



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2025 Quarter 2

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending December 31, 2024. The purpose of the report is to provide information related to transporting Arkansas Medicaid beneficiaries for non-emergent medical services, the encounter submission data for these transports, the frequency of denials, the number of beneficiary inquiries and on-time performance.

The utilization summarization provides details regarding the number of individuals transported, the number of trips, the types of trips and a brief analysis of the encounter data submitted. These elements are useful in gauging the overall activity within the quarter.

Also, provided in the analysis are details regarding the submission of denials and the call activity for the NET Helpline. This data establishes the frequency of denials, calls from beneficiaries through the NET Helpline, and the reasons for the calls and denials.

The analysis is based on encounter submission data submitted to Medicaid for the second quarter of SFY 2025 (a quarter in arrears). Encounters that were canceled at submission, missed a critical time, or submitted with improper procedure codes were excluded. This evaluation serves as a tool recommended for performance improvement activities as it conveys to the brokers deficient areas where corrective activities should be focused.

AFMC is available to address any questions related to the performance profile. Please address any questions to the NET Helpline at 1-888-987-1200, option 1.



Region A: Verida, Inc.

October - December 2024

NET Program Activity Summary

Region A

Statewide

Claims Paid	6,337	67,667
Individuals Transported	1,108	11,396
Individuals eligible to be transported	144,110	788,105
Percentage of eligibles transported	0.8%	1.4%
Number of Trips	12,185	129,755
Trips per Individual transported	11	11
Type of Trips		
One-way trip	708	35,087
Round trip	5,477	44,527
Other trip	152	1,711

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	72.4%	56.1%
16-29 minutes late	4.5%	7.3%
30-59 minutes late	2.4%	5.6%
One hour or more late	2.4%	4.8%
More than 15 minutes early	18.3%	26.2%
Drop-off Performance		
On-time*	85.6%	62.4%
1-15 minutes late	5.8%	9.9%
16-29 minutes late	1.4%	4.9%
30-59 minutes late	1.1%	7.4%
One hour or more late	2.3%	9.4%
More than one hour early	3.9%	6.0%

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

NET Broker Denial Submission Comparison

Region A

Statewide

Denials as reported by brokers		
Insufficient time to schedule	1	37
Medicaid inactive	1	27
Not closest provider	8	50
Other: no provider available	260	976
Other: transport on weekends/state holidays not required	16	113

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	147	1,568
General information: beneficiary	294	3,123
General information: broker	38	504
General information: DHS	2	24
General information: non-Medicaid beneficiary	12	236
General information: physician/provider	14	73
General information: social worker/case worker	2	45
Hospital discharge information	1	7

Complaint Calls

DHS/governor's office	1	4
Late drop-off to appointment	1	3
Late pick-up at appointment	1	16
No pick-up at appointment	1	6
No provider/driver available	6	41

Region B: Verida, Inc.

October - December 2024

NET Program Activity Summary

Region B

Statewide

Claims Paid	4,022	67,667
Individuals Transported	886	11,396
Individuals eligible to be transported	68,309	788,105
Percentage of eligibles transported	1.3%	1.4%
Number of Trips	7,969	129,755
Trips per individual transported	9	11
Type of Trips		
One-way trip	304	35,087
Round trip	3,532	44,527
Other trip	186	1,711

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	50.2%	56.1%
16-29 minutes late	5.5%	7.3%
30-59 minutes late	3.2%	5.6%
One hour or more late	3.8%	4.8%
More than 15 minutes early	37.2%	26.2%
Drop-off Performance		
On-time*	77.5%	62.4%
1-15 minutes late	5.7%	9.9%
16-29 minutes late	1.6%	4.9%
30-59 minutes late	2.3%	7.4%
One hour or more late	3.6%	9.4%
More than one hour early	9.3%	6.0%

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

NET Broker Denial Submission Comparison

Region B

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	2	10
Insufficient time to schedule	3	37
Not a Medicaid covered service	1	5
Not closest provider	15	50
Other: contacted wrong broker	1	7
Other: no NET MCP assignment	1	7
Other: no provider available	205	976
Other: transport on weekends/state holidays not required	13	113

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	108	1,568
General information: beneficiary	320	3,123
General information: broker	57	504
General information: DHS	6	24
General information: non-Medicaid beneficiary	3	236
General information: physician/provider	3	73
General information: social worker/case worker	3	45

Complaint Calls

DHS/governor's office	1	4
Driver rudeness	2	6
Late pick-up at appointment	5	16
No pick-up at residence	6	27
No provider/driver available	10	41

Region C: Verida, Inc.

October - December 2024

NET Program Activity Summary

Region C

Statewide

Claims Paid	9,310	67,667
Individuals Transported	1,748	11,396
Individuals eligible to be transported	111,066	788,105
Percentage of eligibles transported	1.6%	1.4%
Number of Trips	17,967	129,755
Trips per individual transported	10	11
Type of Trips		
One-way trip	1,150	35,087
Round trip	7,762	44,527
Other trip	398	1,711

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	56.8%	56.1%
16-29 minutes late	6.6%	7.3%
30-59 minutes late	4.6%	5.6%
One hour or more late	3.7%	4.8%
More than 15 minutes early	28.2%	26.2%
Drop-off Performance		
On-time*	74.2%	62.4%
1-15 minutes late	7.3%	9.9%
16-29 minutes late	3.3%	4.9%
30-59 minutes late	3.2%	7.4%
One hour or more late	3.6%	9.4%
More than one hour early	8.4%	6.0%

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

NET Broker Denial Submission Comparison

Region C

Statewide

Denials as reported by brokers		
Insufficient time to schedule	5	37
Medicaid inactive	1	27
Not closest provider	11	50
Other: contacted wrong broker	1	7
Other: no provider available	41	976
Other: transport on weekends/state holidays not required	25	113
QMB beneficiary	1	39

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	384	1,568
General information: beneficiary	654	3,123
General information: broker	91	504
General information: non-Medicaid beneficiary	167	236
General information: physician/provider	20	73
General information: social worker/case worker	8	45
Hospital discharge information	1	7

Complaint Calls

Driver rudeness	1	6
Late drop-off to appointment	2	3
Late pick-up at appointment	4	16
Late pick-up at residence	1	4
No pick-up at appointment	1	6
No pick-up at residence	3	27
No provider/driver available	3	41
Pick-up at residence too early	1	2
Scheduling miscommunication	2	8

Region D: Verida, Inc.

October - December 2024

NET Program Activity Summary

Region D

Statewide

Claims Paid	9,090	67,667
Individuals Transported	1,534	11,396
Individuals eligible to be transported	113,626	788,105
Percentage of eligibles transported	1.4%	1.4%
Number of Trips	17,406	129,755
Trips per individual transported	11	11
Type of Trips		
One-way trip	1,112	35,087
Round trip	7,721	44,527
Other trip	257	1,711

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	54.3%	56.1%
16-29 minutes late	5.8%	7.3%
30-59 minutes late	5.9%	5.6%
One hour or more late	2.7%	4.8%
More than 15 minutes early	31.2%	26.2%
Drop-off Performance		
On-time*	76.1%	62.4%
1-15 minutes late	8.1%	9.9%
16-29 minutes late	3.6%	4.9%
30-59 minutes late	3.6%	7.4%
One hour or more late	3.3%	9.4%
More than one hour early	5.4%	6.0%

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

NET Broker Denial Submission Comparison

Region D

Statewide

Denials as reported by brokers		
Incorrect county code	1	4
Insufficient time to schedule	4	37
Medicaid inactive	1	27
Not a Medicaid covered service	1	5
Not closest provider	16	50
Not Medicaid eligible	1	3
Other: contacted wrong broker	2	7
Other: no NET MCP assignment	1	7
Other: no provider available	94	976
Other: transport on weekends/state holidays not required	32	113
QMB beneficiary	3	39

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	228	1,568
General information: beneficiary	390	3,123
General information: broker	93	504
General information: DHS	2	24
General information: non-Medicaid beneficiary	9	236
General information: physician/provider	7	73
General information: social worker/case worker	3	45
Hospital discharge information	1	7

Complaint Calls

DHS/governor's office	1	4
Driver rudeness	2	6
Late pick-up at residence	1	4
No pick-up at appointment	2	6
No pick-up at residence	5	27
No provider/driver available	2	41
Pick-up at facility too early	1	2
Pick-up at residence too early	1	2
Scheduling miscommunication	2	8

Region E: Central Arkansas Development Council

October - December 2024

NET Program Activity Summary

Region E

Statewide

Claims Paid	14,848	67,667
Individuals Transported	2,178	11,396
Individuals eligible to be transported	137,397	788,105
Percentage of eligibles transported	1.6%	1.4%
Number of Trips	28,506	129,755
Trips per individual transported	13	11
Type of Trips		
One-way trip	28,506	35,087
Round trip	-	44,527
Other trip	-	1,711

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	64.0%	56.1%
16-29 minutes late	10.5%	7.3%
30-59 minutes late	7.8%	5.6%
One hour or more late	5.0%	4.8%
More than 15 minutes early	12.7%	26.2%
Drop-off Performance		
On-time*	41.3%	62.4%
1-15 minutes late	13.3%	9.9%
16-29 minutes late	7.9%	4.9%
30-59 minutes late	15.6%	7.4%
One hour or more late	18.1%	9.4%
More than one hour early	3.8%	6.0%

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

NET Broker Denial Submission Comparison

Region E

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	8	10
Incorrect county code	1	4
Medicaid inactive	11	27
Not a Medicaid covered service	1	5
Not Medicaid eligible	2	3
Other: no NET MCP assignment	4	7
QMB beneficiary	32	39

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	279	1,568
Extension of transportation services	1	2
General information: beneficiary	495	3,123
General information: broker	46	504
General information: DHS	8	24
General information: non-Medicaid beneficiary	9	236
General information: physician/provider	10	73
General information: social worker/case worker	10	45

Complaint Calls

CSR rudeness	1	1
Late pick-up at appointment	1	16
Reckless driving	1	1
Scheduling miscommunication	1	8

Region F: Area Agency on Aging Southeast Arkansas

October - December 2024

NET Program Activity Summary

Region F

Statewide

Claims Paid	9,983	67,667
Individuals Transported	2,039	11,396
Individuals eligible to be transported	70,534	788,105
Percentage of eligibles transported	2.9%	1.4%
Number of Trips	19,289	129,755
Trips per individual transported	9	11
Type of Trips		
One-way trip	909	35,087
Round trip	8,859	44,527
Other trip	215	1,711

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	31.6%	56.1%
16-29 minutes late	6.1%	7.3%
30-59 minutes late	5.7%	5.6%
One hour or more late	4.0%	4.8%
More than 15 minutes early	52.6%	26.2%
Drop-off Performance		
On-time*	66.2%	62.4%
1-15 minutes late	13.2%	9.9%
16-29 minutes late	6.4%	4.9%
30-59 minutes late	5.0%	7.4%
One hour or more late	4.2%	9.4%
More than one hour early	5.0%	6.0%

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

NET Broker Denial Submission Comparison

Region F

Statewide

Denials as reported by brokers		
Insufficient time to schedule	23	37
Medicaid inactive	7	27
Other: contacted wrong broker	2	7
Other: transport on weekends/state holidays not required	2	113
QMB beneficiary	3	39

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	61	1,568
Extension of transportation services	1	2
General information: beneficiary	138	3,123
General information: broker	24	504
General information: non-Medicaid beneficiary	2	236
General information: physician/provider	2	73
General information: social worker/case worker	4	45
Hospital discharge information	1	7

Complaint Calls

Late pick-up at appointment	1	16
No pick-up at residence	2	27
Other	1	1
Pick-up at facility too early	1	2
Scheduling miscommunication	1	8
Unsafe vehicle	1	1

Region G: Verida, Inc.

October - December 2024

NET Program Activity Summary

Region G

Statewide

Claims Paid	14,077	67,667
Individuals Transported	1,917	11,396
Individuals eligible to be transported	147,746	788,105
Percentage of eligibles transported	1.3%	1.4%
Number of Trips	26,433	129,755
Trips per individual transported	14	11
Type of Trips		
One-way trip	2,398	35,087
Round trip	11,176	44,527
Other trip	503	1,711

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.5%	56.1%
16-29 minutes late	4.8%	7.3%
30-59 minutes late	3.4%	5.6%
One hour or more late	8.5%	4.8%
More than 15 minutes early	30.8%	26.2%
Drop-off Performance		
On-time*	70.8%	62.4%
1-15 minutes late	6.8%	9.9%
16-29 minutes late	2.1%	4.9%
30-59 minutes late	2.3%	7.4%
One hour or more late	8.3%	9.4%
More than one hour early	9.7%	6.0%

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

NET Broker Denial Submission Comparison

Region G

Statewide

Denials as reported by brokers		
Incorrect county code	2	4
Insufficient time to schedule	1	37
Medicaid inactive	6	27
Not a Medicaid covered service	2	5
Other	1	1
Other: contacted wrong broker	1	7
Other: incorrect NET MCP assignment	1	1
Other: no NET MCP assignment	1	7
Other: no provider available	376	976
Other: transport on weekends/state holidays not required	25	113

Helpline Activity

Region G

Statewide

Inquiry Calls

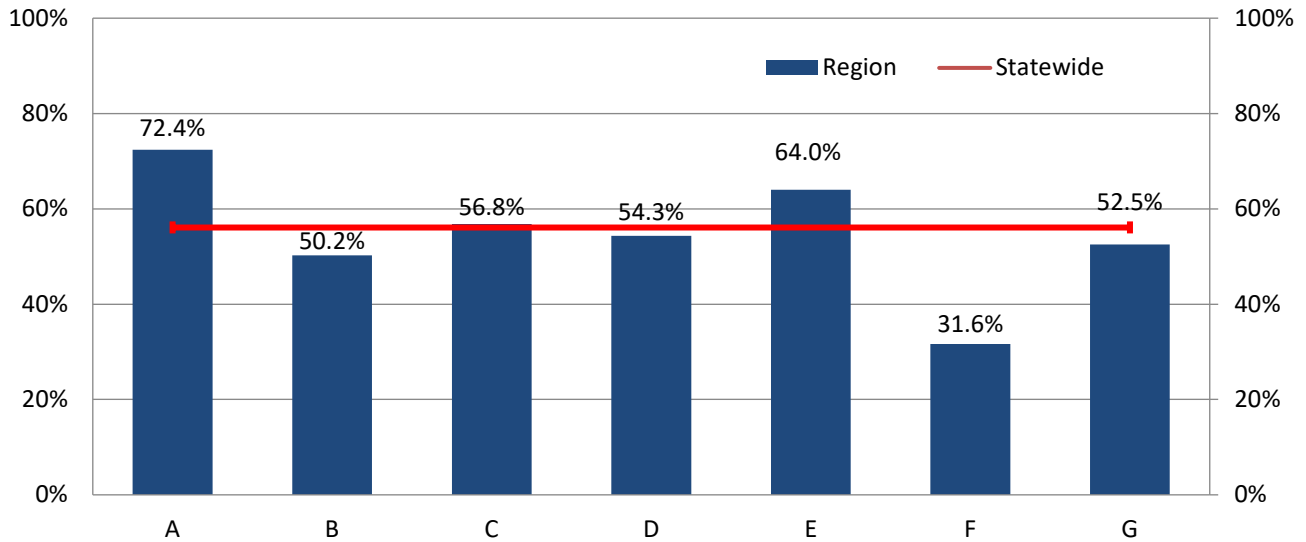
Beneficiary does not know broker	361	1,568
General information: beneficiary	832	3,123
General information: broker	155	504
General information: DHS	6	24
General information: non-Medicaid beneficiary	34	236
General information: physician/provider	17	73
General information: social worker/case worker	15	45
Hospital discharge information	3	7

Complaint Calls

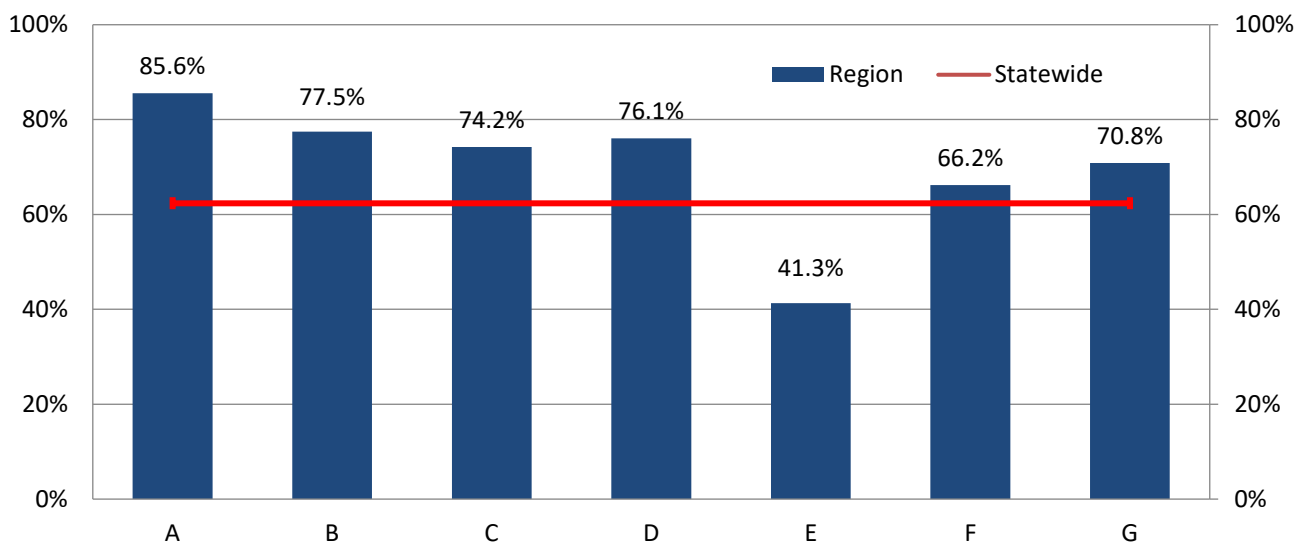
DHS/governor's office	1	4
Driver rudeness	1	6
Late drop-off at residence	1	1
Late pick-up at appointment	4	16
Late pick-up at residence	2	4
No pick-up at appointment	2	6
No pick-up at residence	11	27
No provider/driver available	20	41
Scheduling miscommunication	2	8

Timely NET Performance Comparison October - December 2024

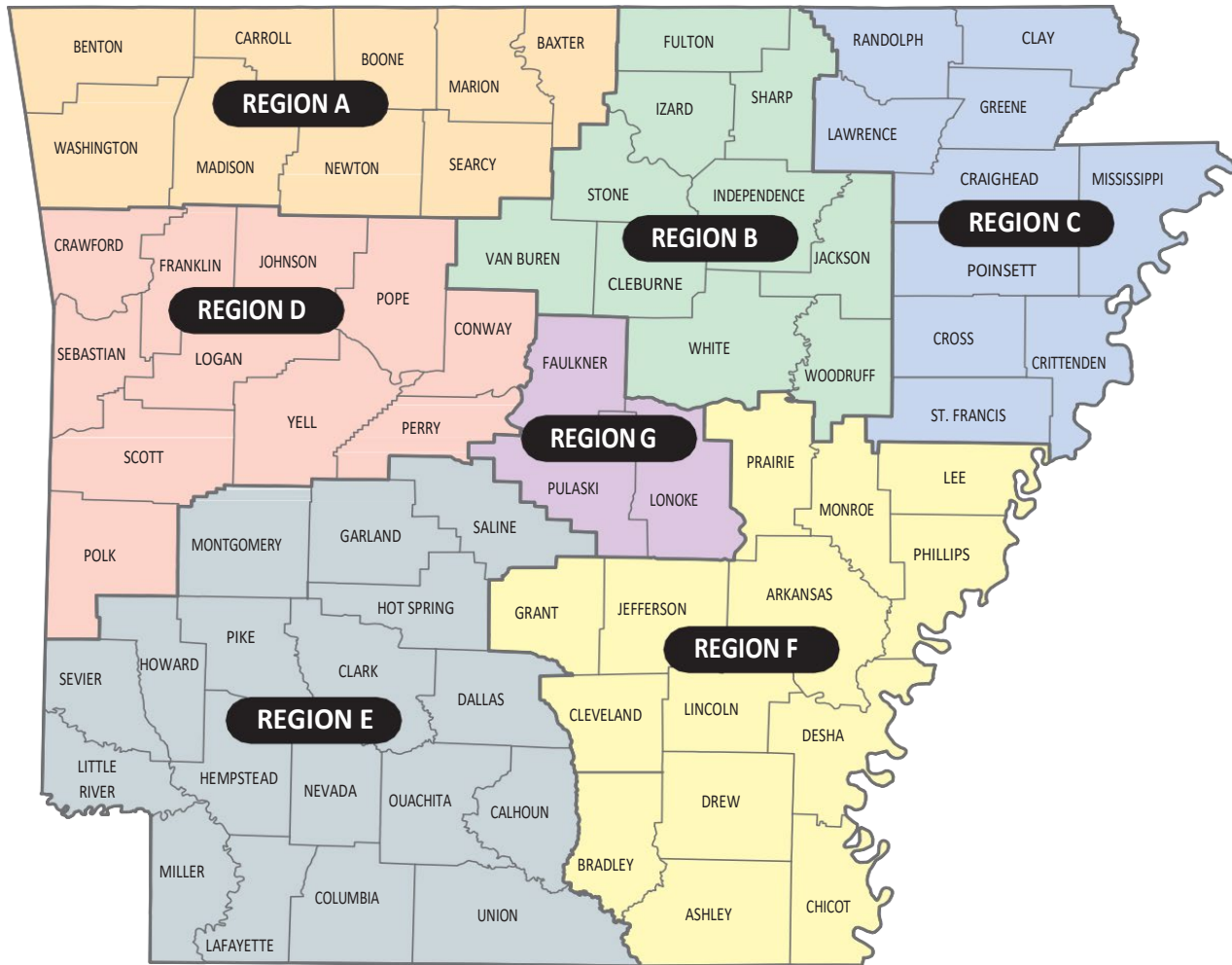
On-Time Pick-up



On-Time Drop-off



Non - Emergency Transportation Regions



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