Non-Emergency Transportation (NET) for Arkansas Works Members

Arkansas Works members have eight legs/units of non-emergency transportation.

- One-way trip = One leg/unit
- Round trip = Two legs/units

Once the beneficiary has exhausted the eight legs/units, the beneficiary will be directed by the NET Broker to contact the Extension of Transportation Services (EOTS) Helpline at 1-844-223-0293.

There is a more in-depth questionnaire to determine eligibility for additional legs/units. If more legs/units are approved, an authorization is created.

The beneficiary is instructed to follow up with the NET Broker to schedule NET services. The Broker has access to view the authorization through AFMC ReviewPoint.

If a facility or beneficiary has additional questions, please contact the NET Helpline at 1-888-987-1200, option 1. They will be happy to assist you.