

Arkansas Medicaid

2025

Non-Emergency Transportation (NET) Survey Results



Data analysis by



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ARKANSAS MEDICAID NON-EMERGENCY TRANSPORTATION (NET) SURVEY

2025 Beneficiary Satisfaction Survey Results

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Executive Summary

The Arkansas Department of Human Services' (DHS) Division of Medical Services (DMS) contracted with AFMC, a National Committee for Quality Assurance (NCQA) certified Healthcare Effectiveness Data and Information Set (HEDIS®)¹ survey vendor, to conduct its 2025 Beneficiary Satisfaction Survey for the Non-Emergency Transportation (NET) Program. After conducting a mail-only survey to evaluate beneficiary satisfaction, AFMC received 483 surveys from the NET beneficiary sample (n=1,904) from November 2025 through early January 2026. After reducing the sample size due to beneficiaries without a valid address and those determined ineligible, the analyzable sample size was 1,658. A total of 424 surveys were available for analysis, resulting in an analyzable response rate of 25.6%.

This report provides a summary of the 2025 survey results and, where possible, compares them with those from the 2023 and 2021 surveys. This comprehensive analysis will help DMS determine which services beneficiaries use and how beneficiaries evaluate the NET program and its services.

The NET Beneficiary Satisfaction Survey consists of both composite measures and rating questions. A composite measure combines the responses from two or more component questions to obtain a single score. Within composite measures, except for the "total satisfaction" composite, the positive percentage represents the percentage of beneficiaries who responded favorably. For those questions scaled as "never," "sometimes," "usually," or "always," a favorable response represents the proportion of beneficiaries who selected "always" or "usually." The "total satisfaction" composite percentage represents the percentage of beneficiaries who rated the component rating questions an "8," "9," or "10" on a scale of 0 to 10, where 0 represents "worst possible" and 10 represents "best possible."

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

TABLE 1. Overall satisfaction ratings and composites

COMPOSITES AND RATINGS	2025	2023	2021
Total satisfaction	79%	73%	76%
Ease of getting a ride	92%	92%	94%
Timeliness and reliability	89%	87%	88%
Courtesy and respect	95%	92%	92%
Safety	94%	92%	93%
Mean rating of NET broker	8.4	8.1	8.3
Mean rating of NET ride	8.6	8.2	8.3
Mean rating of NET service	8.8	8.2	8.5

The NET survey includes five composite measures and three rating questions. The NET composite measures include:

- **Total satisfaction:** measures overall satisfaction regarding the NET program by combining the three rating questions
- **Ease of getting a ride:** measures beneficiaries' ease of getting a ride through the NET program
- **Timeliness and reliability:** measures whether riders were picked up and dropped off to and from their scheduled appointment on time
- **Courtesy and respect:** measures how often beneficiaries were treated with courtesy and respect by the NET broker when scheduling a ride and by the driver during the ride
- **Safety:** measures how often NET drivers drove safely and made sure passengers wore seatbelts

The three rating questions include:

- **Rating of NET broker**
- **Rating of NET ride**
- **Rating of NET service**

NOTABLE FINDINGS

The following paragraphs summarize how the demographic and the composite measure responses trend over time. For the complete analysis, please refer to the Demographics of Survey Sample and Respondents ([Page 9](#)) and the Trend Analysis ([Page 15](#)) sections of this report.

AFMC compared the 2025 survey results with those from surveys conducted in 2023 and 2021.

In the demographic comparison of the 2025 respondents, the percentages across the gender categories have remained steady with those in 2023 and 2021, with no significant differences. There was an insignificant increase in 2025 in the under 18, 35–54, and 75 and over age categories compared with the 2023 percentage of respondents, while the 18-34 and 55-74 age categories decreased from 2023, though not significantly.

Summary rates for all components of the “total satisfaction” composite are significantly higher in 2025 than in 2023. Components of this composite include ratings of NET broker, NET ride, and NET service. Insignificant increases are also observed from 2021 to 2025 for this composite and associated components.

The “ease of getting a ride” composite decreased insignificantly (93.5% to 92.5%) from 2021. The “need of doctor’s approval to schedule ride” component of this composite decreased significantly when compared with the same component from 2021.

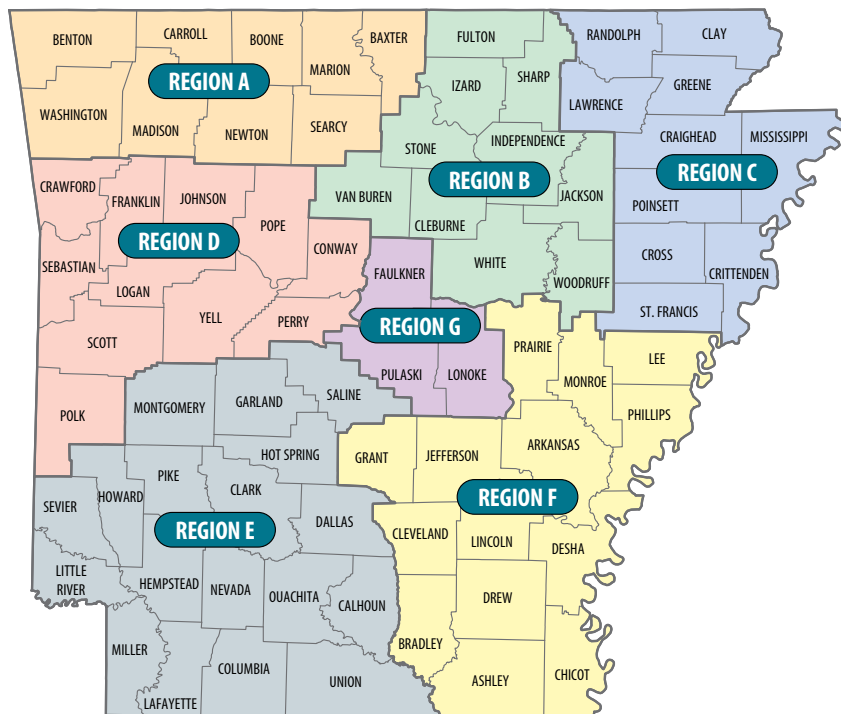
The “timeliness and reliability” composite has increased to 88.7% from 2023 (86.7%) and 2021 (87.6%), though not significantly. One component of the “timeliness and reliability” composite decreased insignificantly from 2023 and 2021: the “dropped off late” component. All other components of the “timeliness and reliability” composite increased comparatively with 2021, though not significantly.

The “courtesy and respect” composite has increased since 2023 from 92.0% to 94.7% and since 2021 from 92.4% to 94.7%. Both components of this composite increased from 2023 and 2021, but not significantly.

The “safety” composite has increased from 92.8% in 2021 to 94.1% in 2025 and from 92.4% in 2023, but the increases are not significant.

The following compares survey results across regions. For details on regional results, please refer to the Geographical Regional Analysis ([Page 19](#)) section of this report.

- When comparing composite measures regionally, Region A received two of the five lowest scores of composite measures: 84.2% for “timeliness and reliability” and 87.9% for “safety.”
- Region C had three of the five highest composite measures: 89.9% for “total satisfaction,” 96.6% for “courtesy and respect,” and 97.6% for “safety.”
- Region C had the highest mean scores of 9.3 for both “mean rating of NET ride” and “mean rating of NET service,” while region E and region G both had the highest score of 8.8 for “mean rating of NET broker.”
- The greatest number of special needs riders (118) responded “yes” to [Question 14](#), asking, “Do you use a wheelchair or other equipment to meet special medical needs?” Of those 118 respondents, 115 continued on to answer [Question 15](#). Region C had the highest positive percentage (100.0%) of responses for [Question 15](#) asking, “In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?”



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Survey Overview and Methodology

BACKGROUND

Conducted in 2025, AFMC is contracted with DMS to conduct its biennial NET Beneficiary Satisfaction Survey. The NET survey was designed specifically to assess beneficiary satisfaction with the NET program. AFMC administered the survey in accordance with NCQA protocols as outlined in the HEDIS Measurement Year 2025 Volume 3: Specifications for Survey Measures, with minor modifications to accommodate the Arkansas enrollment data structure and approved enhancements.

In 2025, AFMC enhanced its standard survey instrument by adding **Question 42**, which captures respondents' preferences for receiving important information from their health plan. This item was incorporated to support more effective communication strategies and improve member engagement.

This report summarizes results derived from the NET survey as applied to a stratified sample of NET beneficiaries. The NET survey comprises five composite measures: "total satisfaction," "ease of getting a ride," "timeliness and reliability," "courtesy and respect," and "safety." The three rating questions covered by the NET survey are rating of NET broker, rating of NET ride, and rating of NET service.



In general, satisfaction is reported as summary rates that indicate the percentage of respondents who selected the most positive response options. Where applicable, 2025 scores are shown with results from the 2023 and 2021 survey cycles to assess program performance across years.

SAMPLE SIZE, SURVEY DISPOSITION, AND RESPONSE RATE

A sample of 1,904 NET beneficiaries was selected from Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data using broker region as strata to attempt procurement of at least 376 surveys for analysis and to allow for a 95% confidence level with a five-point confidence interval. AFMC tracks returned and nonreturned surveys in accordance with NCQA guidelines. Fifty-eight beneficiaries were deemed ineligible to participate in the survey, and one beneficiary was deceased. After eliminating ineligible beneficiaries and those with invalid addresses, the analyzable sample size was 1,658. A total of 424 analyzable surveys were returned, resulting in an analyzable response rate of 25.6%.

TABLE 2. Sample size, survey disposition, and response rate

TRANSPORTATION SURVEY	2025
Total mailing sent	1,904
*Ineligible: According to population criteria	57
*Ineligible: Language barrier	0
*Ineligible: Mentally or physically incapacitated	1
*Ineligible: Deceased	1
†Invalid address	187
Analyzable sample size	1,658
Refusal	2
§Nonresponse	1,232
Analyzable surveys returned	424
Analyzable response rate	25.6%

*Excluded from response rate denominator

†Excluded from response rate denominator

§ Does not include invalid addresses

SAMPLING FRAME

The beneficiary data were obtained from the Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data. The population for the NET survey consisted of all Medicaid beneficiaries for whom a transportation claim was submitted with a date of service from Jan. 1, 2025, through Jun. 30, 2025, with consideration for exclusion from the sample frame. Exclusions included beneficiaries found to have rides from two different regions or rides from more than one broker. Beneficiaries selected for other surveys within the previous 12 months or who resided in a nursing home were also excluded, and only one beneficiary, whether adult or child, per household was selected. Additionally, the sample was stratified by transportation region at a rate of 13.25 percent per region to ensure an appropriate sample.

SURVEY PROCEDURE

AFMC conducts surveys using the HEDIS protocol with a mailing enhancement approved by NCQA. Following the protocol, advance letters in English, Spanish, and Marshallese, printed on DHS letterhead and bearing a State-approved generic signature, were mailed to each selected beneficiary. For the selected children in the sample, mailings were addressed to the child and sent to the household on record, with the parent or caregiver serving as the intended recipient. The letters explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature, and gave information on requesting a Spanish-language or Marshallese-language version of the survey. Approximately two weeks later, a survey packet was mailed to the beneficiary containing a questionnaire with a postage-paid return envelope and cover letters in English, Spanish, and Marshallese. The cover letters, on DHS letterhead with an approved generic signature, reiterated the information in the advance letter and gave specific instructions on completing and returning the survey. A reminder notice was mailed approximately 11 days later to those beneficiaries who did not respond. Approximately one month after the initial survey was sent, a second survey with cover letters in the three languages was mailed to any beneficiary who had not returned a survey. Then, two weeks after the second survey mailing, a second reminder notice was sent.

All mail was sent at the bulk rate with return receipt and address correction requested. Letters and surveys that were returned as undeliverable with an address correction were re-mailed the same day. Since beneficiary telephone numbers were unavailable, telephone follow-up of nonrespondents was not conducted.

SURVEY TIMETABLE

TABLE 3. Survey mailing dates

SURVEY MAILINGS	
Advance letter	Oct. 28, 2025
First survey	Nov.14, 2025
First reminder notice	Nov. 25, 2025
Second survey	Dec. 15, 2025
Second reminder notice	Dec. 29, 2025

SURVEY TRACKING

A unique number was assigned to each survey for tracking purposes only. This tracking number was used to mail a second survey to nonresponders, but not to those who had already completed and returned the survey. Beneficiary confidentiality was never compromised.

DISQUALIFIED SURVEYS

A State representative approved a one-day extension to data collection. Surveys received after Jan. 9, 2026, were excluded from the survey analysis. Surveys without any valid responses and those no longer meeting enrollment criteria were excluded from the analysis. These exclusions were made in accordance with the HEDIS protocol and recommendations.

SPANISH AND MARSHALLESE LANGUAGE SURVEYS

AFMC translated the Non-Emergency Transportation survey into Spanish and Marshallese and made these versions available to beneficiaries upon request. Among the 424 analyzable surveys returned, none were requested or completed in either Spanish or Marshallese.

Demographics of Survey Sample and Respondents

A FMC selected a sample frame of the eligible population and stratified it by broker region, ensuring it was representative of the NET population. **Table 4** shows the percentages of respondents in 2025, 2023, and 2021 by demographic categories: gender, age, race, geographic region, and special needs. Special needs riders are respondents who have used the NET service and indicated they are hearing impaired, in a wheelchair, requiring special medical equipment, on dialysis, or having a health problem requiring weekly appointments.

AFMC highlights where NET respondents' demographics change significantly over time; a z-test was used to determine whether the change in percentages was significant.

In the demographic comparison of the 2025 respondents (**Table 4**), the percentages across the gender categories have remained steady with those in 2023 and 2021, with no significant differences. There was an insignificant increase in 2025 in the under 18, 35–54, and 75 and over age categories compared with the 2023 percentage of respondents, while the 18-34 and 55-74 age categories decreased from 2023, though not significantly.

Further demographic analysis indicates that the White race category has remained stable since 2021, with a slight but statistically non-significant decrease observed in 2025. The proportion of individuals identifying as Black/African American in 2025 shows a small, non-significant increase relative to 2021. The "Other" race category declined compared to 2023, while the "Unknown" race category increased over the same period; neither change was statistically significant. Regional comparisons across the state were also tested, with no statistically significant differences observed between 2025 and 2023 or between 2025 and 2021. No statistically significant differences were observed across years between riders classified as having special needs and those not classified as having special needs.

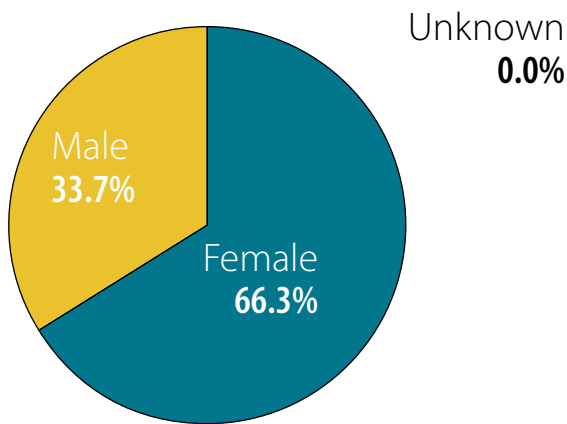
TABLE 4. Survey demographics and comparison with 2023 and 2021

DEMOGRAPHIC	CATEGORY	2025	2023	2021	SIGNIFICANT DIFFERENCE (2025 VS. 2023)	SIGNIFICANT DIFFERENCE (2025 VS. 2021)
Gender	Male	33.7%	31.3%	31.0%	Not significant	Not significant
	Female	66.3%	68.7%	69.0%	Not significant	Not significant
	Unknown	0.0%	0.0%	0.0%	Not significant	Not significant
Age	Under 18	6.6%	6.0%	4.7%	Not significant	Not significant
	18–34	6.6%	7.8%	5.8%	Not significant	Not significant
	35–54	25.2%	23.2%	27.1%	Not significant	Not significant
	55–74	53.1%	55.8%	52.5%	Not significant	Not significant
	75 and over	8.5%	7.2%	9.9%	Not significant	Not significant
	Unknown	0.0%	0.0%	0.0%	Not significant	Not significant
	Race	White	39.9%	44.6%	43.0%	Not significant
Black/ African American		52.6%	46.9%	49.4%	Not significant	Not significant
Other		2.8%	4.9%	2.7%	Not significant	Not significant
Unknown		4.7%	3.7%	4.8%	Not significant	Not significant
Geographic region	Region A	8.0%	8.9%	8.7%	Not significant	Not significant
	Region B	6.6%	8.8%	8.3%	Not significant	Not significant
	Region C	11.3%	13.0%	10.9%	Not significant	Not significant
	Region D	14.6%	13.2%	13.2%	Not significant	Not significant
	Region E	23.8%	23.3%	21.7%	Not significant	Not significant
	Region F	23.8%	23.2%	25.2%	Not significant	Not significant
	Region G	11.8%	9.5%	12.0%	Not significant	Not significant
Special needs	Rider had special needs	43.6%	45.1%	43.2%	Not significant	Not significant
	Rider had no special needs	56.4%	54.9%	56.8%	Not significant	Not significant

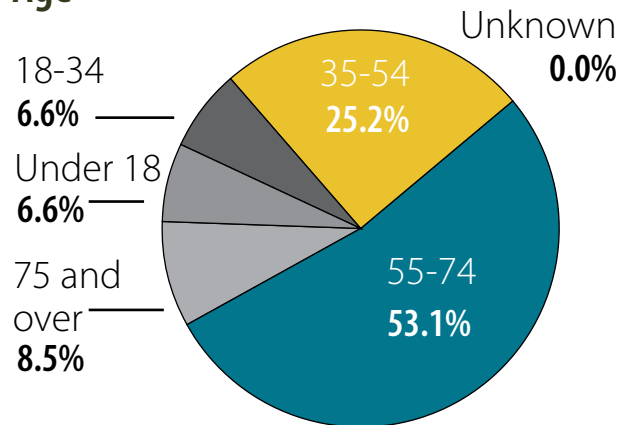
FIGURE 1.

DEMOGRAPHICS OF RESPONDENTS

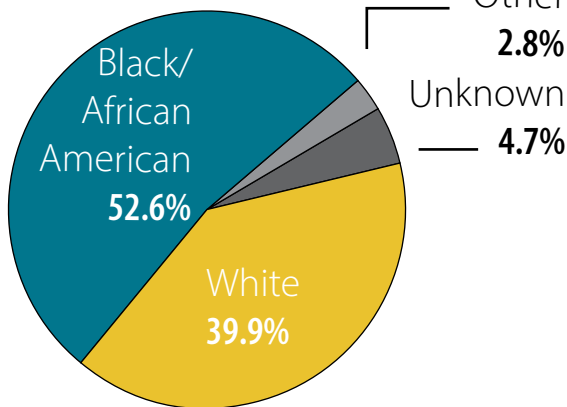
Gender



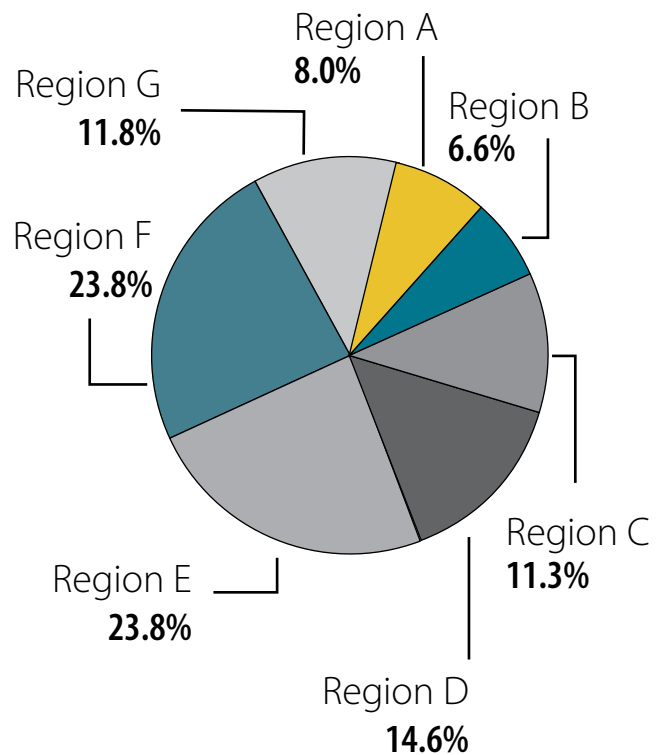
Age



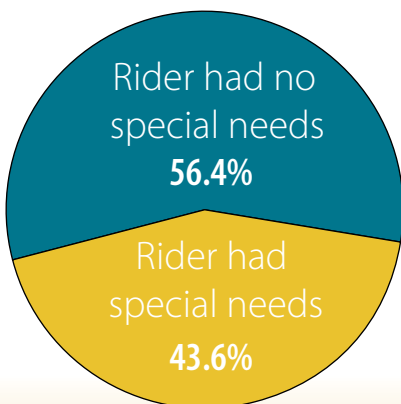
Race



Geographic region



Special needs



The following table (Table 5) shows the demographic proportions of the NET beneficiaries surveyed, the NET population, and the NET respondents and compares them by gender, age, race, and region.

Notably, the proportions of beneficiaries surveyed and the NET population remained consistent across all demographic categories. More variation appears between the percentage of analyzable responses compared with beneficiaries surveyed and the NET population.

TABLE 5. Demographics and analyzable responses

DEMOGRAPHIC	CATEGORY	BENEFICIARIES SURVEYED	% OF TOTAL	NET POPULATION	ANALYZABLE RESPONSES	% OF TOTAL	RESPONSE RATE
Gender	Male	642	38.7%	39.3%	143	33.7%	22.3%
	Female	1,016	61.3%	60.7%	281	66.3%	27.7%
	TOTAL	1,658	100.0%	100.0%	424	100.0%	25.6%
Age	Under 18	247	14.9%	18.4%	28	6.6%	11.3%
	18–34	202	12.2%	12.6%	28	6.6%	13.9%
	35–54	527	31.8%	29.5%	107	25.2%	20.3%
	55–74	609	36.7%	34.9%	225	53.1%	36.9%
	75 and over	73	4.4%	4.5%	36	8.5%	49.3%
	TOTAL	1,658	100.0%	100.0%	424	100.0%	25.6%
Race	White	683	41.2%	42.4%	169	39.9%	24.7%
	Black/ African American	748	45.1%	43.0%	223	52.6%	29.8%
	American Indian	16	1.0%	0.7%	3	0.7%	18.8%
	Hispanic/ Latino	24	1.4%	1.8%	4	0.9%	16.7%
	Asian	11	0.7%	0.7%	2	0.5%	18.2%
	Native Hawaiian or other Pacific Islander	8	0.5%	0.3%	0	0.0%	0.0%
	Multiracial	30	1.8%	2.2%	3	0.7%	10.0%
	Other/ unknown	138	8.3%	8.9%	20	4.7%	14.5%
	TOTAL	1,658	100.0%	100.0%	424	100.0%	25.6%

TABLE 5 continued. Demographics and analyzable responses

DEMOGRAPHIC	CATEGORY	BENEFICIARIES SURVEYED	% OF TOTAL	NET POPULATION	ANALYZABLE RESPONSES	% OF TOTAL	RESPONSE RATE
Geographic region	Region A	150	9.0%	9.5%	34	8.0%	22.7%
	Region B	127	7.7%	7.6%	28	6.6%	22.0%
	Region C	258	15.6%	15.6%	48	11.3%	18.6%
	Region D	208	12.5%	13.0%	62	14.6%	29.8%
	Region E	309	18.6%	17.7%	101	23.8%	32.7%
	Region F	330	19.9%	19.4%	101	23.8%	30.6%
	Region G	276	16.6%	17.2%	50	11.8%	18.1%
	TOTAL		1,658	100.0%	100.0%	424	100.0%



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Trend Analysis

The following pages contain a trending table and chart that show how response data changes over time. The trending table (**Table 6**) presents each composite measure, the component questions comprising each composite, and the corresponding rating questions for 2025 and the two prior survey cycles (2023 and 2021). The trend table identifies statistically significant differences across comparison years. Z-tests were applied to assess significance in proportional differences, and t-tests were used to evaluate differences in mean scores. The accompanying trend chart provides a visual representation of trends for both composite and rating measures. Composite measures are compiled using specific questions to which respondents answer favorably. Rating questions are based on individual questions that ask beneficiaries to rate their transportation broker, their rides, and their overall transportation service on a scale of 0-10, where 0 represents “worst possible” and 10 represents “best possible.”

The summary rate is the percentage of respondents who chose positive responses to the questions. Many questions are scaled as “never,” “sometimes,” “usually,” and “always,” and positive responses would represent the proportion of beneficiaries who selected “always” or “usually,” or the proportion of beneficiaries who selected the positive responses found to be “never” and “sometimes.” The summary rate for ratings questions represents the percentage of beneficiaries who rated the question an “8,” “9,” or “10”.

Values for “n” are not provided for composites as they are derived from multiple questions and may not have the same number of respondents for each question.

When comparing 2025 survey results with previous years, we found the following:

- The “total satisfaction” composite summary rate significantly increased from 72.5% in 2023 to 79.4% in 2025. This composite increased from 75.7% in 2021, though not significantly.
- Summary rates for all components of the “total satisfaction” composite are significantly higher than the 2023 summary rates. Components of this composite include ratings of NET broker, NET ride, and NET service. Insignificant increases are also observed from 2021 to 2025 for this composite and associated components.
- 2025 provided a positive measure of 92.5% for the “ease of getting a ride” composite. This composite measure has decreased insignificantly (93.5% to 92.5%) from 2021. The “need of doctor’s approval to schedule ride” component of this composite decreased significantly from 2021.
- The “timeliness and reliability” composite has increased to 88.7% from 2023 (86.7%) and 2021 (87.6%), though not significantly. One component of the “timeliness and reliability” composite decreased insignificantly from 2023 and 2021: the “dropped off late” component. All other components of the “timeliness and reliability” composite increased comparatively with 2021, though not significantly.

- The “courtesy and respect” composite has increased since 2023 from 92.0% to 94.7% and since 2021 from 92.4% to 94.7%. Both components of this composite increased from 2023 and 2021, but not significantly.
- The “safety” composite has increased from 92.8% in 2021 to 94.1% in 2025 and from 92.4% in 2023, but the increases are not significant.
- The 2025 mean rating figures for “NET ride” (8.6) and “NET service” (8.8) have increased significantly from the 2023 mean ratings of “NET ride” (8.2) and “NET service” (8.2), as well as the 2021 mean ratings of “NET ride” (8.3) and “NET service” (8.5).

TABLE 6. Trending: composites, composite components, and ratings

COMPOSITES AND RATINGS	2025		2023		2021		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2025 VS. 2023	2025 VS. 2021
Total satisfaction		79.4%		72.5%		75.7%	Significant Increase	Not Significant
Q11. Rating of NET broker	395	77.7%	478	71.8%	474	76.4%	Significant Increase	Not Significant
Q36. Rating of NET ride	377	78.8%	446	72.0%	440	73.6%	Significant Increase	Not Significant
Q41. Rating of NET service	379	81.8%	447	73.8%	436	77.1%	Significant Increase	Not Significant
Ease of getting a ride		92.5%		92.4%		93.5%	Not Significant	Not Significant
Q2. Ride scheduled with one phone call	404	88.9%	483	86.7%	485	86.2%	Not Significant	Not Significant
Q4. Need of doctor’s approval to schedule ride*	401	90.3%	478	91.8%	477	95.6%	Not Significant	Significant Decrease
Q5. Difficulty scheduling ride because spoke different language*	402	98.3%	479	98.5%	480	98.8%	Not Significant	Not Significant
Timeliness and reliability		88.7%		86.7%		87.6%	Not Significant	Not Significant
Q22. Arrived at home	380	91.8%	451	91.4%	447	89.9%	Not Significant	Not Significant
Q23. Arrived on time at home	382	89.0%	449	85.7%	447	84.8%	Not Significant	Not Significant
Q24. Missed appointment*	374	95.5%	449	94.9%	445	95.3%	Not Significant	Not Significant

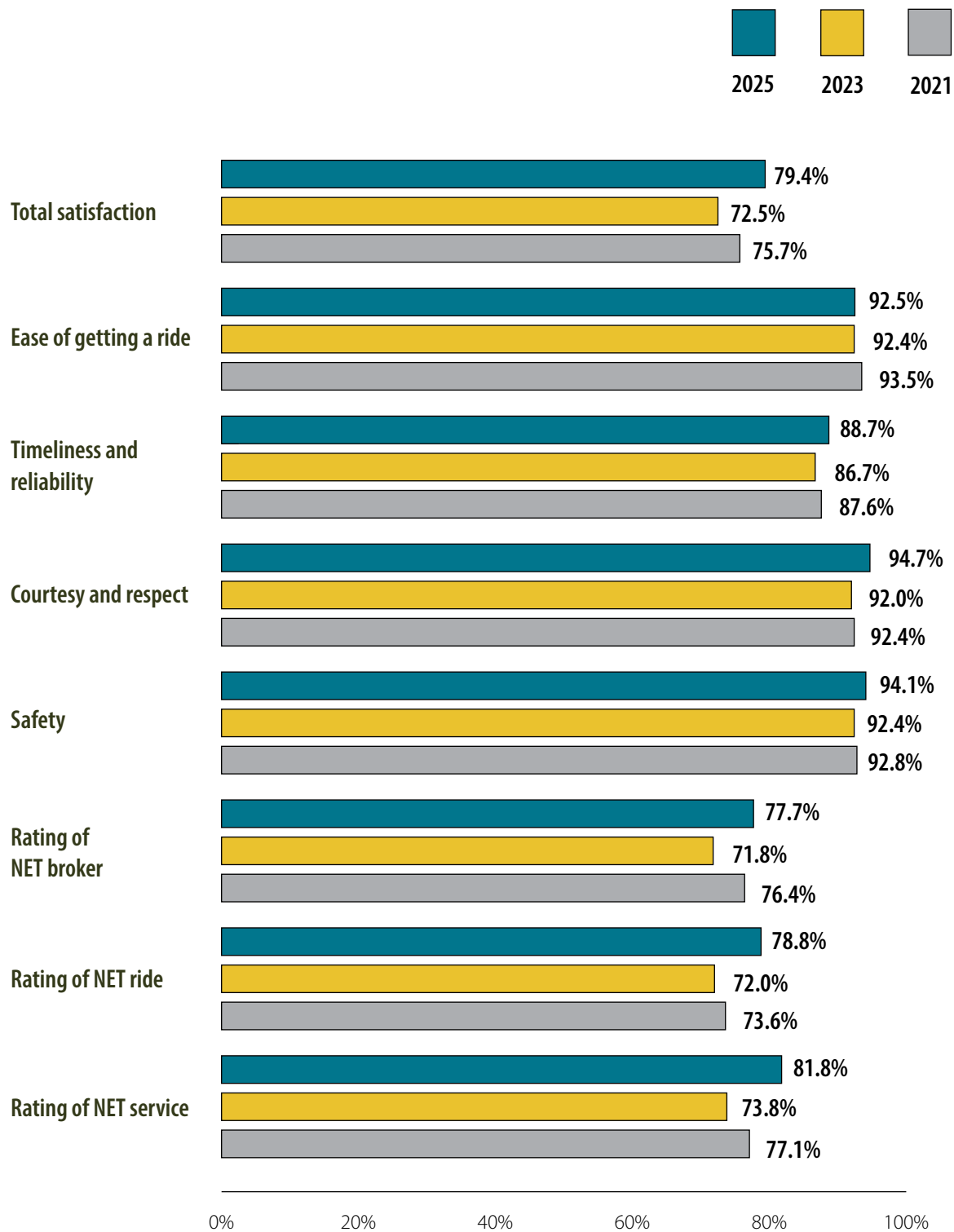
*“Never” or “sometimes” represent positive responses for this question

TABLE 6 continued. Trending: composites, composite components, and ratings

COMPOSITES AND RATINGS	2025		2023		2021		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2025 VS. 2023	2025 VS. 2021
Q26. Dropped off too early*	379	86.5%	440	82.0%	441	85.7%	Not Significant	Not Significant
Q27. Dropped off late*	380	95.3%	447	96.2%	443	97.1%	Not Significant	Not Significant
Q28. Picked up from appointment	379	85.8%	441	83.2%	444	83.8%	Not Significant	Not Significant
Q29. Waited more than 30 minutes for pick-up*	378	77.2%	441	73.2%	443	76.3%	Not Significant	Not Significant
Courtesy and respect		94.7%		92.0%		92.4%	Not Significant	Not Significant
Q3. Treated with courtesy and respect when called for ride	405	94.1%	482	91.3%	482	91.5%	Not Significant	Not Significant
Q30. Treated with courtesy and respect during ride	379	95.3%	447	92.6%	443	93.2%	Not Significant	Not Significant
Safety		94.1%		92.4%		92.8%	Not Significant	Not Significant
Q31. Driving ability of driver	378	94.4%	447	94.4%	443	93.2%	Not Significant	Not Significant
Q32. Wearing of seat belts	379	93.7%	448	90.4%	444	92.3%	Not Significant	Not Significant
Mean rating of NET broker (Q11)	395	8.4	478	8.1	474	8.3	Not Significant	Not Significant
Mean rating of NET ride (Q36)	377	8.6	446	8.2	440	8.3	Significant Increase	Significant Increase
Mean rating of NET service (Q41)	379	8.8	447	8.2	436	8.5	Significant Increase	Significant Increase

*"Never" or "sometimes" represent positive responses for this question

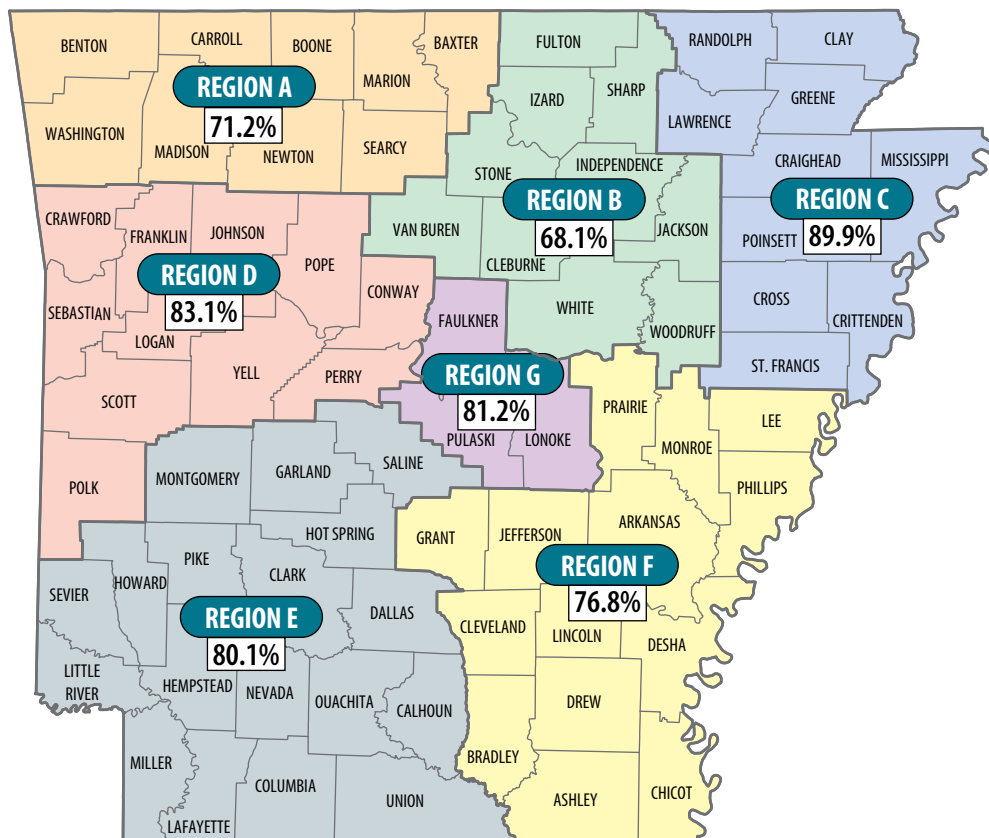
FIGURE 2.
COMPOSITE AND RATINGS TRENDING CHART



Geographical Region Analysis

- **Region A (Verida):** Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, Washington
- **Region B (Verida):** Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, Woodruff
- **Region C (Verida):** Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Mississippi, Poinsett, Randolph, St. Francis
- **Region D (Verida):** Conway, Crawford, Franklin, Johnson, Logan, Perry, Polk, Pope, Scott, Sebastian, Yell
- **Region E (Central Arkansas Development Council):** Calhoun, Clark, Columbia, Dallas, Garland, Hempstead, Hot Spring, Howard, Lafayette, Little River, Miller, Montgomery, Nevada, Pike, Saline, Sevier, Union, Ouachita
- **Region F (Area Agency on Aging of Southeast Arkansas):** Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, Lee, Lincoln, Monroe, Phillips, Prairie
- **Region G (Verida):** Faulkner, Lonoke, Pulaski

FIGURE 3. REGIONAL BENEFICIARY SATISFACTION RATINGS



COMPOSITES AND RATINGS BY NET REGION

Table 7 presents composite and rating measures by region. Composite measures are constructed from predefined survey items, with the “%” column reflecting the proportion of respondents selecting the most favorable response options. Rating measures are derived from individual items in which beneficiaries evaluate their transportation broker, ride experience, and overall service on a 0–10 scale (0 = worst possible; 10 = best possible). For rating items, the reported percentage represents the proportion of respondents selecting scores of 8–10, followed by the corresponding mean rating score. Composite measures are composed of multiple questions and therefore do not have a valid “n” value.

TABLE 7. Regional composites and ratings

COMPOSITES AND RATINGS	REGION A		REGION B		REGION C		REGION D	
	n	%	n	%	n	%	n	%
Total satisfaction		71.2%		68.1%		89.9%		83.1%
Ease of getting a ride		94.9%		94.0%		92.8%		92.8%
Timeliness and reliability		84.2%		84.9%		89.2%		95.2%
Courtesy and respect		93.5%		94.2%		96.6%		96.6%
Safety		87.9%		96.0%		97.6%		96.5%
Rating of NET broker	32	68.8%	28	64.3%	45	86.7%	59	81.4%
Rating of NET ride	29	72.4%	25	64.0%	41	92.7%	56	82.1%
Rating of NET service	29	72.4%	25	76.0%	41	90.2%	56	85.7%
RATINGS	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Mean rating of NET broker	32	7.6	28	7.8	45	8.7	59	8.3
Mean rating of NET ride	29	8.0	25	8.0	41	9.3	56	8.8
Mean rating of NET service	29	7.9	25	8.3	41	9.3	56	9.1

TABLE 7 continued. Regional composites and ratings

COMPOSITES AND RATINGS	REGION E		REGION F		REGION G		ALL REGIONS	
	n	%	n	%	n	%	n	%
Total satisfaction		80.1%		76.8%		81.2%		79.4%
Ease of getting a ride		94.6%		88.9%		92.0%		92.5%
Timeliness and reliability		88.2%		85.8%		92.5%		88.7%
Courtesy and respect		94.2%		94.1%		93.4%		94.7%
Safety		93.2%		93.3%		94.0%		94.1%
Rating of NET broker	91	81.3%	95	72.6%	45	82.2%	395	77.7%
Rating of NET ride	96	80.2%	89	75.3%	41	78.0%	377	78.8%
Rating of NET service	94	78.7%	92	82.6%	42	83.3%	379	81.8%
RATINGS	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Mean rating of NET broker	91	8.8	95	8.4	45	8.8	395	8.4
Mean rating of NET ride	96	8.7	89	8.6	41	8.5	377	8.6
Mean rating of NET service	94	8.7	92	8.8	42	9.0	379	8.8

- The highest “total satisfaction” composite measure of 89.9% is found in Region C. The highest “ease of getting a ride” composite measure, 94.9%, is found in Region A. The highest “timeliness and reliability” composite measure of 95.2% is found in Region D. The highest “courtesy and respect” composite measure of 96.6% is found in Regions C and D. The highest “safety” composite measure of 97.6% is found in Region C.
- When comparing composite measures regionally, Region A received two of the five lowest scores of composite measures: 84.2% for “timeliness and reliability” and 87.9% for “safety.”
- Region B had the lowest percentage for the “total satisfaction” composite (68.1%), and region F had the lowest for “ease of getting a ride” (88.9%).
- Region C had three of the five highest composite measures: 89.9% for “total satisfaction,” 96.6% for “courtesy and respect,” and 97.6% for “safety.”

- Region D's highest positive composite measure (96.6%) occurred in the "courtesy and respect," while Region A had the highest positive composite measure (94.9%) for "ease of getting a ride."
- The highest-rated measures are all found in Region C: "rating of NET broker" (86.7%), "rating of NET ride" (92.7%), and "rating of NET service" (90.2%).
- The lowest "rating of NET broker" measure, 64.3%, is found in Region B. The lowest "rating of NET ride" measure, 64.0%, is found in Region B. The lowest "rating of NET service" measure, 72.4%, is found in Region A.
- Region C had the highest mean scores of 9.3 for both "mean rating of NET ride" and "mean rating of NET service," while region E and region G both had the highest score of 8.8 for "mean rating of NET broker."
- Region A had the lowest mean scores for "mean rating of NET broker" (7.6), "mean rating of NET service" (7.9), and "mean rating of NET ride" (8.0). Region B had the same low mean score (8.0) for "mean rating of NET ride."

Key Questions

The questionnaire contained several questions relating to scheduling a ride, the quality of the rides, and problems and/or complaints about the service received over the previous six months. Below is a description of each question and **Table 8** provides the percentage of beneficiaries who responded favorably by selecting “usually” or “always” for questions 2, 3, 22, 23, 28, 30, and 31. Question 4 pertains to the number of times a doctor’s approval was needed to schedule a ride; positive responses are the percentage of respondents who selected “0 times” and “1–5 times.” Positive responses for questions 24 and 27 are “never” and “sometimes.” For question 37, the positive response is “no” and for question 39, the positive response is “not a problem.”

When results are parsed regionally, some questions yield a small number of responses (<30). Any interpretations derived from these small response numbers should therefore be viewed with considerable caution.

- Q2. In the last 6 months, how often were you able to schedule a ride with one phone call?
- Q3. In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?
- Q4. In the last 6 months, how often did you need your doctor’s approval in order to schedule a ride?
- Q22. How often did your driver show up at your home on the scheduled day to take you to your appointment?
- Q23. How often was your driver on time when picking you up from your home?
- Q24. How often did you miss an appointment because your driver was late picking you up from your home?
- Q27. In the last 6 months, how often did your driver drop you off late for your appointment?
- Q28. In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?
- Q30. In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?
- Q31. In the last 6 months, how often did the driver drive safely?
- Q37. In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?
- Q39. How much of a problem was it to get help when you called with a problem or complaint?

TABLE 8. Key questions' responses by region

NET BROKER REGION	Q2. SCHEDULED RIDE WITH ONE PHONE CALL		Q3. TREATED WITH COURTESY AND RESPECT WHEN CALLED FOR RIDE		Q4. NEEDED DOCTOR APPROVAL TO SCHEDULE RIDE		Q22. SHOWED UP ON SCHEDULED DAY		Q23. SHOWED UP ON TIME TO PICK UP AT HOME		Q24. DID NOT MISS APPOINTMENT DUE TO LATE PICK-UP AT HOME*	
	n	%	n	%	n	%	n	%	n	%	n	%
Region A	33	84.8%	33	93.9%	33	100.0%	29	86.2%	29	82.8%	29	93.1%
Region B	28	89.3%	28	96.4%	28	92.9%	24	87.5%	24	87.5%	24	87.5%
Region C	46	91.3%	46	95.7%	46	89.1%	39	94.9%	41	90.2%	41	90.2%
Region D	60	83.3%	60	96.7%	59	96.6%	59	96.6%	59	98.3%	54	98.1%
Region E	95	96.8%	95	93.7%	93	88.2%	96	93.8%	96	89.6%	94	97.9%
Region F	96	87.5%	96	92.7%	97	82.5%	91	89.0%	91	82.4%	90	95.6%
Region G	46	82.6%	47	91.5%	45	95.6%	42	90.5%	42	92.9%	42	97.6%
Region Total	404	88.9%	405	94.1%	401	90.3%	380	91.8%	382	89.0%	374	95.5%

*"Never" and "Sometimes" represent the most favorable responses

** "No" represents the most favorable response

***"Not a problem" represents the most favorable response

TABLE 8 continued. Key questions' responses by region

NET BROKER REGION	Q27. DROPPED OFF LATE FOR APPOINT- MENT*		Q28. PICKED UP AFTER APPOINTMENT		Q30. DRIVER TREATED RIDER WITH COURTESY AND RESPECT		Q31. DRIVER DROVE SAFELY		Q37. RIDER HAD NO PROBLEM OR COMPLAINT WITH RIDE**		Q39. NO PROB- LEM GETTING HELP WITH PROBLEM OR COMPLAINT***	
	n	%	n	%	n	%	n	%	n	%	n	%
Region A	29	96.6%	29	72.4%	29	93.1%	29	89.7%	29	65.5%	8	37.5%
Region B	25	92.0%	24	87.5%	25	92.0%	25	96.0%	24	75.0%	5	40.0%
Region C	41	90.2%	41	90.2%	41	97.6%	41	97.6%	40	80.0%	6	33.3%
Region D	57	98.2%	57	96.5%	57	96.5%	57	94.7%	54	90.7%	3	33.3%
Region E	95	95.8%	96	84.4%	95	94.7%	95	91.6%	90	76.7%	18	55.6%
Region F	91	93.4%	91	80.2%	90	95.6%	90	95.6%	89	87.6%	8	50.0%
Region G	42	100.0%	41	90.2%	42	95.2%	41	97.6%	40	87.5%	5	40.0%
Region Total	380	95.3%	379	85.8%	379	95.3%	378	94.4%	366	82.0%	53	45.3%

*"Never" and "Sometimes" represent the most favorable responses

** "No" represents the most favorable response

***"Not a problem" represents the most favorable response

■ **Region A** had the lowest percentage of positive responses in **Question 22** (86.2%, n = 29), which asks how often did your driver show up at your home on the scheduled day to take you to your appointment, **Question 28** (72.4%, n = 29), asking how often your driver picked you up after your appointment to take you home as requested, **Question 31** (89.7%, n = 29), which asks how often the driver drove safely, and **Question 37** (65.5%, n = 29), asking if you ever had a problem or complaint about the ride you got from Medicaid. This region also had the highest positive measures for **Question 4** (100.0%, n = 33), asking how often you needed your doctor's approval in order to schedule a ride.

» In comparison with Region Total, Region A scored higher in the following question: • Needed doctor approval to schedule ride (**Question 4**) 100.0%.

■ **Region B** had the lowest percentage of positive responses for **Question 24** (87.5%, n = 24), which asks how often you missed an appointment because your driver was late picking you up from your home, and **Question 30** (92.0%, n = 25), asking if the driver treated the rider with courtesy and respect.

» In comparison with Region Total, Region B scored higher in the following questions: • Scheduled ride with one phone call (**Question 2**) 89.3% • Treated with courtesy and respect when called for ride (**Question 3**) 96.4% • Needed doctor approval to schedule ride (**Question 4**) 92.9% • Picked up after appointment (**Question 28**) 87.5% • Driver drove safely (**Question 31**) 96.0%.

■ **Region C** had the highest percentage of positive responses for **Question 30** (97.6%, n = 41), which asked how often the driver treated the rider with courtesy and respect, and for **Question 31** (97.6%, n = 41), which asked how often the driver drove safely. This region also had the lowest percentage of positive responses for **Question 27** (90.2%, n = 41), which asks how often your driver dropped you off late for your appointment, and **Question 39** (33.3%, n = 6), asking how much of a problem it was to get help when you called with a problem or complaint.

» In comparison with Region Total, Region C scored higher in the following questions: • Scheduled ride with one phone call (**Question 2**) 91.3% • Treated with courtesy and respect when called for ride (**Question 3**) 95.7% • Showed up on scheduled day (**Question 22**) 94.9% • Showed up on time to pick up at home (**Question 23**) 90.2% • Picked up after appointment (**Question 28**) 90.2% • Driver treated rider with courtesy and respect (**Question 30**) 97.6% • Driver drove safely (**Question 31**) 97.6%.

■ **Region D** had the highest positive percentages for six questions: **Question 3** (96.7%, n = 60), which asks how often you were treated with courtesy and respect when you called to get a ride, **Question 22** (96.6%, n = 59), asking how often did your driver show up at your home on the scheduled day to take you to your appointment, **Question 23** (98.3%, n = 59), inquiring how often your driver was on time when picking you up from your home, **Question 24** (98.1%, n = 54), addressing how often you missed an appointment because your driver was late picking you up from your home, **Question 28** (96.5%, n = 57), asking how often your driver picked you up after your appointment to take you home as requested, and **Question 37** (90.7%, n = 54), asking if you ever had a problem or complaint about the ride you got from Medicaid. This region also had the lowest percentage of positive responses for **Question 39** (33.3%, n = 3), which asks how much of a problem it was to get help when you called with a problem or complaint.

» In comparison with Region Total, Region D scored higher in the following questions: • Treated with courtesy and respect when called for ride (**Question 3**) 96.7% • Needed doctor approval to schedule ride (**Question 4**) 96.6% • Showed up on scheduled day (**Question 22**) 96.6% • Showed up on time to pick up at home (**Question 23**) 98.3% • Did not miss appointment due to late pick-up at home (**Question 24**) 98.1% • Dropped off late for appointment (**Question 27**) 98.2% • Picked up after appointment (**Question 28**) 96.5% • Driver treated rider with courtesy and respect (**Question 30**) 96.5% • Driver drove safely (**Question 31**) 94.7% • Rider had no problem or complaint with ride (**Question 37**) 90.7%.

- **Region E** had two of the highest positive percentage rates for **Question 2** (96.8%, n = 95), which asks how often you were able to schedule a ride with one phone call, and **Question 39** (55.6%, n = 18), inquiring about how much of a problem was it to get help when you called with a problem or complaint. Region E did not have the lowest positive response percentages for any question.
 - » In comparison with Region Total, Region E scored higher in the following questions: • Scheduled ride with one phone call (**Question 2**) 96.8% • Showed up on scheduled day (**Question 22**) 93.8% • Showed up on time to pick up at home (**Question 23**) 89.6% • Did not miss appointment due to late pick-up at home (**Question 24**) 97.9% • Dropped off late for appointment (**Question 27**) 95.8% • No problem getting help with problem or complaint (**Question 39**) 55.6%.
- **Region F** received the lowest positive response percentage for **Question 4** (82.5%, n = 97), which asks how often you needed your doctor's approval in order to schedule a ride, and **Question 23** (82.4%, n = 91), which asks how often your driver was on time when picking you up from your home.
 - » In comparison with Region Total, Region F scored higher in the following questions: • Did not miss appointment due to late pick-up at home (**Question 24**) 95.6% • Driver treated rider with courtesy and respect (**Question 30**) 95.6% • Driver drove safely (**Question 31**) 95.6% • Rider had no problem or complaint with ride (**Question 37**) 87.6% • No problem getting help with problem or complaint (**Question 39**) 50.0%.
- **Region G** had the highest positive percentage on **Question 27** (100.0%, n = 42), inquiring how often your driver dropped you off late for your appointment. Region G had the lowest response percentages for **Question 2** (82.6%, n = 46), which asks about how often you were able to schedule a ride with one phone call, and **Question 3** (91.5%, n = 47), asking how often you were treated with courtesy and respect when you called to get a ride.
 - » In comparison with Region Total, Region G scored higher in the following questions: • Needed doctor approval to schedule ride (**Question 4**) 95.6% • Showed up on time to pick up at home (**Question 23**) 92.9% • Did not miss appointment due to late pick-up at home (**Question 24**) 97.6% • Dropped off late for appointment (**Question 27**) 100.0% • Picked up after appointment (**Question 28**) 90.2% • Driver drove safely (**Question 31**) 97.6% • Rider had no problem or complaint with ride (**Question 37**) 87.5%.
- **Reviewing Region Totals** indicates that **Question 24** (95.5%, n = 374), which asks how often you missed an appointment because your driver was late picking you up from your home, had the highest positive percentage of all questions while **Question 39** (45.3%, n = 53), which asks how much of a problem it was to get help when you called with a problem or complaint, had the lowest positive percentage of all questions.

Special-Needs Riders

Special-needs riders are defined as anyone who has used the NET service and indicated they are hearing impaired, in a wheelchair, require special medical equipment, are on dialysis, or have a health problem requiring weekly appointments. These categories are mutually exclusive. **Table 9** provides regional information on the number of special-needs riders and the percentage of riders responding “not a problem” when asked about their special healthcare needs.

When results are parsed regionally, some questions have a small number of responses (<30). Caution should be used in drawing conclusions to small numbers.

TABLE 9. Special-needs riders

NET BROKER REGION	Q13. DIFFICULTY GETTING RIDES BECAUSE RIDER IS HEARING IMPAIRED***		Q15. DIFFICULTY GETTING VAN WITH ROOM FOR RIDER’S EQUIPMENT***		Q17. DIFFICULTY GETTING RIDE TO AND FROM DIALYSIS APPOINTMENTS***		Q19. DIFFICULTY GETTING RIDES TO AND FROM REGU- LARLY SCHEDULED APPOINTMENTS***	
	n	%	n	%	n	%	n	%
Region A	1	100.0%	10	90.0%	3	66.7%	4	50.0%
Region B	3	66.7%	12	66.7%	1	100.0%	3	0.0%
Region C	6	83.3%	9	100.0%	1	100.0%	8	75.0%
Region D	6	83.3%	21	81.0%	1	0.0%	4	100.0%
Region E	9	88.9%	26	92.3%	2	100.0%	11	72.7%
Region F	10	90.0%	22	90.9%	6	83.3%	15	66.7%
Region G	3	66.7%	15	86.7%	2	50.0%	13	76.9%
Region Total	38	84.2%	115	87.0%	16	75.0%	58	69.0%

*** “Not a problem” represents the most favorable response

- Region A received 100% positive responses from respondents on **Question 13** asking, “In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?”
- The greatest number of special needs riders (118) responded “yes” to **Question 14**, which asked, “Do you use a wheelchair or other equipment to meet special medical needs?” Of those 118 respondents, 115 continued to answer **Question 15**. Region C had the highest positive percentage (100.0%) of responses for **Question 15** asking, “In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?”
- Region B received the lowest percentage of positive (66.7%) responses from **Question 15** asking, “In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?”
- Regions D and G received low scores, 0.0% and 50.0% respectively, for **Question 17** asking, “In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?”
- Region B recorded the lowest positive score (0.0%) to **Question 19**, asking, “In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?” while Region D recorded the highest positive score of 100.0%.

About the Rider

To use the Arkansas Non-Emergency Transportation Program, beneficiaries must be enrolled in Medicaid or ARKids First-A. The program is not available if beneficiaries are currently living in a nursing home or in an ICF/IID (a home for people with intellectual disabilities). This program also excludes those who are a qualified Medicare beneficiary (QMB) or use ARKids First-B. NET provides rides to and from qualifying beneficiary doctor appointments or other covered Medicaid services. Beneficiaries do not have to pay anything, and there is no limit on the number of trips or miles traveled.

Among Non-Emergency Transportation beneficiaries in Arkansas, when asked how they prefer to receive important information from their health plan, most respondents prefer to receive important information by mail (58.2%), far outpacing preferences for phone calls (19.3%), text messages (17.6%), or email (4.9%). The survey also showed that the majority of riders completed it independently: 81.3% reported no assistance, while 18.7% indicated they received help. Overall, these results highlight important communication preferences for Arkansas NET beneficiaries and indicate that most riders complete surveys on their own.

Frequency Tables

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	409	96.46	409	96.46
No	15	3.54	424	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	9	2.23	9	2.23
Sometimes	36	8.91	45	11.14
Usually	66	16.34	111	27.48
Always	293	72.52	404	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	5	1.23	5	1.23
Sometimes	19	4.69	24	5.93
Usually	58	14.32	82	20.25
Always	323	79.75	405	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	286	71.32	286	71.32
1-5 times	76	18.95	362	90.27
6-9 times	11	2.74	373	93.02
10 or more times	28	6.98	401	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	380	94.53	380	94.53
1-5 times	15	3.73	395	98.26
6-9 times	1	0.25	396	98.51
10 or more times	6	1.49	402	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	61	15.80	61	15.80
No	325	84.20	386	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	19	33.33	19	33.33
2 times	20	35.09	39	68.42
3 times	7	12.28	46	80.70
4 or more times	11	19.30	57	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	20.69	12	20.69
No	46	79.31	58	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.

Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	1	1.43	1.82
Had a family member or friend who was able to help	5	7.14	9.09
Did not have Medicaid at the time	2	2.86	3.64
Did not give a 48-hour notice	17	24.29	30.91
Broker had a scheduling conflict and could not take me	11	15.71	20.00
Was denied, but never knew why	4	5.71	7.27
Appointment was too far away	3	4.29	5.45
Could not get a doctor's referral	3	4.29	5.45
Not a Medicaid covered service	2	2.86	3.64
Suspended	0	0.00	0.00
Other (Please print.)	22	31.43	40.00

Q9) Other				
Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
APPOINTMENT WAS CLOSE TO A HOSPITAL AND THEY COULDN'T FIND ONE ELSEWHERE	1	5.00	1	5.00
BECAUSE AGE WASN'T OVER 65	1	5.00	2	10.00
BECAUSE OF TOO MANY HURDLES OF PRE-AUTHORIZATIONS NEEDED FROM ORIGINAL DOCTOR TO OBTAIN A RIDE TO ANOTHER COUNTY BEYOND 50 MILES	1	5.00	3	15.00
BROKER COULD NOT FIND A DRIVER	1	5.00	4	20.00
DIDN'T HAVE DRIVER	1	5.00	5	25.00
DIDN'T HAVE DRIVER AVAILABLE.	1	5.00	6	30.00
HOLIDAY ISLAND, AR IS IN A FAIRLY REMOTE AREA FROM MANY MEDICAL FACILITIES	1	5.00	7	35.00
I FORGOT ABOUT THE HOLIDAY	1	5.00	8	40.00
I WAS GIVEN THE WRONG TIME OF DOCTOR'S APPOINTMENT. THE MEDICAID BUS SAID THEY COULD RESCHEDULE MY PICK UP, SO I CANCELLED THEM TO PICK ME UP.	1	5.00	9	45.00
MY DAUGHTER HAD BEEN HELPING SCHEDULE A RIDE FOR ME AND NOW THEY SAY SHE CAN'T UNLESS I GIVE CONSENT.	1	5.00	10	50.00
NO CALLS OR PICK UP	1	5.00	11	55.00
NO DRIVER AVAILABLE	1	5.00	12	60.00
OK SOMETHING CAME UP ON MY END, REASON I COULDN'T GO	1	5.00	13	65.00
ROUTE WAS NOT COVERED	1	5.00	14	70.00
SHE SAID THAT WASN'T HER ROUTE	1	5.00	15	75.00
THEY GOT SCHEDULING MESSSED UP SO HAD TO RESCHEDULE TWICE, IT WASN'T THE BROKER, IT WAS THE COMPANY.	1	5.00	16	80.00
UHC SAFE RIDE REQUIRES 72 HOURS	1	5.00	17	85.00
WAS LYFT OR UBER AND BY THE TIME THEY WOULD GET TO ME THERE'S NO WAY I WOULD BE ON TIME. FEW TIMES LYFT OR UBER WOULD CALL THEY COULDN'T DO IT. PROBLEMS TO FAR NOT ENOUGH TIME ETC.	1	5.00	18	90.00
WAS NOT INFORMED OF HOLIDAY SCHEDULING.	1	5.00	19	95.00
WAS TOLD THEY HAD A NEW SYSTEM AND IT WAS GIVING THEM PROBLEMS.	1	5.00	20	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.

Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	8	11.27	13.79
Took a bus or taxi	1	1.41	1.72
Rescheduled the appointment	38	53.52	65.52
Decided not to go to the appointment	13	18.31	22.41
Drove myself to the appointment	3	4.23	5.17
Paid someone to take me	4	5.63	6.90
Other (Please print.)	4	5.63	6.90

Q10) Other

Q10_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
HAD TO CANCEL AND SOME WERE NEVER RESCHEDULED WITH THE DR. DUE TO HAVING TO RESCHEDULE FEW TIMES, THEY WOULDN'T RESCHEDULE AGAIN.	1	25.00	1	25.00
HAD TO CANCEL DR. APPT BECAUSE OF IT.	1	25.00	2	50.00
I DIDN'T GO, HAD TO RESCHEDULE, IT WASN'T A DRIVER'S FAULT, IT WAS THE RECEPTIONIST'S FAULT.	1	25.00	3	75.00
MY ONLY VEHICLE IS A 1977 DODGE VAN AND I DON'T WANT TO DRIVE IT OUT OF MY AREA BUT I HAVE HAD TO A NUMBER OF TIMES DUE TO LAST MINUTE BROKER CANCELLATIONS. APPOINTMENTS ARE SCHEDULED MONTHS IN ADVANCE. IT'S A ROCK HARD PLACE SITUATION.	1	25.00	4	100.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	14	3.54	14	3.54
1	2	0.51	16	4.05
2	2	0.51	18	4.56
3	8	2.03	26	6.58
4	7	1.77	33	8.35
5	26	6.58	59	14.94
6	10	2.53	69	17.47
7	19	4.81	88	22.28
8	36	9.11	124	31.39
9	43	10.89	167	42.28
10 Best broker possible	228	57.72	395	100.00

Q12) Are you hearing impaired?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	42	10.91	42	10.91
No	343	89.09	385	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	2.63	1	2.63
A small problem	5	13.16	6	15.79
Not a problem	32	84.21	38	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	118	30.49	118	30.49
No	269	69.51	387	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	2	1.74	2	1.74
A small problem	13	11.30	15	13.04
Not a problem	100	86.96	115	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	17	4.44	17	4.44
No	366	95.56	383	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	4	25.00	4	25.00
Not a problem	12	75.00	16	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	60	15.67	60	15.67
No	323	84.33	383	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	6	10.34	6	10.34
A small problem	12	20.69	18	31.03
Not a problem	40	68.97	58	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?				
Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	387	93.70	387	93.70
No	26	6.30	413	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?				
Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	42	11.11	42	11.11
2 times	53	14.02	95	25.13
3 times	57	15.08	152	40.21
4 or more times	226	59.79	378	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?				
Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	2.11	8	2.11
Sometimes	23	6.05	31	8.16
Usually	58	15.26	89	23.42
Always	291	76.58	380	100.00

Q23) How often was your driver on time when picking you up from your home?				
Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	2.09	8	2.09
Sometimes	34	8.90	42	10.99
Usually	71	18.59	113	29.58
Always	269	70.42	382	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	269	71.93	269	71.93
Sometimes	88	23.53	357	95.45
Usually	10	2.67	367	98.13
Always	7	1.87	374	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	101	27.08	101	27.08
No	272	72.92	373	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	184	48.55	184	48.55
Sometimes	144	37.99	328	86.54
Usually	20	5.28	348	91.82
Always	31	8.18	379	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	307	80.79	307	80.79
Sometimes	55	14.47	362	95.26
Usually	7	1.84	369	97.11
Always	11	2.89	380	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	18	4.75	18	4.75
Sometimes	36	9.50	54	14.25
Usually	38	10.03	92	24.27
Always	287	75.73	379	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	130	34.39	130	34.39
Sometimes	162	42.86	292	77.25
Usually	37	9.79	329	87.04
Always	49	12.96	378	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	5	1.32	5	1.32
Sometimes	13	3.43	18	4.75
Usually	33	8.71	51	13.46
Always	328	86.54	379	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	0.79	3	0.79
Sometimes	18	4.76	21	5.56
Usually	50	13.23	71	18.78
Always	307	81.22	378	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	2.11	8	2.11
Sometimes	16	4.22	24	6.33
Usually	20	5.28	44	11.61
Always	335	88.39	379	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	162	42.74	162	42.74
Very good	105	27.70	267	70.45
Good	75	19.79	342	90.24
Fair	31	8.18	373	98.42
Poor	6	1.58	379	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	117	32.32	117	32.32
No	245	67.68	362	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	0.88	1	0.88
A small problem	16	14.16	17	15.04
Not a problem	96	84.96	113	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	5	1.33	5	1.33
1	1	0.27	6	1.59
2	4	1.06	10	2.65
3	6	1.59	16	4.24
4	7	1.86	23	6.10
5	17	4.51	40	10.61
6	10	2.65	50	13.26
7	30	7.96	80	21.22
8	43	11.41	123	32.63
9	49	13.00	172	45.62
10 Best ride possible	205	54.38	377	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	66	18.03	66	18.03
No	300	81.97	366	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	31	43.06	47.69
Medicaid Transportation help line (1-888-987-1200)	19	26.39	29.23
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	1	1.39	1.54
The doctor's office	7	9.72	10.77
Did not call anyone	12	16.67	18.46
Other (Please print.)	2	2.78	3.08

Q38) Other				
Q38_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
I JUST DON'T GO OUT OF TOWN ANYMORE WITH THE SEAT, BUS TOO FAST	1	100.00	1	100.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	12	22.64	12	22.64
A small problem	17	32.08	29	54.72
Not a problem	24	45.28	53	100.00

Q40) How often did the person helping you treat you with courtesy and respect?				
Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	4.00	2	4.00
Sometimes	7	14.00	9	18.00
Usually	16	32.00	25	50.00
Always	25	50.00	50	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	5	1.32	5	1.32
1	2	0.53	7	1.85
2	2	0.53	9	2.37
3	3	0.79	12	3.17
4	6	1.58	18	4.75
5	14	3.69	32	8.44
6	16	4.22	48	12.66
7	21	5.54	69	18.21
8	36	9.50	105	27.70
9	58	15.30	163	43.01
10 Best service possible	216	56.99	379	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	178	58.17	178	58.17
By phone call	59	19.28	237	77.45
By text message	54	17.65	291	95.10
By email	15	4.90	306	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	68	18.73	68	18.73
No	295	81.27	363	100.00

Q44) How did that person help? Please choose one or more of the following:			
Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	40	43.48	61.54
Wrote down the answers that the rider gave.	30	32.61	46.15
Answered the questions for the rider.	18	19.57	27.69
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	4	4.35	6.15

Q44) Other				
Q44_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
I HAD A QUESTION ABOUT ONE OF THE SURVEY QUESTIONS. SO, I HAD TO CALL THE NUMBER TO GET WHAT THE QUESTION WAS ASKING.	1	100.00	1	100.00

Frequency Tables by Broker Region

REGION A FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	34	100.00	34	100.00
No	0	0.00	34	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	3.03	1	3.03
Sometimes	4	12.12	5	15.15
Usually	9	27.27	14	42.42
Always	19	57.58	33	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	3.03	1	3.03
Sometimes	1	3.03	2	6.06
Usually	4	12.12	6	18.18
Always	27	81.82	33	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?				
Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	29	87.88	29	87.88
1-5 times	4	12.12	33	100.00
6-9 times	0	0.00	33	100.00
10 or more times	0	0.00	33	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	30	90.91	30	90.91
1-5 times	3	9.09	33	100.00
6-9 times	0	0.00	33	100.00
10 or more times	0	0.00	33	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	38.71	12	38.71
No	19	61.29	31	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	4	36.36	4	36.36
2 times	4	36.36	8	72.73
3 times	2	18.18	10	90.91
4 or more times	1	9.09	11	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	33.33	4	33.33
No	8	66.67	12	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.

Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	3	21.43	30.00
Did not have Medicaid at the time	0	0.00	0.00
Did not give a 48-hour notice	2	14.29	20.00
Broker had a scheduling conflict and could not take me	5	35.71	50.00
Was denied, but never knew why	1	7.14	10.00
Appointment was too far away	0	0.00	0.00
Could not get a doctor's referral	1	7.14	10.00
Not a Medicaid covered service	0	0.00	0.00
Suspended	0	0.00	0.00
Other (Please print.)	2	14.29	20.00

Q9) Other

Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
BROKER COULD NOT FIND A DRIVER	1	50.00	1	50.00
HOLIDAY ISLAND, AR IS IN A FAIRLY REMOTE AREA FROM MANY MEDICAL FACILITIES	1	50.00	2	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.

Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	4	25.00	33.33
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	5	31.25	41.67
Decided not to go to the appointment	3	18.75	25.00
Drove myself to the appointment	2	12.50	16.67
Paid someone to take me	1	6.25	8.33
Other (Please print.)	1	6.25	8.33

Q10) Other				
Q10_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
MY ONLY VEHICLE IS A 1977 DODGE VAN AND I DON'T WANT TO DRIVE IT OUT OF MY AREA BUT I HAVE HAD TO A NUMBER OF TIMES DUE TO LAST MINUTE BROKER CANCELLATIONS. APPOINTMENTS ARE SCHEDULED MONTHS IN ADVANCE. IT'S A ROCK HARD PLACE SITUATION.	1	100.00	1	100.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	2	6.25	2	6.25
1	0	0.00	2	6.25
2	0	0.00	2	6.25
3	0	0.00	2	6.25
4	4	12.50	6	18.75
5	2	6.25	8	25.00
6	0	0.00	8	25.00
7	2	6.25	10	31.25
8	6	18.75	16	50.00
9	5	15.63	21	65.63
10 Best broker possible	11	34.38	32	100.00

Q12) Are you hearing impaired?				
Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	6.67	2	6.67
No	28	93.33	30	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	1	100.00	1	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	33.33	10	33.33
No	20	66.67	30	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	10.00	1	10.00
Not a problem	9	90.00	10	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	9.38	3	9.38
No	29	90.63	32	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	33.33	1	33.33
Not a problem	2	66.67	3	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	12.90	4	12.90
No	27	87.10	31	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	2	50.00	2	50.00
Not a problem	2	50.00	4	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	87.88	29	87.88
No	4	12.12	33	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	5	17.24	5	17.24
2 times	2	6.90	7	24.14
3 times	6	20.69	13	44.83
4 or more times	16	55.17	29	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	3.45	1	3.45
Sometimes	3	10.34	4	13.79
Usually	12	41.38	16	55.17
Always	13	44.83	29	100.00

Q23) How often was your driver on time when picking you up from your home?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	3.45	1	3.45
Sometimes	4	13.79	5	17.24
Usually	11	37.93	16	55.17
Always	13	44.83	29	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	14	48.28	14	48.28
Sometimes	13	44.83	27	93.10
Usually	1	3.45	28	96.55
Always	1	3.45	29	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	23.08	6	23.08
No	20	76.92	26	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	14	48.28	14	48.28
Sometimes	9	31.03	23	79.31
Usually	3	10.34	26	89.66
Always	3	10.34	29	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	20	68.97	20	68.97
Sometimes	8	27.59	28	96.55
Usually	0	0.00	28	96.55
Always	1	3.45	29	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	3.45	1	3.45
Sometimes	7	24.14	8	27.59
Usually	5	17.24	13	44.83
Always	16	55.17	29	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	41.38	12	41.38
Sometimes	11	37.93	23	79.31
Usually	5	17.24	28	96.55
Always	1	3.45	29	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	6.90	2	6.90
Usually	4	13.79	6	20.69
Always	23	79.31	29	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	3	10.34	3	10.34
Usually	5	17.24	8	27.59
Always	21	72.41	29	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	6.90	2	6.90
Sometimes	2	6.90	4	13.79
Usually	3	10.34	7	24.14
Always	22	75.86	29	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	12	41.38	12	41.38
Very good	8	27.59	20	68.97
Good	6	20.69	26	89.66
Fair	2	6.90	28	96.55
Poor	1	3.45	29	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	42.86	12	42.86
No	16	57.14	28	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	2	16.67	2	16.67
Not a problem	10	83.33	12	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	2	6.90	2	6.90
1	0	0.00	2	6.90
2	0	0.00	2	6.90
3	1	3.45	3	10.34
4	0	0.00	3	10.34
5	1	3.45	4	13.79
6	0	0.00	4	13.79
7	4	13.79	8	27.59
8	5	17.24	13	44.83
9	4	13.79	17	58.62
10 Best ride possible	12	41.38	29	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?				
Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	34.48	10	34.48
No	19	65.52	29	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.			
Q38	Frequency	Percent	Utilization Rate
Local transportation broker	3	23.08	30.00
Medicaid Transportation help line (1-888-987-1200)	5	38.46	50.00
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	3	23.08	30.00
Did not call anyone	2	15.38	20.00
Other (Please print.)	0	0.00	0.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	5	62.50	5	62.50
A small problem	0	0.00	5	62.50
Not a problem	3	37.50	8	100.00

Q40) How often did the person helping you treat you with courtesy and respect?				
Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	25.00	2	25.00
Usually	2	25.00	4	50.00
Always	4	50.00	8	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	2	6.90	2	6.90
1	0	0.00	2	6.90
2	0	0.00	2	6.90
3	1	3.45	3	10.34
4	0	0.00	3	10.34
5	2	6.90	5	17.24
6	2	6.90	7	24.14
7	1	3.45	8	27.59
8	4	13.79	12	41.38
9	5	17.24	17	58.62
10 Best service possible	12	41.38	29	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	8	42.11	8	42.11
By phone call	4	21.05	12	63.16
By text message	4	21.05	16	84.21
By email	3	15.79	19	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	28.57	8	28.57
No	20	71.43	28	100.00

Q44) How did that person help? Please choose one or more of the following:			
Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	3	27.27	37.50
Wrote down the answers that the rider gave.	3	27.27	37.50
Answered the questions for the rider.	4	36.36	50.00
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	1	9.09	12.50

REGION B FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	28	100.00	28	100.00
No	0	0.00	28	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	3	10.71	3	10.71
Usually	3	10.71	6	21.43
Always	22	78.57	28	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	3.57	1	3.57
Usually	6	21.43	7	25.00
Always	21	75.00	28	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	21	75.00	21	75.00
1-5 times	5	17.86	26	92.86
6-9 times	1	3.57	27	96.43
10 or more times	1	3.57	28	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	28	100.00	28	100.00
1-5 times	0	0.00	28	100.00
6-9 times	0	0.00	28	100.00
10 or more times	0	0.00	28	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	11.11	3	11.11
No	24	88.89	27	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	0	0.00	0	0.00
2 times	1	33.33	1	33.33
3 times	1	33.33	2	66.67
4 or more times	1	33.33	3	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	0	0.00	0	0.00
No	2	100.00	2	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.			
Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	0	0.00	0.00
Did not have Medicaid at the time	0	0.00	0.00
Did not give a 48-hour notice	0	0.00	0.00
Broker had a scheduling conflict and could not take me	1	25.00	33.33
Was denied, but never knew why	0	0.00	0.00
Appointment was too far away	0	0.00	0.00
Could not get a doctor's referral	0	0.00	0.00
Not a Medicaid covered service	0	0.00	0.00
Suspended	0	0.00	0.00
Other (Please print.)	3	75.00	100.0

Q9) Other				
Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
DIDN'T HAVE DRIVER AVAILABLE.	1	33.33	1	33.33
NO CALLS OR PICK UP	1	33.33	2	66.67
WAS LYFT OR UBER AND BY THE TIME THEY WOULD GET TO ME THERE'S NO WAY I WOULD BE ON TIME. FEW TIMES LYFT OR UBER WOULD CALL THEY COULDN'T DO IT. PROBLEMS TOO FAR NOT ENOUGH TIME ETC.	1	33.33	3	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.			
Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	0	0.00	0.00
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	1	33.33	33.33
Decided not to go to the appointment	0	0.00	0.00
Drove myself to the appointment	0	0.00	0.00
Paid someone to take me	0	0.00	0.00
Other (Please print.)	2	66.67	66.67

Q10) Other				
Q10_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
HAD TO CANCEL AND SOME WERE NEVER RESCHEDULED WITH THE DR. DUE TO HAVING TO RESCHEDULE A FEW TIMES, THEY WOULDN'T RESCHEDULE AGAIN.	1	50.00	1	50.00
HAD TO CANCEL DR. APPT BECAUSE OF IT.	1	50.00	2	100.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	2	7.14	2	7.14
1	0	0.00	2	7.14
2	0	0.00	2	7.14
3	1	3.57	3	10.71
4	0	0.00	2	10.71
5	3	10.71	6	21.43
6	2	7.14	8	28.57
7	2	7.14	10	35.71
8	1	3.57	11	39.29
9	5	17.86	16	57.14
10 Best broker possible	12	42.86	28	100.00

Q12) Are you hearing impaired?				
Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	11.11	3	11.11
No	24	88.89	27	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	33.33	1	33.33
A small problem	0	0.00	1	33.33
Not a problem	2	66.67	3	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	44.44	12	44.44
No	15	55.56	27	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	4	33.33	4	33.33
Not a problem	8	66.67	12	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	1	3.57	1	3.57
No	27	96.43	28	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	1	100.00	1	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	10.71	3	10.71
No	25	89.29	28	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	2	66.67	2	66.67
A small problem	1	33.33	3	100.00
Not a problem	0	0.00	3	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	25	89.29	25	89.29
No	3	10.71	28	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	3	12.00	3	12.00
2 times	3	12.00	6	24.00
3 times	4	16.00	10	40.00
4 or more times	15	60.00	25	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	4.17	1	4.17
Sometimes	2	8.33	3	12.50
Usually	6	25.00	9	37.50
Always	15	62.50	24	100.00

Q23) How often was your driver on time when picking you up from your home?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	4.17	1	4.17
Sometimes	2	8.33	3	12.50
Usually	5	20.83	8	33.33
Always	16	66.67	24	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	19	79.17	19	79.17
Sometimes	2	8.33	21	87.50
Usually	1	4.17	22	91.67
Always	2	8.33	24	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	28.00	7	28.00
No	18	72.00	25	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	9	36.00	9	36.00
Sometimes	12	48.00	21	84.00
Usually	2	8.00	23	92.00
Always	2	8.00	25	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?				
Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	21	84.00	21	84.00
Sometimes	2	8.00	23	92.00
Usually	2	8.00	25	100.00
Always	0	0.00	25	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?				
Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	3	12.50	3	12.50
Usually	2	8.33	5	20.83
Always	19	79.17	24	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?				
Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	5	20.00	5	20.00
Sometimes	12	48.00	17	68.00
Usually	2	8.00	19	76.00
Always	6	24.00	25	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?				
Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	4.00	1	4.00
Sometimes	1	4.00	2	8.00
Usually	3	12.00	5	20.00
Always	20	80.00	25	100.00

Q31) In the last 6 months, how often did the driver drive safely?				
Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	4.00	1	4.00
Usually	4	16.00	5	20.00
Always	20	80.00	25	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?				
Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	4.00	1	4.00
Usually	1	4.00	2	8.00
Always	23	92.00	25	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?				
Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	11	44.00	11	44.00
Very good	10	40.00	21	84.00
Good	4	16.00	25	100.00
Fair	0	0.00	25	100.00
Poor	0	0.00	25	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?				
Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	33.33	8	33.33
No	16	66.67	24	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	3	37.50	3	37.50
Not a problem	5	62.50	8	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	0	0.00	0	0.00
1	1	4.00	1	4.00
2	1	4.00	2	8.00
3	0	0.00	2	8.00
4	1	4.00	3	12.00
5	0	0.00	3	12.00
6	2	8.00	5	20.00
7	4	16.00	9	36.00
8	1	4.00	10	40.00
9	5	20.00	15	60.00
10 Best ride possible	10	40.00	25	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	25.00	6	25.00
No	18	75.00	24	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	2	33.33	33.33
Medicaid Transportation help line (1-888-987-1200)	2	33.33	33.33
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	1	16.67	16.67
The doctor's office	0	0.00	0.00
Did not call anyone	1	16.67	16.67
Other (Please print.)	0	0.00	0.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	20.00	1	20.00
A small problem	2	40.00	3	60.00
Not a problem	2	40.00	5	100.00

Q40) How often did the person helping you treat you with courtesy and respect?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	40.00	2	40.00
Usually	1	20.00	3	60.00
Always	2	40.00	5	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	2	8.00	2	8.00
1	0	0.00	2	8.00
2	0	0.00	2	8.00
3	0	0.00	2	8.00
4	0	0.00	2	8.00
5	0	0.00	2	8.00
6	2	8.00	4	16.00
7	2	8.00	6	24.00
8	3	12.00	9	36.00
9	3	12.00	12	48.00
10 Best service possible	13	52.00	25	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	10	58.82	10	58.82
By phone call	5	29.41	15	88.24
By text message	1	5.88	16	94.12
By email	1	5.88	17	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	16.67	4	16.67
No	20	83.33	24	100.00

Q44) How did that person help? Please choose one or more of the following:

Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	2	50.00	50.00
Wrote down the answers that the rider gave.	0	0.00	0.00
Answered the questions for the rider.	2	50.00	50.00
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	0	0.00	0.00

REGION C FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	47	97.92	47	97.92
No	1	2.08	48	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.17	1	2.17
Sometimes	3	6.52	4	8.70
Usually	4	8.70	8	17.39
Always	38	82.61	46	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.17	1	2.17
Sometimes	1	2.17	2	4.35
Usually	3	6.52	5	10.87
Always	41	89.13	46	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	34	73.91	34	73.91
1-5 times	7	15.22	41	89.13
6-9 times	1	2.17	42	91.30
10 or more times	4	8.70	46	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	45	97.83	45	97.83
1-5 times	0	0.00	45	97.83
6-9 times	0	0.00	45	97.83
10 or more times	1	2.17	46	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	21.74	10	21.74
No	36	78.26	46	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	2	22.22	2	22.22
2 times	2	22.22	4	44.44
3 times	2	22.22	6	66.67
4 or more times	3	33.33	9	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	1	11.11	1	11.11
No	8	88.89	9	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.			
Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	1	8.33	11.11
Had a family member or friend who was able to help	0	0.00	0.00
Did not have Medicaid at the time	0	0.00	0.00
Did not give a 48-hour notice	3	25.00	33.33
Broker had a scheduling conflict and could not take me	1	8.33	11.11
Was denied, but never knew why	2	16.67	22.22
Appointment was too far away	1	8.33	11.11
Could not get a doctor's referral	1	8.33	11.11
Not a Medicaid covered service	0	0.00	0.00
Suspended	0	0.00	0.00
Other (Please print.)	3	25.00	33.33

Q9) Other				
Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
DIDN'T HAVE DRIVER	1	33.33	1	33.33
I FORGOT ABOUT THE HOLIDAY	1	33.33	2	66.67
NO DRIVER AVAILABLE	1	33.33	3	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.			
Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	0	0.00	0.00
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	6	60.00	66.67
Decided not to go to the appointment	3	30.00	33.33
Drove myself to the appointment	1	10.00	11.11
Paid someone to take me	0	0.00	0.00
Other (Please print.)	0	0.00	0.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	2	4.44	2	4.44
1	1	2.22	3	6.67
2	0	0.00	3	6.67
3	1	2.22	4	8.89
4	0	0.00	4	8.89
5	1	2.22	5	11.11
6	0	0.00	5	11.11
7	1	2.22	6	13.33
8	5	11.11	11	24.44
9	5	11.11	16	35.56
10 Best broker possible	29	64.44	45	100.00

Q12) Are you hearing impaired?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	12.77	6	12.77
No	41	87.23	47	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	16.67	1	16.67
Not a problem	5	83.33	6	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	22.73	10	22.73
No	34	77.27	44	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	9	100.00	9	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	1	2.22	1	2.22
No	44	97.78	45	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	1	100.00	1	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	18.18	8	18.18
No	36	81.82	44	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	2	25.00	2	25.00
A small problem	0	0.00	2	25.00
Not a problem	6	75.00	8	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?				
Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	41	89.13	41	89.13
No	5	10.87	46	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?				
Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	3	7.50	3	7.50
2 times	10	25.00	13	32.50
3 times	5	12.50	18	45.00
4 or more times	22	55.00	40	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?				
Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.56	1	2.56
Sometimes	1	2.56	2	5.13
Usually	4	10.26	6	15.38
Always	33	84.62	39	100.00

Q23) How often was your driver on time when picking you up from your home?				
Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	4	9.76	4	9.76
Usually	4	9.76	8	19.51
Always	33	80.49	41	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	27	65.85	27	65.85
Sometimes	10	24.39	37	90.24
Usually	2	4.88	39	95.12
Always	2	4.88	41	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	9	21.95	9	21.95
No	32	78.05	41	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	19	46.34	19	46.34
Sometimes	15	36.59	34	82.93
Usually	3	7.32	37	90.24
Always	4	9.76	41	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	33	80.49	33	80.49
Sometimes	4	9.76	37	90.24
Usually	1	2.44	38	92.68
Always	3	7.32	41	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	4.88	2	4.88
Sometimes	2	4.88	4	9.76
Usually	2	4.88	6	14.63
Always	35	85.37	41	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	21	51.22	21	51.22
Sometimes	14	34.15	35	85.37
Usually	3	7.32	38	92.68
Always	3	7.32	41	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	2.44	1	2.44
Usually	1	2.44	2	4.88
Always	39	95.12	41	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	2.44	1	2.44
Usually	3	7.32	4	9.76
Always	37	90.24	41	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	2.44	1	2.44
Usually	2	4.88	3	7.32
Always	38	92.68	41	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	20	48.78	20	48.78
Very good	13	31.71	33	80.49
Good	6	14.63	39	95.12
Fair	2	4.88	41	100.00
Poor	0	0.00	41	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	29.27	12	29.27
No	29	70.73	41	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	12	100.00	12	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	1	2.44	1	2.44
4	1	2.44	2	4.88
5	0	0.00	2	4.88
6	0	0.00	2	4.88
7	1	2.44	3	7.32
8	2	4.88	5	12.20
9	9	21.95	14	34.15
10 Best ride possible	27	65.85	41	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	20.00	8	20.00
No	32	80.00	40	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	3	33.33	37.50
Medicaid Transportation help line (1-888-987-1200)	3	33.33	37.50
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	0	0.00	0.00
Did not call anyone	1	11.11	12.50
Other (Please print.)	2	22.22	25.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	16.67	1	16.67
A small problem	3	50.00	4	66.67
Not a problem	2	33.33	6	100.00

Q40) How often did the person helping you treat you with courtesy and respect?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	0	0.00	0	0.00
Usually	1	16.67	1	16.67
Always	5	83.33	6	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	1	2.44	1	2.44
4	1	2.44	2	4.88
5	0	0.00	2	4.88
6	0	0.00	2	4.88
7	2	4.88	4	9.76
8	2	4.88	6	14.63
9	7	17.07	13	31.71
10 Best service possible	28	68.29	41	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	18	56.25	18	56.25
By phone call	8	25.00	26	81.25
By text message	6	18.75	32	100.00
By email	0	0.00	32	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	17.95	7	17.95
No	32	82.05	39	100.00

Q44) How did that person help? Please choose one or more of the following:

Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	4	44.44	57.14
Wrote down the answers that the rider gave.	3	33.33	42.86
Answered the questions for the rider.	2	22.22	28.57
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	0	0.00	0.00

REGION D FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	60	96.77	60	96.77
No	2	3.23	62	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	6.67	4	6.67
Sometimes	6	10.00	10	16.67
Usually	9	15.00	19	31.67
Always	41	68.33	60	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.67	1	1.67
Sometimes	1	1.67	2	3.33
Usually	10	16.67	12	20.00
Always	48	80.00	60	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?				
Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	46	77.97	46	77.97
1-5 times	11	18.64	57	96.61
6-9 times	2	3.39	59	100.00
10 or more times	0	0.00	59	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	57	95.00	57	95.00
1-5 times	2	3.33	59	98.33
6-9 times	0	0.00	59	98.33
10 or more times	1	1.67	60	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	16.95	10	16.95
No	49	83.05	59	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	2	22.22	2	22.22
2 times	3	33.33	5	55.56
3 times	1	11.11	6	66.67
4 or more times	3	33.33	9	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	1	11.11	1	11.11
No	8	88.89	9	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.			
Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	1	8.33	11.11
Did not have Medicaid at the time	0	0.00	0.00
Did not give a 48-hour notice	3	25.00	33.33
Broker had a scheduling conflict and could not take me	2	16.67	22.22
Was denied, but never knew why	0	0.00	0.00
Appointment was too far away	2	16.67	22.22
Could not get a doctor's referral	1	8.33	11.11
Not a Medicaid covered service	1	8.33	11.11
Suspended	0	0.00	0.00
Other (Please print.)	2	16.67	22.22

Q9) Other				
Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
BECAUSE OF TOO MANY HURDLES OF PRE-AUTHORIZATIONS NEEDED FROM ORIGINAL DOCTOR TO OBTAIN A RIDE TO ANOTHER COUNTY BEYOND 50 MILES	1	50.00	1	50.00
THEY GOT SCHEDULING MESSED UP SO HAD TO RESCHEDULE TWICE, IT WASN'T THE BROKER, IT WAS THE COMPANY.	1	50.00	2	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.			
Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	3	21.43	30.00
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	8	57.14	80.00
Decided not to go to the appointment	1	7.14	10.00
Drove myself to the appointment	0	0.00	0.00
Paid someone to take me	1	7.14	10.00
Other (Please print.)	1	7.14	10.00

Q10) Other				
Q10_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
I DIDN'T GO, HAD TO RESCHEDULE, IT WASN'T A DRIVER'S FAULT, IT WAS THE RECEPTIONIST'S FAULT.	1	100.00	1	100.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	3	5.08	3	5.08
1	1	1.69	4	6.78
2	0	0.00	4	6.78
3	1	1.69	5	8.47
4	0	0.00	5	8.47
5	5	8.47	10	16.95
6	0	0.00	10	16.95
7	1	1.69	11	18.64
8	9	15.25	20	33.90
9	6	10.17	26	44.07
10 Best broker possible	33	55.93	59	100.00

Q12) Are you hearing impaired?				
Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	10.71	6	10.71
No	50	89.29	56	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?				
Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	16.67	1	16.67
Not a problem	5	83.33	6	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?				
Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	21	36.84	21	36.84
No	36	63.16	57	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?				
Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	4	19.05	4	19.05
Not a problem	17	80.95	21	100.00

Q16) Are you a dialysis patient?				
Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	1	1.79	1	1.79
No	55	98.21	56	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?				
Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	100.00	1	100.00
Not a problem	0	0.00	1	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?				
Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	7.02	4	7.02
No	53	92.98	57	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	4	100.00	4	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	60	96.77	60	96.77
No	2	3.23	62	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	11	18.97	11	18.97
2 times	9	15.52	20	34.48
3 times	8	13.79	28	48.28
4 or more times	30	51.72	58	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	3.39	2	3.39
Usually	9	15.25	11	18.64
Always	48	81.36	59	100.00

Q23) How often was your driver on time when picking you up from your home?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	1.69	1	1.69
Usually	17	28.81	18	30.51
Always	41	69.49	59	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	37	68.52	37	68.52
Sometimes	16	29.63	53	98.15
Usually	0	0.00	53	98.15
Always	1	1.85	54	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	19.64	11	19.64
No	45	80.36	56	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	27	48.21	27	48.21
Sometimes	25	44.64	52	92.86
Usually	2	3.57	54	96.43
Always	2	3.57	56	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?				
Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	48	84.21	48	84.21
Sometimes	8	14.04	56	98.25
Usually	0	0.00	56	98.25
Always	1	1.75	57	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?				
Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	3.51	2	3.51
Usually	8	14.04	10	17.54
Always	47	82.46	57	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?				
Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	29	50.88	29	50.88
Sometimes	20	35.09	49	85.96
Usually	4	7.02	53	92.98
Always	4	7.02	57	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?				
Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.75	1	1.75
Sometimes	1	1.75	2	3.51
Usually	6	10.53	8	14.04
Always	49	85.96	57	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	3	5.26	3	5.26
Usually	12	21.05	15	26.32
Always	42	73.68	57	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	1.75	1	1.75
Usually	2	3.51	3	5.26
Always	54	94.74	57	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	26	45.61	26	45.61
Very good	18	31.58	44	77.19
Good	12	21.05	56	98.25
Fair	1	1.75	57	100.00
Poor	0	0.00	57	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	19	33.93	19	33.93
No	37	66.07	56	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	3	15.79	3	15.79
Not a problem	16	84.21	19	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	1	1.79	1	1.79
3	0	0.00	1	1.79
4	1	1.79	2	3.57
5	4	7.14	6	10.71
6	0	0.00	6	10.71
7	4	7.14	10	17.86
8	8	14.29	18	32.14
9	6	10.71	24	42.86
10 Best ride possible	32	57.14	56	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	5	9.26	5	9.26
No	49	90.74	54	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	2	40.00	40.00
Medicaid Transportation help line (1-888-987-1200)	1	20.00	20.00
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	0	0.00	0.00
Did not call anyone	2	40.00	40.00
Other (Please print.)	0	0.00	0.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	33.33	1	33.33
A small problem	1	33.33	2	66.67
Not a problem	1	33.33	3	100.00

Q40) How often did the person helping you treat you with courtesy and respect?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	0	0.00	0	0.00
Usually	1	33.33	1	33.33
Always	2	66.67	3	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	1	1.79	1	1.79
3	0	0.00	1	1.79
4	0	0.00	1	1.79
5	2	3.57	3	5.36
6	2	3.57	5	8.93
7	3	5.36	8	14.29
8	3	5.36	11	19.64
9	12	21.43	23	41.07
10 Best service possible	33	58.93	56	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	24	53.33	24	53.33
By phone call	5	11.11	29	64.44
By text message	14	31.11	43	95.56
By email	2	4.44	45	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	19.64	11	19.64
No	45	80.36	56	100.00

Q44) How did that person help? Please choose one or more of the following:

Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	7	46.67	70.00
Wrote down the answers that the rider gave.	5	33.33	50.00
Answered the questions for the rider.	2	13.33	20.00
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	1	6.67	10.00

REGION E FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	95	94.06	95	94.06
No	6	5.94	101	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.05	1	1.05
Sometimes	2	2.11	3	3.16
Usually	22	23.16	25	26.32
Always	70	73.68	95	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.05	1	1.05
Sometimes	5	5.26	6	6.32
Usually	13	13.68	19	20.00
Always	76	80.00	95	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	53	56.99	53	56.99
1-5 times	29	31.18	82	88.17
6-9 times	2	2.15	84	90.32
10 or more times	9	9.68	93	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	89	95.70	89	95.70
1-5 times	3	3.23	92	98.92
6-9 times	0	0.00	92	98.92
10 or more times	1	1.08	93	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	12.22	11	12.22
No	79	87.78	90	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	6	60.00	6	60.00
2 times	4	40.00	10	100.00
3 times	0	0.00	10	100.00
4 or more times	0	0.00	10	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	18.18	2	18.18
No	9	81.82	11	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.

Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	0	0.00	0.00
Did not have Medicaid at the time	1	10.00	11.11
Did not give a 48-hour notice	2	20.00	22.22
Broker had a scheduling conflict and could not take me	1	10.00	11.11
Was denied, but never knew why	0	0.00	0.00
Appointment was too far away	0	0.00	0.00
Could not get a doctor's referral	0	0.00	0.00
Not a Medicaid covered service	1	10.00	11.11
Suspended	0	0.00	0.00
Other (Please print.)	5	50.00	55.56

Q9) Other

Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
APPOINTMENT WAS CLOSE TO A HOSPITAL AND THEY COULDN'T FIND ONE ELSEWHERE	1	25.00	1	25.00
I WAS GIVEN THE WRONG TIME OF DOCTOR'S APPOINTMENT. THE MEDICAID BUS SAID THEY COULD RESCHEDULE MY PICK UP, SO I CANCELLED THEM TO PICK ME UP.	1	25.00	2	50.00
UHC SAFE RIDE REQUIRES 72 HOURS	1	25.00	3	75.00
WAS TOLD THEY HAD A NEW SYSTEM AND IT WAS GIVING THEM PROBLEMS.	1	25.00	4	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.

Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	1	9.09	11.11
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	8	72.73	88.89
Decided not to go to the appointment	1	9.09	11.11
Drove myself to the appointment	0	0.00	0.00
Paid someone to take me	1	9.09	11.11
Other (Please print.)	0	0.00	0.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	3	3.30	3	3.30
1	0	0.00	3	3.30
2	0	0.00	3	3.30
3	1	1.10	4	4.40
4	1	1.10	5	5.49
5	6	6.59	11	12.09
6	2	2.20	13	14.29
7	4	4.40	17	18.68
8	7	7.69	24	26.37
9	6	6.59	30	32.97
10 Best broker possible	61	67.03	91	100.00

Q12) Are you hearing impaired?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	9	10.34	9	10.34
No	78	89.66	87	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	11.11	1	11.11
Not a problem	8	88.89	9	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	27	29.35	27	29.35
No	65	70.65	92	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	3.85	1	3.85
A small problem	1	3.85	2	7.69
Not a problem	24	92.31	26	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	2.30	2	2.30
No	85	97.70	87	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	0	0.00	0	0.00
Not a problem	2	100.00	2	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	13	14.77	13	14.77
No	75	85.23	88	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	9.09	1	9.09
A small problem	2	18.18	3	27.27
Not a problem	8	72.73	11	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	96	98.97	96	98.97
No	1	1.03	97	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	9	9.57	9	9.57
2 times	13	13.83	22	23.40
3 times	16	17.02	38	40.43
4 or more times	56	59.57	94	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	4.17	4	4.17
Sometimes	2	2.08	6	6.25
Usually	16	16.67	22	22.92
Always	74	77.08	96	100.00

Q23) How often was your driver on time when picking you up from your home?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	4.17	4	4.17
Sometimes	6	6.25	10	10.42
Usually	19	19.79	29	30.21
Always	67	69.79	96	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	77	81.91	77	81.91
Sometimes	15	15.96	92	97.87
Usually	1	1.06	93	98.94
Always	1	1.06	94	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	32	33.68	32	33.68
No	63	66.32	95	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?				
Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	37	38.95	37	38.95
Sometimes	44	46.32	81	85.26
Usually	3	3.16	84	88.42
Always	11	11.58	95	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?				
Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	82	86.32	82	86.32
Sometimes	9	9.47	91	95.79
Usually	1	1.05	92	96.84
Always	3	3.16	95	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?				
Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	7	7.29	7	7.29
Sometimes	8	8.33	15	15.63
Usually	9	9.38	24	25.00
Always	72	75.00	96	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?				
Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	19	20.00	19	20.00
Sometimes	48	50.53	67	70.53
Usually	12	12.63	79	83.16
Always	16	16.84	95	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?				
Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	2.11	2	2.11
Sometimes	3	3.16	5	5.26
Usually	8	8.42	13	13.68
Always	82	86.32	95	100.00

Q31) In the last 6 months, how often did the driver drive safely?				
Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	2.11	2	2.11
Sometimes	6	6.32	8	8.42
Usually	7	7.37	15	15.79
Always	80	84.21	95	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?				
Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	3.16	3	3.16
Sometimes	2	2.11	5	5.26
Usually	8	8.42	13	13.68
Always	82	86.32	95	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?				
Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	38	40.00	38	40.00
Very good	27	28.42	65	68.42
Good	16	16.84	81	85.26
Fair	13	13.68	94	98.95
Poor	1	1.05	95	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	31.87	29	31.87
No	62	68.13	91	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	2	7.41	2	7.41
Not a problem	25	92.59	27	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	1	1.04	1	1.04
1	0	0.00	1	1.04
2	0	0.00	1	1.04
3	3	3.13	4	4.17
4	2	2.08	6	6.25
5	5	5.21	11	11.46
6	4	4.17	15	15.63
7	4	4.17	19	19.79
8	12	12.50	31	32.29
9	9	9.38	40	41.67
10 Best ride possible	56	58.33	96	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	21	23.33	21	23.33
No	69	76.67	90	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	13	59.09	65.00
Medicaid Transportation help line (1-888-987-1200)	6	27.27	30.00
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	0	0.00	0.00
Did not call anyone	2	9.09	10.00
Other (Please print.)	1	4.55	5.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	2	11.11	2	11.11
A small problem	6	33.33	8	44.44
Not a problem	10	55.56	18	100.00

Q40) How often did the person helping you treat you with courtesy and respect?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	11.76	2	11.76
Sometimes	0	0.00	2	11.76
Usually	8	47.06	10	58.82
Always	7	41.18	17	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	1	1.06	1	1.06
1	2	2.13	3	3.19
2	0	0.00	3	3.19
3	0	0.00	3	3.19
4	3	3.19	6	6.38
5	5	5.32	11	11.70
6	4	4.26	15	15.96
7	5	5.32	20	21.28
8	6	6.38	26	27.66
9	10	10.64	36	38.30
10 Best service possible	58	61.70	94	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	49	62.03	49	62.03
By phone call	14	17.72	63	79.75
By text message	11	13.92	74	93.67
By email	5	6.33	79	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	16	17.98	16	17.98
No	73	82.02	89	100.00

Q44) How did that person help? Please choose one or more of the following:			
Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	9	40.91	64.29
Wrote down the answers that the rider gave.	8	36.36	57.14
Answered the questions for the rider.	4	18.18	28.57
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	1	4.55	7.14

Q44) Other				
Q44_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
I HAD A QUESTION ABOUT ONE OF THE SURVEY QUESTIONS. SO, I HAD TO CALL THE NUMBER TO GET WHAT THE QUESTION WAS ASKING.	1	100.00	1	100.00

REGION F FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	98	97.03	98	97.03
No	3	2.97	101	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.04	1	1.04
Sometimes	11	11.46	12	12.50
Usually	15	15.63	27	28.13
Always	69	71.88	96	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.04	1	1.04
Sometimes	6	6.25	7	7.29
Usually	17	17.71	24	25.00
Always	72	75.00	96	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?				
Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	63	64.95	63	64.95
1-5 times	17	17.53	80	82.47
6-9 times	4	4.12	84	86.60
10 or more times	13	13.40	97	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	88	92.63	88	92.63
1-5 times	4	4.21	92	96.84
6-9 times	1	1.05	93	97.89
10 or more times	2	2.11	95	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	8.79	8	8.79
No	83	91.21	91	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	3	37.50	3	37.50
2 times	2	25.00	5	62.50
3 times	0	0.00	5	62.50
4 or more times	3	37.50	8	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	25.00	2	25.00
No	6	75.00	8	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.			
Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	1	10.00	12.50
Did not have Medicaid at the time	1	10.00	12.50
Did not give a 48-hour notice	3	30.00	37.50
Broker had a scheduling conflict and could not take me	0	0.00	0.00
Was denied, but never knew why	0	0.00	0.00
Appointment was too far away	0	0.00	0.00
Could not get a doctor's referral	0	0.00	0.00
Not a Medicaid covered service	0	0.00	0.00
Suspended	0	0.00	0.00
Other (Please print.)	5	50.00	62.50

Q9) Other				
Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
MY DAUGHTER HAD BEEN HELPING SCHEDULE A RIDE FOR ME AND NOW THEY SAY SHE CAN'T UNLESS I GIVE CONSENT.	1	25.00	1	25.00
ROUTE WAS NOT COVERED	1	25.00	2	50.00
SHE SAID THAT WASN'T HER ROUTE	1	25.00	3	75.00
WAS NOT INFORMED OF HOLIDAY SCHEDULING.	1	25.00	4	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.			
Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	0	0.00	0.00
Took a bus or taxi	1	12.50	12.50
Rescheduled the appointment	4	50.00	50.00
Decided not to go to the appointment	3	37.50	37.50
Drove myself to the appointment	0	0.00	0.00
Paid someone to take me	0	0.00	0.00
Other (Please print.)	0	0.00	0.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	2	2.11	2	2.11
1	0	0.00	2	2.11
2	0	0.00	2	2.11
3	2	2.11	4	4.21
4	1	1.05	5	5.26
5	9	9.47	14	14.74
6	6	6.32	20	21.05
7	6	6.32	26	27.37
8	6	6.32	32	33.68
9	9	9.47	41	43.16
10 Best broker possible	54	56.84	95	100.00

Q12) Are you hearing impaired?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	12.90	12	12.90
No	81	87.10	93	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	10.00	1	10.00
Not a problem	9	90.00	10	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	23	24.47	23	24.47
No	71	75.53	94	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	4.55	1	4.55
A small problem	1	4.55	2	9.09
Not a problem	20	90.91	22	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	7.69	7	7.69
No	84	92.31	91	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	16.67	1	16.67
Not a problem	5	83.33	6	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	15	16.30	15	16.30
No	77	83.70	92	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	6.67	1	6.67
A small problem	4	26.67	5	33.33
Not a problem	10	66.67	15	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	92	94.85	92	94.85
No	5	5.15	97	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	8	8.89	8	8.89
2 times	9	10.00	17	18.89
3 times	14	15.56	31	34.44
4 or more times	59	65.56	90	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.10	1	1.10
Sometimes	9	9.89	10	10.99
Usually	7	7.69	17	18.68
Always	74	81.32	91	100.00

Q23) How often was your driver on time when picking you up from your home?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.10	1	1.10
Sometimes	15	16.48	16	17.58
Usually	10	10.99	26	28.57
Always	65	71.43	91	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	63	70.00	63	70.00
Sometimes	23	25.56	86	95.56
Usually	4	4.44	90	100.00
Always	0	0.00	90	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	28	31.82	28	31.82
No	60	68.18	88	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	54	59.34	54	59.34
Sometimes	24	26.37	78	85.71
Usually	6	6.59	84	92.31
Always	7	7.69	91	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	67	73.63	67	73.63
Sometimes	18	19.78	85	93.41
Usually	3	3.30	88	96.70
Always	3	3.30	91	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	6.59	6	6.59
Sometimes	12	13.19	18	19.78
Usually	10	10.99	28	30.77
Always	63	69.23	91	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	24	26.97	24	26.97
Sometimes	42	47.19	66	74.16
Usually	8	8.99	74	83.15
Always	15	16.85	89	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	4	4.44	4	4.44
Usually	9	10.00	13	14.44
Always	77	85.56	90	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.11	1	1.11
Sometimes	3	3.33	4	4.44
Usually	13	14.44	17	18.89
Always	73	81.11	90	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	8	8.89	8	8.89
Usually	3	3.33	11	12.22
Always	79	87.78	90	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	34	37.78	34	37.78
Very good	19	21.11	53	58.89
Good	25	27.78	78	86.67
Fair	10	11.11	88	97.78
Poor	2	2.22	90	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	35.37	29	35.37
No	53	64.63	82	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	5	18.52	5	18.52
Not a problem	22	81.48	27	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	1	1.12	1	1.12
1	0	0.00	1	1.12
2	1	1.12	2	2.25
3	0	0.00	2	2.25
4	2	2.25	4	4.49
5	6	6.74	10	11.24
6	3	3.37	13	14.61
7	9	10.11	22	24.72
8	9	10.11	31	34.83
9	12	13.48	43	48.31
10 Best ride possible	46	51.69	89	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	12.36	11	12.36
No	78	87.64	89	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	6	50.00	54.55
Medicaid Transportation help line (1-888-987-1200)	1	8.33	9.09
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	1	8.33	9.09
Did not call anyone	3	25.00	27.27
Other (Please print.)	1	8.33	9.09

Q38) Other				
Q38_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
I JUST DON'T GO OUT OF TOWN ANYMORE WITH THE SEAT, BUS TOO FAST	1	100.00	1	100.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	2	25.00	2	25.00
A small problem	2	25.00	4	50.00
Not a problem	4	50.00	8	100.00

Q40) How often did the person helping you treat you with courtesy and respect?				
Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	2	28.57	2	28.57
Usually	2	28.57	4	57.14
Always	3	42.86	7	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	1	1.09	1	1.09
4	2	2.17	3	3.26
5	4	4.35	7	7.61
6	5	5.43	12	13.04
7	4	4.35	16	17.39
8	14	15.22	30	32.61
9	14	15.22	44	47.83
10 Best service possible	48	52.17	92	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	53	67.09	53	67.09
By phone call	18	22.78	71	89.87
By text message	4	5.06	75	94.94
By email	4	5.06	79	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	18	20.93	18	20.93
No	68	79.07	86	100.00

Q44) How did that person help? Please choose one or more of the following:

Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	12	48.00	66.67
Wrote down the answers that the rider gave.	9	36.00	50.00
Answered the questions for the rider.	3	12.00	16.67
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	1	4.00	5.56

REGION G FREQUENCIES

Q1) In the last 6 months, did you ever call your broker or did someone call for you to get a ride from Medicaid?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	47	94.00	47	94.00
No	3	6.00	50	100.00

Q2) In the last 6 months, how often were you able to schedule a ride with one phone call?

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.17	1	2.17
Sometimes	7	15.22	8	17.39
Usually	4	8.70	12	26.09
Always	34	73.91	46	100.00

Q3) In the last 6 months, how often were you treated with courtesy and respect when you called to get a ride?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	4	8.51	4	8.51
Usually	5	10.64	9	19.15
Always	38	80.85	47	100.00

Q4) In the last 6 months, how often did you need your doctor's approval in order to schedule a ride?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	40	88.89	40	88.89
1-5 times	3	6.67	43	95.56
6-9 times	1	2.22	44	97.78
10 or more times	1	2.22	45	100.00

Q5) In the last 6 months, how often did you have trouble scheduling a ride because you spoke a different language?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 times	43	91.49	43	91.49
1-5 times	3	6.38	46	97.87
6-9 times	0	0.00	46	97.87
10 or more times	1	2.13	47	100.00

Q6) In the last 6 months, when you called to get a ride from Medicaid, were you ever told that you could not get one?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	16.67	7	16.67
No	35	83.33	42	100.00

Q7) How many times were you told that you could not get a ride?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	2	28.57	2	28.57
2 times	4	57.14	6	85.71
3 times	1	14.29	7	100.00
4 or more times	0	0.00	7	100.00

Q8) Did you ever get a letter from your broker telling you why you could not get a ride?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	28.57	2	28.57
No	5	71.43	7	100.00

Q9) Why do you think you were not able to get a ride? Please choose one or more of the following.

Q9	Frequency	Percent	Utilization Rate
Owned a vehicle	0	0.00	0.00
Had a family member or friend who was able to help	0	0.00	0.00
Did not have Medicaid at the time	0	0.00	0.00
Did not give a 48-hour notice	4	50.00	57.14
Broker had a scheduling conflict and could not take me	1	12.50	14.29
Was denied, but never knew why	1	12.50	14.29
Appointment was too far away	0	0.00	0.00
Could not get a doctor's referral	0	0.00	0.00
Not a Medicaid covered service	0	0.00	0.00
Suspended	0	0.00	0.00
Other (Please print.)	2	25.00	28.57

Q9) Other

Q9_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
BECAUSE AGE WASN'T OVER 65	1	50.00	1	50.00
OK SOMETHING CAME UP ON MY END, REASON I COULDN'T GO	1	50.00	2	100.00

Q10) If your broker did not give you a ride, how did you get to your appointment? Please choose one or more of the following.

Q10	Frequency	Percent	Utilization Rate
Found a friend or family member who could take me for free	0	0.00	0.00
Took a bus or taxi	0	0.00	0.00
Rescheduled the appointment	6	66.67	85.71
Decided not to go to the appointment	2	22.22	28.57
Drove myself to the appointment	0	0.00	0.00
Paid someone to take me	1	11.11	14.29
Other (Please print.)	0	0.00	0.00

Q11) We want to know your overall rating of your transportation broker regarding scheduling a ride. Use any number from 0 to 10, where 0 is the worst broker possible and 10 is the best broker possible. In the last 6 months, how would you rate your broker?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst broker possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	2	4.44	2	4.44
3	2	4.44	4	8.89
4	1	2.22	5	11.11
5	0	0.00	5	11.11
6	0	0.00	5	11.11
7	3	6.67	8	17.78
8	2	4.44	10	22.22
9	7	15.56	17	37.78
10 Best broker possible	28	62.22	45	100.00

Q12) Are you hearing impaired?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	8.89	4	8.89
No	41	91.11	45	100.00

Q13) In the last 6 months, how much of a problem have you had getting rides because you are hearing impaired?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	33.33	1	33.33
Not a problem	2	66.67	3	100.00

Q14) Do you use a wheelchair or other equipment to meet special medical needs?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	15	34.88	15	34.88
No	28	65.12	43	100.00

Q15) In the last 6 months, how much of a problem have you had getting a van that can make room for your equipment or meet any other special needs you may have?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	2	13.33	2	13.33
Not a problem	13	86.67	15	100.00

Q16) Are you a dialysis patient?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	4.55	2	4.55
No	42	95.45	44	100.00

Q17) In the last 6 months, how much of a problem have you had getting rides to and from your dialysis appointments?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	1	50.00	1	50.00
Not a problem	1	50.00	2	100.00

Q18) Do you have any other health conditions that require you to get a ride at least once every week?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	13	30.23	13	30.23
No	30	69.77	43	100.00

Q19) In the last 6 months, how much of a problem did you have getting rides to and from your regularly scheduled appointments?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	3	23.08	3	23.08
Not a problem	10	76.92	13	100.00

Q20) In the last 6 months, have you ridden to or from an appointment in a Medicaid van or car?				
Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	44	88.00	44	88.00
No	6	12.00	50	100.00

Q21) In the last 6 months, how many times did you get a ride through the Medicaid program?				
Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 time	3	7.14	3	7.14
2 times	7	16.67	10	23.81
3 times	4	9.52	14	33.33
4 or more times	28	66.67	42	100.00

Q22) How often did your driver show up at your home on the scheduled day to take you to your appointment?				
Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	4	9.52	4	9.52
Usually	4	9.52	8	19.05
Always	34	80.95	42	100.00

Q23) How often was your driver on time when picking you up from your home?				
Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.38	1	2.38
Sometimes	2	4.76	3	7.14
Usually	5	11.90	8	19.05
Always	34	80.95	42	100.00

Q24) How often did you miss an appointment because your driver was late picking you up from your home?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	32	76.19	32	76.19
Sometimes	9	21.43	41	97.62
Usually	1	2.38	42	100.00
Always	0	0.00	42	100.00

Q25) In the last 6 months, did you ever feel like you spent more time than you should have going to and from your appointment?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	19.05	8	19.05
No	34	80.95	42	100.00

Q26) In the last 6 months, how often did your driver drop you off for your appointment too early (more than 30 minutes)?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	24	57.14	24	57.14
Sometimes	15	35.71	39	92.86
Usually	1	2.38	40	95.24
Always	2	4.76	42	100.00

Q27) In the last 6 months, how often did your driver drop you off late for your appointment?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	36	85.71	36	85.71
Sometimes	6	14.29	42	100.00
Usually	0	0.00	42	100.00
Always	0	0.00	42	100.00

Q28) In the last 6 months, how often did your driver pick you up after your appointment to take you home, as requested?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	4.88	2	4.88
Sometimes	2	4.88	4	9.76
Usually	2	4.88	6	14.63
Always	35	85.37	41	100.00

Q29) In the last 6 months, how often did you wait more than 30 minutes to be picked up after your appointment was over?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	20	47.62	20	47.62
Sometimes	15	35.71	35	83.33
Usually	3	7.14	38	90.48
Always	4	9.52	42	100.00

Q30) In the last 6 months, how often did the driver treat you with courtesy and respect during a ride?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	2.38	1	2.38
Sometimes	1	2.38	2	4.76
Usually	2	4.76	4	9.52
Always	38	90.48	42	100.00

Q31) In the last 6 months, how often did the driver drive safely?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	2.44	1	2.44
Usually	6	14.63	7	17.07
Always	34	82.93	41	100.00

Q32) In the last 6 months, how often did your driver make sure you and others in the van or car were wearing seat belts?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	7.14	3	7.14
Sometimes	1	2.38	4	9.52
Usually	1	2.38	5	11.90
Always	37	88.10	42	100.00

Q33) In the last 6 months, how would you rate the condition of the vans or cars used to give you a ride?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	21	50.00	21	50.00
Very good	10	23.81	31	73.81
Good	6	14.29	37	88.10
Fair	3	7.14	40	95.24
Poor	2	4.76	42	100.00

Q34) In the last 6 months, did you ever need help from the driver or van attendant to get in and out of the van or car?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	20.00	8	20.00
No	32	80.00	40	100.00

Q35) How much of a problem was it for you to get the driver or van attendant to help you get in and out of the van or car?

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	12.50	1	12.50
A small problem	1	12.50	2	25.00
Not a problem	6	75.00	8	100.00

Q36) We want to know your overall rating of the rides to and from your medical appointments. Use any number from 0 to 10, where 0 is the worst ride possible and 10 is the best ride possible. In the last 6 months, how would you rate your rides?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst ride possible	1	2.44	1	2.44
1	0	0.00	1	2.44
2	1	2.44	2	4.88
3	1	2.44	3	7.32
4	0	0.00	3	7.32
5	1	2.44	4	9.76
6	1	2.44	5	12.20
7	4	9.76	9	21.95
8	6	14.63	15	36.59
9	4	9.76	19	46.34
10 Best ride possible	22	53.66	41	100.00

Q37) In the last 6 months, have you ever had a problem or complaint about the ride you got from Medicaid?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	5	12.50	5	12.50
No	35	87.50	40	100.00

Q38) Who did you call to help you with your problem or complaint? Please choose one or more of the following.

Q38	Frequency	Percent	Utilization Rate
Local transportation broker	2	40.00	40.00
Medicaid Transportation help line (1-888-987-1200)	1	20.00	20.00
Local Department of Human Services (DHS) county office	0	0.00	0.00
Case manager or social worker	0	0.00	0.00
The doctor's office	2	40.00	40.00
Did not call anyone	0	0.00	0.00
Other (Please print.)	0	0.00	0.00

Q39) How much of a problem was it to get help when you called with a problem or complaint?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	0	0.00	0	0.00
A small problem	3	60.00	3	60.00
Not a problem	2	40.00	5	100.00

Q40) How often did the person helping you treat you with courtesy and respect?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	25.00	1	25.00
Usually	1	25.00	2	50.00
Always	2	50.00	4	100.00

Q41) We want to know your overall rating of Medicaid's Non-Emergency Transportation service. Use any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible. In the last 6 months, how would you rate Medicaid's Non-Emergency Transportation service?

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst service possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	1	2.38	1	2.38
3	0	0.00	1	2.38
4	0	0.00	1	2.38
5	1	2.38	2	4.76
6	1	2.38	3	7.14
7	4	9.52	7	16.67
8	4	9.52	11	26.19
9	7	16.67	18	42.86
10 Best service possible	24	57.14	42	100.00

Q42) How do you prefer to receive important information from your health plan?

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
By mail	16	45.71	16	45.71
By phone call	5	14.29	21	60.00
By text message	14	40.00	35	100.00
By email	0	0.00	35	100.00

Q43) Did someone assist the rider in completing this survey?

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	9.76	4	9.76
No	37	90.24	41	100.00

Q44) How did that person help? Please choose one or more of the following:

Q44	Frequency	Percent	Utilization Rate
Read the questions to the rider.	3	50.00	75.00
Wrote down the answers that the rider gave.	2	33.33	50.00
Answered the questions for the rider.	1	16.67	25.00
Translated the questions into the rider's language.	0	0.00	0.00
Helped in some other way (Please print.):	0	0.00	0.00

Comments

Level of satisfaction	Number of rides	Age group	Special needs rider	Notes
5-7	4 or more times	55-74	Yes	SOMETIMES I HAD TO GET PICKED UP BY A FAMILY MEMBER AFTER THEY GOT OFF WORK. I WAS TOLD IF MY APPOINTMENT TOOK LONGER THAN 2 HOURS THEN THEY DID NOT HAVE TO PICK ME UP TO TAKE ME HOME.
5-7	4 or more times	55-74	Yes	** IS THE WORST TRANSPORTATION SERVICE. DRIVER CAN CARE LESS IF RIDER NEEDS ASSISTANCE. "THEY DON'T GET PAID ENOUGH TO ASSIST THE RIDERS" PER ** DRIVERS
5-7	4 or more times	55-74	Yes	Q6) NOT FIRST TIME I CALLED. THEY CALLED ME LATER, COULD NOT FIND DRIVERS.
0-4	4 or more times	35-54	No	Q36) 90% OF THE TIME I'M ABANDONED **
8-10	2 times	75 and over	No	NOTE- THE PERSON WHO FILLED OUT THIS SURVEY DROVE TAXIS, ** AND ** FOR 40 YEARS. HERE'S MY SUGGESTION: FOR AREA SUCH AS MINE (HOLIDAY ISLAND, AR) HAVE ARRANGEMENTS WITH LOCAL DRIVERS MAYBE RETIREES WHO WOULD LIKE A PART-TIME GIG OR SHARE A RIDE IN EUREKA SPRINGS. THEIR DRIVERS ARE TRAINED TO ASSIST WHEELCHAIR FOLKS. THEY ARE PART OF EUREKA TRANSIT ** HOPE THIS HELPS FOR ANY OUT-OF-THE-WAY LOCATION. HIRE PT LOCALS WHO MAY USE THEIR OWN LATE MODEL VEHICLES; Q8) QUITE A FEW TIMES OVER THE LAST FEW YEARS ** CALLED ME THE NIGHT BEFORE OR MORNING OF TO SAY THEY HAD TO CANCEL- NO DRIVER AVAILABLE IN MY AREA; Q25) YES AND NO, BROKER SEEMS TO HAVE NO CHOICE BUT TO ASK TOO MUCH OF DRIVERS TO COVER TOO MUCH TERRITORY; Q28) NOT SAME DRIVER USUALLY LYFT** FOR RIDE HOME
8-10	4 or more times	35-54	Yes	Q8) SOMETIMES I GET A BROKER, WHO HAS NO CUSTOMER SERVICE ATTITUDE. YOU CAN TELL IN THEIR VOICE THAT THEY ARE NOT HAPPY THERE; Q41) THE ONLY REASON THAT I GAVE SOME QUESTIONS LOW RATING IS BECAUSE WHEN MY DRIVER TELLS ME SHE HAS A LOT OF CLIENTS, SOMETIMES I'M PICKED UP LIKE 2 HOURS EARLY. ONE TIME, I WAS 5 HOURS EARLY THEN I'M TOLD "I CAN'T PICK YOU BACK UP FOR 2 HOURS." I USE A CANE, IT'S INCONVENIENT. I DON'T LIKE **, I DON'T LIKE RIDING WITH THEM.

Level of satisfaction	Number of rides	Age group	Special needs rider	Notes
5-7	4 or more times	55-74	Yes	Q41) I'VE BEEN GOING BY TAXI FROM MY CARDIAC DOCTOR. THE BROKER TOLD ME I'D NEVER BEEN THERE ACCORDING TO MY RECORDS. THE BROKER WAS VERY RUDE WITH ME AND UNACCESSABLE TO ME **. 1) ABOUT 6-7 MONTHS AGO I WAS SUPPOSED TO GO TO APPOINTMENT AND NO ONE EVER SHOWED OR CALLED ME. 2) 3 WEEKS AGO, I SET UP A RIDE, AND I GOT A CALL 3 HOURS BEFORE THE APPOINTMENT TELLING ME NO DRIVER IS AVAILABLE.
5-7	4 or more times	35-54	Yes	Q15) BROKER ** SELDOM TOOK ME. IT WAS ALWAYS ** OR ANOTHER COMPANY; I HAVE SAT AND WAITED FOR HOURS AND CALLED ** SEVERAL TIMES AND THEY SAY ** PICKED ME UP OR SHOWED UP AND I WASN'T THERE. FOUND OUT ** WAS GIVING THEM WRONG CONTACT INFO. 8-HOUR WAIT MORE THAN ONCE TO AN APPOINTMENT
8-10	2 times	55-74	No	Q14) USE A WALKER; Q36) THE DRIVERS ARE VERY NICE JUST THIS ONE DRIVER A LONG TIME AGO FOR LAST 6 MONTHS IS VERY NICE TO ME, ALWAYS ON TIME; Q40) IT WAS A LONG TIME AGO. THIS LADY DRIVER WASN'T NICE. I NEVER RODE WITH HER AGAIN. NO PROBLEM ANYMORE
8-10	4 or more times	55-74	Yes	Q7) BECAUSE THEY HAD NEVER TAKEN ME TO THAT FACILITY; Q15) I HAVE A WALKER, CANE, AND ELECTRIC WHEELCHAIR; Q33) VERY CLEAN AND SMELLED GOOD; Q36) VERY PROFESSIONAL AND DRESSED WELL AND VERY WELL-MANNERED. KEEP UP THE GOOD WORK.
-	-	35-54	No	COULD NOT GET GAS REIMBURSEMENT AFTER 2 YEARS OF GETTING IT FOR THESE APPOINTMENTS FOR CANCER TREATMENT. I WAS TOLD I NEED A REFERRAL, WHICH I NEVER NEEDED BEFORE.
8-10	2 times	55-74	Yes	14) CANE OR WALKER AT TIMES; Q41) MEDICAID'S NON-EMERGENCY TRANSPORTATION HAS BEEN AN AMAZING BLESSING FOR **. HE USED TO GET VERY STRESSED AT TRYING TO FIND A RIDE FOR AN APPOINTMENT FROM A FRIEND OR NEIGHBOR. THIS SERVICE IS AWESOME FOR HIM (US). ALL OF OUR CHILDREN EITHER LIVE OR WORK OUT OF TOWN OR THEY WOULD HELP. THANK YOU **

Level of satisfaction	Number of rides	Age group	Special needs rider	Notes
5-7	1 time	35-54	Yes	THE FRONT DESK CAN GET SNAPPY AT YOU; Q3) NO ONE CAME TO MOUNTAINBURG, AR; Q11) GAVE ME A RIDE BUT DIDN'T TAKE ME BACK HOME AND LEFT ME. CALLED MY MOTHER TO PICK ME UP; Q28) ONE TIME, HE DID NOT COME BACK TO PICK ME UP TO GO HOME; Q36) 10 IF THEY WOULDN'T LEAVE YOU, THROW YOU UNDER THE BUS, OR FORGET YOU.
8-10	4 or more times	55-74	Yes	Q5) THE OTHER PERSON SPOKE A DIFFERENT LANGUAGE; Q12) I WEAR HEARING AIDS; Q19) MY PROBLEM IS THAT SOME DRIVERS WOULD CANCEL MY RIDE FOR NO REASON; Q40) BUT I DON'T THINK THEY SAY ANYTHING TO THE DRIVER. I GOT A LETTER ABOUT A COMPLAINT ONLY ONE TIME.
0-4	4 or more times	18-34	Yes	Q25) WAY TOO MUCH WAIT FOR 1 APPOINTMENT; Q36) TOO EARLY AND WAIT TOO LONG TO BE PICKED UP
8-10	4 or more times	55-74	Yes	I CAN'T DRIVE IN BIG CITIES LIKE LITTLE ROCK BECAUSE IT MAKES ME NERVOUS. EVEN WHEN MY HUSBAND DRIVES IN THOSE BIG CITIES IT MAKES ME NERVOUS. THE DRIVERS FOR ** NEVER MAKES ME NERVOUS, AND THEY ARE ALWAYS CORTEOUS AND RESPECTFUL AND QUICK TO LEND A HAND. IT WOULD BE NICE ON LONG TRIPS TO STOP AT A CONVENIENCE STORE TO GET A DRINK OR SOMETHING TO EAT OR LET SMOKERS GET OFF THE BUS TO SMOKE. SOME SMOKERS GET CRANKY WITHOUT THEIR NICOTINE FIX.
5-7	2 times	55-74	Yes	Q11) WHAT'S THE PROBLEM WITH DROPPING SOMEONE FOR A NONEMERGENCY APPOINTMENT; Q34) I NEED A WALKER.
8-10	3 times	55-74	Yes	Q6) DID NOT RUN ON VETERANS DAY
5-7	4 or more times	55-74	No	Q6) 2 TIMES MY RIDE NEVER SHOWED
8-10	3 times	55-74	Yes	Q26) THIS SERVICE IS VERY MUCH APPRECIATED. THANK YOU
8-10	4 or more times	55-74	No	Q7) WAITING TOO LATE; Q8) IT WAS ONLY WHEN I WAITED TOO LATE.

Level of satisfaction	Number of rides	Age group	Special needs rider	Notes
-	-	55-74	No	Q11) SCHEDULING A RIDE IS NO PROBLEM. IT IS THE PEOPLE AT THE ** OFFICE; Q19) BECAUSE THEY WILL TAKE YOU TO THE DOCTOR AND LEAVE YOU THERE FOR A LONG TIME AND ANOTHER VAN CAN COME PICK YOU UP; Q41) THE PROBLEM IS THE TRANSPORTATION. THEY WILL PICK US UP AND TAKE US TO OUR DOCTOR, AND THEY WILL SEND ANOTHER DRIVER FROM CAMDEN OR HOPE TO COME BACK TO PICK YOU UP, AND YOU WILL BE AT YOUR APPOINTMENT ALL DAY. YOU ALREADY HAVE TO GET UP EARLY IN THE MORNING. THAT'S NOT RIGHT. WE ARE SUPPOSED TO COME BACK THE SAME WAY WE WENT, AND THEN THEY TALK REAL NASTY TO YOU.
8-10	4 or more times	55-74	Yes	Q40) EVERYONE WAS NICE.
5-7	4 or more times	35-54	No	Q26) 2-4 HOURS EARLY FOR THE PAST 2 YEARS AS OF 2025; Q36) ONE DRIVER FELL ASLEEP WHILE DRIVING ME 2 HOURS FROM MY HOME TO AN APPOINTMENT; Q41) THEY DROP YOU OFF 2 HOURS BEFORE YOUR APPOINTMENT AND WHEN YOU CALL TO BE PICKED UP IT TAKES MORE THAN AN HOUR SOMETIMES.
8-10	4 or more times	55-74	Yes	Q41) ** THANK YOU
8-10	1 time	55-74	Yes	Q21) I GO ONCE A MONTH
8-10	4 or more times	55-74	No	20) THIS COULD BE YES AND NO QUESTION FOR ME BECAUSE I CALL TO RESCHEDULE A RIDE FROM MY DOCTOR'S OFFICE, I COULD NOT GET A RIDE; AT THAT MOMENT I DID NOT KNOW THAT THEY HAVE CHANGED MY MEDICAID TRANSPORTATION RIDE UNTIL LATER SOMETIME. AROUND THE END OF OCTOBER, I RODE THE VAN UP THERE. I DIDN'T COME BACK IN THE VAN. I WISH I HAD TOLD THE PERSON WHOM I WAS TALKING TO. I WAS RETURNING IN DEC 01, 2025, I HAD APPOINTMENT THAT DAY. SHE TOLD ME THAT I COULD NOT DO THAT, SO I RESCHEDULED MY APPOINTMENT. WISH WASN'T A PROBLEM. ** 12/2/2025
-	-	Under 18	No	Q15) NOT IN A WHEELCHAIR
8-10	2 times	75 and over	Yes	Q14) WALKER.
8-10	2 times	55-74	No	Q8) THEY APOLOGIZE IN A LETTER

Level of satisfaction	Number of rides	Age group	Special needs rider	Notes
8-10	4 or more times	55-74	Yes	Q7) (THE DRIVING COMPANY) ONLY ONCE BECAUSE IT WAS VETERANS DAY, AND THEY WERE OFF WORK; Q14) A CANE OR WALKER; Q15) BUT I DON'T LIKE TO RIDE IN BIG VANS!; Q20) P.S. I THINK IT'S WONDERFUL TO BE ABLE TO RIDE IN A CAR OR SUV, IT'S SO MUCH MORE COMFORTABLE! EVERYONE I KNOW LOVES IT!; Q31) NOW, BUT NOT AT FIRST. I HAD A FEW SCARY DRIVERS!; Q33) NOW, BUT THE MINI VANS ARE TERRIBLE! I WILL CANCEL IF I KNOW THEY ARE COMING IN A MINI VAN WITH OTHER PEOPLE; Q35) I NEEDED A STEP UP TO GET INTO THE MINI VANS!; Q36) WONDERFUL DRIVERS NOW, I ONLY NEED A CAR TO PICK ME UP NOT A VAN WITH A BUNCH OF OTHER PEOPLE BECAUSE THEN YOU DO BECOME LATE OR VERY EARLY FOR YOUR APPOINTMENT. I HAVE TO WAIT ON THEM!; Q39) IT DEPENDS ON WHO YOU TALKED TO. THERE CAN BE SOME VERY RUDE PEOPLE ON THE PHONES; Q40) NOW AND HAS BEEN GREAT FOR THE LAST 4 MONTHS. I HAVE SOME GREAT DRIVERS NOW; Q41) I HAVE ENJOYED HAVING MAINLY IT SEEMS TO ME ALL ** DRIVERS
8-10	1 time	55-74	No	Q33) SHE/HE SPRAYED PERFUME IN THE CAR ON HER/HIS BODY. MY WIFE BECAME SICK AND VOMITED.
8-10	4 or more times	55-74	No	Q14) SHOWER CHAIR, CANE



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