



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2026 Quarter 4

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending June 30, 2026. The purpose of the report is to provide information related to transporting Arkansas Medicaid beneficiaries for non-emergent medical services, the encounter submission data for these transports, the frequency of denials, the number of beneficiary inquiries and on-time performance.

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

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

The analysis is based on encounter submission data submitted to Medicaid for the fourth quarter of SFY 2026 (a quarter in arrears). Encounters that were canceled at submission, missed a critical time, or submitted with improper procedure codes were excluded. This evaluation serves as a tool recommended for performance improvement activities as it conveys to the brokers deficient areas where corrective activities should be focused.

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



Region A: Verida, Inc.

April - June 2026

NET Program Activity Summary

Region A

Statewide

Claims Paid	20,476	203,932
Individuals Transported	1,471	15,387
Individuals eligible to be transported	137,723	754,639
Percentage of eligibles transported	1.1%	2.0%
Number of Trips	38,770	383,569
Trips per Individual transported	26	25
Type of Trips		
One-way trip	3,254	109,631
Round trip	16,356	130,171
Other trip	866	4,166

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	54.1%	54.2%
16-29 minutes late	8.0%	6.4%
30-59 minutes late	8.3%	6.7%
One hour or more late	2.4%	4.3%
More than 15 minutes early	27.2%	28.5%
Drop-off Performance		
On-time*	61.1%	51.6%
1-15 minutes late	14.3%	11.7%
16-29 minutes late	7.8%	7.6%
30-59 minutes late	7.9%	12.1%
One hour or more late	4.6%	13.6%
More than one hour early	4.3%	3.5%

*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/lack of notice	1	361
Medicaid inactive	1	59
Not closest provider	16	54
Other: more than 50 miles beyond border	2	3
Other: no provider available	96	247
QMB beneficiary	2	126

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	125	1,541
General information: beneficiary	146	2,138
General information: broker	14	417
General information: DHS	1	8
General information: non-Medicaid beneficiary	5	253
General information: physician/provider	9	92
General information: social worker/case worker	3	19
Hospital discharge information	1	4

Complaint Calls

No pick-up at residence	2	25
Scheduling miscommunication	2	8

Region B: Verida, Inc.

April - June 2026

NET Program Activity Summary

Region B

Statewide

Claims Paid	17,811	203,932
Individuals Transported	1,363	15,387
Individuals eligible to be transported	65,581	754,639
Percentage of eligibles transported	2.1%	2.0%
Number of Trips	35,385	383,569
Trips per individual transported	26	25
Type of Trips		
One-way trip	1,122	109,631
Round trip	16,044	130,171
Other trip	645	4,166

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	67.1%	54.2%
16-29 minutes late	2.9%	6.4%
30-59 minutes late	3.0%	6.7%
One hour or more late	1.4%	4.3%
More than 15 minutes early	25.7%	28.5%
Drop-off Performance		
On-time*	85.4%	51.6%
1-15 minutes late	4.9%	11.7%
16-29 minutes late	2.7%	7.6%
30-59 minutes late	2.8%	12.1%
One hour or more late	0.7%	13.6%
More than one hour early	3.6%	3.5%

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

NET Broker Denial Submission Comparison

Region B

Statewide

Denials as reported by brokers		
Insufficient time to schedule/lack of notice	3	361
Medicaid inactive	1	59
Not closest provider	4	54
Other: no provider available	17	247

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	111	1,541
General information: beneficiary	127	2,138
General information: broker	18	417
General information: DHS	4	8
General information: non-Medicaid beneficiary	7	253
General information: physician/provider	2	92

Complaint Calls

Driver rudeness	1	7
No pick-up at residence	1	25
Unsafe vehicle	1	2

Region C: Verida, Inc.
April - June 2026
NET Program Activity Summary
Region C
Statewide

Claims Paid	23,562	203,932
Individuals Transported	2,280	15,387
Individuals eligible to be transported	106,895	754,639
Percentage of eligibles transported	2.1%	2.0%
Number of Trips	44,922	383,569
Trips per individual transported	20	25
Type of Trips		
One-way trip	3,233	109,631
Round trip	19,533	130,171
Other trip	796	4,166

Timely Performance Comparison
Region C
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.9%	54.2%
16-29 minutes late	6.3%	6.4%
30-59 minutes late	7.5%	6.7%
One hour or more late	9.8%	4.3%
More than 15 minutes early	23.6%	28.5%
Drop-off Performance		
On-time*	59.6%	51.6%
1-15 minutes late	9.4%	11.7%
16-29 minutes late	6.4%	7.6%
30-59 minutes late	9.3%	12.1%
One hour or more late	10.8%	13.6%
More than one hour early	4.6%	3.5%

*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/lack of notice	4	361
Medicaid inactive	1	59
Not a Medicaid covered service	1	18
Not closest provider	12	54
Other: contacted wrong broker	1	23
Other: no provider available	110	247
QMB beneficiary	2	126

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	220	1,541
General information: beneficiary	279	2,138
General information: broker	39	417
General information: non-Medicaid beneficiary	10	253
General information: physician/provider	9	92
General information: social worker/case worker	3	19
Hospital discharge information	1	4

Complaint Calls

Driver rudeness	1	7
Late pick-up at residence	1	1
No pick-up at residence	3	25
No provider/driver available	6	19

Region D: Verida, Inc.
April - June 2026
NET Program Activity Summary
Region D
Statewide

Claims Paid	24,418	203,932
Individuals Transported	1,961	15,387
Individuals eligible to be transported	108,502	754,639
Percentage of eligibles transported	1.8%	2.0%
Number of Trips	46,800	383,569
Trips per individual transported	24	25
Type of Trips		
One-way trip	3,516	109,631
Round trip	19,736	130,171
Other trip	1,166	4,166

Timely Performance Comparison
Region D
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	50.7%	54.2%
16-29 minutes late	9.4%	6.4%
30-59 minutes late	11.1%	6.7%
One hour or more late	5.6%	4.3%
More than 15 minutes early	23.2%	28.5%
Drop-off Performance		
On-time*	56.6%	51.6%
1-15 minutes late	15.9%	11.7%
16-29 minutes late	8.5%	7.6%
30-59 minutes late	9.1%	12.1%
One hour or more late	7.9%	13.6%
More than one hour early	2.0%	3.5%

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

NET Broker Denial Submission Comparison
Region D
Statewide

Denials as reported by brokers		
Facility does not bill Medicaid	1	107
Incorrect county code	2	8
Insufficient time to schedule/lack of notice	3	361
Not a Medicaid covered service	1	18
Not closest provider	18	54
Other: contacted wrong broker	5	23
Other: no provider available	24	247
QMB beneficiary	1	126

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	195	1,541
General information: beneficiary	187	2,138
General information: broker	31	417
General information: non-Medicaid beneficiary	12	253
General information: physician/provider	9	92

Complaint Calls

Driver rudeness	1	7
No pick-up at residence	2	25
PCP referral	1	1
Scheduling miscommunication	2	8
Unsafe vehicle	1	2

Region E: Central Arkansas Development Council

April - June 2026

NET Program Activity Summary

Region E

Statewide

Claims Paid	47,640	203,932
Individuals Transported	2,963	15,387
Individuals eligible to be transported	131,631	754,639
Percentage of eligibles transported	2.3%	2.0%
Number of Trips	87,676	383,569
Trips per individual transported	30	25
Type of Trips		
One-way trip	87,676	109,631
Round trip	-	130,171
Other trip	-	4,166

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	68.5%	54.2%
16-29 minutes late	6.3%	6.4%
30-59 minutes late	4.9%	6.7%
One hour or more late	2.4%	4.3%
More than 15 minutes early	17.9%	28.5%
Drop-off Performance		
On-time*	37.6%	51.6%
1-15 minutes late	10.9%	11.7%
16-29 minutes late	9.4%	7.6%
30-59 minutes late	19.1%	12.1%
One hour or more late	20.8%	13.6%
More than one hour early	2.2%	3.5%

*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	30	107
Incorrect county code	3	8
Insufficient time to schedule/lack of notice	5	361
Medicaid inactive	33	59
Not a Medicaid covered service	3	18
Not closest provider	2	54
Not Medicaid eligible	7	7
Other: contacted wrong broker	3	23
Other: hospital discharge less than 23 hours	2	3
Other: no NET MCP assignment	4	5
Other: nursing home	2	2
QMB beneficiary	103	126

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	225	1,541
General information: beneficiary	600	2,138
General information: broker	45	417
General information: DHS	2	8
General information: non-Medicaid beneficiary	36	253
General information: physician/provider	21	92
General information: social worker/case worker	4	19
Hospital discharge information	2	4

Complaint Calls

CSR rudeness	2	4
Driver rudeness	1	7
No pick-up at residence	2	25
Scheduling miscommunication	1	8

Region F: Area Agency on Aging Southeast Arkansas

April - June 2026

NET Program Activity Summary

Region F

Statewide

Claims Paid	17,758	203,932
Individuals Transported	2,426	15,387
Individuals eligible to be transported	66,592	754,639
Percentage of eligibles transported	3.6%	2.0%
Number of Trips	34,356	383,569
Trips per individual transported	14	25
Type of Trips		
One-way trip	1,420	109,631
Round trip	16,101	130,171
Other trip	237	4,166

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	32.6%	54.2%
16-29 minutes late	4.6%	6.4%
30-59 minutes late	2.8%	6.7%
One hour or more late	1.8%	4.3%
More than 15 minutes early	58.3%	28.5%
Drop-off Performance		
On-time*	64.0%	51.6%
1-15 minutes late	15.0%	11.7%
16-29 minutes late	6.5%	7.6%
30-59 minutes late	6.4%	12.1%
One hour or more late	2.8%	13.6%
More than one hour early	5.2%	3.5%

*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		
Facility does not bill Medicaid	3	107
Has access to transportation	1	2
Insufficient time to schedule/lack of notice	270	361
Medicaid inactive	7	59
Not a Medicaid covered service	3	18
Not closest provider	2	54
Other: contacted wrong broker	5	23
Other: hospital discharge less than 23 hours	1	3
Other: no NET MCP assignment	1	5
QMB beneficiary	8	126

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	77	1,541
General information: beneficiary	97	2,138
General information: broker	13	417
General information: non-Medicaid beneficiary	3	253
General information: physician/provider	1	92
General information: social worker/case worker	1	19

Complaint Calls

Late pick-up at appointment	1	2
No pick-up at appointment	1	6
No pick-up at residence	1	25

Region G: Modivcare, Inc.

April - June 2026

NET Program Activity Summary

Region G

Statewide

Claims Paid	52,267	203,932
Individuals Transported	2,936	15,387
Individuals eligible to be transported	142,942	754,639
Percentage of eligibles transported	2.1%	2.0%
Number of Trips	95,660	383,569
Trips per individual transported	33	25
Type of Trips		
One-way trip	9,410	109,631
Round trip	42,401	130,171
Other trip	456	4,166

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	35.2%	54.2%
16-29 minutes late	6.3%	6.4%
30-59 minutes late	9.4%	6.7%
One hour or more late	7.0%	4.3%
More than 15 minutes early	42.1%	28.5%
Drop-off Performance		
On-time*	49.5%	51.6%
1-15 minutes late	12.2%	11.7%
16-29 minutes late	6.8%	7.6%
30-59 minutes late	9.9%	12.1%
One hour or more late	16.7%	13.6%
More than one hour early	4.8%	3.5%

*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	73	107
Has access to transportation	1	2
Incorrect county code	3	8
Insufficient time to schedule/lack of notice	75	361
Medicaid inactive	16	59
Not a Medicaid covered service	10	18
Other: contacted wrong broker	9	23
Other: more than 50 miles beyond border	1	3
Other: transport on weekends/state holidays not required	3	3
QMB beneficiary	10	126

Helpline Activity

Region G

Statewide

Inquiry Calls

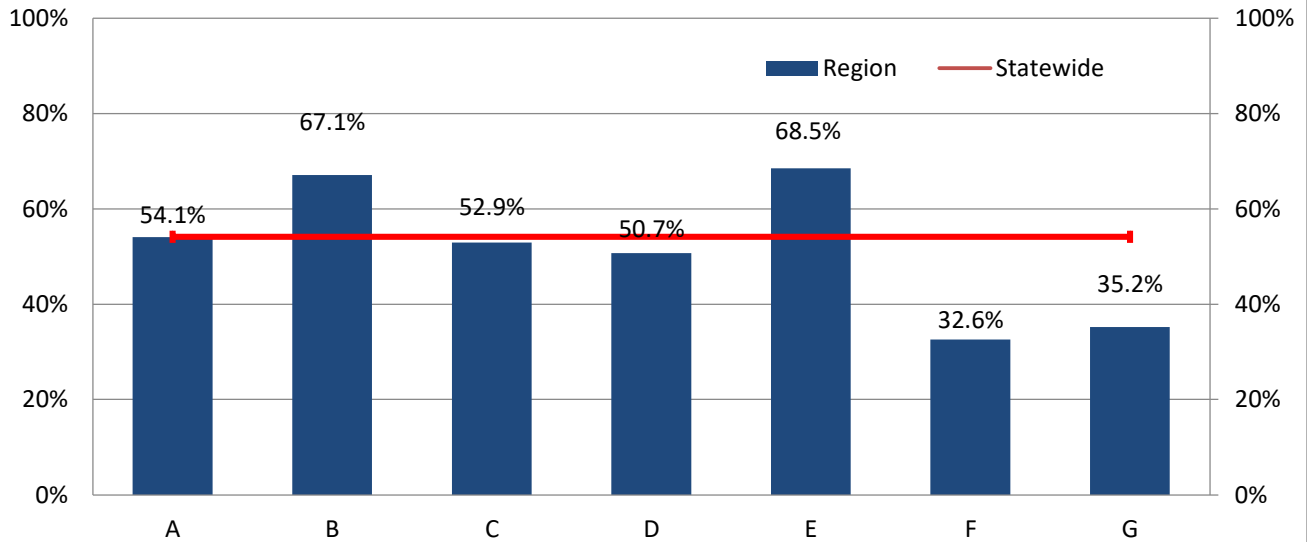
Beneficiary does not know broker	588	1,541
General information: beneficiary	702	2,138
General information: broker	257	417
General information: DHS	1	8
General information: non-Medicaid beneficiary	180	253
General information: physician/provider	41	92
General information: social worker/case worker	8	19

Complaint Calls

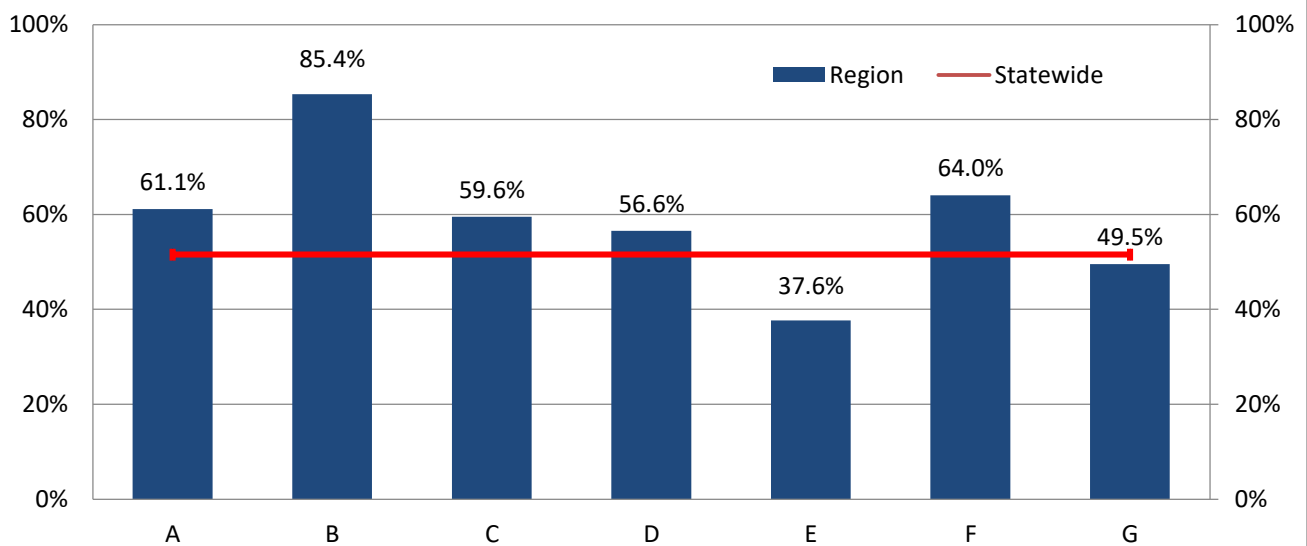
Child endangerment	1	1
CSR rudeness	2	4
DHS/governor's office	1	1
Did not give 48-hour notice	1	1
Driver rudeness	3	7
Gas reimbursement	1	1
Incident report by broker	1	1
Late pick-up at appointment	1	2
No pick-up at appointment	5	6
No pick-up at residence	14	25
No provider/driver available	13	19
Other	2	2
Pick-up at residence too early	1	1
Scheduling miscommunication	3	8
Transportation refused by the broker	2	2

Timely NET Performance Comparison April - June 2026

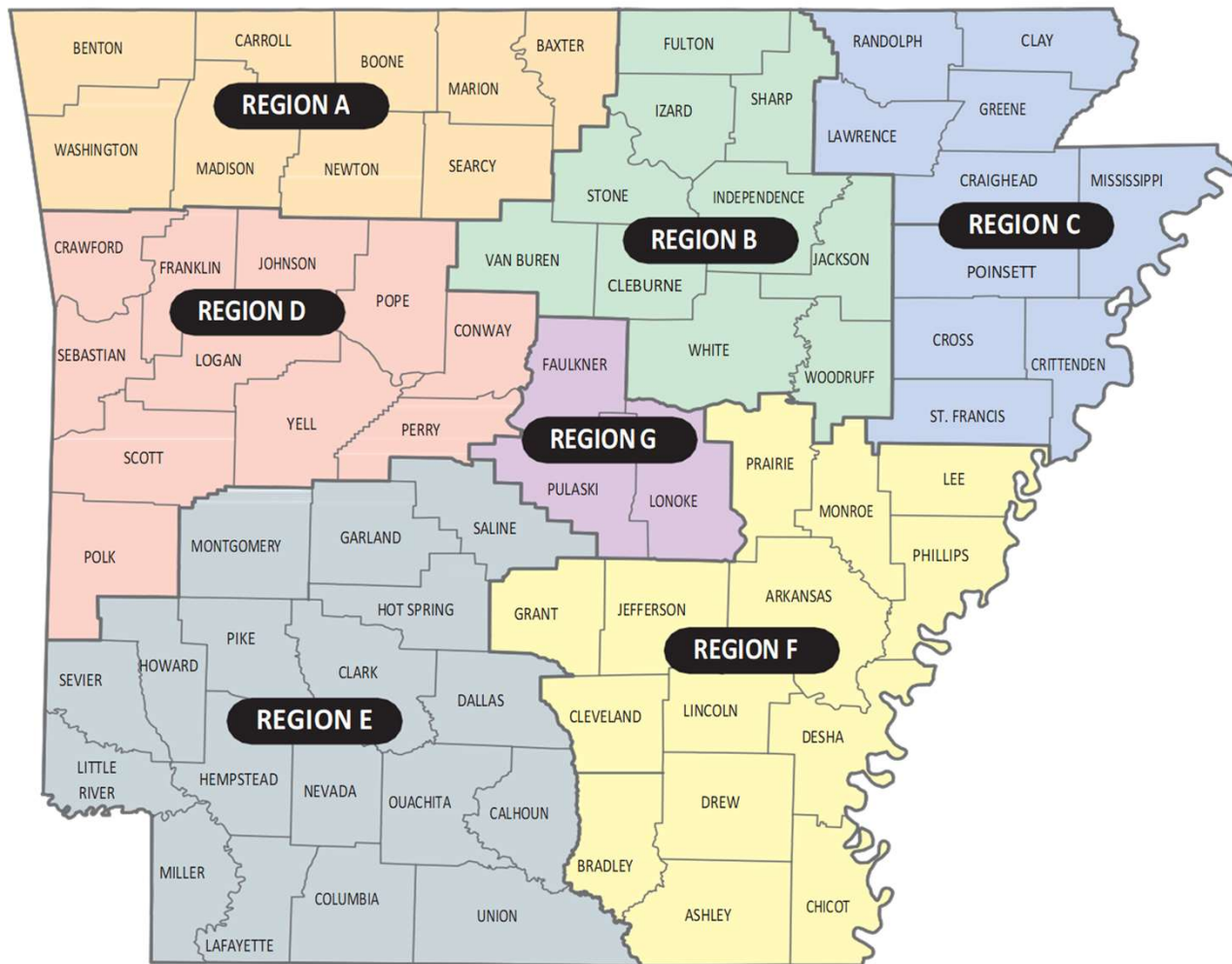
On-Time Pick-up



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 - Modivcare, Inc.