



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2025 Quarter 4

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending June 30, 2025. 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 2025 (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: Verida, Inc.

April - June 2025

NET Program Activity Summary

Region A

Statewide

Claims Paid	8,337	82,564
Individuals Transported	1,184	12,666
Individuals eligible to be transported	145,351	788,616
Percentage of eligibles transported	0.8%	1.6%
Number of Trips	16,118	159,687
Trips per Individual transported	14	13
Type of Trips		
One-way trip	941	40,631
Round trip	7,103	55,895
Other trip	293	2,224

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	72.9%	58.9%
16-29 minutes late	4.7%	6.6%
30-59 minutes late	2.5%	4.5%
One hour or more late	1.5%	3.8%
More than 15 minutes early	18.4%	26.3%
Drop-off Performance		
On-time*	85.0%	63.8%
1-15 minutes late	6.2%	8.9%
16-29 minutes late	2.0%	4.9%
30-59 minutes late	1.1%	7.9%
One hour or more late	1.5%	9.2%
More than one hour early	4.2%	5.3%

*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	2	17
Insufficient time to schedule	8	64
Medicaid inactive	7	44
Not a Medicaid covered service	1	3
Not closest provider	24	113
Other: no provider available	170	568
QMB beneficiary	1	40

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	159	1,772
General information: beneficiary	193	2,272
General information: broker	17	443
General information: non-Medicaid beneficiary	1	272
General information: physician/provider	6	101
General information: social worker/case worker	4	24

Complaint Calls

Driver rudeness	1	8
No pick-up at residence	1	33
No provider/driver available	3	19
Scheduling miscommunication	1	11

Region B: Verida, Inc.

April - June 2025

NET Program Activity Summary

Region B

Statewide

Claims Paid	4,881	82,564
Individuals Transported	954	12,666
Individuals eligible to be transported	68,079	788,616
Percentage of eligibles transported	1.4%	1.6%
Number of Trips	9,876	159,687
Trips per individual transported	10	13
Type of Trips		
One-way trip	296	40,631
Round trip	4,285	55,895
Other trip	300	2,224

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	57.1%	58.9%
16-29 minutes late	4.6%	6.6%
30-59 minutes late	2.0%	4.5%
One hour or more late	2.8%	3.8%
More than 15 minutes early	33.5%	26.3%
Drop-off Performance		
On-time*	79.4%	63.8%
1-15 minutes late	6.3%	8.9%
16-29 minutes late	1.6%	4.9%
30-59 minutes late	1.1%	7.9%
One hour or more late	2.7%	9.2%
More than one hour early	8.9%	5.3%

*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	3	64
Medicaid inactive	1	44
Not closest provider	18	113
Other: no provider available	47	568
Other: transport on weekends/state holidays not required	1	6

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	130	1,772
General information: beneficiary	165	2,272
General information: broker	45	443
General information: DHS	11	16
General information: non-Medicaid beneficiary	3	272
General information: physician/provider	9	101

Complaint Calls

DHS/governor's office	2	6
Gas reimbursement	1	2
Late pick-up at appointment	1	3
No pick-up at residence	5	33
Scheduling miscommunication	1	11
Transportation refused by the broker	1	2

Region C: Verida, Inc.

April - June 2025

NET Program Activity Summary

Region C

Statewide

Claims Paid	10,950	82,564
Individuals Transported	1,903	12,666
Individuals eligible to be transported	111,143	788,616
Percentage of eligibles transported	1.7%	1.6%
Number of Trips	21,259	159,687
Trips per individual transported	11	13
Type of Trips		
One-way trip	1,183	40,631
Round trip	9,330	55,895
Other trip	437	2,224

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	59.6%	58.9%
16-29 minutes late	5.4%	6.6%
30-59 minutes late	3.1%	4.5%
One hour or more late	2.9%	3.8%
More than 15 minutes early	29.0%	26.3%
Drop-off Performance		
On-time*	75.4%	63.8%
1-15 minutes late	6.1%	8.9%
16-29 minutes late	2.8%	4.9%
30-59 minutes late	2.8%	7.9%
One hour or more late	3.4%	9.2%
More than one hour early	9.5%	5.3%

*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	1	17
Insufficient time to schedule	11	64
Medicaid inactive	4	44
Not closest provider	31	113
Other: incomplete information/call	1	1
Other: no provider available	145	568
Other: transport on weekends/state holidays not required	3	6

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	254	1,772
General information: beneficiary	372	2,272
General information: broker	55	443
General information: DHS	1	16
General information: non-Medicaid beneficiary	162	272
General information: physician/provider	34	101
General information: social worker/case worker	8	24

Complaint Calls

CSR rudeness	1	1
Driver rudeness	1	8
Gas reimbursement	1	2
Late drop-off to appointment	3	3
Late pick-up at appointment	1	3
No pick-up at appointment	1	3
No pick-up at residence	9	33
No provider/driver available	4	19
Other	1	1
Pick-up at residence too early	1	1
Scheduling miscommunication	2	11

Region D: Verida, Inc.

April - June 2025

NET Program Activity Summary

Region D

Statewide

Claims Paid	10,747	82,564
Individuals Transported	1,664	12,666
Individuals eligible to be transported	113,740	788,616
Percentage of eligibles transported	1.5%	1.6%
Number of Trips	20,894	159,687
Trips per individual transported	13	13
Type of Trips		
One-way trip	1,054	40,631
Round trip	9,319	55,895
Other trip	374	2,224

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	60.6%	58.9%
16-29 minutes late	6.8%	6.6%
30-59 minutes late	3.5%	4.5%
One hour or more late	2.2%	3.8%
More than 15 minutes early	26.9%	26.3%
Drop-off Performance		
On-time*	79.7%	63.8%
1-15 minutes late	7.1%	8.9%
16-29 minutes late	4.1%	4.9%
30-59 minutes late	3.1%	7.9%
One hour or more late	2.2%	9.2%
More than one hour early	3.7%	5.3%

*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	3	17
Insufficient time to schedule	9	64
Medicaid inactive	1	44
Not closest provider	38	113
Other: contacted wrong broker	2	9
Other: no provider available	31	568
Other: transport on weekends/state holidays not required	2	6
QMB beneficiary	2	40

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	242	1,772
General information: beneficiary	249	2,272
General information: broker	63	443
General information: non-Medicaid beneficiary	5	272
General information: physician/provider	12	101
General information: social worker/case worker	1	24

Complaint Calls

DHS/governor's office	1	6
Driver rudeness	1	8
No pick-up at residence	6	33
No provider/driver available	2	19
Personal injury	1	1
Scheduling miscommunication	1	11
Transportation refused by the broker	1	2

Region E: Central Arkansas Development Council

April - June 2025

NET Program Activity Summary

Region E

Statewide

Claims Paid	17,244	82,564
Individuals Transported	2,269	12,666
Individuals eligible to be transported	137,221	788,616
Percentage of eligibles transported	1.7%	1.6%
Number of Trips	33,430	159,687
Trips per individual transported	15	13
Type of Trips		
One-way trip	33,428	40,631
Round trip	1	55,895
Other trip	-	2,224

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	67.1%	58.9%
16-29 minutes late	9.0%	6.6%
30-59 minutes late	6.7%	4.5%
One hour or more late	4.3%	3.8%
More than 15 minutes early	12.9%	26.3%
Drop-off Performance		
On-time*	40.6%	63.8%
1-15 minutes late	11.4%	8.9%
16-29 minutes late	7.7%	4.9%
30-59 minutes late	18.0%	7.9%
One hour or more late	19.2%	9.2%
More than one hour early	3.2%	5.3%

*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	7	17
Medicaid inactive	7	44
Not a Medicaid covered service	1	3
Not Medicaid eligible	9	9
Other: contacted wrong broker	2	9
Other: no NET MCP assignment	1	1
QMB beneficiary	30	40

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	293	1,772
General information: beneficiary	324	2,272
General information: broker	55	443
General information: non-Medicaid beneficiary	6	272
General information: physician/provider	9	101
General information: social worker/case worker	3	24

Complaint Calls

Driver rudeness	1	8
Late pick-up at residence	1	4
Scheduling miscommunication	1	11

Region F: Area Agency on Aging Southeast Arkansas

April - June 2025

NET Program Activity Summary

Region F

Statewide

Claims Paid	13,803	82,564
Individuals Transported	2,483	12,666
Individuals eligible to be transported	70,115	788,616
Percentage of eligibles transported	3.5%	1.6%
Number of Trips	26,654	159,687
Trips per individual transported	11	13
Type of Trips		
One-way trip	1,225	40,631
Round trip	12,338	55,895
Other trip	241	2,224

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	32.2%	58.9%
16-29 minutes late	5.0%	6.6%
30-59 minutes late	4.3%	4.5%
One hour or more late	3.3%	3.8%
More than 15 minutes early	55.1%	26.3%
Drop-off Performance		
On-time*	67.4%	63.8%
1-15 minutes late	11.9%	8.9%
16-29 minutes late	5.9%	4.9%
30-59 minutes late	4.9%	7.9%
One hour or more late	5.5%	9.2%
More than one hour early	4.6%	5.3%

*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	2
Insufficient time to schedule	17	64
Medicaid inactive	1	44
Other: contacted wrong broker	3	9
QMB beneficiary	1	40

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	78	1,772
General information: beneficiary	102	2,272
General information: broker	40	443
General information: non-Medicaid beneficiary	1	272
General information: physician/provider	10	101

Complaint Calls

Driver rudeness	2	8
Late pick-up at residence	1	4
Scheduling miscommunication	1	11

Region G: Verida, Inc.

April - June 2025

NET Program Activity Summary

Region G

Statewide

Claims Paid	16,602	82,564
Individuals Transported	2,224	12,666
Individuals eligible to be transported	148,416	788,616
Percentage of eligibles transported	1.5%	1.6%
Number of Trips	31,456	159,687
Trips per individual transported	14	13
Type of Trips		
One-way trip	2,504	40,631
Round trip	13,519	55,895
Other trip	579	2,224

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	56.7%	58.9%
16-29 minutes late	5.0%	6.6%
30-59 minutes late	3.4%	4.5%
One hour or more late	6.3%	3.8%
More than 15 minutes early	28.6%	26.3%
Drop-off Performance		
On-time*	74.3%	63.8%
1-15 minutes late	6.8%	8.9%
16-29 minutes late	2.5%	4.9%
30-59 minutes late	2.2%	7.9%
One hour or more late	6.5%	9.2%
More than one hour early	7.6%	5.3%

*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	17
Incorrect county code	1	2
Insufficient time to schedule	16	64
Medicaid inactive	23	44
Not a Medicaid covered service	1	3
Not closest provider	2	113
Other: contacted wrong broker	2	9
Other: no provider available	175	568
QMB beneficiary	6	40

Helpline Activity

Region G

Statewide

Inquiry Calls

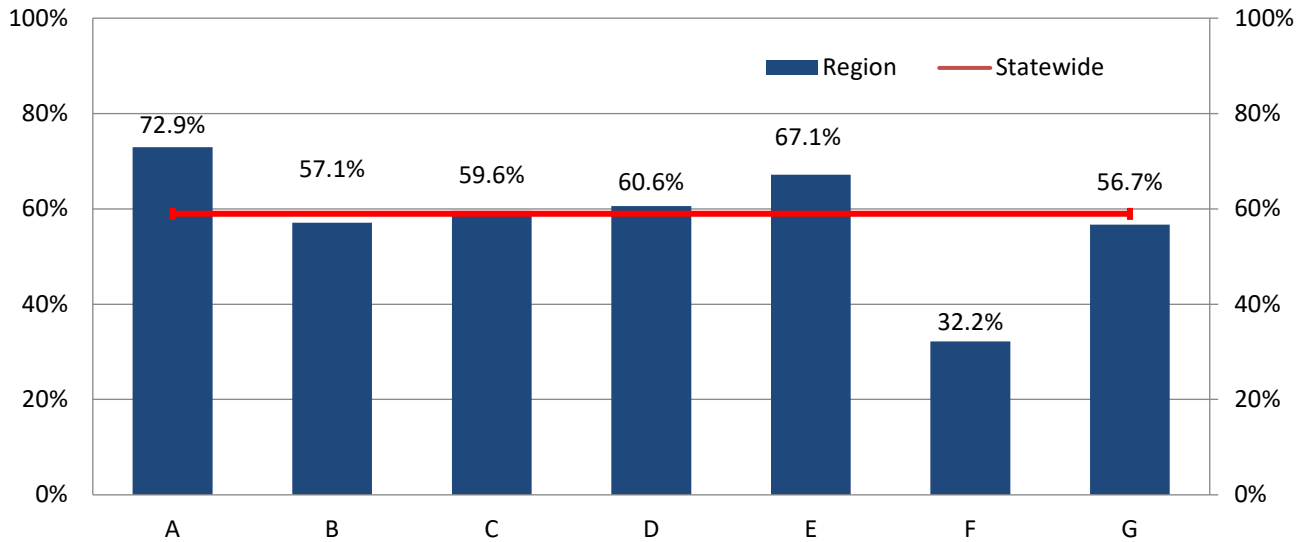
Beneficiary does not know broker	616	1,772
General information: beneficiary	867	2,272
General information: broker	168	443
General information: DHS	4	16
General information: non-Medicaid beneficiary	94	272
General information: physician/provider	21	101
General information: social worker/case worker	8	24

Complaint Calls

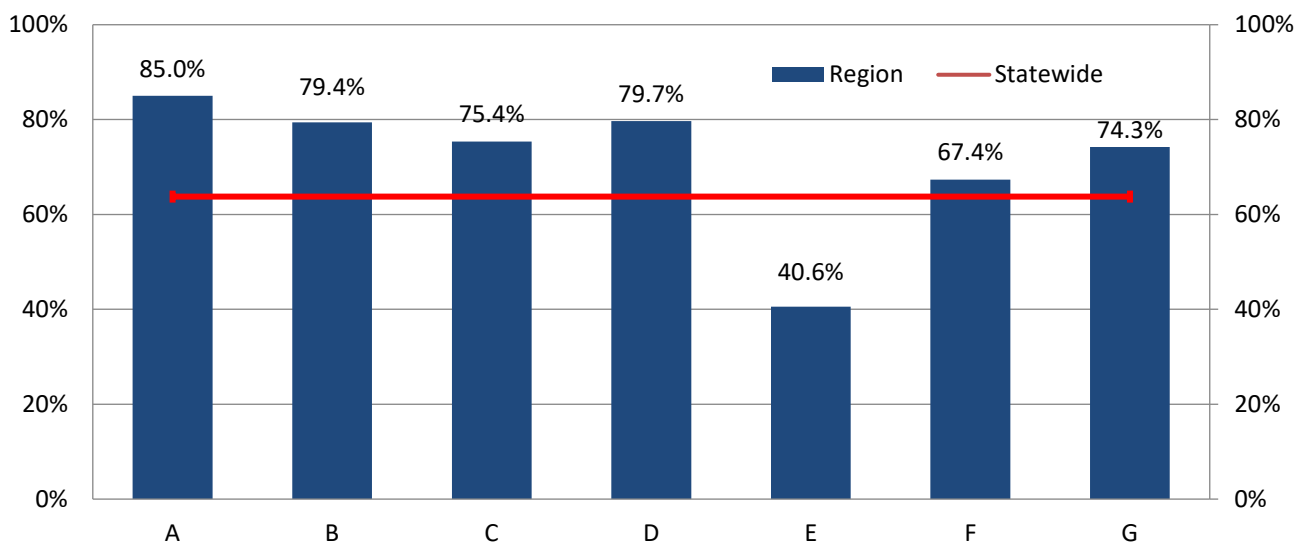
DHS/governor's office	3	6
Driver rudeness	2	8
Late drop-off at residence	1	1
Late pick-up at appointment	1	3
Late pick-up at residence	2	4
No pick-up at appointment	2	3
No pick-up at residence	12	33
No provider/driver available	10	19
Reckless driving	1	1
Scheduling miscommunication	4	11

Timely NET Performance Comparison April - June 2025

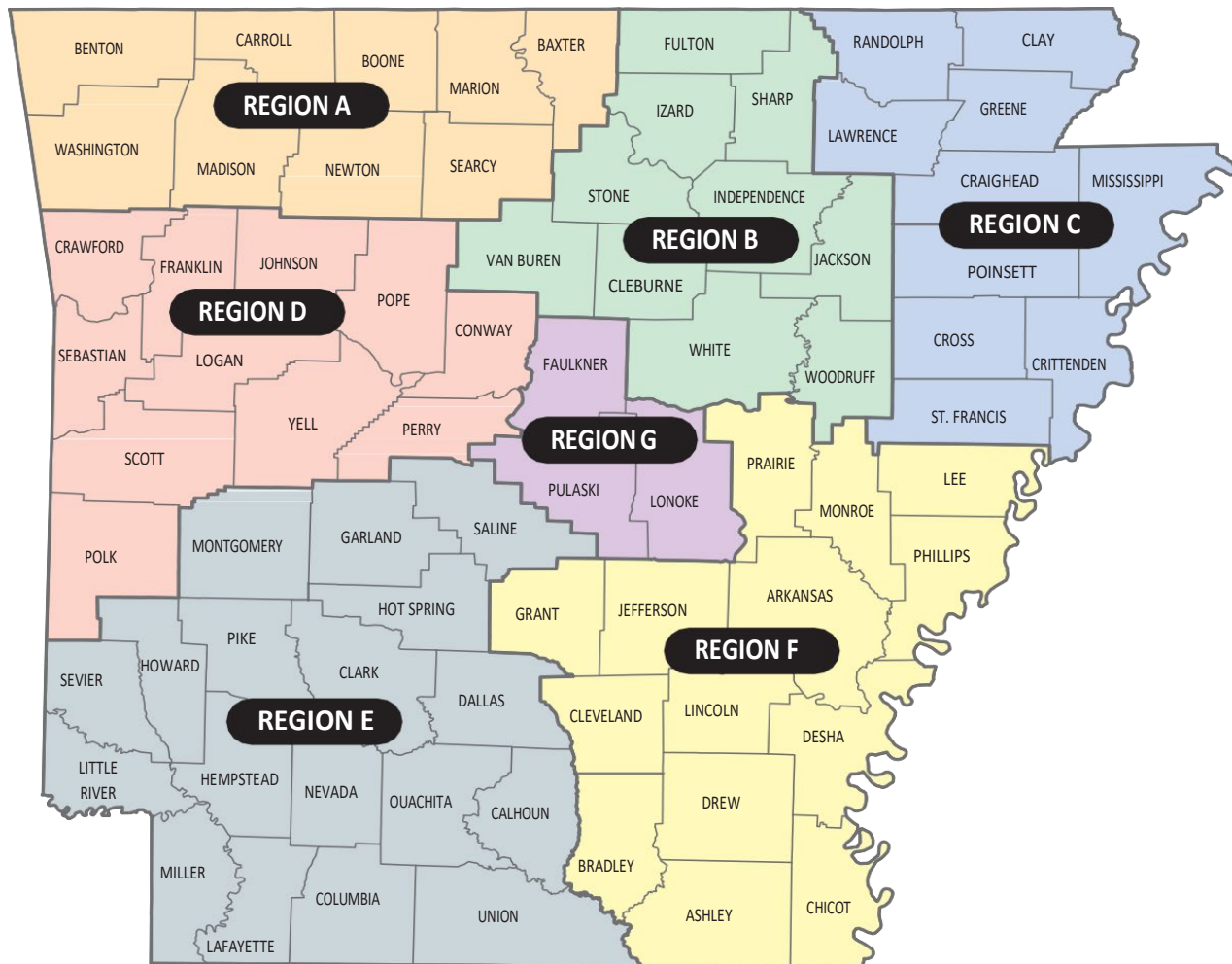
On-Time Pick-up



On-Time Drop-off



Non - Emergency Transportation Regions



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