



Veyo / Total Transit Update

July 25, 2018

Introduction

At this meeting, Veyo will be providing detailed information on the following topics:

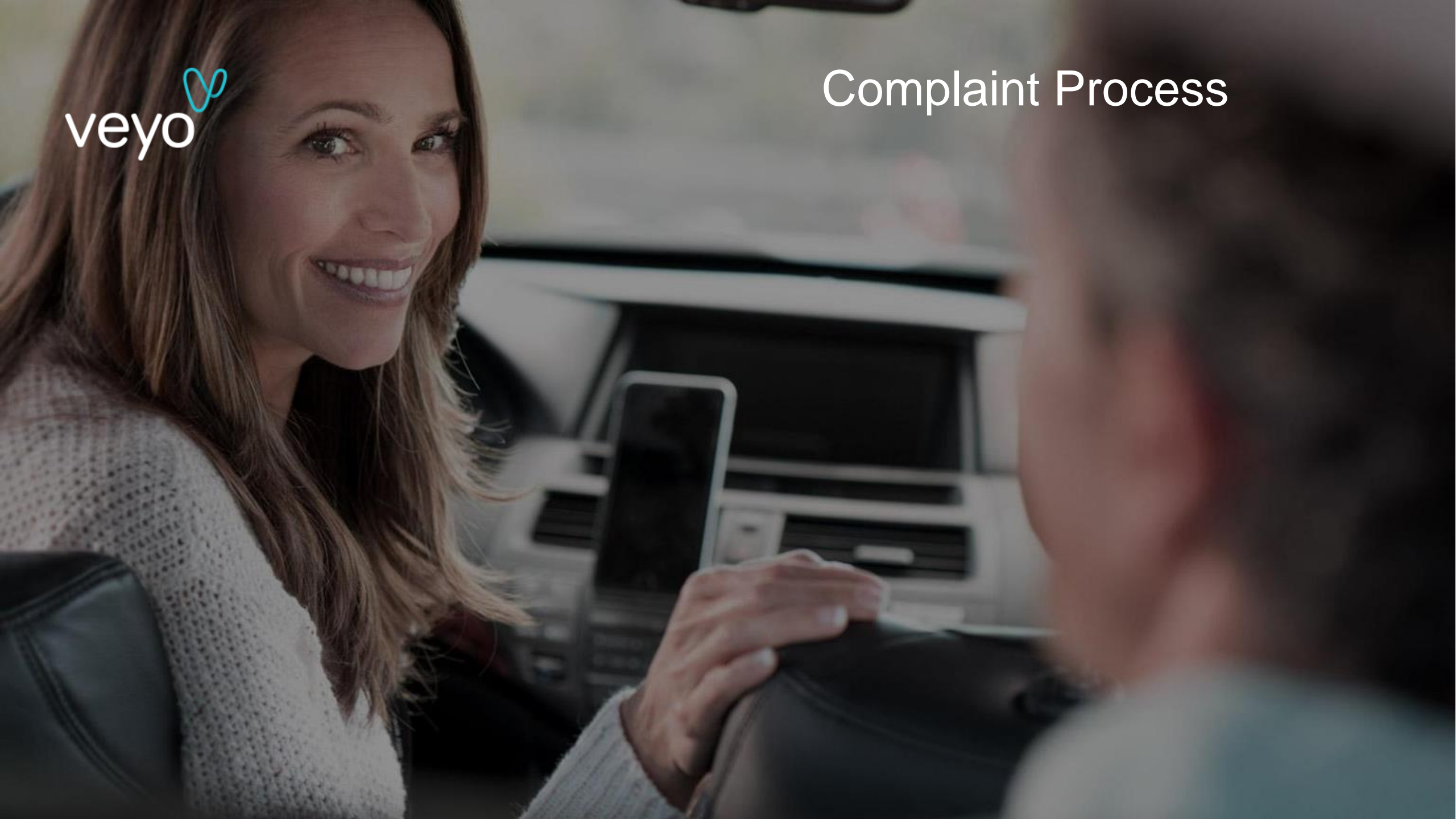
- **Complaint Process**
- **Transportation Provider Network Health**
- **Wheelchair Data**
- **Dialysis Data**

Update from meeting on 5/23

- **After-hours calling of transportation providers** - All providers have been contacted to update their operation hours, phone numbers, trip capacity volume, and service areas.
- **Tutorial for monthly reports** - Veyo is working on creating a document that defines contractual terms and how to analyze the data on the monthly reports.
- **Complaint Process** - All complaints can be made via email, web-form, Quality Assurance line, as well as the Transportation line. Each complaint is entered onto a tool called Salesforce and is investigated as per contractual guidelines.



Complaint Process



Complaint Process

- Complaints can be made by members, healthcare providers, and case managers on Veyo's website ct.ridewithveyo.com/contact.
- Complaints can also be made by phone on **855.478.7350**. Please request for an Escalation agents to file a grievance or a complaint.
- The following information is usually extremely helpful to investigate grievances:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue

Website

Complaints can be made on - <https://ct.ridewithveyo.com/contact/>

Contact Us

Our goal at Veyo is to ensure that transportation is safe, reliable, and on-time. In the event the service did not meet your expectations, please feel free to speak with our Quality Assurance staff at 855-478-7350 or submit your comments using the online comment form.

- For more information about HUSKY Health Medicaid, visit www.ct.gov/husky
- For questions about the privacy of your information or fraud, waste and abuse, contact us at compliance@veyo.com

I am a: *

Member/Rider

Name: *

First

Last

Email Address: *

Phone Number: *

Reason for writing: *



Transportation Provider Network Health

Transportation Provider Network Health

- Providers have received their performance scorecards for the month of July.
- Lowest performing providers have received a Corrective Action Plans based on their Key Performance Indicators to help improve their service delivery.
- Optimizing trip volume for better performing providers in the network to ensure safe and timely transportation of providers.
- Commencing Quarterly meetings with Providers to go over data, performance, and troubleshoot any concerns or issues.
- Collective effort to contract new providers to maintain a dynamic and competitive provider network and maintain excess vehicle capacity.

A photograph of an older Black man with a grey beard and mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a black lanyard with a badge. He is holding a tablet computer in his left hand and the steering wheel with his right hand. The car's interior and the view through the windshield are visible.

Wheelchair Data

Trips requiring Durable Medical Equipment in June '18

- **191 requests** for discharges were processed for June 2018 wherein a wheelchair was needed to be provided.
- **155 trips** were successfully completed by transportation providers.
- **35 trips** were cancelled. Cancellation reasons included -
 - Facility cancelled
 - Member cancelled
 - Member found their own transportation home
 - Member no-show
 - Incorrect Information
- **1 trip** could not have transportation coordinated after all providers in the service area were contacted.
 - In such cases Veyo will be working with DSS to use higher mode if necessary to accommodate discharges.

Deep Dive - Wheelchair trips

- **161 Requests** received from 7 AM to 5 PM.
- **27 Requests** received from 6 PM to 11 PM.
- **3 Requests** received from 12 AM to 7 AM.
- Currently contracted with **21 providers** that are able to provide wheelchairs if requested.
- **13 Providers are available 24/7** covering all counties of the state.

A photograph of a woman in a plaid shirt assisting an elderly woman into a white van. The van has the 'vevo' logo and a blue infinity symbol on its side. The scene is outdoors with trees in the background.

Dialysis Data

Deep Dive - Dialysis trips

Month of Trip	Completed Trip Count	Average Minutes Late on A-Leg	Average Minutes Late on B-Leg	Provider No-Shows
May 2018	22190	3.34 minutes	7.46 minutes	34
June 2018	21642	3.18 minutes	5.56 minutes	16

*Data does not include willcalls on B-legs that have an hour to be accommodated

- 98% of the trips were completed on-time in the months of May and June.
- Veyo Clinical Coordinators and Dispatch teams are working to schedule dialysis trips only with providers that have been consistently performing well and provide timely transportation.
- 22 members called in informing us that a provider did not transport them and still needed transportation, and were provided with rescue rides in the months of May and June.