



# NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

## SFY 2025 Quarter 1

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending September 30, 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 first quarter of SFY 2025 (a quarter in arrears). Encounters that were canceled at submission, missed a critical time, or submitted with improper procedure codes were excluded. This evaluation serves as a tool recommended for performance improvement activities as it conveys to the brokers deficient areas where corrective activities should be focused.

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



# Region A: Verida, Inc.

July - September 2024

## NET Program Activity Summary

Region A

Statewide

<b>Claims Paid</b>	6,439	70,411
<b>Individuals Transported</b>	1,072	11,569
Individuals eligible to be transported	145,038	795,036
Percentage of eligibles transported	0.7%	1.5%
<b>Number of Trips</b>	12,651	136,126
Trips per Individual transported	12	12
<b>Type of Trips</b>		
One-way trip	508	35,325
Round trip	5,722	47,294
Other trip	209	1,884

## Timely Performance Comparison

Region A

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	75.7%	56.1%
16-29 minutes late	4.2%	7.4%
30-59 minutes late	1.9%	6.4%
One hour or more late	0.9%	4.7%
More than 15 minutes early	17.2%	25.4%
<b>Drop-off Performance</b>		
On-time*	88.5%	63.1%
1-15 minutes late	4.5%	9.9%
16-29 minutes late	1.4%	5.1%
30-59 minutes late	0.9%	7.3%
One hour or more late	0.9%	8.8%
More than one hour early	3.7%	5.8%

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

## NET Broker Denial Submission Comparison

Region A

Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	3
Insufficient time to schedule	3	18
Medicaid inactive	3	29
Not closest provider	11	96
Other: incorrect NET MCP assignment	1	2
Other: no provider available	176	690
QMB beneficiary	2	43

## Helpline Activity

## Region A

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	145	1,438
Extension of transportation services	1	4
General information: beneficiary	337	3,748
General information: broker	25	430
General information: DHS	1	25
General information: non-Medicaid beneficiary	7	263
General information: physician/provider	10	110
General information: social worker/case worker	7	73

**Complaint Calls**

DHS/governor's office	1	12
No pick-up at residence	8	76
PCP referral	1	1
Unsafe vehicle	1	6

# Region B: Verida, Inc.

July - September 2024

## NET Program Activity Summary

Region B

Statewide

<b>Claims Paid</b>	3,812	70,411
<b>Individuals Transported</b>	836	11,569
Individuals eligible to be transported	69,129	795,036
Percentage of eligibles transported	1.2%	1.5%
<b>Number of Trips</b>	7,670	136,126
Trips per individual transported	9	12
<b>Type of Trips</b>		
One-way trip	186	35,325
Round trip	3,437	47,294
Other trip	189	1,884

## Timely Performance Comparison

Region B

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	53.6%	56.1%
16-29 minutes late	5.7%	7.4%
30-59 minutes late	3.2%	6.4%
One hour or more late	1.9%	4.7%
More than 15 minutes early	35.6%	25.4%
<b>Drop-off Performance</b>		
On-time*	79.9%	63.1%
1-15 minutes late	5.6%	9.9%
16-29 minutes late	1.9%	5.1%
30-59 minutes late	2.0%	7.3%
One hour or more late	1.9%	8.8%
More than one hour early	8.7%	5.8%

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

## NET Broker Denial Submission Comparison

Region B

Statewide

<b>Denials as reported by brokers</b>		
Medicaid inactive	1	29
Not closest provider	27	96
Other: no provider available	247	690
QMB beneficiary	2	43

## Helpline Activity

## Region B

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	119	1,438
General information: beneficiary	378	3,748
General information: broker	55	430
General information: DHS	2	25
General information: non-Medicaid beneficiary	7	263
General information: physician/provider	6	110
General information: social worker/case worker	7	73

**Complaint Calls**

CSR rudeness	1	4
DHS/governor's office	3	12
Driver rudeness	1	6
Late pick-up at appointment	1	5
No pick-up at appointment	1	9
No pick-up at residence	13	76
No provider/driver available	10	27
Pick-up at residence too early	1	6
Scheduling miscommunication	1	4

# Region C: Verida, Inc.

July - September 2024

## NET Program Activity Summary

### Region C

### Statewide

<b>Claims Paid</b>	8,158	70,411
<b>Individuals Transported</b>	1,568	11,569
Individuals eligible to be transported	112,012	795,036
Percentage of eligibles transported	1.4%	1.5%
<b>Number of Trips</b>	16,230	136,126
Trips per individual transported	10	12
<b>Type of Trips</b>		
One-way trip	649	35,325
Round trip	7,080	47,294
Other trip	429	1,884

## Timely Performance Comparison

### Region C

### Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	55.5%	56.1%
16-29 minutes late	7.1%	7.4%
30-59 minutes late	5.6%	6.4%
One hour or more late	3.0%	4.7%
More than 15 minutes early	28.8%	25.4%
<b>Drop-off Performance</b>		
On-time*	75.5%	63.1%
1-15 minutes late	7.4%	9.9%
16-29 minutes late	3.1%	5.1%
30-59 minutes late	2.8%	7.3%
One hour or more late	2.6%	8.8%
More than one hour early	8.6%	5.8%

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

## NET Broker Denial Submission Comparison

### Region C

### Statewide

<b>Denials as reported by brokers</b>		
Incorrect county code	1	9
Medicaid inactive	3	29
Not closest provider	30	96
Other: no NET MCP assignment	1	3
Other: no provider available	29	690

## Helpline Activity

## Region C

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	324	1,438
Extension of transportation services	2	4
General information: beneficiary	887	3,748
General information: broker	84	430
General information: DHS	3	25
General information: non-Medicaid beneficiary	208	263
General information: physician/provider	41	110
General information: social worker/case worker	31	73

**Complaint Calls**

CSR rudeness	1	4
DHS/governor's office	1	12
Driver rudeness	3	6
Drop off at appointment too early	1	1
Late drop-off to appointment	2	3
No pick-up at appointment	3	9
No pick-up at residence	6	76
No provider/driver available	1	27
Pick-up at facility too early	1	1
Pick-up at residence too early	1	6

# Region D: Verida, Inc.

July - September 2024

## NET Program Activity Summary

### Region D

### Statewide

<b>Claims Paid</b>	9,554	70,411
<b>Individuals Transported</b>	1,609	11,569
Individuals eligible to be transported	114,526	795,036
Percentage of eligibles transported	1.4%	1.5%
<b>Number of Trips</b>	18,459	136,126
Trips per individual transported	11	12
<b>Type of Trips</b>		
One-way trip	1,000	35,325
Round trip	8,275	47,294
Other trip	279	1,884

## Timely Performance Comparison

### Region D

### Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	54.6%	56.1%
16-29 minutes late	6.4%	7.4%
30-59 minutes late	6.6%	6.4%
One hour or more late	2.9%	4.7%
More than 15 minutes early	29.4%	25.4%
<b>Drop-off Performance</b>		
On-time*	75.2%	63.1%
1-15 minutes late	6.8%	9.9%
16-29 minutes late	4.1%	5.1%
30-59 minutes late	5.4%	7.3%
One hour or more late	3.3%	8.8%
More than one hour early	5.1%	5.8%

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

## NET Broker Denial Submission Comparison

### Region D

### Statewide

<b>Denials as reported by brokers</b>		
Insufficient time to schedule	2	18
Medicaid inactive	2	29
Not a Medicaid covered service	3	6
Not closest provider	23	96
Other: no NET MCP assignment	1	3
Other: no provider available	75	690
QMB beneficiary	1	43



## Helpline Activity

## Region D

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	217	1,438
General information: beneficiary	538	3,748
General information: broker	63	430
General information: DHS	4	25
General information: non-Medicaid beneficiary	9	263
General information: physician/provider	17	110
General information: social worker/case worker	5	73

**Complaint Calls**

CSR rudeness	1	4
DHS/governor's office	3	12
Late pick-up at appointment	2	5
Late pick-up at residence	3	5
No pick-up at residence	15	76
No provider/driver available	5	27
Pick-up at residence too early	2	6
Scheduling miscommunication	2	4
Unsafe vehicle	3	6

# Region E: Central Arkansas Development Council

July - September 2024

## NET Program Activity Summary

Region E

Statewide

<b>Claims Paid</b>	17,464	70,411
<b>Individuals Transported</b>	2,305	11,569
Individuals eligible to be transported	139,124	795,036
Percentage of eligibles transported	1.7%	1.5%
<b>Number of Trips</b>	32,946	136,126
Trips per individual transported	14	12
<b>Type of Trips</b>		
One-way trip	30,234	35,325
Round trip	1,257	47,294
Other trip	65	1,884

## Timely Performance Comparison

Region E

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	63.1%	56.1%
16-29 minutes late	10.2%	7.4%
30-59 minutes late	9.6%	6.4%
One hour or more late	5.8%	4.7%
More than 15 minutes early	11.3%	25.4%
<b>Drop-off Performance</b>		
On-time*	44.5%	63.1%
1-15 minutes late	13.3%	9.9%
16-29 minutes late	8.3%	5.1%
30-59 minutes late	14.2%	7.3%
One hour or more late	16.5%	8.8%
More than one hour early	3.2%	5.8%

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

## NET Broker Denial Submission Comparison

Region E

Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	3
Incorrect county code	2	9
Medicaid inactive	5	29
Not a Medicaid covered service	1	6
Not closest provider	1	96
Not Medicaid eligible	1	1
Other: contacted wrong broker	1	5
Other: no NET MCP assignment	1	3
QMB beneficiary	29	43

## Helpline Activity

## Region E

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	242	1,438
Extension of transportation services	1	4
General information: beneficiary	604	3,748
General information: broker	88	430
General information: DHS	7	25
General information: non-Medicaid beneficiary	18	263
General information: physician/provider	13	110
General information: social worker/case worker	7	73
Hospital discharge information	2	4

**Complaint Calls**

DHS/governor's office	1	12
Driver rudeness	1	6
Late drop-off at residence	1	1
Late pick-up at appointment	1	5
Lengthy trip	2	2
No pick-up at appointment	2	9
No pick-up at residence	7	76
No provider/driver available	1	27
Other	1	1
Pick-up at residence too early	1	6
Scheduling miscommunication	1	4

# Region F: Area Agency on Aging Southeast Arkansas

July - September 2024

## NET Program Activity Summary

Region F

Statewide

<b>Claims Paid</b>	11,132	70,411
<b>Individuals Transported</b>	2,269	11,569
Individuals eligible to be transported	71,700	795,036
Percentage of eligibles transported	3.2%	1.5%
<b>Number of Trips</b>	21,465	136,126
Trips per individual transported	9	12
<b>Type of Trips</b>		
One-way trip	1,036	35,325
Round trip	9,880	47,294
Other trip	216	1,884

## Timely Performance Comparison

Region F

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	31.5%	56.1%
16-29 minutes late	5.7%	7.4%
30-59 minutes late	5.0%	6.4%
One hour or more late	3.5%	4.7%
More than 15 minutes early	54.2%	25.4%
<b>Drop-off Performance</b>		
On-time*	66.8%	63.1%
1-15 minutes late	13.7%	9.9%
16-29 minutes late	5.5%	5.1%
30-59 minutes late	4.6%	7.3%
One hour or more late	4.1%	8.8%
More than one hour early	5.4%	5.8%

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

## NET Broker Denial Submission Comparison

Region F

Statewide

<b>Denials as reported by brokers</b>		
Incorrect county code	4	9
Insufficient time to schedule	9	18
Medicaid inactive	9	29
Not closest provider	1	96
Other: contacted wrong broker	3	5
QMB beneficiary	9	43

## Helpline Activity

## Region F

## Statewide

**Inquiry Calls**

Beneficiary does not know broker	61	1,438
General information: beneficiary	187	3,748
General information: broker	14	430
General information: non-Medicaid beneficiary	2	263
General information: physician/provider	6	110
General information: social worker/case worker	1	73

**Complaint Calls**

Late drop-off to appointment	1	3
Late pick-up at residence	1	5
No pick-up at appointment	1	9
No pick-up at residence	1	76

# Region G: Verida, Inc.

July - September 2024

## NET Program Activity Summary

Region G

Statewide

<b>Claims Paid</b>	13,852	70,411
<b>Individuals Transported</b>	1,924	11,569
Individuals eligible to be transported	149,588	795,036
Percentage of eligibles transported	1.3%	1.5%
<b>Number of Trips</b>	26,705	136,126
Trips per individual transported	14	12
<b>Type of Trips</b>		
One-way trip	1,712	35,325
Round trip	11,643	47,294
Other trip	497	1,884

## Timely Performance Comparison

Region G

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pick-up time)	52.6%	56.1%
16-29 minutes late	5.2%	7.4%
30-59 minutes late	3.6%	6.4%
One hour or more late	8.1%	4.7%
More than 15 minutes early	30.5%	25.4%
<b>Drop-off Performance</b>		
On-time*	70.5%	63.1%
1-15 minutes late	6.5%	9.9%
16-29 minutes late	1.8%	5.1%
30-59 minutes late	2.1%	7.3%
One hour or more late	7.9%	8.8%
More than one hour early	11.1%	5.8%

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

## NET Broker Denial Submission Comparison

Region G

Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	3
Incorrect county code	2	9
Insufficient time to schedule	4	18
Medicaid inactive	6	29
Not a Medicaid covered service	2	6
Not closest provider	3	96
Other: contacted wrong broker	1	5
Other: incomplete information/call	1	1
Other: incorrect NET MCP assignment	1	2
Other: no provider available	163	690
Other: transport on weekends/state holidays not required	1	1

## Helpline Activity

## Region G

## Statewide

**Inquiry Calls**

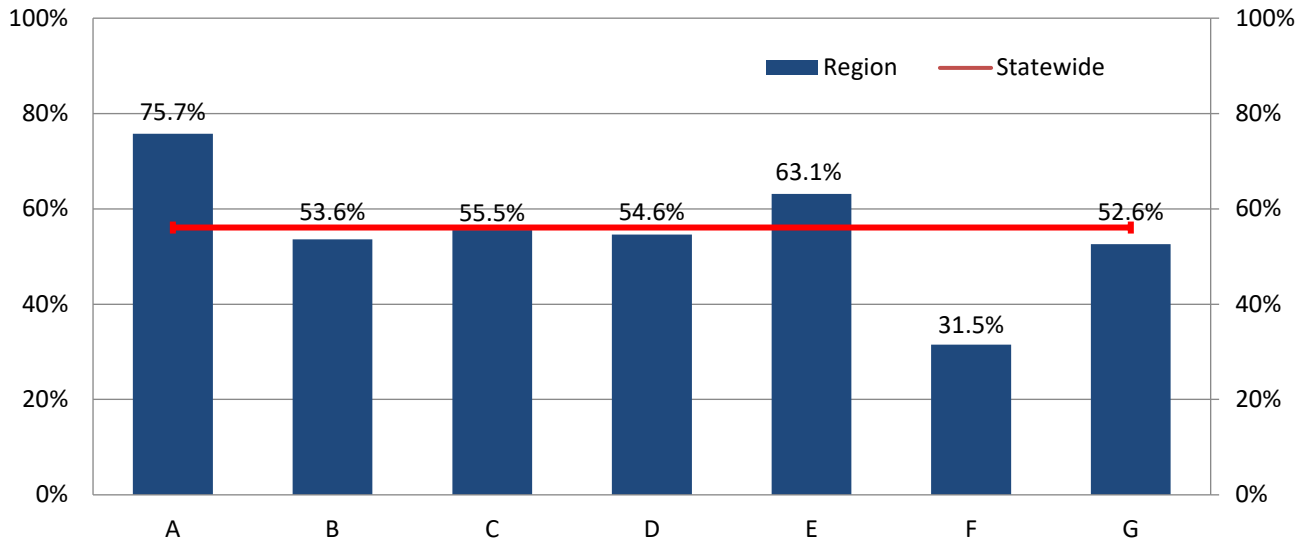
Beneficiary does not know broker	330	1,438
General information: beneficiary	817	3,748
General information: broker	101	430
General information: DHS	8	25
General information: non-Medicaid beneficiary	12	263
General information: physician/provider	17	110
General information: social worker/case worker	15	73
Hospital discharge information	2	4

**Complaint Calls**

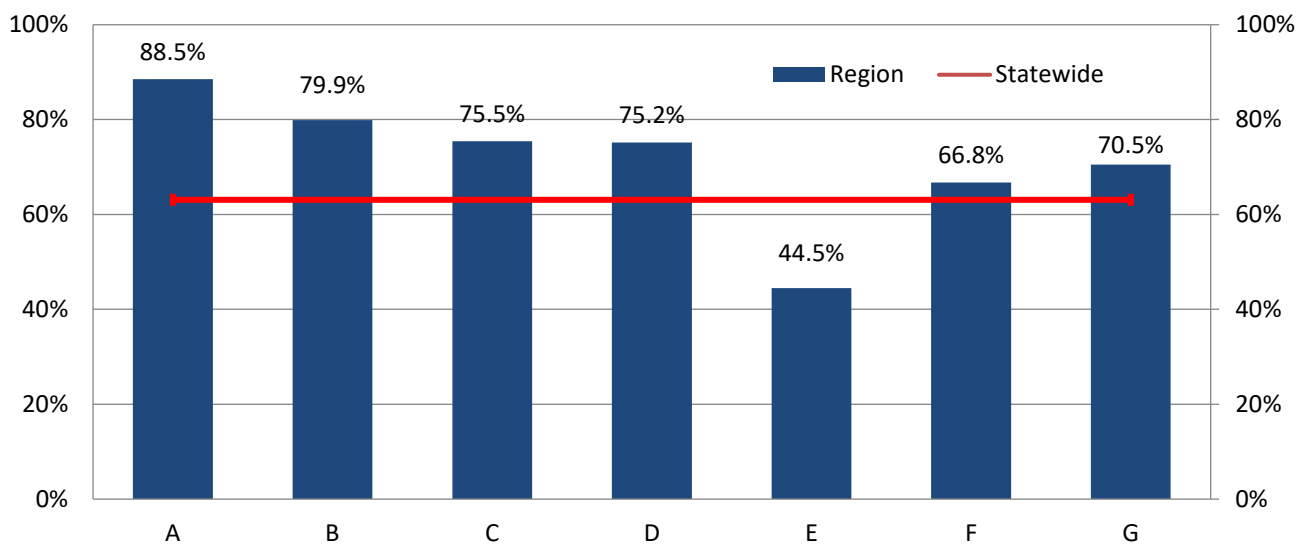
CSR rudeness	1	4
DHS/governor's office	3	12
Driver rudeness	1	6
Gas reimbursement	2	2
Late pick-up at appointment	1	5
Late pick-up at residence	1	5
No pick-up at appointment	2	9
No pick-up at residence	26	76
No provider/driver available	10	27
Pick-up at residence too early	1	6
Transportation refused by the broker	1	1
Unsafe vehicle	2	6

## Timely NET Performance Comparison July - September 2024

### On-Time Pick-up

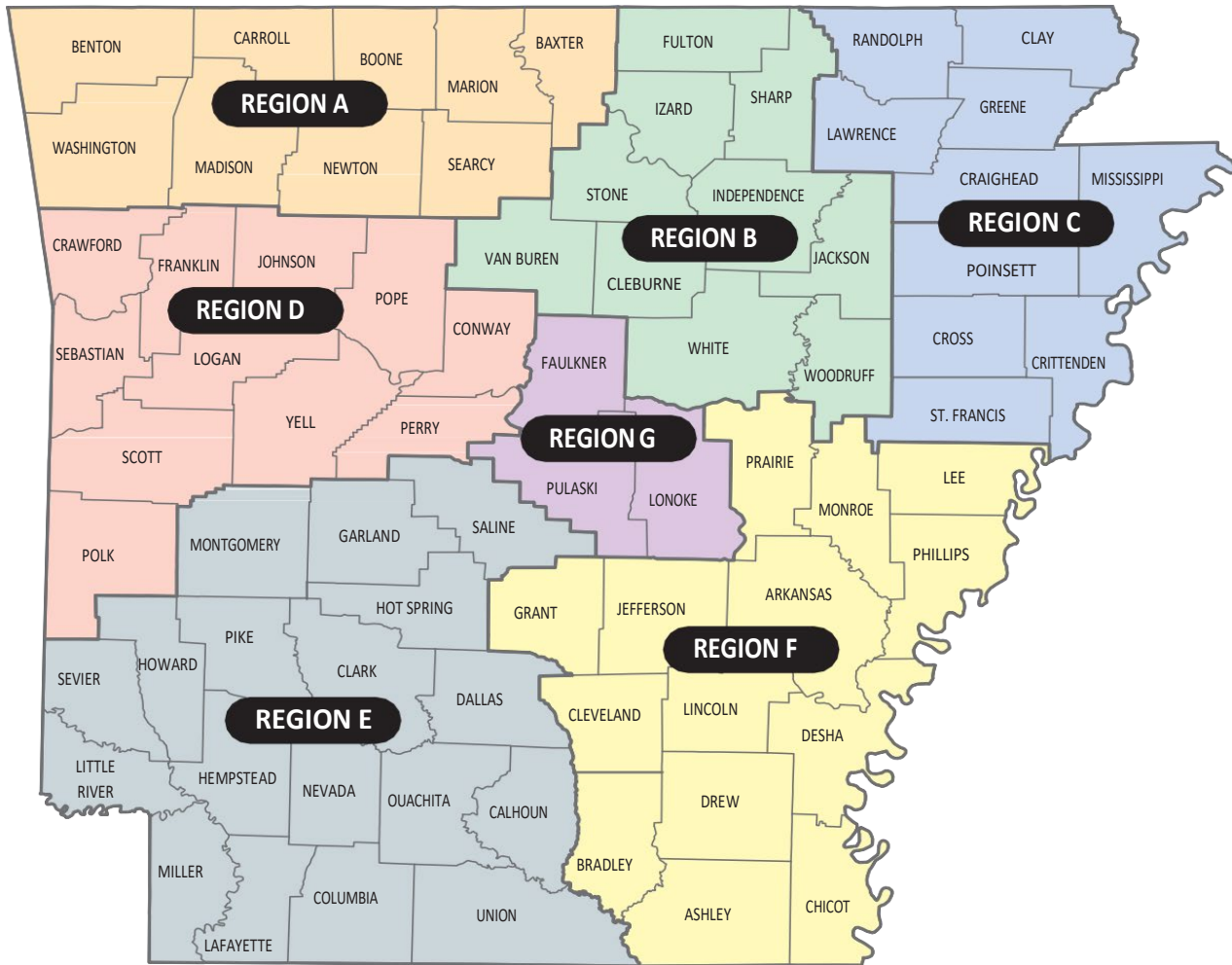


### On-Time Drop-off





## 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.	