

NET

NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2022 Quarter 4

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending June 30, 2022. 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 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	5,372	74,865
Individuals Transported	996	11,596
Individuals eligible to be transported	179,252	994,174
Percentage of eligibles transported	0.6%	1.2%
Number of Trips	10,753	143,692
Trips per Individual transported	11	12
Type of Trips		
One-way trip	413	40,476
Round trip	4,642	48,861
Other trip	317	1,710

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	65.8%	59.7%
16-29 minutes late	5.4%	7.6%
30-59 minutes late	2.1%	5.8%
One hour or more late	3.1%	5.2%
More than 15 minutes early	23.7%	21.7%
Drop-off Performance		
On-time*	82.5%	58.3%
1-15 minutes late	5.3%	10.6%
16-29 minutes late	1.7%	5.4%
30-59 minutes late	1.2%	8.7%
One hour or more late	3.1%	10.7%
More than one hour early	6.2%	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		
Incorrect county code	2	15
Insufficient time to schedule	7	77
Not closest provider	31	203
Other: more than 50 miles beyond border	1	1
Other: no NET MCP assignment	1	11
Other: no provider available	12	90
Other: nursing home	1	4
Other: transport on weekends/state holidays not required	1	7
QMB beneficiary	1	51

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	173	1,489
General information: beneficiary	183	1,385
General information: broker	166	979
General information: DHS	6	23
General information: non-Medicaid beneficiary	1	119
General information: physician/provider	11	66
General information: social worker/case worker	8	49
Hospital discharge information	4	16

Complaint Calls

DHS/governor's office	1	3
Driver rudeness	1	4
Late pick-up at appointment	3	11
Late pick-up at residence	1	7
No pick-up at appointment	3	17
No pick-up at residence	10	55
No provider/driver available	4	28
Scheduling miscommunication	4	13
Unsafe vehicle	1	1

NET Program Activity Summary

Region B

Statewide

Claims Paid	3,206	74,865
Individuals Transported	795	11,596
Individuals eligible to be transported	86,121	994,174
Percentage of eligibles transported	0.9%	1.2%
Number of Trips	6,380	143,692
Trips per individual transported	8	12
Type of Trips		
One-way trip	268	40,476
Round trip	2,743	48,861
Other trip	195	1,710

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	58.8%	59.7%
16-29 minutes late	6.0%	7.6%
30-59 minutes late	2.7%	5.8%
One hour or more late	2.9%	5.2%
More than 15 minutes early	29.6%	21.7%
Drop-off Performance		
On-time*	78.0%	58.3%
1-15 minutes late	6.8%	10.6%
16-29 minutes late	1.9%	5.4%
30-59 minutes late	1.7%	8.7%
One hour or more late	3.2%	10.7%
More than one hour early	8.4%	6.2%

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

NET Broker Denial Submission Comparison

Region B

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	1	31
Insufficient time to schedule	4	77
Not a Medicaid covered service	1	7
Not closest provider	24	203
Other: incomplete information/call	1	2
Other: no provider available	44	90
QMB beneficiary	1	51

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	218	1,489
Extension of transportation services	1	6
General information: beneficiary	176	1,385
General information: broker	106	979
General information: DHS	5	23
General information: non-Medicaid beneficiary	98	119
General information: physician/provider	19	66
General information: social worker/case worker	7	49
Hospital discharge information	1	16

Complaint Calls

DHS/governor's office	1	3
Gas reimbursement	1	4
Late pick-up at appointment	1	11
No pick-up at appointment	1	17
No pick-up at residence	3	55
No provider/driver available	5	28
Scheduling miscommunication	1	13

NET Program Activity Summary **Region C** **Statewide**

Claims Paid	9,913	74,865
Individuals Transported	1,793	11,596
Individuals eligible to be transported	139,760	994,174
Percentage of eligibles transported	1.3%	1.2%
Number of Trips	18,734	143,692
Trips per individual transported	10	12
Type of Trips		
One-way trip	1,527	40,476
Round trip	8,021	48,861
Other trip	365	1,710

Timely Performance Comparison **Region C** **Statewide**

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	46.5%	59.7%
16-29 minutes late	8.1%	7.6%
30-59 minutes late	5.1%	5.8%
One hour or more late	3.4%	5.2%
More than 15 minutes early	37.0%	21.7%
Drop-off Performance		
On-time*	68.8%	58.3%
1-15 minutes late	7.3%	10.6%
16-29 minutes late	4.2%	5.4%
30-59 minutes late	1.9%	8.7%
One hour or more late	4.7%	10.7%
More than one hour early	13.1%	6.2%

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

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

Denials as reported by brokers		
Facility does not bill Medicaid	2	31
Incorrect county code	1	15
Insufficient time to schedule	8	77
Medicaid inactive	1	5
Not closest provider	39	203
Other: hospital discharge less than 23 hours	2	3
Other: incomplete information/call	1	2
Other: no provider available	12	90
Other: transport on weekends/state holidays not required	3	7

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	302	1,489
General information: beneficiary	207	1,385
General information: broker	175	979
General information: DHS	3	23
General information: non-Medicaid beneficiary	4	119
General information: physician/provider	10	66
General information: social worker/case worker	11	49
Hospital discharge information	5	16
Private option/Medicaid expansion information	1	5

Complaint Calls

Driver rudeness	1	4
Gas reimbursement	1	4
Late pick-up at appointment	2	11
Late pick-up at residence	2	7
No pick-up at appointment	3	17
No pick-up at residence	10	55
No provider/driver available	5	28
Other	4	6
Pick-up at residence too early	1	3
Scheduling miscommunication	1	13

NET Program Activity Summary

Region D

Statewide

Claims Paid	6,929	74,865
Individuals Transported	1,389	11,596
Individuals eligible to be transported	141,716	994,174
Percentage of eligibles transported	1.0%	1.2%
Number of Trips	13,163	143,692
Trips per individual transported	9	12
Type of Trips		
One-way trip	971	40,476
Round trip	5,734	48,861
Other trip	224	1,710

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	55.5%	59.7%
16-29 minutes late	4.1%	7.6%
30-59 minutes late	2.7%	5.8%
One hour or more late	3.2%	5.2%
More than 15 minutes early	34.5%	21.7%
Drop-off Performance		
On-time*	80.4%	58.3%
1-15 minutes late	6.8%	10.6%
16-29 minutes late	1.8%	5.4%
30-59 minutes late	1.8%	8.7%
One hour or more late	3.1%	10.7%
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 D

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	6	31
Incorrect county code	1	15
Insufficient time to schedule	16	77
Medicaid inactive	1	5
Not a Medicaid covered service	2	7
Not closest provider	88	203
Other: contacted wrong broker	2	13
Other: no NET MCP assignment	1	11
Other: no provider available	17	90
Other: nursing home	1	4
Other: transport on weekends/state holidays not required	2	7
QMB beneficiary	2	51

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	217	1,489
General information: beneficiary	209	1,385
General information: broker	188	979
General information: DHS	5	23
General information: non-Medicaid beneficiary	5	119
General information: physician/provider	5	66
General information: social worker/case worker	10	49
Hospital discharge information	3	16

Complaint Calls

DHS/governor's office	1	3
Late pick-up at appointment	3	11
Late pick-up at residence	2	7
No pick-up at appointment	6	17
No pick-up at residence	15	55
No provider/driver available	7	28
Other	1	6
Pick-up at residence too early	2	3
Scheduling miscommunication	1	13

Region E: Central Arkansas Development Council

April - June 2022

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

Claims Paid	17,745	74,865
Individuals Transported	2,214	11,596
Individuals eligible to be transported	175,750	994,174
Percentage of eligibles transported	1.3%	1.2%
Number of Trips	33,918	143,692
Trips per individual transported	15	12
Type of Trips		
One-way trip	33,863	40,476
Round trip	26	48,861
Other trip	1	1,710

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	66.6%	59.7%
16-29 minutes late	7.6%	7.6%
30-59 minutes late	6.8%	5.8%
One hour or more late	4.5%	5.2%
More than 15 minutes early	14.5%	21.7%
Drop-off Performance		
On-time*	41.4%	58.3%
1-15 minutes late	12.4%	10.6%
16-29 minutes late	7.4%	5.4%
30-59 minutes late	17.4%	8.7%
One hour or more late	18.0%	10.7%
More than one hour early	3.4%	6.2%

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

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

Denials as reported by brokers		
Facility does not bill Medicaid	17	31
Incorrect county code	9	15
Insufficient time to schedule	3	77
Medicaid inactive	3	5
Not a Medicaid covered service	3	7
Not closest provider	1	203
Not Medicaid eligible	1	1
Other: contacted wrong broker	2	13
Other: no NET MCP assignment	9	11
Other: nursing home	2	4
QMB beneficiary	47	51

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	233	1,489
Extension of transportation services	2	6
General information: beneficiary	245	1,385
General information: broker	80	979
General information: non-Medicaid beneficiary	1	119
General information: physician/provider	6	66
General information: social worker/case worker	7	49
Private option/Medicaid expansion information	4	5

Complaint Calls

Drop off at appointment too early	1	1
Late pick-up at appointment	1	11
No pick-up at residence	1	55
Scheduling miscommunication	3	13

Region F: Area Agency on Aging Southeast Arkansas

April - June 2022

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

Claims Paid	18,118	74,865
Individuals Transported	2,668	11,596
Individuals eligible to be transported	92,239	994,174
Percentage of eligibles transported	2.9%	1.2%
Number of Trips	35,057	143,692
Trips per individual transported	13	12
Type of Trips		
One-way trip	1,506	40,476
Round trip	16,396	48,861
Other trip	253	1,710

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

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	70.9%	59.7%
16-29 minutes late	10.1%	7.6%
30-59 minutes late	5.0%	5.8%
One hour or more late	2.7%	5.2%
More than 15 minutes early	11.3%	21.7%
Drop-off Performance		
On-time*	68.2%	58.3%
1-15 minutes late	13.5%	10.6%
16-29 minutes late	5.4%	5.4%
30-59 minutes late	3.4%	8.7%
One hour or more late	3.3%	10.7%
More than one hour early	6.2%	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	1	15
Insufficient time to schedule	24	77
Other: contacted wrong broker	3	13

Helpline Activity	Region F	Statewide
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Inquiry Calls

Beneficiary does not know broker	56	1,489
General information: beneficiary	53	1,385
General information: broker	3	979
General information: non-Medicaid beneficiary	1	119
General information: physician/provider	5	66
General information: social worker/case worker	2	49
Hospital discharge information	1	16

Complaint Calls

None

NET Program Activity Summary

Region G

Statewide

Claims Paid	13,582	74,865
Individuals Transported	1,761	11,596
Individuals eligible to be transported	186,649	994,174
Percentage of eligibles transported	0.9%	1.2%
Number of Trips	25,687	143,692
Trips per individual transported	15	12
Type of Trips		
One-way trip	1,928	40,476
Round trip	11,299	48,861
Other trip	355	1,710

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	36.8%	59.7%
16-29 minutes late	7.2%	7.6%
30-59 minutes late	8.8%	5.8%
One hour or more late	14.1%	5.2%
More than 15 minutes early	33.1%	21.7%
Drop-off Performance		
On-time*	54.5%	58.3%
1-15 minutes late	9.8%	10.6%
16-29 minutes late	5.1%	5.4%
30-59 minutes late	7.2%	8.7%
One hour or more late	15.5%	10.7%
More than one hour early	8.0%	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	5	31
Incorrect county code	1	15
Insufficient time to schedule	15	77
Not a Medicaid covered service	1	7
Not closest provider	20	203
Other: contacted wrong broker	6	13
Other: hospital discharge less than 23 hours	1	3
Other: no provider available	5	90
Other: transport on weekends/state holidays not required	1	7

Helpline Activity

Region G

Statewide

Inquiry Calls

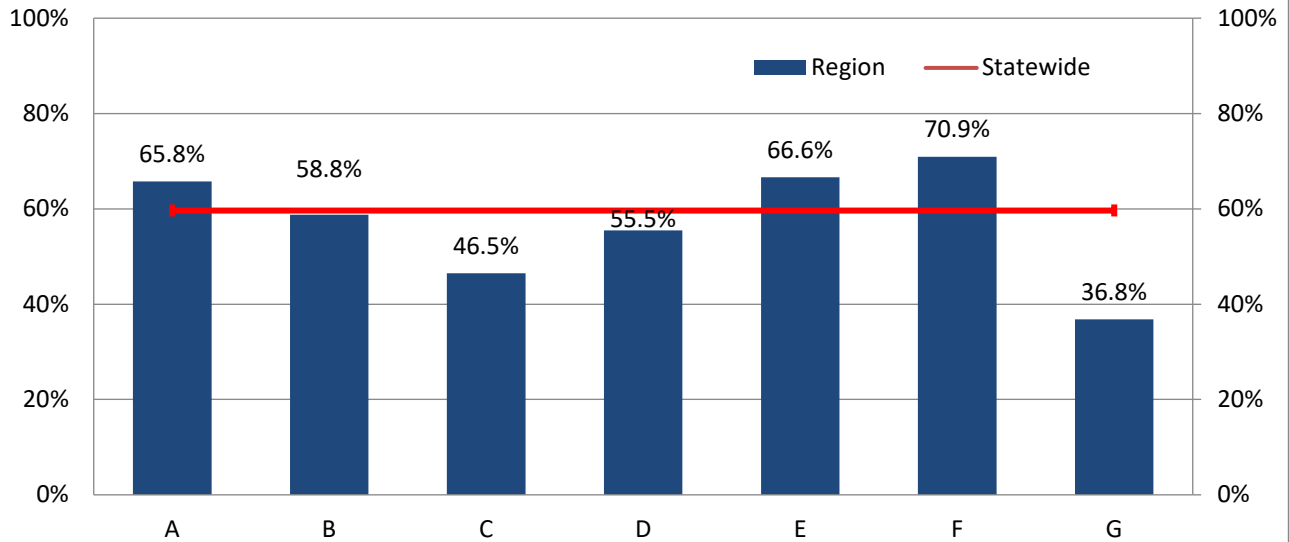
Beneficiary does not know broker	290	1,489
Extension of transportation services	3	6
General information: beneficiary	312	1,385
General information: broker	261	979
General information: DHS	4	23
General information: non-Medicaid beneficiary	9	119
General information: physician/provider	10	66
General information: social worker/case worker	4	49
Hospital discharge information	2	16

Complaint Calls

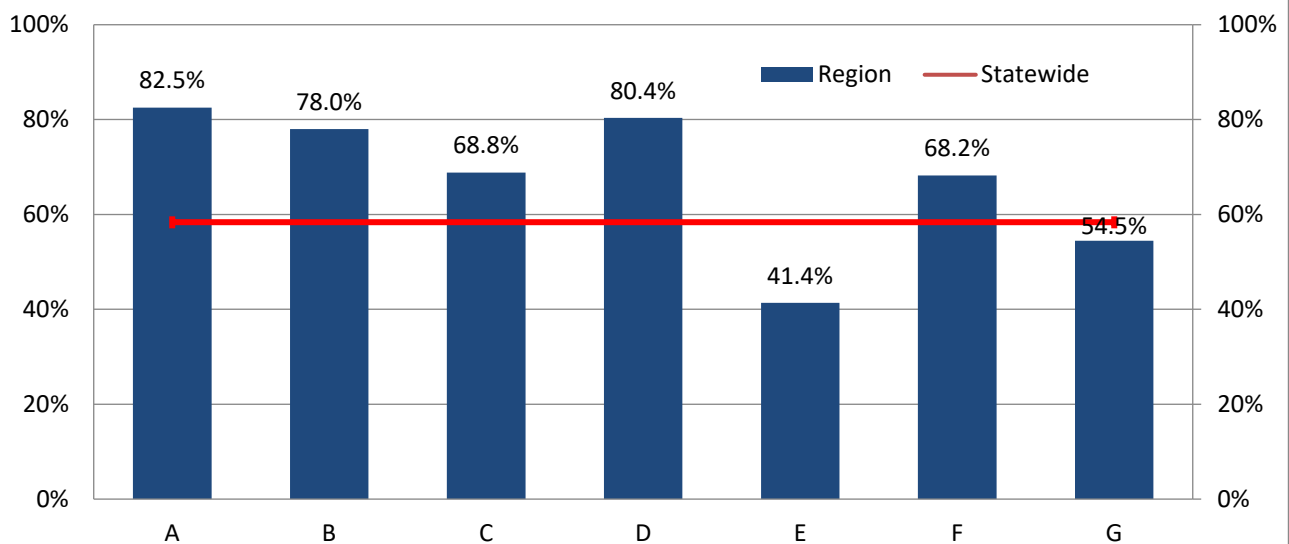
CSR rudeness	1	1
Driver rudeness	2	4
Gas reimbursement	2	4
Late drop-off to appointment	1	1
Late pick-up at appointment	1	11
Late pick-up at residence	2	7
Lengthy trip	1	1
No pick-up at appointment	4	17
No pick-up at residence	16	55
No provider/driver available	7	28
Other	1	6
Scheduling miscommunication	3	13
Transportation refused by the broker	1	1

Timely NET Performance Comparison April - June 2022

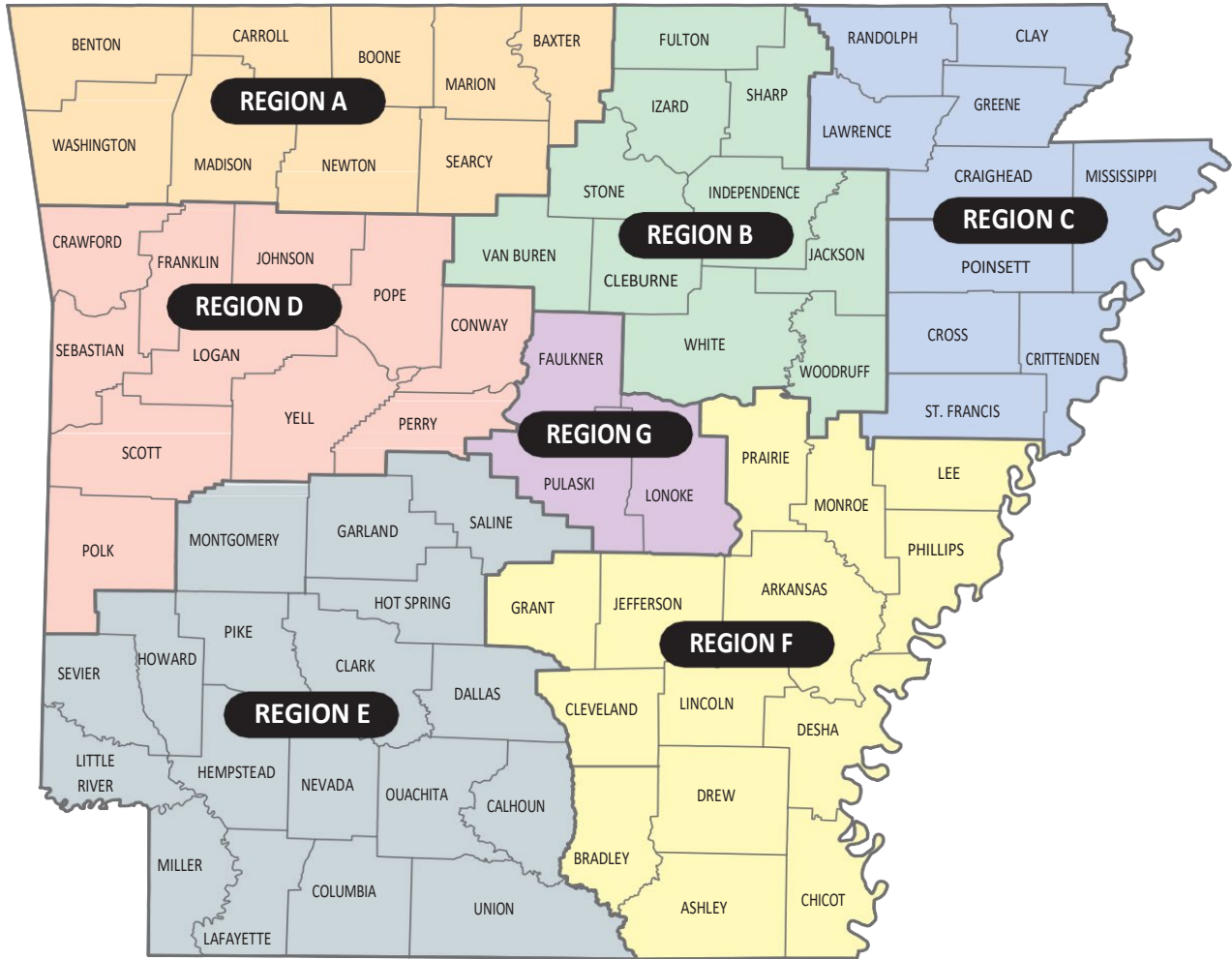
On-Time Pick-up



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.