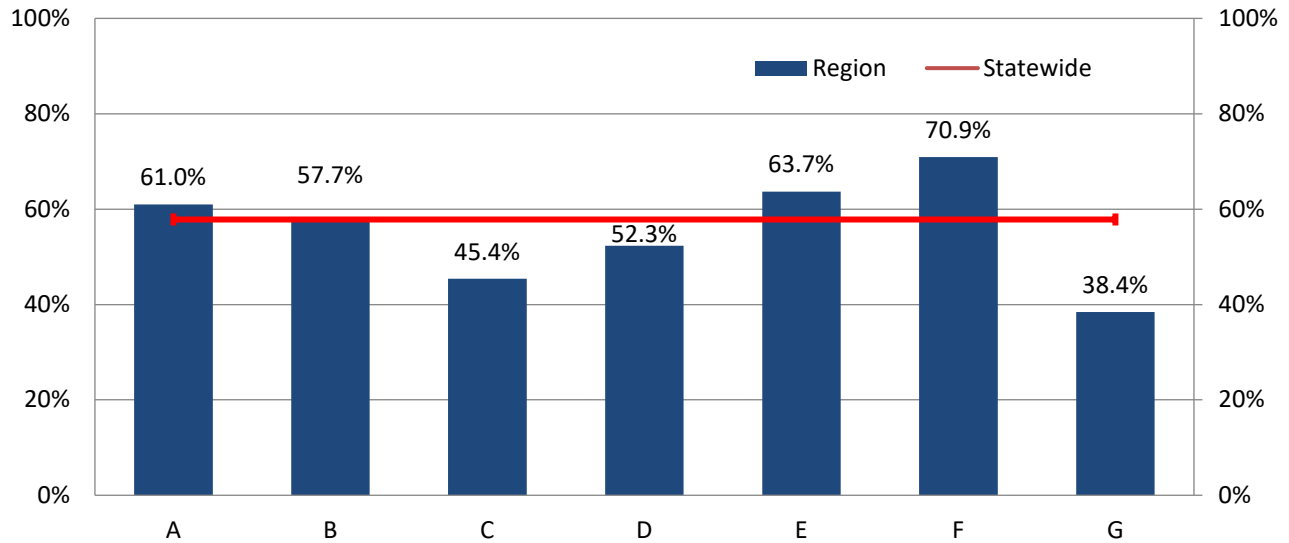
Beneficiary does not know broker	213	850
Extension of transportation services	4	14
General information: beneficiary	305	1,307
General information: broker	116	551
General information: non-Medicaid beneficiary	16	278
General information: physician/provider	6	56
General information: social worker/case worker	15	44
Private option/Medicaid expansion information	1	12

Complaint Calls

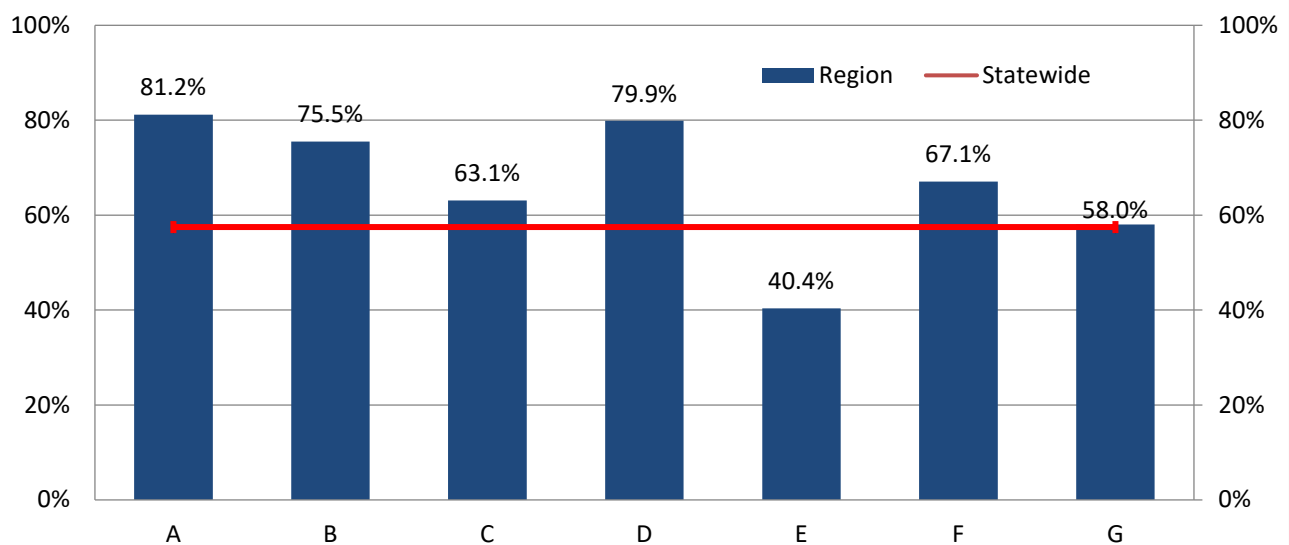
No pick-up at appointment	1	4
No pick-up at residence	11	29
No provider/driver available	2	12
Other	3	3
Reckless driving	1	1
Transportation refused by the broker	1	1

Timely NET Performance Comparison October - December 2021

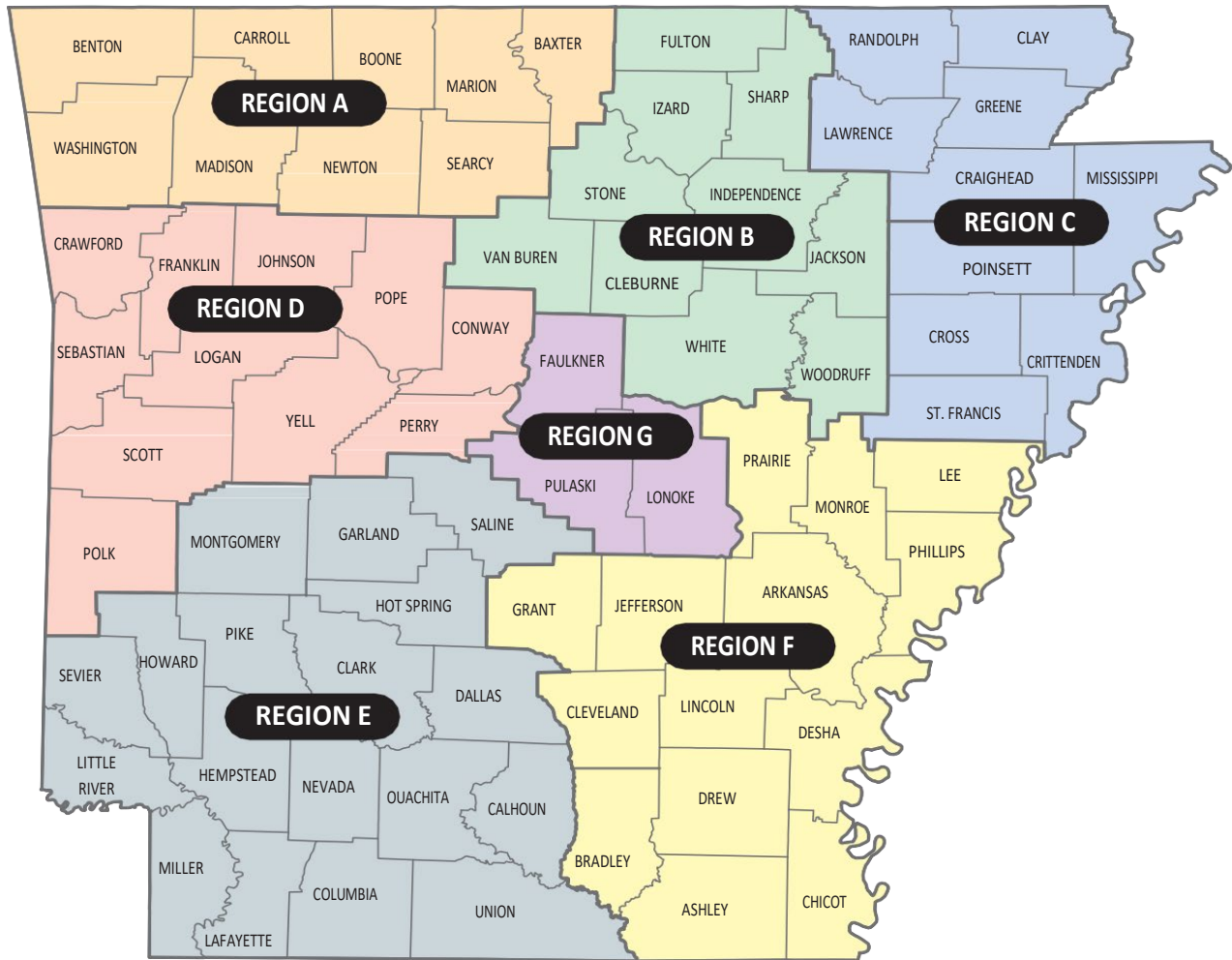
On-Time Pick-up



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.