

Arkansas Medicaid

Non-Emergency Transportation (NET) Survey Results

2010



Medicaid Managed
Care Services

A Division of AFMCSM

www.afmc.org/mmcs

ARKANSAS
DEPARTMENT OF
 **HUMAN**
SERVICES

Non-Emergency Transportation (NET)

The State of Arkansas' Division of Medical Services (DMS) has contracted with Medicaid Managed Care Services (MMCS), a division of the Arkansas Foundation for Medical Care, to survey beneficiaries who have received transportation services under the Non-Emergency Transportation waiver. This beneficiary satisfaction survey asks questions about beneficiaries' experiences scheduling a ride with their transportation broker, the quality of the rides they have gotten, and how well the Non-Emergency Transportation system met any special needs they had. The information received will help DMS determine which services beneficiaries use and how beneficiaries evaluate the Non-Emergency Transportation program and its services. Data collection occurred from September 2010 to November 2010. This is the ninth year for the Non-Emergency Transportation Survey.



Who was surveyed

All Medicaid beneficiaries who utilized Non-Emergency Transportation program services between January 1 and June 30, 2010, were eligible to participate. From this group, **MMCS mailed surveys to 1,685 randomly selected Medicaid beneficiaries**. After excluding beneficiaries with undeliverable addresses, **1,520 beneficiaries received a survey**.

How many responded

MMCS received surveys from **763 beneficiaries** before the cutoff date. Of those, **762 were eligible for analysis**, resulting in a **final response rate of 50.1%**.



Overall Quality and Satisfaction 2010

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.

✓ Scheduling a ride	8.59
✓ Quality of ride	8.80
✓ Non-Emergency Transportation program	8.85

Of the beneficiaries who responded, the **percentage of beneficiaries indicating a high degree of satisfaction** (a score of 8 or higher):

✓ Scheduling a ride	78.79%
✓ Quality of ride	81.69%
✓ Non-Emergency Transportation program	83.65%



Self-Reported Utilization Rates

Percentage of respondents who reported:

✓ Got a ride (in past 12 months)	90.30%
✓ Frequent rides (four or more rides in 12 months)	77.65%
✓ Needed help from the driver getting in and out of the vehicle	35.28%
✓ Having a hearing impairment	11.44%
✓ Used a wheelchair or other equipment	20.26%
✓ Rode weekly to appointments	13.65%



Access and Availability of Services

- ✓ **98.1% of respondents** reported little or no problem getting the driver to help them get in and out of the van or car.
- ✓ **92.8% 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.
- ✓ **95.1% of respondents** reported little or no problem getting rides to and from their regularly scheduled appointments.



Ease of Getting a Ride

- ✓ **91.2% of respondents** reported they usually or always were able to schedule a ride with one phone call.
- ✓ **82.9% of respondents** reported they never or sometimes needed their doctor's approval in order to schedule a ride
- ✓ **98.3% of respondents** reported that they never or sometimes had trouble scheduling a ride because they spoke different languages.



Timeliness and Reliability

- ✔ **92.9% of respondents** reported their driver usually or always showed up at their home on time to take them to their scheduled appointment.
- ✔ **90.1% of respondents** reported their driver never or sometimes dropped them off for their appointment too early (more than 30 minutes).
- ✔ **97.1% of respondents** reported their driver never or sometimes dropped them off late for their appointment.
- ✔ **86.2% of respondents** reported they never or sometimes waited more than 30 minutes to be picked up after their appointment was over.
- ✔ **89.5% of respondents** reported that their driver usually or always picked them up after their appointment to take them home.

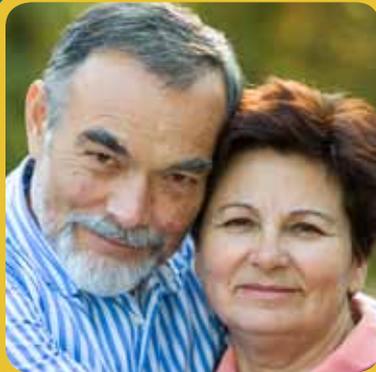


Courtesy of Staff

- ✔ **92.0% of respondents** agreed that the transportation staff always or usually treated them with courtesy and respect when they called to get a ride.
- ✔ **94.5% of respondents** agreed that the transportation staff always or usually treated them with courtesy and respect during the ride.

Safety

- ✔ **94.5% of beneficiaries** surveyed said that the driver usually or always drove safely.
- ✔ **92.6% of beneficiaries** surveyed said that the driver usually or always made sure riders wore seat belts



About MMCS

Medicaid Managed Care Services (MMCS) provides utilization review and quality assurance services for ConnectCare and other waived managed care programs. MMCS is a division of the Arkansas Foundation for Medical Care (AFMC).

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.

FOR MORE INFORMATION, CONTACT:



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