Non-emergency Transportation (NET)

The Arkansas Department of Human Services, Division of Medical Services (DMS) has contracted with AFMC to survey clients who have used transportation services under the Non-emergency Transportation (NET) waiver. This client satisfaction survey asks questions about clients’ 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 clients use and how clients evaluate the NET program and its services. Data collection occurred from October to December 2019. This is the 14th year for the NET Survey.
The client data were obtained from Arkansas Medicaid. The population for the NET survey consisted of all Medicaid clients for whom a transportation claim was submitted with a date of service from Jan. 1, through June 30, 2019, with consideration for exclusion to the sample frame. Exclusions included those clients who were found to have rides from two different regions or rides from more than one broker. Clients selected for other surveys within the previous 12 months or who resided in a nursing home were also excluded and only one client per household was selected. Additionally, the sample was stratified by transportation region at a rate of 11.5% per region to ensure an appropriate sample.

Who was surveyed

A sample of Medicaid clients stratified by region who used NET between Jan. 1 and June 30, 2019. AFMC mailed 1,994 surveys to this group. After excluding clients with bad addresses and clients found to be ineligible, the analyzable sample size was 1,706.

How many responded

AFMC received 591 analyzable surveys resulting in a final analyzable rate of 34.6%.
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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduling a ride</td>
<td>7.8</td>
</tr>
<tr>
<td>Quality of ride</td>
<td>7.8</td>
</tr>
<tr>
<td>NET program</td>
<td>7.9</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduling a ride</td>
<td>67.2%</td>
</tr>
<tr>
<td>Quality of ride</td>
<td>68.3%</td>
</tr>
<tr>
<td>NET program</td>
<td>67.7%</td>
</tr>
</tbody>
</table>
# Self-reported utilization rates

Percentage of respondents who reported:

- ✔ Got a ride (in past 6 months) 92.6%
- ✔ Got frequent rides (four or more rides in 6 months) 61.4%
- ✔ Needed help from the driver getting in and out of the vehicle 31.8%
- ✔ Have a hearing impairment 12.9%
- ✔ Used a wheelchair or other equipment 30.7%
- ✔ Rode weekly to appointments 17.3%
Access and availability of services

✔ 94.6% of respondents reported little or no problem getting the driver to help them get in and out of the van or car

✔ 95.4% of respondents reported little or no problem getting a ride because of hearing impairment

✔ 95.5% of respondents reported little or no problem getting a van that could make room for their equipment or meet any other special needs

✔ 82.8% of respondents reported little or no problem getting rides to and from their regularly scheduled appointments
Ease of getting a ride

✔ 83.2% of respondents reported they usually or always were able to schedule a ride with one phone call

✔ 74.1% of respondents reported they never needed their doctor’s approval in order to schedule a ride

✔ 95.1% of respondents reported that they never had trouble scheduling a ride because they spoke a different language
Timeliness and reliability

- **85.2% of respondents** reported their driver usually or always showed up at their home on time to take them to their scheduled appointment.

- **84.9% of respondents** reported their driver never or sometimes dropped them off for their appointment too early (more than 30 minutes).

- **94.2% of respondents** reported their driver never or sometimes dropped them off late for their appointment.

- **70.5% of respondents** reported they never or sometimes waited more than 30 minutes to be picked up after their appointment was over.

- **81.7% of respondents** reported that their driver usually or always picked them up after their appointment to take them home.
Courtesy of staff

✔ 86.8% of respondents agreed that the transportation staff always or usually treated them with courtesy and respect when they called to get a ride

✔ 90.9% of respondents agreed that the transportation staff always or usually treated them with courtesy and respect during the ride

Safety

✔ 93.3% of clients surveyed said that the driver usually or always drove safely

✔ 88.9% of clients surveyed said that the driver usually or always made sure riders wore seat belts
About AFMC

AFMC provides utilization review and quality assurance services for NET and other waived managed care programs.

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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