

NET

NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

SFY 2020 Quarter 1

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending September 30, 2019. 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 SFY2020 (a quarter in arrears). Encounters that were cancelled 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.



NET Program Activity Summary

Region A

Statewide

Claims Paid	5,991	90,267
Individuals Transported	1,129	15,070
Individuals eligible to be transported	134,808	798,747
Percentage of eligibles transported	0.8%	1.9%
Number of Trips	11,803	173,095
Trips per Individual transported	10	11
Type of Trips		
One-way trip	531	39,888
Round trip	5,160	62,675
Other trip	300	2,464

Timely Performance Comparison

Region A

Statewide

Pick-up Performance		
On time (within 15 minutes of scheduled pickup time)	56.5%	55.6%
16-29 minutes late	5.9%	7.9%
30-59 minutes late	3.0%	5.9%
One hour or more late	2.8%	5.1%
More than 15 minutes early	31.8%	25.5%
Drop-off Performance		
On time*	79.0%	63.1%
1-15 minutes late	7.5%	10.2%
16-29 minutes late	2.0%	4.8%
30-59 minutes late	2.0%	6.5%
One hour or more late	2.3%	9.2%
More than one hour early	7.1%	6.3%

*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		
Facility does not bill Medicaid	3	57
Incorrect county code	3	97
Insufficient time to schedule	11	122
Medicaid inactive	3	38
Not a Medicaid covered service	4	55
Not closest provider	10	54
Other: contacted wrong broker	1	12
Other: incomplete information/call	1	6
Other: incorrect NET MCP assignment	1	2
Other: more than 50 miles beyond border	2	5
Other: no provider available	322	771
QMB beneficiary	4	120

Helpline Activity

Region A

Statewide

Inquiry Calls

Beneficiary does not know broker	250	1,693
Extension of transportation services	3	47
General information: beneficiary	243	1,491
General information: broker	6	77
General information: DHS	1	14
General information: non-Medicaid beneficiary	10	198
General information: physician/provider	13	125
General information: social worker/case worker	10	90
Private option/Medicaid expansion information	21	112
Private option/Medicaid expansion transportation	1	5

Complaint Calls

Drop off at appointment too early	1	1
Gas reimbursement	6	10
Late pick-up at appointment	1	8
Late pick-up at residence	1	18
No pick-up at residence	12	59
No provider/driver available	47	138
Other	3	5
Pick-up at facility too early	1	3
Pick-up at residence too early	1	3
Scheduling miscommunication	2	5
Transportation refused by the broker	1	5

NET Program Activity Summary

Region B

Statewide

Claims Paid	5,526	90,267
Individuals Transported	1,369	15,070
Individuals eligible to be transported	69,293	798,747
Percentage of eligibles transported	2.0%	1.9%
Number of Trips	10,724	173,095
Trips per individual transported	8	11
Type of Trips		
One-way trip	639	39,888
Round trip	4,613	62,675
Other trip	274	2,464

Timely Performance Comparison

Region B

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	63.9%	55.6%
16-29 minutes late	5.1%	7.9%
30-59 minutes late	2.2%	5.9%
One hour or more late	2.5%	5.1%
More than 15 minutes early	26.3%	25.5%
Drop-off Performance		
On-time*	85.5%	63.1%
1-15 minutes late	5.3%	10.2%
16-29 minutes late	1.5%	4.8%
30-59 minutes late	0.8%	6.5%
One hour or more late	2.8%	9.2%
More than one hour early	4.0%	6.3%

*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	3	57
Incorrect county code	4	97
Insufficient time to schedule	1	122
Not a Medicaid covered service	1	55
Not closest provider	8	54
Other: contacted wrong broker	1	12
Other: no provider available	171	771
QMB beneficiary	1	120

Helpline Activity

Region B

Statewide

Inquiry Calls

Beneficiary does not know broker	109	1,693
Extension of transportation services	4	47
General information: beneficiary	111	1,491
General information: broker	5	77
General information: DHS	2	14
General information: non-Medicaid beneficiary	4	198
General information: physician/provider	4	125
General information: social worker/case worker	6	90
Hospital discharge information	2	6
Private option/Medicaid expansion information	8	112

Complaint Calls

CSR rudeness	1	7
Gas reimbursement	2	10
Late pick-up at appointment	2	8
Late pick-up at residence	1	18
No pick-up at residence	6	59
No provider/driver available	30	138
Other	1	5
Pick-up at facility too early	1	3
Scheduling miscommunication	1	5

NET Program Activity Summary

Region C

Statewide

Claims Paid	10,789	90,267
Individuals Transported	2,442	15,070
Individuals eligible to be transported	114,197	798,747
Percentage of eligibles transported	2.1%	1.9%
Number of Trips	20,611	173,095
Trips per individual transported	8	11
Type of Trips		
One-way trip	1,762	39,888
Round trip	8,358	62,675
Other trip	669	2,464

Timely Performance Comparison

Region C

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	41.8%	55.6%
16-29 minutes late	5.8%	7.9%
30-59 minutes late	4.9%	5.9%
One hour or more late	4.4%	5.1%
More than 15 minutes early	43.1%	25.5%
Drop-off Performance		
On-time*	68.6%	63.1%
1-15 minutes late	7.2%	10.2%
16-29 minutes late	3.3%	4.8%
30-59 minutes late	3.0%	6.5%
One hour or more late	4.2%	9.2%
More than one hour early	13.6%	6.3%

*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	5	57
Incorrect county code	6	97
Insufficient time to schedule	7	122
Medicaid inactive	2	38
Not a Medicaid covered service	10	55
Not closest provider	10	54
Other: contacted wrong broker	1	12
Other: hospital discharge less than 23 hours	2	5
Other: more than 50 miles beyond border	1	5
Other: no provider available	72	771
Other: nursing home	1	5
Other: one trip per episode of care	1	1
QMB beneficiary	2	120

Helpline Activity

Region C

Statewide

Inquiry Calls

Beneficiary does not know broker	352	1,693
Extension of transportation services	12	47
General information: beneficiary	255	1,491
General information: broker	4	77
General information: DHS	1	14
General information: non-Medicaid beneficiary	10	198
General information: physician/provider	36	125
General information: social worker/case worker	20	90
Hospital discharge information	1	6
Private option/Medicaid expansion information	17	112
Private option/Medicaid expansion transportation	1	5

Complaint Calls

CSR rudeness	1	7
Driver rudeness	1	2
Late drop-off at residence	1	1
Late drop-off to appointment	1	3
Late pick-up at appointment	3	8
Late pick-up at residence	4	18
Lengthy trip	1	4
No pick-up at appointment	1	2
No pick-up at residence	11	59
No provider/driver available	6	138
Other	1	5
Pick-up at residence too early	1	3
Transportation refused by the broker	3	5

NET Program Activity Summary

Region D

Statewide

Claims Paid	10,387	90,267
Individuals Transported	2,013	15,070
Individuals eligible to be transported	113,850	798,747
Percentage of eligibles transported	1.8%	1.9%
Number of Trips	19,344	173,095
Trips per individual transported	10	11
Type of Trips		
One-way trip	1,702	39,888
Round trip	8,445	62,675
Other trip	240	2,464

Timely Performance Comparison

Region D

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	59.9%	55.6%
16-29 minutes late	5.0%	7.9%
30-59 minutes late	2.9%	5.9%
One hour or more late	2.5%	5.1%
More than 15 minutes early	29.6%	25.5%
Drop-off Performance		
On-time*	85.1%	63.1%
1-15 minutes late	5.3%	10.2%
16-29 minutes late	1.4%	4.8%
30-59 minutes late	1.3%	6.5%
One hour or more late	2.8%	9.2%
More than one hour early	4.1%	6.3%

*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	57
Incorrect county code	6	97
Insufficient time to schedule	12	122
Medicaid inactive	1	38
Not a Medicaid covered service	7	55
Not closest provider	15	54
Other: contacted wrong broker	1	12
Other: incomplete information/call	2	6
Other: no NET MCP assignment	2	36
Other: no provider available	174	771
QMB beneficiary	2	120

Helpline Activity

Region D

Statewide

Inquiry Calls

Beneficiary does not know broker	216	1,693
Extension of transportation services	8	47
General information: beneficiary	197	1,491
General information: broker	5	77
General information: DHS	2	14
General information: non-Medicaid beneficiary	1	198
General information: physician/provider	11	125
General information: social worker/case worker	8	90
Private option/Medicaid expansion information	11	112

Complaint Calls

CSR rudeness	1	7
Driver rudeness	1	2
Gas reimbursement	1	10
Late pick-up at appointment	1	8
Late pick-up at residence	2	18
No pick-up at residence	13	59
No provider/driver available	31	138
Pick-up at facility too early	1	3
Scheduling miscommunication	2	5

NET Program Activity Summary **Region E** **Statewide**

Claims Paid	16,180	90,267
Individuals Transported	2,475	15,070
Individuals eligible to be transported	141,626	798,747
Percentage of eligibles transported	1.7%	1.9%
Number of Trips	30,901	173,095
Trips per individual transported	12	11
Type of Trips		
One-way trip	30,901	39,888
Round trip	-	62,675
Other trip	-	2,464

Timely Performance Comparison **Region E** **Statewide**

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	64.8%	55.6%
16-29 minutes late	8.9%	7.9%
30-59 minutes late	7.9%	5.9%
One hour or more late	4.6%	5.1%
More than 15 minutes early	13.8%	25.5%
Drop-off Performance		
On-time*	41.1%	63.1%
1-15 minutes late	13.6%	10.2%
16-29 minutes late	8.0%	4.8%
30-59 minutes late	14.6%	6.5%
One hour or more late	18.7%	9.2%
More than one hour early	4.1%	6.3%

*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	34	57
Has access to transportation	3	4
Incorrect county code	53	97
Insufficient time to schedule	33	122
Medicaid inactive	28	38
Not a Medicaid covered service	21	55
Not closest provider	3	54
Not Medicaid eligible	5	6
Other: contacted wrong broker	1	12
Other: hospital discharge less than 23 hours	1	5
Other: incorrect NET MCP assignment	1	2
Other: more than 50 miles beyond border	2	5
Other: no NET MCP assignment	27	36
Other: nursing home	4	5
QMB beneficiary	96	120

Helpline Activity

Region E

Statewide

Inquiry Calls

Beneficiary does not know broker	229	1,693
Extension of transportation services	7	47
General information: beneficiary	190	1,491
General information: broker	42	77
General information: DHS	1	14
General information: non-Medicaid beneficiary	9	198
General information: physician/provider	21	125
General information: social worker/case worker	9	90
Hospital discharge information	1	6
Private option/Medicaid expansion information	20	112
Private option/Medicaid expansion transportation	1	5

Complaint Calls

CSR rudeness	2	7
Dhs/governor's office	1	1
Late drop-off to appointment	1	3
Late pick-up at residence	3	18
Lengthy trip	1	4
No pick-up at residence	2	59
Pick-up at residence too early	1	3
Reckless driving	3	5

NET Program Activity Summary

Region F

Statewide

Claims Paid	21,980	90,267
Individuals Transported	3,163	15,070
Individuals eligible to be transported	81,872	798,747
Percentage of eligibles transported	3.9%	1.9%
Number of Trips	42,331	173,095
Trips per individual transported	13	11
Type of Trips		
One-way trip	1,926	39,888
Round trip	19,874	62,675
Other trip	219	2,464

Timely Performance Comparison

Region F

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	62.0%	55.6%
16-29 minutes late	9.5%	7.9%
30-59 minutes late	6.0%	5.9%
One hour or more late	3.0%	5.1%
More than 15 minutes early	19.5%	25.5%
Drop-off Performance		
On-time*	70.5%	63.1%
1-15 minutes late	12.4%	10.2%
16-29 minutes late	3.9%	4.8%
30-59 minutes late	3.1%	6.5%
One hour or more late	2.3%	9.2%
More than one hour early	7.7%	6.3%

*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	4	57
Has access to transportation	1	4
Incorrect county code	15	97
Insufficient time to schedule	44	122
Medicaid inactive	4	38
Not a Medicaid covered service	6	55
Not closest provider	8	54
Other: contacted wrong broker	2	12
Other: hospital discharge less than 23 hours	1	5
Other: incomplete information/call	3	6
Other: no NET MCP assignment	6	36
QMB beneficiary	11	120

Helpline Activity

Region F

Statewide

Inquiry Calls

Beneficiary does not know broker	61	1,693
Extension of transportation services	5	47
General information: beneficiary	64	1,491
General information: DHS	1	14
General information: non-Medicaid beneficiary	2	198
General information: physician/provider	8	125
General information: social worker/case worker	4	90
Private option/Medicaid expansion information	7	112
Private option/Medicaid expansion transportation	1	5

Complaint Calls

CSR rudeness	1	7
Lengthy trip	1	4
No pick-up at residence	3	59

NET Program Activity Summary

Region G

Statewide

Claims Paid	19,414	90,267
Individuals Transported	2,489	15,070
Individuals eligible to be transported	147,501	798,747
Percentage of eligibles transported	1.7%	1.9%
Number of Trips	37,381	173,095
Trips per individual transported	15	11
Type of Trips		
One-way trip	2,427	39,888
Round trip	16,225	62,675
Other trip	762	2,464

Timely Performance Comparison

Region G

Statewide

Pick-up Performance		
On-time (within 15 minutes of scheduled pickup time)	36.7%	55.6%
16-29 minutes late	8.3%	7.9%
30-59 minutes late	6.7%	5.9%
One hour or more late	11.6%	5.1%
More than 15 minutes early	36.7%	25.5%
Drop-off Performance		
On-time*	63.5%	63.1%
1-15 minutes late	8.7%	10.2%
16-29 minutes late	5.1%	4.8%
30-59 minutes late	5.1%	6.5%
One hour or more late	11.9%	9.2%
More than one hour early	5.7%	6.3%

*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	5	57
Incorrect county code	10	97
Insufficient time to schedule	14	122
Not a Medicaid covered service	6	55
Not Medicaid eligible	1	6
Other: contacted wrong broker	5	12
Other: hospital discharge less than 23 hours	1	5
Other: no NET MCP assignment	1	36
Other: no provider available	32	771
QMB beneficiary	4	120

Helpline Activity

Region G

Statewide

Inquiry Calls

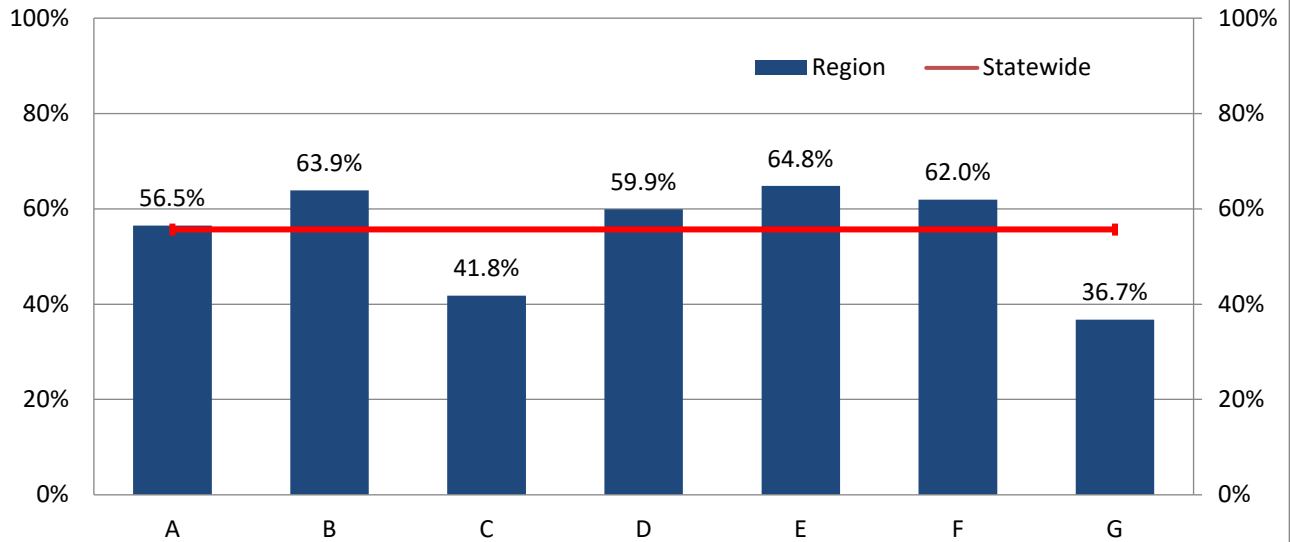
Beneficiary does not know broker	471	1,693
Extension of transportation services	8	47
General information: beneficiary	426	1,491
General information: broker	13	77
General information: DHS	6	14
General information: non-Medicaid beneficiary	162	198
General information: physician/provider	31	125
General information: social worker/case worker	33	90
Hospital discharge information	2	6
Private option/Medicaid expansion information	28	112
Private option/Medicaid expansion transportation	1	5

Complaint Calls

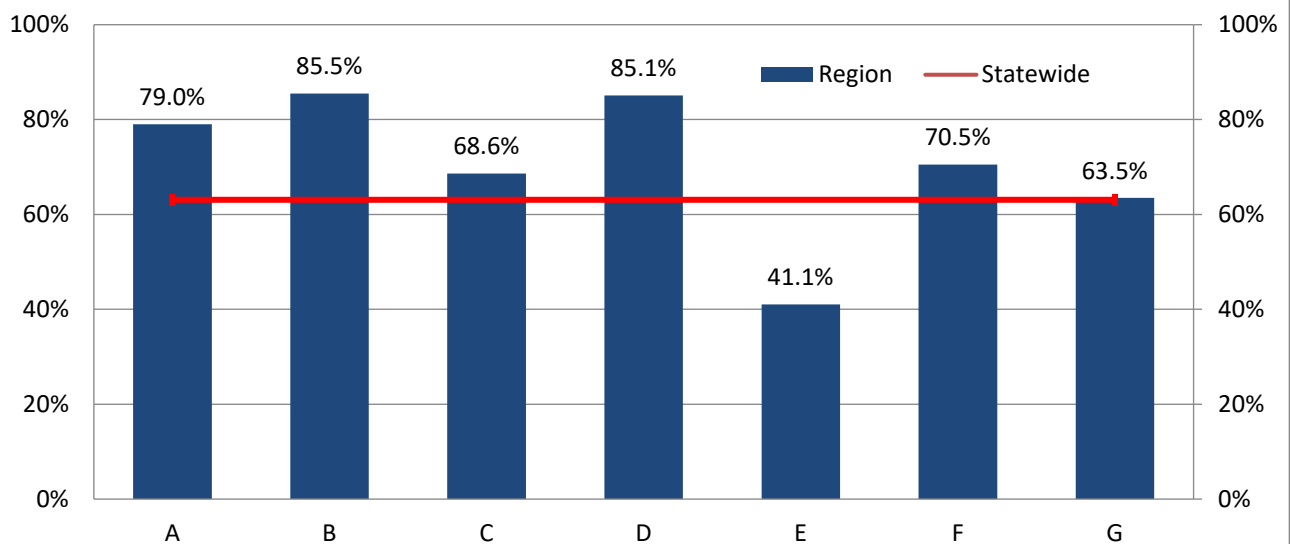
CSR rudeness	1	7
Gas reimbursement	1	10
Late drop-off to appointment	1	3
Late pick-up at appointment	1	8
Late pick-up at residence	7	18
Lengthy trip	1	4
No pick-up at appointment	1	2
No pick-up at residence	12	59
No provider/driver available	24	138
Reckless driving	2	5
Transportation refused by the broker	1	5
Unsafe vehicle	1	1

Timely NET Performance Comparison July -September 2019

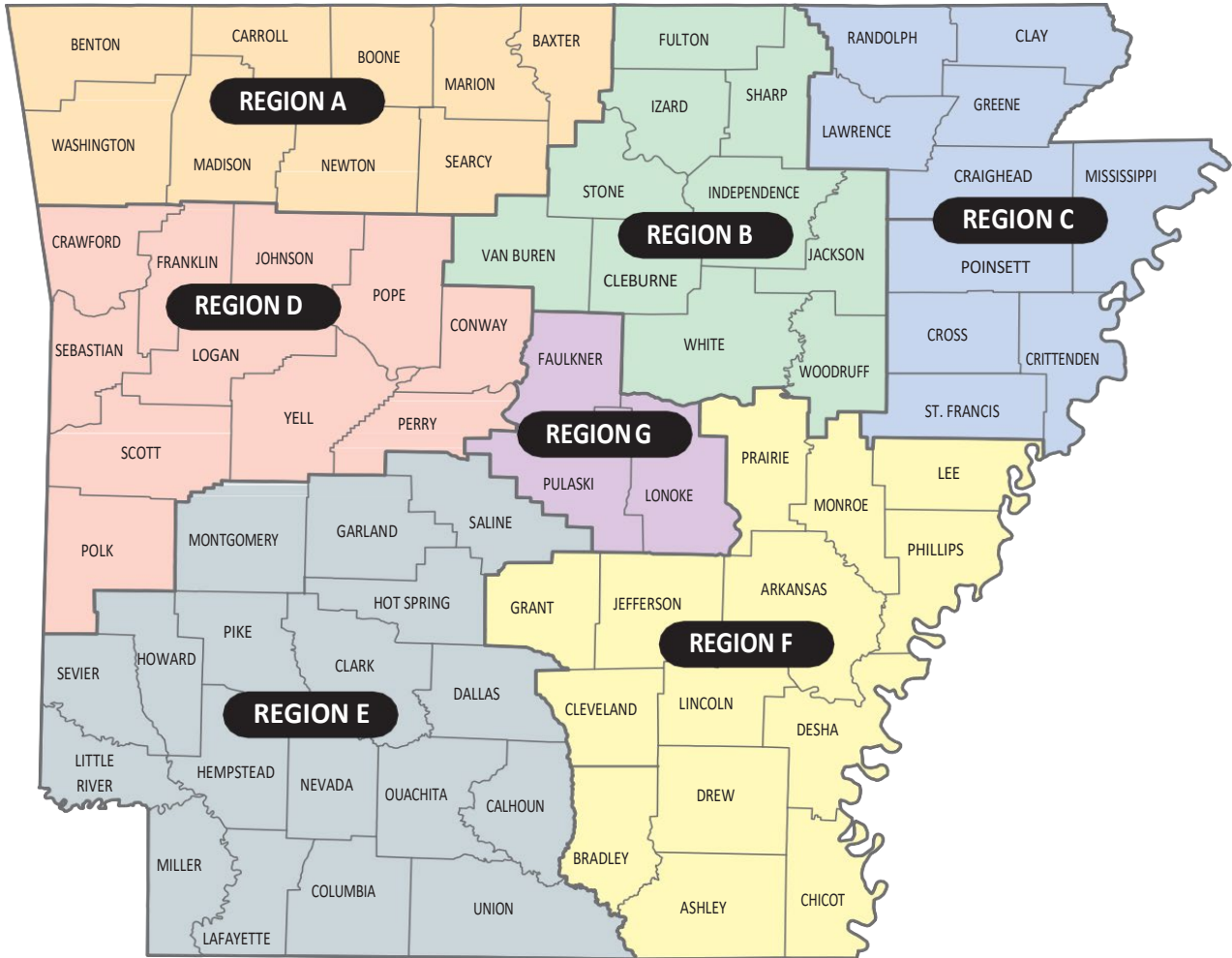
On Time Pick up



On Time Drop off



Non - Emergency Transportation Regions



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