

DMAS FEE FOR SERVICE (FFS) NON-EMERGENCY TRANSPORTATION (NEMT)
Program On-time Performance (OTP) Annual Percentage On-time Report

Program: FFS NEMT
Division: Program Operations

Date: 7/10/2025

Report Methodological Summary

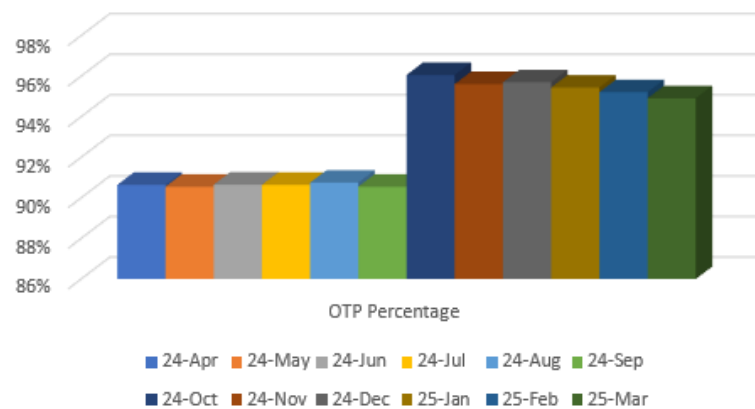
This report includes the annual FFS NEMT Annual On-time Performance Review. During the course of the previous fiscal year (SFY25), DMAS staff conducted regular reviews of the Encounter data collected in accordance with the trips provided for the DMAS FFS NEMT program.¹ DMAS staff analyzed the aforementioned Encounter data to determine if there were any anomalies in the data that need to be reconciled with the trips reported by the contracted FFS NEMT transportation broker. DMAS staff also conducted a thorough comparative analysis between the Encounter data and the trip data submitted daily by the FFS NEMT transportation broker via the Tableau reporting database to identify pertinent trends with respect to the program's performance in relation to key metrics, as well as to ratiocinate the root cause of problematic trends, and formulate effective stratagems for resolution.

The results of the above described analyses are provided below. It should be noted that the OTP of these providers increased significantly throughout the reporting periods. Working in collaboration with the FFS NEMT Broker (ModivCare), this was due in large part to the enforcement of 100% trip digitization by the providers. When compared to the previous reporting years (SFY23 and SFY24), the average OTP of the NEMT providers increased from 31% to 36% overall meaning that OTP went from 55% in some instances to 89% or higher. The chart below demonstrates the impact of the trip digitization in relation to the average OTP over the course of the reporting years included (please reference the chart on the following page).

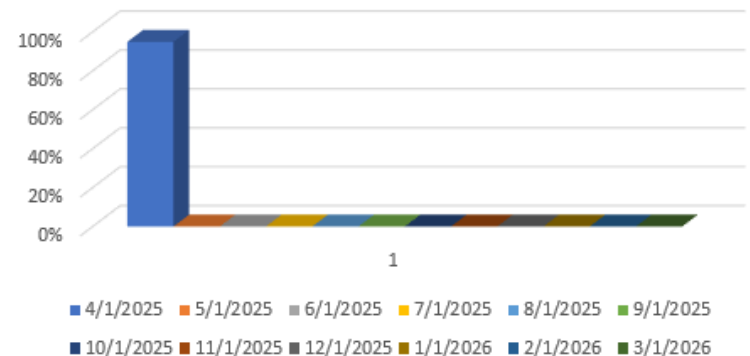
OTP according to the DMAS Encounter Data:

Contract Year 24-25 ^á		OTP Percentage	Contract Year 25-26		OTP Percentage *
	24-Apr	91%		4/1/2025	95%
	24-May	91%		5/1/2025	0%
	24-Jun	91%		6/1/2025	0%
	24-Jul	91%		7/1/2025	0%
	24-Aug	91%		8/1/2025	0%
	24-Sep	91%		9/1/2025	0%
	24-Oct	96%		10/1/2025	0%
	24-Nov	96%		11/1/2025	0%
	24-Dec	96%		12/1/2025	0%
	25-Jan	95%		1/1/2026	0%
	25-Feb	95%		2/1/2026	0%
	25-Mar	95%		3/1/2026	0%

Measure 16.2 - NEMT On-time Performance (OTP)



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* The data for the months of May, 2025 through March 2026 are not yet available for review.

á The Fee-For-Service NEMT Broker contract extends from April 1st to March 30th of the following year.

OTP according to the DMAS Encounter Data Compared to Data from Previous Annual Report

