



Veyo / Total Transit Update

March 28, 2018

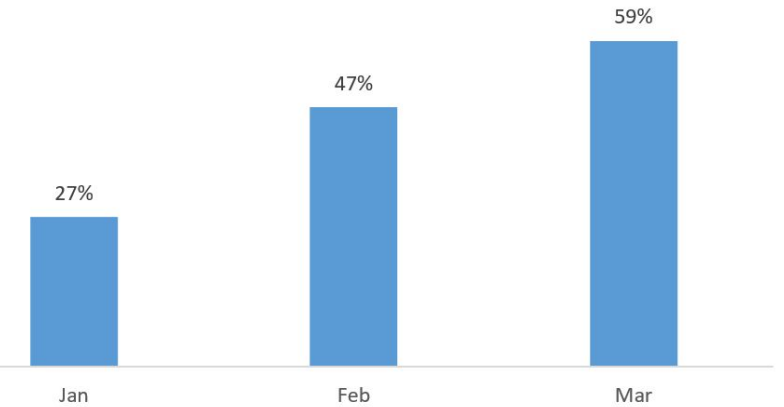
Introduction

- Veyo has been providing NEMT services since January 1, 2018
- As of March 23rd, Veyo has managed over 1.8 NEMT trips for Connecticut Medicaid Members
- In the early days of the contract, significant issues with data integrity resulted in ghost trips, missed trips, and NEMT provider capacity management.
- According to received data, expected phone call volume should have been in the 4000/day range. Unfortunately, due to the data issues and resulting impact, call volume was over 11,000 per day in the early days.
- Since that time with Veyo's ability to correct the data, and implement quality improvement measures, call volume is now at normal levels.
- Established a relationship with Transit agency for bus passes(explain)
- CT Medicaid members utilizing more trips/week than during previous contract
- Added clinical coordinators to the Veyo CT staff to manage specific populations

Operational Updates

- Preferred Providers have been requested for 59% of trips booked for March, up from 47% in February
- Veyo is continuing to hold providers accountable for service quality. Actions include the distribution of warning emails and corrective action plans. Actions are taken when the following KPIs are not met:
 - At least 95% of the trips completed will be on-time
 - Less than 0.1% of total trips accepted will have a substantiated grievance
 - At least 95% of the trips offered will be accepted
 - At least 95% of trips are confirmed with 48 hours (or more) notice until the pick-up time
- After hours processes have been updated and clarified
- Trip volume is now beyond pre-launch expectations, which is a direct result of service quality and reliability.
- Updated FAQs and Veyo's policies and procedures are now available on Veyo's website
- Additional clinical coordinator has been hired, starts this month
- Veyo Executive presence continued on the ground in Connecticut through March 9th

Preferred Provider Trips



Community Engagement

Veyo continues to engage with a number of groups and associations to address specific challenges and needs, and reiterate their commitment to do this throughout the life of the partnership. Groups that Veyo has had the opportunity to partner or meet with so far include:

- Connecticut Hospital Association
- Residential Care Facilities
- Children's Hospital Association
- AMR
- Nursing Homes
- Ambulance Association
- Dialysis Centers
- Yale New Haven Hospital Group
- ASOs
- Cornell Scott
- APT Foundation

Gladeview Health and Rehab Collaboration

Company Name


Gladeview Health and Rehab

Reason for writing:

Compliment or Concern

Your Message

I have been dealing with Veyo since Jan.1st. Yes it was a rough ride at first but now we are 2 1/2 months later and unfortunately Veyo is being bashed all over the news when I know from my experience at my facility that all of the problems I am reading about and hearing are not from Veyo It is sickening. At Gladeview we were finally able to get all of our population that needs Veyo booked with a provider who gives outstanding service, courteous divers, and near perfect reliability. I wish I had a way to convey this to the media giving you the bashing you no longer deserve, but at least I can tell you I know what the problem is and it is not Veyo!!

A photograph of a smiling man with grey hair and a beard, wearing a light blue button-down shirt, driving a car. He is holding a tablet in his left hand. The background shows green foliage outside the car window.

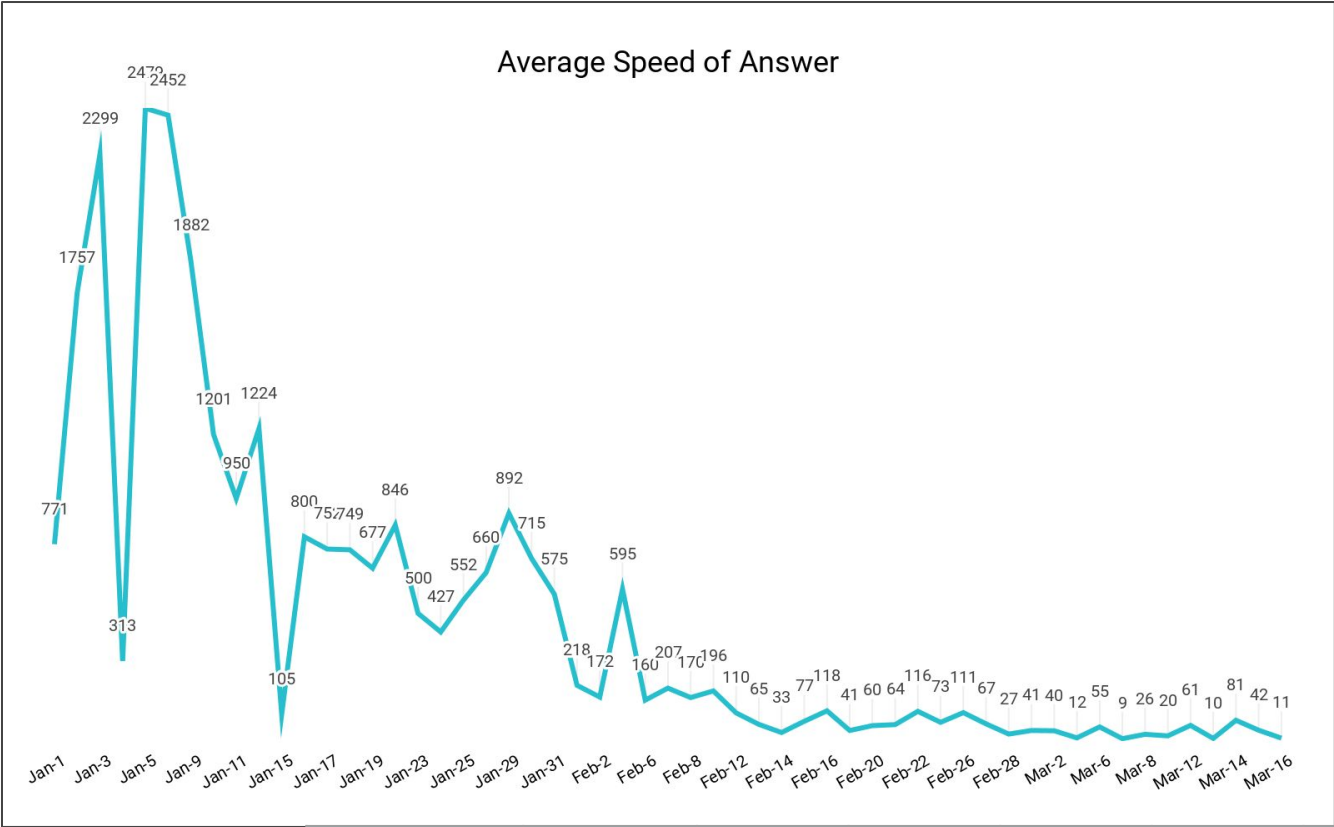
January / February Metrics

Call Center Summary

Call volumes continue to normalize. We have added significant additional resources (over 60 additional FTE, close to 100% additional to budgeted resources) which has allowed us to operate at a level consistent with the Service Level terms of the contract and to ensure dedicated resources for facilities, escalations, and data entry.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 02/25	Week of 03/04	Week of 3/11	Week of 03/18
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241	19,305	20,206	21,166

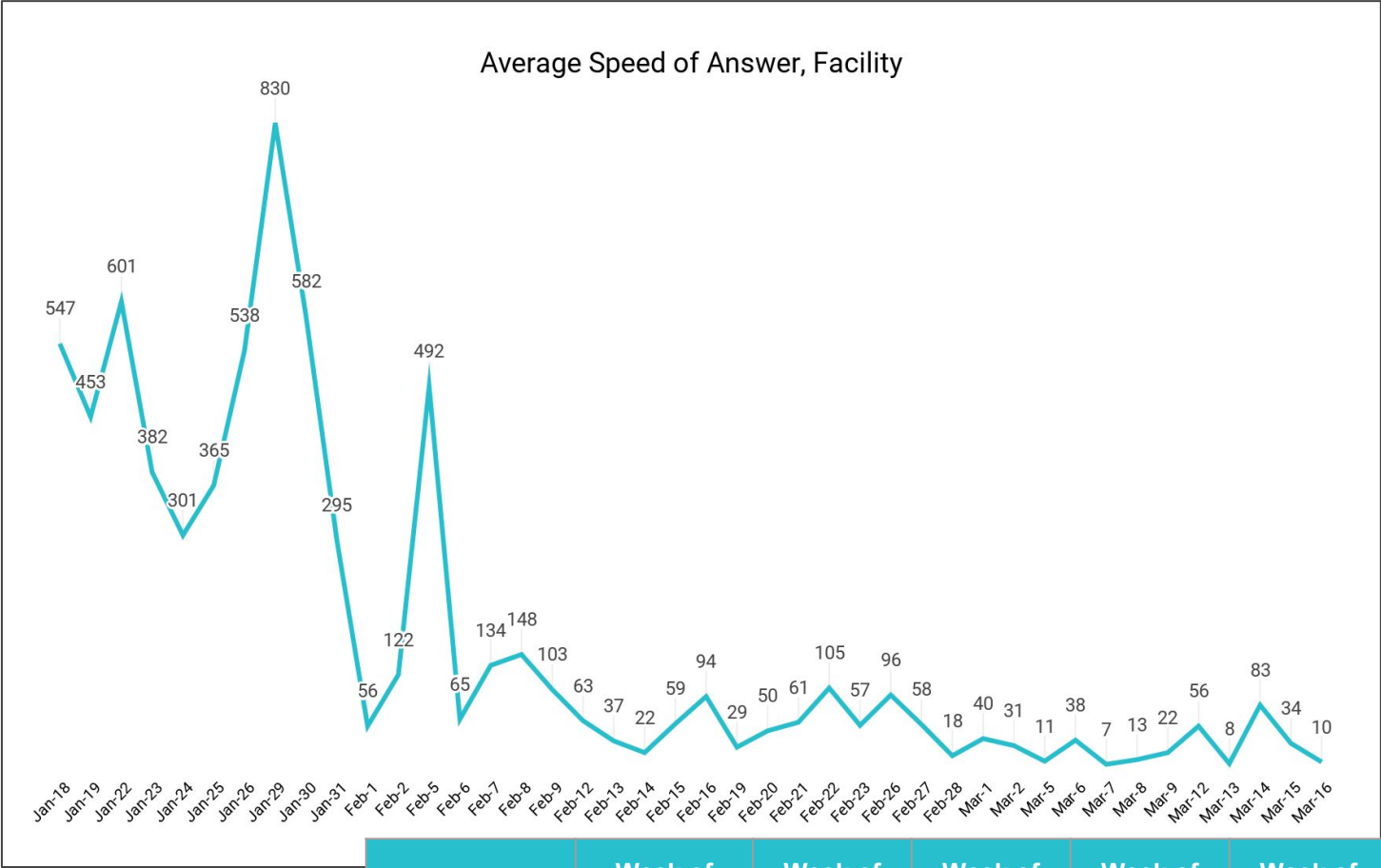
Average Speed of Answer



- Hold times continue to decrease, with average speed of answer dropping to 62 seconds the week of 3/18.
- The longest speed of answer was 29 minutes and 4 seconds.
- 13% of the contact center is fluent in Spanish.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/04	Week of 3/11	Week of 3/18
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241	19,305	20,206	21,166
Avg Speed of Answer (seconds)	1,671	1,526	608	591	520	261	80	71	60	25	45	62

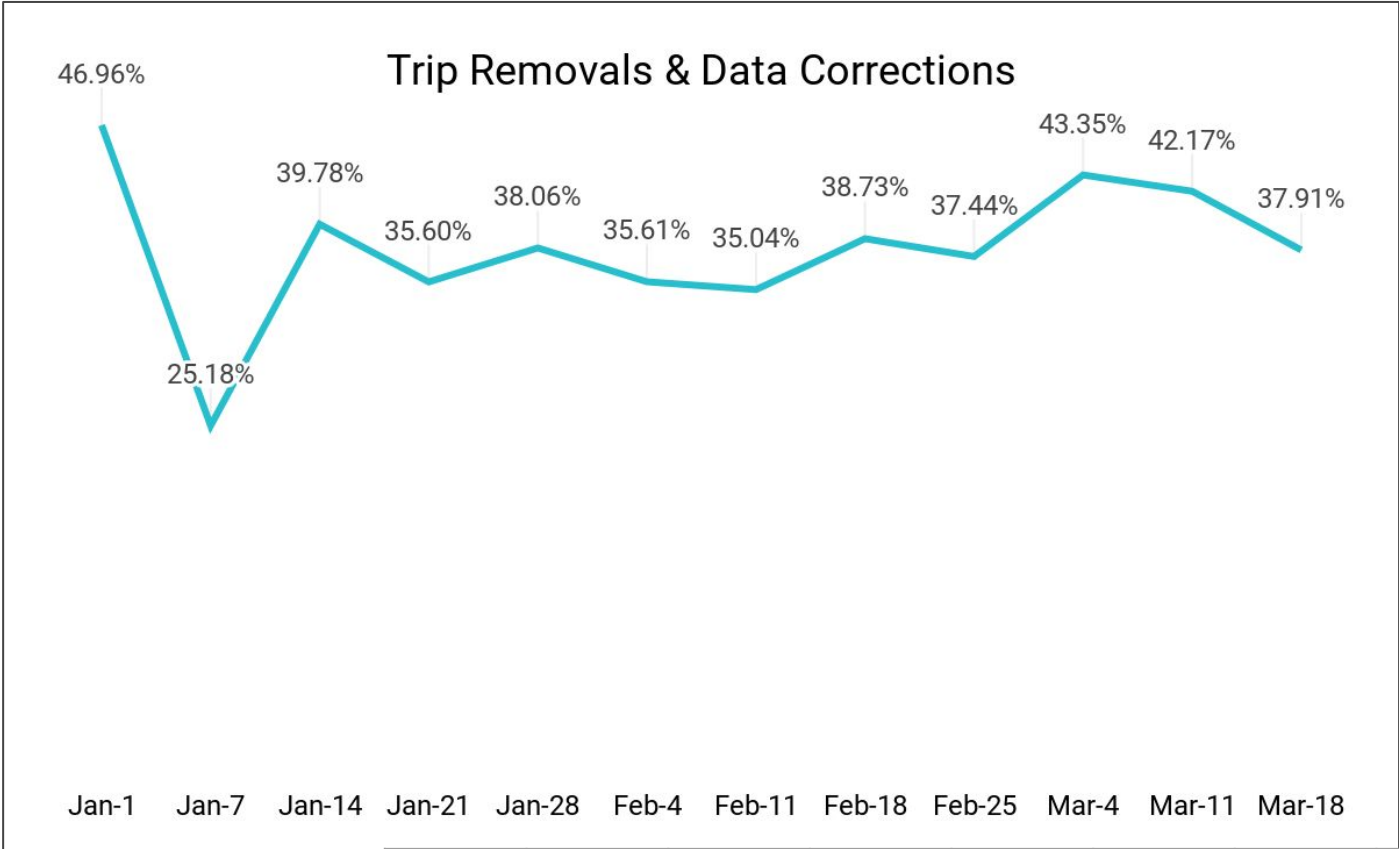
Average Speed of Answer, Facility



Hold times on the dedicated facility line continue to decrease, with the average speed of answer dropping to just under a minute by the week of 3/18.

	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18
Total Calls Received	962	2,214	2,301	2,165	2,195	2,064	2,210	2,110	2,145	2,214
Avg Speed of Answer (seconds)	497	430	378	182	53	62	50	20	42	57

Trip Removals & Data Corrections



This data represents trips removed prior to dispatching to a transportation provider.

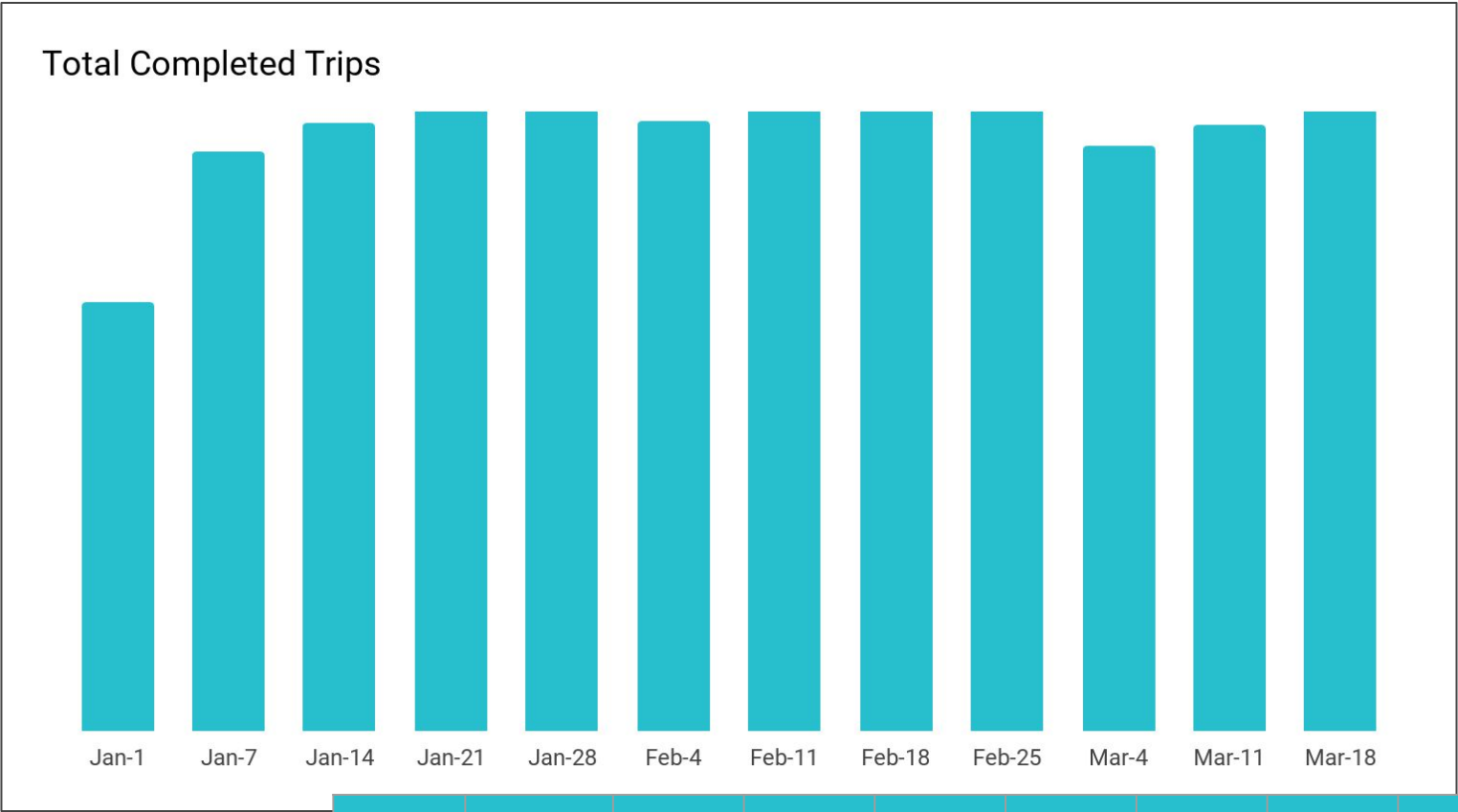
We are still in the process of identifying and cleaning the system of reservations where transportation isn't needed.



	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18
Rate of Trip Removals & Data Corrections	46.96%	25.18%	39.78%	35.60%	38.06%	35.61%	35.04%	38.73%	37.44%	43.35%	42.17%	37.91%

Note: Rates adjust over time as trips are finalized. The data shown represents the most up-to-date data.

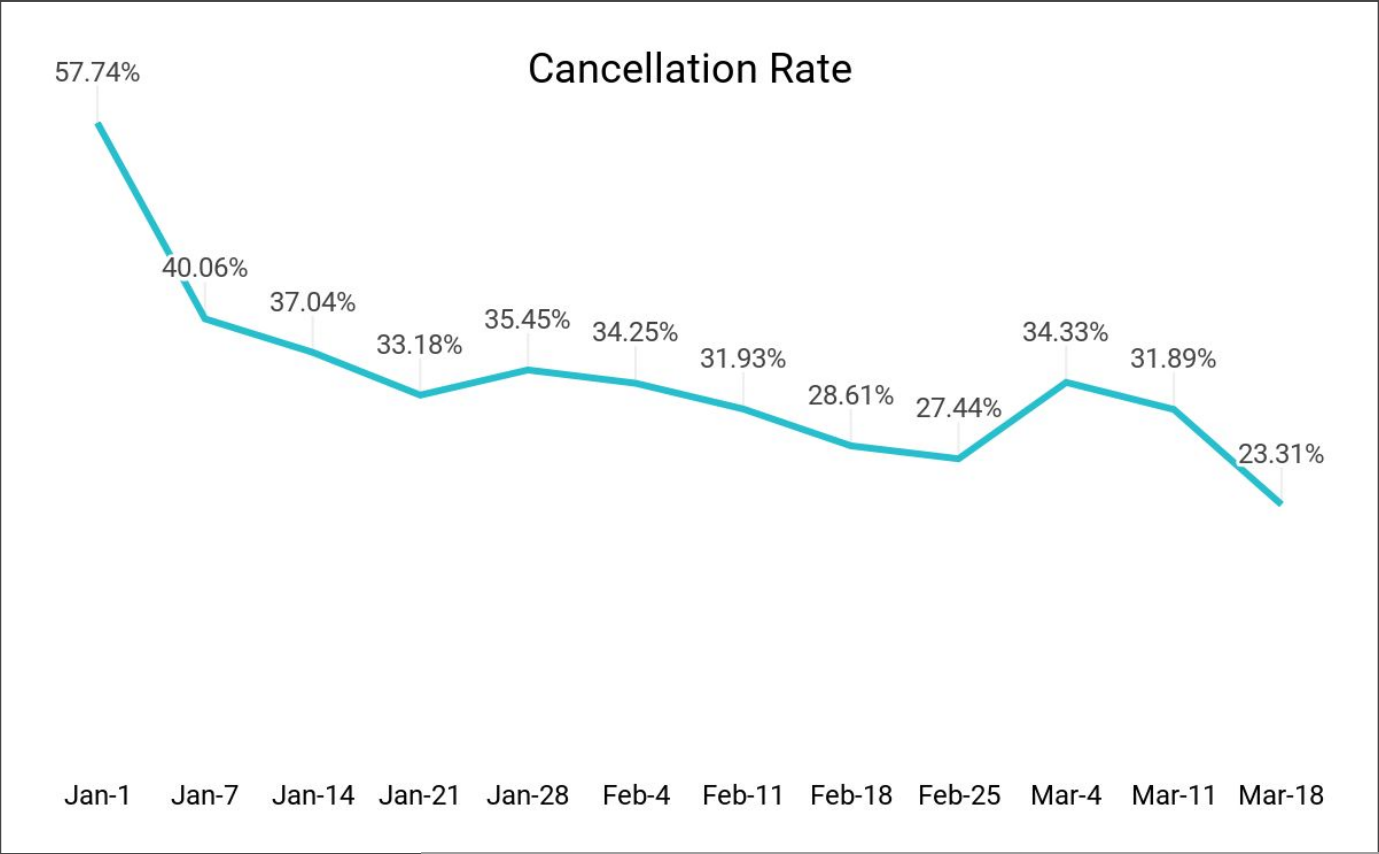
Total Completed Trips



Ambulatory and wheelchair trip volumes trending higher than historical claims data.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18	Total
Completed Trips	45,032	60,853	63,947	72,172	66,574	64,165	67,648	68,823	66,130	61,434	63,714	66,326	766,818

Cancellation Rate



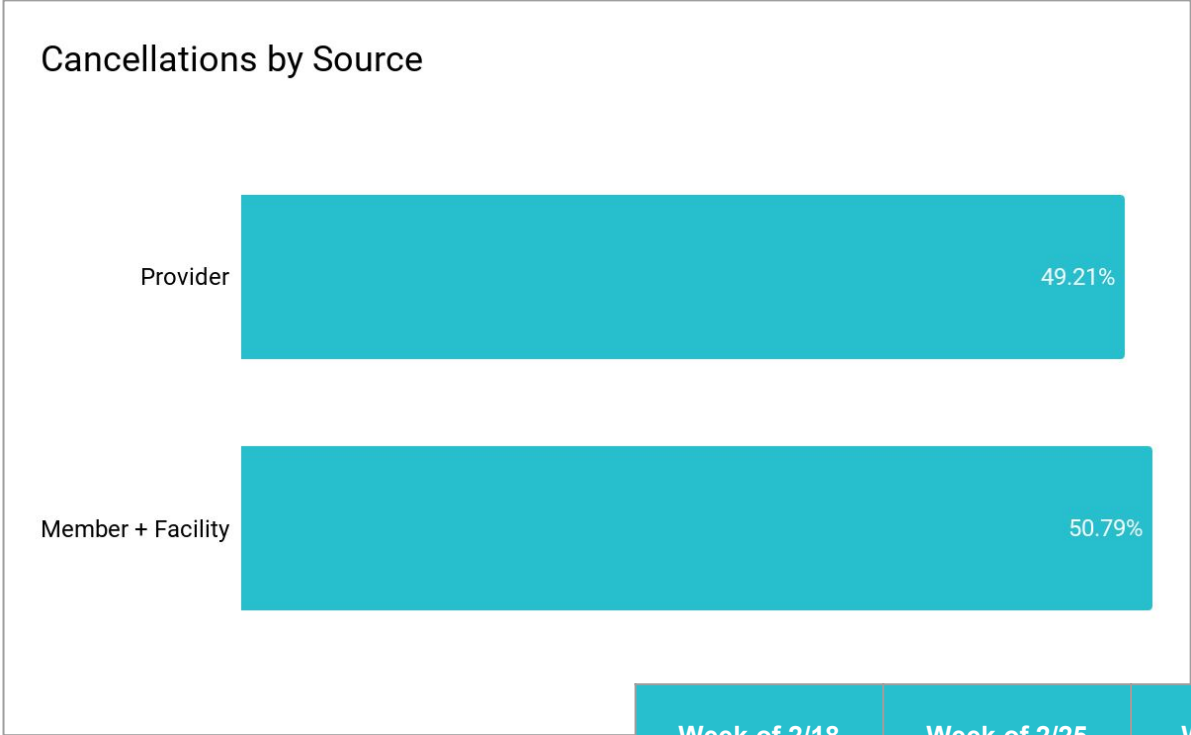
Cancellation rates continued to decline as we remove “bad” trips from the system.



	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18
Cancellation Rate	57.74%	40.06%	37.04%	33.18%	35.45%	34.25%	31.93%	28.61%	27.44%	34.33%	31.89%	23.31%

Note: Cancellation Rates adjust over time as trips are finalized. The data shown represents the most up-to-date data.

Cancellation Rate by Source



	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18
Provider Cancellations	5,909	6,093	7,052	6,127	5,033
Member + Facility Cancellations via the Contact Center	6,486	6,023	7,472	7,231	3,973
Total Cancelled Trips	12,395	12,116	14,524	13,358	9,006



Thank You