

# NET

## NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

### SFY 2023 Quarter 2

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending December 31, 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 second quarter of SFY 2023 (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.



**Region A: Southeastrans, Inc.**

**October - December 2022**

**NET Program Activity Summary**

**Region A**

**Statewide**

<b>Claims Paid</b>	5,587	68,283
<b>Individuals Transported</b>	847	10,663
Individuals eligible to be transported	186,246	1,025,876
Percentage of eligibles transported	0.5%	1.0%
<b>Number of Trips</b>	10,993	131,361
Trips per Individual transported	13	12
<b>Type of Trips</b>		
One-way trip	439	38,209
Round trip	4,929	43,840
Other trip	219	1,679

**Timely Performance Comparison**

**Region A**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	69.7%	60.4%
16-29 minutes late	6.6%	8.7%
30-59 minutes late	2.3%	6.7%
One hour or more late	3.2%	5.5%
More than 15 minutes early	18.1%	18.7%
<b>Drop-off Performance</b>		
On-time*	85.4%	59.1%
1-15 minutes late	5.4%	10.7%
16-29 minutes late	1.4%	5.4%
30-59 minutes late	1.3%	8.9%
One hour or more late	3.1%	10.8%
More than one hour early	3.5%	5.1%

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

**NET Broker Denial Submission Comparison**

**Region A**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	4	23
Insufficient time to schedule	3	68
Not a Medicaid covered service	1	8
Not closest provider	9	46
Other	1	1
Other: contacted wrong broker	1	21
Other: incomplete information/call	1	2
Other: more than 50 miles beyond border	1	2
Other: no NET MCP assignment	1	5
Other: no provider available	355	3,860
Other: transport on weekends/state holidays not required	9	70

## Helpline Activity

## Region A

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	181	1,541
Extension of transportation services	5	21
General information: beneficiary	334	2,487
General information: broker	109	717
General information: non-Medicaid beneficiary	4	173
General information: physician/provider	10	84
General information: social worker/case worker	9	26
Hospital discharge information	1	3

**Complaint Calls**

DHS/governor's office	1	2
Driver rudeness	1	3
Gas reimbursement	2	4
Late pick-up at appointment	1	15
No pick-up at appointment	4	31
No pick-up at residence	8	69
No provider/driver available	7	53
Other	3	16
Scheduling miscommunication	1	2
Unsafe vehicle	1	1

**Region B: Southeastrans, Inc.**

**October - December 2022**

**NET Program Activity Summary**

**Region B**

**Statewide**

<b>Claims Paid</b>	3,343	68,283
<b>Individuals Transported</b>	793	10,663
Individuals eligible to be transported	88,220	1,025,876
Percentage of eligibles transported	0.9%	1.0%
<b>Number of Trips</b>	6,576	131,361
Trips per individual transported	8	12
<b>Type of Trips</b>		
One-way trip	266	38,209
Round trip	2,944	43,840
Other trip	133	1,679

**Timely Performance Comparison**

**Region B**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	53.5%	60.4%
16-29 minutes late	10.0%	8.7%
30-59 minutes late	6.1%	6.7%
One hour or more late	4.3%	5.5%
More than 15 minutes early	26.1%	18.7%
<b>Drop-off Performance</b>		
On-time*	74.9%	59.1%
1-15 minutes late	9.2%	10.7%
16-29 minutes late	3.2%	5.4%
30-59 minutes late	2.7%	8.9%
One hour or more late	4.2%	10.8%
More than one hour early	5.8%	5.1%

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

**NET Broker Denial Submission Comparison**

**Region B**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	23
Insufficient time to schedule	2	68
Not closest provider	8	46
Other: contacted wrong broker	1	21
Other: incomplete information/call	1	2
Other: no provider available	425	3,860
Other: transport on weekends/state holidays not required	9	70
QMB beneficiary	2	58

## Helpline Activity

## Region B

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	130	1,541
Extension of transportation services	5	21
General information: beneficiary	307	2,487
General information: broker	112	717
General information: DHS	2	5
General information: non-Medicaid beneficiary	4	173
General information: physician/provider	6	84
General information: social worker/case worker	2	26

**Complaint Calls**

Late drop-off to appointment	1	1
Late pick-up at appointment	1	15
No pick-up at appointment	5	31
No pick-up at residence	8	69
No provider/driver available	14	53
Other	1	16

**Region C: Southeastrans, Inc.**

**October - December 2022**

**NET Program Activity Summary**

**Region C**

**Statewide**

<b>Claims Paid</b>	10,034	68,283
<b>Individuals Transported</b>	1,820	10,663
Individuals eligible to be transported	143,125	1,025,876
Percentage of eligibles transported	1.3%	1.0%
<b>Number of Trips</b>	19,067	131,361
Trips per individual transported	10	12
<b>Type of Trips</b>		
One-way trip	1,543	38,209
Round trip	8,076	43,840
Other trip	415	1,679

**Timely Performance Comparison**

**Region C**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	45.5%	60.4%
16-29 minutes late	8.4%	8.7%
30-59 minutes late	8.0%	6.7%
One hour or more late	6.0%	5.5%
More than 15 minutes early	32.2%	18.7%
<b>Drop-off Performance</b>		
On-time*	64.6%	59.1%
1-15 minutes late	7.8%	10.7%
16-29 minutes late	5.7%	5.4%
30-59 minutes late	5.0%	8.9%
One hour or more late	6.2%	10.8%
More than one hour early	10.8%	5.1%

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

**NET Broker Denial Submission Comparison**

**Region C**

**Statewide**

<b>Denials as reported by brokers</b>		
Incorrect county code	1	9
Insufficient time to schedule	8	68
Not a Medicaid covered service	1	8
Not closest provider	12	46
Other: contacted wrong broker	2	21
Other: no provider available	101	3,860
Other: transport on weekends/state holidays not required	12	70
QMB beneficiary	4	58

## Helpline Activity

## Region C

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	279	1,541
Extension of transportation services	2	21
General information: beneficiary	361	2,487
General information: broker	91	717
General information: DHS	1	5
General information: non-Medicaid beneficiary	3	173
General information: physician/provider	12	84
General information: social worker/case worker	2	26

**Complaint Calls**

Driver rudeness	2	3
Gas reimbursement	2	4
Late pick-up at appointment	1	15
Late pick-up at residence	1	4
Lengthy trip	1	1
No pick-up at appointment	6	31
No pick-up at residence	12	69
No provider/driver available	3	53
Other	2	16

## NET Program Activity Summary

## Region D

## Statewide

<b>Claims Paid</b>	6,854	68,283
<b>Individuals Transported</b>	1,302	10,663
Individuals eligible to be transported	146,139	1,025,876
Percentage of eligibles transported	0.9%	1.0%
<b>Number of Trips</b>	13,089	131,361
Trips per individual transported	10	12
<b>Type of Trips</b>		
One-way trip	969	38,209
Round trip	5,631	43,840
Other trip	254	1,679

## Timely Performance Comparison

## Region D

## Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	52.9%	60.4%
16-29 minutes late	6.5%	8.7%
30-59 minutes late	5.6%	6.7%
One hour or more late	4.7%	5.5%
More than 15 minutes early	30.4%	18.7%
<b>Drop-off Performance</b>		
On-time*	76.0%	59.1%
1-15 minutes late	7.6%	10.7%
16-29 minutes late	3.2%	5.4%
30-59 minutes late	4.5%	8.9%
One hour or more late	3.7%	10.8%
More than one hour early	4.9%	5.1%

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

## NET Broker Denial Submission Comparison

## Region D

## Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	4	23
Insufficient time to schedule	8	68
Not a Medicaid covered service	1	8
Not closest provider	14	46
Other: contacted wrong broker	2	21
Other: incorrect NET MCP assignment	1	1
Other: no NET MCP assignment	1	5
Other: no provider available	651	3,860
Other: transport on weekends/state holidays not required	27	70



## Helpline Activity

## Region D

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	233	1,541
Extension of transportation services	6	21
General information: beneficiary	358	2,487
General information: broker	108	717
General information: non-Medicaid beneficiary	12	173
General information: physician/provider	17	84
General information: social worker/case worker	3	26

**Complaint Calls**

Drop off at appointment too early	1	1
Late pick-up at appointment	7	15
No pick-up at appointment	2	31
No pick-up at residence	17	69
No provider/driver available	6	53
Other	1	16

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

<b>Claims Paid</b>	16,928	68,283
<b>Individuals Transported</b>	2,233	10,663
Individuals eligible to be transported	180,190	1,025,876
Percentage of eligibles transported	1.2%	1.0%
<b>Number of Trips</b>	32,364	131,361
Trips per individual transported	14	12
<b>Type of Trips</b>		
One-way trip	32,319	38,209
Round trip	21	43,840
Other trip	1	1,679

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

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	66.5%	60.4%
16-29 minutes late	9.1%	8.7%
30-59 minutes late	8.3%	6.7%
One hour or more late	5.0%	5.5%
More than 15 minutes early	11.2%	18.7%
<b>Drop-off Performance</b>		
On-time*	40.6%	59.1%
1-15 minutes late	12.4%	10.7%
16-29 minutes late	7.4%	5.4%
30-59 minutes late	17.4%	8.9%
One hour or more late	18.9%	10.8%
More than one hour early	3.3%	5.1%

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

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

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	11	23
Incorrect county code	2	9
Medicaid inactive	1	1
Not a Medicaid covered service	5	8
Other: contacted wrong broker	1	21
Other: no NET MCP assignment	1	5
QMB beneficiary	50	58

Helpline Activity Region E Statewide

**Inquiry Calls**

Beneficiary does not know broker	226	1,541
Extension of transportation services	1	21
General information: beneficiary	272	2,487
General information: broker	44	717
General information: DHS	1	5
General information: non-Medicaid beneficiary	11	173
General information: physician/provider	12	84
General information: social worker/case worker	6	26

**Complaint Calls**

Late pick-up at appointment	2	15
Late pick-up at residence	1	4
Other	3	16

**Region F: Area Agency on Aging Southeast Arkansas**

**October - December 2022**

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

<b>Claims Paid</b>	16,791	68,283
<b>Individuals Transported</b>	2,705	10,663
Individuals eligible to be transported	94,616	1,025,876
Percentage of eligibles transported	2.9%	1.0%
<b>Number of Trips</b>	32,453	131,361
Trips per individual transported	12	12
<b>Type of Trips</b>		
One-way trip	1,423	38,209
Round trip	15,170	43,840
Other trip	230	1,679

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

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	70.0%	60.4%
16-29 minutes late	10.4%	8.7%
30-59 minutes late	5.7%	6.7%
One hour or more late	3.3%	5.5%
More than 15 minutes early	10.5%	18.7%
<b>Drop-off Performance</b>		
On-time*	69.3%	59.1%
1-15 minutes late	13.7%	10.7%
16-29 minutes late	4.8%	5.4%
30-59 minutes late	3.2%	8.9%
One hour or more late	3.6%	10.8%
More than one hour early	5.4%	5.1%

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

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

<b>Denials as reported by brokers</b>		
Has access to transportation	1	1
Incorrect county code	2	9
Insufficient time to schedule	37	68
Other: contacted wrong broker	8	21
Other: transport on weekends/state holidays not required	4	70
QMB beneficiary	1	58

## Helpline Activity

## Region F

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	53	1,541
Extension of transportation services	1	21
General information: beneficiary	101	2,487
General information: broker	11	717
General information: non-Medicaid beneficiary	5	173
General information: physician/provider	3	84
Hospital discharge information	1	3

**Complaint Calls**

Late drop-off at residence	1	1
Late pick-up at appointment	1	15

**Region G: Southeastrans, Inc.**

**October - December 2022**

**NET Program Activity Summary**

**Region G**

**Statewide**

<b>Claims Paid</b>	8,746	68,283
<b>Individuals Transported</b>	969	10,663
Individuals eligible to be transported	194,657	1,025,876
Percentage of eligibles transported	0.5%	1.0%
<b>Number of Trips</b>	16,819	131,361
Trips per individual transported	17	12
<b>Type of Trips</b>		
One-way trip	1,250	38,209
Round trip	7,069	43,840
Other trip	427	1,679

**Timely Performance Comparison**

**Region G**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	39.5%	60.4%
16-29 minutes late	6.7%	8.7%
30-59 minutes late	5.3%	6.7%
One hour or more late	13.3%	5.5%
More than 15 minutes early	35.2%	18.7%
<b>Drop-off Performance</b>		
On-time*	65.9%	59.1%
1-15 minutes late	8.3%	10.7%
16-29 minutes late	3.5%	5.4%
30-59 minutes late	3.1%	8.9%
One hour or more late	13.3%	10.8%
More than one hour early	5.9%	5.1%

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

**NET Broker Denial Submission Comparison**

**Region G**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	3	23
Incorrect county code	4	9
Insufficient time to schedule	10	68
Not closest provider	3	46
Not Medicaid eligible	1	1
Other: contacted wrong broker	6	21
Other: more than 50 miles beyond border	1	2
Other: no NET MCP assignment	2	5
Other: no provider available	2,328	3,860
Other: transport on weekends/state holidays not required	9	70
QMB beneficiary	1	58

## Helpline Activity

## Region G

## Statewide

**Inquiry Calls**

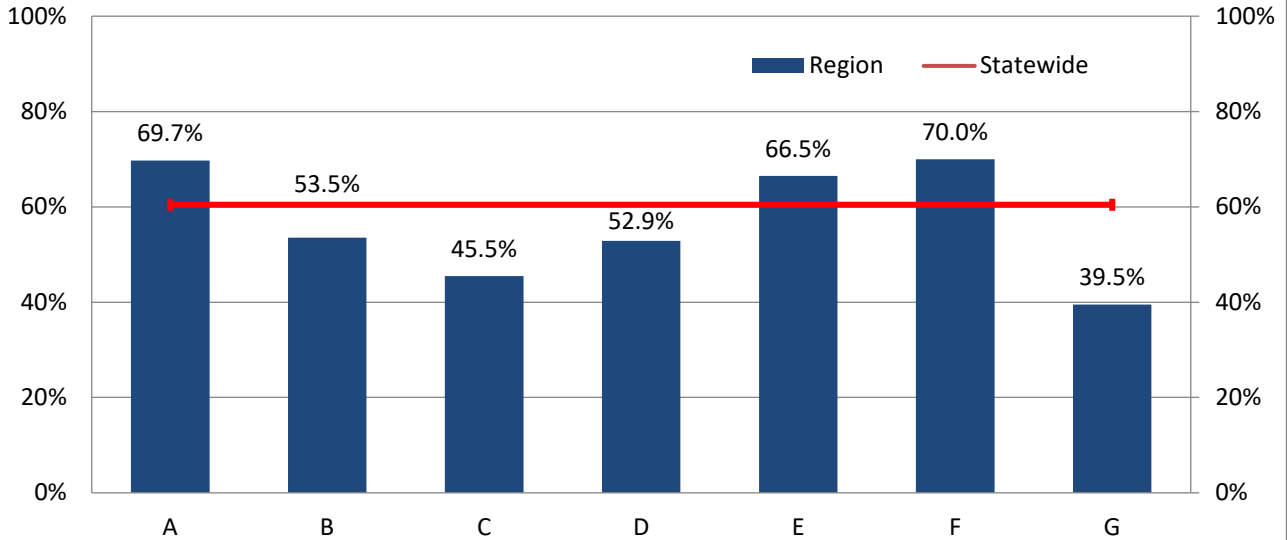
Beneficiary does not know broker	439	1,541
Extension of transportation services	1	21
General information: beneficiary	754	2,487
General information: broker	242	717
General information: DHS	1	5
General information: non-Medicaid beneficiary	134	173
General information: physician/provider	24	84
General information: social worker/case worker	4	26
Hospital discharge information	1	3

**Complaint Calls**

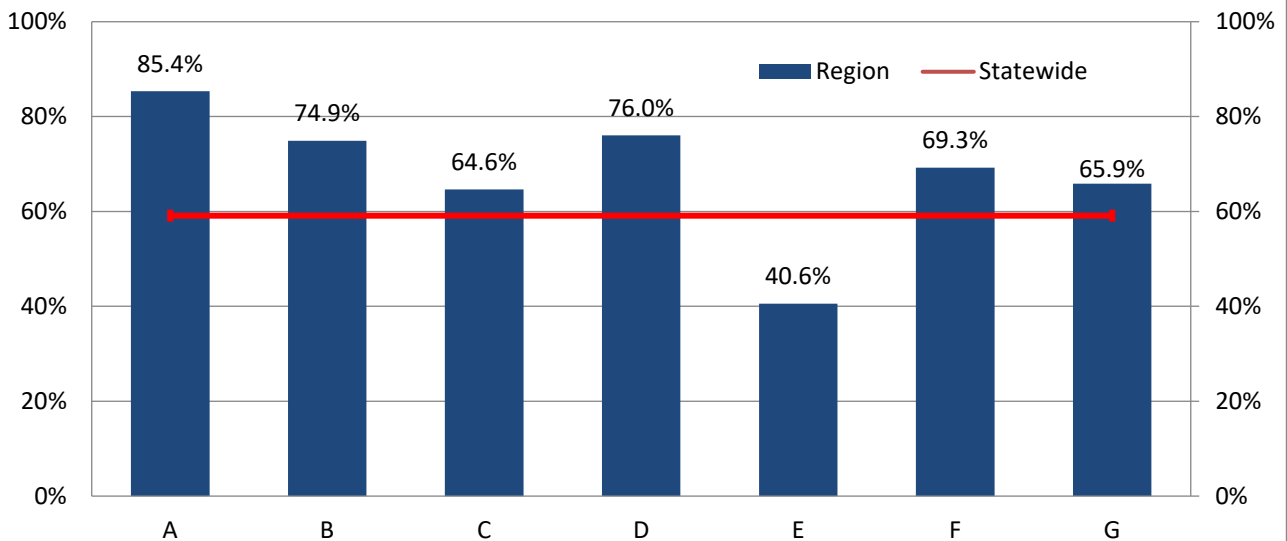
DHS/governor's office	1	2
Late pick-up at appointment	2	15
Late pick-up at residence	2	4
No pick-up at appointment	14	31
No pick-up at residence	24	69
No provider/driver available	23	53
Other	6	16
Scheduling miscommunication	1	2

# Timely NET Performance Comparison October - December 2022

## On-Time Pick-up

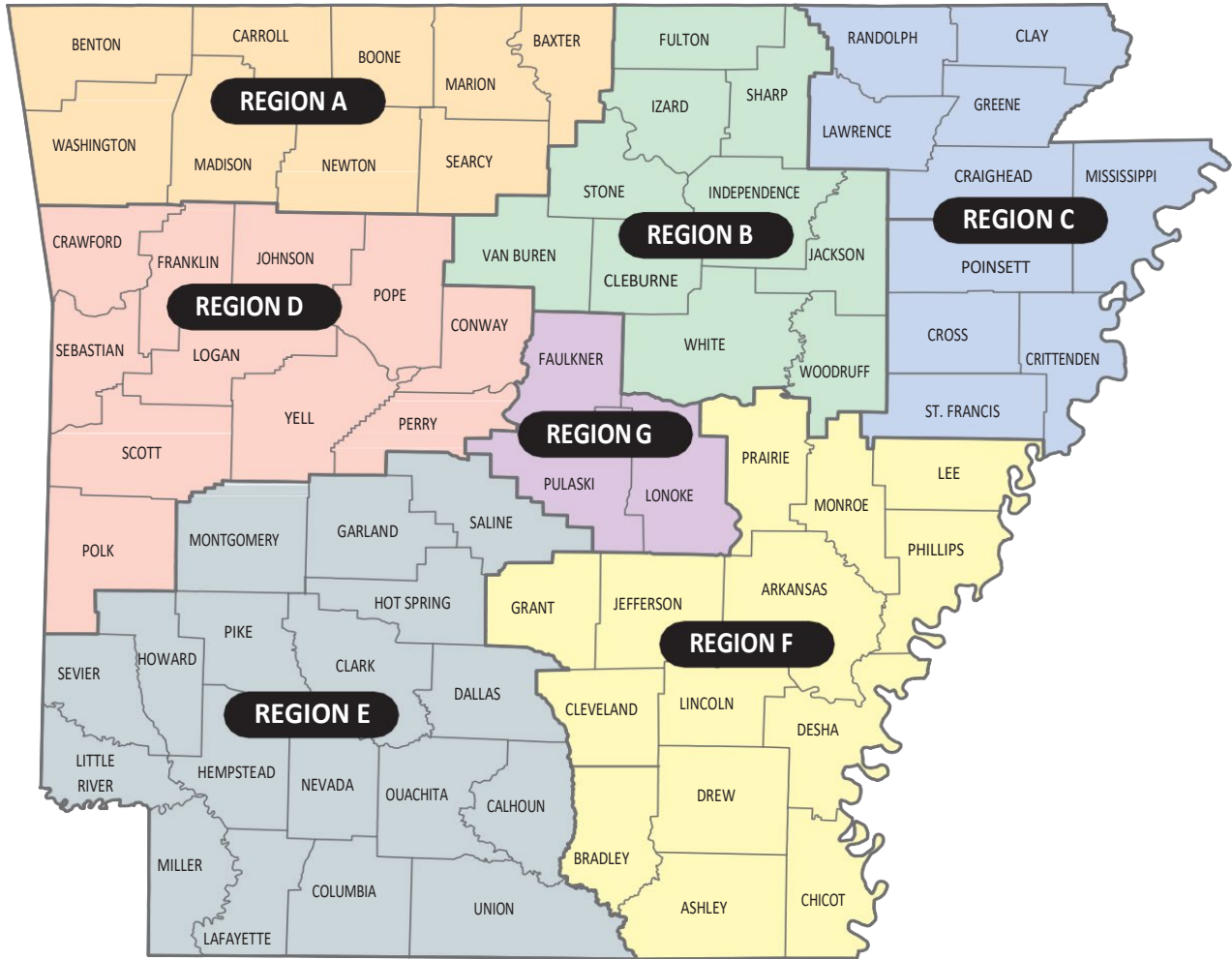


## On-Time Drop-off





# Non - Emergency Transportation Regions



Regions and Brokers
<b>Region A - Southeastrans, Inc.</b>
<b>Region B - Southeastrans, Inc.</b>
<b>Region C - Southeastrans, Inc.</b>
<b>Region D - Southeastrans, Inc.</b>
<b>Region E - Central Arkansas Development Council</b>
<b>Region F - Area Agency on Aging Southeast Arkansas</b>
<b>Region G - Southeastrans, Inc.</b>