



NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2026 Quarter 3

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending March 31, 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 third 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.

January - March 2026

NET Program Activity Summary

Region A

Statewide

Claims Paid	17,466	168,205
Individuals Transported	1,392	14,352
Individuals eligible to be transported	139,653	762,267
Percentage of eligibles transported	1.0%	1.9%
Number of Trips	33,002	316,295
Trips per Individual transported	24	22
Type of Trips		
One-way trip	2,929	93,511
Round trip	13,750	105,341
Other trip	787	3,677

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	55.8%	55.1%
16-29 minutes late	8.2%	6.5%
30-59 minutes late	8.4%	7.1%
One hour or more late	3.2%	5.0%
More than 15 minutes early	24.4%	26.3%
Drop-off Performance		
On-time*	61.1%	50.1%
1-15 minutes late	15.1%	12.1%
16-29 minutes late	7.6%	7.9%
30-59 minutes late	8.7%	12.9%
One hour or more late	4.9%	14.0%
More than one hour early	2.7%	3.0%

*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	2	558
Medicaid inactive	1	39
Not a Medicaid covered service	1	6
Not closest provider	7	32
Other: contacted wrong broker	1	21
Other: incomplete information/call	1	2
Other: no provider available	28	72

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	156	1,584
Extension of transportation services	1	3
General information: beneficiary	183	2,345
General information: broker	15	605
General information: non-Medicaid beneficiary	17	261
General information: physician/provider	11	120

Complaint Calls

Scheduling miscommunication	2	11
-----------------------------	---	----

Region B: Verida, Inc.

January - March 2026

NET Program Activity Summary

Region B

Statewide

Claims Paid	15,046	168,205
Individuals Transported	1,270	14,352
Individuals eligible to be transported	66,183	762,267
Percentage of eligibles transported	1.9%	1.9%
Number of Trips	29,838	316,295
Trips per individual transported	23	22
Type of Trips		
One-way trip	1,014	93,511
Round trip	13,442	105,341
Other trip	590	3,677

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	67.8%	55.1%
16-29 minutes late	4.1%	6.5%
30-59 minutes late	4.6%	7.1%
One hour or more late	1.4%	5.0%
More than 15 minutes early	22.0%	26.3%
Drop-off Performance		
On-time*	81.3%	50.1%
1-15 minutes late	8.8%	12.1%
16-29 minutes late	3.3%	7.9%
30-59 minutes late	3.5%	12.9%
One hour or more late	1.1%	14.0%
More than one hour early	2.0%	3.0%

*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		
Incorrect county code	1	20
Insufficient time to schedule	2	558
Not a Medicaid covered service	1	6
Not closest provider	2	32
Other: contacted wrong broker	3	21
Other: no provider available	19	72
Other: transport on weekends/state holidays not required	1	83

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	127	1,584
General information: beneficiary	151	2,345
General information: broker	23	605
General information: non-Medicaid beneficiary	4	261
General information: physician/provider	5	120
General information: social worker/case worker	1	18

Complaint Calls

Scheduling miscommunication	2	11
-----------------------------	---	----

Region C: Verida, Inc.

January - March 2026

NET Program Activity Summary

Region C

Statewide

Claims Paid	19,328	168,205
Individuals Transported	2,136	14,352
Individuals eligible to be transported	107,832	762,267
Percentage of eligibles transported	2.0%	1.9%
Number of Trips	36,847	316,295
Trips per individual transported	17	22
Type of Trips		
One-way trip	2,710	93,511
Round trip	15,901	105,341
Other trip	717	3,677

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.7%	55.1%
16-29 minutes late	6.0%	6.5%
30-59 minutes late	7.3%	7.1%
One hour or more late	11.5%	5.0%
More than 15 minutes early	22.6%	26.3%
Drop-off Performance		
On-time*	61.4%	50.1%
1-15 minutes late	8.5%	12.1%
16-29 minutes late	5.7%	7.9%
30-59 minutes late	8.3%	12.9%
One hour or more late	12.9%	14.0%
More than one hour early	3.2%	3.0%

*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		
Incorrect county code	3	20
Insufficient time to schedule	2	558
Not closest provider	6	32
Other: no provider available	23	72
Other: transport on weekends/state holidays not required	2	83
QMB beneficiary	1	88

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	202	1,584
General information: beneficiary	370	2,345
General information: broker	52	605
General information: non-Medicaid beneficiary	26	261
General information: physician/provider	12	120
General information: social worker/case worker	3	18

Complaint Calls

Driver rudeness	1	5
Late drop-off at residence	1	1
No pick-up at appointment	1	8
No pick-up at residence	5	54
No provider/driver available	6	30
Scheduling miscommunication	1	11

Region D: Verida, Inc.
January - March 2026
NET Program Activity Summary
Region D
Statewide

Claims Paid	21,177	168,205
Individuals Transported	1,849	14,352
Individuals eligible to be transported	109,810	762,267
Percentage of eligibles transported	1.7%	1.9%
Number of Trips	40,499	316,295
Trips per individual transported	22	22
Type of Trips		
One-way trip	2,974	93,511
Round trip	17,304	105,341
Other trip	899	3,677

Timely Performance Comparison
Region D
Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	52.0%	55.1%
16-29 minutes late	8.2%	6.5%
30-59 minutes late	11.6%	7.1%
One hour or more late	6.6%	5.0%
More than 15 minutes early	21.6%	26.3%
Drop-off Performance		
On-time*	56.0%	50.1%
1-15 minutes late	13.7%	12.1%
16-29 minutes late	8.3%	7.9%
30-59 minutes late	11.5%	12.9%
One hour or more late	8.8%	14.0%
More than one hour early	1.7%	3.0%

*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	20
Insufficient time to schedule	5	558
Medicaid inactive	1	39
Not closest provider	14	32
Other: contacted wrong broker	1	21
Other: transport on weekends/state holidays not required	1	83

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	269	1,584
General information: beneficiary	213	2,345
General information: broker	43	605
General information: DHS	7	24
General information: non-Medicaid beneficiary	24	261
General information: physician/provider	7	120
General information: social worker/case worker	1	18

Complaint Calls

DHS/governor's office	1	9
Driver rudeness	1	5
Scheduling miscommunication	1	11
Transportation refused by the broker	1	3

Region E: Central Arkansas Development Council

January - March 2026

NET Program Activity Summary

Region E

Statewide

Claims Paid	40,449	168,205
Individuals Transported	2,749	14,352
Individuals eligible to be transported	132,695	762,267
Percentage of eligibles transported	2.1%	1.9%
Number of Trips	74,776	316,295
Trips per individual transported	27	22
Type of Trips		
One-way trip	74,770	93,511
Round trip	3	105,341
Other trip	-	3,677

Timely Performance Comparison

Region E

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	68.3%	55.1%
16-29 minutes late	6.3%	6.5%
30-59 minutes late	5.1%	7.1%
One hour or more late	2.9%	5.0%
More than 15 minutes early	17.4%	26.3%
Drop-off Performance		
On-time*	36.3%	50.1%
1-15 minutes late	11.7%	12.1%
16-29 minutes late	10.0%	7.9%
30-59 minutes late	19.5%	12.9%
One hour or more late	20.2%	14.0%
More than one hour early	2.2%	3.0%

*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	18	59
Has access to transportation	1	2
Incorrect county code	11	20
Insufficient time to schedule	7	558
Medicaid inactive	26	39
Not a Medicaid covered service	2	6
Not Medicaid eligible	1	3
Other: contacted wrong broker	2	21
Other: incorrect NET MCP assignment	1	1
Other: no NET MCP assignment	4	5
Other: nursing home	3	3
Other: transport on weekends/state holidays not required	3	83
QMB beneficiary	71	88

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	188	1,584
Extension of transportation services	1	3
General information: beneficiary	260	2,345
General information: broker	31	605
General information: non-Medicaid beneficiary	12	261
General information: physician/provider	16	120

Complaint Calls

DHS/governor's office	1	9
-----------------------	---	---

Region F: Area Agency on Aging Southeast Arkansas

January - March 2026

NET Program Activity Summary

Region F

Statewide

Claims Paid	16,077	168,205
Individuals Transported	2,311	14,352
Individuals eligible to be transported	67,372	762,267
Percentage of eligibles transported	3.4%	1.9%
Number of Trips	30,631	316,295
Trips per individual transported	13	22
Type of Trips		
One-way trip	1,732	93,511
Round trip	14,156	105,341
Other trip	189	3,677

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	35.7%	55.1%
16-29 minutes late	4.6%	6.5%
30-59 minutes late	3.5%	7.1%
One hour or more late	2.3%	5.0%
More than 15 minutes early	53.9%	26.3%
Drop-off Performance		
On-time*	62.0%	50.1%
1-15 minutes late	16.9%	12.1%
16-29 minutes late	7.0%	7.9%
30-59 minutes late	6.0%	12.9%
One hour or more late	3.5%	14.0%
More than one hour early	4.6%	3.0%

*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		
Facility does not bill Medicaid	5	59
Has access to transportation	1	2
Incorrect county code	2	20
Insufficient time to schedule	373	558
Medicaid inactive	9	39
Not a Medicaid covered service	1	6
Not closest provider	1	32
Not Medicaid eligible	2	3
Other: contacted wrong broker	5	21
Other: incomplete information/call	1	2
Other: no NET MCP assignment	1	5
Other: transport on weekends/state holidays not required	76	83
QMB beneficiary	14	88

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	48	1,584
General information: beneficiary	75	2,345
General information: broker	64	605
General information: non-Medicaid beneficiary	7	261
General information: physician/provider	5	120

Complaint Calls

CSR rudeness	1	4
No pick-up at residence	2	54
Scheduling miscommunication	1	11
Transportation refused by the broker	1	3

Region G: Modivcare, Inc.

January - March 2026

NET Program Activity Summary

Region G

Statewide

Claims Paid	38,662	168,205
Individuals Transported	2,664	14,352
Individuals eligible to be transported	144,124	762,267
Percentage of eligibles transported	1.8%	1.9%
Number of Trips	70,702	316,295
Trips per individual transported	27	22
Type of Trips		
One-way trip	7,382	93,511
Round trip	30,785	105,341
Other trip	495	3,677

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pick-up time)	35.0%	55.1%
16-29 minutes late	7.1%	6.5%
30-59 minutes late	10.2%	7.1%
One hour or more late	8.5%	5.0%
More than 15 minutes early	39.2%	26.3%
Drop-off Performance		
On-time*	45.8%	50.1%
1-15 minutes late	11.6%	12.1%
16-29 minutes late	7.1%	7.9%
30-59 minutes late	11.8%	12.9%
One hour or more late	18.9%	14.0%
More than one hour early	4.8%	3.0%

*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		
Facility does not bill Medicaid	36	59
Incorrect county code	2	20
Insufficient time to schedule	167	558
Medicaid inactive	2	39
Not a Medicaid covered service	1	6
Not closest provider	2	32
Other: contacted wrong broker	9	21
Other: more than 50 miles beyond border	1	1
Other: no provider available	2	72
Other: one trip per episode of care	1	1
QMB beneficiary	2	88

Helpline Activity

Region G

Statewide

Inquiry Calls

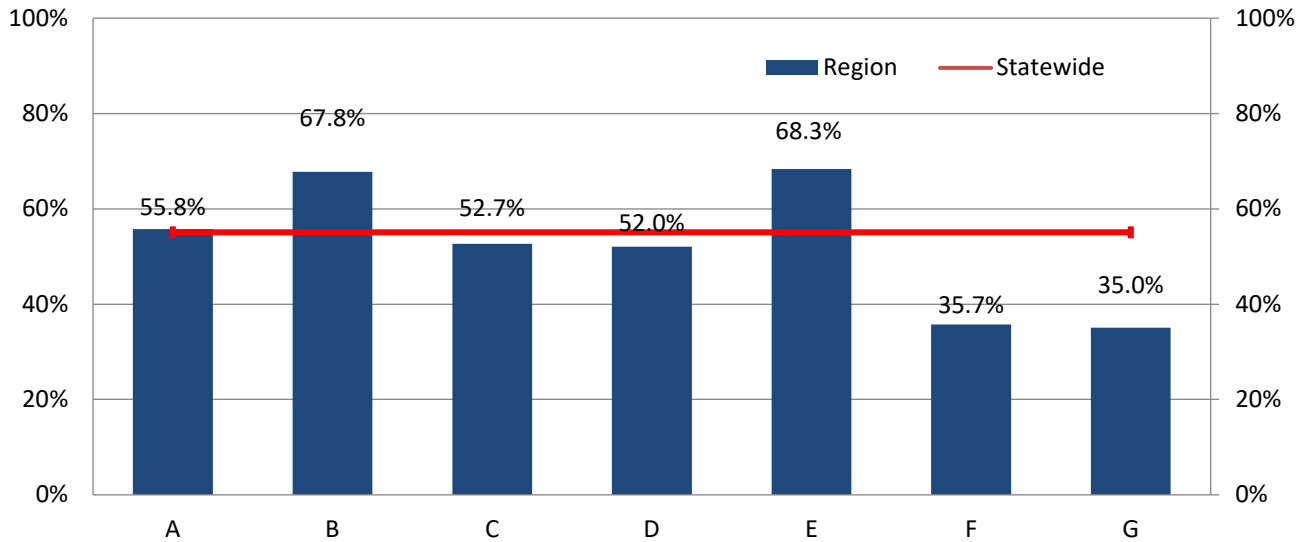
Beneficiary does not know broker	594	1,584
Extension of transportation services	1	3
General information: beneficiary	1,093	2,345
General information: broker	377	605
General information: DHS	17	24
General information: non-Medicaid beneficiary	171	261
General information: physician/provider	64	120
General information: social worker/case worker	13	18
Hospital discharge information	1	1

Complaint Calls

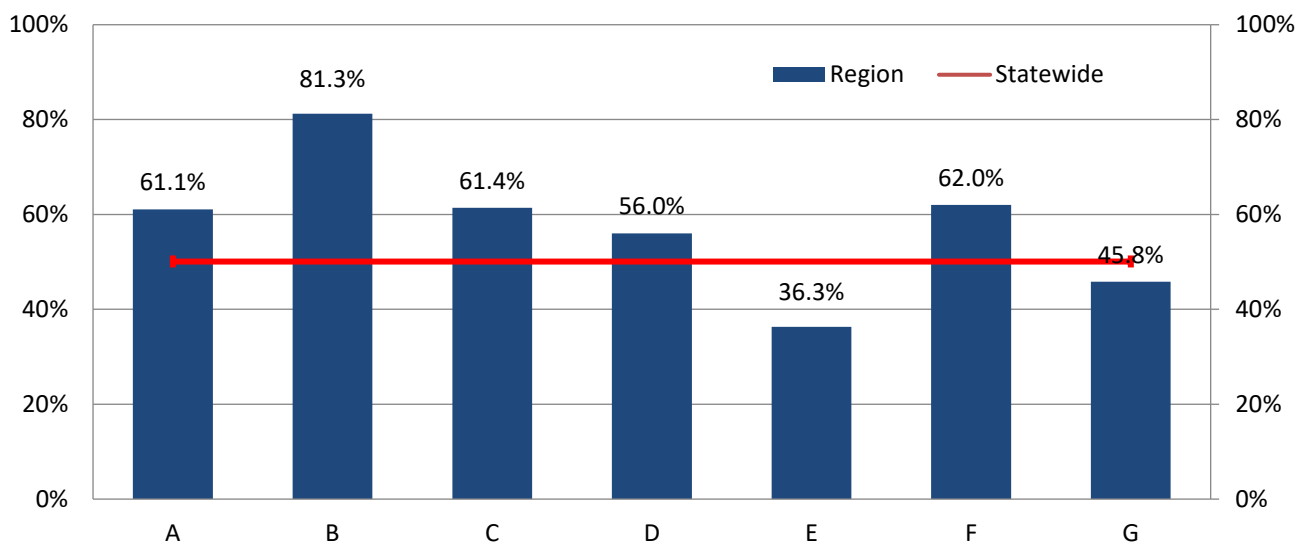
CSR rudeness	3	4
DHS/governor's office	7	9
Driver rudeness	1	5
Incident report by broker	1	1
Late pick-up at appointment	5	6
Late pick-up at residence	4	4
No pick-up at appointment	7	8
No pick-up at residence	46	54
No provider/driver available	22	30
Scheduling miscommunication	5	11
Transportation refused by the broker	1	3

Timely NET Performance Comparison January - March 2026

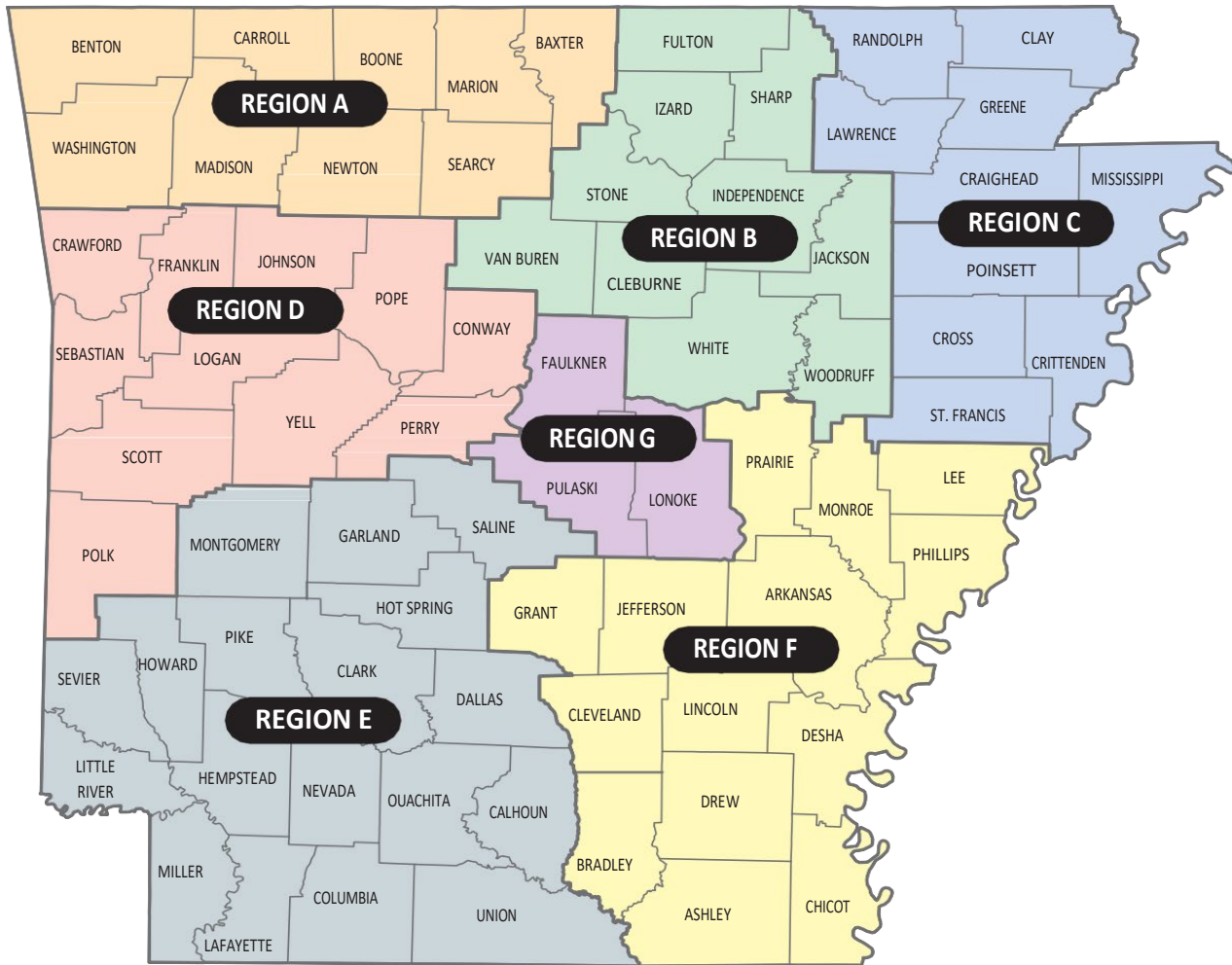
On-Time Pick-up



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.	