



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **June 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **June 2018**

Veyo Healthcare Logistics

Call Center Summary

July 23, 2018

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147
Avg Daily Calls Received	4,985	4,013	3,905	3,783	3,355	3,095
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%

Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9

Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%

Average Handle Time Summary

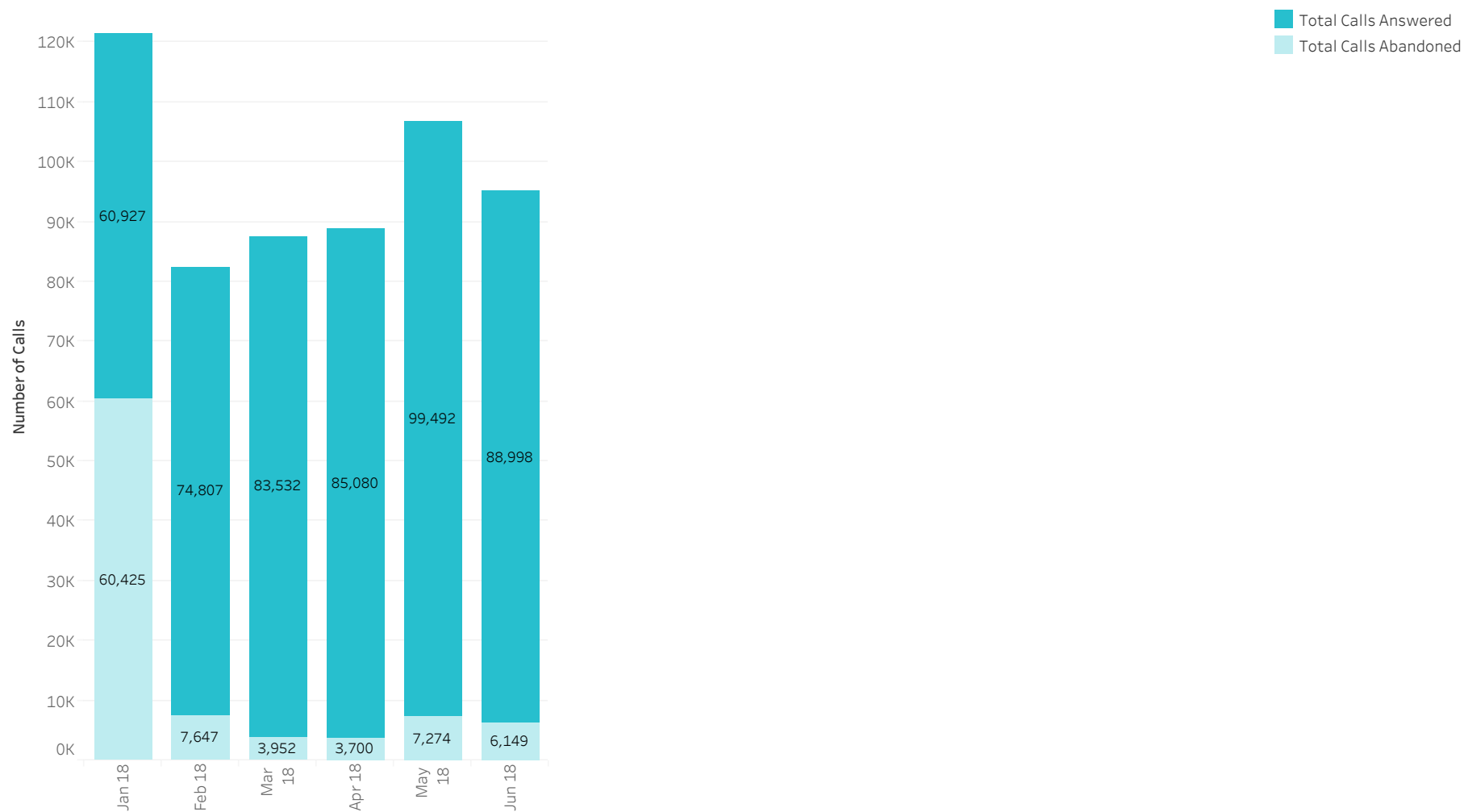
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4

Service Level Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668	79,380
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%

Answered Calls

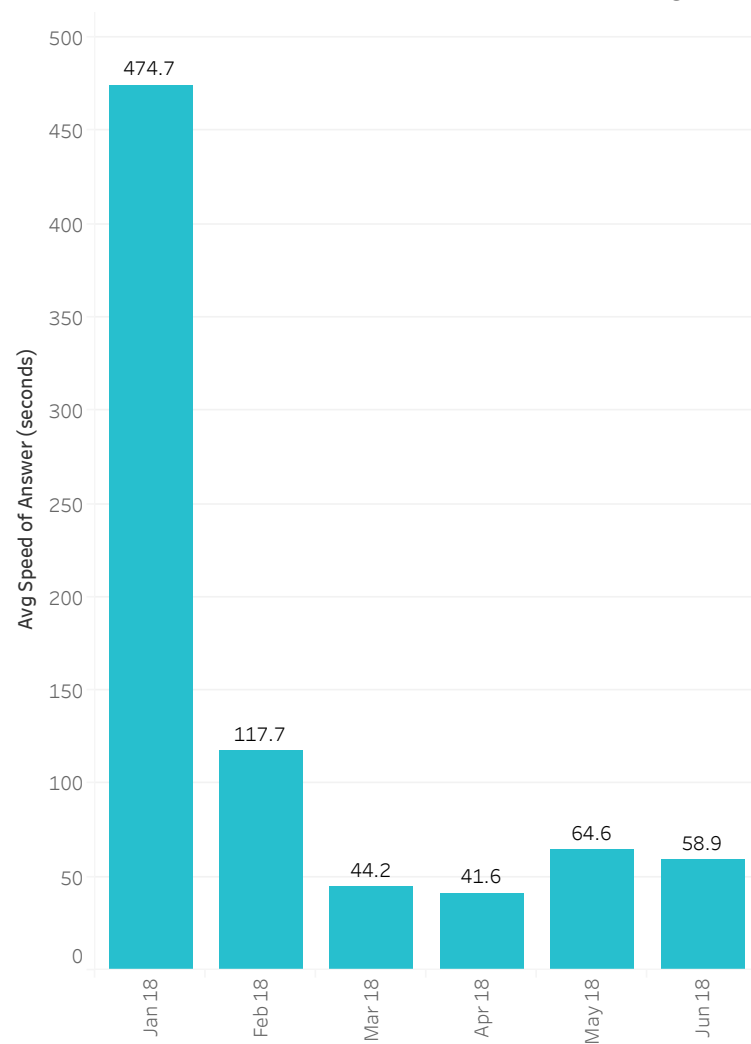
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147

Average Speed of Answer

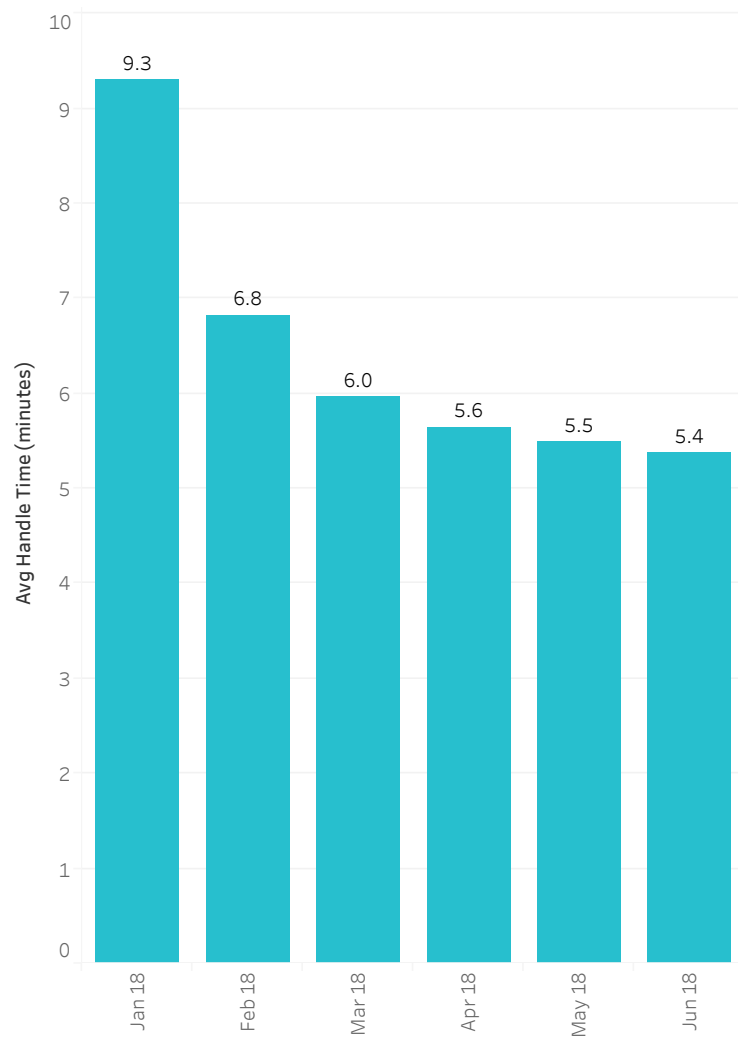
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9

Average Handle Time

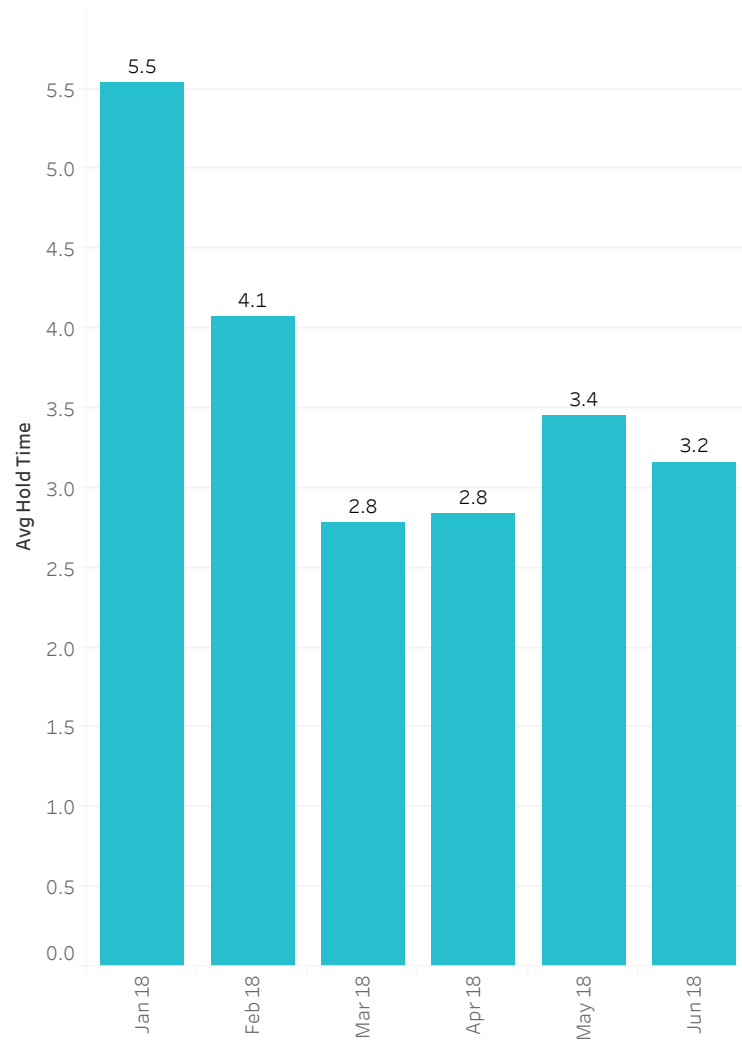
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4

Average Hold Time

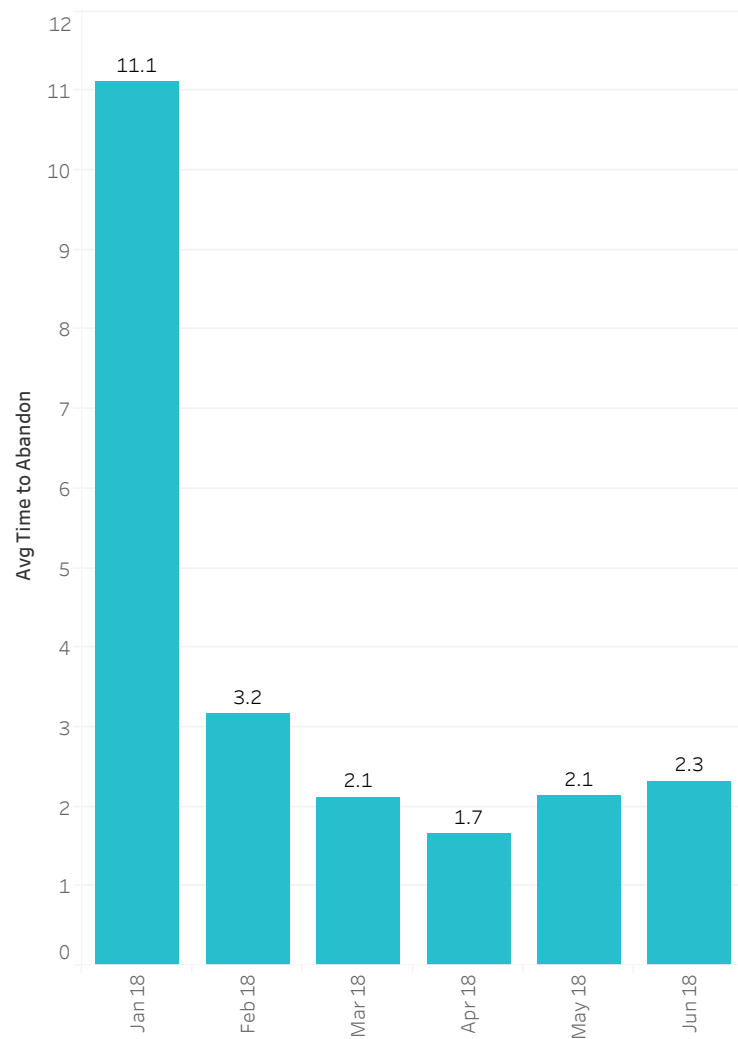
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998
Avg Hold Time	5.5	4.1	2.8	2.8	3.4	3.2

Average Time to Abandon

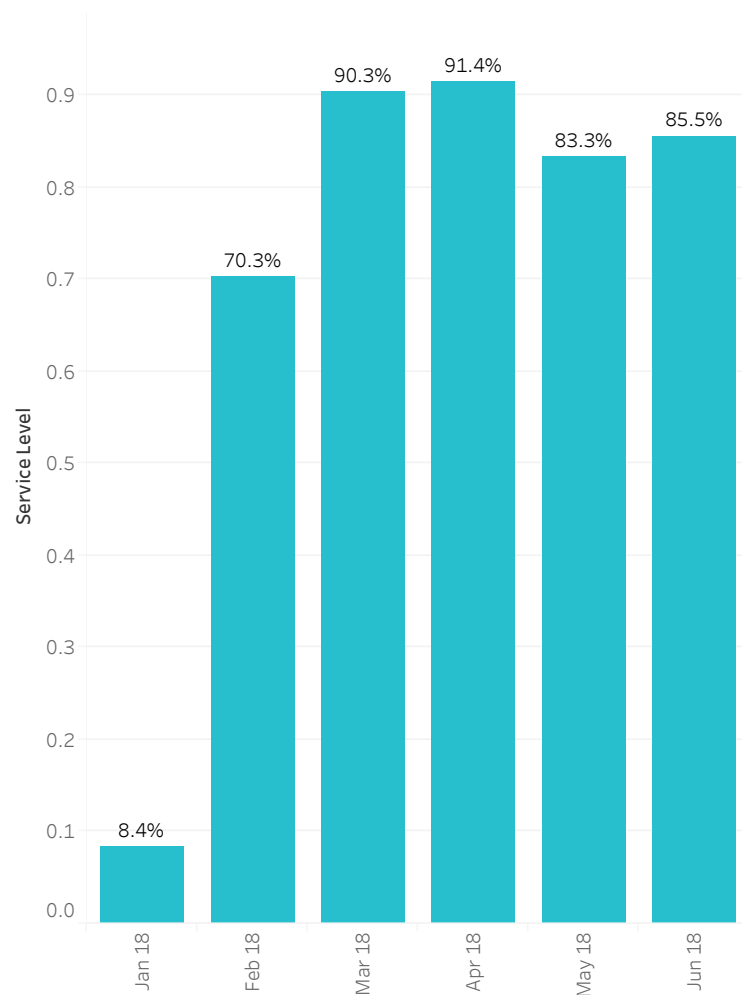
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149
Avg Time to Abandon	11.1	3.2	2.1	1.7	2.1	2.3

Service Level

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668	79,380
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%

Call Center Summary, Facility

July 23, 2018

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Avg Daily Calls Received	380	428	426	415	402	415
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%

Average Speed Of Answer Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9

Average Abandon Rate Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Total Calls Abandoned	1,213	513	367	300	475	486
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%

Average Handle Time Summary (Facility)

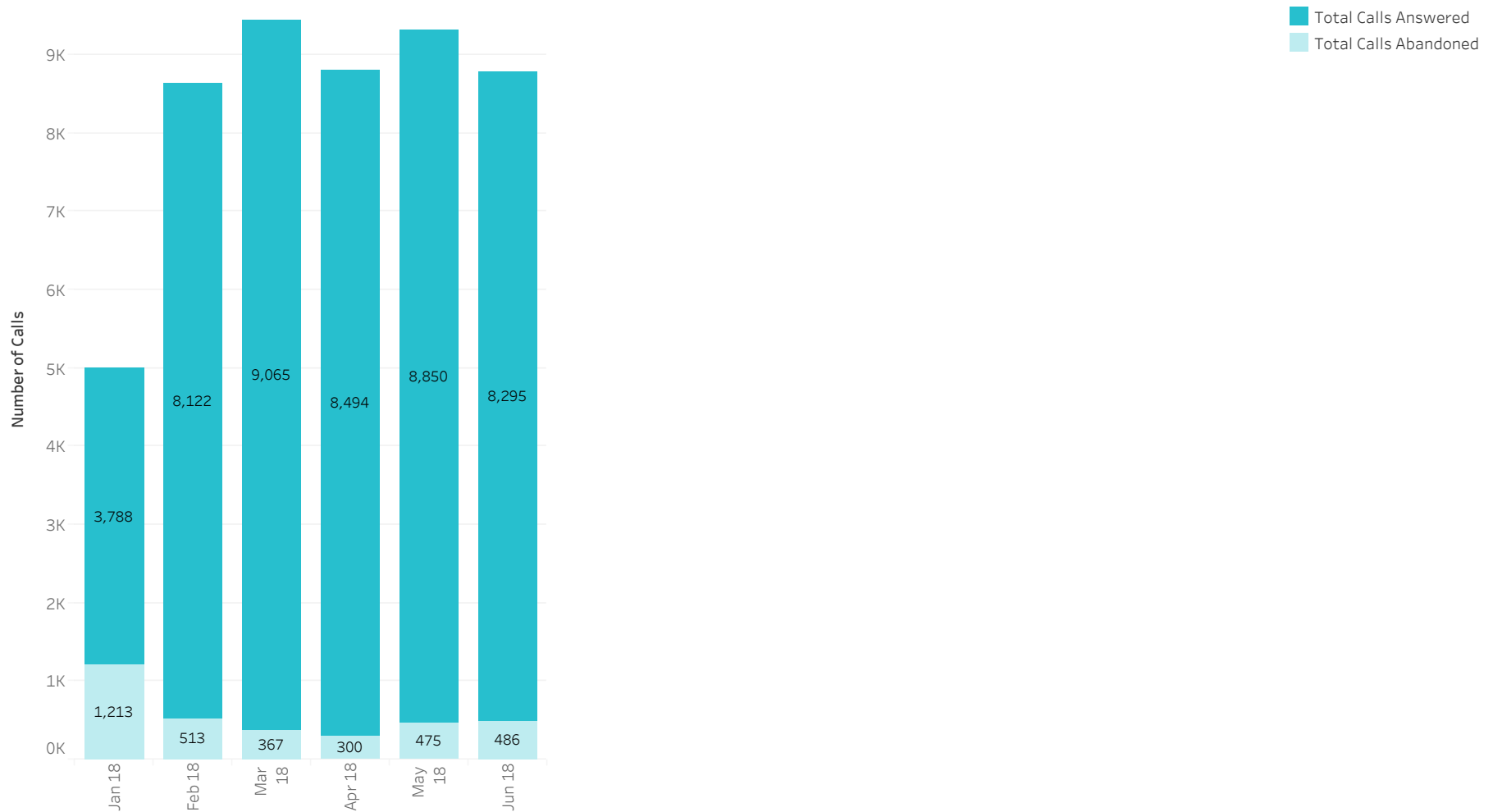
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2

Service Level Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726	7,394
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%

Answered Calls, Facility

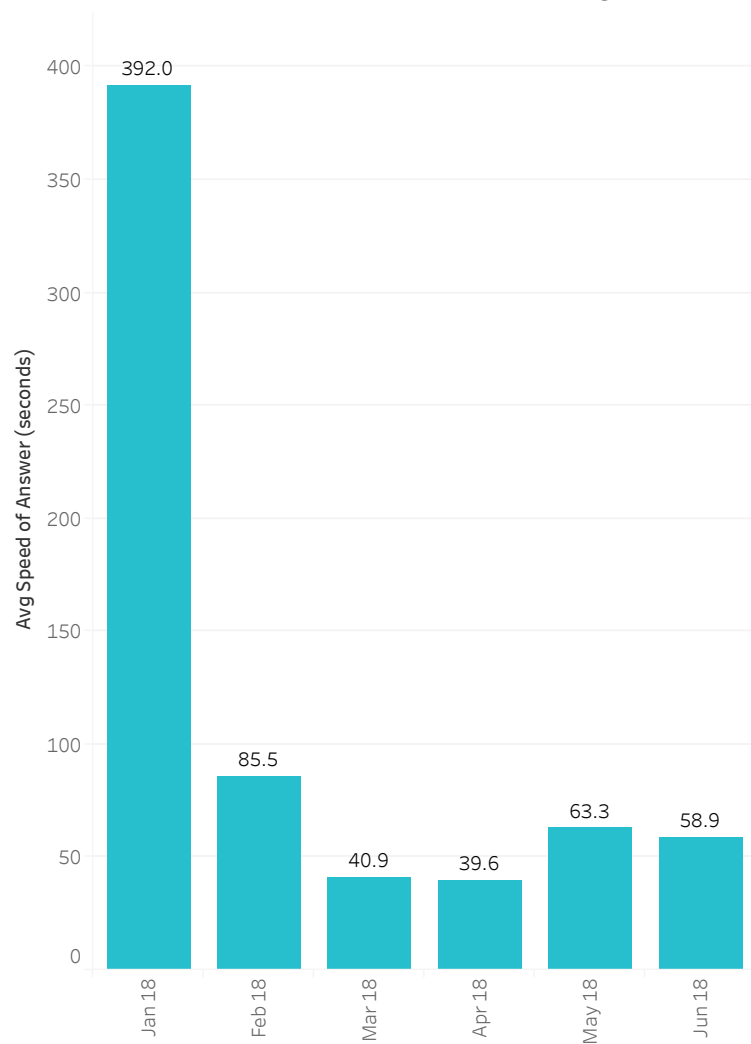
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%
Total Calls Abandoned	1,213	513	367	300	475	486
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781

Average Speed of Answer, Facility

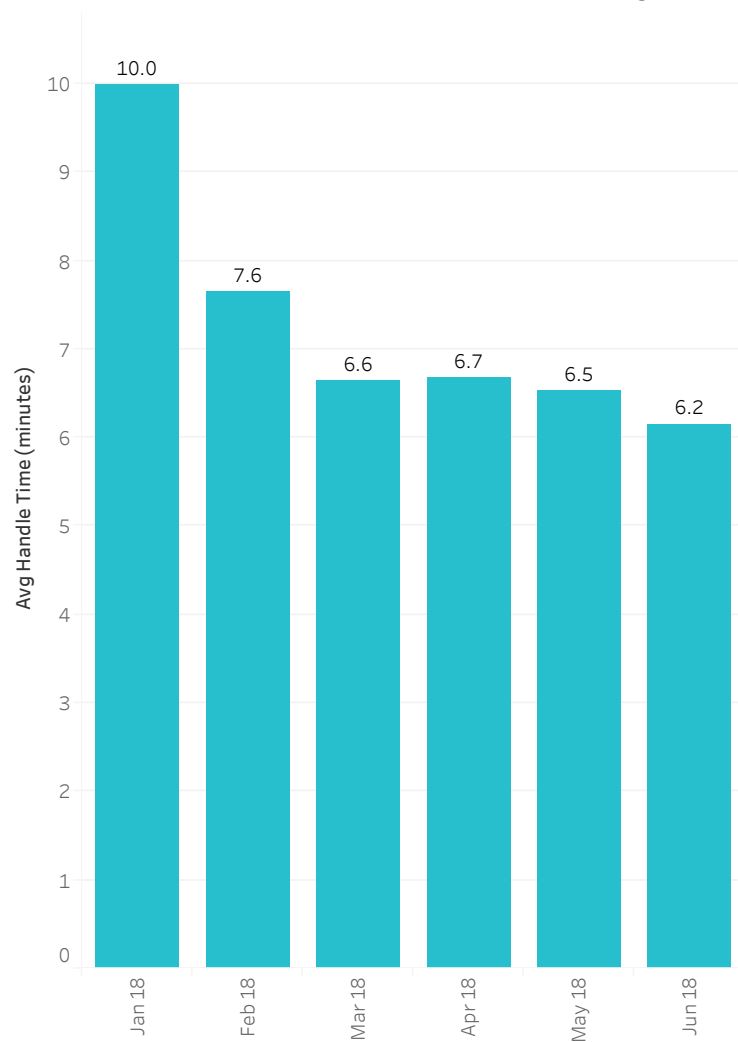
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9

Average Handle Time, Facility

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2

Service Level, Facility

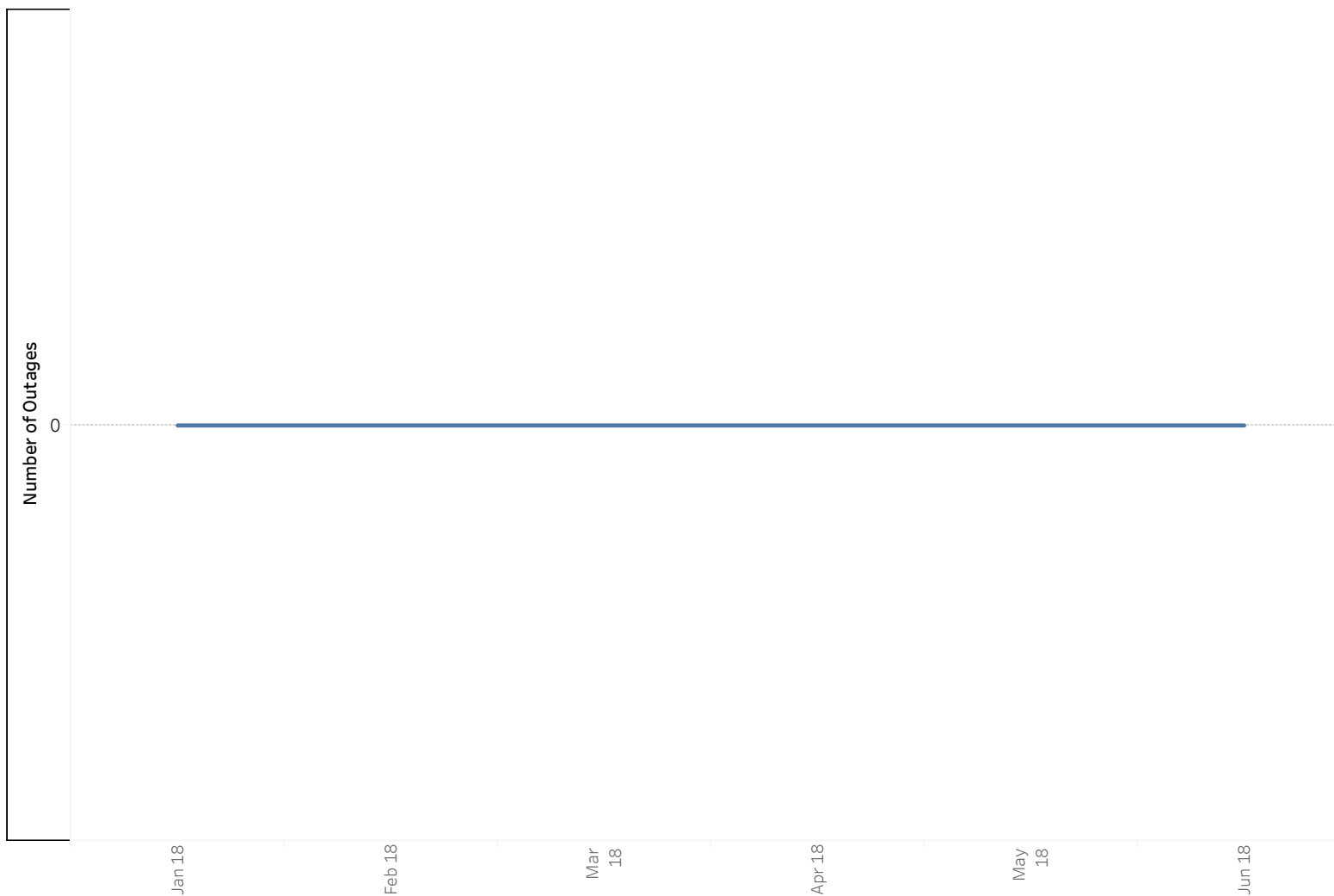
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726	7,394
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%

Outages Greater Than One Hour

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Call Center Outages Greater Than 1 Hour	0	0	0	0	0	0



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **June 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed	296,063	272,375	295,326	319,678	365,191	352,998

On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
On Time Trip Percentage	86.77%	88.19%	88.98%	89.16%	88.18%	88.53%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507
No-Shows + Completed*	127,634	133,358	142,734	147,460	160,445	152,928
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
Completed Trips	296,063	272,375	295,326	319,678	365,191	352,998
Substantiated Complaints	298	225	137	186	186	126
Unsubstantiated Complaint	480	331	469	193	286	332
Total Complaint Count	778	556	606	379	472	458
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%

Trip Executive Summary Cont.

Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
Completed Trips	296,063	272,375	295,326	319,678	365,191	352,998
Total Mileage	2,005,575	1,904,870	2,034,210	2,173,874	2,483,990	2,421,526
Avg. Mileage	6.77	6.99	6.89	6.80	6.80	6.86

Trip % Distance Summary

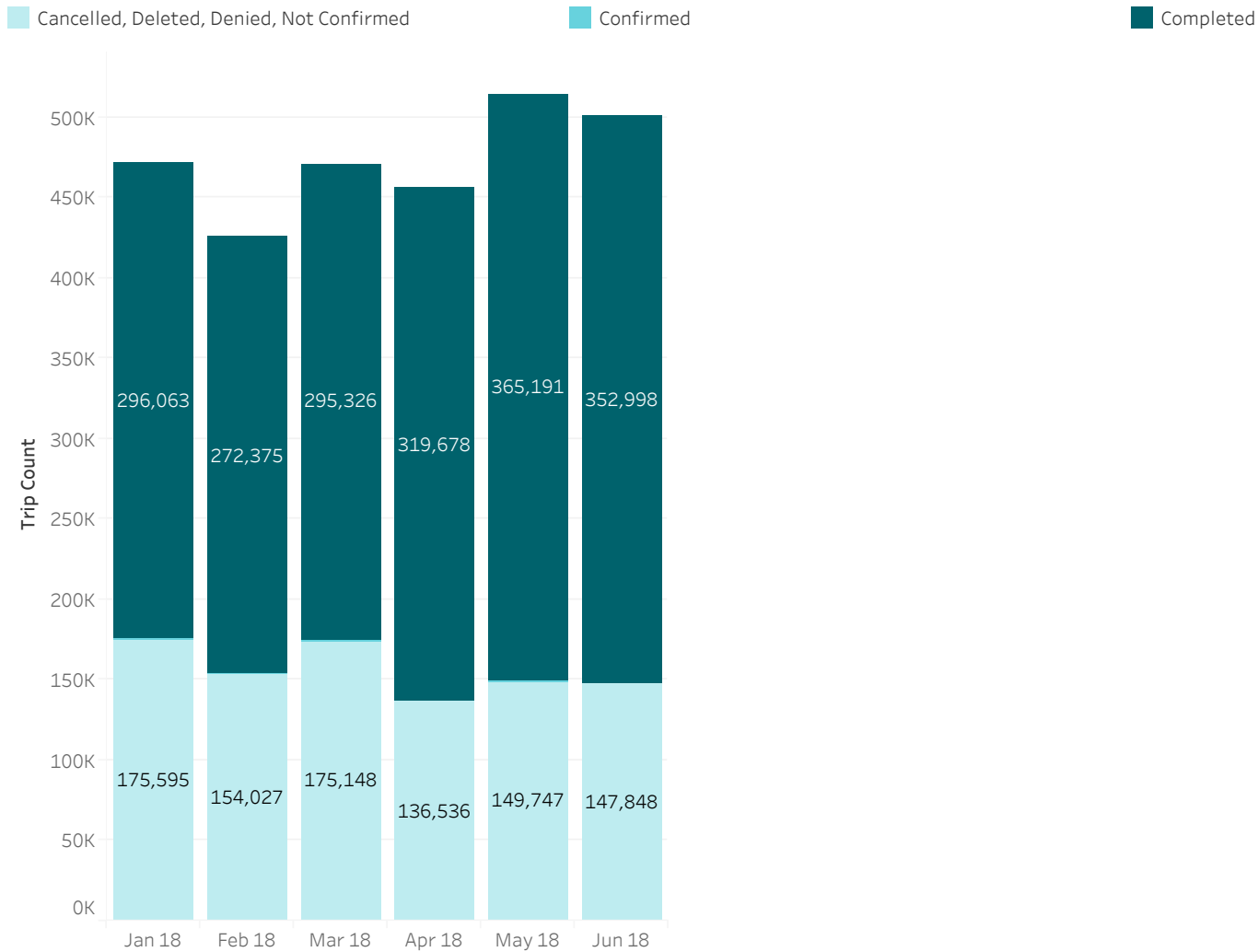
	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.10%	79.24%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.14%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.22%	4.17%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.68%	1.54%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%

Completed Trips by Mode

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Public Transit	180,537	145,437	158,218	178,985	210,858	206,095
Ambulatory	89,542	98,276	105,603	110,069	119,179	113,500
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298
Mileage Reimbursement	1,141	2,208	3,707	3,899	5,306	4,482
Ambulance - BLS	1,708	3,375	3,339	2,764	4,312	4,084
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242
Stretcher	1,773	146	95	29	25	66
Ambulance - ALS	68	129	138	116	197	220
Bariatric Stretcher	200	157	81	47	22	11
Other	0	1	0	0	0	0

Total Trips Booked

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Total Trips Booked	471,681	426,406	470,502	456,214	515,014	500,846

Total Completed Trips

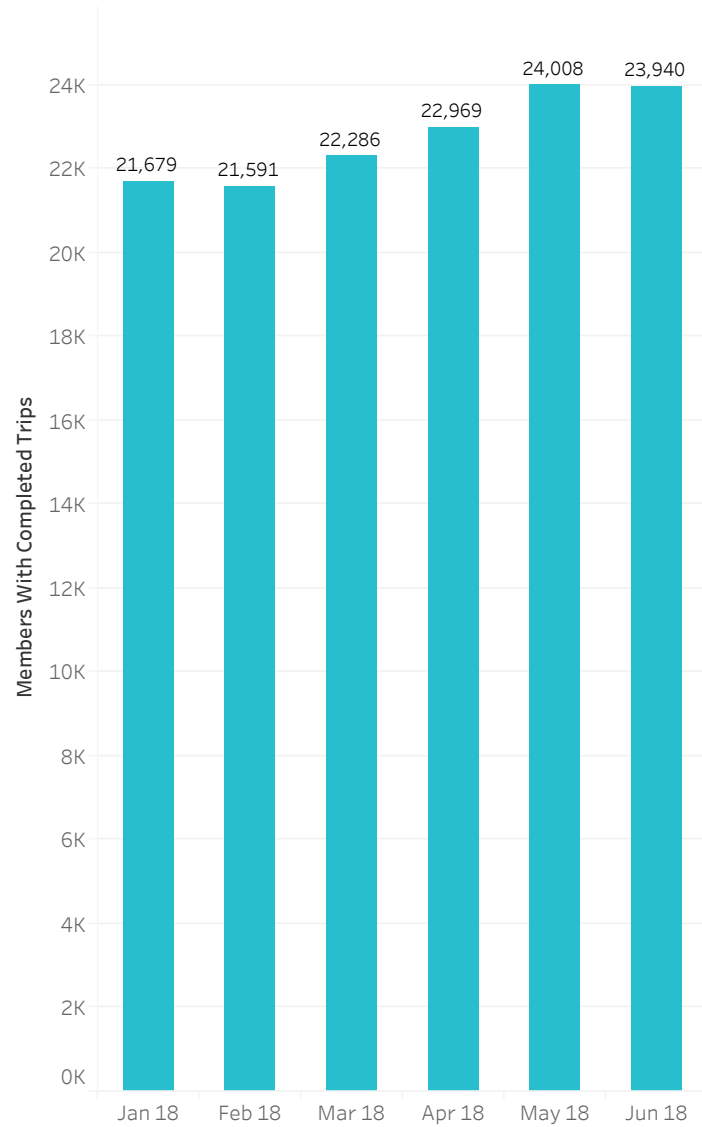
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed	296,063	272,375	295,326	319,678	365,191	352,998

Members With Completed Trips

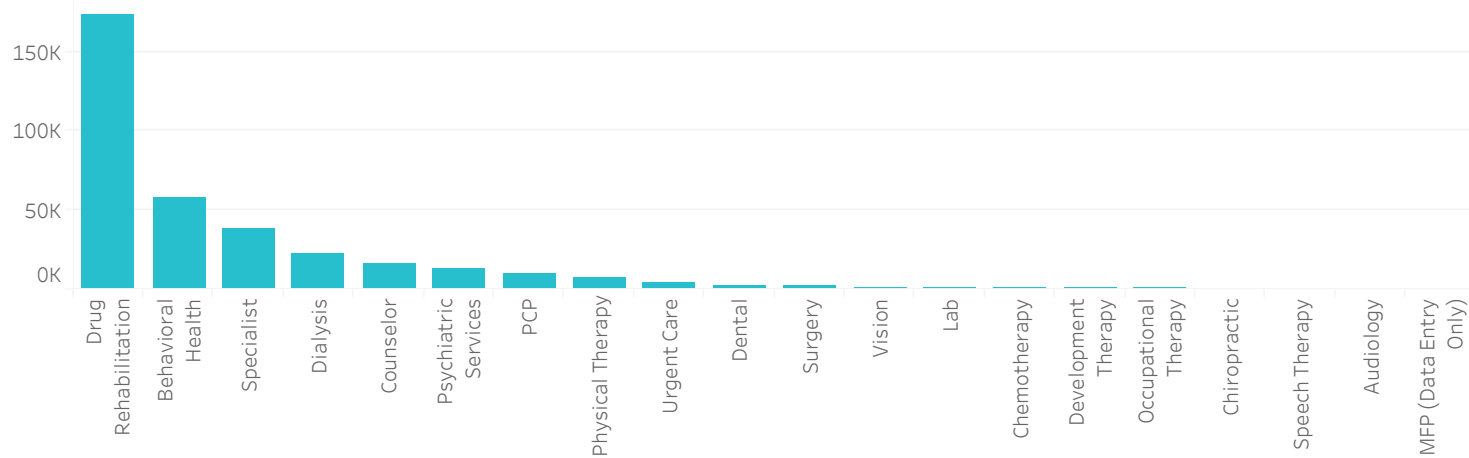
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed	21,679	21,591	22,286	22,969	24,008	23,940

Total Completed Trips by Reason

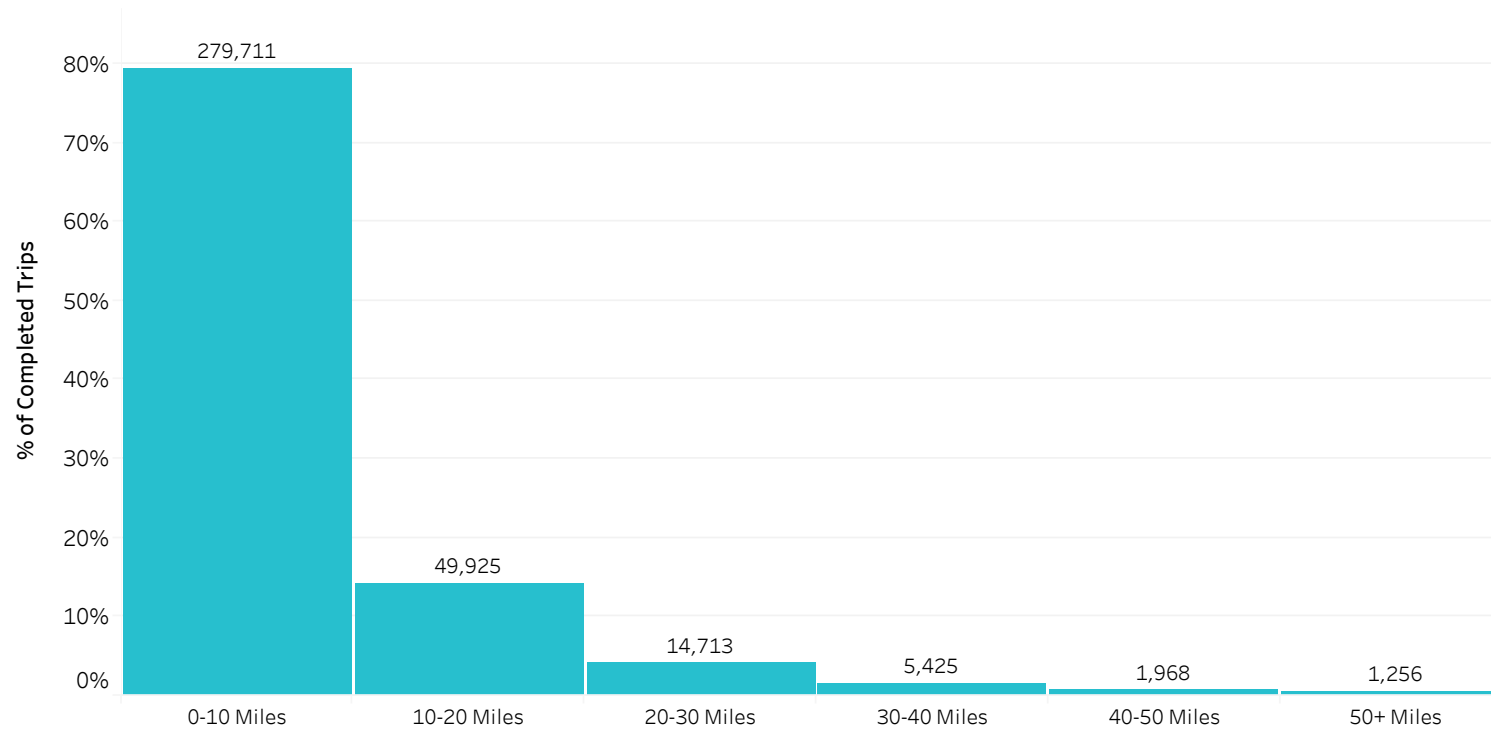
July 23, 2018



	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018
Drug Rehabilitation	162,220	136,817	137,969	154,856	177,235	172,875
Behavioral Health	47,370	39,268	43,102	49,192	60,259	57,563
Specialist	31,749	33,822	39,650	38,511	41,705	38,676
Dialysis	20,048	20,188	22,489	21,248	23,601	22,782
Counselor	4,947	6,707	12,973	14,819	16,374	16,314
Psychiatric Services	7,951	10,140	10,588	11,618	13,868	12,936
PCP	7,513	8,602	8,793	8,623	9,331	9,193
Physical Therapy	4,129	5,260	6,099	6,494	7,096	7,442
Urgent Care	1,813	2,323	3,252	3,800	4,058	4,404
Dental	1,929	2,226	2,464	2,604	2,697	2,477
Surgery	1,307	1,511	1,765	1,675	2,020	1,716
Vision	1,305	1,384	1,575	1,677	1,841	1,585
Chemotherapy	1,120	1,242	1,508	1,307	1,356	1,285
Lab	779	910	1,046	1,118	1,327	1,412
Development Therapy	1,181	1,050	966	1,006	1,053	953
Occupational Therapy	268	339	397	378	521	567
Chiropractic	136	246	348	357	408	401
Speech Therapy	129	173	179	236	237	234
Audiology	150	159	123	105	140	118
MFP (Data Entry Only)	19	8	40	54	64	65

Total Completed Trips by Distance %

July 23, 2018



	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.10%	79.24%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.14%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.22%	4.17%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.68%	1.54%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,138	16,921	16,862	19,413	24,400
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,501	8,928	7,909	9,855	11,209
SAFE TRANSPORTATION	4,780	7,280	9,079	9,814	12,295
PARK CITY LIVERY	4,389	4,745	5,045	5,306	5,372
EXECUTIVE 2000	4,895	5,051	4,600	4,736	5,018
NORWICH TAXI, LLC	3,656	3,597	4,157	4,607	5,466
DRM TRANSIT LLC: NEW HAVEN		2,136	4,292	4,948	4,781
DRM TRANSIT LLC: HARTFORD/TORRINGTON		2,268	4,198	4,906	4,928
MAFFEI TAXI SERVICE	3,423	3,088	3,608	3,779	3,863
VALLEY CAB	2,924	2,623	2,621	3,141	3,993
AMBASSADOR WHEELCHAIR SERVICES	2,472	2,719	2,948	3,280	3,487
ACE TRANSPORTATION	4,566	5,012	4,404	2,254	273
SOUTHERN HOME CARE SERVICE	1,920	2,578	2,668	2,883	3,107
CAMPION AMBULANCE	2,319	2,832	2,585	2,515	2,998
BETHEL AMBULETTE INC.	2,301	2,375	2,604	2,467	2,809
ON TIME LIMOUSINE, LLC	1,749	1,976	2,930	2,741	2,853
SUBURBAN LIVERY SERVICE LLC	1,923	1,667	2,207	2,534	3,173
MED-X TRANS, INC.	2,108	2,570	2,306	2,307	2,507
GRIFFIN TRANSPORT	2,158	1,811	1,899	1,981	2,476
JAQUAR LIMO, LLC	596	1,223	1,580	2,597	3,341
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213	2,171
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243	1,290
VEYO CONNECTICUT IDPS	933	2,045	2,153	2,260	2,345
RELIABLE TRANSPORTATION LLC	1,089	1,331	1,786	2,194	2,665
A CAB COMPANY	1,489	1,427	1,473	1,916	2,383
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335	
AMERICAN CHAIRCAR SERVICES, LLC	1,762	1,622	1,791	1,406	1,525
CT TAXI, LLC (CT LIVERY)	1,054	1,134	1,381	1,802	1,932
LEILA TRANSPORTATION	2,245	2,389	2,527	813	100
BEST CHOICE TRANSPORTATION	1,328	731	723	1,353	1,898
CT HANDIVAN	1,082	1,473	1,638	1,594	1,185
AMERICAN MEDICAL RESPONSE OF CT	713	914	1,177	1,358	1,489
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	507	1,227
GOOGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044	1,136
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006	1,254
GREGORY BURRUS & SON LLC	876	977	1,110	939	1,020
ESSEX LIMOUSINE SERVICE	768	790	939	1,008	969
PATRIOT TAXI	918	848	852	905	945
THE YELLOW CAB CO. INC.	3,778	1,486			
HARRY'S LIVERY LLC	1,121	1,277	1,820	639	
PUTNAM TAXI LLC	635	714	720	718	749
K&E TRANSPORTATION LLC	731	38	456	982	1,127
ROYAL RS	696	526	680	806	686
NM TAXI COMPANY	431	614	695	676	714
AMERICAN LIMO, LLC	805	803	968	828	346
LUCKY LIVERY	524	602	497	377	554
A&Z TRANSPORTATION, LLC				247	1,260
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	481	495	523	523	585
AETNA AMBULANCE SERVICE	644	502	429	434	506
ALLIED TRANSPORTATION	415	550	550	515	510
BDL LIVERY	59	132	214	749	902
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513	496
ZOLI TRANSPORTATION	1,354	994	279	135	
DANBURY AMBULANCE	412	359	396	383	539
KAYBELLA TRANSPORTATION LLC	537	453	451	341	277
WMC EXPRESS CORP			601	325	736
COMFORT CARE TRANSPORTATION	409	442	316	425	450
NORWICH TRANSPORTATION, LLC	297	422	377	394	409
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405	469
ACME TRANSPORTATION	272	285	305	337	480
VALLEY TRANSIT DISTRICT	318	347	307	330	392
BRISTOL HOSPITAL EMS	240	323	384	245	415
MY TAXI, LLC	546	508	600	330	
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342	272
HARRY'S TAXI INC	38	746	816	304	
TAGCO LIVERY SERVICES, LLC	381	300	392	204	331
ALL STAR LIMO LLC		126	199	280	557
SUPREME LIMO	372	355	221	207	308

Total Completed Trips by Provider

	June 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	22,242
VALLEY CAB (SUBURBAN TRANSPORTATION)	9,629
SAFE TRANSPORTATION	11,226
PARK CITY LIVERY	5,481
EXECUTIVE 2000	4,927
NORWICH TAXI, LLC	5,031
DRM TRANSIT LLC: NEW HAVEN	5,800
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,418
MAFFEI TAXI SERVICE	3,471
VALLEY CAB	3,495
AMBASSADOR WHEELCHAIR SERVICES	3,371
ACE TRANSPORTATION	1,689
SOUTHERN HOME CARE SERVICE	3,257
CAMPION AMBULANCE	2,800
BETHEL AMBULETTE INC.	2,637
ON TIME LIMOUSINE, LLC	2,717
SUBURBAN LIVERY SERVICE LLC	2,809
MED-X TRANS, INC.	1,969
GRIFFIN TRANSPORT	2,463
JAQUAR LIMO, LLC	3,125
DRM TRANSIT LLC: NEW LONDON	2,111
HUNTERS AMBULANCE	1,023
VEYO CONNECTICUT IDPS	2,291
RELIABLE TRANSPORTATION LLC	2,413
A CAB COMPANY	2,370
PEOPLES TRANSIT LLC	
AMERICAN CHAIRCAR SERVICES, LLC	1,651
CT TAXI, LLC (CT LIVERY)	1,754
LEILA TRANSPORTATION	100
BEST CHOICE TRANSPORTATION	1,773
CT HANDIVAN	693
AMERICAN MEDICAL RESPONSE OF CT	1,445
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	974
GOOGE WHEELCHAIR AND LIVERY SERVICE	1,098
WRIGHT TRANSPORTATION, INC.	1,121
GREGORY BURRUS & SON LLC	838
ESSEX LIMOUSINE SERVICE	945
PATRIOT TAXI	940
THE YELLOW CAB CO. INC.	
HARRY'S LIVERY LLC	
PUTNAM TAXI LLC	958
K&E TRANSPORTATION LLC	982
ROYAL RS	641
NM TAXI COMPANY	685
AMERICAN LIMO, LLC	
LUCKY LIVERY	752
A&Z TRANSPORTATION, LLC	1,711
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	588
AETNA AMBULANCE SERVICE	573
ALLIED TRANSPORTATION	504
BDL LIVERY	806
AMERICAN AMBULANCE SERVICE, INC (CT)	398
ZOLI TRANSPORTATION	
DANBURY AMBULANCE	515
KAYBELLA TRANSPORTATION LLC	391
WMC EXPRESS CORP	776
COMFORT CARE TRANSPORTATION	352
NORWICH TRANSPORTATION, LLC	428
AMBULANCE SERVICE OF MANCHESTER	468
ACME TRANSPORTATION	439
VALLEY TRANSIT DISTRICT	355
BRISTOL HOSPITAL EMS	387
MY TAXI, LLC	
MID-FAIRFIELD CHILD GUIDANCE CENTER	133
HARRY'S TAXI INC	
TAGCO LIVERY SERVICES, LLC	257
ALL STAR LIMO LLC	531
SUPREME LIMO	173

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
TIX TRANSPORTATION	388	470	439	229	
STARTIRE LIVERY LLC	421	295	322	99	63
MILFORD TRANSIT DISTRICT	122	118	247	325	361
FIVE DIAMOND LIMOUSINE LLC	334	481	410	203	
HARTFORD LIVERY, LLC	386	402	407	152	
TRI STATE RIDE SERVICES	236	301	399	232	
AFI HEALING HANDS INTERNATIONAL LLC	59	131	158	121	174
D & R TRANSPORTATION	44	49	81	86	134
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39	
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123	127
ROSE CITY TAXI LLC	171	107	89	33	
A&M LIMO	107	129	90	49	
CT TRANSPORTATION SERVICES				71	85
RED & WHITE TAXI, LLC		129	71	13	
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48	53
ABOVE AVERAGE TRANSPORTATION	30	59	75	16	2
STATEWIDE B TRANSPORTATION, LLC					
RIDE WITH CARE					
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110				
AVON TRANSPORTATION					61
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12			
CONNECTICUT TRANSPORTATION SOLUTIONS	16				14
DBA CASABLANCA LIMO, LLC	14	6			
AMERICAN AIRPORT LIMO, LLC			4	1	
Grand Total	114,385	124,730	133,401	136,794	149,027

Total Completed Trips by Provider

	June 2018
TIX TRANSPORTATION	
STARTIRE LIVERY LLC	309
MILFORD TRANSIT DISTRICT	302
FIVE DIAMOND LIMOUSINE LLC	
HARTFORD LIVERY, LLC	
TRI STATE RIDE SERVICES	
AFI HEALING HANDS INTERNATIONAL LLC	151
D & R TRANSPORTATION	128
FOUR FELLAS TRANSPORTATION, LLC	
DUNBAR PATIENT TRANSPORT CORP	134
ROSE CITY TAXI LLC	
A&M LIMO	
CT TRANSPORTATION SERVICES	132
RED & WHITE TAXI, LLC	
PREMIER AMBULETTE TRANSPORTATION, INC	49
ABOVE AVERAGE TRANSPORTATION	
STATEWIDE B TRANSPORTATION, LLC	175
RIDE WITH CARE	131
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	
AVON TRANSPORTATION	6
ALTERNATIVE TRANSPORTATION SOLUTIONS	
CONNECTICUT TRANSPORTATION SOLUTIONS	4
DBA CASABLANCA LIMO, LLC	
AMERICAN AIRPORT LIMO, LLC	
Grand Total	142,421

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	144	324	209	181	376
SAFE TRANSPORTATION	50	57	57	44	103
ACE TRANSPORTATION	83	186	43	8	
Null	64	51	41	30	40
VALLEY CAB (SUBURBAN TRANSPORTATION)	28	35	24	30	34
MED-X TRANS, INC.	22	19	25	43	24
THE YELLOW CAB CO. INC.	78	33			
PARK CITY LIVERY	13	13	17	11	15
DRM TRANSIT LLC: HARTFORD/TORRINGTON		15	11	14	12
VALLEY CAB	21	12	12	8	8
DRM TRANSIT LLC: NEW HAVEN		4	17	11	16
SUBURBAN LIVERY SERVICE LLC	18	2	14	12	4
EXECUTIVE 2000	1	2	23		4
BEST CHOICE TRANSPORTATION	13	12		4	3
NORWICH TAXI, LLC	12	7	13	6	2
ALL STAR LIMO LLC		4	3	5	8
K&E TRANSPORTATION LLC	2	2	10	2	5
PEOPLES TRANSIT LLC	11	13	9		
ROYAL RS	10	2	2	6	3
AMERICAN CHAIRCAR SERVICES, LLC	2		12	5	7
DRM TRANSIT LLC: NEW LONDON	17	2	2	1	3
GREGORY BURRUS & SON LLC	5	4	8		4
GRIFFIN TRANSPORT	7	9	5		4
WMC EXPRESS CORP			14	3	5
JAQUAR LIMO, LLC	1			13	4
CAMPION AMBULANCE	1	3	1	3	9
STARTIRE LIVERY LLC	4	8	5	1	
ON TIME LIMOUSINE, LLC	4		3	4	5
HARRY'S LIVERY LLC	5	8	3	1	
LUCKY LIVERY		8	3	2	2
AMBASSADOR WHEELCHAIR SERVICES	2	1	6	1	5
HARRY'S TAXI INC		5	11		
TAGCO LIVERY SERVICES, LLC	2	4	6	2	
CT TAXI, LLC (CT LIVERY)	1	5	4	5	
SUPREME LIMO	3	6			5
ZOLI TRANSPORTATION	1	10	3		
A CAB COMPANY	4	2	1		3
PUTNAM TAXI LLC	4	2	1	4	2
SOUTHERN HOME CARE SERVICE	2	1	4	1	2
BETHEL AMBULETTE INC.			9		1
NM TAXI COMPANY	4		2	2	1
HUNTERS AMBULANCE	4	5	1		
LEILA TRANSPORTATION	1		7		
TRI STATE RIDE SERVICES	4		6		
RELIABLE TRANSPORTATION LLC		1	3	4	1
CT HANDIVAN		3			4
DANBURY AMBULANCE					2
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE		2		1	2
ALLIED TRANSPORTATION			2	2	1
AMERICAN LIMO, LLC	3		4		
BDL LIVERY	2			2	3
CT TRANSPORTATION SERVICES					3
FIVE DIAMOND LIMOUSINE LLC	2	3	2		
A&M LIMO	2	2	2		
AMERICAN MEDICAL RESPONSE OF CT			2		4
TEST 3PO OPERATOR CT	4				
VALLEY TRANSIT DISTRICT		1	1	2	2
CONNECTICUT TRANSPORTATION SOLUTIONS	3			2	
A&Z TRANSPORTATION, LLC					1
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	4				
BRISTOL HOSPITAL EMS					4
COMFORT CARE TRANSPORTATION			2	2	
GOOGE WHEELCHAIR AND LIVERY SERVICE		2	2		
MY TAXI, LLC		2	2		
ROSE CITY TAXI LLC			3		
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1	
ACME TRANSPORTATION				2	
AETNA AMBULANCE SERVICE		2			

Provider No-Show Count by Provider

	June 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	167
SAFE TRANSPORTATION	41
ACE TRANSPORTATION	9
Null	17
VALLEY CAB (SUBURBAN TRANSPORTATION)	14
MED-X TRANS, INC.	14
THE YELLOW CAB CO. INC.	
PARK CITY LIVERY	13
DRM TRANSIT LLC: HARTFORD/TORRINGTON	17
VALLEY CAB	8
DRM TRANSIT LLC: NEW HAVEN	15
SUBURBAN LIVERY SERVICE LLC	9
EXECUTIVE 2000	14
BEST CHOICE TRANSPORTATION	8
NORWICH TAXI, LLC	
ALL STAR LIMO LLC	13
K&E TRANSPORTATION LLC	12
PEOPLES TRANSIT LLC	
ROYAL RS	7
AMERICAN CHAIRCAR SERVICES, LLC	1
DRM TRANSIT LLC: NEW LONDON	2
GREGORY BURRUS & SON LLC	4
GRIFFIN TRANSPORT	
WMC EXPRESS CORP	
JAQUAR LIMO, LLC	2
CAMPION AMBULANCE	2
STARTIRE LIVERY LLC	1
ON TIME LIMOUSINE, LLC	2
HARRY'S LIVERY LLC	
LUCKY LIVERY	2
AMBASSADOR WHEELCHAIR SERVICES	1
HARRY'S TAXI INC	
TAGCO LIVERY SERVICES, LLC	2
CT TAXI, LLC (CT LIVERY)	
SUPREME LIMO	
ZOLI TRANSPORTATION	
A CAB COMPANY	3
PUTNAM TAXI LLC	
SOUTHERN HOME CARE SERVICE	2
BETHEL AMBULETTE INC.	1
NM TAXI COMPANY	2
HUNTERS AMBULANCE	
LEILA TRANSPORTATION	2
TRI STATE RIDE SERVICES	
RELIABLE TRANSPORTATION LLC	
CT HANDIVAN	1
DANBURY AMBULANCE	6
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	3
ALLIED TRANSPORTATION	2
AMERICAN LIMO, LLC	
BDL LIVERY	
CT TRANSPORTATION SERVICES	4
FIVE DIAMOND LIMOUSINE LLC	
A&M LIMO	
AMERICAN MEDICAL RESPONSE OF CT	
TEST 3PO OPERATOR CT	2
VALLEY TRANSIT DISTRICT	
CONNECTICUT TRANSPORTATION SOLUTIONS	
A&Z TRANSPORTATION, LLC	3
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	
BRISTOL HOSPITAL EMS	
COMFORT CARE TRANSPORTATION	
GOOGE WHEELCHAIR AND LIVERY SERVICE	
MY TAXI, LLC	
ROSE CITY TAXI LLC	
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	
ACME TRANSPORTATION	
AETNA AMBULANCE SERVICE	

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
ALTERNATIVE TRANSPORTATION SOLUTIONS		2			
BRADLEY LIVERY, LLC			2		
MAFFEI TAXI SERVICE			1		
MILFORD TRANSIT DISTRICT				2	
RED & WHITE TAXI, LLC		2			
STATEWIDE B TRANSPORTATION, LLC					
VEYO CONNECTICUT PUBLIC TRANSIT	2				
AFI HEALING HANDS INTERNATIONAL LLC				1	
AMERICAN AMBULANCE SERVICE, INC (CT)					1
ESSEX LIMOUSINE SERVICE					
KAYBELLA TRANSPORTATION LLC			1		
PATRIOT TAXI		1			
Grand Total	670	899	678	484	747

Provider No-Show Count by Provider

	June 2018
ALTERNATIVE TRANSPORTATION SOLUTIONS	
BRADLEY LIVERY, LLC	
MAFFEI TAXI SERVICE	1
MILFORD TRANSIT DISTRICT	
RED & WHITE TAXI, LLC	
STATEWIDE B TRANSPORTATION, LLC	2
VEYO CONNECTICUT PUBLIC TRANSIT	
AFI HEALING HANDS INTERNATIONAL LLC	
AMERICAN AMBULANCE SERVICE, INC (CT)	
ESSEX LIMOUSINE SERVICE	1
KAYBELLA TRANSPORTATION LLC	
PATRIOT TAXI	
Grand Total	432

Late Trip Count by Provider

	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	1,419	11.76%	1,980	13.62%	1,671	11.71%	2,060	12.50%	3,100	15.15%
PARK CITY LIVERY	683	17.46%	883	20.23%	950	20.21%	1,185	24.01%	1,159	23.06%
MED-X TRANS, INC.	483	24.01%	737	30.47%	750	34.55%	929	42.58%	914	38.47%
MAFFEI TAXI SERVICE	726	21.86%	615	20.73%	684	19.67%	678	18.45%	655	17.49%
EXECUTIVE 2000	658	14.70%	626	13.40%	720	16.82%	490	11.05%	579	12.41%
ON TIME LIMOUSINE, LLC	260	16.35%	328	18.11%	716	26.20%	674	26.55%	755	28.37%
AMBASSADOR WHEELCHAIR SERVICES	369	16.04%	457	17.78%	516	18.82%	708	22.88%	700	21.16%
NORWICH TAXI, LLC	441	12.91%	369	11.04%	483	12.60%	574	13.66%	651	12.94%
CAMPION AMBULANCE	410	20.12%	508	19.62%	452	19.10%	333	13.99%	489	17.62%
SUBURBAN LIVERY SERVICE LLC	304	16.74%	243	15.48%	409	19.94%	431	18.05%	580	19.08%
JAQUAR LIMO, LLC	7	1.50%	25	2.23%	25	1.73%	89	3.67%	994	30.75%
ACE TRANSPORTATION	586	14.70%	682	16.26%	391	10.82%	209	10.60%	36	16.98%
SOUTHERN HOME CARE SERVICE	189	11.06%	280	11.49%	344	13.73%	334	12.20%	349	11.68%
CT TAXI, LLC (CT LIVERY)	255	26.05%	224	21.83%	299	23.90%	400	24.66%	370	21.06%
AMERICAN CHAIRCAR SERVICES, LLC	253	15.83%	256	16.85%	381	22.99%	270	20.44%	290	20.55%
A CAB COMPANY	256	17.56%	252	18.35%	249	17.33%	280	15.27%	341	14.95%
VALLEY CAB	338	12.34%	204	8.17%	233	9.43%	289	9.67%	380	9.99%
BETHEL AMBULETTE INC.	198	9.58%	249	11.44%	286	11.77%	289	12.31%	308	11.48%
PEOPLES TRANSIT LLC	525	17.52%	361	12.73%	437	14.28%	172	13.30%		
SAFE TRANSPORTATION	748	17.02%	473	7.12%	62	0.74%	61	0.68%	87	0.78%
GRIFFIN TRANSPORT	281	13.50%	243	14.06%	172	9.42%	224	11.72%	286	12.07%
VALLEY CAB (SUBURBAN TRANSPORTATION)	551	6.83%	64	0.75%	37	0.50%	39	0.42%	29	0.27%
CT HANDIVAN	148	17.39%	241	18.57%	312	21.93%	286	20.36%	210	20.49%
RELIABLE TRANSPORTATION LLC	99	9.83%	115	9.26%	187	11.17%	244	11.55%	275	10.87%
GREGORY BURRUS & SON LLC	163	21.25%	172	19.35%	209	20.00%	174	19.84%	222	22.38%
THE YELLOW CAB CO. INC.	774	23.87%	182	15.48%	0					
PUTNAM TAXI LLC	110	18.77%	127	19.04%	135	20.61%	121	18.67%	154	22.06%
HARRY'S LIVERY LLC	165	15.99%	200	16.67%	324	19.03%	120	19.67%	0	
AMERICAN LIMO, LLC	111	14.57%	182	23.45%	235	25.77%	206	25.75%	69	20.47%
A&Z TRANSPORTATION, LLC							84	34.43%	359	29.79%
PATRIOT TAXI	119	13.40%	122	14.88%	128	15.76%	107	12.56%	118	13.00%
BEST CHOICE TRANSPORTATION	134	10.73%	41	7.00%	22	4.46%	110	10.27%	167	9.59%
LUCKY LIVERY	59	12.61%	100	17.61%	86	17.77%	108	28.95%	150	27.73%
GOOGE WHEELCHAIR AND LIVERY SERVICE	82	9.89%	111	11.80%	92	9.16%	83	8.38%	96	8.87%
ZOLI TRANSPORTATION	213	16.32%	202	21.15%	74	28.57%	38	29.23%		
HUNTERS AMBULANCE	177	8.71%	121	5.45%	96	4.27%	64	3.31%	35	3.41%
NORWICH TRANSPORTATION, LLC	59	20.77%	90	22.44%	79	21.70%	77	20.37%	99	24.69%
NM TAXI COMPANY	51	12.11%	47	7.85%	84	12.48%	95	14.20%	107	15.18%
ALLIED TRANSPORTATION	57	14.69%	95	17.82%	104	19.70%	89	18.35%	89	18.50%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	58	12.47%	69	14.14%	80	15.69%	72	14.55%	68	12.06%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	52	4.80%	46	4.61%	62	6.58%	76	17.59%	93	8.67%
WMC EXPRESS CORP					54	10.06%	24	8.16%	217	31.04%
VEYO CONNECTICUT IDPS	38	4.72%	55	3.08%	75	4.04%	93	4.70%	80	3.85%
WRIGHT TRANSPORTATION, INC.	51	7.36%	39	5.48%	66	8.47%	80	8.55%	84	7.29%
VALLEY TRANSIT DISTRICT	68	24.73%	63	20.32%	57	20.36%	63	21.36%	79	23.44%
SUPREME LIMO	72	21.05%	47	14.37%	38	19.39%	59	31.55%	79	26.78%
KAYBELLA TRANSPORTATION LLC	81	16.10%	67	15.37%	82	18.98%	47	14.69%	19	7.63%
DRM TRANSIT LLC: NEW LONDON	161	5.28%	30	2.06%	2	0.18%	32	1.47%	60	2.87%
ESSEX LIMOUSINE SERVICE	79	10.87%	35	4.76%	64	7.26%	46	4.73%	43	4.65%
TIX TRANSPORTATION	92	25.41%	116	26.67%	68	15.93%	28	12.28%		
ACME TRANSPORTATION	22	8.98%	37	13.81%	41	14.49%	61	19.24%	63	14.32%
HARRY'S TAXI INC	2	5.56%	102	14.91%	110	15.32%	45	15.90%	0	
COMFORT CARE TRANSPORTATION	9	2.37%	74	17.33%	43	14.58%	45	11.45%	44	10.16%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	2	0.20%	19	0.94%	40	1.16%	51	1.39%	55	1.09%
MILFORD TRANSIT DISTRICT	10	8.33%	5	4.55%	8	3.42%	28	9.03%	97	27.79%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	0		23	1.10%	22	0.54%	11	0.23%	109	2.33%
LEILA TRANSPORTATION	62	2.86%	56	2.44%	44	1.81%	24	3.07%	5	5.26%
BDL LIVERY	0	0.00%	1	0.90%	14	8.38%	34	4.94%	24	2.76%
AMERICAN AMBULANCE SERVICE, INC (CT)	34	9.07%	37	9.89%	21	7.19%	23	6.17%	25	7.49%
BRISTOL HOSPITAL EMS	21	10.66%	24	9.38%	32	11.03%	26	11.87%	20	6.15%
DRM TRANSIT LLC: NEW HAVEN	0		34	1.76%	16	0.39%	30	0.63%	28	0.61%
AFI HEALING HANDS INTERNATIONAL LLC	9	15.52%	24	20.51%	26	18.18%	19	18.63%	46	28.22%
MY TAXI, LLC	56	10.83%	31	6.35%	33	5.82%	26	8.10%		
FIVE DIAMOND LIMOUSINE LLC	46	15.44%	45	10.07%	18	4.75%	6	3.19%		
HARTFORD LIVERY, LLC	38	10.47%	22	5.74%	21	5.66%	8	5.44%		
A&M LIMO	6	7.89%	28	26.17%	30	37.50%	19	50.00%		

Late Trip Count by Provider

	Month of Trip Date	
	Jun 18	
	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	2,375	12.45%
PARK CITY LIVERY	1,037	20.30%
MED-X TRANS, INC.	533	29.46%
MAFFEI TAXI SERVICE	620	18.40%
EXECUTIVE 2000	650	14.03%
ON TIME LIMOUSINE, LLC	652	25.87%
AMBASSADOR WHEELCHAIR SERVICES	550	17.09%
NORWICH TAXI, LLC	492	10.59%
CAMPION AMBULANCE	420	16.09%
SUBURBAN LIVERY SERVICE LLC	436	15.95%
JAQUAR LIMO, LLC	1,081	35.54%
ACE TRANSPORTATION	215	14.47%
SOUTHERN HOME CARE SERVICE	372	11.89%
CT TAXI, LLC (CT LIVERY)	311	19.34%
AMERICAN CHAIRCAR SERVICES, LLC	357	23.24%
A CAB COMPANY	361	16.85%
VALLEY CAB	245	7.39%
BETHEL AMBULETTE INC.	330	13.00%
PEOPLES TRANSIT LLC		
SAFE TRANSPORTATION	60	0.60%
GRIFFIN TRANSPORT	261	11.04%
VALLEY CAB (SUBURBAN TRANSPORTATION)	706	7.67%
CT HANDIVAN	102	18.92%
RELIABLE TRANSPORTATION LLC	293	12.60%
GREGORY BURRUS & SON LLC	201	24.60%
THE YELLOW CAB CO. INC.		
PUTNAM TAXI LLC	199	22.90%
HARRY'S LIVERY LLC		
AMERICAN LIMO, LLC		
A&Z TRANSPORTATION, LLC	355	22.00%
PATRIOT TAXI	137	14.76%
BEST CHOICE TRANSPORTATION	159	10.79%
LUCKY LIVERY	111	15.46%
GOOGE WHEELCHAIR AND LIVERY SERVICE	116	10.76%
ZOLI TRANSPORTATION		
HUNTERS AMBULANCE	27	3.26%
NORWICH TRANSPORTATION, LLC	111	26.62%
NM TAXI COMPANY	127	18.96%
ALLIED TRANSPORTATION	56	11.74%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	101	17.81%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	95	11.50%
WMC EXPRESS CORP	121	16.35%
VEYO CONNECTICUT IDPS	62	3.01%
WRIGHT TRANSPORTATION, INC.	74	7.09%
VALLEY TRANSIT DISTRICT	60	18.63%
SUPREME LIMO	42	25.00%
KAYBELLA TRANSPORTATION LLC	36	9.76%
DRM TRANSIT LLC: NEW LONDON	30	1.46%
ESSEX LIMOUSINE SERVICE	37	4.15%
TIX TRANSPORTATION		
ACME TRANSPORTATION	48	11.74%
HARRY'S TAXI INC	0	
COMFORT CARE TRANSPORTATION	37	10.98%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	74	1.74%
MILFORD TRANSIT DISTRICT	77	25.75%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	37	0.70%
LEILA TRANSPORTATION	7	7.22%
BDL LIVERY	112	14.95%
AMERICAN AMBULANCE SERVICE, INC (CT)	27	10.47%
BRISTOL HOSPITAL EMS	32	10.03%
DRM TRANSIT LLC: NEW HAVEN	45	0.80%
AFI HEALING HANDS INTERNATIONAL LLC	23	16.20%
MY TAXI, LLC		
FIVE DIAMOND LIMOUSINE LLC		
HARTFORD LIVERY, LLC		
A&M LIMO		

Late Trip Count by Provider

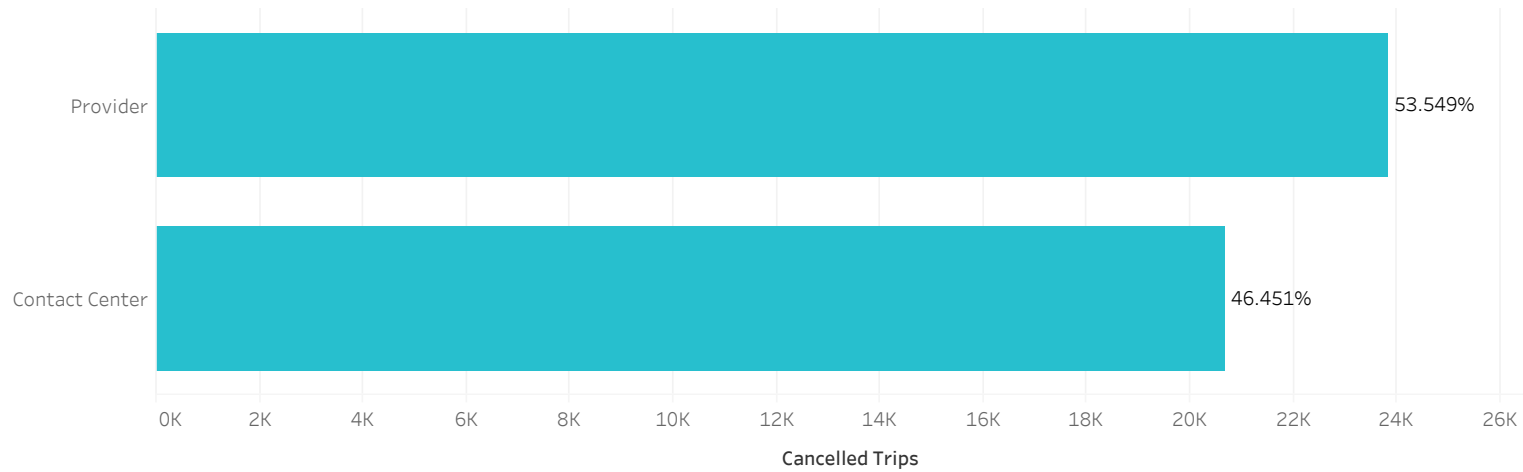
	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
PREMIER AMBULETTE TRANSPORTATION, INC	0		1	50.00%	13	30.23%	25	56.82%	18	36.73%
TRI STATE RIDE SERVICES	2	0.90%	24	8.73%	10	2.70%	22	9.65%		
STARTIRE LIVERY LLC	33	9.09%	0	0.00%	1	0.32%	0	0.00%	1	1.85%
FOUR FELLAS TRANSPORTATION, LLC	15	10.95%	12	8.00%	13	10.32%	3	7.69%		
DUNBAR PATIENT TRANSPORT CORP	0	0.00%	0	0.00%	0	0.00%	20	16.81%	16	13.56%
CT TRANSPORTATION SERVICES							2	3.33%	0	0.00%
RIDE WITH CARE										
AMERICAN MEDICAL RESPONSE OF CT	4	0.89%	23	3.37%	3	0.53%	2	0.32%	0	0.00%
ABOVE AVERAGE TRANSPORTATION	8	40.00%	12	31.58%	11	17.74%	1	7.14%	0	
ROYAL RS	4	0.63%	0	0.00%	2	0.32%	21	2.78%	3	0.45%
RED & WHITE TAXI, LLC			15	14.71%	10	18.18%	1	7.69%		
D & R TRANSPORTATION	1	2.38%	2	4.44%	3	4.11%	2	2.41%	6	4.48%
AETNA AMBULANCE SERVICE	8	2.20%	9	2.96%	0	0.00%	0	0.00%	0	0.00%
ALL STAR LIMO LLC			9	7.89%	0	0.00%	2	0.82%	0	0.00%
TAGCO LIVERY SERVICES, LLC	4	1.24%	3	1.33%	0	0.00%	2	1.40%	1	0.38%
AMBULANCE SERVICE OF MANCHESTER	6	4.26%	0	0.00%	0	0.00%	1	0.33%	0	0.00%
MID-FAIRFIELD CHILD GUIDANCE CENTER	8	1.88%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DBA CASABLANCA LIMO, LLC	5	50.00%	1	16.67%						
K&E TRANSPORTATION LLC	2	0.29%	0	0.00%	0	0.00%	1	0.11%	0	0.00%
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	3	2.78%								
AVON TRANSPORTATION							0		2	4.08%
DANBURY AMBULANCE	3	0.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
ROSE CITY TAXI LLC	0	0.00%	3	4.00%	0	0.00%	0	0.00%		
STATEWIDE B TRANSPORTATION, LLC										
ALTERNATIVE TRANSPORTATION SOLUTIONS	1	4.35%	1	8.33%						
CONNECTICUT TRANSPORTATION SOLUTIONS	1	7.14%	0		0		0		1	7.69%
Null	0		0		0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY	0									
AMERICAN AIRPORT LIMO, LLC					0	0.00%	0	0.00%		
BRADLEY LIVERY, LLC					0				0	
BRIGHT TRANSPORTATION	0									
CITY CARS 21	0									
FERMED SOLUTION TRANSPORT	0									
JDF VAN SERVICE LLC	0									
METRO 21, INC.	0									
MICHIGAN PARATRANSIT SERVICES, LLC	0									
TEST 3PO OPERATOR CT	0		0		0		0		0	
TEST BAD DATA OPERATOR	0		0							
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0		0		0	

Late Trip Count by Provider

	Month of Trip Date	
	Jun 18	
	Late Trips	% of Trips Late
PREMIER AMBULETTE TRANSPORTATION, INC	24	51.06%
TRI STATE RIDE SERVICES		
STARTIRE LIVERY LLC	11	3.77%
FOUR FELLAS TRANSPORTATION, LLC		
DUNBAR PATIENT TRANSPORT CORP	4	3.15%
CT TRANSPORTATION SERVICES	36	34.95%
RIDE WITH CARE	35	32.41%
AMERICAN MEDICAL RESPONSE OF CT	2	0.30%
ABOVE AVERAGE TRANSPORTATION	0	
ROYAL RS	1	0.16%
RED & WHITE TAXI, LLC		
D & R TRANSPORTATION	7	5.60%
AETNA AMBULANCE SERVICE	0	0.00%
ALL STAR LIMO LLC	0	0.00%
TAGCO LIVERY SERVICES, LLC	0	0.00%
AMBULANCE SERVICE OF MANCHESTER	2	0.78%
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%
DBA CASABLANCA LIMO, LLC		
K&E TRANSPORTATION LLC	1	0.11%
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)		
AVON TRANSPORTATION	1	16.67%
DANBURY AMBULANCE	0	0.00%
ROSE CITY TAXI LLC		
STATEWIDE B TRANSPORTATION, LLC	3	2.38%
ALTERNATIVE TRANSPORTATION SOLUTIONS		
CONNECTICUT TRANSPORTATION SOLUTIONS	0	0.00%
Null	0	
A&J MEDICAL TRANSPORTATION COMPANY		
AMERICAN AIRPORT LIMO, LLC		
BRADLEY LIVERY, LLC	0	
BRIGHT TRANSPORTATION		
CITY CARS 21		
FERMED SOLUTION TRANSPORT		
JDF VAN SERVICE LLC		
METRO 21, INC.		
MICHIGAN PARATRANSIT SERVICES, LLC		
TEST 3PO OPERATOR CT	0	
TEST BAD DATA OPERATOR		
VEYO CONNECTICUT PUBLIC TRANSIT	0	

Cancellations by Source

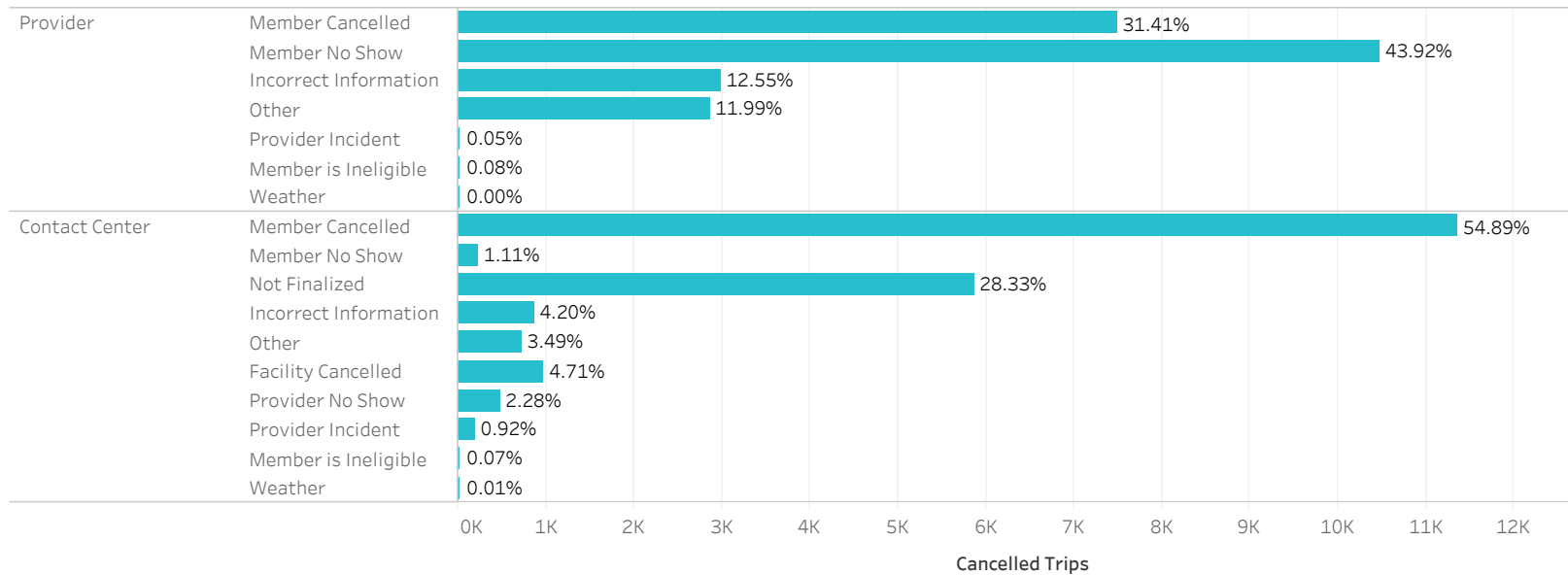
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018
Provider	52,055	31,561	26,651	23,209	24,978	23,850	17,646		
Contact Center	20,744	22,400	28,195	22,567	22,473	20,689	14,368	0	0
Total Cancelled	72,799	53,961	54,846	45,776	47,451	44,539	32,014	0	0

Cancellations by Reason

July 23, 2018

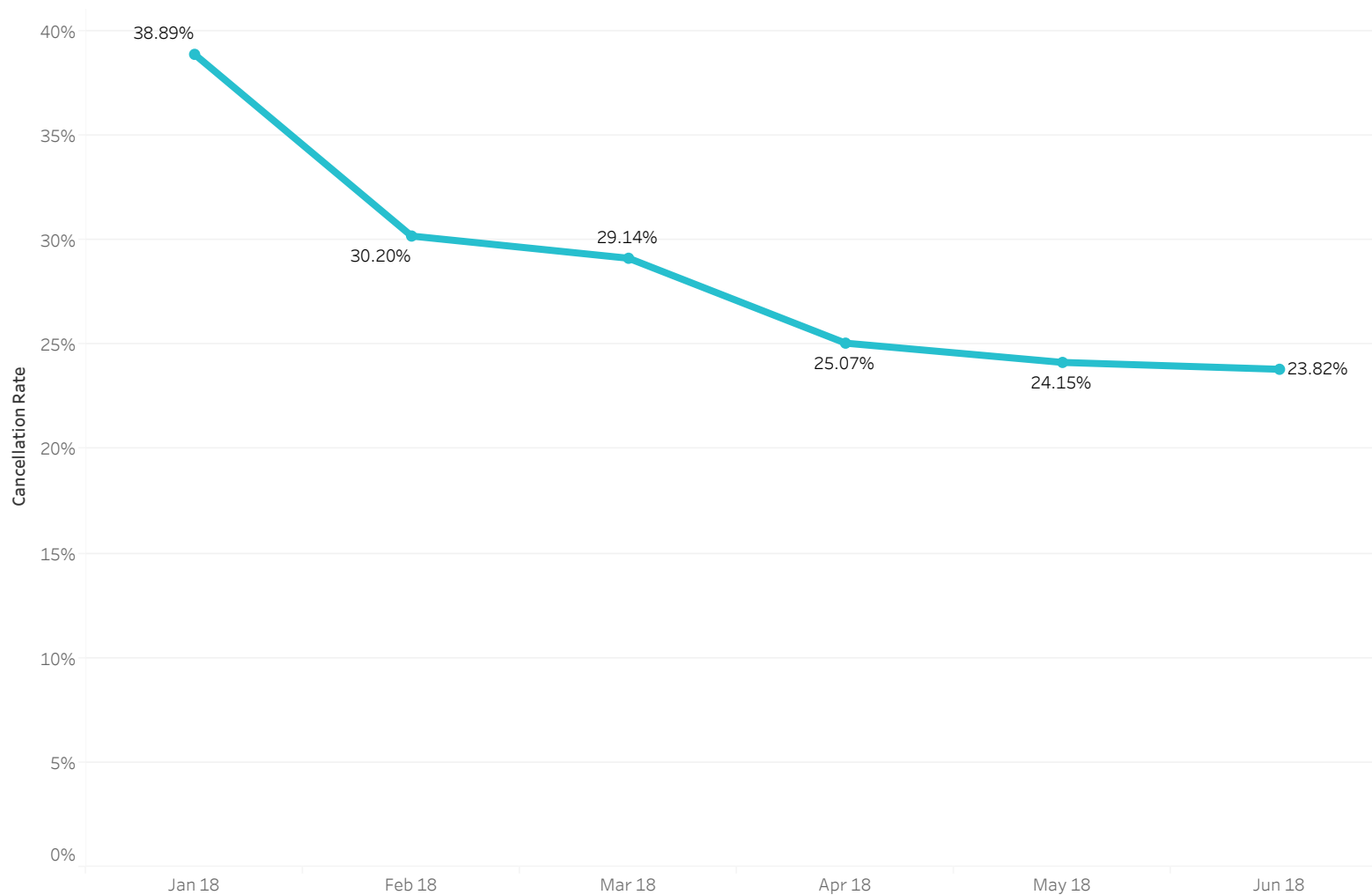


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018
Member Cancelled	24,344	21,711	20,218	18,464	19,295	18,848	14,263	0	0
Member No Show	13,581	8,903	9,507	10,791	11,611	10,705	7,560	0	0
Not Finalized	11,809	8,270	10,411	7,599	6,284	5,861	4,098		
Other	13,789	9,198	6,494	4,015	4,151	3,581	2,543	0	0
Incorrect Information	4,772	2,963	2,495	3,112	4,076	3,860	2,576	0	0
Facility Cancelled	1,147	1,196	1,213	915	945	974	586	0	0
Weather	2,299	423	3,473	120	14	3	4		
Provider No Show	762	990	748	531	808	472	262		
Provider Incident	232	272	226	169	239	203	123	0	
Member is Ineligible	64	35	61	60	28	32	15	0	
Grand Total	72,799	53,961	54,846	45,776	47,451	44,539	32,030	0	0

* Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.

Cancellation Rate

July 23, 2018



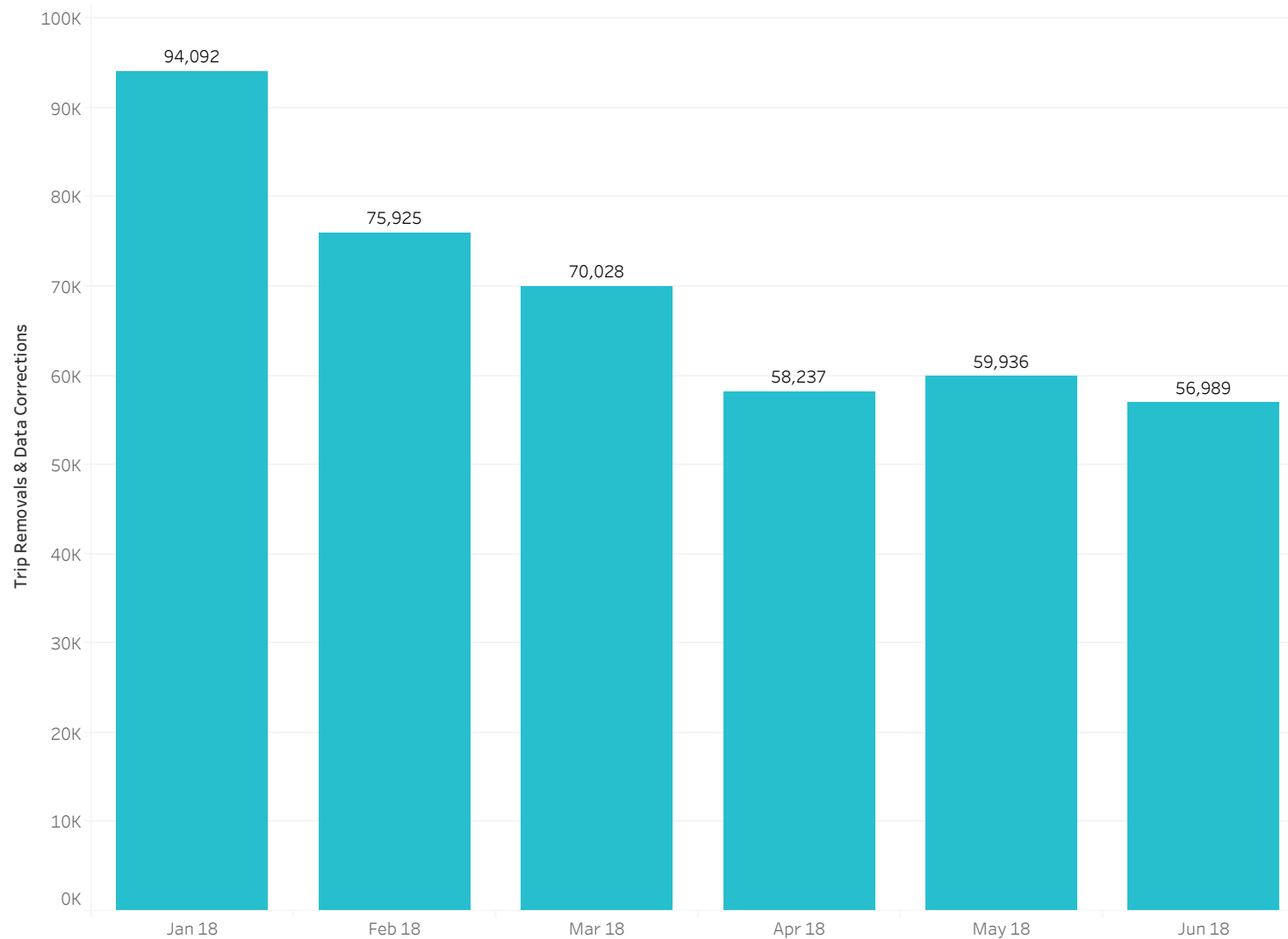
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Cancelled Trips	72,799	53,961	54,846	45,776	47,451	44,539
Cancelled + Completed*	187,184	178,691	188,247	182,570	196,478	186,960
Cancellation Rate	38.89%	30.20%	29.14%	25.07%	24.15%	23.82%

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Trip Removals & Data Corrections

July 23, 2018



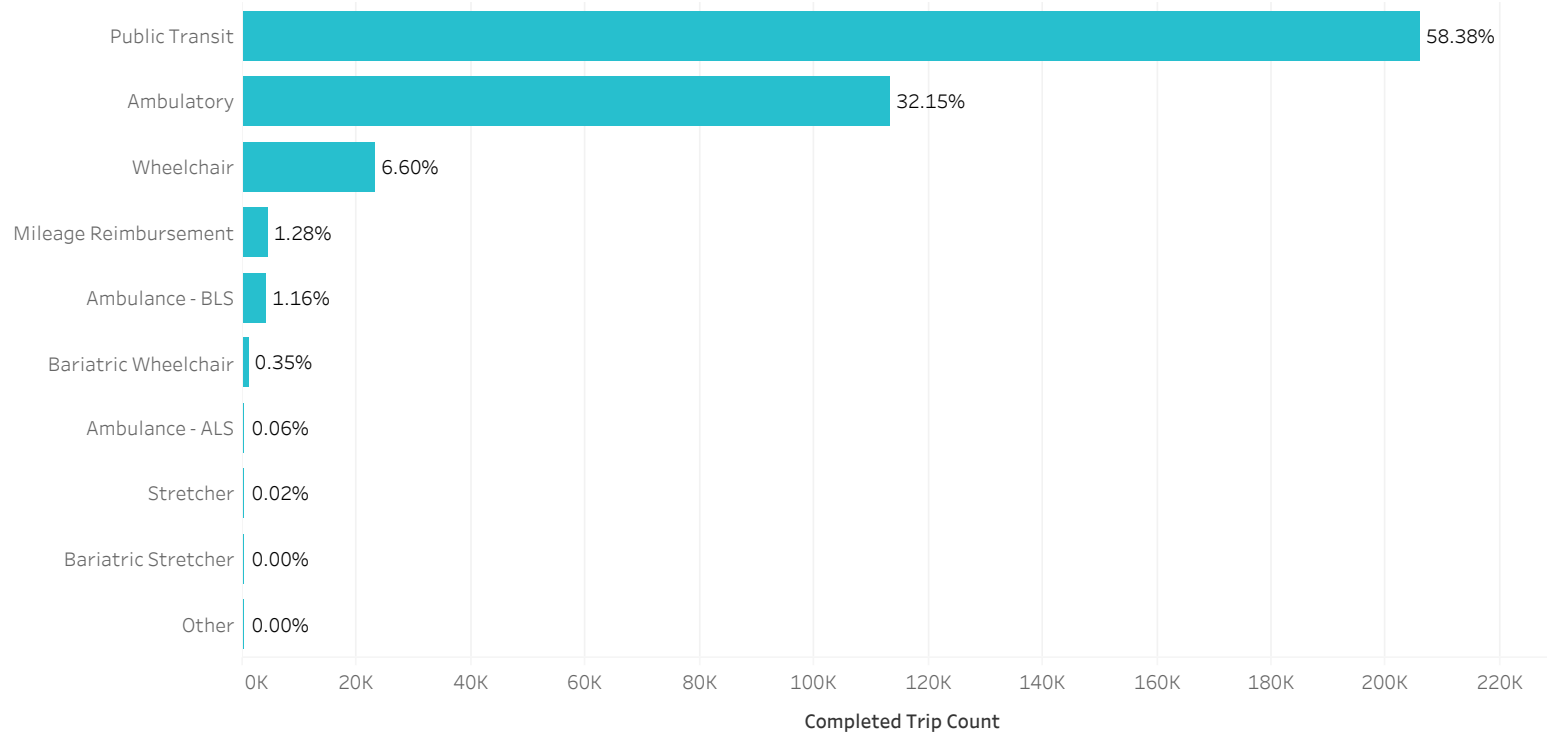
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Trips Re..	94,092	75,925	70,028	58,237	59,936	56,989

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Transportation by Mode

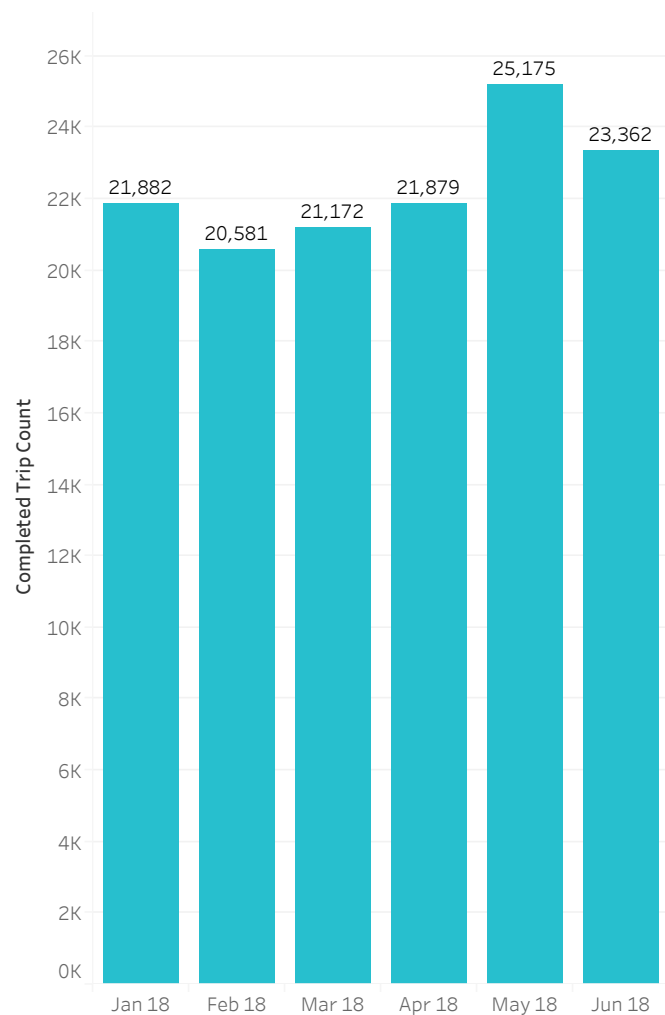
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Public Transit	180,537	145,437	158,218	178,985	210,858	206,095
Ambulatory	89,542	98,276	105,603	110,069	119,179	113,500
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298
Mileage Reimbursement	1,141	2,208	3,707	3,899	5,306	4,482
Ambulance - BLS	1,708	3,375	3,339	2,764	4,312	4,084
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242
Stretcher	1,773	146	95	29	25	66
Ambulance - ALS	68	129	138	116	197	220
Bariatric Stretcher	200	157	81	47	22	11
Other	0	1	0	0	0	0

Trips Exceeding 20 Miles

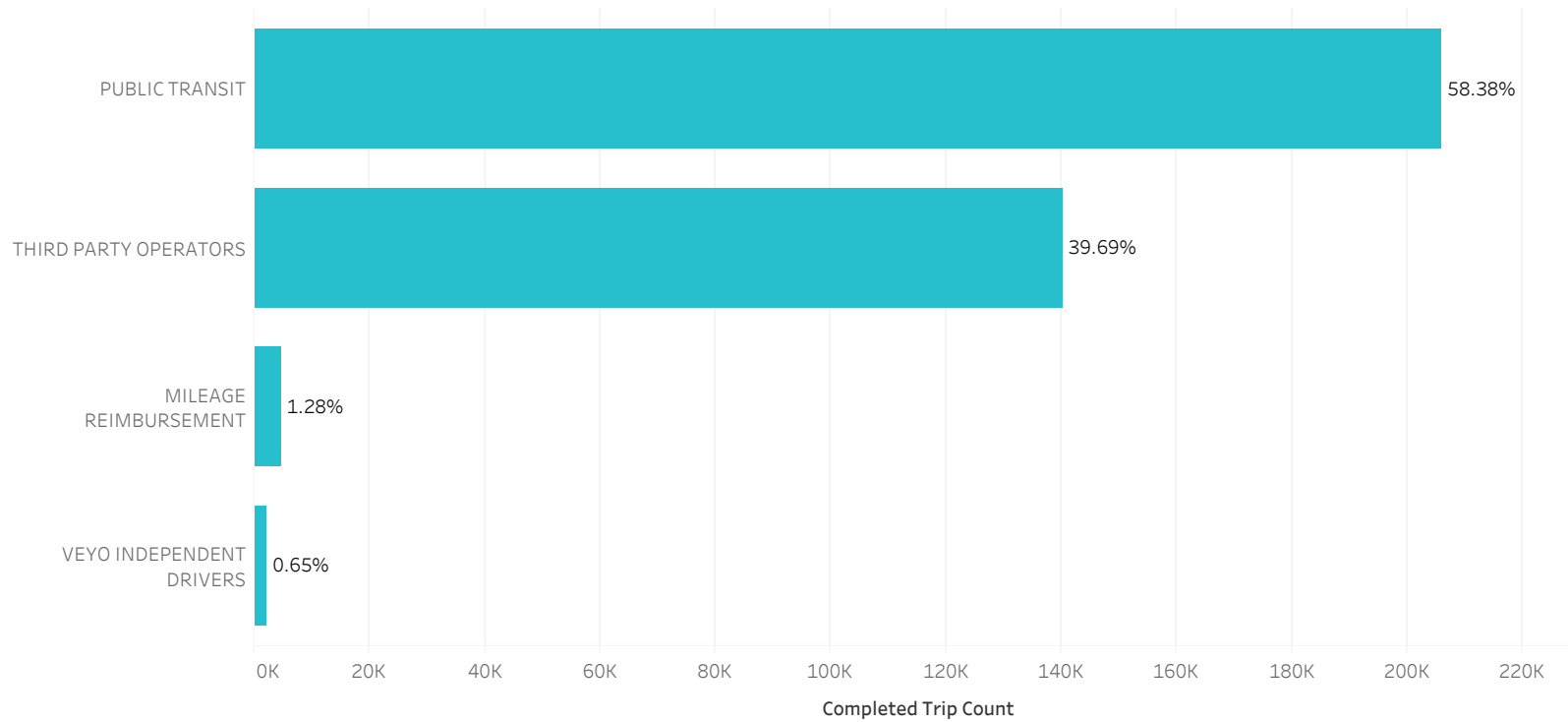
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Trips Exceeding 20 Miles	21,882	20,581	21,172	21,879	25,175	23,362

Provider Mix

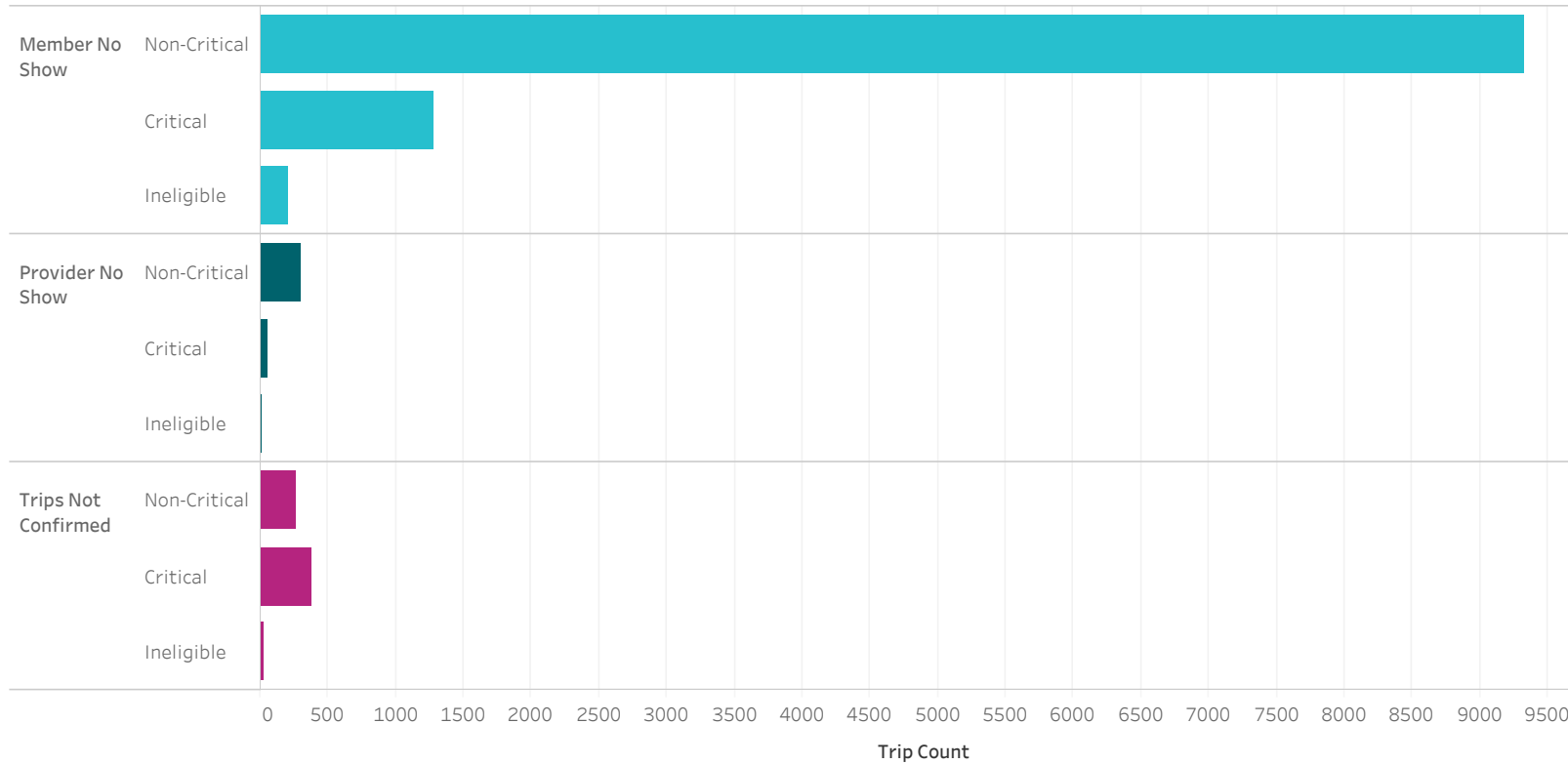
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
PUBLIC TRANSIT	180,537	145,437	158,218	178,985	210,858	206,095
THIRD PARTY OPERATORS	113,452	122,686	131,248	134,534	146,683	140,130
MILEAGE REIMBURSEMENT	1,141	2,207	3,707	3,899	5,305	4,504
VEYO INDEPENDENT DRIVERS	933	2,045	2,153	2,260	2,345	2,291

Unfulfilled Trip Counts

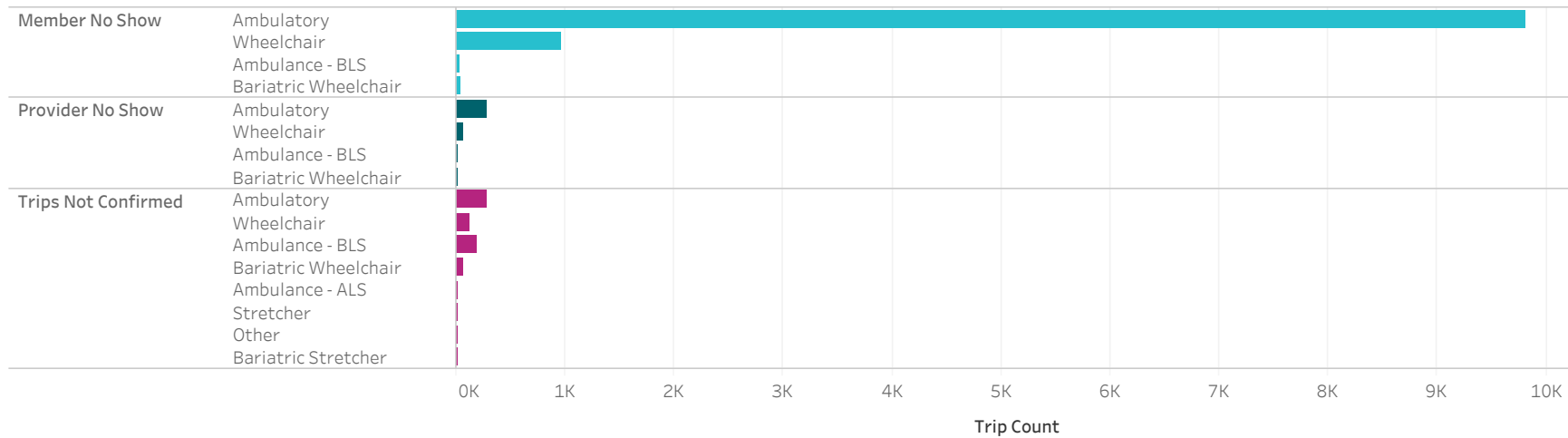
July 23, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Member No Show	Critical	1,177	963	1,022	1,186	1,279	1,279
	Non-Critical	11,672	8,432	10,166	10,102	10,029	9,332
	Ineligible	94	162	83	133	186	211
Provider No Show	Critical	69	79	61	50	77	52
	Non-Critical	491	643	551	400	484	300
	Ineligible	2	2	1	4	6	12
Trips Not Confirmed	Critical	610	280	275	269	312	386
	Non-Critical	1,469	306	245	277	288	261
	Ineligible	4	4		5	6	18
Total Unfulfilled		15,588	10,871	12,404	12,426	12,667	11,851

Unfulfilled Trips by Mode

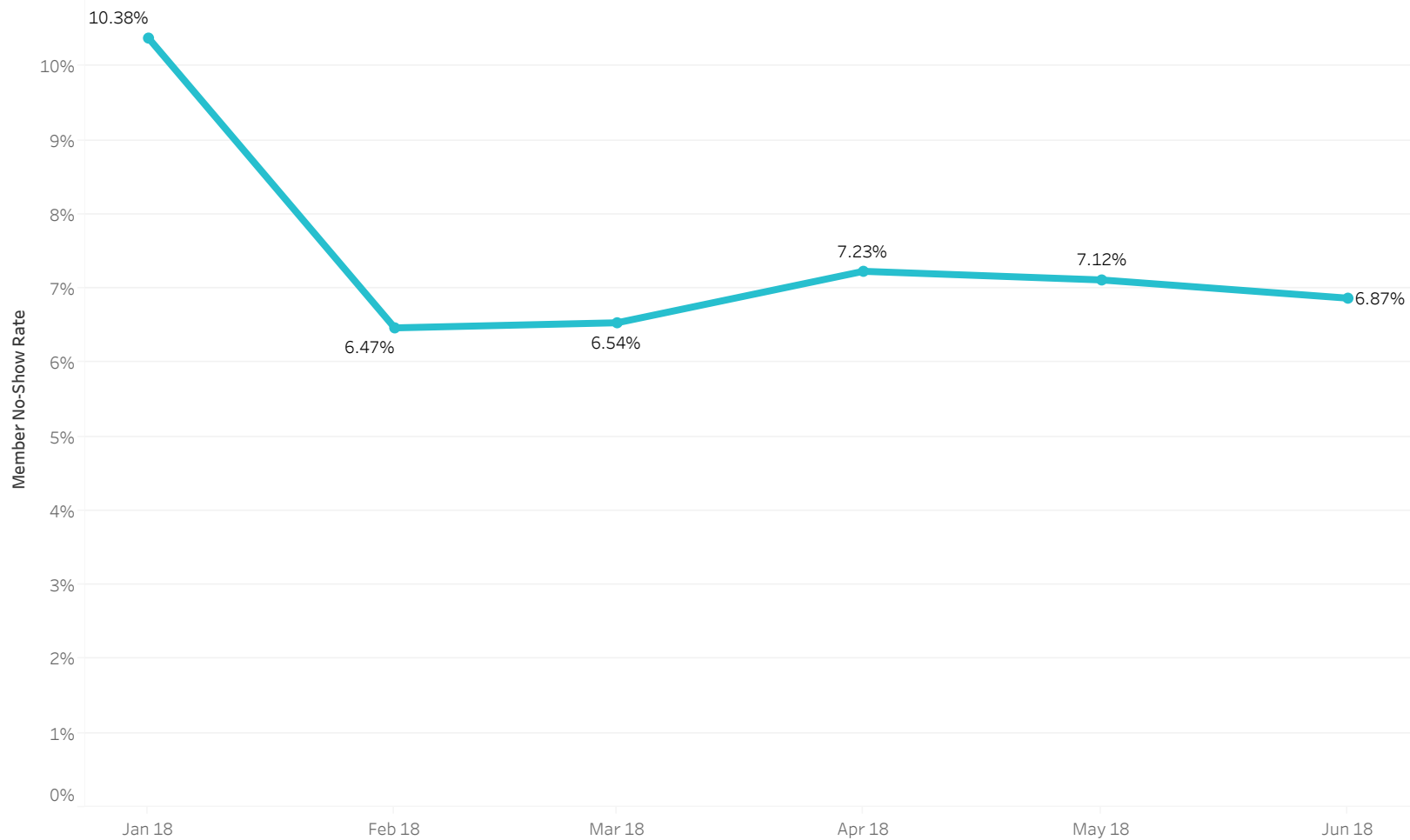
July 23, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Member No Show	Ambulance - ALS			2			
	Ambulance - BLS	4	17	5	4	44	23
	Ambulatory	12,146	8,930	10,572	10,651	10,566	9,807
	Bariatric Stretcher			2		2	
	Bariatric Wheelchair	53	42	33	42	49	38
	Stretcher	6	1	1	1		
	Wheelchair	734	567	656	723	833	954
Provider No Show	Ambulance - BLS		2	2	10	13	4
	Ambulatory	476	625	530	386	431	286
	Bariatric Stretcher	4					
	Bariatric Wheelchair	1	4	8	2	11	4
	Other				1		
	Stretcher	2		2			
	Wheelchair	79	93	71	55	112	70
Trips Not Confirmed	Ambulance - ALS	7	6	14	11	11	9
	Ambulance - BLS	51	112	139	170	147	184
	Ambulatory	1,228	221	193	221	265	273
	Bariatric Stretcher	23	6	12	5		1
	Bariatric Wheelchair	66	25	25	16	48	73
	Other	288	107	62	42	16	2
	Stretcher	157	18	11	7	3	6
	Wheelchair	263	95	64	79	116	117

Member No-Shows

July 23, 2018

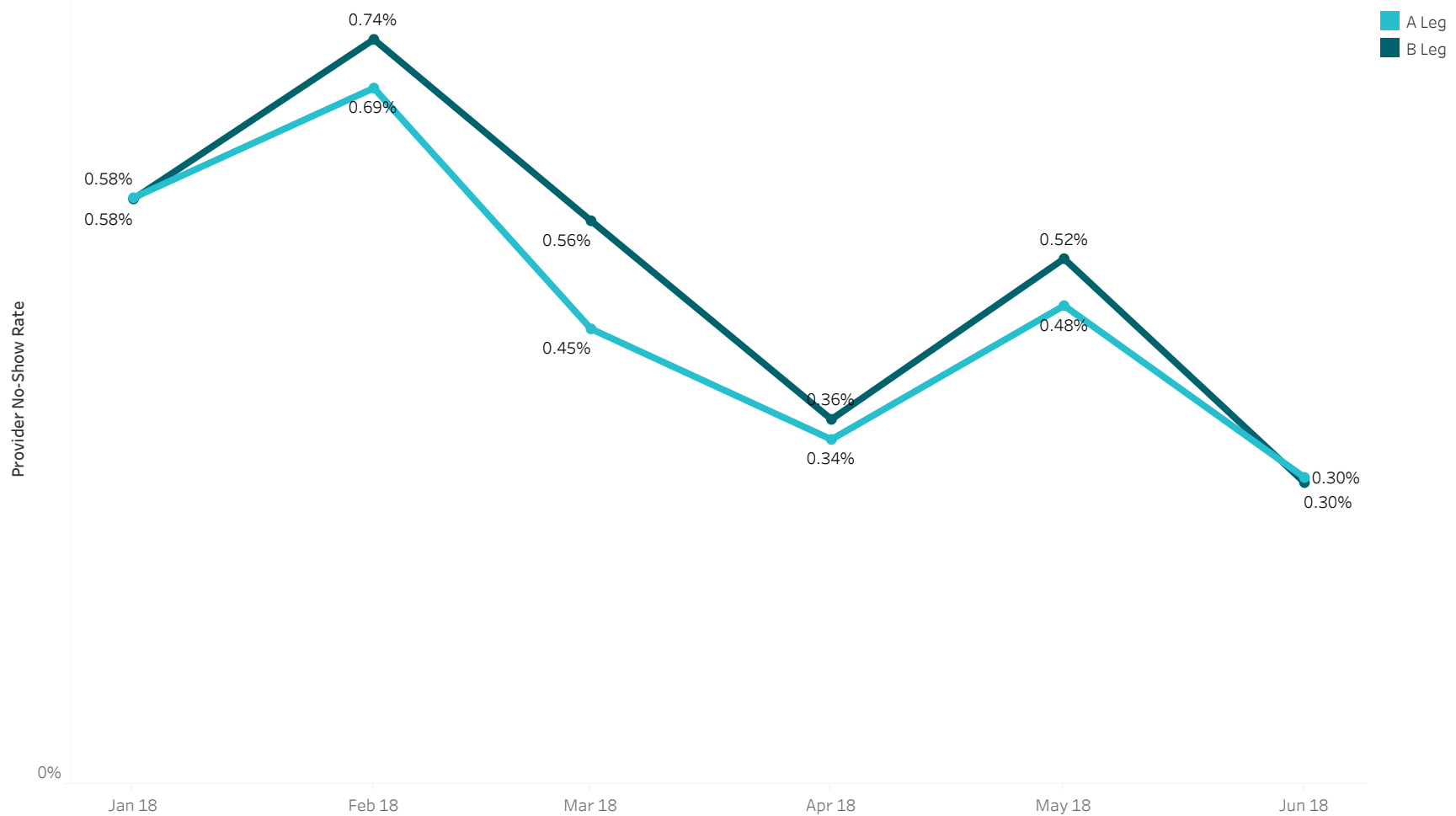


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507
No-Shows + Completed*	127,634	133,358	142,734	147,460	160,445	152,928
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%

* Excludes Public Transit and Mileage Reimbursement

Provider No-Shows

July 23, 2018

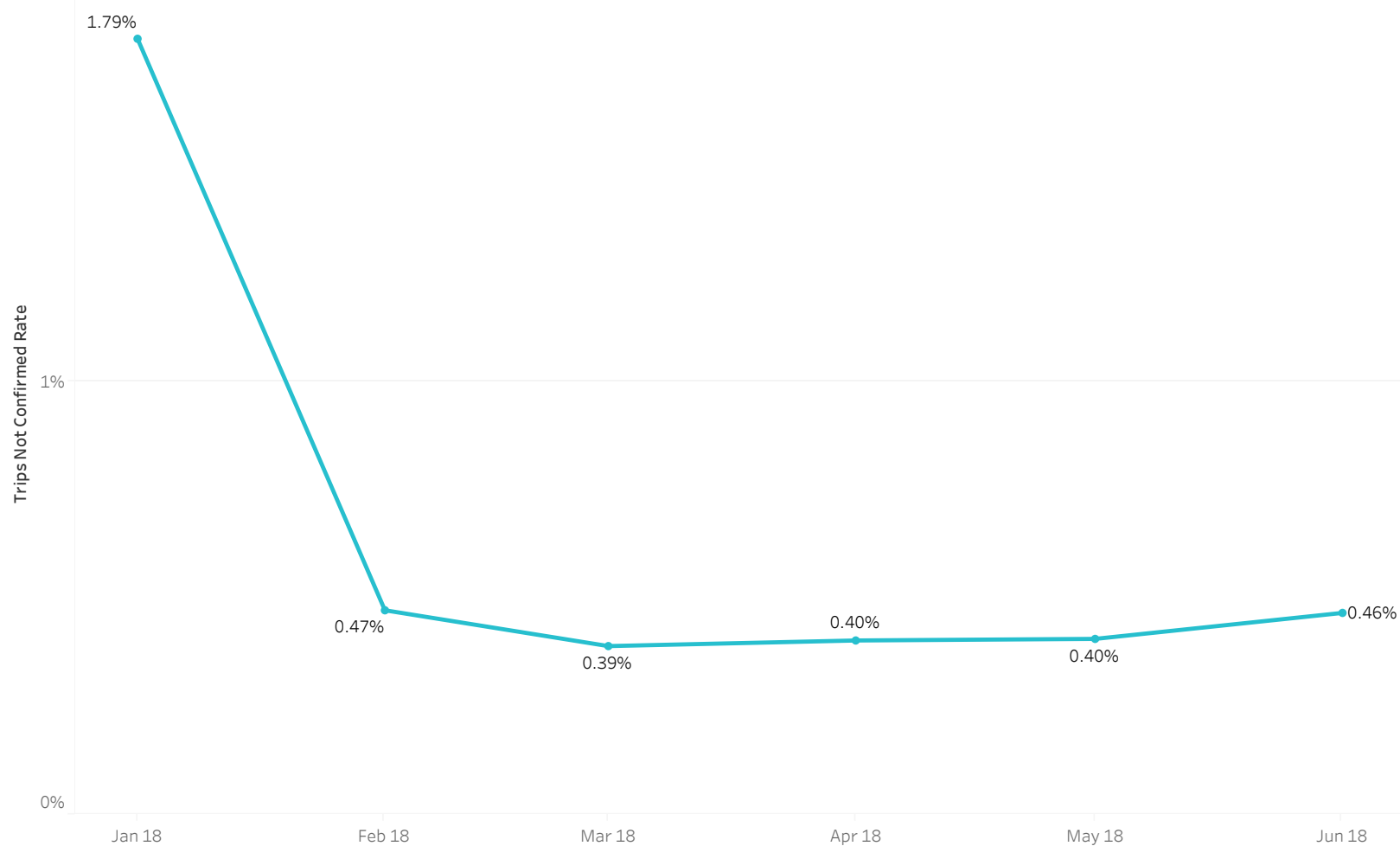


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Provider No-Show Count	670	899	678	484	747	432
No-Show + Completed*	115,055	125,629	134,079	137,278	149,774	142,853
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%	0.50%	0.30%

* Excludes Public Transit and Mileage Reimbursement

Trips Not Confirmed

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Not Confirmed	2,083	590	520	551	606	665
Not Confirmed + Completed*	116,480	125,320	133,940	137,345	149,688	143,086
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.40%	0.46%

* Excludes Public Transit and Mileage Reimbursement



Monthly Complaints Report

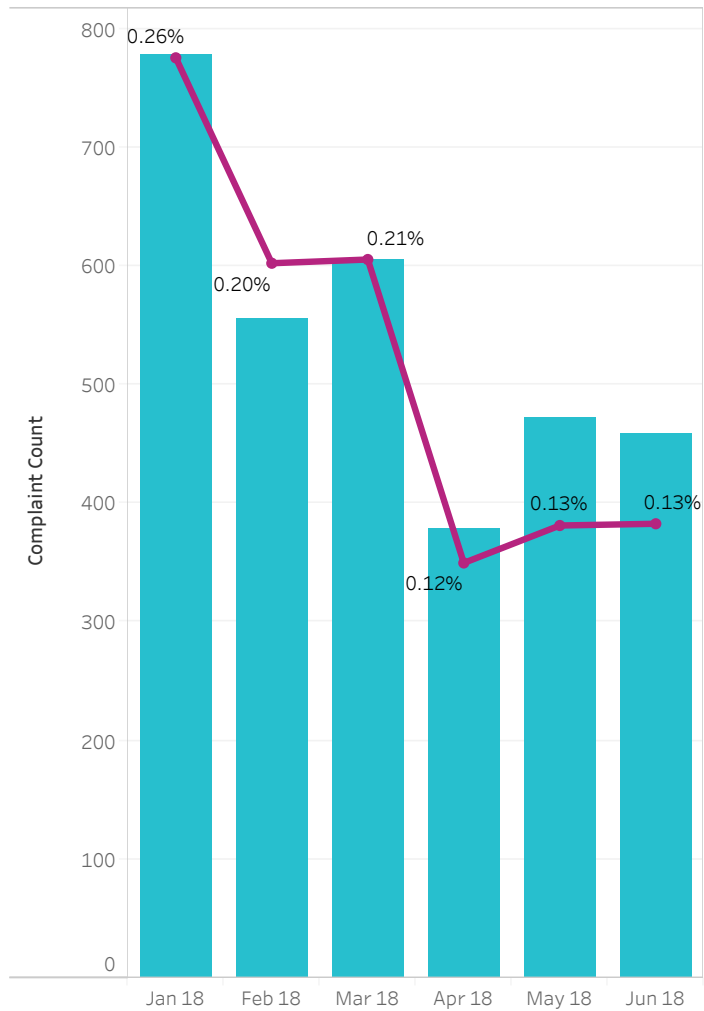
Connecticut Medicaid

Reporting Period: **June 2018**

Veyo Healthcare Logistics

Total Complaints

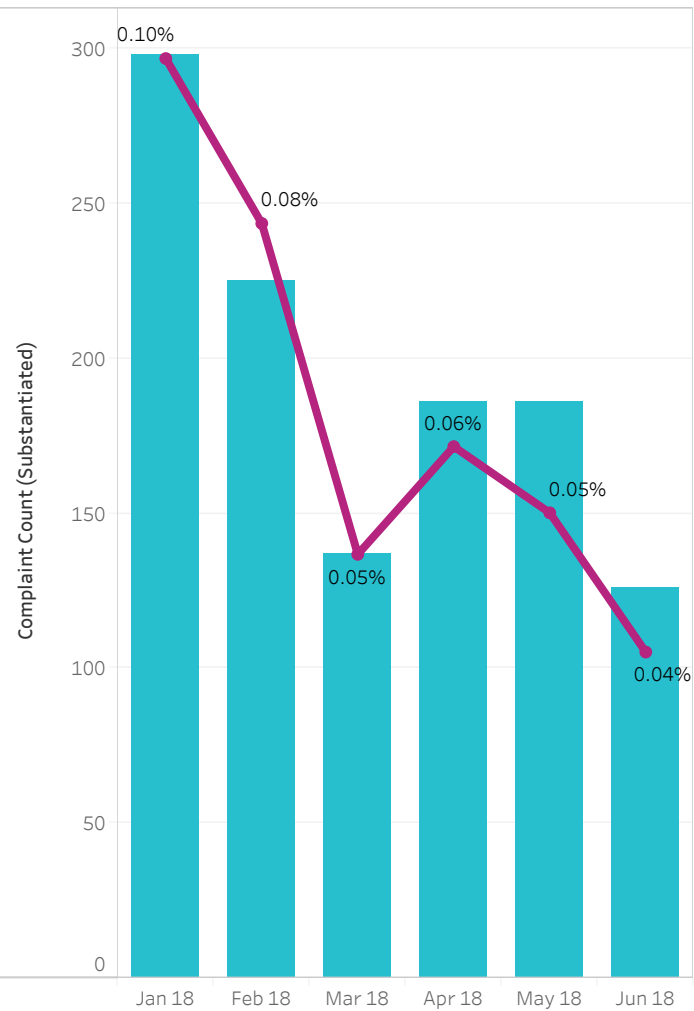
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed Trips	296,063	272,375	295,326	319,678	365,191	352,998
Total Complaint Count	778	556	606	379	472	458
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%

Substantiated Complaints

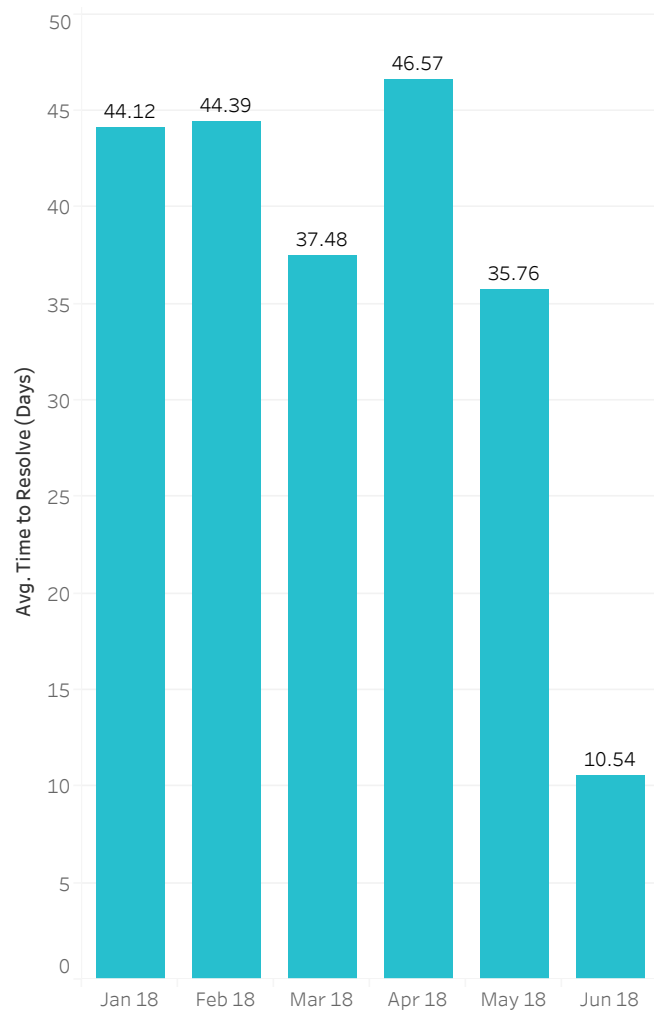
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed Trips	296,063	272,375	295,326	319,678	365,191	352,998
Substantiated Complaints	298	225	137	186	186	126
Substantiated Complaint %	0.10%	0.08%	0.05%	0.06%	0.05%	0.04%

Average Time to Resolve

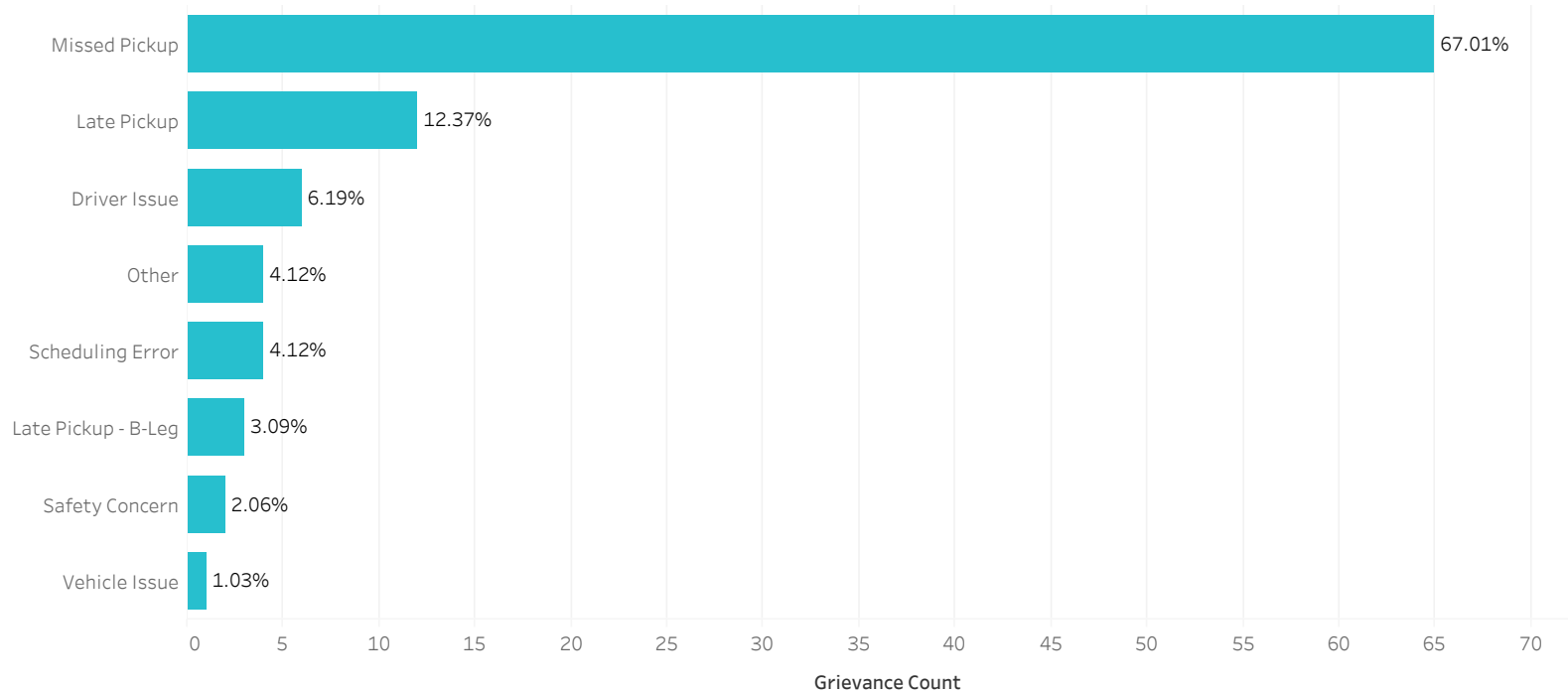
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Grievance Count	778	556	606	379	472	458
Resolved Count	778	556	605	371	262	178
Avg. Time to Resolve (Days)	44.12	44.39	37.48	46.57	35.76	10.54

Substantiated Complaints by Subcategory

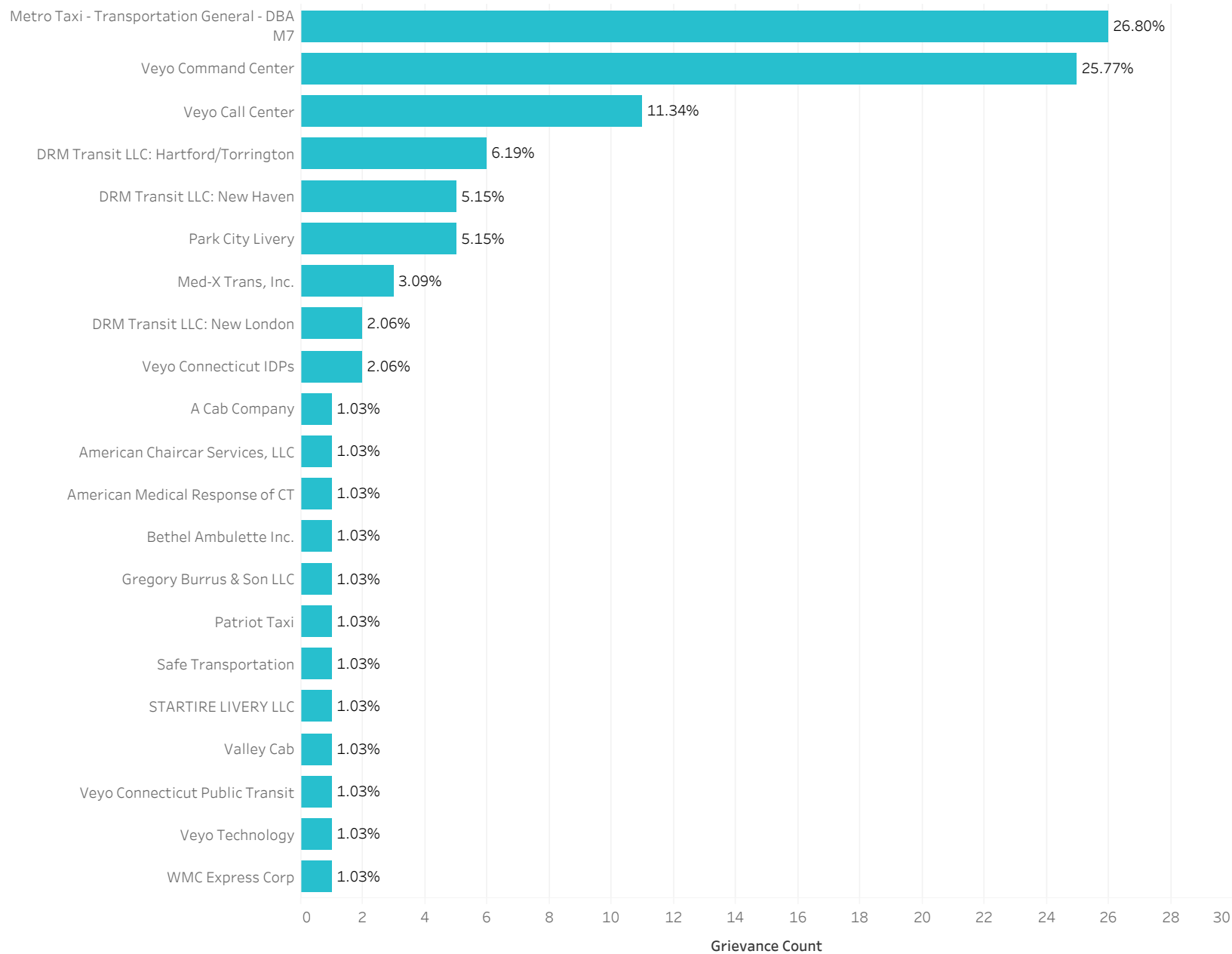
July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Missed Pickup	181	130	56	98	102	85
Late Pickup	43	45	34	37	45	18
Other	17	10	19	12	10	5
Driver Issue	17	10	4	21	8	7
Scheduling Error	20	11	9	5	3	4
Late Pickup - B-Leg	6	9	6	6	14	4
Safety Concern	6	4	1	2	1	2
Technical Issue	7	1				
Vehicle Issue		2	2	1	1	1
Agent Issue		1	2	2	1	
Early Arrival	1	2	1	2		
Damage/Injury	1	2			1	

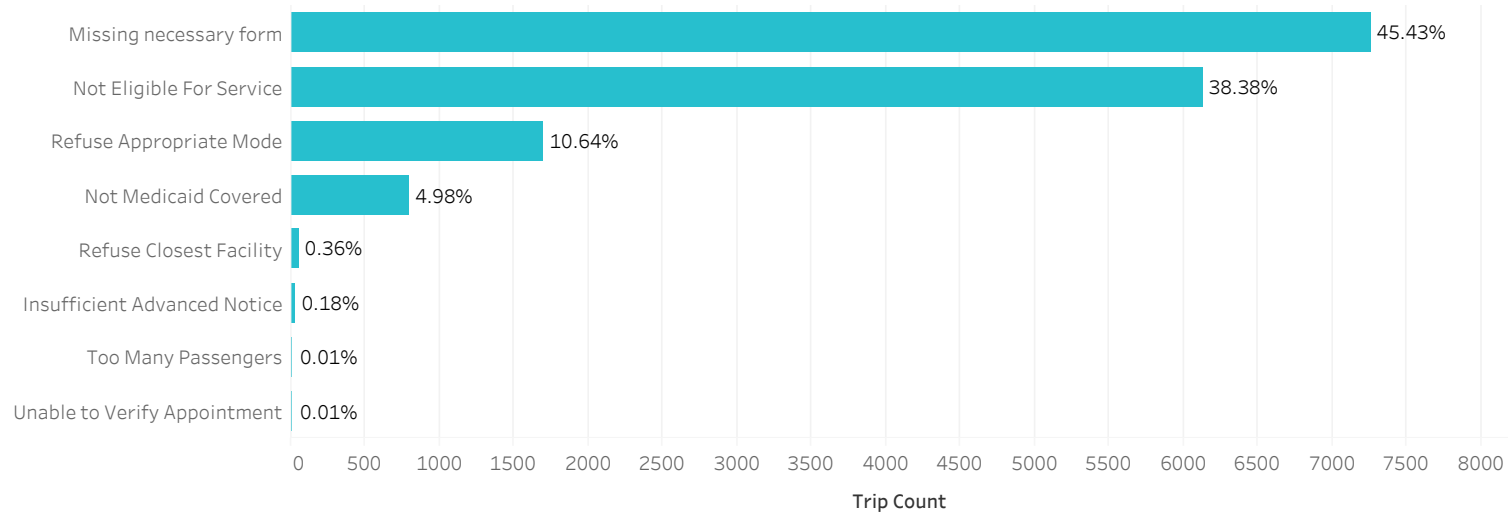
Substantiated Complaints by Provider

July 23, 2018



Denied Trips

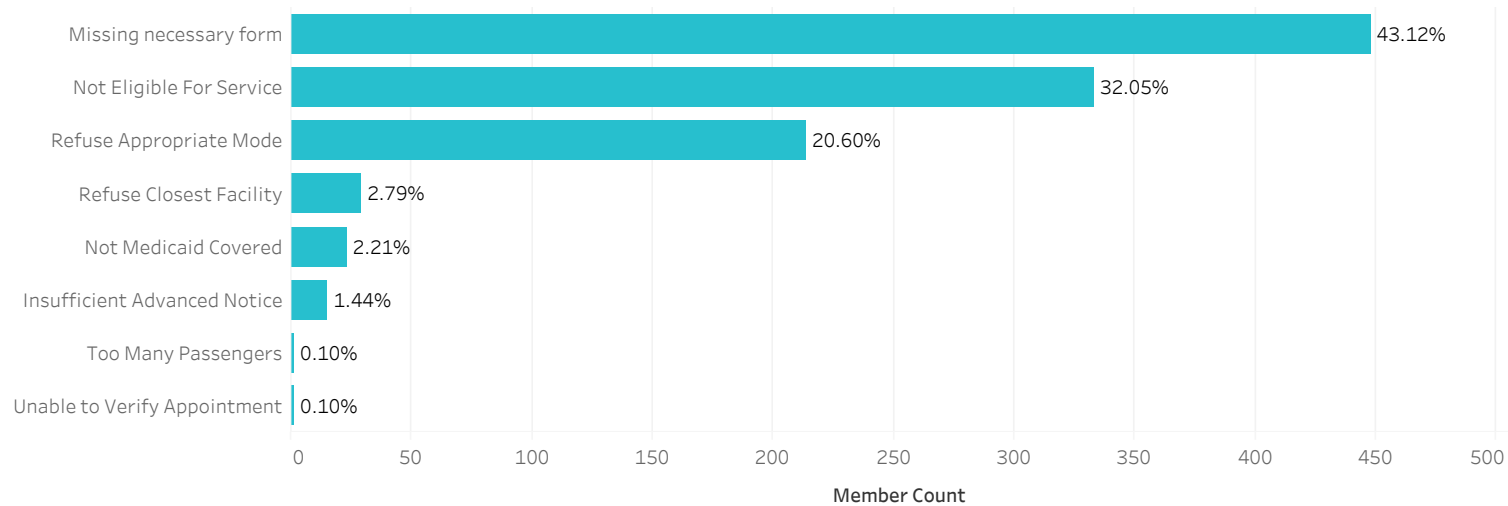
July 23, 2018



		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Unique Requests	Not Eligible For Service	31	38	40	32	80	66
	Missing necessary form	59	52	184	355	414	454
	Refuse Appropriate Mode	647	285	341	344	212	291
	Not Medicaid Covered	4	8	2	5	4	2
	Unable to Verify Appointment	12	12	9	14	4	2
	Refuse Closest Facility	138	26	14	40	58	58
	Insufficient Advanced Notice	59	70	40	36	34	28
	Too Many Passengers	2		2	2	1	2
	Total	952	491	632	828	807	903
Trips Under Recurring Schedule	Not Eligible For Service	2,304	2,448	4,775	3,986	5,892	6,069
	Missing necessary form	566	62	62	212	2,539	6,809
	Refuse Appropriate Mode	594	384	322	216	221	1,410
	Not Medicaid Covered	18	130	56	239	613	794
	Unable to Verify Appointment	62	8		326	280	
	Refuse Closest Facility		14	12	44	2	
	Insufficient Advanced Notice		28	72	32		1
	Too Many Passengers	36					
	Total	3,580	3,074	5,299	5,055	9,547	15,083

Members Receiving Notices of Action

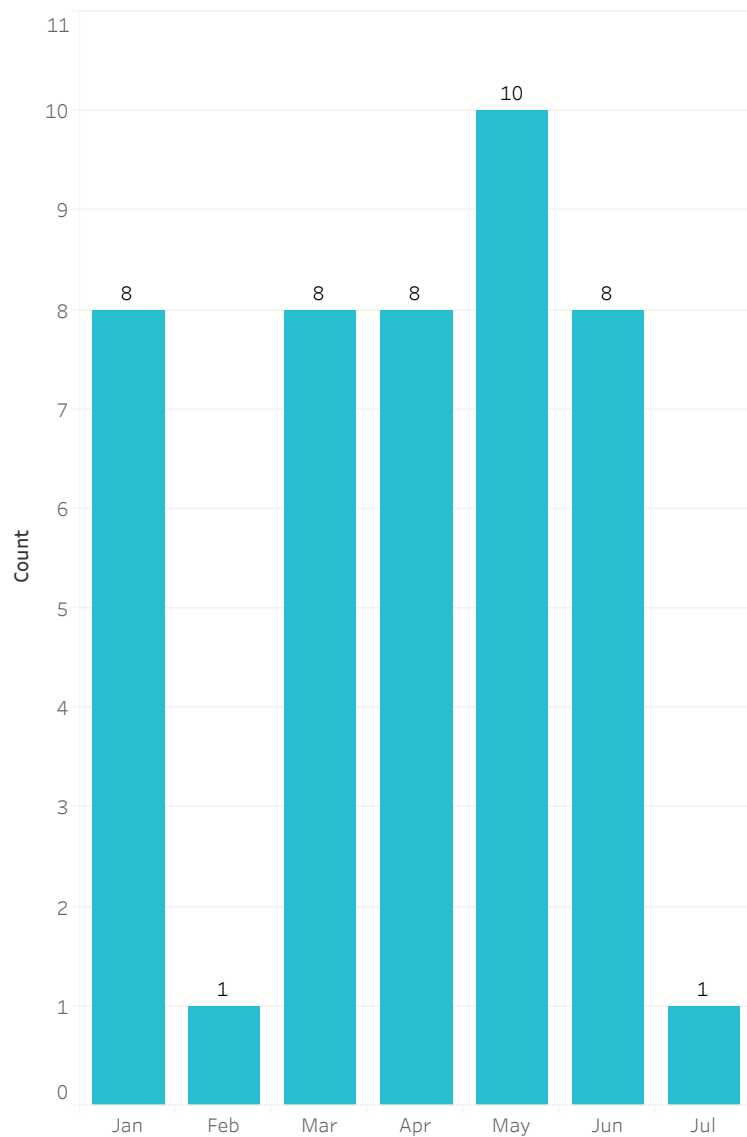
July 23, 2018



		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Member Booked Unique Request	Refuse Appropriate Mode	307	140	167	165	106	140
	Missing necessary form	26	26	93	173	201	219
	Not Eligible For Service	16	16	18	9	28	27
	Refuse Closest Facility	67	13	7	20	29	29
	Insufficient Advanced Notice	30	36	20	18	17	14
	Not Medicaid Covered	2	4	1	3	2	1
	Unable to Verify Appointment	6	6	5	7	2	1
	Too Many Passengers	1		1	1	1	1
Total		452	241	307	386	376	421
Member Has Recurring Schedule	Refuse Appropriate Mode	33	30	24	20	29	75
	Missing necessary form	15	9	7	14	162	230
	Not Eligible For Service	55	131	198	188	266	307
	Refuse Closest Facility		1	2	3	1	
	Insufficient Advanced Notice		3	2	3		1
	Not Medicaid Covered	3	5	3	13	36	22
	Unable to Verify Appointment	1	1		8	9	
	Too Many Passengers	1					
Total		108	180	236	248	502	623

Admin Hearing Requests

July 23, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Received Requests	8	1	8	8	10	8	1

Documentation

Please note, the data points represented in this report are intended to be viewed as a snapshot of the information we have in the Veyo system at the time the report was created.

Trips Booked: Count of trips in the system broken down by the requested trip date. This includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. The other metrics displayed in this report are not necessarily mutually exclusive.

Cancelled Trips: Trips cancelled on or after the date of the requested trip are considered in our cancellation trip counts and rates. We do not include trips cancelled prior to the trip date because these trips do not have the same impact as trips that were cancelled after being sent to and confirmed by the provider.

Cancellation Rate: For all rate calculations, we take the numerator (in this case cancelled trips) and add it to the number of completed or assumed completed trips for the denominator. We are excluding Public Transit and Mileage Reimbursement in these calculations.

Cancellations by Source: This shows a breakdown of who the trip was cancelled by or how the trip was cancelled. The Contact Center category includes Member and Facility cancellations.

Cancellations by Reason: This shows a breakdown of reason for cancellation. For example, if the member called the provider to cancel a trip, this trip would show the provider as being the cancellation source and Member Cancelled would be the cancellation reason. Trips that are cancelled under the reason "Not Finalized" are trips that were not finalized by the provider by the deadline and therefore cancelled. Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.

Trip Removal & Data Correction: These are trips that have been cancelled prior to the requested trip date. During the implementation phase, many of these trips are invalid trips that get cancelled during our data cleaning process in an attempt to reduce the number of "bad trips" being sent to providers. These trips are not included in the other metrics shown in this report, and they are grouped based on the date of cancellation as opposed to the date of the trip.

Complaints: All complaint counts include both resolved and unresolved complaints, based on the date the complaint was reported. All complaints are reported by or on behalf of the member.

Denied Trips and Notices of Action: One NOA is sent for every denied trip booking request. For example, if a member requests a 5 day per week standing order trip that is denied, this would show as 5 trip denials for the week in question, but only 1 NOA would be sent to this member for this trip booking request. This report shows the number of members who have received NOAs; however, if a member gets denied on multiple requests, they could receive multiple NOAs. Members may also exist in multiple NOA buckets; however, each individual member will only appear in the "Total Members Receiving NOAs" count once.

Unfulfilled Trips: This metric is representative of all valid trip requests that did not get fulfilled either as a result of a member no-show, a provider no-show, or trips that did not get matched to a provider (shows as **Trips Not Confirmed**). We have further broken down this metric into three buckets: 1. Critical, e.g. Chemotherapy, Dialysis, etc. 2. Non-critical, e.g. all other appointment types 3. Ineligible; trips booked for members who are no longer eligible for the service, meaning the trip is no longer valid. Please note that unfulfilled trips and cancelled trips are not mutually exclusive.