

# NET NON-EMERGENCY TRANSPORTATION PROGRAM PERFORMANCE PROFILE

## SFY 2021 Quarter 2

The Arkansas Medicaid Non-Emergency Transportation (NET) Performance Profile contains information associated with NET broker performance for the quarter ending December 31, 2020. 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 second quarter of SFY 2021 (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.





# DRAFT

Region A: Southeastrans, Inc.

October - December 2020

Helpline Activity

Region A

Statewide

**Inquiry Calls**

Beneficiary does not know broker	92	745
Extension of transportation services	3	32
General information: beneficiary	173	1,297
General information: broker	68	433
General information: non-Medicaid beneficiary	11	140
General information: physician/provider	8	77
General information: social worker/case worker	9	72
Hospital discharge information	1	10
Private option/Medicaid expansion information	2	37

**Complaint Calls**

Late pick-up at appointment	1	6
Late pick-up at residence	1	5
No pick-up at residence	7	40
No provider/driver available	15	34
Scheduling miscommunication	1	3

# DRAFT

**Region B: Southeastrans. Inc**

**October - December 2020**

**NET Program Activity Summary**

**Region B**

**Statewide**

<b>Claims Paid</b>	2,702	61,857
<b>Individuals Transported</b>	812	10,547
Individuals eligible to be transported	74,717	868,888
Percentage of eligibles transported	1.1%	1.2%
<b>Number of Trips</b>	5,323	118,655
Trips per individual transported	7	11
<b>Type of Trips</b>		
One-way trip	231	7,601
Round trip	2,352	52,366
Other trip	119	1,973

**Timely Performance Comparison**

**Region B**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	50.6%	52.4%
16-29 minutes late	5.7%	6.9%
30-59 minutes late	2.0%	4.9%
One hour or more late	3.0%	5.4%
More than 15 minutes early	38.8%	30.4%
<b>Drop-off Performance</b>		
On-time*	77.1%	68.3%
1-15 minutes late	5.7%	10.7%
16-29 minutes late	1.9%	3.6%
30-59 minutes late	1.7%	3.2%
One hour or more late	3.5%	5.7%
More than one hour early	10.2%	8.5%

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

**NET Broker Denial Submission Comparison**

**Region B**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	34
Insufficient time to schedule	10	121
Not closest provider	1	5
Other: no provider available	14	63

# DRAFT

Region B: Southeasterns. Inc

October - December 2020

Helpline Activity

Region B

Statewide

## Inquiry Calls

Beneficiary does not know broker	61	745
General information: beneficiary	108	1,297
General information: broker	36	433
General information: non-Medicaid beneficiary	14	140
General information: physician/provider	9	77
General information: social worker/case worker	6	72
Hospital discharge information	1	10
Private option/Medicaid expansion information	1	37

## Complaint Calls

CSR rudeness	1	2
Gas reimbursement	1	3
Late pick-up at residence	1	5
No pick-up at residence	2	40
No provider/driver available	9	34
Other	1	2

# DRAFT

**Region C: Southeastrans. Inc**

**October - December 2020**

**NET Program Activity Summary**

**Region C**

**Statewide**

<b>Claims Paid</b>	8,050	61,857
<b>Individuals Transported</b>	1,581	10,547
Individuals eligible to be transported	121,962	868,888
Percentage of eligibles transported	1.3%	1.2%
<b>Number of Trips</b>	15,393	118,655
Trips per individual transported	10	11
<b>Type of Trips</b>		
One-way trip	1,078	7,601
Round trip	6,675	52,366
Other trip	297	1,973

**Timely Performance Comparison**

**Region C**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	39.5%	52.4%
16-29 minutes late	7.3%	6.9%
30-59 minutes late	8.0%	4.9%
One hour or more late	6.0%	5.4%
More than 15 minutes early	39.1%	30.4%
<b>Drop-off Performance</b>		
On-time*	62.2%	68.3%
1-15 minutes late	9.1%	10.7%
16-29 minutes late	3.8%	3.6%
30-59 minutes late	5.4%	3.2%
One hour or more late	6.7%	5.7%
More than one hour early	12.9%	8.5%

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

**NET Broker Denial Submission Comparison**

**Region C**

**Statewide**

<b>Denials as reported by brokers</b>		
Incorrect county code	2	41
Insufficient time to schedule	9	121
Not a Medicaid covered service	3	25
Other: contacted wrong broker	2	14
Other: no provider available	19	63
Other: one trip per episode of care	1	2
Other: transport on weekends/state holidays not required	1	31

# DRAFT

Region C: Southeastern, Inc

October - December 2020

Helpline Activity

Region C

Statewide

## Inquiry Calls

Beneficiary does not know broker	152	745
Extension of transportation services	3	32
General information: beneficiary	217	1,297
General information: broker	71	433
General information: DHS	1	15
General information: non-Medicaid beneficiary	5	140
General information: physician/provider	16	77
General information: social worker/case worker	20	72
Hospital discharge information	2	10
Private option/Medicaid expansion information	3	37

## Complaint Calls

Gas reimbursement	2	3
Late pick-up at appointment	2	6
Late pick-up at residence	1	5
Lengthy trip	1	3
No pick-up at appointment	4	4
No pick-up at residence	6	40
No provider/driver available	7	34
Pick-up at residence too early	1	1
Reckless driving	1	1
Scheduling miscommunication	2	3

# DRAFT

**Region D: Southeastrans. Inc**

**October - December 2020**

**NET Program Activity Summary**

**Region D**

**Statewide**

<b>Claims Paid</b>	6,529	61,857
<b>Individuals Transported</b>	1,360	10,547
Individuals eligible to be transported	123,862	868,888
Percentage of eligibles transported	1.1%	1.2%
<b>Number of Trips</b>	12,472	118,655
Trips per individual transported	9	11
<b>Type of Trips</b>		
One-way trip	988	7,601
Round trip	5,223	52,366
Other trip	318	1,973

**Timely Performance Comparison**

**Region D**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	57.5%	52.4%
16-29 minutes late	4.8%	6.9%
30-59 minutes late	2.7%	4.9%
One hour or more late	2.6%	5.4%
More than 15 minutes early	32.3%	30.4%
<b>Drop-off Performance</b>		
On-time*	82.2%	68.3%
1-15 minutes late	6.7%	10.7%
16-29 minutes late	1.7%	3.6%
30-59 minutes late	1.5%	3.2%
One hour or more late	2.6%	5.7%
More than one hour early	5.2%	8.5%

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

**NET Broker Denial Submission Comparison**

**Region D**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	2	34
Incorrect county code	2	41
Insufficient time to schedule	9	121
Other: no NET MCP assignment	1	17
Other: no provider available	2	63
Other: transport on weekends/state holidays not required	2	31
QMB beneficiary	1	68



# DRAFT

Region D: Southeastern Trans. Inc

October - December 2020

Helpline Activity

Region D

Statewide

**Inquiry Calls**

Beneficiary does not know broker	93	745
General information: beneficiary	170	1,297
General information: broker	56	433
General information: DHS	4	15
General information: non-Medicaid beneficiary	4	140
General information: physician/provider	11	77
General information: social worker/case worker	6	72
Hospital discharge information	1	10
Private option/Medicaid expansion information	8	37

**Complaint Calls**

Dhs/governor's office	1	1
Driver rudeness	1	4
Drop off at appointment too early	1	1
Late pick-up at appointment	1	6
Late pick-up at residence	1	5
Lengthy trip	1	3
No pick-up at residence	12	40
No provider/driver available	3	34

# DRAFT

## Region E: Central Arkansas Development Council

October - December 2020

### NET Program Activity Summary

Region E

Statewide

<b>Claims Paid</b>	13,387	61,857
<b>Individuals Transported</b>	2,182	10,547
Individuals eligible to be transported	152,793	868,888
Percentage of eligibles transported	1.4%	1.2%
<b>Number of Trips</b>	25,379	118,655
Trips per individual transported	12	11
<b>Type of Trips</b>		
One-way trip	2,084	7,601
Round trip	10,844	52,366
Other trip	514	1,973

### Timely Performance Comparison

Region E

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	52.6%	52.4%
16-29 minutes late	5.5%	6.9%
30-59 minutes late	3.2%	4.9%
One hour or more late	2.3%	5.4%
More than 15 minutes early	36.4%	30.4%
<b>Drop-off Performance</b>		
On-time*	66.0%	68.3%
1-15 minutes late	15.9%	10.7%
16-29 minutes late	5.2%	3.6%
30-59 minutes late	3.9%	3.2%
One hour or more late	3.8%	5.7%
More than one hour early	5.2%	8.5%

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

### NET Broker Denial Submission Comparison

Region E

Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	25	34
Has access to transportation	2	2
Incorrect county code	26	41
Insufficient time to schedule	16	121
Medicaid inactive	10	13
Not a Medicaid covered service	17	25
Not closest provider	3	5
Other: contacted wrong broker	2	14
Other: incomplete information/call	1	3
Other: no NET MCP assignment	11	17
Other: no provider available	1	63
Other: transport on weekends/state holidays not required	2	31
QMB beneficiary	57	68

# DRAFT

Region E: Central Arkansas Development Council

October - December 2020

Helpline Activity

Region E

Statewide

**Inquiry Calls**

Beneficiary does not know broker	130	745
Extension of transportation services	21	32
General information: beneficiary	255	1,297
General information: broker	131	433
General information: DHS	4	15
General information: non-Medicaid beneficiary	92	140
General information: physician/provider	23	77
General information: social worker/case worker	17	72
Hospital discharge information	1	10
Private option/Medicaid expansion information	9	37

**Complaint Calls**

CSR rudeness	1	2
Driver rudeness	3	4
Late pick-up at residence	1	5
Lengthy trip	1	3
No pick-up at residence	2	40

# DRAFT

## Region F: Area Agency on Aging Southeast Arkansas

October - December 2020

### NET Program Activity Summary

Region F

Statewide

<b>Claims Paid</b>	14,517	61,857
<b>Individuals Transported</b>	2,192	10,547
Individuals eligible to be transported	85,131	868,888
Percentage of eligibles transported	2.6%	1.2%
<b>Number of Trips</b>	28,042	118,655
Trips per individual transported	13	11
<b>Type of Trips</b>		
One-way trip	1,211	7,601
Round trip	13,171	52,366
Other trip	163	1,973

### Timely Performance Comparison

Region F

Statewide

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	65.9%	52.4%
16-29 minutes late	9.0%	6.9%
30-59 minutes late	6.3%	4.9%
One hour or more late	2.2%	5.4%
More than 15 minutes early	16.6%	30.4%
<b>Drop-off Performance</b>		
On-time*	67.3%	68.3%
1-15 minutes late	13.8%	10.7%
16-29 minutes late	4.0%	3.6%
30-59 minutes late	2.0%	3.2%
One hour or more late	1.9%	5.7%
More than one hour early	11.1%	8.5%

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

### NET Broker Denial Submission Comparison

Region F

Statewide

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	1	34
Incorrect county code	7	41
Insufficient time to schedule	54	121
Medicaid inactive	2	13
Not a Medicaid covered service	3	25
Not closest provider	1	5
Other: contacted wrong broker	6	14
Other: incomplete information/call	2	3
Other: no NET MCP assignment	5	17
Other: one trip per episode of care	1	2
Other: transport on weekends/state holidays not required	22	31
QMB beneficiary	6	68

# DRAFT

Region F: Area Agency on Aging Southeast Arkansas

October - December 2020

Helpline Activity

Region F

Statewide

**Inquiry Calls**

Beneficiary does not know broker	21	745
Extension of transportation services	1	32
General information: beneficiary	68	1,297
General information: broker	16	433
General information: DHS	3	15
General information: non-Medicaid beneficiary	1	140
General information: physician/provider	3	77
General information: social worker/case worker	4	72
Hospital discharge information	3	10
Private option/Medicaid expansion information	4	37

**Complaint Calls**

Late drop-off to appointment	2	2
Other	1	2

# DRAFT

**Region G: Southeastrans. Inc**

**October - December 2020**

**NET Program Activity Summary**

**Region G**

**Statewide**

<b>Claims Paid</b>	12,532	61,857
<b>Individuals Transported</b>	1,624	10,547
Individuals eligible to be transported	164,199	868,888
Percentage of eligibles transported	1.0%	1.2%
<b>Number of Trips</b>	23,941	118,655
Trips per individual transported	15	11
<b>Type of Trips</b>		
One-way trip	1,643	7,601
Round trip	10,473	52,366
Other trip	416	1,973

**Timely Performance Comparison**

**Region G**

**Statewide**

<b>Pick-up Performance</b>		
On-time (within 15 minutes of scheduled pickup time)	39.1%	52.4%
16-29 minutes late	7.1%	6.9%
30-59 minutes late	5.7%	4.9%
One hour or more late	15.0%	5.4%
More than 15 minutes early	33.0%	30.4%
<b>Drop-off Performance</b>		
On-time*	61.3%	68.3%
1-15 minutes late	7.2%	10.7%
16-29 minutes late	3.3%	3.6%
30-59 minutes late	4.6%	3.2%
One hour or more late	14.5%	5.7%
More than one hour early	9.1%	8.5%

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

**NET Broker Denial Submission Comparison**

**Region G**

**Statewide**

<b>Denials as reported by brokers</b>		
Facility does not bill Medicaid	2	34
Incorrect county code	4	41
Insufficient time to schedule	13	121
Medicaid inactive	1	13
Not a Medicaid covered service	2	25
Other: contacted wrong broker	3	14
Other: transport on weekends/state holidays not required	3	31

# DRAFT

Region G: Southeastrans. Inc

October - December 2020

Helpline Activity

Region G

Statewide

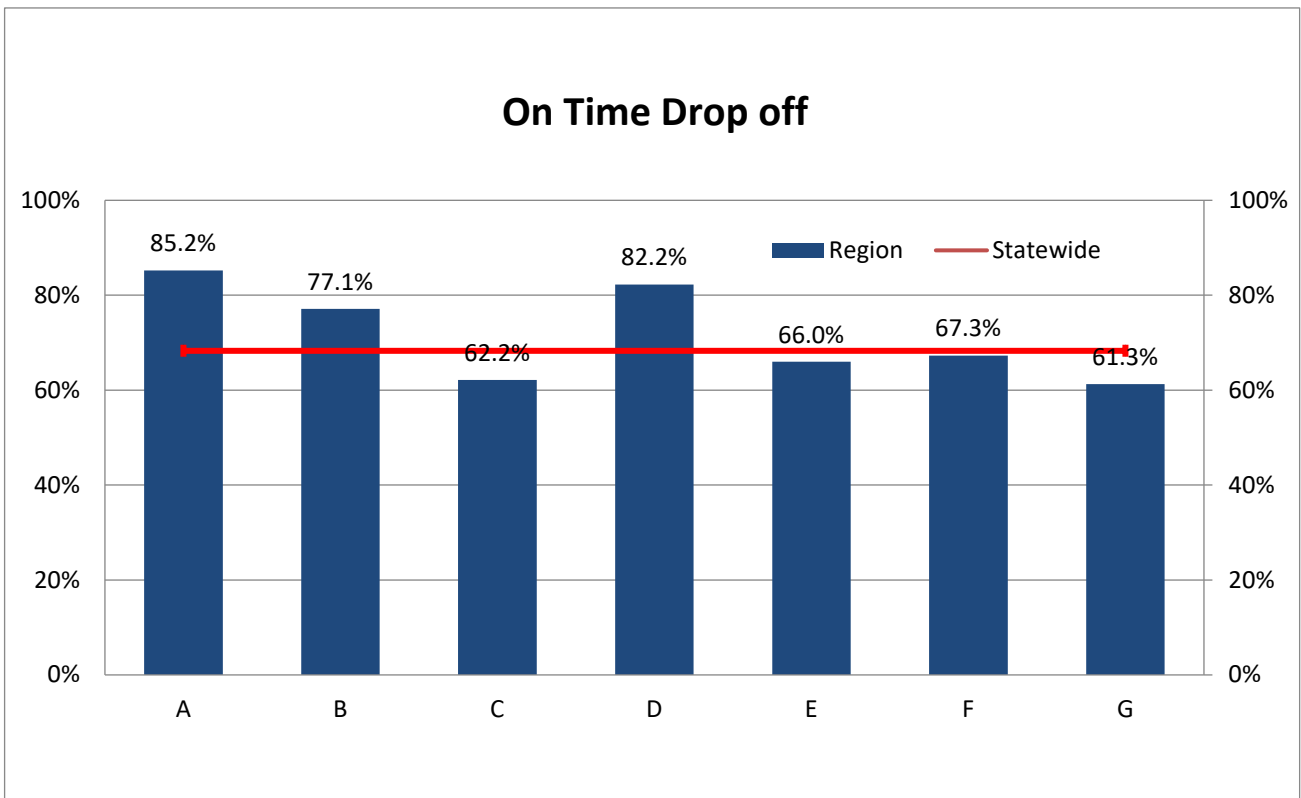
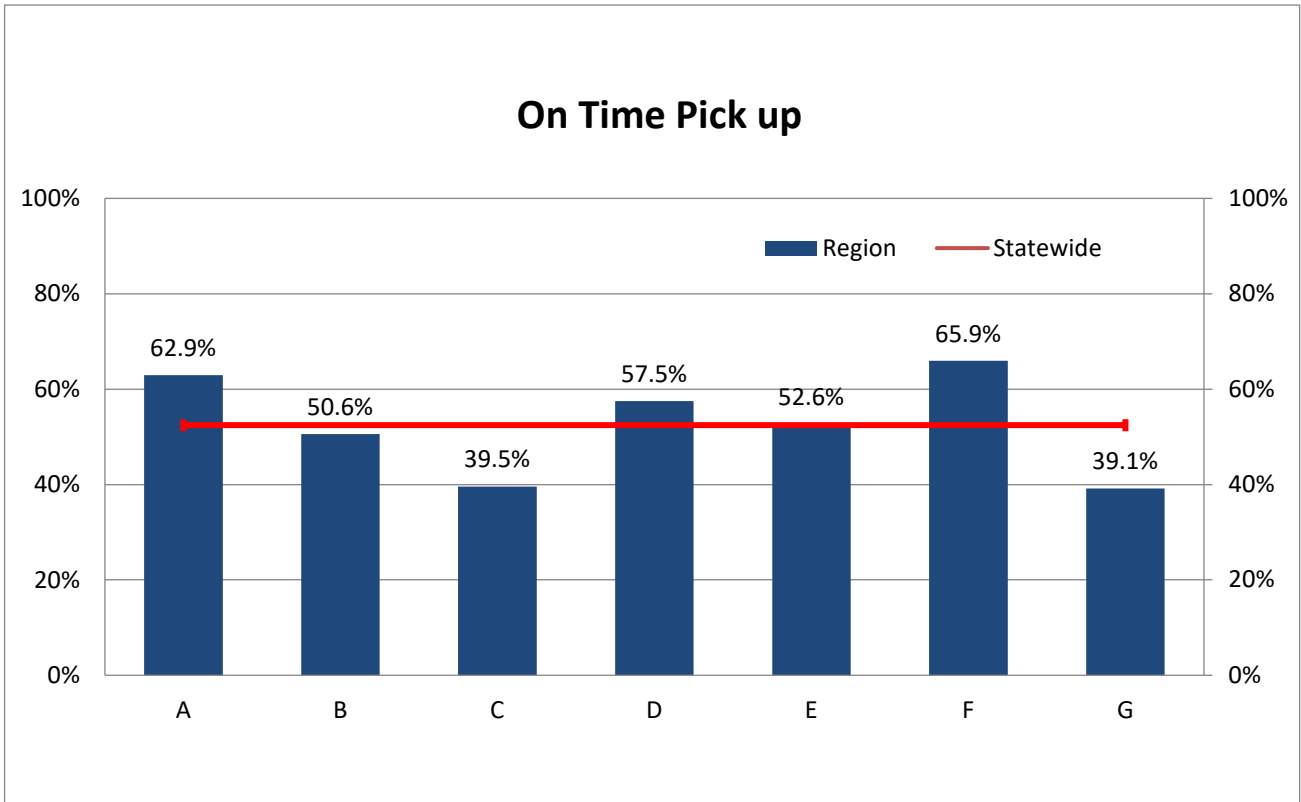
**Inquiry Calls**

Beneficiary does not know broker	196	745
Extension of transportation services	4	32
General information: beneficiary	306	1,297
General information: broker	55	433
General information: DHS	3	15
General information: non-Medicaid beneficiary	13	140
General information: physician/provider	7	77
General information: social worker/case worker	10	72
Hospital discharge information	1	10
Private option/Medicaid expansion information	10	37

**Complaint Calls**

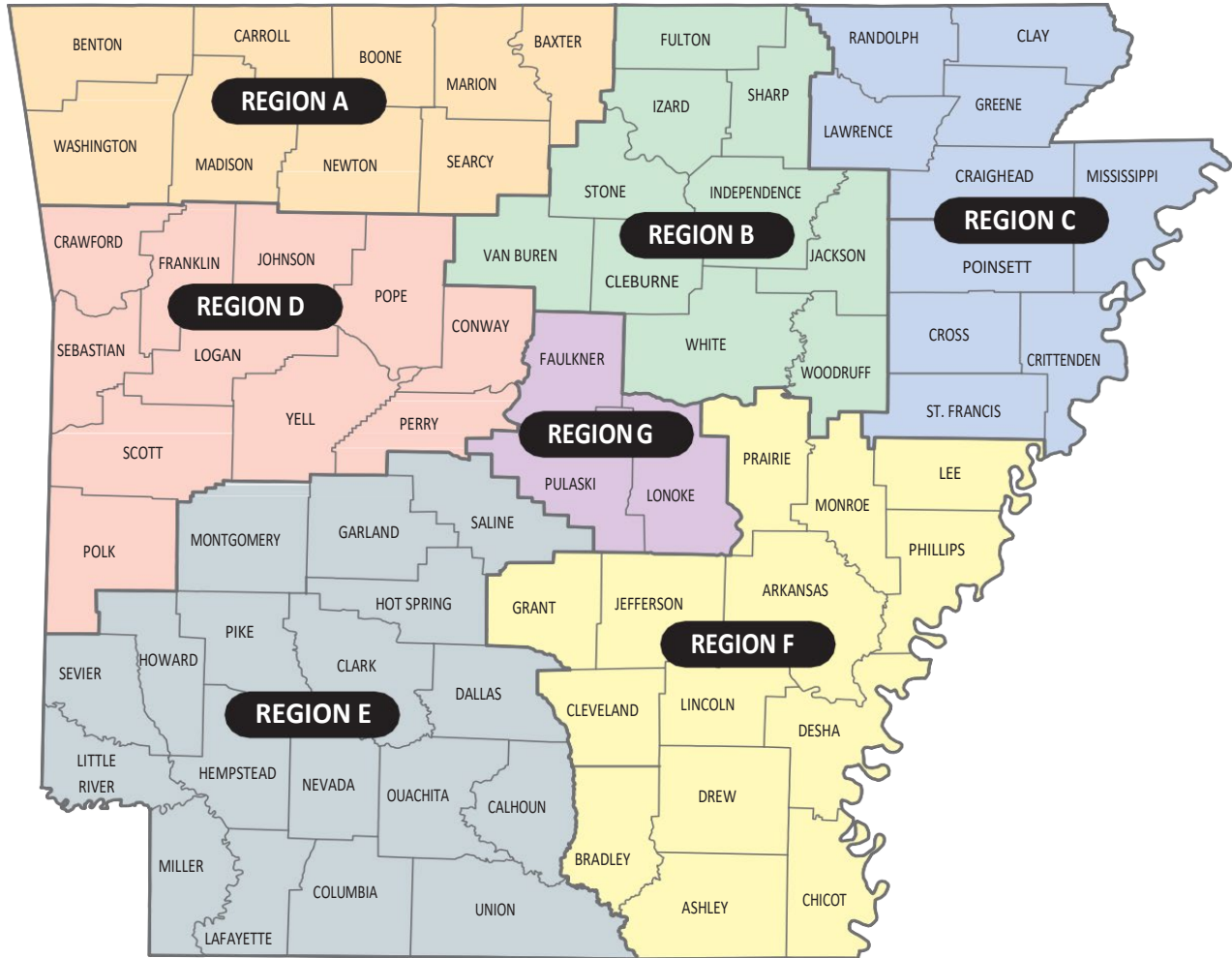
Did not give 48-hour notice	1	1
Late pick-up at appointment	2	6
No pick-up at residence	11	40

Timely NET Performance Comparison  
October - December 2020





## Non - Emergency Transportation Regions



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