



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2026 Quarter 1

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending September 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.

July - September 2025

NET Program Activity Summary

Region A

Statewide

Claims Paid	8,230	86,527
Individuals Transported	1,238	13,489
Individuals eligible to be transported	143,173	780,001
Percentage of eligibles transported	0.9%	1.7%
Number of Trips	16,014	167,547
Trips per Individual transported	13	12
Type of Trips		
One-way trip	791	41,520
Round trip	7,180	59,126
Other trip	259	2,382

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	72.1%	59.1%
16-29 minutes late	4.6%	6.5%
30-59 minutes late	2.7%	4.7%
One hour or more late	1.8%	4.3%
More than 15 minutes early	18.9%	25.4%
Drop-off Performance		
On-time*	84.3%	62.4%
1-15 minutes late	5.9%	9.5%
16-29 minutes late	2.1%	5.1%
30-59 minutes late	1.3%	8.0%
One hour or more late	2.0%	9.6%
More than one hour early	4.5%	5.4%

*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	8	63
Medicaid Inactive	1	33
Not a Medicaid Cover Service	1	6
Not Closest Provider	15	62
Other: No Provider Available	108	550

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	151	1,792
Extension of Transportation Services	1	1
General Information: Beneficiary	156	2,107
General Information: Broker	29	474
General Information: Non-Medicaid Beneficiary	2	242
General Information: Physician/Provider	7	81
General Information: Social Worker/Case Worker	2	22

Complaint Calls

Late Pickup at Appointment	1	7
Late Pickup at Residence	1	9
No Pickup at Appointment	1	10
No Pickup at Residence	3	34
Scheduling Miscommunication	1	5

Region B: Verida, Inc.

July - September 2025

NET Program Activity Summary

Region B

Statewide

Claims Paid	5,257	86,527
Individuals Transported	1,039	13,489
Individuals eligible to be transported	67,444	780,001
Percentage of eligibles transported	1.5%	1.7%
Number of Trips	10,604	167,547
Trips per individual transported	10	12
Type of Trips		
One-way trip	288	41,520
Round trip	4,682	59,126
Other trip	287	2,382

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	54.6%	59.1%
16-29 minutes late	3.4%	6.5%
30-59 minutes late	2.5%	4.7%
One hour or more late	2.4%	4.3%
More than 15 minutes early	37.1%	25.4%
Drop-off Performance		
On-time*	76.5%	62.4%
1-15 minutes late	6.8%	9.5%
16-29 minutes late	2.5%	5.1%
30-59 minutes late	1.1%	8.0%
One hour or more late	2.5%	9.6%
More than one hour early	10.6%	5.4%

*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	5	63
Not Closest Provider	7	62
Other: No NET MCP Assignment	1	1
Other: No Provider Available	63	550
Other: Transport on weekends/State holidays not required	2	8

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	119	1,792
General Information: Beneficiary	179	2,107
General Information: Broker	31	474
General Information: DHS	5	16
General Information: Non-Medicaid Beneficiary	4	242
General Information: Physician/Provider	8	81
General Information: Social Worker/Case Worker	1	22

Complaint Calls

DHS/Governor's Office	4	11
Driver Rudeness	1	4
Late Pickup at Residence	2	9
No Pickup at Appointment	3	10
No Pickup at Residence	3	34
No Provider/Driver Available	1	8
PCP Referral	2	2
Scheduling Miscommunication	1	5

Region C: Verida, Inc.

July - September 2025

NET Program Activity Summary

Region C

Statewide

Claims Paid	11,649	86,527
Individuals Transported	2,032	13,489
Individuals eligible to be transported	110,448	780,001
Percentage of eligibles transported	1.8%	1.7%
Number of Trips	22,960	167,547
Trips per individual transported	11	12
Type of Trips		
One-way trip	1,073	41,520
Round trip	10,040	59,126
Other trip	536	2,382

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	60.1%	59.1%
16-29 minutes late	5.4%	6.5%
30-59 minutes late	3.1%	4.7%
One hour or more late	3.4%	4.3%
More than 15 minutes early	28.1%	25.4%
Drop-off Performance		
On-time*	76.4%	62.4%
1-15 minutes late	5.6%	9.5%
16-29 minutes late	2.0%	5.1%
30-59 minutes late	3.0%	8.0%
One hour or more late	3.8%	9.6%
More than one hour early	9.3%	5.4%

*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	6	63
Medicaid Inactive	1	33
Not a Medicaid Cover Service	1	6
Not Closest Provider	14	62
Other: No Provider Available	134	550

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	255	1,792
General Information: Beneficiary	284	2,107
General Information: Broker	88	474
General Information: Non-Medicaid Beneficiary	123	242
General Information: Physician/Provider	23	81
General Information: Social Worker/Case Worker	7	22

Complaint Calls

Late Pickup at Appointment	2	7
Late Pickup at Residence	2	9
Lengthy Trip	1	1
No Pickup at Appointment	3	10
No Pickup at Residence	12	34
No Provider/Driver Available	1	8
Other	1	1

Region D: Verida, Inc.
July - September 2025
NET Program Activity Summary
Region D
Statewide

Claims Paid	10,443	86,527
Individuals Transported	1,719	13,489
Individuals eligible to be transported	112,446	780,001
Percentage of eligibles transported	1.5%	1.7%
Number of Trips	20,306	167,547
Trips per individual transported	12	12
Type of Trips		
One-way trip	1,071	41,520
Round trip	8,966	59,126
Other trip	406	2,382

Timely Performance Comparison
Region D
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	59.3%	59.1%
16-29 minutes late	6.4%	6.5%
30-59 minutes late	3.6%	4.7%
One hour or more late	2.3%	4.3%
More than 15 minutes early	28.5%	25.4%
Drop-off Performance		
On-time*	82.3%	62.4%
1-15 minutes late	5.6%	9.5%
16-29 minutes late	3.3%	5.1%
30-59 minutes late	2.5%	8.0%
One hour or more late	2.3%	9.6%
More than one hour early	4.1%	5.4%

*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	1	7
Insufficient Time to Schedule	8	63
Medicaid Inactive	7	33
Not a Medicaid Cover Service	1	6
Not Closest Provider	25	62
Other: No Provider Available	49	550
Other: Transport on weekends/State holidays not required	1	8

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	504	1,792
General Information: Beneficiary	305	2,107
General Information: Broker	169	474
General Information: DHS	1	16
General Information: Non-Medicaid Beneficiary	45	242
General Information: Physician/Provider	12	81
General Information: Social Worker/Case Worker	3	22
Private Option/Medicaid Expansion Transportation	1	1

Complaint Calls

DHS/Governor's Office	4	11
Driver Rudeness	2	4
No Pickup at Residence	2	34
Pickup at Residence Too Early	1	2
Reckless Driving	2	2
Scheduling Miscommunication	1	5

Region E: Central Arkansas Development Council

July - September 2025

NET Program Activity Summary

Region E

Statewide

Claims Paid	17,646	86,527
Individuals Transported	2,377	13,489
Individuals eligible to be transported	135,954	780,001
Percentage of eligibles transported	1.8%	1.7%
Number of Trips	34,156	167,547
Trips per individual transported	14	12
Type of Trips		
One-way trip	34,138	41,520
Round trip	9	59,126
Other trip	-	2,382

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	65.0%	59.1%
16-29 minutes late	9.4%	6.5%
30-59 minutes late	7.6%	4.7%
One hour or more late	5.4%	4.3%
More than 15 minutes early	12.5%	25.4%
Drop-off Performance		
On-time*	38.0%	62.4%
1-15 minutes late	12.0%	9.5%
16-29 minutes late	8.5%	5.1%
30-59 minutes late	18.3%	8.0%
One hour or more late	20.1%	9.6%
More than one hour early	3.1%	5.4%

*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	5	7
Incorrect County Code	3	4
Medicaid Inactive	9	33
Not a Medicaid Cover Service	3	6
Not Medicaid Eligible	3	6
QMB Beneficiary	30	33

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	279	1,792
General Information: Beneficiary	340	2,107
General Information: Broker	34	474
General Information: Non-Medicaid Beneficiary	8	242
General Information: Physician/Provider	6	81

Complaint Calls

No Pickup at Residence	2	34
Scheduling Miscommunication	1	5

Region F: Area Agency on Aging Southeast Arkansas

July - September 2025

NET Program Activity Summary

Region F

Statewide

Claims Paid	15,981	86,527
Individuals Transported	2,710	13,489
Individuals eligible to be transported	69,519	780,001
Percentage of eligibles transported	3.9%	1.7%
Number of Trips	30,740	167,547
Trips per individual transported	11	12
Type of Trips		
One-way trip	1,476	41,520
Round trip	14,272	59,126
Other trip	233	2,382

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	40.5%	59.1%
16-29 minutes late	5.2%	6.5%
30-59 minutes late	3.6%	4.7%
One hour or more late	3.0%	4.3%
More than 15 minutes early	47.7%	25.4%
Drop-off Performance		
On-time*	63.6%	62.4%
1-15 minutes late	15.5%	9.5%
16-29 minutes late	6.6%	5.1%
30-59 minutes late	4.8%	8.0%
One hour or more late	4.7%	9.6%
More than one hour early	4.8%	5.4%

*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		
Has Access to Transportation	1	1
Incorrect County Code	1	4
Insufficient Time to Schedule	20	63
Medicaid Inactive	5	33
Not Medicaid Eligible	2	6
Other: Contacted Wrong Broker	1	1
Other: Transport on weekends/State holidays not required	4	8

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary Does Not Know Broker	47	1,792
General Information: Beneficiary	90	2,107
General Information: Broker	18	474
General Information: Non-Medicaid Beneficiary	4	242
General Information: Physician/Provider	1	81
General Information: Social Worker/Case Worker	2	22

Complaint Calls

No Pickup at Residence	1	34
Pickup at Residence Too Early	1	2
Scheduling Miscommunication	1	5

Region G: Verida, Inc.

July - September 2025

NET Program Activity Summary

Region G

Statewide

Claims Paid	17,321	86,527
Individuals Transported	2,389	13,489
Individuals eligible to be transported	147,281	780,001
Percentage of eligibles transported	1.6%	1.7%
Number of Trips	32,767	167,547
Trips per individual transported	14	12
Type of Trips		
One-way trip	2,683	41,520
Round trip	13,977	59,126
Other trip	661	2,382

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	58.7%	59.1%
16-29 minutes late	4.7%	6.5%
30-59 minutes late	3.5%	4.7%
One hour or more late	6.7%	4.3%
More than 15 minutes early	26.3%	25.4%
Drop-off Performance		
On-time*	73.0%	62.4%
1-15 minutes late	6.8%	9.5%
16-29 minutes late	2.7%	5.1%
30-59 minutes late	2.9%	8.0%
One hour or more late	7.3%	9.6%
More than one hour early	7.3%	5.4%

*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	1	7
Insufficient Time to Schedule	16	63
Medicaid Inactive	10	33
Not Closest Provider	1	62
Not Medicaid Eligible	1	6
Other: Incorrect NET MCP Assignment	1	1
Other: No Provider Available	196	550
Other: Transport on weekends/State holidays not required	1	8
QMB Beneficiary	3	33

Helpline Activity

Region G

Statewide

Inquiry Calls

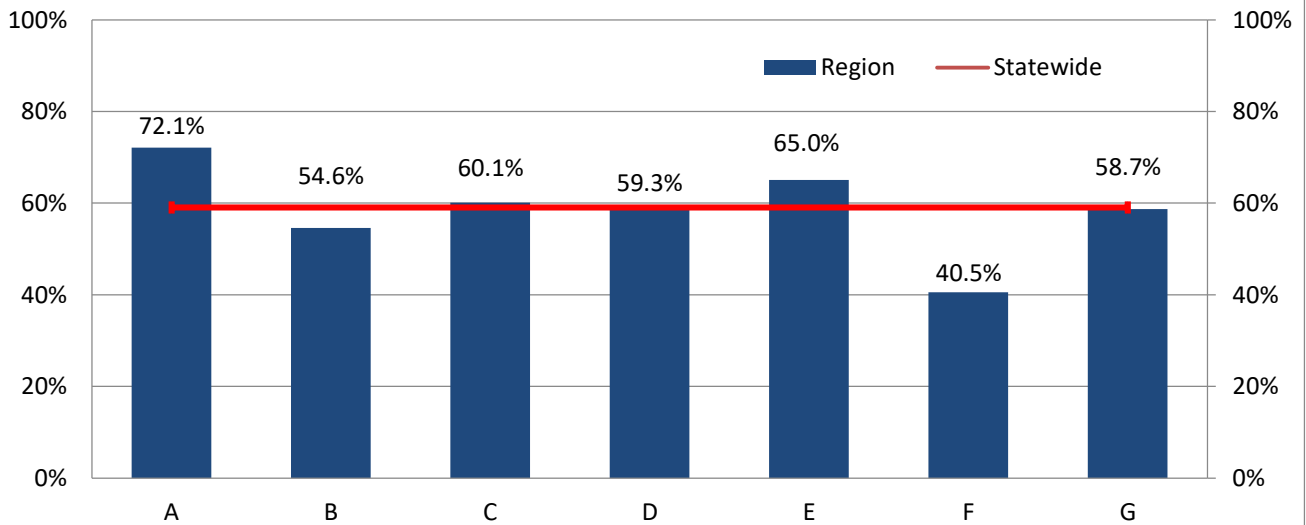
Beneficiary Does Not Know Broker	437	1,792
General Information: Beneficiary	753	2,107
General Information: Broker	105	474
General Information: DHS	10	16
General Information: Non-Medicaid Beneficiary	56	242
General Information: Physician/Provider	24	81
General Information: Social Worker/Case Worker	7	22

Complaint Calls

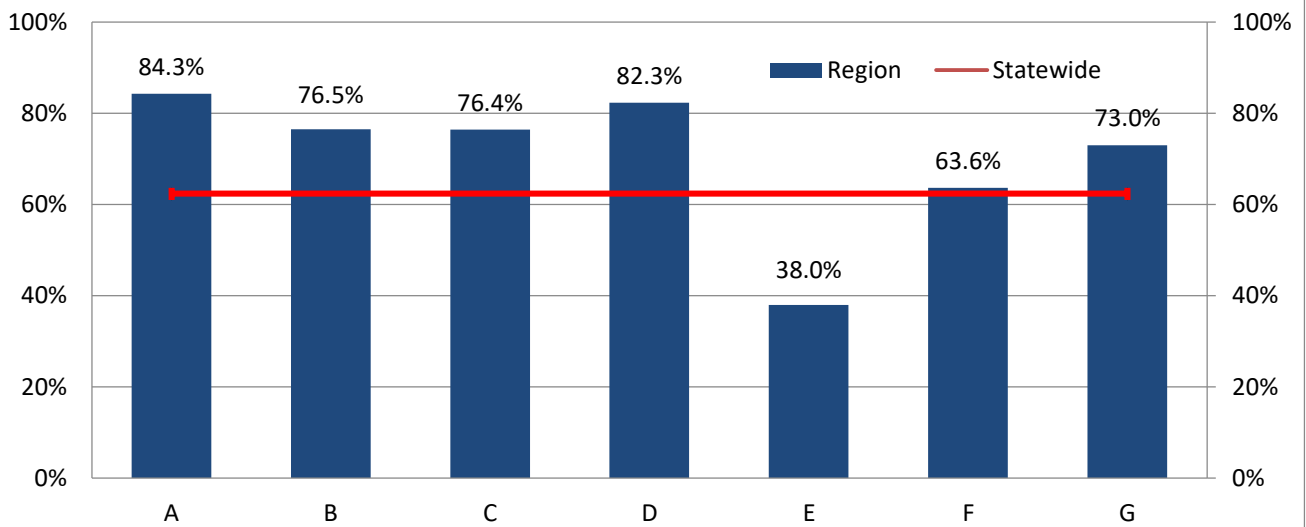
DHS/Governor's Office	3	11
Driver Rudeness	1	4
Late Drop Off at Residence	1	1
Late Pickup at Appointment	4	7
Late Pickup at Residence	4	9
No Pickup at Appointment	3	10
No Pickup at Residence	11	34
No Provider/Driver Available	6	8
Unsafe Vehicle	1	1

Timely NET Performance Comparison July - September 2025

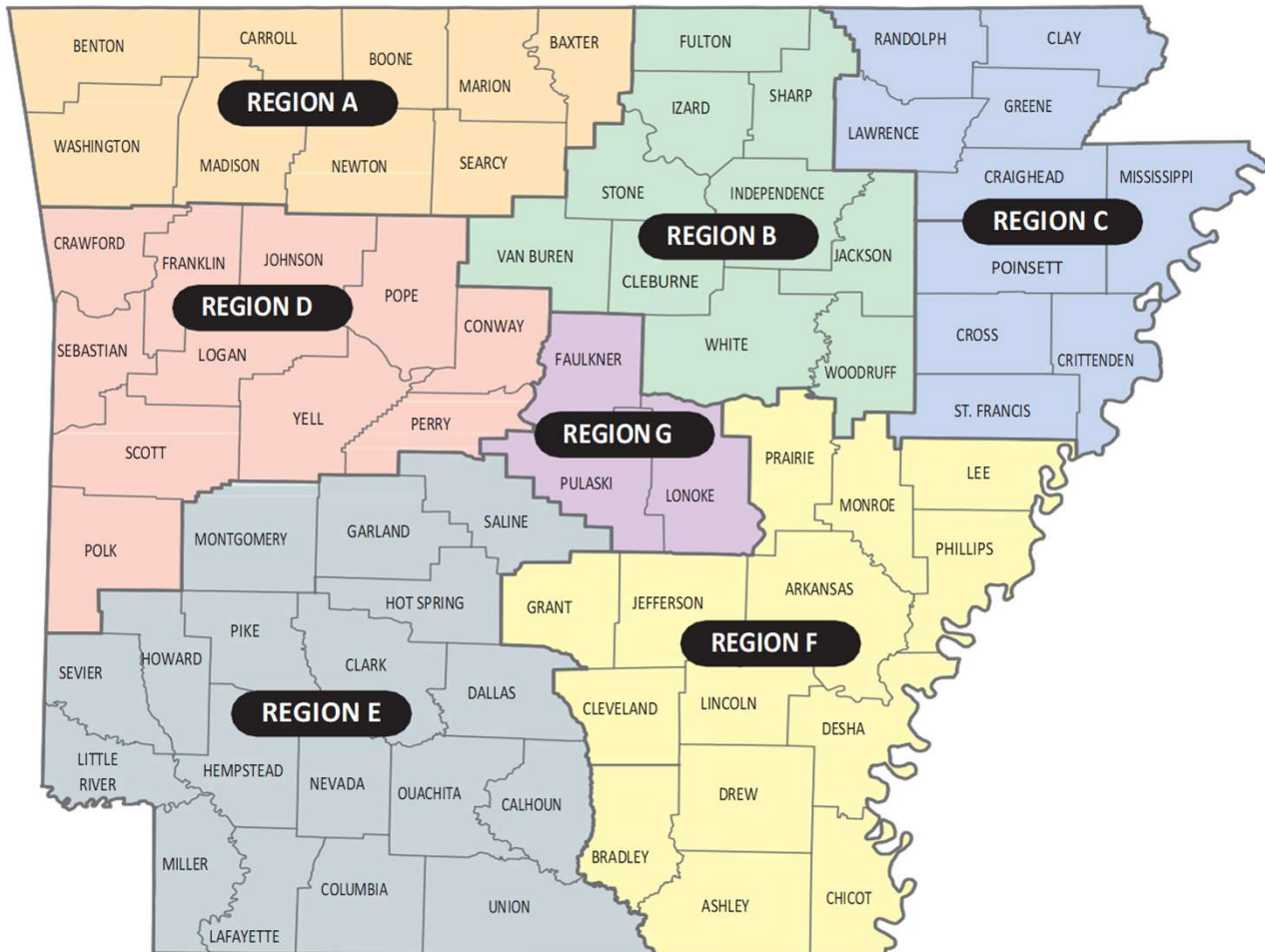
On-Time Pick-up



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.	