

Medicaid
Non-Emergency
Transportation
Legislative Report

June 2019

Medicaid Non-Emergency Transportation Legislative Report June 2019

As the NET Monitoring Contractor, the Arkansas Foundation for Medical Care (AFMC), is responsible for working with the state to manage and monitor NET services.

Effective February 1, 2019, region-specific broker and county service area information was as follows:

- Region A: Transportation services for beneficiaries residing in Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington counties were provided by Southeastrans.
- Region B: Transportation services for beneficiaries residing in Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, and Woodruff counties were provided by Southeastrans.
- Region C: Transportation services for beneficiaries residing in Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Mississippi, Poinsett, Randolph, and St. Francis counties were provided by Southeastrans.
- Region D: Transportation services for beneficiaries residing in Conway, Crawford, Franklin, Johnson, Logan, Perry, Polk, Pope, Scott, Sebastian, and Yell counties were provided by Southeastrans.
- Region E: Transportation services for beneficiaries residing in Calhoun, Clark, Columbia, Dallas, Garland, Hempstead, Hot Spring, Howard, Lafayette, Little River, Miller, Montgomery, Nevada, Ouachita, Pike, Saline, Sevier, and Union counties were provided by Central Arkansas Development Council.
- Region F: Transportation services for beneficiaries residing in Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, Lee, Lincoln, Monroe, Phillips, and Prairie counties were provided by Area Agency on Aging of Southeast Arkansas.
- Region G: Transportation services for beneficiaries residing in Faulkner, Lonoke, and Pulaski counties were provided by Southeastrans.

NET Complaints by Region and Contract Type
June 1 through June 30, 2019

NET complaints received through the NET Helpline by region and contract type.

DTT - EIDT/ADDT Facility	NET Topics	NET Region							Grand Total
		A	B	C	D	E	F	G	
Yes	No Pickup at Residence	1	0	0	0	0	0	1	2
	Subtotal	1	0	0	0	0	0	1	2
No	CSR Rudeness	0	0	1	1	0	0	1	3
	Driver Rudeness	0	0	0	0	1	0	0	1
	Late Drop Off at Residence	0	1	0	0	0	0	0	1
	Late Pickup at Appointment	1	1	2	0	0	0	0	4
	Late Pickup at Residence	0	0	1	0	0	0	1	2
	Lengthy Trip	0	0	0	0	0	0	1	1
	No Pickup at Appointment	0	0	0	0	1	0	0	1
	No Pickup at Residence	4	0	3	2	0	0	3	12
	No Provider/Driver Available	15	4	4	3	0	0	3	29
	Pickup at Residence Too Early	0	0	1	0	0	0	0	1
	Reckless Driving	0	0	0	0	0	0	1	1
	Scheduling Miscommunication	0	0	0	1	0	0	0	1
	Transportation Refused by the Broker	1	0	1	0	0	0	0	2
	Subtotal	21	6	13	7	2	0	10	59
	Grand Total	22	6	13	7	2	0	11	61

NET Vehicle Inspections and Redlined
With Camera Installation by Region
June 2019

The Vehicle Monitor conducted vehicle inspections, examination of safety programs, child safety buzzers, and wheelchair lifts in all regions. Inspections took place across the state. Eight vehicles were redlined in June. The deficiencies were identified as defective tires, camera needing repaired, vehicle detailed inside, missing a lug nut, replacement of front seat belts along with arm rest on driver’s seat, and non-working emergency door.

	# of Vehicle Inspections	# of Cameras Installed	Number of Vehicles Redlined
Region A – Southeasterns	0	0	0
Region B – Southeasterns	0	0	0
Region C – Southeasterns	0	0	0
Region D – Southeasterns	0	0	0
Region E – CADDC	45	45	2
Region F – AAA of SE AR	2	2	0
Region G – Southeasterns	25	25	6
Total	72	72	8

NET Driver Audit from Vehicle Inspections
June 2019

The NET Vehicle Monitor performs monthly scheduled and unscheduled vehicle inspections. The name of the driver operating the vehicle is recorded on the vehicle inspection. Not all inspections have drivers present. The date and driver’s name are compared against the driver's hire date in the NET Portal. This audit validates if drivers and/or attendants are providing NET services prior to the NET Monitoring Contractor receiving and approving compliance documents through the NET Portal. 44 drivers were present at the time of the inspection. 44 hire dates were validated. 100% compliance was found.

	# of Vehicle Inspections	# of Validated Driver’s Hire Dates
June	72	44

NET Driver and Attendant Report June 2019

NET brokers submitted information for 853 approved drivers and attendants as of the last day of the reporting month, 6/30/2019.

	# of Eligible Drivers and Attendants
Region A – Southeasterns	77
Region B – Southeasterns	101
Region C – Southeasterns	37
Region D – Southeasterns	124
Region E – CADC	181
Region F – AAA of SE AR	127
Region G – Southeasterns	206
Total	853

NET Vehicle Report June 2019

NET brokers submitted information for 701 approved vehicles as of the last day of the reporting month, 6/30/2019.

	# of Active Vehicles
Region A – Southeasterns	71
Region B – Southeasterns	76
Region C – Southeasterns	31
Region D – Southeasterns	31
Region E – CADC	106
Region F – AAA of SE AR	150
Region G – Southeasterns	129
Total	701

All vehicles operating in the NET program have cameras installed.

NET Monthly Call Center Metrics Report
June 2019

Region	Calls Received	Calls Answered	Calls Abandoned	% Calls Abandoned	Average Speed to Answer (mm:ss)	Average Talk Time (mm:ss)	Average Number of CSRs
A	3,721	3,603	114	3.06%	:28	4:24	23
B	3,536	3,424	108	3.05%	:28	4:07	23
C	6,039	5,763	239	3.96%	:29	4:00	23
D	6,448	6,205	227	3.52%	:28	4:37	23
E	5,788	5,403	102	2%	:18	6:01	11
F	15,006	14,068	938	6%	:34	3:07	10
G	7,299	6,895	299	4.10%	:27	3:56	23

*Regions A, B, C, D and G customer service representatives are available to answer multiple queues.

NET Monthly Denial Report
June 2019

NET broker must provide the beneficiary written notice when transportation services are denied. A denial notice is sent to the beneficiary and a copy to the NET Monitoring Contractor. 319 denial notices were issued to Medicaid beneficiaries for “No Provider/Subcontractor Available” to transport the beneficiary to their scheduled medical appointments in June 2019. This is a 18% decrease from the previous month.

	No Provider/Subcontractor Available
Region A – Southeasterns	198
Region B – Southeasterns	49
Region C – Southeasterns	23
Region D – Southeasterns	41
Region E – CADC	0
Region F – AAA of SE AR	0
Region G – Southeasterns	8
Total	319

*Data is based on the beneficiary’s medical appointment date given at the time of the reservation.

Professional Consultant Services - Executed Contracts

Total Projected Cost >= \$10,000 and < \$50,000.00

Report Period: 07/01/2019 - 07/31/2019

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/09/2019	SCOTT SULLIVAN	RA201150001	07/01/2019 To 06/30/2020	Sole Source by Justification	\$22,500.00	\$22,500.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0115	Southern Arkansas University - Technical Branch		GAYE MANNING	8705744509	gmanning@sautech.edu	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	Compensation	00001	Years	\$22,500.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/08/2019	EXETER ASSOCIATES INC	4600029562	08/01/2013 To 06/30/2020	Request for Proposal	\$30,000.00	\$30,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0450	Public Service Commission		Clark W Manasco	501-682-5776	CMANASCO@PSC.STATE.AR.US	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	FEES,COMPENSATION,PROFESSIONAL SERVICE	28225	each	\$1.00	
00002	Personnel	EXPENSES,REIMBURSE,PROFESSIONAL SERV	01775	each	\$1.00	

Technical and General Services - Executed Contracts
Total Projected Cost >= \$25,000.00 and < \$100,000.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/16/2019	NEXSTAR BROADCASTING INC	4501892146	07/01/2019 To 06/30/2020	Exempt by Law	\$72,000.00	\$72,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0319	Minority Health Commission		CEDRIC PATTERSON	501-686-2739	cedric.patterson@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,ADVERTISING,TELEVISION	00012	each	\$4,500.00	
00002	Services	TECH SERVICE,ADVERTISING,TELEVISION	00012	each	\$1,500.00	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/16/2019	PINNACLE MEDIA LLC	4501892237	07/01/2019 To 06/30/2020	Exempt by Law	\$39,600.00	\$39,600.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0319	Minority Health Commission		ESTE FRAZIER	501-686-2748	este.frazier@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,ADVERTISING,TELEVISION	39600	each	\$1.00	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/16/2019	CUMULUS MEDIA INC	4501892276	07/01/2019 To 06/30/2020	Exempt by Law	\$33,500.00	\$33,500.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0319	Minority Health Commission		CEDRIC PATTERSON	501-686-2739	cedric.patterson@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,ADVERTISING,RADIO	33500	each	\$1.00	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/19/2019	KATV LLC	4501894025	07/01/2019 To 06/30/2020	Exempt by Law	\$39,985.00	\$39,985.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0319	Minority Health Commission		CEDRIC PATTERSON	501-686-2739	cedric.patterson@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,ADVERTISING,TELEVISION	39985	each	\$1.00	

Technical and General Services - Executed Contracts

Total Projected Cost >= \$25,000.00 and < \$100,000.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/16/2019	MANAGEMENT SERVICES FOR EDUCATION DATA	4600045087	07/01/2019 To 06/30/2020	Competitive Bid	\$43,026.00	\$43,026.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0500	Department of Education		Judi Free	501-682-4479	Judi.Free@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,DATABASE MANAGEMNT, WEB-BASE	43026	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/26/2019	CONSOLIDATED ELECTRICAL DISTRIBUTORS	4501896037	07/25/2019 To 06/30/2020	Exempt by Law	\$40,000.00	\$40,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0790	Arkansas Economic Development Commission		MARY DAVIS	501-682-7678	MDAVIS@ARKANSASEDC.COM	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,TRAINING,EDUCATIONAL	40000	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/23/2019	WIREGRASS ECOLOGICAL ASSOCIATES LLC	4600043370	09/05/2018 To 09/04/2020	Competitive Bid	\$37,570.00	\$37,570.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0865	Department of Arkansas Heritage - Central Administration		PATRICK SOLOMON	501-324-9346	laura.wallace@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,GENERAL MAINTENANCE	19900	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/30/2019	PRECISION MICROGRAPHICS INC	4600043591	11/01/2019 To 10/31/2020	Invitation for Bid	\$49,980.00	\$49,980.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0865	Department of Arkansas Heritage - Central Administration		Heather V. Bailey	501-324-9320	heather.bailey@dfa.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,SCANNING	51000	each	\$0.49	
00002	Services	TECH SERVICE,SCANNING	51000	each	\$0.49	

Technical and General Services - Executed Contracts

Total Projected Cost >= \$25,000.00 and < \$100,000.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/23/2019	TYCO FIRE & SECURITY MANAGEMENT INC	4501890859	07/01/2019 To 06/30/2020	Request for Proposal	\$81,870.34	\$88,010.62
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0960	Arkansas State Police		Jenna Castleberry	501-618-8183	jenna.castleberry@asp.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,INSTALLATION,SECURITY SYS	29878	Lump Sum	\$1.00	
00001	Commodities	SECURITY ALARM SYSTEM	51992	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
07/18/2019	COMPUTER AID INC	4600044938	07/01/2019 To 06/30/2020	Cooperative Contract	\$78,788.90	\$78,788.90
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0990	Crime Information Center		ACIC Purchasing	501-682-7404	jennifer.stallings@acic.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,IT TECHNICAL SPECIALIST	00597	Hours	\$132.03	

Cooperative Agreements Spend Report

Print Date: 08/09/2019

PO Spend Date : 04/01/2019 - 06/30/2019

Contract #	Vendor # - #	Vendor Address ###	Vendor Phone	Vendor E-Mail	Total Projected Amount	Total Spend Amount	
030817-JHN	# - #	###				68.30	
Agency :	0193 - SOUTH ARKANSAS CMTY COLLEGE	Agency Contact	Agency Phone	Agency E-Mail	Purchase Order	750,000.00	68.30
		Ann Southall	870-864-7162	ASOUTHALL@SOUTHARK.EDU		750,000.00	68.30
					19066	750,000.00	68.30
				1. Acct# 270-00152216 shipping and handling			15.00
				2. photo sensor on Simplex system			42.87
				4. tax			10.43
1071615	# - #	###				2,856.94	
Agency :	0115 - SOUTHERN AR UNIV - TECH BRANCH	Agency Contact	Agency Phone	Agency E-Mail	Purchase Order	120,000.00	2,856.94
		Angela Fry	870-574-4523	AFRY@SAUTECH.EDU		120,000.00	2,856.94
					63751	15,000.00	266.21
				1. EPSON WORKFORCE DS-530 SCANNER QUOTE# 10			266.21
					63991	15,000.00	256.59
				1. EPSON WORKFORCE DS-530 SCANNER QUOTE# 10			256.59
					64023	15,000.00	395.73
				1. HP LASERJET PRO M402DNE			267.29
				2. HP LASERJET PRO 550 SHEET FEEDER TRAY QU			128.44
					64026	15,000.00	271.94
				1. HP LASERJET PRO M452DN QUOTE# 100177976			271.94
					64047	15,000.00	256.59
				1. EPSON WORKFORCE DS-530 SCANNER QUOTE# 10			256.59
					64067	15,000.00	232.98
				1. CYBERPOWER INTELLIGENT LCD CP1350AVRLCD			232.98
					64068	15,000.00	256.59
				1. EPSON WORKFORCE DS-530 SCANNER QUOTE# 10			256.59
					64137	15,000.00	920.31
				1. EPSON WORKFORCE DS-6500 SCANNER			642.16
				3. HP M452DN PRINTER			278.15
1702013132	# - #	###				29,875.89	
Agency :	0105 - SOUTHERN ARKANSAS UNIVERSITY	Agency Contact	Agency Phone	Agency E-Mail	Purchase Order	470,000.00	29,875.89
		Alan Davis	870-235-5095	DADAVIS@SAUMAG.EDU		470,000.00	29,875.89
					206960	235,000.00	22,325.89
				1. REPLACE 2-80FT SECTIONS OF 4" HOT WATER			22,325.89
					207011	235,000.00	7,550.00
				1. SIDEWALK EXTENSION ON NORTHEND AND EAST			7,550.00
18050101	# - #	###				460,491.95	