

Professional Consultant Services - Executed Contracts

Renewal/Extension with no material change

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/06/2019	T SCOTT SIMMONS	4600045288	08/23/2019 To 08/19/2020	Competitive Bid	\$42,000.00	\$294,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0385	Department of Veteran Affairs		0385 VA Purchasing	501-683-1862	Phoua.Lee@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, MEDICAL DOCTOR	42000	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/11/2019	WESTERN ARKANSAS COUNSELING & GUIDANCE	4600033603	To	Request for Qualifications	\$890,000.00	\$1,030,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Children & Family Services	BRANDI BENSEN	501-320-6476	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PROF. SERVICE SPECIALITY HOUSE	536344.70	Lump Sum	\$1.00	
00002	Personnel	PRO SERVICE, CONSULTANT, MEDICAL	353655.30	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/30/2019	ARKANSAS DEPARTMENT OF HEALTH	4600041135	10/01/2017 To 09/30/2018	Intergovernmental	\$150,140.00	\$693,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Child Care & Early Childhood	BRANDI BENSEN	501-320-6476	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, FOOD PROGRAM REVIEW	142660.71	Each	\$1.00	
00002	Reimb. Exp	PRO SERVICE, REIMB EXP, PROF & ADMIN	7443.29	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/06/2019	UNIVERSITY OF ARKANSAS-MEDICAL SCIENCES	4600041592	12/15/2017 To 06/30/2018	Intergovernmental	\$1,665,400.00	\$1,665,400.00
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	5013206476	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, EDUCATION	1372146.00	Lump Sum	\$1.00	
00002	Reimb. Exp	PRO SERVICE, REIMBURSABLE EXPENSES	293254	Each	\$1.00	

Professional Consultant Services - Executed Contracts**Renewal/Extension with no material change**

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/16/2019	COUNSELING CLINIC INC	4600044360	07/01/2019 To 06/30/2020	Request for Qualifications	\$990,464.25	\$6,933,249.75
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	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	990464.25	Each	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/12/2019	DELTA COUNSELING ASSOCIATES	4600044361	07/01/2019 To 06/30/2020	Request for Qualifications	\$955,926.13	\$6,691,482.91
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	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	955926.13	Each	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/30/2019	WESTERN ARKANSAS COUNSELING & GUIDANCE	4600044362	07/01/2019 To 06/30/2020	Request for Qualifications	\$2,223,618.73	15,565,331.11
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	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	2223618.73	Each	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/10/2019	NORTHEAST ARKANSAS COMMUNITY MENTAL	4600044364	07/01/2019 To 06/30/2020	Request for Qualifications	\$5,135,957.85	35,951,704.95
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	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	5135957.85	Each	\$1.00	

Professional Consultant Services - Executed Contracts**Renewal/Extension with no material change**

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/11/2019	SOUTH ARKANSAS REGIONAL HEALTH CENTER	4600044365	07/01/2019 To 06/30/2020	Request for Qualifications	\$1,317,839.27	\$9,224,874.89
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	dhs.rmu@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	1317839.27	Each	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/13/2019	SOUTHEAST AR BEHAVIORAL HEALTHCARE	4600044366	07/01/2019 To 06/30/2020	Request for Qualifications	\$1,400,151.90	\$9,801,063.30
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	dhs.rmu@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE , ASSESSMENT, MENTAL HEALTH	1400151.90	Each	\$1.00	

Technical and General Services - Executed Contracts**Renewals/Extensions with no material change**

Date Submitted 09/25/2019	Vendor Name COMMITTEE AGAINST SPOUSE ABUSE INC	Contract No. 4600033398	Contract Period 10/01/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$148,442.00	Total Projected Amount \$148,442.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$148,442.00

Date Submitted 09/20/2019	Vendor Name PHOENIX RECOVERY CENTER LLC	Contract No. 4600033405	Contract Period 10/01/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$3,780,538.00	Total Projected Amount \$3,780,538.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$3,780,538.00

Date Submitted 09/30/2019	Vendor Name QUALITY LIVING CENTER INC	Contract No. 4600033407	Contract Period 10/01/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$446,820.00	Total Projected Amount \$446,820.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$446,820.00

Date Submitted 09/25/2019	Vendor Name QUAPAW HOUSE INC	Contract No. 4600033408	Contract Period 10/01/2014 To 09/30/2019	Method of Procurement Request for Qualifications	Initial Contract Amount \$405,000.00	Total Projected Amount \$405,000.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$405,000.00

Technical and General Services - Executed Contracts**Renewals/Extensions with no material change**

Date Submitted 09/20/2019	Vendor Name SOBER LIVING INC	Contract No. 4600033410	Contract Period 10/01/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$697,684.00	Total Projected Amount \$697,684.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name Kara Simmons	Agency Contact Phone No. 501-682-9515	Agency Contact E-mail Address Kara.Simmons@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$697,684.00

Date Submitted 09/20/2019	Vendor Name SOBRIETY INC	Contract No. 4600033411	Contract Period 10/01/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$466,536.00	Total Projected Amount \$466,536.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$466,563.00

Date Submitted 09/20/2019	Vendor Name LIGHTHOUSE MISSION MINISTRIES INC	Contract No. 4600033604	Contract Period 10/08/2014 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$1,274,392.00	Total Projected Amount \$1,274,392.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$1,274,392.00

Date Submitted 09/25/2019	Vendor Name TRANSITIONS FAITH BASED THERAPEUTIC COMM	Contract No. 4600035394	Contract Period 07/20/2015 To 09/30/2018	Method of Procurement Request for Qualifications	Initial Contract Amount \$497,444.00	Total Projected Amount \$497,444.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Service	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Year	Cost \$497,444.00

Technical and General Services - Executed Contracts

Renewals/Extensions with no material change

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/20/2019	COVENANT RECOVERY INC	4600036582	12/16/2015 To 12/15/2018	Request for Qualifications	\$6,381,962.40	\$6,381,962.40
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		FLORA JOHNSON	870-850-8583	Flora.Johnson@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, INMATE RE-ENTRY PREP		6,381,962.40	Day	\$1.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/20/2019	QUAPAW HOUSE INC	4600036853	02/23/2016 To 09/30/2018	Request for Qualifications	\$4,553,999.04	\$4,553,999.04
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		Samona R Smith	501-682-3426	samona.smith@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, INMATE RE-ENTRY PREP		4,553,999.04	Day	\$1.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/20/2019	CORNERSTONE MINISTRY INC	4600039393	12/05/2016 To 09/30/2018	Request for Qualifications	\$159,000.00	\$159,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		FLORA JOHNSON	870-850-8583	Flora.Johnson@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, TRANSITIONAL HOUSING		3,300	DAY	\$1.00
00002	Service	TECH SERVICE, TRANSITIONAL HOUSING		3,300	DAY	\$1.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/20/2019	SHALOM RECOVERY CENTERS	4600041629	11/01/2017 To 09/30/2018	Request for Qualifications	\$377,310.00	\$377,310.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		FLORA JOHNSON	870-850-8583	Flora.Johnson@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, TRANSITIONAL HOUSING		00001	Year	\$377,310.00

Technical and General Services - Executed Contracts

Renewals/Extensions with no material change

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/23/2019	FRESHLY RENEWED TRANSITIONAL	4600043678	11/08/2018 To 09/30/2019	Request for Qualifications	\$135,420.00	\$235,420.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		FLORA JOHNSON	870-850-8583	Flora.Johnson@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, TRANSITIONAL HOUSING		00001	Year	\$135,420.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/23/2019	FRESHLY RENEWED TRANSITIONAL	4600043679	11/08/2018 To 09/30/2019	Request for Qualifications	\$239,840.00	\$239,840.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0485	Department of Community Correction		FLORA JOHNSON	870-850-8583	Flora.Johnson@arkansas.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Service	TECH SERVICE, TRANSITIONAL HOUSING		00001	Year	\$239,840.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/26/2019	WESTAT INC	4600043681	01/01/2019 To 12/31/2019	Invitation for Bid	\$95,292.40	\$333,523.40
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	Service	TECH SERVICE, NON-IT TECHNICAL SUPPORT		47,646.20	Each	\$1.00
00002	Service	TECH SERVICE, NON-IT TECHNICAL SUPPORT		47,646.20	Each	\$1.00

Medicaid Non-Emergency Transportation Legislative Report

August 2019

Updated on 10/7/19

Medicaid Non-Emergency Transportation
Legislative Report
August 2019

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Medicaid Non-Emergency Transportation Legislative Report August 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 August 1 through August 30, 2019

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

		NET Region							
DTT - EIDT/ADDT Facility	NET Topics	A	B	C	D	E	F	G	Grand Total
Yes	Late Pickup at Residence	0	0	0	0	1	0	0	1
	No Pickup at Residence	1	0	0	0	0	0	0	1
	No Provider/Driver Available	0	0	0	0	0	0	1	1
	Subtotal	1	0	0	0	1	0	1	3
No	CSR Rudeness	0	0	1	0	1	1	1	4
	DHS/Governor's Office	0	0	0	0	1	0	0	1
	Gas Reimbursement	1	1	0	0	0	0	1	3
	Late Drop Off to Appointment	0	0	1	0	1	0	0	2
	Late Pickup at Appointment	0	2	0	0	0	0	1	3
	Late Pickup at Residence	1	0	1	1	2	0	1	6
	No Pickup at Appointment	0	0	1	0	0	0	1	2
	No Pickup at Residence	5	2	6	2	1	1	3	20
	No Provider/Driver Available	22	8	2	16	0	0	6	54
	Pickup at Residence Too Early	0	0	0	0	1	0	0	1
	Scheduling Miscommunication	1	1	0	0	0	0	0	2
	Transportation Refused by the Broker	0	0	1	0	0	0	0	1
	Subtotal	30	14	13	19	7	2	14	99
Grand Total		31	14	13	19	8	2	15	102

NET Vehicle Inspections and Redlines With Camera Installation by Region August 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 August. The deficiencies were identified as windshield needed replacing, engine condition, vehicle interior and exterior needed detailing due to gross negligence and filthy conditions, passenger side sliding door came off the track when opened, automotive fluids needed to be removed from vehicle and non-operational cameras (one camera was observed not wired for power and another camera had the fuse removed).

	# of Vehicle Inspections	# of Cameras Installed	Number of Vehicles Redlined
Region A – Southeastrans	0	0	0
Region B – Southeastrans	0	0	0
Region C – Southeastrans	10	10	0
Region D – Southeastrans	0	0	0
Region E – CADAC	1	1	0
Region F – AAA of SE AR	5	5	0
Region G – Southeastrans	39	39	2
Total	55	55	2

NET Driver Audit from Vehicle Inspections August 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. 40 drivers were present at the time of the inspection. 40 hire dates were validated. 100% compliance was noted.

	# of Vehicle Inspections	# of Validated Driver's Hire Dates
August	55	40

NET Driver and Attendant Report August 2019

NET brokers submitted information for 857 approved drivers and attendants as of the last day of the reporting month, 8/30/2019.

	# of Eligible Drivers and Attendants
Region A – Southeastrans	72
Region B – Southeastrans	94
Region C – Southeastrans	51
Region D – Southeastrans	109
Region E – CADC	174
Region F – AAA of SE AR	132
Region G – Southeastrans	225
Total	857

NET Vehicle Report August 2019

NET brokers submitted information for 735 approved vehicles as of the last day of the reporting month, 8/30/2019.

	# of Active Vehicles
Region A – Southeastrans	74
Region B – Southeastrans	83
Region C – Southeastrans	36
Region D – Southeastrans	110
Region E – CADC	153
Region F – AAA of SE AR	146
Region G – Southeastrans	133
Total	735

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

NET Monthly Call Center Metrics Report August 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	4,094	3,790	235	5.74%	1:02	4:44	18
B	4,110	3,807	251	6.11%	1:05	4:29	18
C	6,543	5,961	454	6.94%	0:57	4:20	18
D	7,249	6,571	515	7.10%	1:01	4:22	18
E	6,571	6,122	130	2%	0:28	5:50	11
F	19,054	16,736	2,317	12%	0:56	3:05	9
G	8,122	7,325	566	6.67%	0:57	4:15	18

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

NET Monthly Denial Report August 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. 357 denial notices were issued to Medicaid beneficiaries for “No Provider/Subcontractor Available” to transport the beneficiary to their scheduled medical appointments in August 2019. This is a 17% increase from the previous month.

	No Provider/Subcontractor Available
Region A – Southeasterns	152
Region B – Southeasterns	80
Region C – Southeasterns	24
Region D – Southeasterns	94
Region E – CADAC	0
Region F – AAA of SE AR	0
Region G – Southeasterns	7
Total	357

*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), NET Broker in Regions A, B, C, D, and G, 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)
07/26/2019	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, NET Broker for Regions A, B, C, D, and G, 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 SET.

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 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 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

- 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 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	<u>\$1,752,192</u>
Total	\$3,520,192

Professional Consultant 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
09/17/2019	KIMBERLY B BIBB	4600045472	09/16/2019 To 06/30/2020	Request for Qualifications	\$28,437.50	\$28,437.50
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0023	Administrative Office of the Courts		Moshelle Helms	501-410-1956	moshelle.helms@arcourts.gov	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Personnel	PRO SERVICE,ATTORNEY		24938	Lump Sum	\$1.00
00002	Personnel	PRO SERVICE,REIMB EXP LEGAL		03500	Lump Sum	\$1.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/27/2019	FRIDAY ELDREDGE & CLARK	RFQ20001	09/16/2019 To 09/15/2020	Request for Qualifications	\$30,000.00	\$30,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0198	Northwest Arkansas Community College		JENNIFER LEWIS	479-619-4210	jlewis20@nwacc.edu	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Personnel	Partner 6 + years		00001	Hour	\$315.00
00002	Personnel	Partner Less than 6 years		00001	Hour	\$275.00
00003	Personnel	Associate 5 + years		00001	Hour	\$225.00
00004	Personnel	Associate Less than 5 years		00001	Hour	\$165.00
00005	Personnel	Paralegal		00001	Hour	\$100.00
00006	Personnel	Law Clerk		00001	Hour	\$50.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/18/2019	AREA AGENCY ON AGING OF SE ARKANSAS	4600030666	09/01/2013 To 06/30/2020	Request for Qualifications	\$31,000.00	\$40,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0425	Insurance Department		Becky Crow	501-371-2612	BECKY.CROW@ARKANSAS.GOV	
Item #	Category	Short Description		Quantity	UM Description	Cost
00001	Personnel	PRO SERVICE,COMPENSATION FEE		05000	Lump Sum	\$1.00
00002	Personnel	PRO SERVICE,COMPENSATION FEE		01953	Lump Sum	\$1.00

Professional Consultant 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
09/18/2019	SOUTH ARKANSAS REGIONAL HEALTH CENTER	4600030667	09/01/2013 To 06/30/2020	Request for Qualifications	\$29,500.00	\$35,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0425	Insurance Department		Becky Crow	501-371-2612	BECKY.CROW@ARKANSAS.GOV	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE,COMPENSATION FEE	01000	Lump Sum	\$1.00	
00002	Personnel	PRO SERVICE,COMPENSATION FEE	05000	Lump Sum	\$1.00	
00003	Personnel	PRO SERVICE,COMPENSATION FEE	04961	Lump Sum	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/11/2019	NEW GROWTH GROUP, LLC	UACPCS002	09/01/2019 To 06/30/2020	Request for Proposal	\$35,000.00	\$35,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0677	Cossatot Technical College		CHARLOTTE JOHNSON	870-584-1115	cjohnson@cccua.edu	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Expenses	Grant Writing Services	00001	Years	\$35,000.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/09/2019	YOUTH HOME INC	4600031695	07/01/2014 To 06/30/2020	Request for Qualifications	\$33,250.00	\$38,500.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Children & Family Services	Tammy R Allen	501-682-8742	Tammy.Allen@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE,DHS,DCFS,IN-HOME PARENTING	27650	Lump Sum	\$1.00	

Technical and General Services - Executed Contracts Reporting Purposes Only

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

Date Submitted 09/13/2019	Vendor Name HIGHER EDUCATION LEADERSHIP SEARCH	Contract No. P0146525	Contract Period 09/01/2019 To 08/31/2020	Method of Procurement Invitation for Bid	Initial Contract Amount \$49,995.00	Total Projected Amount \$49,995.00
Agency # 0130	Agency Name Arkansas Tech University	Division	Agency Contact Name JESSICA HOLLOWAY	Agency Contact Phone No. 4799680269	Agency Contact E-mail Address jholloway@atu.edu	
Item # 00001	Category Services	Short Description Search Firm Services for Faculty Positions		Quantity 00001	UM Description Lump Sum	Cost \$49,995.00

Date Submitted 09/20/2019	Vendor Name BUTTERFLY HOUSE INC	Contract No. 4600041597	Contract Period 09/01/2017 To 09/30/2020	Method of Procurement Request for Qualifications	Initial Contract Amount \$75,000.00	Total Projected Amount \$75,000.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name FLORA JOHNSON	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address Flora.Johnson@arkansas.gov	
Item # 00001	Category Services	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 01500	UM Description Days	Cost \$30.00
Item # 00002	Category Services	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 01500	UM Description Days	Cost \$20.00

Date Submitted 09/30/2019	Vendor Name Jumpstart Ministries Inc	Contract No. 4600045382	Contract Period 10/01/2019 To 09/30/2020	Method of Procurement Request for Qualifications	Initial Contract Amount \$49,150.00	Total Projected Amount \$344,050.00
Agency # 0485	Agency Name Department of Community Correction	Division	Agency Contact Name Flora Johnson	Agency Contact Phone No. 870-850-8583	Agency Contact E-mail Address flora.johnson@arkansas.gov	
Item # 00001	Category Services	Short Description TECH SERVICE, TRANSITIONAL HOUSING		Quantity 00001	UM Description Years	Cost \$49,150.00

Date Submitted 09/30/2019	Vendor Name Best Janitorial Service	Contract No. 4600045471	Contract Period 10/01/2019 To 09/30/2020	Method of Procurement Competitive Bid	Initial Contract Amount \$22,356.00	Total Projected Amount \$156,492.00
Agency # 0710	Agency Name Arkansas Department of Human Services	Division Division of Youth Services	Agency Contact Name Brandi Benson	Agency Contact Phone No. 501-320-6476	Agency Contact E-mail Address brandi.benson@dhs.arkansas.gov	
Item # 00001	Category Services	Short Description Tech Service, Janitorial		Quantity 00012	UM Description Months	Cost \$1,863.00

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
09/17/2019	US APPLICATORS LLC	4600045473	09/17/2019 To 06/30/2020	Competitive Bid	\$35,215.64	\$35,215.64
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0865	Department of Arkansas Heritage - Central Administration		Laura K. Wallace	501-324-9582	Laura.wallace@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,STEWARDSHIP	07413	each	\$1.00	
00002	Services	TECH SERVICE,STEWARDSHIP	27803	each	\$1.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/04/2019	4E ENVIRONMENTAL SERVICES INC	4600045394	09/24/2019 To 09/23/2020	Competitive Bid	\$26,750.00	\$26,750.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0900	Department of Parks and Tourism		Shelly Quattlebaum	501-682-7619	SHELLY. QUATTLEBAUM@ARKANSAS. GOV	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE,WASTE REMOVAL, BIOLOGICAL	75000	US pound	\$0.25	
00002	Services	TECH SERVICE,WASTE REMOVAL, BIOLOGICAL	32000	US pound	\$0.25	

Optum contract for Independent Assessment**October 2019 Report to Arkansas Legislative Council**

Contract performance 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

August 2019 data

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	100%	108	98	10	90.7%	90.7%
	Initial Assessments	Standard	95%	816	723	93	88.6%	88.6%
	Periodic Reassessments	Standard	95%	2,306	2,306	0	100.0%	100.0%
		Block	95%	238	238	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	2	2	0	100.0%	100.0%
		Block	95%	133	133	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments ..	Priority	100%	196	172	24	87.8%	87.8%
	Initial Assessments	Standard	95%	616	581	35	94.3%	94.3%
		Block	95%	396	395	1	99.7%	99.7%
	Periodic Reassessments	Priority	100%	10	10	0	100.0%	100.0%
		Standard	100%	124	122	2	98.4%	98.4%
		Block	95%	353	353	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	129	119	10	92.2%	92.2%
		Block	95%	12	12	0	100.0%	100.0%
DDS	Initial Assessments	Standard	95%	40	40	0	100.0%	100.0%
		Block	95%	33	33	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	1,033	1,033	0	100.0%	100.0%

September 2019 data

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%

Quality measures

September 2019 data

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
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Total # of Assessments	3579	38	1815	815
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Number of randomized Quality Assurance audits	111	1	55	33
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Aggregate tier accuracy rates of randomized Quality Assurance audits	96%	100%	100%	97%
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Number of Focused Quality Assurance audits completed for junior assessor staff (<= 90 days)	22	0	176	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.)	35	2	140	2
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Aggregate tier accuracy rates of additional Focused Quality Assurance audits	71%	50%	99%	0
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Aggregate tier accuracy rates of all Quality Assurance audits	92%	67% (low number audited due to very few completed DD assessments during this timeframe-38 completed DD assessments, 1 random audit, 2 focused audits completed)	99%	91% (but = 97% when eliminate 2 rescreens resulting from circumstances outside of OPTUM's control.)
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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 1-5	PERIODIC REASSESSMENT Oct 1-5	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		6		466	32	50	48	219	108	8
AR CHOICE Sub 9	NA	366	57		3		426	29	56	83	180	58	21
Living Choice Sub 11	NA	84	19				103	2	15	22	27	30	7
Independent CHOICE Sub 12	NA	7	5				12	2	4	0	5	1	0
PACE 13	0	2	11				13	3	5	0	1	4	0
DDS	374	152	5		1		532	2	32	14	130	342	12
Battelle	7	4	0				11	0	0	2	5	4	0
BH	238	147	14	14	2	1	416	15	72	27	231	71	0
Total	825	982	145	14	12	1	1979	85	234	196	798	618	48
								4%	12%	10%	40%	31%	2.4%
DAAS- PC - Personal Care 10, 12 DAAS WAIVER Sub-Divisions 9,11,13 DAAS TOTAL = 1020 (9 new in October, 126 new in September)													