

Arkansas Medicaid

2025

Non-Emergency Transportation (NET) Survey Results



Data analysis by





Non-Emergency Transportation (NET)

The Arkansas Department of Human Services (DHS), Division of Medical Services (DMS) has contracted with AFMC to survey beneficiaries who have used transportation services under the Non-Emergency Transportation (NET) waiver. This beneficiary satisfaction survey asks questions about beneficiaries' experiences scheduling a ride with their transportation broker, the quality of the rides, and how well the NET system met any special needs they had. The information received will help DMS determine which services beneficiaries use and how they evaluate the NET program and its services. Data collection occurred from November 2025 to January 2026. This is the 17th year for the NET Survey.



Sampling frame survey

The beneficiary data were obtained from Arkansas Medicaid. The population for the NET survey consisted of all Medicaid beneficiaries for whom a transportation claim was submitted with a date of service from Jan. 1, through June 30, 2025, with consideration for exclusion to the sample frame. Exclusions included those beneficiaries who were found to have rides from two different regions or rides from more than one broker. Beneficiaries selected for other surveys within the previous 12 months or who resided in a nursing home were also excluded and only one beneficiary per household was selected. Additionally, the sample was stratified by transportation region at a rate of 13.25% per region to ensure an appropriate sample.

Who was surveyed

A sample of Medicaid beneficiaries stratified by region who used NET between Jan. 1 and June 30, 2025. AFMC mailed **1,904** surveys to this group. After excluding beneficiaries with invalid addresses and beneficiaries found to be ineligible, the analyzable sample size was **1,658**.

How many responded

AFMC received **424** analyzable surveys resulting in a final analyzable rate of **25.6%**.

Overall quality and satisfaction 2025

Survey participants were asked to **rate their satisfaction with the following** on a scale from 0 to 10, with 0 being “worst possible” and 10 being “best possible.” The scores below represent an average of all responses received.

✓ NET broker	8.4
✓ NET ride	8.6
✓ NET service	8.8

Of the beneficiaries who responded, the **following percentages reflect the rate of respondents who indicated a high degree of satisfaction** (a score of 8 or higher):

✓ NET broker	77.7%
✓ NET ride	78.8%
✓ NET service	81.8%



Self-reported utilization rates

The following represents the percentage of respondents who reported:

✓ Got a ride (in past 6 months)	93.7%
✓ Got frequent rides (four or more rides in 6 months)	59.8%
✓ Needed help from the driver getting in and out of the vehicle	32.3%
✓ Have a hearing impairment	10.9%
✓ Used a wheelchair or other equipment	30.5%
✓ Rode weekly to appointments	15.7%



Access and availability of services

✓ **99.1% of respondents** reported little or no problem getting the driver to help them get in and out of the van or car

✓ **97.4% of respondents** reported little or no problem getting a ride because of hearing impairment

✓ **98.3% of respondents** reported little or no problem getting a van that could make room for their equipment or meet any other special needs

✓ **89.7% of respondents** reported little or no problem getting rides to and from their regularly scheduled appointments



Ease of getting a ride

✓ **88.9% of respondents** reported they usually or always were able to schedule a ride with one phone call

✓ **71.3% of respondents** reported they never needed their doctor's approval in order to schedule a ride

✓ **94.5% of respondents** reported that they never had trouble scheduling a ride because they spoke a different language



Timeliness and reliability

✓ **89.0% of respondents** reported their driver usually or always showed up at their home on time to take them to their scheduled appointment

✓ **86.5% of respondents** reported their driver never or sometimes dropped them off for their appointment too early (more than 30 minutes)

✓ **95.3% of respondents** reported their driver never or sometimes dropped them off late for their appointment

✓ **77.2% of respondents** reported they never or sometimes waited more than 30 minutes to be picked up after their appointment was over

✓ **85.8% of respondents** reported that their driver usually or always picked them up after their appointment to take them home



Courtesy and respect of staff

✓ **94.1% of respondents** agreed that the transportation staff usually or always treated them with courtesy and respect when they called to get a ride

✓ **95.3% of respondents** agreed that the transportation staff usually or always treated them with courtesy and respect during the ride

Safety

✓ **94.4% of beneficiaries** surveyed said that the driver usually or always drove safely

✓ **93.7% of beneficiaries** surveyed said that the driver usually or always made sure riders wore seat belts



About AFMC

A FMC provides utilization review and quality assurance services for NET and other Medicaid Programs.

A Community-based and clinically oriented, AFMC works collaboratively with health care plans, providers, facilities and physicians to identify opportunities for improvement and encourage innovation in health care. AFMC strives to ensure health care quality in a meaningful and effective way by initiating quality improvement projects and disseminating information about best practices.

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