

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
001	Powers of Arkansas Inc	FBASMSA17002	03	Request for Proposal	12/01/2016 - 11/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$414,573.16	\$494,000.00	\$494,000.00	\$3,544,231.00	\$3,619,231.69

Agency #	Agency Name	Division
0135	University of Arkansas at Fayetteville	AR School Math & Science

Contract Summary To provide continuous (24 hours per day, seven (7) days per week) facility system monitoring and preventative/repair maintenance for ASMSA equipment including HVAC equipment, fire safety systems, back up generation, plumbing, electrical and mechanical systems and chilled water systems.

Amendment Category No Material Change

Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
002	Allied Universal Security	RFP201507	03	Request for Proposal	12/01/2014 – 11/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$ 845,183.00	\$375,000.00	\$375,000.00	\$2,331,889.00	\$2,331,889.00

Agency #	Agency Name	Division
0135	University of Arkansas at Fayetteville	AR School Math & Science

Contract Summary ASMSA Security Services

Amendment Category No Material Change

Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
003	JW Software Inc	4600039309	01	Request for Proposal	1/01/2017 – 12/31/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$952,500.00	\$60,000.00	\$60,000.00	\$952,500.00	\$952,500.00

Agency #	Agency Name	Division
0425	Insurance Department	

Contract Summary

This contract will provide for purchase of a workers' compensation claims administration software system for administration of Arkansas state government employees' workers' compensation claims. This contract will include the software, training, on-going maintenance, support services and help desk, customization and conversion of current claims data which is contained in custom SQL databases owned and maintained by the Arkansas Insurance Department.

Amendment Category

No Material Change

Purpose for Amendment

Extending for time and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
004	Ankura Intermediate Holdings LP	4501912316	0	Emergency	10/01/2019 – 2/29/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$345,000.00	\$345,000.00	0.00	\$445,000.00	\$445,000.00

Agency #	Agency Name	Division
0470	Department of Information Systems	

Contract Summary

Critical Emergency procurement for End Point Monitoring to prevent and contain malicious cyber events

Amendment Category

Not Applicable

Purpose for Amendment

Not Applicable

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
005	Critical Start Inc	4501912317	0	Emergency	9/01/2019 – 8/31/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$377,548.00	\$377,548.00	0.00	\$377,548.00	0.00

Agency #	Agency Name	Division
0470	Department of Information Systems	

Contract Summary

Critical Emergency procurement for End Point Monitoring to prevent and contain malicious cyber events.

Amendment Category

Not Applicable

Purpose for Amendment

Not Applicable

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
006	Medical Waste Services	4600031123	06	Competitive Bid	11/05/2013 - 11/14/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$68,728.08	\$68,728.08	\$68,728.08	\$481,096.56	\$481,096.56

Agency #	Agency Name	Division
0645	Arkansas Department of Health	

Contract Summary Medical waste transportation and disposal service
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
007	Stericycle Inc	4600031126	06	Competitive Bid	11/15/2013 - 11/14/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$19,227.00	\$19,227.00	\$19,227.00	\$134,589.00	\$134,589.00

Agency #	Agency Name	Division
0645	Arkansas Department of Health	

Contract Summary Medical waste transportation and disposal
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
008	Tankersley Foods	4600039457	03	Invitation for Bid	01/01/2017 - 12/31/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$1,713,647.00	\$2,142,058.75	\$1,713,647.00	\$8,568,235.00	\$8,568,235.00

Agency #	Agency Name	Division
0710	Department of Human Services	Division of Child Care & Early Childhood Education

Contract Summary Food Storage and Distribution services for the Division of County Operations. Coverage Area: Statewide
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
009	Talx Corporation	4600040360	02	Invitation for Bid	7/01/2017 – 6/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$3,128,250.00	\$3,639,187.65	\$811,937.65	\$8,481,750.00	\$8,481,750.01

Agency #	Agency Name	Division
0710	Department of Human Services	Division of County Operations

Contract Summary Provides an employment verification system for DHS-Division of County Operations customers
Amendment Category No Material Change
Purpose for Amendment Adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
010	Classic Optical Laboratories Inc	710DM17013	06	Invitation for Bid	12/01/2013 - 11/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$3,151,032.40	\$3,142,154.60	\$3,142,154.60	\$22,057,224.70	\$22,057,224.70

Agency #	Agency Name	Division
0710	Department of Human Services	Division of Medical Services

Contract Summary Contractor will be responsible for the provision of all prescription eyeglasses, (lenses, frames, cases and associated items) for the State of Arkansas' Medicaid Program Vision Services.
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
011	Our House Inc	4600043460	02	Competitive Bid	11/01/2018 - 10/31/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$75,000.00	\$75,000.00	\$75,000.00	\$525,000.00	\$525,000.00

Agency #	Agency Name	Division
0810	Department of Workforce Services	

Contract Summary To provide TEA clients, Work Pays clients, homeless and near homeless population, and other TANF eligible individuals who are looking to escape poverty with employment opportunities.
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
012	Yeager Transport Inc	4600033703	05	Invitation for Bid	12/11/2014 - 12/10/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$155,000.00	\$155,000.00	0.00	\$984,652.89	\$1,085,000.00

Agency #	Agency Name	Division
0955	Crime Laboratory	

Contract Summary Cadaver transportation
Amendment Category No Material Change
Purpose for Amendment Date extension

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
013	Axis Forensic Toxicology	4600038469	04	Invitation for Bid	11/01/2015 - 10/31/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$77,500.00	\$77,050.00	0.00	\$309,100.00	\$309,100.00

Agency #	Agency Name	Division
0955	Crime Laboratory	

Contract Summary Forensic Drug Testing
Amendment Category No Material Change
Purpose for Amendment Date extension

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
014	Bode Cellmark Forensics Inc	4600043187	01	Invitation for Bid	10/01/2018 - 09/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$680,000.00	\$221,000.00	0.00	\$680,000.00	\$680,000.00

Agency #	Agency Name	Division
0955	Crime Laboratory	

Contract Summary DNA Backlog Outsourcing Lab services
Amendment Category No Material Change
Purpose for Amendment Date extension

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
015	DNA Labs International	4600043190	01	Invitation for Bid	10/01/2018 – 09/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$1,344,000.00	\$33,200.00	0.00	\$1,344,000.00	\$1,344,000.00

Agency #	Agency Name	Division
0955	Crime Laboratory	

Contract Summary Forensic DNA Outsourcing Services
Amendment Category No Material Change
Purpose for Amendment Date extension

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
016	University of Arkansas at Fayetteville	4600041893	03	Intergovernmental	04/01/2018 – 03/31/2021	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$62,198.00	\$79,340.00	\$79,340.00	\$435,386.00	\$538,238.00

Agency #	Agency Name	Division
0960	Arkansas State Police	

Contract Summary The purpose of this contract is to conduct an observational seat belt use survey in Arkansas, analyze the survey data and publish a report of the findings.
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
017	Watch Systems LLC	4600038669	03	Request for Proposal	11/01/2016 – 12/18/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$185,000.00	\$185,000.00	\$185,000.00	\$740,000.00	\$740,000.00

Agency #	Agency Name	Division
0990	Crime Information Center	

Contract Summary Procurement of a Sex Offender Registration and Management System is needed to fully automate the Registry. This will include the automation of initial registration, subsequent verification, all changes of information, all notices to law enforcement agencies and the transmittal of Registry data to the National Sex Offender Registry in a format and means acceptable to NCIC. The system will include investigative tools for law enforcement for use in their job of supervising and managing offenders.
Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with no change in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
018	Hodges Mace LLC	4600036466	04	Competitive Bid	01/16/2016 – 04/30/2020	TGS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$15,712.00	\$7,935.00	\$7,935.00	\$109,984.00	\$74,342.00

Agency #	Agency Name	Division
0960	Arkansas State Police	

Contract Summary Services to provide IRS Tax Code, Sections 6055 and 6056 Reporting as mandated by the Affordable Care Act. Services will include employee data load, processing and mailing notices, assisting with collecting, managing and organizing employee data for IRS reporting.

Amendment Category No Material Change
Purpose for Amendment Renewing and adding funds with a reduction in total projected amount

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
019	Habilitation Centers Inc	4600031702	12	Request for Qualifications	07/01/2014 – 06/30/2020	PCS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$140,000.00	\$1,050,000.00	- \$950,000.00	\$980,000.00	\$19,640,050.00

Agency #	Agency Name	Division
0710	Department of Human Services	Division of Children & Family Services

Contract Summary To Purchase Comprehensive Residential Treatment Services for DCFS clients statewide. Total projected cost is \$980,000.00. The FY '15 contract liability is \$140,000.00. Coverage is statewide.

Amendment Category No Material Change
Purpose for Amendment To amend and decrease funds due to decreased utilization for comprehensive residential treatment services.

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
020	Trumman Ops Inc	4600045589	00	Emergency	10/10/2019 – 12/31/2019	PCS

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$640,000.00	\$640,000.00	0.00	\$640,000.00	\$640,000.00

Agency #	Agency Name	Division
0710	Department of Human Services	Division of Provider Services & Quality Assurance

Contract Summary Provide management for nursing facilities taken into receivership by DHS on various dates between September 30, 2019 and October 3, 2019. Facilities affected include: Trumman Ops, Inc., for Arlington Cove Healthcare, LLC, in Poinsett County. Coverage area: Poinsett County

Amendment Category Not Applicable
Purpose for Amendment Not Applicable

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
021	VBNC Ops Inc	4600045590	00	Emergency	10/10/2019 – 12/31/2019	PCS
Original Contract Amount		Current Annual Contract Amount		Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$640,000.00		\$640,000.00		0.00	\$640,000.00	\$640,000.00
Agency #	Agency Name	Division				
0710	Department of Human Services					
Contract Summary		Nursing Facilities taken into receivership				
Amendment Category		Not Applicable				
Purpose for Amendment		Not Applicable				

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
022	JBORO Ops Inc	4600045591	00	Emergency	10/10/2019 – 12/31/2019	PCS
Original Contract Amount		Current Annual Contract Amount		Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$640,000.00		\$640,000.00		0.00	\$640,000.00	\$640,000.00
Agency #	Agency Name	Division				
0710	Department of Human Services	Division of Provider Services & Quality Assurance				
Contract Summary		Provide management for nursing facilities taken into receivership by DHS on various dates between September 30, 2019 and October 3, 2019. Facilities affected include: JBORO OPS, Inc. for Lexington Place Healthcare and Rehabilitation, LLC in Craighead County.				
Amendment Category		Not Applicable				
Purpose for Amendment		Not Applicable				

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
023	Scity Ops Inc	4600045593	00	Emergency	10/10/2019 – 12/31/2019	PCS
Original Contract Amount		Current Annual Contract Amount		Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$640,000.00		\$640,000.00		0.00	\$640,000.00	\$640,000.00
Agency #	Agency Name	Division				
0710	Department of Human Services	Division of Provider Services & Quality Assurance				
Contract Summary		Provide management for nursing facilities taken into receivership by DHS on various dates between September 30, 2019, and October 3, 2019. Facilities affected include: SCity Ops, Inc., for Star City Nursing Center, PLLC, dba Lincoln Heights Healthcare in Lincoln County.				
Amendment Category		Not Applicable				
Purpose for Amendment		Not Applicable				

Item#	Vendor Name	Contract No.	Amend No.	Method of Procurement	Contract Period	Service Type
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024 Pollution Management 4600038857 09 ABA Criteria 11/01/2016 – 06/30/2021 PCS
 Inc

Original Contract Amount	Current Annual Contract Amount	Amendment Amount	Original Total Projected Amount	Updated Total Projected Amount
\$59,921.04	\$40,059.10	\$6,801.08	\$71,151.31	\$280,413.69

Agency #	Agency Name	Division
0900	Department of Parks & Tourism	

Contract Summary To provide professional on-call type engineering design services for the production of biddable plans and specifications for design of selected projects within the Arkansas State Parks System.

Amendment Category No Material Change

Purpose for Amendment Adding funds with no increase in the total projected amount.

Medicaid
Non-Emergency
Transportation
Legislative Report

September 2019

Medicaid Non-Emergency Transportation
Legislative Report
September 2019

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Medicaid Non-Emergency Transportation Legislative Report September 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
September 1 through September 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	Gas Reimbursement	1	1	0	0	0	0	0	2
	No Pickup at Residence	1	0	0	1	0	0	0	2
	No Provider/Driver Available	1	0	0	1	0	0	2	4
	Pickup at Facility Too Early	1	0	0	0	0	0	0	1
	Subtotal	4	1	0	2	0	0	2	9
No	CSR Rudeness	0	0	0	1	0	0	0	1
	Driver Rudeness	0	0	1	0	0	0	0	1
	Drop Off at Appointment Too Early	1	0	0	0	0	0	0	1
	Gas Reimbursement	2	0	0	0	0	0	0	2
	Late Drop Off at Residence	0	0	1	0	0	0	0	1
	Late Pickup at Appointment	0	0	1	3	0	0	0	4
	Late Pickup at Residence	0	0	2	1	0	0	1	4
	Lengthy Trip	0	0	1	0	0	1	0	2
	No Pickup at Residence	2	3	1	8	0	1	4	19
	No Provider/Driver Available	14	16	0	6	0	0	7	43
	Other	1	0	0	0	0	0	0	1
	Pickup at Residence Too Early	0	0	0	1	0	0	0	1
	Reckless Driving	0	0	0	0	1	0	1	2
	Scheduling Miscommunication	0	0	0	1	0	0	0	1
	Transportation Refused by the Broker	1	0	0	0	0	0	1	2
	Unsafe Vehicle	0	0	0	0	0	0	1	1
	Subtotal	21	19	7	21	1	2	15	86
	Grand Total	25	20	7	23	1	2	17	95

NET Vehicle Inspections and Redlines
With Camera Installation by Region
September 2019

The Vehicle Monitor conducted vehicle inspections and, examinations of safety programs, child safety buzzers, and wheelchair lifts in all regions. Inspections took place across the state. Two vehicles were redlined in September. Deficiencies were identified as defective tires and non-working seat belt.

	# of Vehicle Inspections	# of Cameras Installed	Number of Vehicles Redlined
Region A – Southeasterns	8	8	0
Region B – Southeasterns	5	5	0
Region C – Southeasterns	6	6	0
Region D – Southeasterns	0	0	0
Region E – CADDC	6	6	1
Region F – AAA of SE AR	22	22	0
Region G – Southeasterns	50	50	1
Total	97	97	2

NET Driver Audit from Vehicle Inspections
September 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. 66 drivers were present at the time of the inspection. 66 hire dates were validated. 100% compliance was noted.

	# of Vehicle Inspections	# of Validated Driver's Hire Dates
September	97	66

NET Driver and Attendant Report September 2019

NET brokers submitted information for 886 approved drivers and attendants as of the last day of the reporting month, 9/30/2019. Driver and attendant totals are reported by each subcontractor by central location to be used across the state.

	# of Eligible Drivers and Attendants
Region A – Southeastrans	76
Region B – Southeastrans	93
Region C – Southeastrans	55
Region D – Southeastrans	120
Region E – CADC	164
Region F – AAA of SE AR	131
Region G – Southeastrans	247
Total	886

NET Vehicle Report September 2019

NET brokers submitted information for 737 approved vehicles as of the last day of the reporting month, 9/30/2019. Driver and attendant totals are reported by each subcontractor by central location to be used across the state.

	# of Active Vehicles
Region A – Southeastrans	74
Region B – Southeastrans	73
Region C – Southeastrans	44
Region D – Southeastrans	108
Region E – CADC	150
Region F – AAA of SE AR	144
Region G – Southeastrans	144
Total	737

All vehicles operating in the NET program have cameras installed, please see inspection notes above for notes on condition of cameras inspected.

NET Monthly Call Center Metrics Report September 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	3,849	3,605	194	5.04%	00:43	4:42	17
B	3,891	3,659	211	5.42%	00:46	4:21	17
C	6,067	5,680	334	5.51%	00:40	4:29	17
D	6,787	6,354	355	5.23%	00:43	4:20	17
E	6,296	5,796	160	3%	00:20	5:50	12
F	18,954	15,728	3,214	16%	1:20	3:10	8
G	7,760	7,206	465	5.99%	00:42	4:15	17

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

NET Monthly Denial Report September 2019

NET brokers 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. 109 denial notices were issued to Medicaid beneficiaries for "No Provider/Subcontractor Available" to transport the beneficiary to their scheduled medical appointments in September 2019. This is a 69% decrease from the previous month.

	No Provider/Subcontractor Available
Region A – Southeasterns	35
Region B – Southeasterns	26
Region C – Southeasterns	5
Region D – Southeasterns	28
Region E – CADC	0
Region F – AAA of SE AR	0
Region G – Southeasterns	15
Total	109

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

**Southeastrans NET and DTT Contracts
Corrective Action Plan and Assessment of Damages
Timeline of Events**

The following is a timeline for the corrective action plan (CAP) and assessment of damages issued to Southeastrans (SET) by the Arkansas DHS Office of State Procurement to address the lack of transportation to all eligible beneficiaries, vehicle compliance and readiness, and failure to comply with performance based standards.

Date	Documentation of Events
05/21/2019	DHS Corrective Action Plan Notification to Southeastrans
06/04/2019	Southeastrans Formal CAP Response Submitted to DHS
06/18/2019	DHS Accepted and Approved Southeastrans Revised CAP Response
06/21/2019	Southeastrans CAP Follow-up Response to DHS (an email communication)
07/11/2019	Southeastrans CAP Follow-up Response to DHS
07/26/2019	Southeastrans CAP Follow-up Response to DHS
08/05/2019	Southeastrans CAP Follow-up Response to DHS
08/19/2019	Southeastrans CAP Follow-up Response to DHS
08/20/2019	DHS Issued Assessment of Damages to Southeastrans
08/26/2019	Southeastrans CAP Follow-up Response to DHS
08/30/2019	Southeastrans Formal Assessment of Damages Response Submitted to DHS

Southeastrans NET and DTT Contracts Summary of Corrective Action Plan-Significant Events

May 21, 2019

DHS, Office of State Procurement formally notified SET that they were out of compliance with the terms of their two contracts: (1) Non-Emergency Transportation (NET) and (2) Day Treatment Transportation (DTT). DHS asked SET to submit a corrective action plan (CAP) to address the following two (2) problem areas:

1. Providing NET services to all eligible beneficiaries
2. Vehicle readiness

June 4, 2019

SET submitted a formal CAP response to DHS. SET's CAP stated the following (taken directly from the proposed CAP):

Corrective Action Plan:

While the Corrective Action Plan is to rectify the remaining deficiencies in the provider network, SET has already taken many actions to bring the regions to transporting 99.3% of all scheduled transports. Actions already taken include:

1. SET has purchased 16 QRVs and has hired 18 drivers.
2. SET has provided funding to current providers to expand their vehicle fleet and hire additional drivers.
3. SET has hosted Provider/Driver Fairs in both Regions A and G to recruit providers and drivers for both SET and providers.
4. SET is providing gas reimbursement to those members who have friends or family that can take members to their appointments.
5. Two providers were identified as not meeting compliance requirements regarding cameras and issued liquidated damages by day to demand camera installation and activation.

Actions in Progress and Planned Actions Included:

The following actions have been or will be implemented on or before the dates as noted below:

1. Southeastrans commits to having 100% network adequacy in all regions by August 1, 2019 either by either expanding current providers, adding new providers or adding SET vehicles and drivers.
2. Two additional provider/driver recruitment fairs will be held by August 15, 2019 to bring on additional providers, drivers and vehicles
3. Continued communications with medical providers and day programs to encourage contracting as transportation providers for their clients.
4. Southeastrans is available for weekly or bi-weekly meetings with AFMC/DHS to review and discuss network activities and progress.

5. Southeastrans is committed to financial assistance to current providers in adding additional vehicles to the network and expand into other regions.
6. Southeastrans will reduce the deficit of vehicles by 50% by July 1, 2019. SET is currently working with 6 (six) providers that are at various stages of adding vehicles in all regions.
7. Southeastrans will reevaluate our network adequacy as of July 1, 2019 to determine how many SET owned vehicles may be needed to fulfill the needs of all regions. AFMC and DHS will be a part of those discussions.

The current deficit is as follows as of June 4, 2019:

Region	Wheelchair Vehicles	Ambulatory Vehicles
A	6	5
B	3	2
C	2	2
D	0	0
G	4	2

8. SET will continue to monitor vehicles for health and safety issues.

June 18, 2019

DHS accepted and approved the CAP prepared by Southeastrans.

June 21, 2019

SET submitted a June CAP update via email to DHS to follow-up on actions set out in the CAP. SET's update included the following activities:

- Added additional vans and/or drivers in Regions A, B, C, and G.
- Interviewing for Drivers in Region D.
- Buying 10 new vans to distribute across the state to needed areas.

July 11, 2019

SET submitted a July CAP update to DHS to follow-up on actions set out in the CAP. SET's update stated they had done the following:

- **SET is working on bringing on more providers and vehicles in each [region] including our own.**
- **We participated in the Veterans Job Fair in Region A July 26th, to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We have received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.**
- **Our Standing Orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.**

- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs.
- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles.
- SET is doing observations (spot inspections) throughout the month.

SET gave an update on the fleet deficits as of June 4, 2019: **(updated as of July 11)**

Region	June 4 Wheelchair Vehicles	July 11 Wheelchair Vehicles	June 4 Ambulatory Vehicles	July 11 Ambulatory Vehicles
A	6	6	5	4
B	3	2	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	12	16	8

- Note that the chart updated for July 11 does not include the 10 SET vehicles nor the expansion of other providers working to add vehicles through the remainder of July.

July 26, 2019

SET submitted a July CAP update to DHS to follow-up on actions set out in the CAP. SET's update stated they had done the following:

- SET is working on bringing on more providers and vehicles in each [region] including our own.
- We participated in the Veterans Job Fair in Region A July 26th, to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We have received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.
- Our Standing Orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.
- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs.

- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles.
- SET is doing observations (spot inspections) throughout the month.

SET gave an update on the fleet deficits as of July 11:

Region	June 4 Wheelchair Vehicles	July 29 Wheelchair Vehicles	June 4 Ambulatory Vehicles	July 29 Ambulatory Vehicles
A	6	5	5	3
B	3	2	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	11	16	9

- Note that the chart updated for July 11 does not include the 10 SET vehicles nor the expansion of other providers working to add vehicles through the remainder of July.

August 5, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET's update was the same as the previous month.

August 19, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET's update was the same as the previous month except for an update to the current vehicle deficit and one additional update, both identified below:

The current deficit is as follows as of June 4, 2019: **(updated as of Aug 19)**

Region	June 4 Wheelchair Vehicles	Aug 19 Wheelchair Vehicles	June 4 Ambulatory Vehicles	Aug 19 Ambulatory Vehicles
A	6	3	5	2
B	3	1	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	7	16	8

- AMT will be on a corrective action plan to get ALL their vehicles up to Compliance standards.

August 20, 2019

DHS sent a letter to SET notifying them damages were being assessed due to continued non-compliance with the terms of their two contracts, Non-Emergency Transportation (NET) and Day Treatment Transportation (DTT). According to monitoring logs, SET had the following deficiencies:

Missed Trips		Denied rides due to no driver		Total
May 2019	24	May 2019	390	414
June 2019	14	June 2019	319	333
July 2019	16	July 2019	296	312

DHS assesses damages from May 21, 2019, representing one third of the month of May, and the entire months of June and July 2019. Damages assessed were as follows:

(\$500 x 414 rides not provided (May))/3+ (\$500 x 645 rides not provided (June-July)) = \$391,500.

August 26, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET stated they had completed the following activities:

- SET is working on bringing on more providers and vehicles in each area, including our own.
- We participated in the Veterans Job Fair in Region A July 26th to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We are received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.
- Nicole the QRV Supervisor has been receiving resumes and we have been sending them to the other providers in this area and she has gone up there twice since July 26th and set up for interviews.
- Our Standing orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.
- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs
- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles
- SET are doing observations (spot inspections) throughout the month
- Will be placing AMT on a corrective action plan.

SET updated the network deficiencies as of August 19:

Region	June 4 Wheelchair Vehicles	Aug 19 Wheelchair Vehicles	June 4 Ambulatory Vehicles	Aug 19 Ambulatory Vehicles
A	6	3	5	2
B	3	1	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	7	16	8

August 30, 2019

SET submitted a response to DHS regarding the assessment of damages. In this response, SET detailed reasons for the deficiencies and actions taken to correct the deficiencies, additionally, SET asked for DHS to waive the assessed damages. In the alternative, SET requested DHS recalculate the damages at a lesser amount. SET noted the following extenuating factors in support of their request to waive damages:

- The previous broker damaged the Provider network. Providers left the network or were not paid fully for completed transports.
- SETI only had 10 (business) days' notice to increase from 275 trips per day (Region D) to 2,169 trips per day (Regions A, B, C, D and G) with a depleted provider network.
- The late decision and announcement (December 2018) of the addition of EIDT/ADDT transports caused an unanticipated 54% increase in transports within the regions.
- The increase in compliance-related requirements resulted in increased financial demands on Providers. This caused several Providers to exit the network or reduce fleet size.
- SETI will continue to invest in its fleet size, payroll, and transportation rates to achieve 100% network capacity and continue to grow SETI's provider network.
- SETI has already expensed over \$3.5mm since 1/17/19 in unbudgeted costs. The expense categories are listed below. These expenses were not part of SETI's bid to the State. These are extraordinary expenses caused by the challenges listed above, and reflect SETI's continuous attempts to bridge the provider shortfalls in the State:
 - Loans for transportation providers \$118,300
 - Advances for transportation providers \$ 29,700
 - Purchase of 54 vehicles \$1,620,000
 - Annual pay and benefits for 54 drivers \$1,752,192

Total \$3,520,192

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
11/01/2019	SCM ARCHITECTS	RA19130367	11/15/2019 To 06/30/2023	Request for Qualifications	\$36,900.00	\$36,900.00

Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address
0130	Arkansas Tech University		JESSICA HOLLOWAY	479680269	jholloway@atu.edu

Item #	Category	Short Description	Quantity	UM Description	Cost
00001	Personnel	Provide limited scope architectural services for Williamson Hall. The historical structure damaged in the April 2019 fire.	00001	Years	\$19,500.00
00001	Expenses	MEP Engineer, Structural Engineer, Environment/Remediation/Structure Consultant	00001	Years	\$17,400.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
10/25/2019	WITSELL EVANS RASCO	4600045671	10/01/2019 To 06/30/2021	ABA Criteria	\$40,000.00	\$40,000.00

Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address
0400	AR Agriculture Department		Gina Moye	501-219-6386	gina.moye@aad.ar.gov

Item #	Category	Short Description	Quantity	UM Description	Cost
00001	Personnel	PRO SERVICE,ARCHITECT	40000	Lump Sum	\$1.00

Technical and General Services - Executed Contracts

Initial Contract Amount \$25,000 - \$49,999.99, Total Projected Amount < \$350,000

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
10/30/2019	AIRPRO AVIATION INC	4600045675	12/01/2019 To 11/30/2020	Invitation for Bid	\$48,130.00	\$336,910.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0480	Department of Correction		Julia Shackelford	501-371-6079	Julia.Shackelford@dfa.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,AERIAL APPL,LIQ,3 GAL/ACRE	01200	each	\$6.00	
00002	Services	TECH SERVICE,AERIAL APPL,LIQ,<=5GAL/AC	02750	Acre	\$6.50	
00003	Services	TECH SERVICE,AERIAL APPL,LIQ,>5GAL/AC	01200	Acre	\$8.00	
00004	Services	TECH SERVICE,AERIAL APPL,DRY,>100LB/AC	07000	US pound	\$6.50	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
10/29/2019	EUROFINS EATON ANALYTICAL LLC	4600045682	01/01/2020 To 12/31/2020	Competitive Bid	\$4,920.00	\$34,440.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0645	Arkansas Department of Health		CARLA TURPIN	501-661-2923	carla.turpin@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,WATER TESTING	00060	each	\$82.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
10/31/2019	EUROFINS EATON ANALYTICAL LLC	4600045696	01/01/2020 To 12/31/2020	Competitive Bid	\$24,000.00	\$72,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0645	Arkansas Department of Health		Bryan S. McEuen	501-280-4584	BRYAN.MCEUEN@ARKANSAS.GOV	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,WATER TESTING	00100	each	\$240.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
10/29/2019	RENTOKIL NORTH AMERICA INC	4600045423	01/01/2020 To 12/31/2020	Competitive Bid	\$10,500.00	\$73,500.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Aging Adults & Behavioral	BRANDI BENSEN	501 320-6476	linda.straw@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,PEST CONTROL	10500	Months	\$1.00	

Optum contract for Independent Assessment

Contract performance falls into two categories:

1. Timeliness-has the assessment been completed in the established timeframe for the population
2. Quality-has the assessment been performed by the Optum assessor correctly

Timeliness measures

The original contract measured timeliness from date of referral to Optum to completion of the assessment. This included variables outside of the contractor's control. The timeliness measured were adjusted to evaluate Optum's performance in completing calls to beneficiary and offering an appointment within given timeframe for type of referral. New Performance Indicator measure reporting began with the August 2019 monthly report.

September 2019

Timeliness measures

Performance Summary by Month of Completed Date

Division	Category	Asmnt Request Type	SLA Target%	Total Requests	Total SLA Met	Total SLA Missed	SLA %	SLA Performance in Period
DBHS	DBHS Initial & Requested Reassessments Priority	Priority	100%	110	99	11	90.0%	90.0%
	Initial Assessments	Standard	95%	882	773	109	87.6%	87.6%
	Periodic Reassessments	Standard	95%	1,458	1,457	1	99.9%	99.9%
		Block	95%	1,574	1,574	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	5	5	0	100.0%	100.0%
		Block	95%	47	47	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments Priority	Priority	100%	258	229	29	88.8%	88.8%
	Initial Assessments	Standard	95%	671	641	30	95.5%	95.5%
		Block	95%	703	703	0	100.0%	100.0%
	Periodic Reassessments	Priority	100%	2	2	0	100.0%	100.0%
		Standard	100%	66	65	1	98.5%	98.5%
		Block	95%	483	483	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	126	125	1	99.2%	99.2%
		Block	95%	15	15	0	100.0%	100.0%
DDS	Initial Assessments	Standard	95%	28	28	0	100.0%	100.0%
		Block	95%	6	6	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	5	5	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	819	819	0	100.0%	100.0%

October 2019

Timeliness measures

Performance Summary by Month of Completed Date

Division	Category	Asmnt Request Type	SLA Target%	Total Requests	Total SLA Met	Total SLA Missed	SLA %	SLA Performance in Period
DBHS	DBHS Initial & Requested Reassessments Priority	Priority	100%	244	231	13	94.7%	94.7%
		Standard	95%	1,453	1,404	49	96.6%	96.6%
	Periodic Reassessments	Standard	95%	647	647	0	100.0%	100.0%
		Block	95%	2,231	2,231	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	9	8	1	88.9%	88.9%
		Block	95%	8	8	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments Priority	Priority	100%	383	352	31	91.9%	91.9%
		Standard	95%	863	817	46	94.7%	94.7%
	Initial Assessments	Block	95%	837	837	0	100.0%	100.0%
		Standard	100%	112	97	15	86.6%	86.6%
	Requested Reassessments	Block	95%	598	598	0	100.0%	100.0%
		Standard	95%	135	127	8	94.1%	94.1%
DDS	Initial Assessments	Standard	95%	61	61	0	100.0%	100.0%
		Block	95%	26	26	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	3	3	0	100.0%	100.0%
		Block	95%	14	14	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	839	839	0	100.0%	100.0%

*DBHS Requested reassessments/DAAS requested reassessments/renewals: DHS/Optum is working a process to prevent reassessment/renewal files from coming over as priority/standard as these should be received as BLOCK referrals. This will ensure that Optum has the correct time to work these known reassessment/renewal files. This action will positively impact timeliness for all Divisions related to requested reassessments/renewals. Additionally, Optum has an enhancement to the system to ensure that direct referrals have the correct information, referral type and timeline.

**Regarding DAAS priority/initial assessments-Optum continues to hire RN's for some difficult targeted areas to support the workload, in the interim, a traveling team supports these areas. Optum anticipates having full coverage in these areas in the next month.

***Overall timeliness for each Division:

BH: 96.7%

DAAS: 95.3%

DD: 100%

DD Screens 100%

Quality measures October 2019

The measures continue in the new contract but can include additional measures and analysis completed by DHS and are used during an implementation phase. Optum monthly reporting includes reviews of completed assessments and numbers of appeals and outcome of appeal.

Measures used include randomized audits of all completed assessments, focused assessments for newly hired assessors, and reviews of all appeals and complaints.

	Behavioral Health	DDS	DAAS	DD Screens
Total # of Assessments	4031	75	2417	837
Number of randomized Quality Assurance audits	110	1	63	27

Aggregate tier accuracy rates of randomized Quality Assurance audits	100%	100%	100%	100%
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Number of Focused Quality Assurance audits completed for junior assessor staff (<= 90 days)	17	0	264	0
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Aggregate tier accuracy rates of focused Quality Assurance audits completed for junior assessor staff	100%	0	100%	0
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Number of additional Focused Quality Assurance audits (Appeals, Complaints, Requests, etc.)	66	0	77	2
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Aggregate tier accuracy rates of additional Focused Quality Assurance audits	95%	-	99%	-
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Aggregate tier accuracy rates of all Quality Assurance audits	98%	100%	100%	93% (but = 100% when eliminate 2 rescreens resulting from
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TOTAL # OF APPEALS IN ARIA (received in the reporting month)

	2018	2019	Sept 1-30	PERIODIC REASSESSMENT Sept 1-30	Oct 1-31	PERIODIC REASSESSMENT Oct 1-31	TOTALS	In Optum Review or Pending RA	State Review Pending Hearing or Dismissal	Hearing Occurs- Outcome Pending	OUTCOME Dismissed	OUTCOME Withdrawn	OUTCOME Corrective Action
Personal Care Sub 10	206	220	34		20		480	24	42	53	232	117	11
AR CHOICE Sub 9	NA	366	57		12		434	16	26	99	201	70	23
Living Choice Sub 11	NA	84	19				103	0	3	30	29	34	7
Independent CHOICE Sub 12	NA	7	5		3		15	0	2	4	7	2	0
PACE 13	0	2	11				13	0	2	0	4	7	0
DDS	374	152	5		3		534	0	13	18	137	354	12
Battelle	7	4	0				11	0	0	2	5	4	0
BH	238	147	14	14	2	10	425	7	49	28	233	108	0
Total	825	982	145	14	40	10	2015	47	137	234	848	696	53
								2%	7%	12%	42%	35%	2.6%

DAAS- PC - Personal Care 10, 12 DAAS WAIVER Sub-Divisions 9,11,13 DAAS TOTAL = 1020 (9 new in October, 126 new in September)

					circumstances outside of OPTUM's control.)
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F2 Oct
2019

Medicaid
Non-Emergency
Transportation
Legislative Report

October 2019

Medicaid Non-Emergency Transportation
Legislative Report
October 2019

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Medicaid Non-Emergency Transportation
Legislative Report
October 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 October 1 through October 31, 2019

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

	NET Region	
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DTT - EIDT/ADDT Facility	NET Topics	A	B	C	D	E	F	G	Grand Total
Yes	Late Drop Off at Residence	0	1	0	0	0	0	0	1
	No Provider/Driver Available	3	1	0	0	0	0	0	4
	Pickup at Facility Too Early	0	0	0	0	0	0	1	1
	Subtotal	3	2	0	0	0	0	1	6
No	DHS/Governor's Office	1	0	0	0	1	0	0	2
	Driver Rudeness	1	0	1	0	0	0	1	3
	Gas Reimbursement	1	2	0	0	0	0	1	4
	Late Drop Off to Appointment	1	0	0	0	0	0	0	1
	Late Pickup at Appointment	0	1	0	0	1	1	0	3
	Late Pickup at Residence	0	0	1	0	0	0	0	1
	Lengthy Trip	0	0	1	0	0	0	0	1
	No Pickup at Appointment	1	0	0	0	0	0	0	1
	No Pickup at Residence	5	0	2	1	1	1	4	14
	No Provider/Driver Available	2	2	1	2	0	0	9	16
	Other	0	0	0	0	1	0	0	1
	Pickup at Residence Too Early	0	1	0	0	0	0	0	1
	Reckless Driving	0	0	0	0	1	0	0	1
	Scheduling Miscommunication	0	0	0	2	0	0	0	2
	Smoking in Vehicle	0	0	0	0	1	0	0	1
	Transportation Refused by the Broker	0	0	0	0	0	0	1	1
	Subtotal	12	6	6	5	6	2	16	53
	Grand Total	15	8	6	5	6	2	17	59

NET Vehicle Inspections and Redlines
With Camera Installation by Region
October 2019

The Vehicle Monitor conducted vehicle inspections and, examinations of safety programs, child safety buzzers, and wheelchair lifts in all regions. Inspections took place across the state. One vehicle was redlined in October. Deficiencies were identified as previous repairs not completed in a reasonable time – the windshield needed replacing during an inspection conducted on 7/17/2019.

	# of Vehicle Inspections	# of Cameras Installed	Number of Vehicles Redlined
Region A – Southeasterns	1	1	1
Region B – Southeasterns	0	0	0
Region C – Southeasterns	0	0	0
Region D – Southeasterns	0	0	0
Region E – CADDC	22	22	0
Region F – AAA of SE AR	22	22	0
Region G – Southeasterns	0	0	0
Total	45	45	1

NET Driver Audit from Vehicle Inspections October 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. 31 drivers were present at the time of the inspection. 31 hire dates were validated. 100% compliance was noted.

	# of Vehicle Inspections	# of Validated Driver's Hire Dates
October	45	31

NET Driver and Attendant Report October 2019

NET brokers submitted information for 923 approved drivers and attendants as of the last day of the reporting month, 10/31/2019. For compliance purposes, driver and attendant totals are reported by subcontractor per their central business location and may be utilized across the state.

	# of Eligible Drivers and Attendants
Region A – Southeastrans	73
Region B – Southeastrans	92
Region C – Southeastrans	65
Region D – Southeastrans	127
Region E – CADC	173
Region F – AAA of SE AR	136
Region G – Southeastrans	257
Total	923

NET Vehicle Report October 2019

NET brokers submitted information for 733 approved vehicles as of the last day of the reporting month, 10/31/2019. For compliance purposes, vehicle totals are reported by subcontractor per their central business location and may be utilized across the state.

	# of Active Vehicles
Region A – Southeastrans	71
Region B – Southeastrans	59
Region C – Southeastrans	47
Region D – Southeastrans	103
Region E – CADC	150
Region F – AAA of SE AR	152
Region G – Southeastrans	151
Total	733

All vehicles operating in the NET program have cameras installed.

NET Monthly Call Center Metrics Report October 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	4316	4078	200	4.63%	0:52	4:45	18
B	4037	3789	212	5.25%	0:51	4:32	18
C	6554	6096	366	5.58%	0:49	4:37	18
D	7570	7029	424	5.60%	0:50	4:28	18
E	6607	6145	144	3%	0:22	5:39	11
F	19972	17139	2808	14%	1:06	2:55	9
G	8389	7853	417	4.97%	0:45	4:28	18

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

NET Monthly Denial Report October 2019

NET brokers 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. 47 denial notices were issued to Medicaid beneficiaries for “No Provider/Subcontractor Available” to transport the beneficiary to their scheduled medical appointments in October 2019. This is a 60% decrease from the previous month.

	No Provider/Subcontractor Available
Region A – Southeasterns	14
Region B – Southeasterns	2
Region C – Southeasterns	0
Region D – Southeasterns	10
Region E – CADC	0
Region F – AAA of SE AR	0
Region G – Southeasterns	21
Total	47

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

**Southeastrans NET and DTT Contracts
Corrective Action Plan and Assessment of Damages
Timeline of Events**

The following is a timeline for the corrective action plan (CAP) and assessment of damages issued to Southeastrans (SET) by the Arkansas DHS Office of State Procurement to address the lack of transportation to all eligible beneficiaries, vehicle compliance and readiness, and failure to comply with performance-based standards.

Date	Documentation of Events
05/21/2019	DHS Corrective Action Plan Notification to Southeastrans
06/04/2019	Southeastrans Formal CAP Response Submitted to DHS
06/18/2019	DHS Accepted and Approved Southeastrans Revised CAP Response
06/21/2019	Southeastrans CAP Follow-up Response to DHS (an email communication)
07/11/2019	Southeastrans CAP Follow-up Response to DHS
07/26/2019	Southeastrans CAP Follow-up Response to DHS
08/05/2019	Southeastrans CAP Follow-up Response to DHS
08/19/2019	Southeastrans CAP Follow-up Response to DHS
08/20/2019	DHS Issued Assessment of Damages to Southeastrans
08/26/2019	Southeastrans CAP Follow-up Response to DHS
08/30/2019	Southeastrans Formal Assessment of Damages Response Submitted to DHS

Southeastrans NET and DTT Contracts Summary of Corrective Action Plan-Significant Events

May 21, 2019

DHS, Office of State Procurement formally notified SET that they were out of compliance with the terms of their two contracts: (1) Non-Emergency Transportation (NET) and (2) Day Treatment Transportation (DTT). DHS asked SET to submit a corrective action plan (CAP) to address the following two (2) problem areas:

1. Providing NET services to all eligible beneficiaries
2. Vehicle readiness

June 4, 2019

SET submitted a formal CAP response to DHS. SET's CAP stated the following (taken directly from the proposed CAP):

Corrective Action Plan:

While the Corrective Action Plan is to rectify the remaining deficiencies in the provider network, SET has already taken many actions to bring the regions to transporting 99.3% of all scheduled transports. Actions already taken include:

1. SET has purchased 16 QRVs and has hired 18 drivers.
2. SET has provided funding to current providers to expand their vehicle fleet and hire additional drivers.
3. SET has hosted Provider/Driver Fairs in both Regions A and G to recruit providers and drivers for both SET and providers.
4. SET is providing gas reimbursement to those members who have friends or family that can take members to their appointments.
5. Two providers were identified as not meeting compliance requirements regarding cameras and issued liquidated damages by day to demand camera installation and activation.

Actions in Progress and Planned Actions Included:

The following actions have been or will be implemented on or before the dates as noted below:

1. Southeastrans commits to having 100% network adequacy in all regions by August 1, 2019 either by either expanding current providers, adding new providers or adding SET vehicles and drivers.
2. Two additional provider/driver recruitment fairs will be held by August 15, 2019 to bring on additional providers, drivers and vehicles
3. Continued communications with medical providers and day programs to encourage contracting as transportation providers for their clients.
4. Southeastrans is available for weekly or bi-weekly meetings with AFMC/DHS to review and discuss network activities and progress.

5. Southeastrans is committed to financial assistance to current providers in adding additional vehicles to the network and expand into other regions.
6. Southeastrans will reduce the deficit of vehicles by 50% by July 1, 2019. SET is currently working with 6 (six) providers that are at various stages of adding vehicles in all regions.
7. Southeastrans will reevaluate our network adequacy as of July 1, 2019 to determine how many SET owned vehicles may be needed to fulfill the needs of all regions. AFMC and DHS will be a part of those discussions.

The current deficit is as follows as of June 4, 2019:

Region	Wheelchair Vehicles	Ambulatory Vehicles
A	6	5
B	3	2
C	2	2
D	0	0
G	4	2

8. SET will continue to monitor vehicles for health and safety issues.

June 18, 2019

DHS accepted and approved the CAP prepared by Southeastrans.

June 21, 2019

SET submitted a June CAP update via email to DHS to follow-up on actions set out in the CAP. SET's update included the following activities:

- Added additional vans and/or drivers in Regions A, B, C, and G.
- Interviewing for Drivers in Region D.
- Buying 10 new vans to distribute across the state to needed areas.

July 11, 2019

SET submitted a July CAP update to DHS to follow-up on actions set out in the CAP. SET's update stated they had done the following:

- **SET is working on bringing on more providers and vehicles in each [region] including our own.**
- **We participated in the Veterans Job Fair in Region A July 26th, to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We have received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.**
- **Our Standing Orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.**

- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs.
- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles.
- SET is doing observations (spot inspections) throughout the month.

SET gave an update on the fleet deficits as of June 4, 2019: **(updated as of July 11)**

Region	June 4 Wheelchair Vehicles	July 11 Wheelchair Vehicles	June 4 Ambulatory Vehicles	July 11 Ambulatory Vehicles
A	6	6	5	4
B	3	2	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	12	16	8

- Note that the chart updated for July 11 does not include the 10 SET vehicles nor the expansion of other providers working to add vehicles through the remainder of July.

July 26, 2019

SET submitted a July CAP update to DHS to follow-up on actions set out in the CAP. SET's update stated they had done the following:

- SET is working on bringing on more providers and vehicles in each [region] including our own.
- We participated in the Veterans Job Fair in Region A July 26th, to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We have received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.
- Our Standing Orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.
- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs.

- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles.
- SET is doing observations (spot inspections) throughout the month.

SET gave an update on the fleet deficits as of July 11:

Region	June 4 Wheelchair Vehicles	July 29 Wheelchair Vehicles	June 4 Ambulatory Vehicles	July 29 Ambulatory Vehicles
A	6	5	5	3
B	3	2	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	11	16	9

- Note that the chart updated for July 11 does not include the 10 SET vehicles nor the expansion of other providers working to add vehicles through the remainder of July.

August 5, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET's update was the same as the previous month.

August 19, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET's update was the same as the previous month except for an update to the current vehicle deficit and one additional update, both identified below:

The current deficit is as follows as of June 4, 2019: **(updated as of Aug 19)**

Region	June 4 Wheelchair Vehicles	Aug 19 Wheelchair Vehicles	June 4 Ambulatory Vehicles	Aug 19 Ambulatory Vehicles
A	6	3	5	2
B	3	1	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	7	16	8

- AMT will be on a corrective action plan to get ALL their vehicles up to Compliance standards.

August 20, 2019

DHS sent a letter to SET notifying them damages were being assessed due to continued non-compliance with the terms of their two contracts, Non-Emergency Transportation (NET) and Day Treatment Transportation (DTT). According to monitoring logs, SET had the following deficiencies:

Missed Trips		Denied rides due to no driver		Total
May 2019	24	May 2019	390	414
June 2019	14	June 2019	319	333
July 2019	16	July 2019	296	312

DHS assesses damages from May 21, 2019, representing one third of the month of May, and the entire months of June and July 2019. Damages assessed were as follows:

(\$500 x 414 rides not provided (May))/3+ (\$500 x 645 rides not provided (June-July)) = \$391,500.

August 26, 2019

SET submitted an August CAP update to DHS to follow-up on actions set out in the CAP. SET stated they had completed the following activities:

- SET is working on bringing on more providers and vehicles in each area, including our own.
- We participated in the Veterans Job Fair in Region A July 26th to recruit drivers for SET and other providers. We are doing extensive outreach to elected officials and area organizations to recruit additional drivers and potential providers. We are received a lot of information from different agencies that will post jobs for us and the providers. I will be working with the other providers to get these agencies the information to post.
- Nicole the QRV Supervisor has been receiving resumes and we have been sending them to the other providers in this area and she has gone up there twice since July 26th and set up for interviews.
- Our Standing orders representatives are in contact with the facilities and the members letting them know where we are with transportation each day. While we have not had any day programs agree to transport their own members, we have daily communication to assure that they know of any and all progress being made to transport their members.
- We are having the scheduled meetings with DHS when needed and giving updates weekly.
- We have continual legislative contact.
- We have given financing to 5 providers to help them bring on vans in each area.
- SET determined that while we are expanding the provider network, progress was not as fast as needed for the Medicaid transportation needs
- SET has added 10 additional vans in addition to the 31 that we have already in operation in the State.
- SET is doing monthly inspections on all vehicles
- SET are doing observations (spot inspections) throughout the month
- Will be placing AMT on a corrective action plan.

SET updated the network deficiencies as of August 19:

Region	June 4 Wheelchair Vehicles	Aug 19 Wheelchair Vehicles	June 4 Ambulatory Vehicles	Aug 19 Ambulatory Vehicles
A	6	3	5	2
B	3	1	2	1
C	2	2	2	3
D	0	0	2	2
G	4	2	5	-2 (2 over)
Total	15	7	16	8

August 30, 2019

SET submitted a response to DHS regarding the assessment of damages. In this response, SET detailed reasons for the deficiencies and actions taken to correct the deficiencies, additionally, SET asked for DHS to waive the assessed damages. In the alternative, SET requested DHS recalculate the damages at a lesser amount. SET noted the following extenuating factors in support of their request to waive damages:

- The previous broker damaged the Provider network. Providers left the network or were not paid fully for completed transports.
- SETI only had 10 (business) days' notice to increase from 275 trips per day (Region D) to 2,169 trips per day (Regions A, B, C, D and G) with a depleted provider network.
- The late decision and announcement (December 2018) of the addition of EIDT/ADDT transports caused an unanticipated 54% increase in transports within the regions.
- The increase in compliance-related requirements resulted in increased financial demands on Providers. This caused several Providers to exit the network or reduce fleet size.
- SETI will continue to invest in its fleet size, payroll, and transportation rates to achieve 100% network capacity and continue to grow SETI's provider network.
- SETI has already expensed over \$3.5mm since 1/17/19 in unbudgeted costs. The expense categories are listed below. These expenses were not part of SETI's bid to the State. These are extraordinary expenses caused by the challenges listed above, and reflect SETI's continuous attempts to bridge the provider shortfalls in the State:
 - Loans for transportation providers \$118,300
 - Advances for transportation providers \$ 29,700
 - Purchase of 54 vehicles \$1,620,000
 - Annual pay and benefits for 54 drivers \$1,752,192

Total \$3,520,192