



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2025 Quarter 3

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending March 31, 2025. The purpose of the report is to provide information related to transporting Arkansas Medicaid beneficiaries for non-emergent medical services, the encounter submission data for these transports, the frequency of denials, the number of beneficiary inquiries and on-time performance.

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

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

The analysis is based on encounter submission data submitted to Medicaid for the third 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.

January - March 2025

NET Program Activity Summary

Region A

Statewide

Claims Paid	6,721	72,075
Individuals Transported	1,091	11,847
Individuals eligible to be transported	143,905	782,133
Percentage of eligibles transported	0.8%	1.5%
Number of Trips	12,997	138,810
Trips per Individual transported	12	12
Type of Trips		
One-way trip	702	36,611
Round trip	5,827	48,166
Other trip	192	1,794

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	70.7%	57.3%
16-29 minutes late	5.4%	7.5%
30-59 minutes late	3.2%	5.2%
One hour or more late	1.9%	4.3%
More than 15 minutes early	18.8%	25.6%
Drop-off Performance		
On-time*	83.5%	61.5%
1-15 minutes late	6.9%	10.0%
16-29 minutes late	2.1%	5.1%
30-59 minutes late	1.3%	7.9%
One hour or more late	1.6%	9.7%
More than one hour early	4.6%	5.7%

*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	5	41
Not closest provider	7	58
Other: no provider available	193	417
Other: transport on weekends/state holidays not required	4	51
QMB beneficiary	1	36

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	187	1,874
General information: beneficiary	237	2,306
General information: broker	35	380
General information: DHS	2	20
General information: non-Medicaid beneficiary	21	247
General information: physician/provider	7	95
General information: social worker/case worker	4	30

Complaint Calls

DHS/governor's office	2	6
No pick-up at appointment	1	4
No pick-up at residence	4	34
Pick-up at residence too early	1	5
Transportation refused by the broker	1	2

Region B: Verida, Inc.

January - March 2025

NET Program Activity Summary

Region B

Statewide

Claims Paid	4,270	72,075
Individuals Transported	909	11,847
Individuals eligible to be transported	67,828	782,133
Percentage of eligibles transported	1.3%	1.5%
Number of Trips	8,478	138,810
Trips per individual transported	9	12
Type of Trips		
One-way trip	325	36,611
Round trip	3,757	48,166
Other trip	188	1,794

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	54.0%	57.3%
16-29 minutes late	4.2%	7.5%
30-59 minutes late	2.4%	5.2%
One hour or more late	4.0%	4.3%
More than 15 minutes early	35.5%	25.6%
Drop-off Performance		
On-time*	78.2%	61.5%
1-15 minutes late	5.1%	10.0%
16-29 minutes late	1.5%	5.1%
30-59 minutes late	1.5%	7.9%
One hour or more late	3.7%	9.7%
More than one hour early	10.1%	5.7%

*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	1	13
Incorrect county code	1	4
Insufficient time to schedule	4	41
Not closest provider	10	58
Other: incorrect NET MCP assignment	2	3
Other: no provider available	45	417
Other: transport on weekends/state holidays not required	6	51

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	153	1,874
Extension of transportation services	1	2
General information: beneficiary	153	2,306
General information: broker	25	380
General information: DHS	3	20
General information: non-Medicaid beneficiary	1	247
General information: physician/provider	9	95
General information: social worker/case worker	1	30

Complaint Calls

DHS/governor's office	1	6
Late pick-up at appointment	1	9
Late pick-up at residence	1	3
No pick-up at appointment	1	4
No pick-up at residence	3	34
No provider/driver available	1	7
Pick-up at residence too early	1	5
Scheduling miscommunication	1	6

Region C: Verida, Inc.
January - March 2025
NET Program Activity Summary
Region C
Statewide

Claims Paid	10,809	72,075
Individuals Transported	1,867	11,847
Individuals eligible to be transported	110,167	782,133
Percentage of eligibles transported	1.7%	1.5%
Number of Trips	20,784	138,810
Trips per individual transported	11	12
Type of Trips		
One-way trip	1,420	36,611
Round trip	8,921	48,166
Other trip	468	1,794

Timely Performance Comparison
Region C
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	55.3%	57.3%
16-29 minutes late	8.0%	7.5%
30-59 minutes late	4.5%	5.2%
One hour or more late	3.7%	4.3%
More than 15 minutes early	28.5%	25.6%
Drop-off Performance		
On-time*	70.1%	61.5%
1-15 minutes late	8.5%	10.0%
16-29 minutes late	4.3%	5.1%
30-59 minutes late	4.4%	7.9%
One hour or more late	4.1%	9.7%
More than one hour early	8.6%	5.7%

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

NET Broker Denial Submission Comparison
Region C
Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	1	13
Insufficient time to schedule	8	41
Not a Medicaid covered service	2	6
Not closest provider	16	58
Other: incomplete information/call	1	1
Other: no NET MCP assignment	1	2
Other: no provider available	48	417
Other: transport on weekends/state holidays not required	9	51
QMB beneficiary	2	36

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	296	1,874
General information: beneficiary	329	2,306
General information: broker	59	380
General information: DHS	1	20
General information: non-Medicaid beneficiary	3	247
General information: physician/provider	19	95
General information: social worker/case worker	4	30
Hospital discharge information	1	1

Complaint Calls

DHS/governor's office	1	6
Driver rudeness	2	4
Late drop-off to appointment	1	1
Late pick-up at appointment	3	9
Late pick-up at residence	1	3
Lengthy trip	1	2
No pick-up at appointment	2	4
No pick-up at residence	10	34
No provider/driver available	1	7
Pick-up at residence too early	2	5
Scheduling miscommunication	1	6

Region D: Verida, Inc.
January - March 2025
NET Program Activity Summary
Region D
Statewide

Claims Paid	9,137	72,075
Individuals Transported	1,579	11,847
Individuals eligible to be transported	112,658	782,133
Percentage of eligibles transported	1.4%	1.5%
Number of Trips	17,645	138,810
Trips per individual transported	11	12
Type of Trips		
One-way trip	980	36,611
Round trip	7,890	48,166
Other trip	267	1,794

Timely Performance Comparison
Region D
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	59.8%	57.3%
16-29 minutes late	7.0%	7.5%
30-59 minutes late	4.0%	5.2%
One hour or more late	2.0%	4.3%
More than 15 minutes early	27.3%	25.6%
Drop-off Performance		
On-time*	78.9%	61.5%
1-15 minutes late	7.0%	10.0%
16-29 minutes late	3.3%	5.1%
30-59 minutes late	2.5%	7.9%
One hour or more late	3.3%	9.7%
More than one hour early	5.1%	5.7%

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

NET Broker Denial Submission Comparison
Region D
Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	3	13
Insufficient time to schedule	6	41
Medicaid inactive	7	27
Not a Medicaid covered service	1	6
Not closest provider	20	58
Other: contacted wrong broker	1	1
Other: no provider available	47	417
Other: transport on weekends/state holidays not required	12	51
QMB beneficiary	1	36

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	293	1,874
General information: beneficiary	287	2,306
General information: broker	53	380
General information: DHS	4	20
General information: non-Medicaid beneficiary	4	247
General information: physician/provider	10	95
General information: social worker/case worker	2	30

Complaint Calls

Driver rudeness	1	4
Late pick-up at appointment	1	9
Lengthy trip	1	2
No pick-up at residence	6	34
No provider/driver available	1	7

Region E: Central Arkansas Development Council

January - March 2025

NET Program Activity Summary

Region E

Statewide

Claims Paid	15,615	72,075
Individuals Transported	2,137	11,847
Individuals eligible to be transported	136,105	782,133
Percentage of eligibles transported	1.6%	1.5%
Number of Trips	30,126	138,810
Trips per individual transported	14	12
Type of Trips		
One-way trip	30,099	36,611
Round trip	9	48,166
Other trip	3	1,794

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	65.5%	57.3%
16-29 minutes late	9.7%	7.5%
30-59 minutes late	7.5%	5.2%
One hour or more late	4.9%	4.3%
More than 15 minutes early	12.4%	25.6%
Drop-off Performance		
On-time*	39.6%	61.5%
1-15 minutes late	12.6%	10.0%
16-29 minutes late	8.1%	5.1%
30-59 minutes late	16.7%	7.9%
One hour or more late	19.5%	9.7%
More than one hour early	3.5%	5.7%

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

NET Broker Denial Submission Comparison

Region E

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	7	13
Incorrect county code	1	4
Insufficient time to schedule	1	41
Medicaid inactive	6	27
Not a Medicaid covered service	1	6
Not closest provider	1	58
Not Medicaid eligible	5	5
Other: incorrect NET MCP assignment	1	3
Other: no NET MCP assignment	1	2
QMB beneficiary	29	36

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	278	1,874
Extension of transportation services	1	2
General information: beneficiary	360	2,306
General information: broker	50	380
General information: non-Medicaid beneficiary	8	247
General information: physician/provider	14	95
General information: social worker/case worker	2	30

Complaint Calls

Charged to transport	1	1
Late drop-off at residence	1	1
Late pick-up at appointment	1	9
No pick-up at residence	3	34
Pick-up at residence too early	1	5
Reckless driving	1	1
Scheduling miscommunication	1	6

Region F: Area Agency on Aging Southeast Arkansas

January - March 2025

NET Program Activity Summary

Region F

Statewide

Claims Paid	11,616	72,075
Individuals Transported	2,314	11,847
Individuals eligible to be transported	69,873	782,133
Percentage of eligibles transported	3.3%	1.5%
Number of Trips	22,444	138,810
Trips per individual transported	10	12
Type of Trips		
One-way trip	1,012	36,611
Round trip	10,401	48,166
Other trip	203	1,794

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	33.7%	57.3%
16-29 minutes late	5.9%	7.5%
30-59 minutes late	5.4%	5.2%
One hour or more late	3.3%	4.3%
More than 15 minutes early	51.7%	25.6%
Drop-off Performance		
On-time*	65.6%	61.5%
1-15 minutes late	13.8%	10.0%
16-29 minutes late	5.8%	5.1%
30-59 minutes late	5.6%	7.9%
One hour or more late	4.4%	9.7%
More than one hour early	4.8%	5.7%

*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	7	41
Medicaid inactive	5	27
Other: transport on weekends/state holidays not required	3	51

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	94	1,874
General information: beneficiary	108	2,306
General information: broker	46	380
General information: DHS	9	20
General information: non-Medicaid beneficiary	1	247
General information: physician/provider	4	95
General information: social worker/case worker	2	30

Complaint Calls

DHS/governor's office	1	6
Scheduling miscommunication	1	6
Transportation refused by the broker	1	2

Region G: Verida, Inc.

January - March 2025

NET Program Activity Summary

Region G

Statewide

Claims Paid	13,907	72,075
Individuals Transported	1,967	11,847
Individuals eligible to be transported	146,833	782,133
Percentage of eligibles transported	1.3%	1.5%
Number of Trips	26,336	138,810
Trips per individual transported	13	12
Type of Trips		
One-way trip	2,073	36,611
Round trip	11,361	48,166
Other trip	473	1,794

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	53.5%	57.3%
16-29 minutes late	6.3%	7.5%
30-59 minutes late	3.5%	5.2%
One hour or more late	7.3%	4.3%
More than 15 minutes early	29.3%	25.6%
Drop-off Performance		
On-time*	71.7%	61.5%
1-15 minutes late	7.5%	10.0%
16-29 minutes late	2.4%	5.1%
30-59 minutes late	2.6%	7.9%
One hour or more late	7.4%	9.7%
More than one hour early	8.3%	5.7%

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

NET Broker Denial Submission Comparison

Region G

Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	1	13
Incorrect county code	2	4
Insufficient time to schedule	10	41
Medicaid inactive	9	27
Not a Medicaid covered service	2	6
Not closest provider	4	58
Other: no provider available	84	417
Other: transport on weekends/state holidays not required	17	51
QMB beneficiary	3	36

Helpline Activity

Region G

Statewide

Inquiry Calls

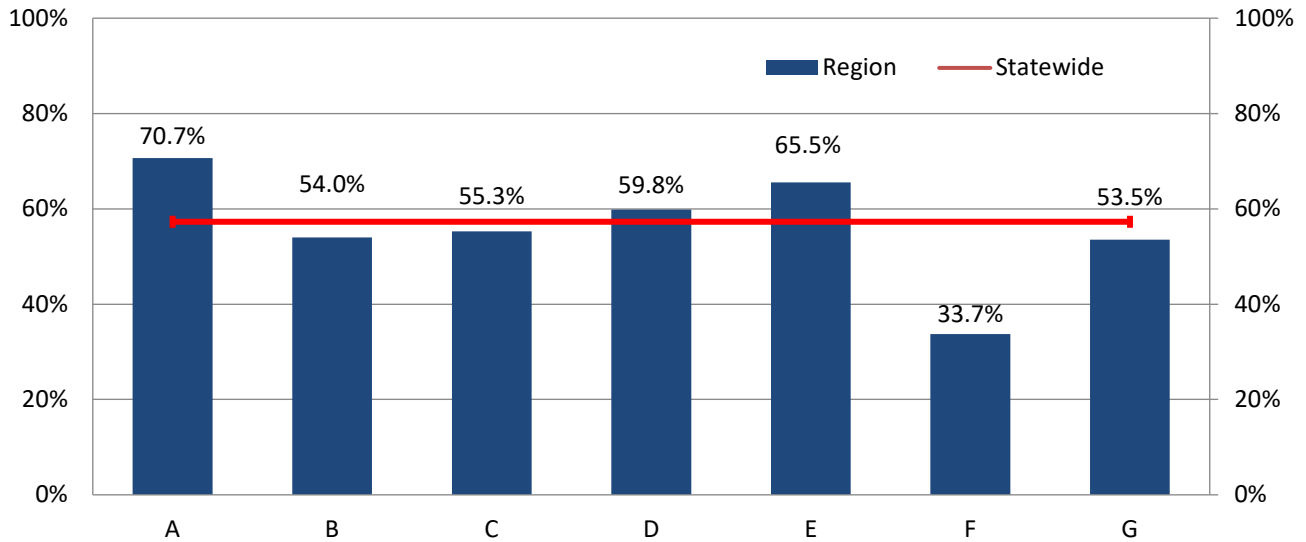
Beneficiary does not know broker	573	1,874
General information: beneficiary	832	2,306
General information: broker	112	380
General information: DHS	1	20
General information: non-Medicaid beneficiary	209	247
General information: physician/provider	32	95
General information: social worker/case worker	15	30

Complaint Calls

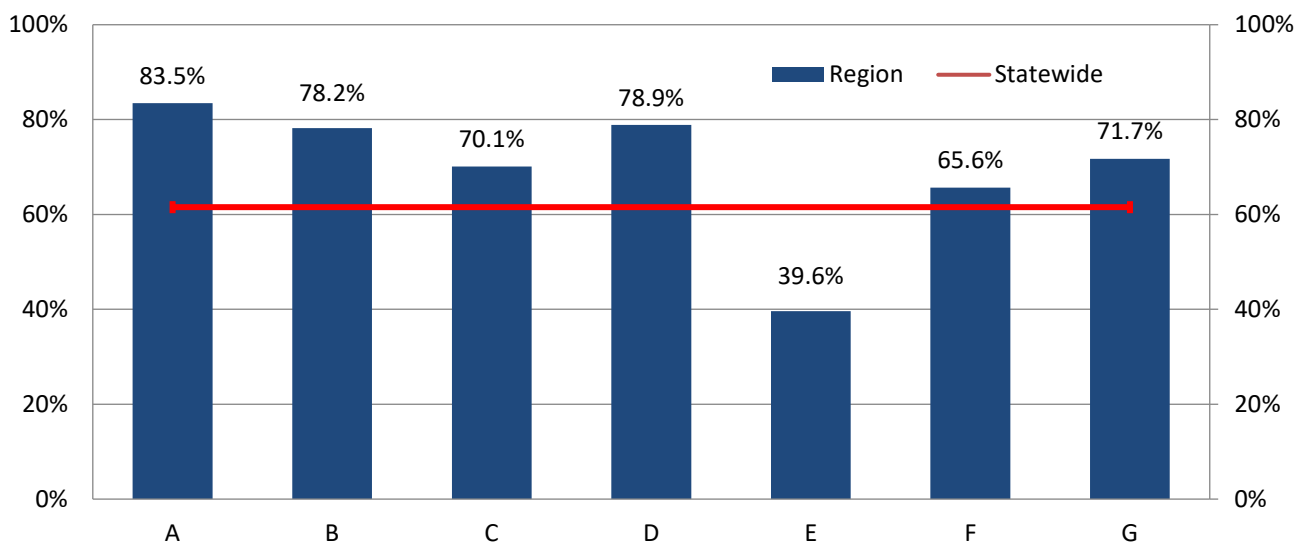
DHS/governor's office	1	6
Driver rudeness	1	4
Late pick-up at appointment	3	9
Late pick-up at residence	1	3
No pick-up at residence	8	34
No provider/driver available	4	7
Pick-up at facility too early	1	1
Scheduling miscommunication	2	6

Timely NET Performance Comparison January - March 2025

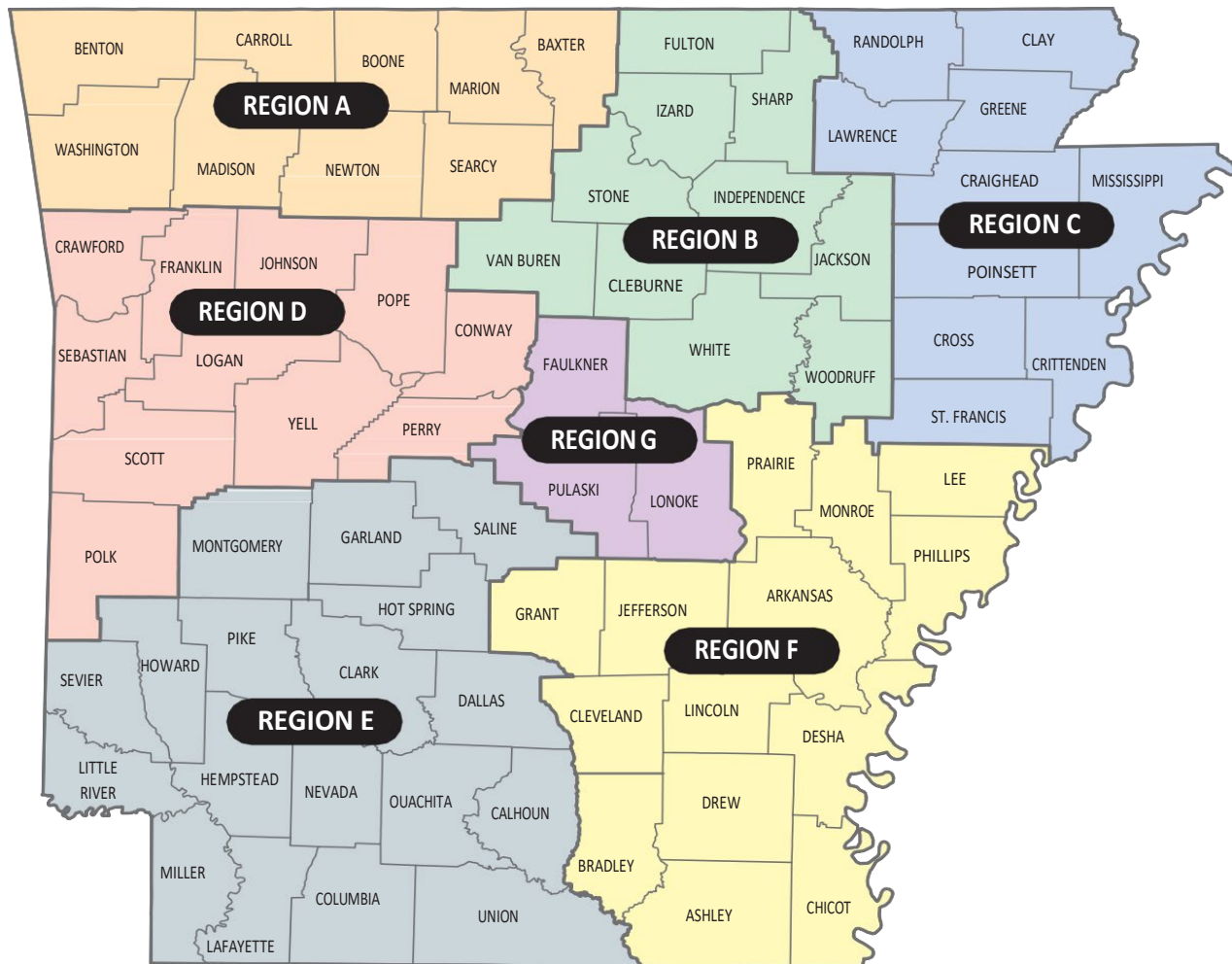
On-Time Pick-up



On-Time Drop-off



Non - Emergency Transportation Regions



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