



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics

Call Center Summary

September 21, 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	July 2018	August 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873
Avg Daily Calls Received	4,985	4,013	3,905	3,783	3,355	3,095	3,100	3,254
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105	97,849
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%	95.1%

Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9	41.0	42.6

Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%	5.0%	4.9%

Average Handle Time Summary

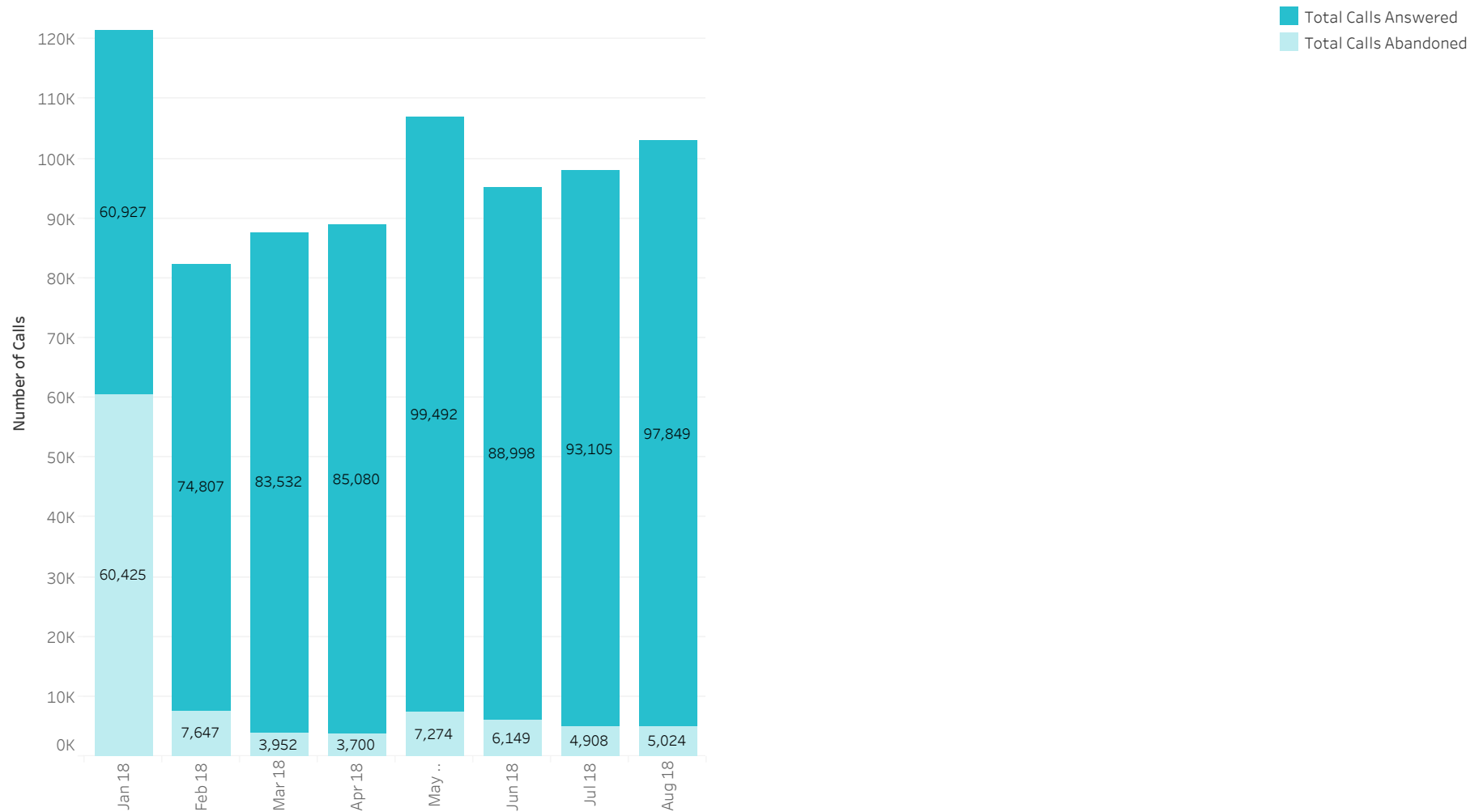
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105	97,849
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4	4.9	4.9

Service Level Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668	79,380	86,901	91,778
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481	9,213	9,109
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%	91.0%

Answered Calls

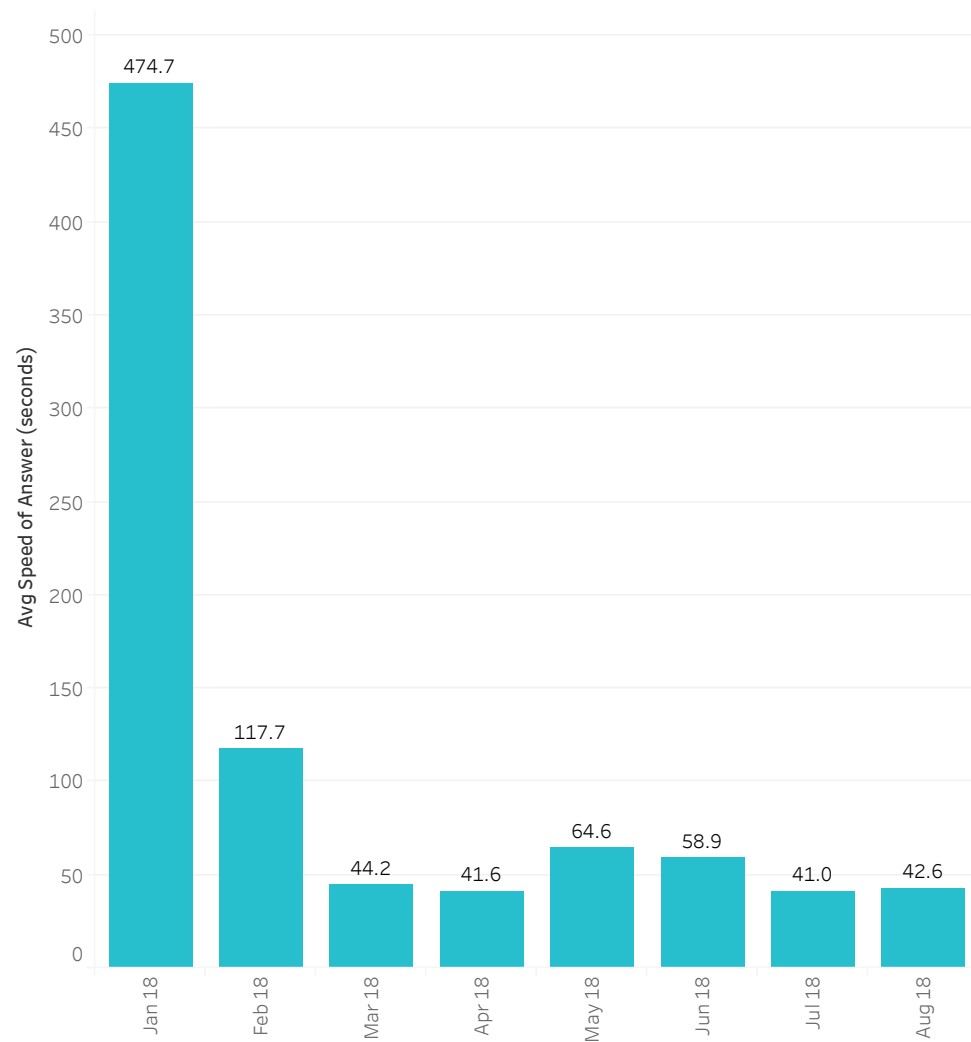
September 21, 2018



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Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105	97,849
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%	95.1%
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%	5.0%	4.9%
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873

Average Speed of Answer

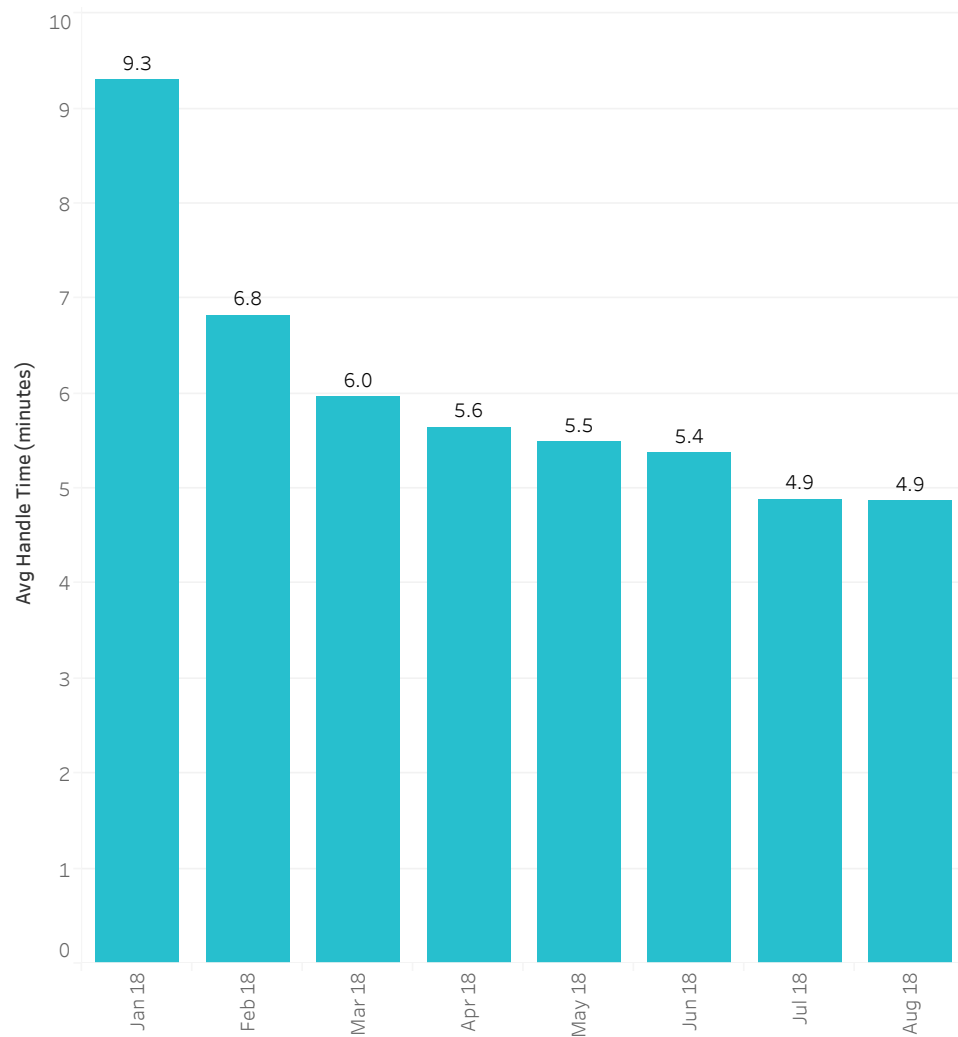
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9	41.0	42.6

Average Handle Time

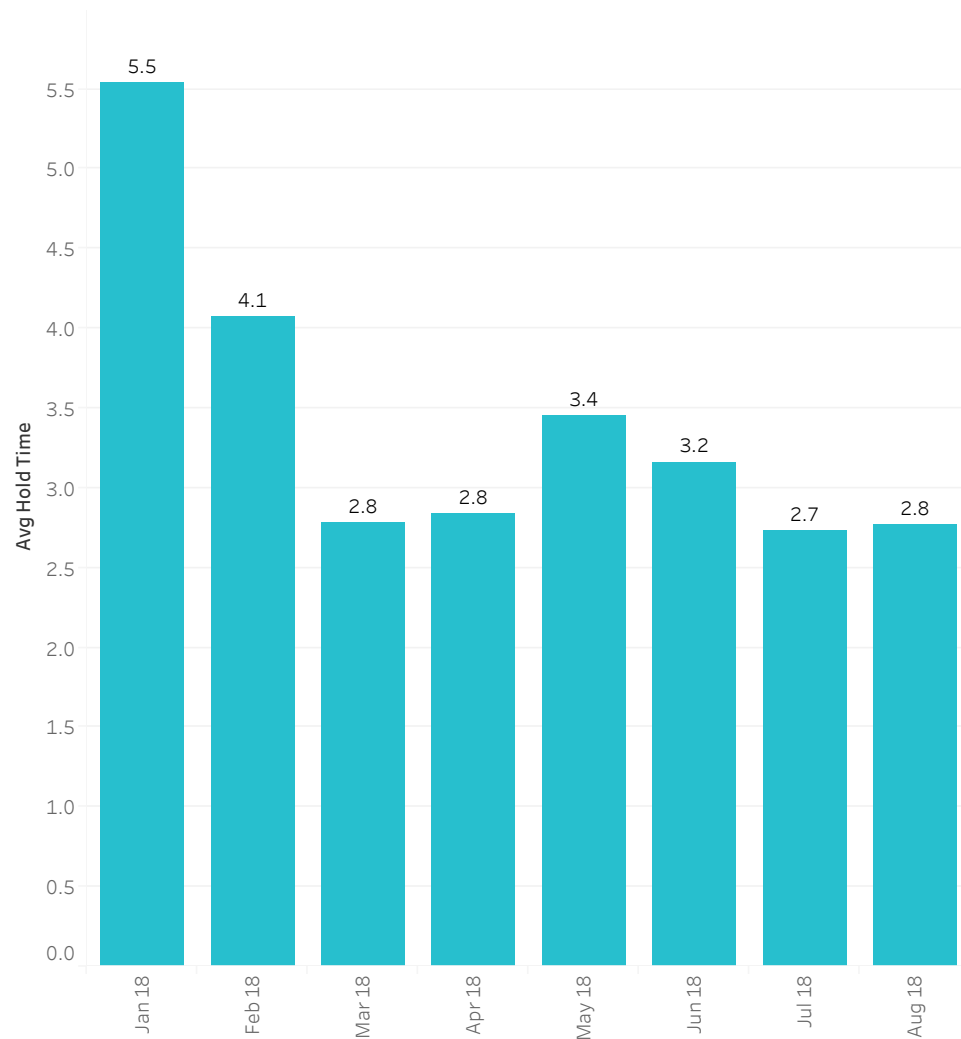
September 21, 2018



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Average Hold Time

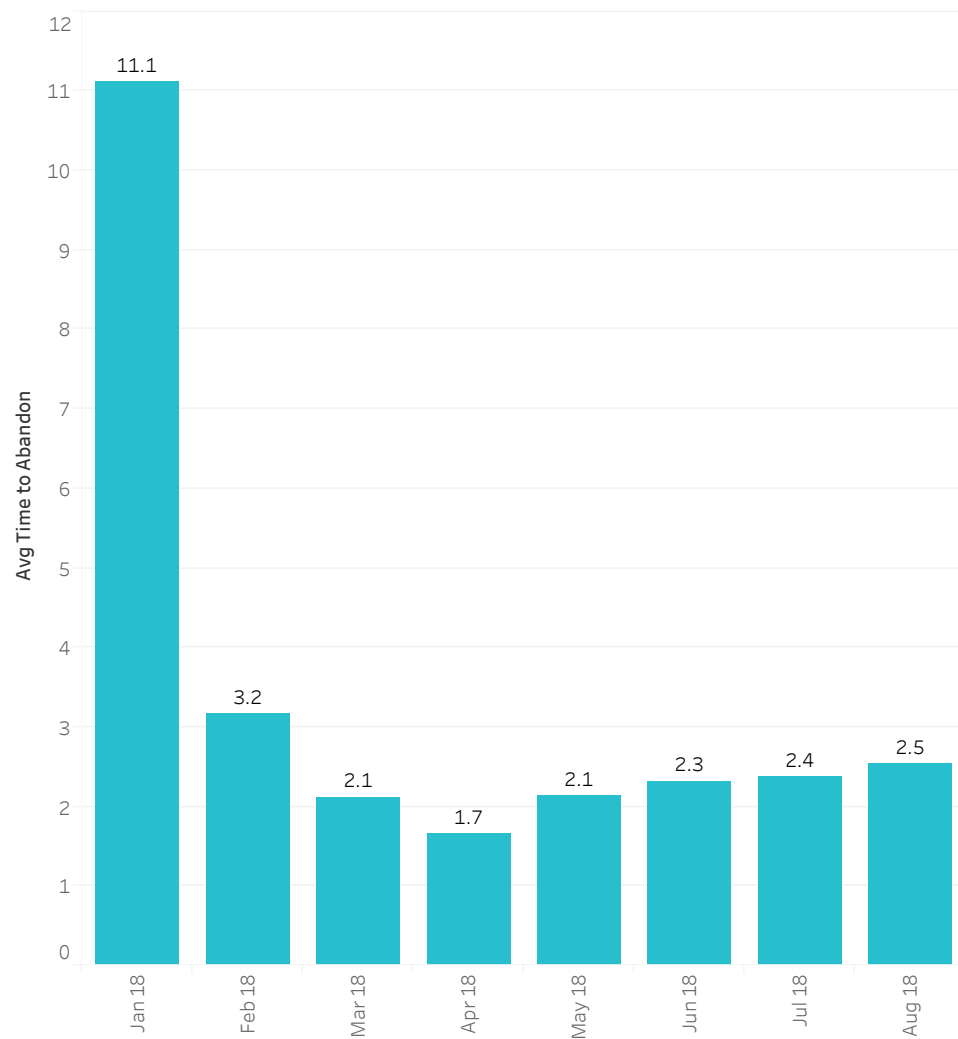
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105	97,849
Avg Hold Time	5.5	4.1	2.8	2.8	3.4	3.2	2.7	2.8

Average Time to Abandon

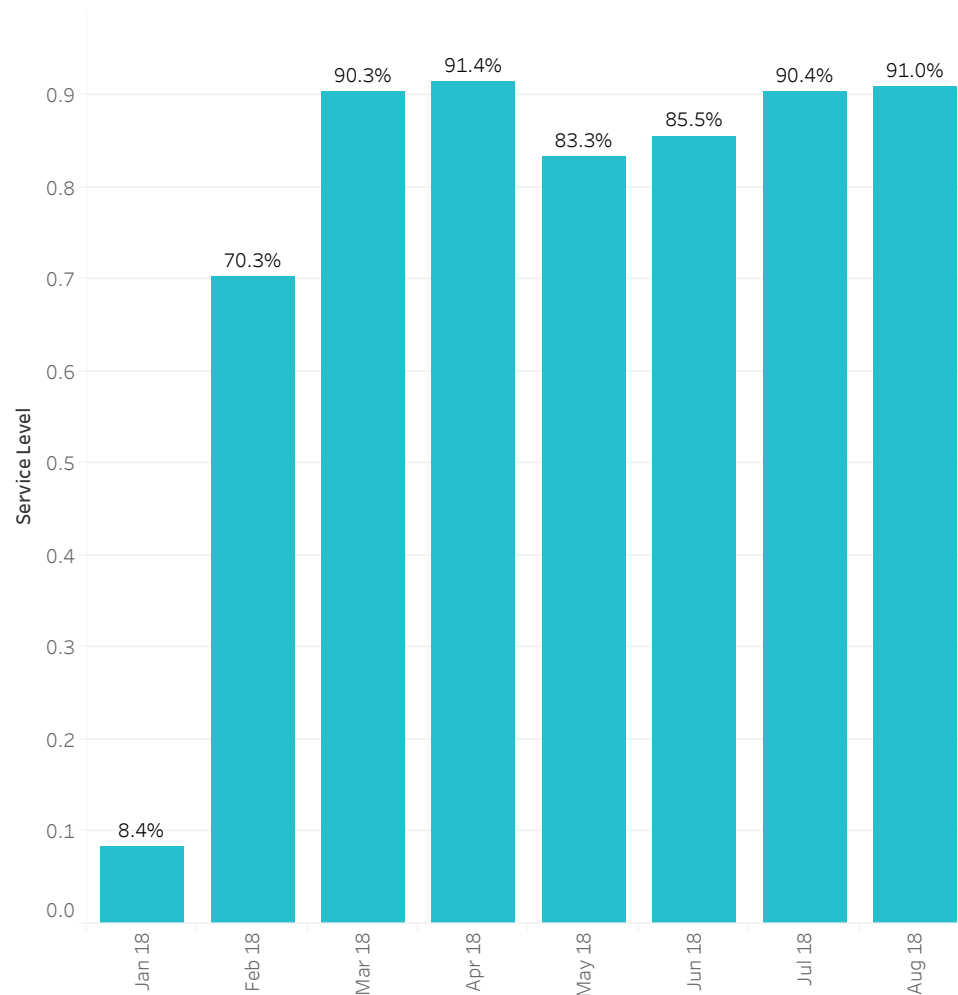
September 21, 2018



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Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024
Avg Time to Abandon	11.1	3.2	2.1	1.7	2.1	2.3	2.4	2.5

Service Level

September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668	79,380	86,901	91,778
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481	9,213	9,109
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013	102,873
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%	91.0%

Call Center Summary, Facility

September 21, 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	July 2018	August 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002
Avg Daily Calls Received	380	428	426	415	402	415	387	389
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896	8,671
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%	96.5%	96.3%

Average Speed Of Answer Summary (Facility)

	January 2018	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9	38.9	41.1

Average Abandon Rate Summary (Facility)

	January 2018	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002
Total Calls Abandoned	1,213	513	367	300	475	486	289	331
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%	3.5%	3.7%

Average Handle Time Summary (Facility)

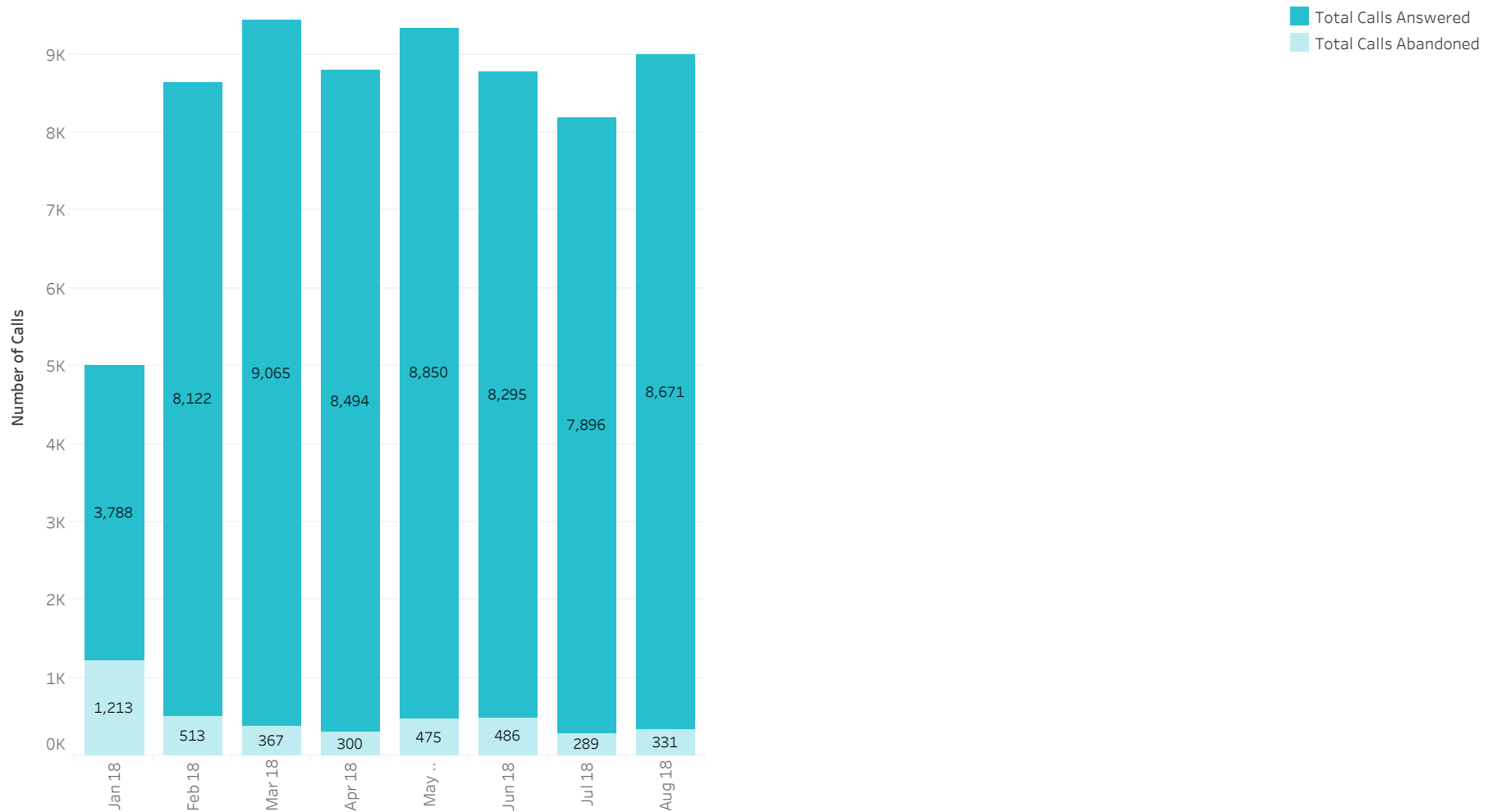
	January 2018	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896	8,671
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2	5.3	5.7

Service Level Summary (Facility)

	January 2018	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726	7,394	7,406	8,177
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327	722	767
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%	91.1%	91.4%

Answered Calls, Facility

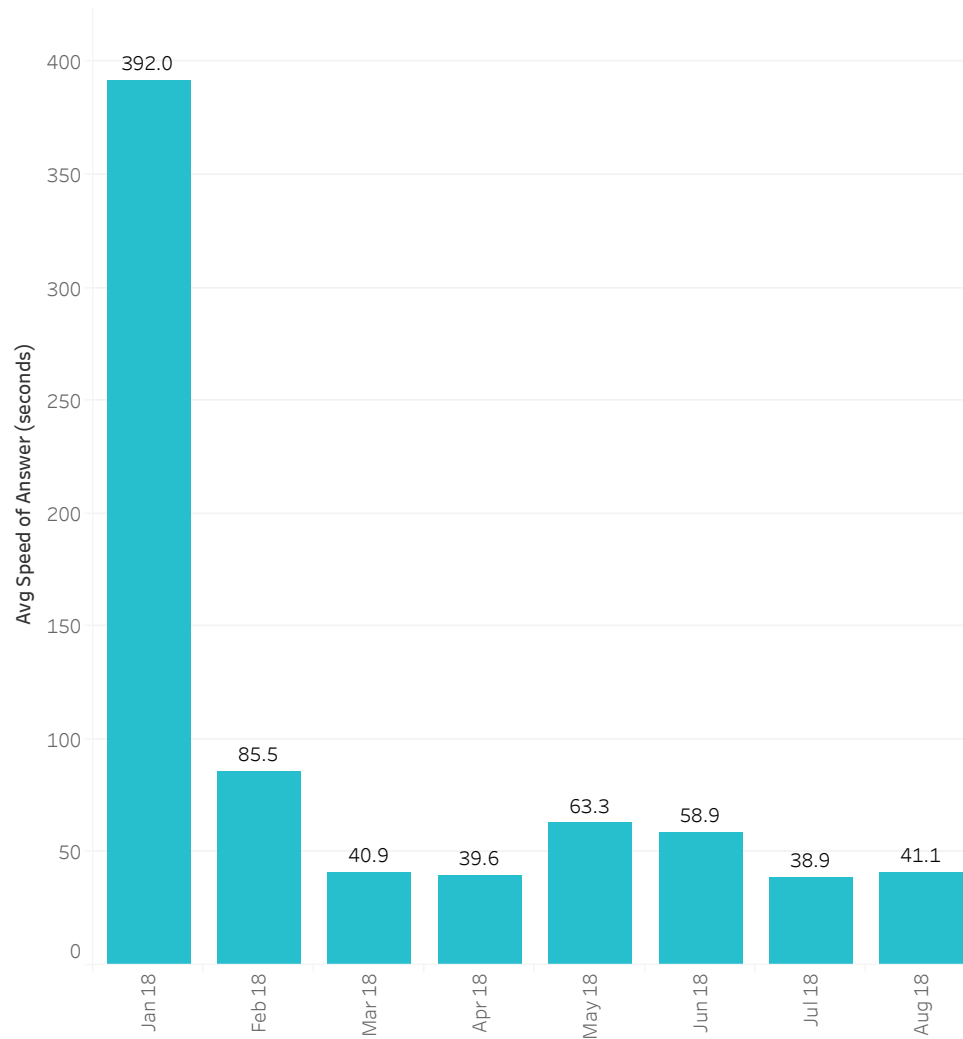
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896	8,671
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%	96.5%	96.3%
Total Calls Abandoned	1,213	513	367	300	475	486	289	331
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%	3.5%	3.7%
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002

Average Speed of Answer, Facility

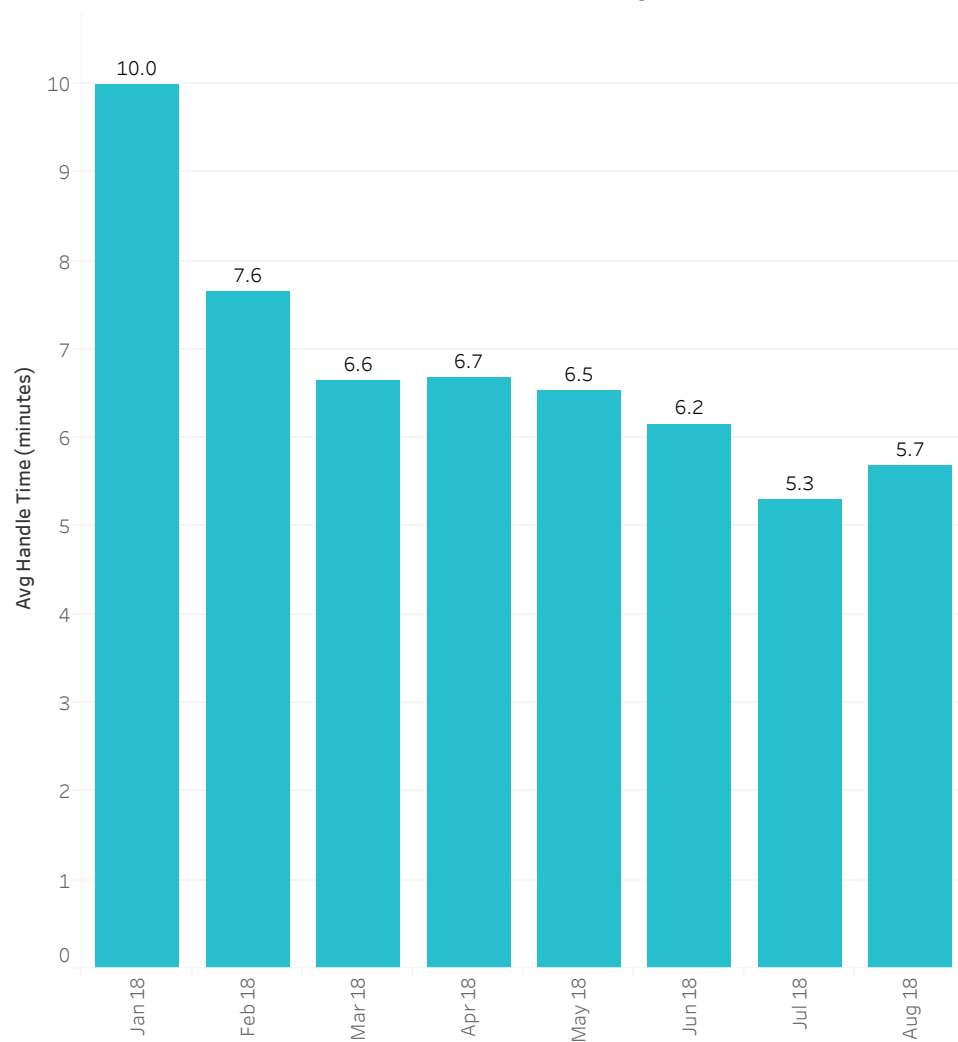
September 21, 2018



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Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9	38.9	41.1

Average Handle Time, Facility

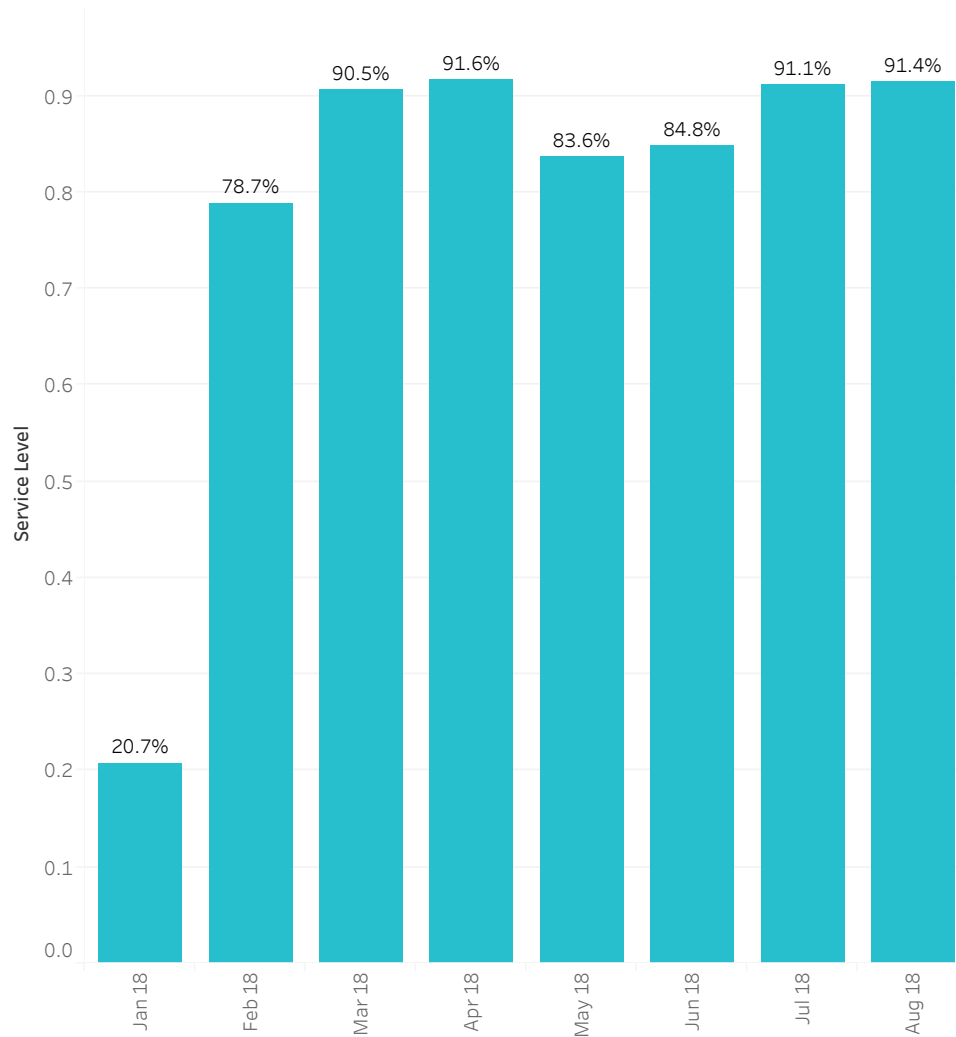
September 21, 2018



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Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896	8,671
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2	5.3	5.7

Service Level, Facility

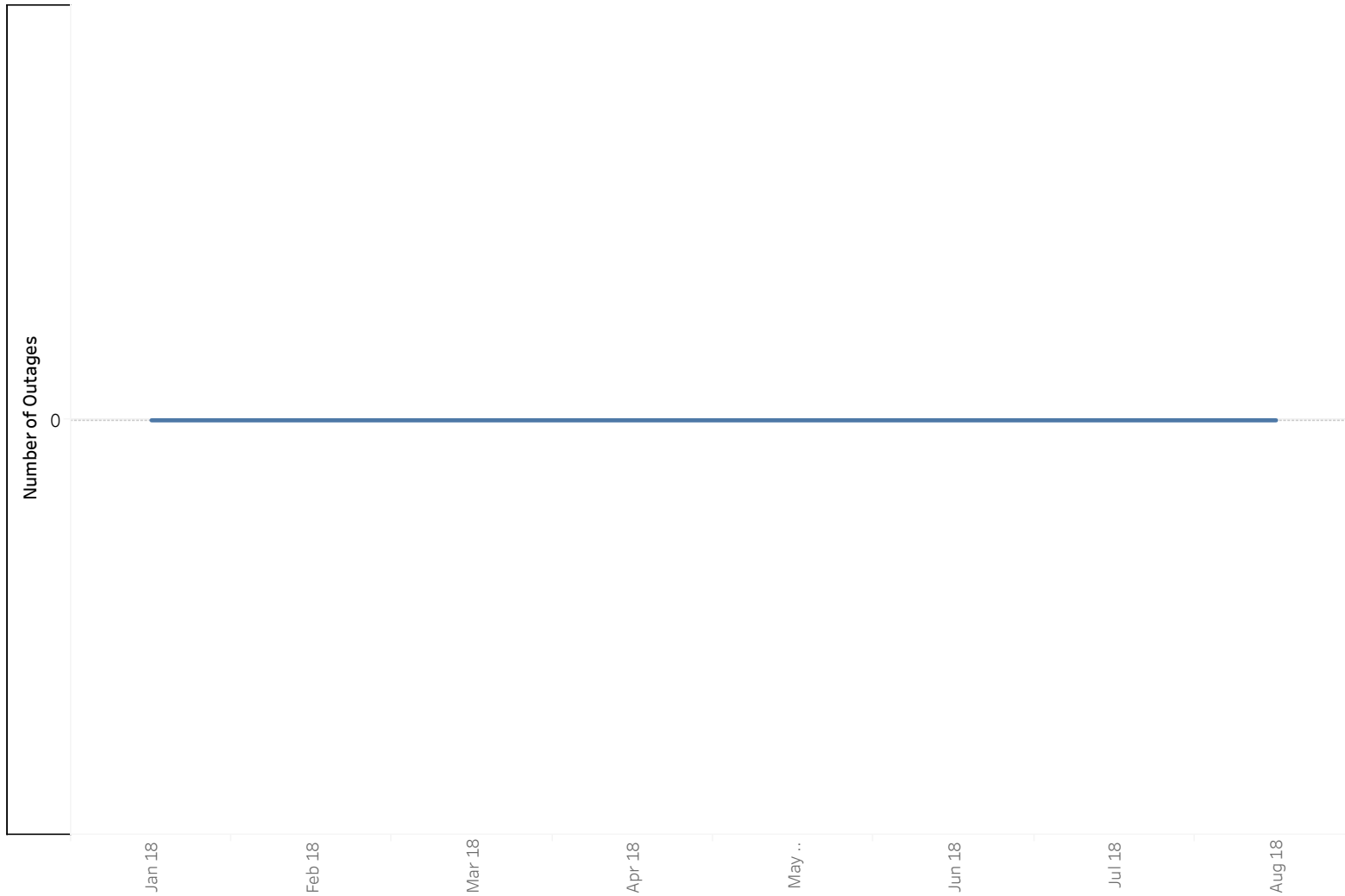
September 21, 2018



	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018	August 20..
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726	7,394	7,406	8,177
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327	722	767
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185	9,002
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%	91.1%	91.4%

Outages Greater Than One Hour

September 21, 2018



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



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Completed	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785

On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
On Time Trip Percentage	86.77%	88.20%	88.98%	89.17%	88.20%	88.65%	88.10%	88.82%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507	11,872	15,529
No-Shows + Completed*	127,635	133,369	142,737	147,467	160,470	152,931	149,996	166,797
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.91%	9.31%

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
Completed Trips	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785
Substantiated Complaints	298	225	138	187	313	261	149	194
Unsubstantiated Complaint	480	331	468	191	156	198	249	303
Total Complaint Count	778	556	606	378	469	459	398	497
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%	0.11%	0.13%

Trip Executive Summary Cont.

Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
Completed Trips	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785
Total Mileage	2,005,532	1,905,026	2,034,457	2,174,224	2,489,531	2,446,333	2,446,270	2,580,013
Avg. Mileage	6.77	6.99	6.89	6.80	6.81	6.90	6.70	6.83

Trip % Distance Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.06%	79.02%	79.24%	78.72%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.28%	14.23%	14.63%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.23%	4.15%	4.17%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.51%	1.53%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%	0.59%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%	0.35%

Completed Trips by Mode

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,503	109,757	120,038
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,719	24,769
Mileage Reimbursement	1,141	2,208	3,723	3,927	5,534	5,970	6,761	7,491
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143	4,647
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,321	1,576
Stretcher	1,773	146	95	29	25	66	22	32
Ambulance - ALS	68	129	138	117	197	220	149	196
Bariatric Stretcher	200	157	81	47	22	11	13	10
Other	0	1	0	0	0	0		

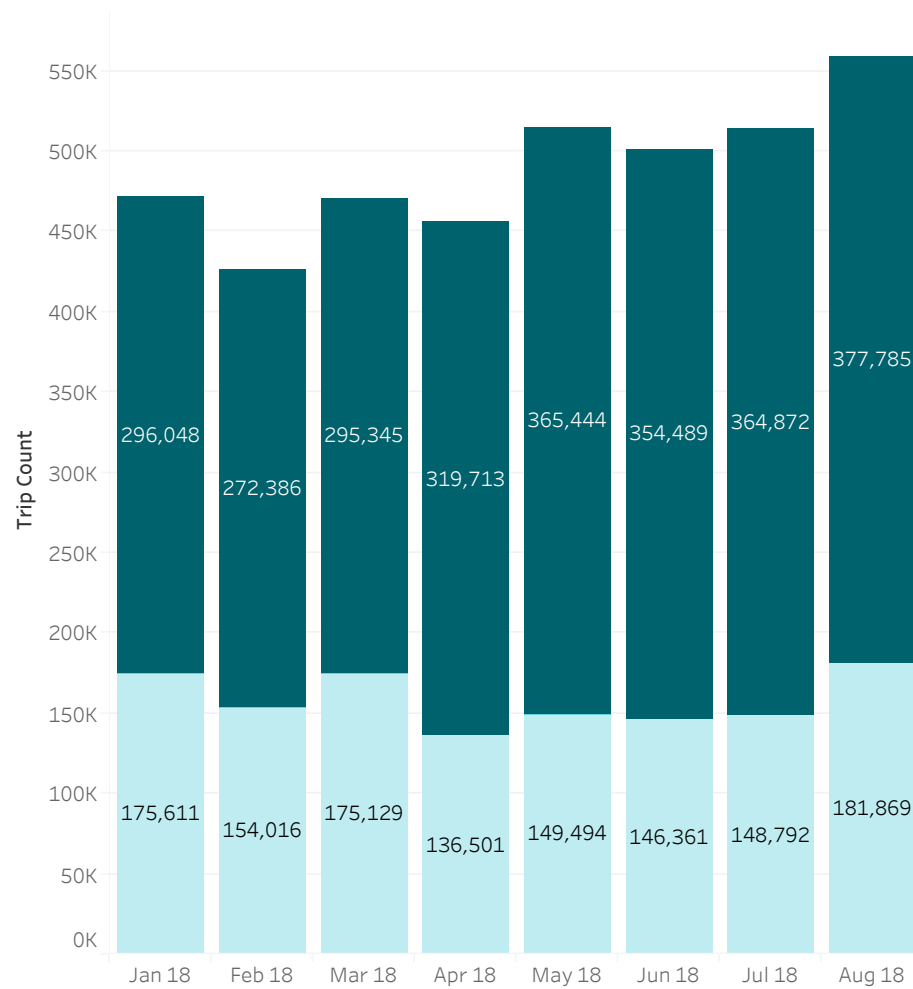
Total Trips Booked

September 21, 2018

Cancelled, Deleted, Denied, Not Confirmed

Confirmed

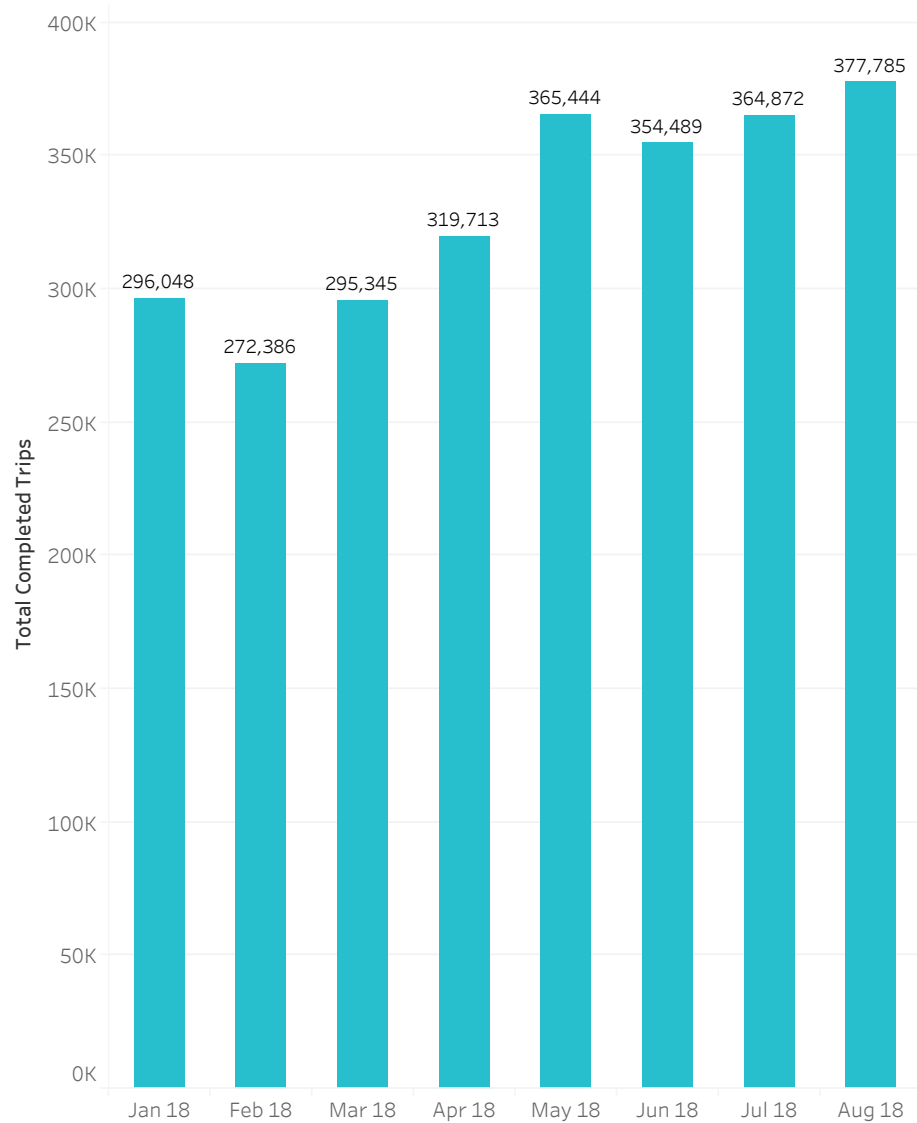
Completed



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Trips Booked	471,681	426,406	470,502	456,214	515,014	500,850	513,664	559,654

Total Completed Trips

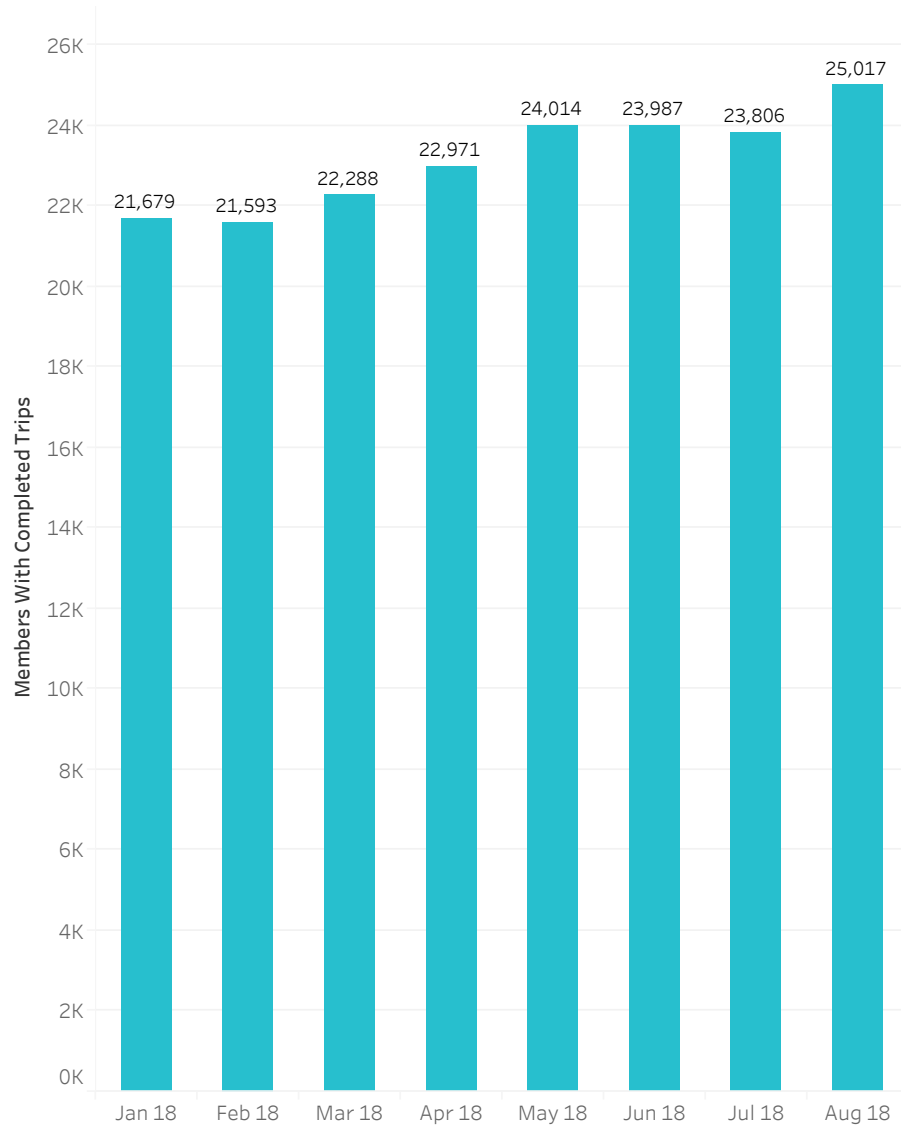
September 21, 2018



	January ..	February..	March 2..	April 2018	May 2018	June 2018	July 2018	August 2..
Completed	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785

Members With Completed Trips

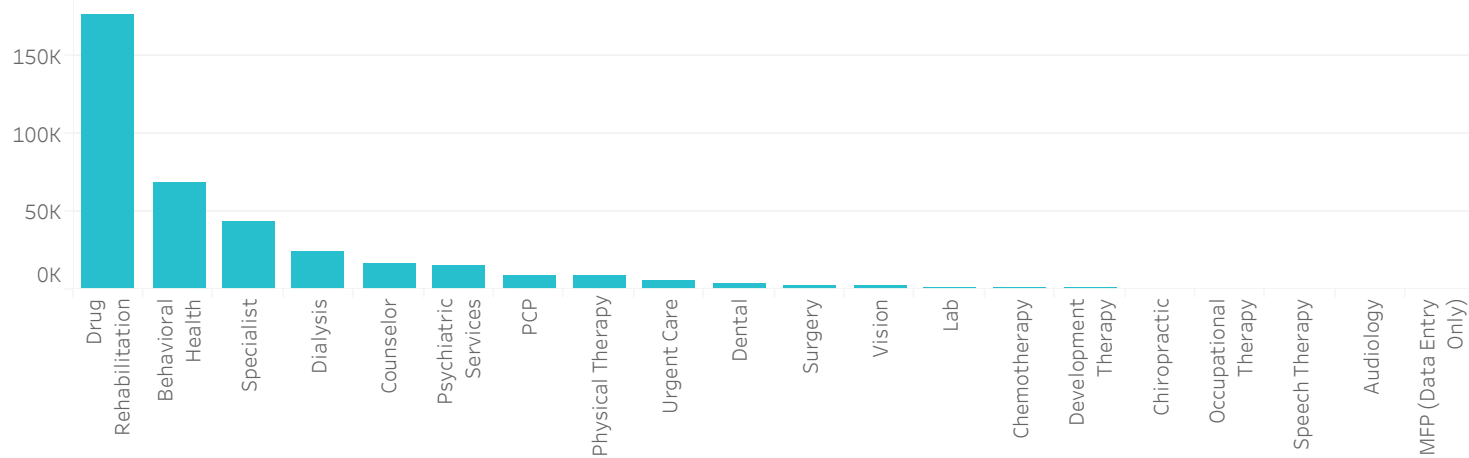
September 21, 2018



	January ..	February..	March 2..	April 2018	May 2018	June 2018	July 2018	August 2..
Completed	21,679	21,593	22,288	22,971	24,014	23,987	23,806	25,017

Total Completed Trips by Reason

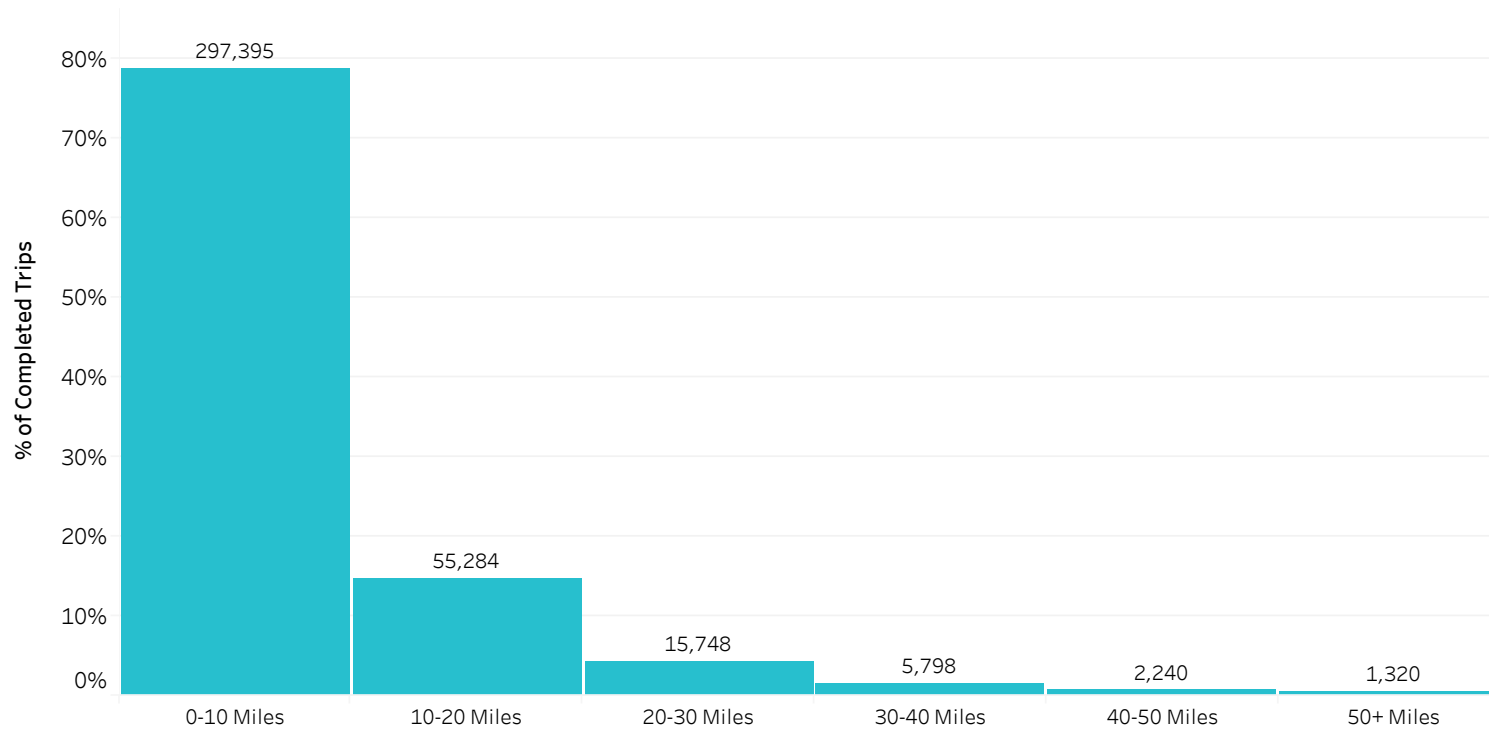
September 21, 2018



	January..	Februar..	March 2..	April 20..	May 20..	June 20..	July 20..	August ..
Drug Rehabilitation	162,207	136,820	137,985	154,882	177,466	174,026	177,924	175,764
Behavioral Health	47,367	39,268	43,102	49,195	60,269	57,667	62,887	68,260
Specialist	31,749	33,826	39,651	38,511	41,708	38,747	38,017	43,260
Dialysis	20,048	20,189	22,489	21,248	23,601	22,830	22,831	24,138
Counselor	4,947	6,707	12,973	14,820	16,374	16,320	17,293	16,459
Psychiatric Services	7,951	10,140	10,588	11,619	13,868	12,962	13,295	14,752
PCP	7,514	8,602	8,794	8,623	9,336	9,255	9,230	8,802
Physical Therapy	4,129	5,260	6,100	6,494	7,096	7,446	7,625	8,541
Urgent Care	1,813	2,323	3,252	3,802	4,060	4,404	4,815	5,532
Dental	1,929	2,228	2,464	2,604	2,699	2,479	2,352	2,761
Surgery	1,307	1,512	1,765	1,675	2,020	1,718	1,740	1,927
Vision	1,305	1,384	1,575	1,677	1,841	1,587	1,641	1,664
Chemotherapy	1,120	1,242	1,508	1,307	1,356	1,289	1,250	1,539
Lab	779	910	1,046	1,118	1,327	1,418	1,494	1,600
Development Therapy	1,181	1,050	966	1,006	1,053	953	1,115	1,191
Occupational Therapy	268	339	397	380	521	569	501	525
Chiropractic	136	246	348	357	408	401	422	526
Speech Therapy	129	173	179	236	237	235	233	277
Audiology	150	159	123	105	140	118	177	222
MFP (Data Entry Only)	19	8	40	54	64	65	30	45

Total Completed Trips by Distance %

September 21, 2018



	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.06%	79.02%	79.24%	78.72%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.28%	14.23%	14.63%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.23%	4.15%	4.17%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.51%	1.53%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%	0.59%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%	0.35%

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,139	16,924	16,862	19,417	24,402
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,501	8,928	7,909	9,855	11,209
SAFE TRANSPORTATION CT	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
JAQUAR LIMO, LLC	596	1,223	1,580	2,597	3,341
SUBURBAN LIVERY SERVICE LLC	1,923	1,667	2,207	2,534	3,173
GRIFFIN TRANSPORT	2,158	1,811	1,899	1,981	2,476
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213	2,171
MED-X TRANS, INC.	2,108	2,570	2,306	2,307	2,507
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
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243	1,290
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
BEST CHOICE TRANSPORTATION	1,328	731	723	1,353	1,898
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335	
AMERICAN MEDICAL RESPONSE OF CT	713	914	1,177	1,360	1,489
CT HANDIVAN	1,082	1,473	1,638	1,594	1,185
GOOGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044	1,136
LEILA TRANSPORTATION	2,245	2,389	2,527	813	100
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	508	1,227
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006	1,254
GREGORY BURRUS & SON LLC	876	977	1,110	939	1,020
PATRIOT TAXI	918	848	852	905	945
ESSEX LIMOUSINE SERVICE	768	790	939	1,008	969
PUTNAM TAXI LLC	635	714	720	718	749
A&Z TRANSPORTATION, LLC				247	1,260
K&E TRANSPORTATION LLC	731	38	456	982	1,127
LUCKY LIVERY	524	602	497	377	554
ROYAL RS	696	526	680	806	686
THE YELLOW CAB CO. INC.	3,778	1,486			
NM TAXI COMPANY	431	614	695	676	714
HARRY'S LIVERY LLC	1,121	1,277	1,820	639	
BDL LIVERY	59	132	214	749	902
WMC EXPRESS CORP			601	325	736
AETNA AMBULANCE SERVICE	644	502	429	434	506
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	481	495	523	523	585
ALLIED TRANSPORTATION	415	550	550	515	510
AMERICAN LIMO, LLC	805	803	968	828	346
ALL STAR LIMO LLC		126	199	280	557
KAYBELLA TRANSPORTATION LLC	537	453	451	341	277
DANBURY AMBULANCE	412	359	396	383	539
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513	496
NORWICH TRANSPORTATION, LLC	297	422	377	394	409
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405	469
COMFORT CARE TRANSPORTATION	409	442	316	425	450
ZOLI TRANSPORTATION	1,354	994	279	135	
VALLEY TRANSIT DISTRICT	318	347	307	330	392
TAGCO LIVERY SERVICES, LLC	381	300	392	204	331
BRISTOL HOSPITAL EMS	240	323	384	245	415
ACME TRANSPORTATION	272	293	308	337	503
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342	272
MILFORD TRANSIT DISTRICT	122	118	247	325	361
SUPREME LIMO	372	355	221	207	308
MY TAXI, LLC	546	508	600	330	

Total Completed Trips by Provider

	June 2018	July 2018	August 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	22,245	21,916	24,665
VALLEY CAB (SUBURBAN TRANSPORTATION)	9,629	9,751	9,358
SAFE TRANSPORTATION CT	11,226	7,214	7,787
PARK CITY LIVERY	5,481	5,466	5,955
EXECUTIVE 2000	4,927	4,935	4,937
NORWICH TAXI, LLC	5,031	4,769	5,073
DRM TRANSIT LLC: NEW HAVEN	5,800	5,942	6,862
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,418	5,256	6,132
MAFFEI TAXI SERVICE	3,471	2,956	3,089
VALLEY CAB	3,495	3,080	3,352
AMBASSADOR WHEELCHAIR SERVICES	3,371	3,159	3,337
ACE TRANSPORTATION	1,689	2,218	3,409
SOUTHERN HOME CARE SERVICE	3,257	3,343	3,642
CAMPION AMBULANCE	2,800	2,891	3,252
BETHEL AMBULETTE INC.	2,637	2,658	2,876
ON TIME LIMOUSINE, LLC	2,717	2,704	2,678
JAQUAR LIMO, LLC	3,125	3,258	3,912
SUBURBAN LIVERY SERVICE LLC	2,809	2,436	2,609
GRIFFIN TRANSPORT	2,463	2,760	3,038
DRM TRANSIT LLC: NEW LONDON	2,111	2,037	2,848
MED-X TRANS, INC.	1,969	1,804	1,643
VEYO CONNECTICUT IDPS	2,291	2,476	2,619
RELIABLE TRANSPORTATION LLC	2,413	2,480	3,012
A CAB COMPANY	2,370	1,966	2,346
HUNTERS AMBULANCE	1,023	929	928
AMERICAN CHAIRCAR SERVICES, LLC	1,651	1,569	1,593
CT TAXI, LLC (CT LIVERY)	1,754	1,707	1,871
BEST CHOICE TRANSPORTATION	1,773	2,023	2,560
PEOPLES TRANSIT LLC			
AMERICAN MEDICAL RESPONSE OF CT	1,445	1,408	1,793
CT HANDIVAN	693	665	706
GOOGE WHEELCHAIR AND LIVERY SERVICE	1,098	1,076	1,155
LEILA TRANSPORTATION	100	125	138
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	974	865	900
WRIGHT TRANSPORTATION, INC.	1,121	988	1,056
GREGORY BURRUS & SON LLC	838	1,044	993
PATRIOT TAXI	940	977	999
ESSEX LIMOUSINE SERVICE	945	869	983
PUTNAM TAXI LLC	958	964	1,148
A&Z TRANSPORTATION, LLC	1,711	1,635	1,532
K&E TRANSPORTATION LLC	982	901	933
LUCKY LIVERY	752	1,078	1,293
ROYAL RS	641	690	677
THE YELLOW CAB CO. INC.			
NM TAXI COMPANY	685	608	607
HARRY'S LIVERY LLC			
BDL LIVERY	806	836	1,016
WMC EXPRESS CORP	776	1,126	725
AETNA AMBULANCE SERVICE	573	553	537
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	588	443	501
ALLIED TRANSPORTATION	504	560	521
AMERICAN LIMO, LLC			
ALL STAR LIMO LLC	531	879	1,139
KAYBELLA TRANSPORTATION LLC	391	489	696
DANBURY AMBULANCE	515	488	446
AMERICAN AMBULANCE SERVICE, INC (CT)	398	298	298
NORWICH TRANSPORTATION, LLC	428	464	465
AMBULANCE SERVICE OF MANCHESTER	468	479	569
COMFORT CARE TRANSPORTATION	352	312	357
ZOLI TRANSPORTATION			
VALLEY TRANSIT DISTRICT	355	296	361
TAGCO LIVERY SERVICES, LLC	257	313	401
BRISTOL HOSPITAL EMS	387	269	303
ACME TRANSPORTATION	439	380	
MID-FAIRFIELD CHILD GUIDANCE CENTER	133	114	48
MILFORD TRANSIT DISTRICT	302	290	299
SUPREME LIMO	173	178	236
MY TAXI, LLC			

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
STARTIRE LIVERY LLC	421	295	322	99	63
HARRY'S TAXI INC	38	746	816	304	
TIX TRANSPORTATION	388	470	439	229	
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
CT TRANSPORTATION SERVICES				71	85
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123	127
D & R TRANSPORTATION	44	49	81	86	134
STATEWIDE B TRANSPORTATION, LLC					
RIDE WITH CARE					
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39	
W&E TRANSPORTATION					
ROSE CITY TAXI LLC	171	107	89	33	
A&M LIMO	107	129	90	49	
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48	53
RED & WHITE TAXI, LLC		129	71	13	
ALLIED TRANSPORT					
AVON TRANSPORTATION					61
ABOVE AVERAGE TRANSPORTATION	30	59	75	16	2
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110				
CONNECTICUT TRANSPORTATION SOLUTIONS	16				14
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12			
CASABLANCA LIMO, LLC	14	6			
AMERICAN AIRPORT LIMO, LLC			4	1	
PIGGYBACK RIDES, LLC					
EVEREADY TRANSPORTATION					
Grand Total	114,386	124,741	133,404	136,801	149,052

Total Completed Trips by Provider

	June 2018	July 2018	August 2018
STARTIRE LIVERY LLC	309	346	99
HARRY'S TAXI INC			
TIX TRANSPORTATION			
FIVE DIAMOND LIMOUSINE LLC			
HARTFORD LIVERY, LLC			
TRI STATE RIDE SERVICES			
AFI HEALING HANDS INTERNATIONAL LLC	151	172	189
CT TRANSPORTATION SERVICES	132	175	407
DUNBAR PATIENT TRANSPORT CORP	134	138	264
D & R TRANSPORTATION	128	118	130
STATEWIDE B TRANSPORTATION, LLC	175	331	120
RIDE WITH CARE	131	148	259
FOUR FELLAS TRANSPORTATION, LLC			
W&E TRANSPORTATION		130	344
ROSE CITY TAXI LLC			
A&M LIMO			
PREMIER AMBULETTE TRANSPORTATION, INC	49	40	32
RED & WHITE TAXI, LLC			
ALLIED TRANSPORT		69	121
AVON TRANSPORTATION	6	51	72
ABOVE AVERAGE TRANSPORTATION		2	
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)			
CONNECTICUT TRANSPORTATION SOLUTIONS	4	38	12
ALTERNATIVE TRANSPORTATION SOLUTIONS			
CASABLANCA LIMO, LLC			
AMERICAN AIRPORT LIMO, LLC			
PIGGYBACK RIDES, LLC			5
EVEREADY TRANSPORTATION		3	
Grand Total	142,424	138,124	151,268

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

Provider No-Show Count by Provider

	June 2018	July 2018	August 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	167	116	82
SAFE TRANSPORTATION CT	41	57	68
ACE TRANSPORTATION	9	3	9
Null	17	12	7
MED-X TRANS, INC.	14	31	30
VALLEY CAB (SUBURBAN TRANSPORTATION)	14	18	20
PARK CITY LIVERY	13	9	22
THE YELLOW CAB CO. INC.			
DRM TRANSIT LLC: HARTFORD/TORRINGTON	17	5	15
DRM TRANSIT LLC: NEW HAVEN	15	7	9
VALLEY CAB	8	3	6
BEST CHOICE TRANSPORTATION	8	2	28
SUBURBAN LIVERY SERVICE LLC	9	7	4
EXECUTIVE 2000	14	6	3
NORWICH TAXI, LLC			8
ROYAL RS	7	11	6
ALL STAR LIMO LLC	13	5	8
K&E TRANSPORTATION LLC	12	2	3
WMC EXPRESS CORP		8	6
GREGORY BURRUS & SON LLC	4	6	2
PEOPLES TRANSIT LLC			
AMERICAN CHAIRCAR SERVICES, LLC	1	4	
DRM TRANSIT LLC: NEW LONDON	2	2	
CAMPION AMBULANCE	2	2	5
JAQUAR LIMO, LLC	2	4	2
GRIFFIN TRANSPORT			
SOUTHERN HOME CARE SERVICE	2	4	5
CT TAXI, LLC (CT LIVERY)		3	2
ON TIME LIMOUSINE, LLC	2	1	
STARTIRE LIVERY LLC	1		
LUCKY LIVERY	2	1	
HARRY'S LIVERY LLC			
TAGCO LIVERY SERVICES, LLC	2		1
AMBASSADOR WHEELCHAIR SERVICES	1		
HARRY'S TAXI INC			
CT TRANSPORTATION SERVICES	4	4	4
SUPREME LIMO			1
PUTNAM TAXI LLC		1	
ZOLI TRANSPORTATION			
A CAB COMPANY	3		
BETHEL AMBULETTE INC.	1		
NM TAXI COMPANY	2		
AMERICAN MEDICAL RESPONSE OF CT		2	2
CT HANDIVAN	1		2
HUNTERS AMBULANCE			
LEILA TRANSPORTATION	2		
RELIABLE TRANSPORTATION LLC		1	
TRI STATE RIDE SERVICES			
ALLIED TRANSPORTATION	2		2
A&Z TRANSPORTATION, LLC	3	4	
DANBURY AMBULANCE	6		
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	3		
AMERICAN LIMO, LLC			
BDL LIVERY			
FIVE DIAMOND LIMOUSINE LLC			
A&M LIMO			
TEST 3PO OPERATOR CT	2		
VALLEY TRANSIT DISTRICT			
COMFORT CARE TRANSPORTATION		1	
CONNECTICUT TRANSPORTATION SOLUTIONS			
MAFFEI TAXI SERVICE	1		3
STATEWIDE B TRANSPORTATION, LLC	2	3	
W&E TRANSPORTATION			5
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)			
BRISTOL HOSPITAL EMS			
GOOGE WHEELCHAIR AND LIVERY SERVICE			
MY TAXI, LLC			
AETNA AMBULANCE SERVICE			1

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
ESSEX LIMOUSINE SERVICE					
ROSE CITY TAXI LLC			3		
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1	
ACME TRANSPORTATION				2	
ALTERNATIVE TRANSPORTATION SOLUTIONS		2			
BRADLEY LIVERY, LLC			2		
MILFORD TRANSIT DISTRICT				2	
PIGGYBACK RIDES, LLC					
RED & WHITE TAXI, LLC		2			
RIDE WITH CARE					
VEYO CONNECTICUT PUBLIC TRANSIT	2				
AFI HEALING HANDS INTERNATIONAL LLC				1	
AMERICAN AMBULANCE SERVICE, INC (CT)					1
KAYBELLA TRANSPORTATION LLC			1		
PATRIOT TAXI		1			
Grand Total	670	899	678	484	747

Provider No-Show Count by Provider

	June 2018	July 2018	August 2018
ESSEX LIMOUSINE SERVICE	1	2	
ROSE CITY TAXI LLC			
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			
ACME TRANSPORTATION			
ALTERNATIVE TRANSPORTATION SOLUTIONS			
BRADLEY LIVERY, LLC			
MILFORD TRANSIT DISTRICT			
PIGGYBACK RIDES, LLC			2
RED & WHITE TAXI, LLC			
RIDE WITH CARE		2	
VEYO CONNECTICUT PUBLIC TRANSIT			
AFI HEALING HANDS INTERNATIONAL LLC			
AMERICAN AMBULANCE SERVICE, INC (CT)			
KAYBELLA TRANSPORTATION LLC			
PATRIOT TAXI			
Grand Total	432	349	373

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%
JAGUAR LIMO, LLC	7	1.50%	25	2.23%	25	1.73%	89	3.67%	994	30.75%
ON TIME LIMOUSINE, LLC	260	16.35%	328	18.11%	716	26.20%	674	26.55%	755	28.37%
NORWICH TAXI, LLC	441	12.91%	369	11.04%	483	12.60%	574	13.66%	651	12.94%
AMBASSADOR WHEELCHAIR SERVICES	369	16.04%	457	17.78%	516	18.82%	708	22.88%	700	21.16%
VALLEY CAB (SUBURBAN TRANSPORTATION)	551	6.83%	64	0.75%	37	0.50%	39	0.42%	29	0.27%
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%
SOUTHERN HOME CARE SERVICE	189	11.06%	280	11.49%	344	13.73%	334	12.20%	349	11.68%
A CAB COMPANY	256	17.56%	252	18.35%	249	17.33%	280	15.27%	341	14.95%
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%
ACE TRANSPORTATION	586	14.70%	682	16.26%	391	10.82%	209	10.60%	36	16.98%
BETHEL AMBULETTE INC.	198	9.58%	249	11.44%	286	11.77%	289	12.31%	308	11.48%
GRIFFIN TRANSPORT	281	13.50%	243	14.06%	172	9.42%	224	11.72%	286	12.07%
VALLEY CAB	338	12.34%	204	8.17%	233	9.43%	289	9.67%	380	9.99%
RELIABLE TRANSPORTATION LLC	99	9.83%	115	9.26%	187	11.17%	244	11.55%	275	10.87%
SAFE TRANSPORTATION CT	748	17.02%	473	7.12%	62	0.74%	61	0.68%	87	0.78%
CT HANDIVAN	148	17.39%	241	18.57%	312	21.93%	286	20.36%	210	20.49%
A&Z TRANSPORTATION, LLC							84	34.43%	359	29.79%
GREGORY BURRUS & SON LLC	163	21.25%	172	19.35%	209	20.00%	174	19.84%	222	22.38%
PEOPLES TRANSIT LLC	525	17.52%	361	12.73%	437	14.28%	172	13.30%		
PUTNAM TAXI LLC	110	18.77%	127	19.04%	135	20.61%	121	18.67%	154	22.06%
BEST CHOICE TRANSPORTATION	134	10.73%	41	7.00%	22	4.46%	110	10.27%	167	9.59%
PATRIOT TAXI	119	13.40%	122	14.88%	128	15.76%	107	12.56%	118	13.00%
THE YELLOW CAB CO. INC.	774	23.87%	182	15.48%	0					
LUCKY LIVERY	59	12.61%	100	17.61%	86	17.77%	108	28.95%	150	27.73%
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%
NM TAXI COMPANY	51	12.11%	47	7.85%	84	12.48%	95	14.20%	107	15.18%
GOOGE WHEELCHAIR AND LIVERY SERVICE	82	9.89%	111	11.80%	92	9.16%	83	8.38%	96	8.87%
NORWICH TRANSPORTATION, LLC	59	20.77%	90	22.44%	79	21.70%	77	20.37%	99	24.69%
WMC EXPRESS CORP					54	10.06%	24	8.16%	217	31.04%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	52	4.80%	46	4.61%	62	6.58%	76	17.59%	93	8.67%
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%
HUNTERS AMBULANCE	177	8.71%	121	5.45%	96	4.27%	64	3.31%	35	3.41%
ZOLI TRANSPORTATION	213	16.32%	202	21.15%	74	28.57%	38	29.23%		
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%
VEYO CONNECTICUT IDPS	38	4.72%	55	3.08%	75	4.04%	93	4.70%	80	3.85%
BDL LIVERY	0	0.00%	1	0.90%	14	8.38%	34	4.94%	24	2.76%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	2	0.20%	19	0.94%	40	1.15%	51	1.38%	55	1.05%
KAYBELLA TRANSPORTATION LLC	81	16.10%	67	15.37%	82	18.98%	47	14.69%	19	7.63%
SUPREME LIMO	72	21.05%	47	14.37%	38	19.39%	59	31.55%	79	26.78%
ESSEX LIMOUSINE SERVICE	79	10.87%	35	4.76%	64	7.26%	46	4.73%	43	4.65%
DRM TRANSIT LLC: NEW HAVEN	0		34	1.76%	16	0.39%	30	0.63%	28	0.61%
COMFORT CARE TRANSPORTATION	9	2.37%	74	17.33%	43	14.58%	45	11.45%	44	10.16%
MILFORD TRANSIT DISTRICT	10	8.33%	5	4.55%	8	3.42%	28	9.03%	97	27.79%
CT TRANSPORTATION SERVICES							2	3.33%	0	0.00%
DRM TRANSIT LLC: NEW LONDON	161	5.28%	30	2.06%	2	0.18%	32	1.47%	60	2.87%
TIX TRANSPORTATION	92	25.41%	116	26.67%	68	15.93%	28	12.28%		
ACME TRANSPORTATION	22	8.98%	37	13.50%	41	14.34%	61	19.24%	68	14.69%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	0		23	1.10%	22	0.54%	11	0.23%	109	2.33%
HARRY'S TAXI INC	2	5.56%	102	14.91%	110	15.32%	45	15.90%	0	
LEILA TRANSPORTATION	62	2.86%	56	2.44%	44	1.81%	24	3.07%	5	5.26%
AMERICAN AMBULANCE SERVICE, INC (CT)	34	9.07%	37	9.89%	21	7.19%	23	6.17%	25	7.49%
AFI HEALING HANDS INTERNATIONAL LLC	9	15.52%	24	20.51%	26	18.18%	19	18.63%	46	28.22%
BRISTOL HOSPITAL EMS	21	10.66%	24	9.38%	32	11.03%	26	11.87%	20	6.15%
MY TAXI, LLC	56	10.83%	31	6.35%	33	5.82%	26	8.10%		
RIDE WITH CARE										
FIVE DIAMOND LIMOUSINE LLC	46	15.44%	45	10.07%	18	4.75%	6	3.19%		

Late Trip Count by Provider

	Month of Trip Date					
	Jun 18		Jul 18		Aug 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	2,375	12.45%	2,391	12.74%	2,208	10.75%
PARK CITY LIVERY	1,037	20.30%	1,028	19.81%	1,348	24.19%
MED-X TRANS, INC.	533	29.46%	649	38.27%	677	43.43%
MAFFEI TAXI SERVICE	620	18.40%	565	19.66%	755	24.99%
EXECUTIVE 2000	650	14.03%	646	13.80%	514	11.09%
JAQUAR LIMO, LLC	1,081	35.54%	1,129	35.54%	1,343	35.09%
ON TIME LIMOUSINE, LLC	652	25.87%	646	25.29%	562	22.44%
NORWICH TAXI, LLC	492	10.59%	436	10.02%	752	16.31%
AMBASSADOR WHEELCHAIR SERVICES	550	17.09%	534	17.61%	352	10.98%
VALLEY CAB (SUBURBAN TRANSPORTATION)	706	7.67%	1,444	15.28%	955	10.76%
CAMPION AMBULANCE	420	16.09%	381	14.20%	471	15.65%
SUBURBAN LIVERY SERVICE LLC	436	15.95%	243	10.13%	212	8.25%
SOUTHERN HOME CARE SERVICE	372	11.89%	365	11.19%	423	11.94%
A CAB COMPANY	361	16.85%	368	19.77%	402	18.08%
CT TAXI, LLC (CT LIVERY)	311	19.34%	300	18.99%	319	18.95%
AMERICAN CHAIRCAR SERVICES, LLC	357	23.24%	308	20.75%	355	23.79%
ACE TRANSPORTATION	215	14.47%	264	13.62%	25	0.82%
BETHEL AMBULETTE INC.	330	13.00%	251	9.84%	353	12.75%
GRIFFIN TRANSPORT	261	11.04%	375	14.08%	374	12.89%
VALLEY CAB	245	7.39%	207	7.02%	232	7.25%
RELIABLE TRANSPORTATION LLC	293	12.60%	263	10.87%	306	10.53%
SAFE TRANSPORTATION CT	60	0.60%	63	0.96%	94	1.34%
CT HANDIVAN	102	18.92%	115	22.33%	126	24.90%
A&Z TRANSPORTATION, LLC	355	22.00%	387	24.62%	340	23.04%
GREGORY BURRUS & SON LLC	201	24.60%	180	17.79%	177	19.14%
PEOPLES TRANSIT LLC						
PUTNAM TAXI LLC	199	22.90%	212	23.69%	252	23.27%
BEST CHOICE TRANSPORTATION	159	10.79%	161	9.12%	272	11.82%
PATRIOT TAXI	137	14.76%	137	14.09%	174	17.59%
THE YELLOW CAB CO. INC.						
LUCKY LIVERY	111	15.46%	113	11.11%	96	7.91%
HARRY'S LIVERY LLC						
AMERICAN LIMO, LLC						
NM TAXI COMPANY	127	18.96%	147	24.34%	134	22.67%
GOOGE WHEELCHAIR AND LIVERY SERVICE	116	10.76%	89	8.44%	104	9.21%
NORWICH TRANSPORTATION, LLC	111	26.62%	94	20.80%	63	14.38%
WMC EXPRESS CORP	121	16.35%	171	15.70%	72	10.99%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	95	11.50%	90	11.72%	117	15.21%
ALLIED TRANSPORTATION	56	11.74%	86	15.84%	46	9.24%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	101	17.81%	80	18.39%	78	15.89%
HUNTERS AMBULANCE	27	3.26%	14	1.83%	29	3.85%
ZOLI TRANSPORTATION						
WRIGHT TRANSPORTATION, INC.	74	7.09%	73	7.90%	54	5.50%
VALLEY TRANSIT DISTRICT	60	18.63%	54	19.78%	56	17.23%
VEYO CONNECTICUT IDPS	62	3.01%	58	2.60%	36	1.57%
BDL LIVERY	112	14.95%	132	16.71%	170	17.28%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	75	1.32%	102	1.56%	129	1.77%
KAYBELLA TRANSPORTATION LLC	36	9.76%	49	10.52%	80	11.87%
SUPREME LIMO	42	25.00%	20	11.76%	12	5.36%
ESSEX LIMOUSINE SERVICE	37	4.15%	17	2.01%	21	2.25%
DRM TRANSIT LLC: NEW HAVEN	45	0.80%	72	1.24%	102	1.54%
COMFORT CARE TRANSPORTATION	37	10.98%	43	14.24%	28	8.14%
MILFORD TRANSIT DISTRICT	77	25.75%	39	13.68%	58	19.86%
CT TRANSPORTATION SERVICES	36	34.95%	101	63.13%	179	46.86%
DRM TRANSIT LLC: NEW LONDON	30	1.46%	0	0.00%	1	0.04%
TIX TRANSPORTATION						
ACME TRANSPORTATION	48	11.74%	21	5.80%	0	
DRM TRANSIT LLC: HARTFORD/TORRINGTON	37	0.70%	28	0.55%	46	0.77%
HARRY'S TAXI INC	0					
LEILA TRANSPORTATION	7	7.22%	2	1.60%	10	7.69%
AMERICAN AMBULANCE SERVICE, INC (CT)	27	10.47%	13	7.30%	18	12.86%
AFI HEALING HANDS INTERNATIONAL LLC	23	16.20%	20	12.35%	22	12.15%
BRISTOL HOSPITAL EMS	32	10.03%	14	6.57%	8	3.72%
MY TAXI, LLC						
RIDE WITH CARE	35	32.41%	43	32.09%	50	22.22%
FIVE DIAMOND LIMOUSINE LLC						

Late Trip Count by Provider

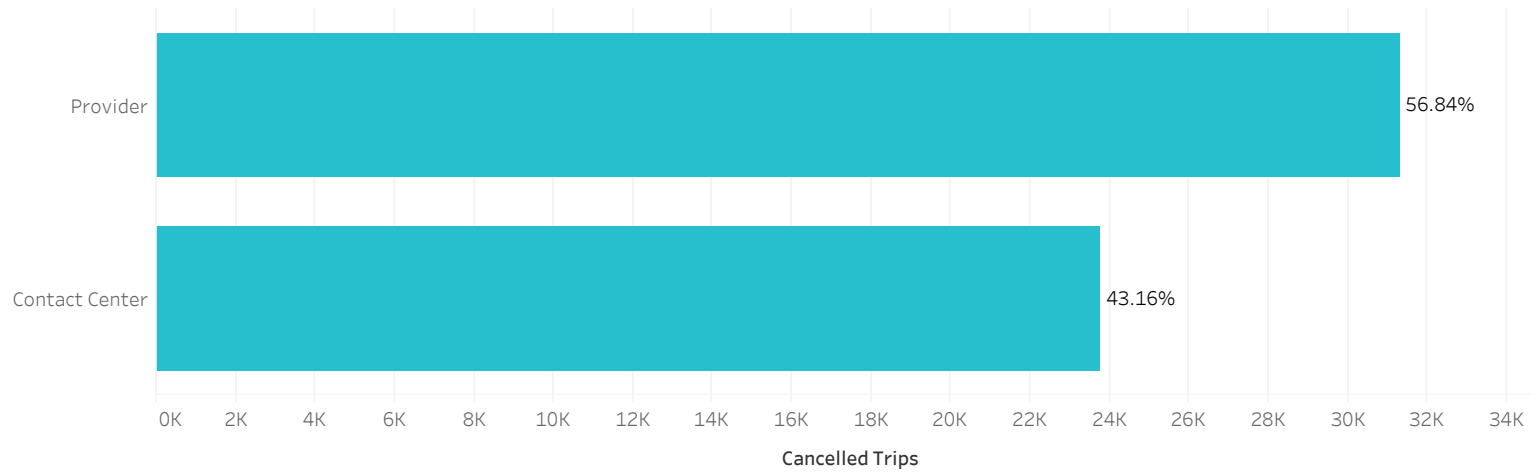
	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
PREMIER AMBULETTE TRANSPORTATION, INC	0		1	50.00%	13	30.23%	25	56.82%	18	36.73%
HARTFORD LIVERY, 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%		
STARTIRE LIVERY LLC	33	9.09%	0	0.00%	1	0.32%	0	0.00%	1	1.85%
TRI STATE RIDE SERVICES	2	0.90%	24	8.73%	10	2.70%	22	9.65%		
DUNBAR PATIENT TRANSPORT CORP	0	0.00%	0	0.00%	0	0.00%	20	16.81%	16	13.56%
TAGCO LIVERY SERVICES, LLC	4	1.24%	3	1.33%	0	0.00%	2	1.40%	1	0.38%
FOUR FELLAS TRANSPORTATION, LLC	15	10.95%	12	8.00%	13	10.32%	3	7.69%		
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	
W&E TRANSPORTATION										
ROYAL RS	4	0.63%	0	0.00%	2	0.32%	21	2.78%	3	0.45%
D & R TRANSPORTATION	1	2.38%	2	4.44%	3	4.11%	2	2.41%	6	4.48%
RED & WHITE TAXI, LLC			15	14.71%	10	18.18%	1	7.69%		
AVON TRANSPORTATION							0		2	4.08%
ALL STAR LIMO LLC			9	7.89%	0	0.00%	2	0.82%	0	0.00%
ALLIED TRANSPORT										
AETNA AMBULANCE SERVICE	8	2.20%	9	2.96%	0	0.00%	0	0.00%	0	0.00%
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%
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%
CONNECTICUT TRANSPORTATION SOLUTIONS	1	7.14%	0		0		0		1	7.69%
DANBURY AMBULANCE	3	0.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
STATEWIDE B TRANSPORTATION, LLC										
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	3	2.78%								
ROSE CITY TAXI LLC	0	0.00%	3	4.00%	0	0.00%	0	0.00%		
ALTERNATIVE TRANSPORTATION SOLUTIONS	1	4.35%	1	8.33%						
Null	0		0		0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY	0									
AMERICAN AIRPORT LIMO, LLC					0	0.00%	0	0.00%		
ANGELS ON THE GO										
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									
PIGGYBACK RIDES, LLC										
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		Jul 18		Aug 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
PREMIER AMBULETTE TRANSPORTATION, INC	24	51.06%	16	42.11%	16	50.00%
HARTFORD LIVERY, LLC						
A&M LIMO						
STARTIRE LIVERY LLC	11	3.77%	17	5.17%	3	3.23%
TRI STATE RIDE SERVICES						
DUNBAR PATIENT TRANSPORT CORP	4	3.15%	7	5.47%	4	1.71%
TAGCO LIVERY SERVICES, LLC	0	0.00%	17	6.54%	18	5.42%
FOUR FELLAS TRANSPORTATION, LLC						
AMERICAN MEDICAL RESPONSE OF CT	2	0.30%	6	0.98%	2	0.24%
ABOVE AVERAGE TRANSPORTATION	0		0		0	
W&E TRANSPORTATION			2	1.64%	30	8.96%
ROYAL RS	1	0.16%	0	0.00%	0	0.00%
D & R TRANSPORTATION	7	5.60%	4	3.39%	4	3.08%
RED & WHITE TAXI, LLC						
AVON TRANSPORTATION	1	16.67%	13	26.53%	9	13.85%
ALL STAR LIMO LLC	0	0.00%	6	0.74%	4	0.37%
ALLIED TRANSPORT			5	13.51%	14	13.21%
AETNA AMBULANCE SERVICE	0	0.00%	0	0.00%	1	0.38%
AMBULANCE SERVICE OF MANCHESTER	2	0.78%	0	0.00%	0	0.00%
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%	0	0.00%	0	0.00%
CASABLANCA LIMO, LLC						
K&E TRANSPORTATION LLC	1	0.11%	1	0.11%	1	0.11%
CONNECTICUT TRANSPORTATION SOLUTIONS	0	0.00%	3	10.00%	0	0.00%
DANBURY AMBULANCE	0	0.00%	1	0.25%	0	0.00%
STATEWIDE B TRANSPORTATION, LLC	3	2.38%	0	0.00%	1	1.10%
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)						
ROSE CITY TAXI LLC						
ALTERNATIVE TRANSPORTATION SOLUTIONS						
Null	0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY						
AMERICAN AIRPORT LIMO, LLC						
ANGELS ON THE GO			0			
BRADLEY LIVERY, LLC	0		0		0	
BRIGHT TRANSPORTATION						
CITY CARS 21						
FERMED SOLUTION TRANSPORT						
JDF VAN SERVICE LLC						
METRO 21, INC.						
MICHIGAN PARATRANSIT SERVICES, LLC						
PIGGYBACK RIDES, LLC					0	0.00%
TEST 3PO OPERATOR CT	0		0		0	
TEST BAD DATA OPERATOR						
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0	

Cancellations by Source

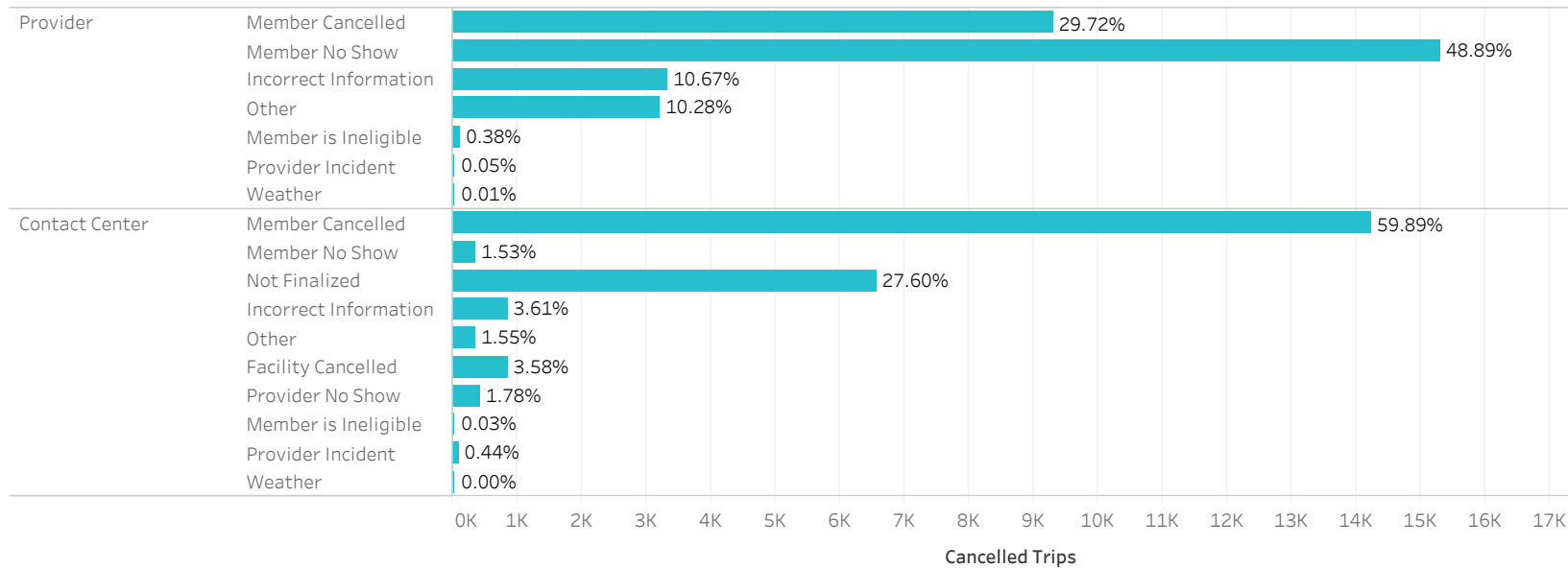
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Provider	52,055	31,561	26,651	23,209	24,978	23,850	26,990	31,314	16,854		
Contact Center	20,744	22,404	28,195	22,565	22,476	20,703	22,355	23,773	15,128	0	0
Total Cancelled	72,799	53,965	54,846	45,774	47,454	44,553	49,345	55,087	31,982	0	0

Cancellations by Reason

September 21, 2018

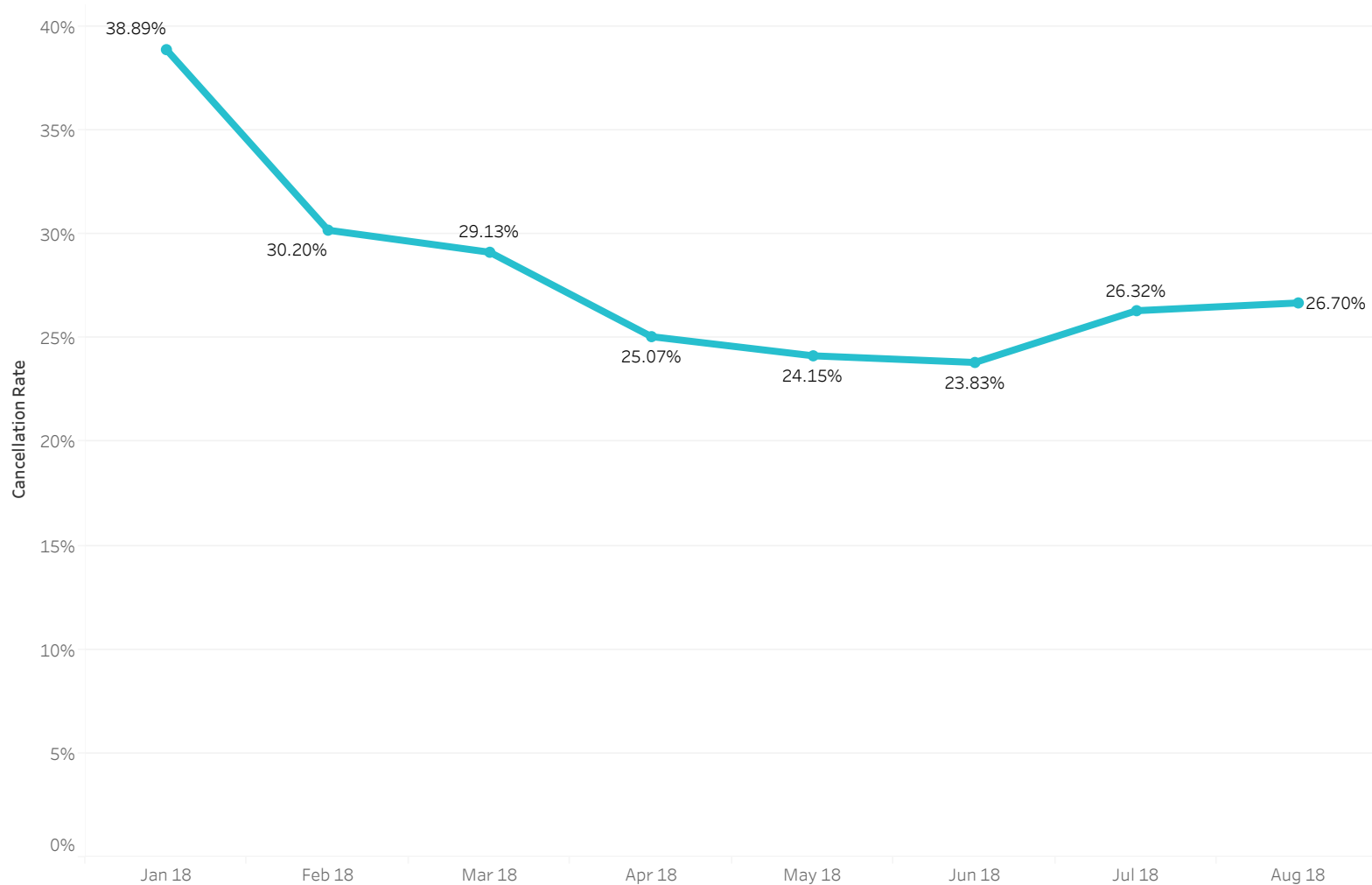


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Member Cancelled	24,344	21,711	20,218	18,464	19,295	18,848	19,980	23,544	14,921	0	0
Member No Show	13,581	8,903	9,507	10,791	11,611	10,705	12,036	15,672	7,818	0	0
Not Finalized	11,809	8,274	10,411	7,597	6,287	5,875	8,101	6,562	2,619		
Other	13,789	9,198	6,494	4,015	4,151	3,581	3,826	3,588	2,899	0	0
Incorrect Information	4,772	2,963	2,495	3,112	4,076	3,860	3,961	4,199	2,645	0	0
Facility Cancelled	1,147	1,196	1,213	915	945	974	828	851	680	0	0
Weather	2,299	423	3,473	120	14	3	5	2	5		
Provider No Show	762	990	748	531	808	472	394	424	308		
Provider Incident	232	272	226	169	239	203	165	121	100		
Member is Ineligible	64	35	61	60	28	32	49	124	48	0	
Grand Total	72,799	53,965	54,846	45,774	47,454	44,553	49,345	55,087	32,043	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

September 21, 2018



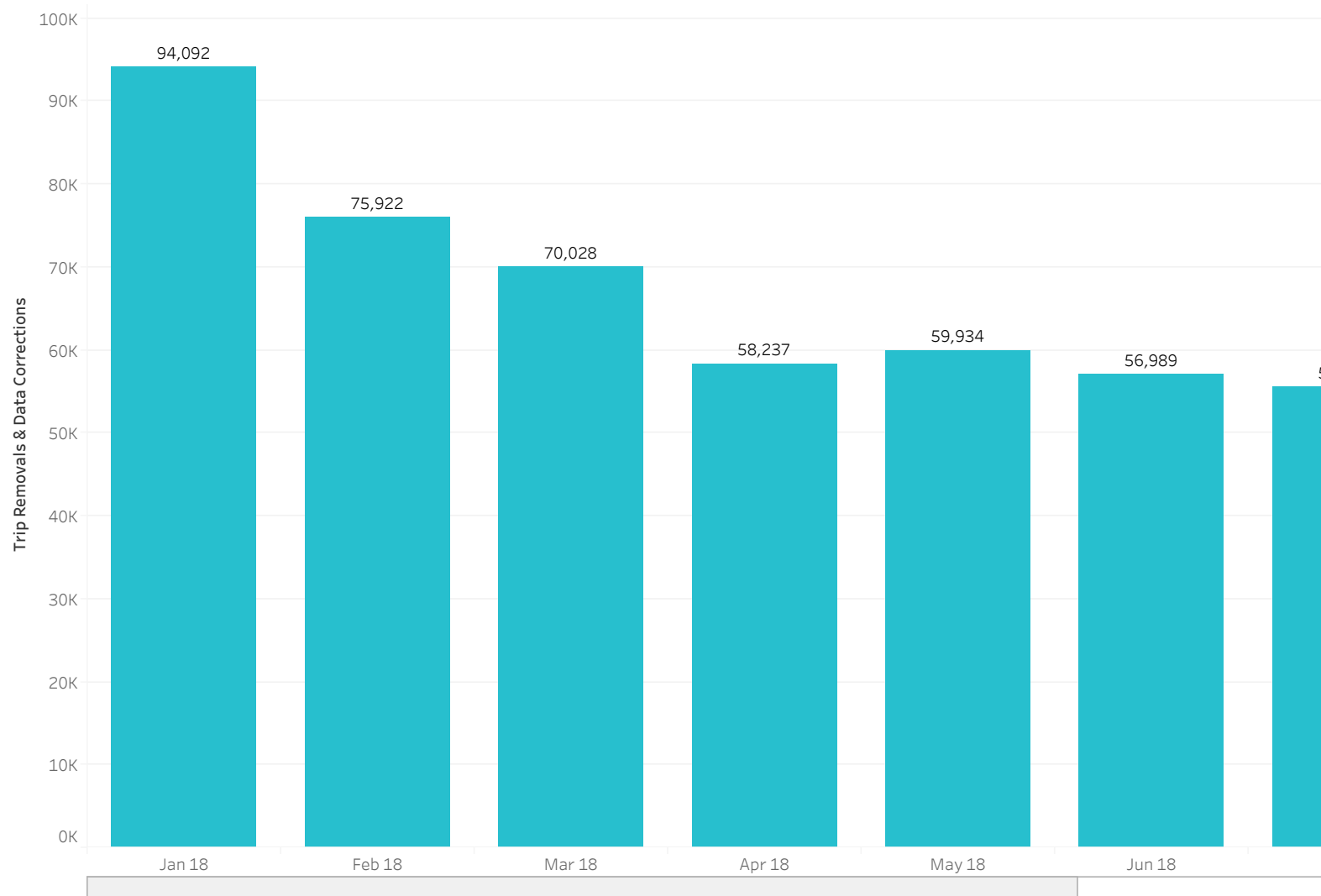
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Cancelled Trips	72,799	53,965	54,846	45,774	47,454	44,553	49,345	55,087
Cancelled + Completed*	187,185	178,706	188,250	182,575	196,506	186,977	187,469	206,355
Cancellation Rate	38.89%	30.20%	29.13%	25.07%	24.15%	23.83%	26.32%	26.70%

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Trip Removals & Data Corrections

September 21, 2018



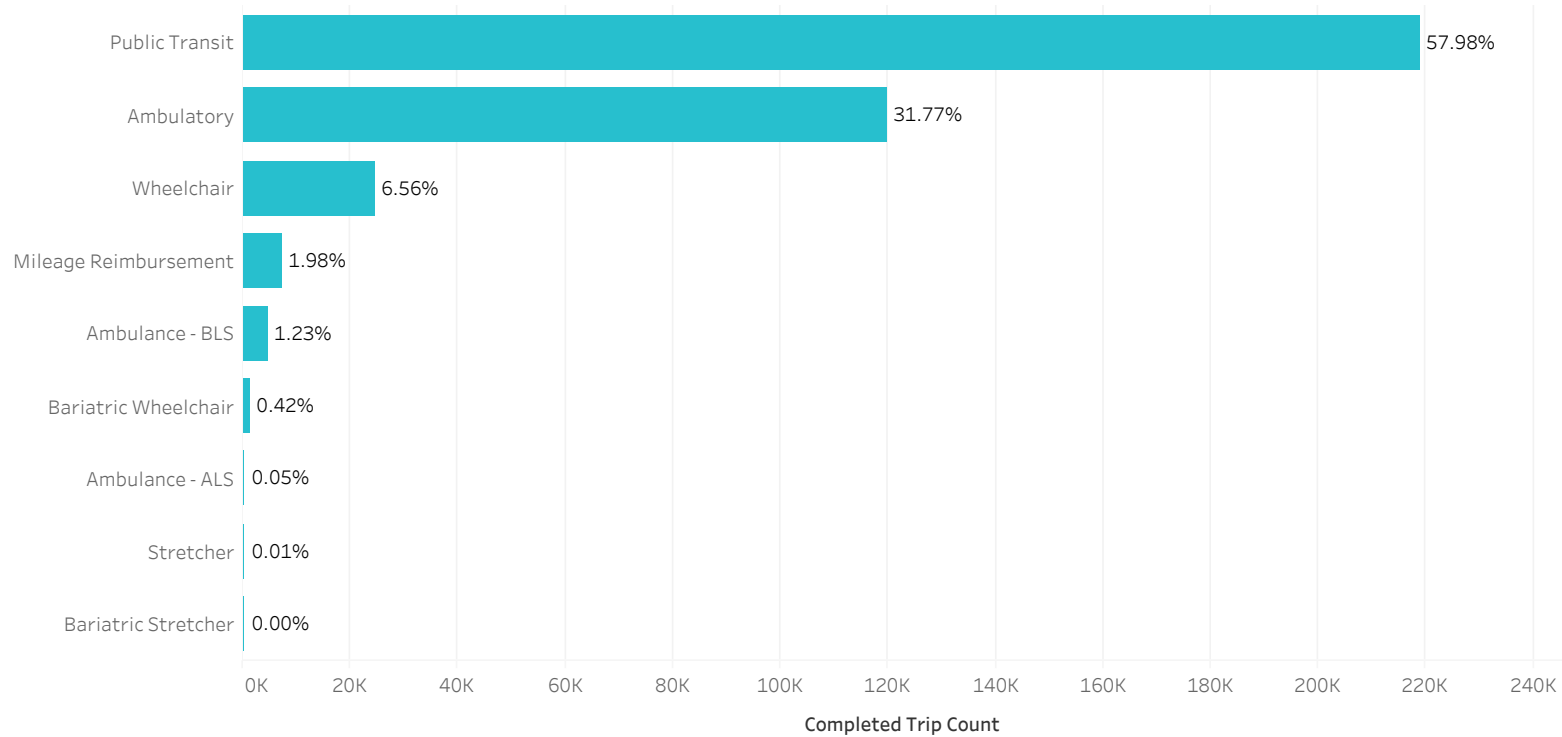
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Trips Re..	94,092	75,922	70,028	58,237	59,934	56,989	55,541	54,311

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Transportation by Mode

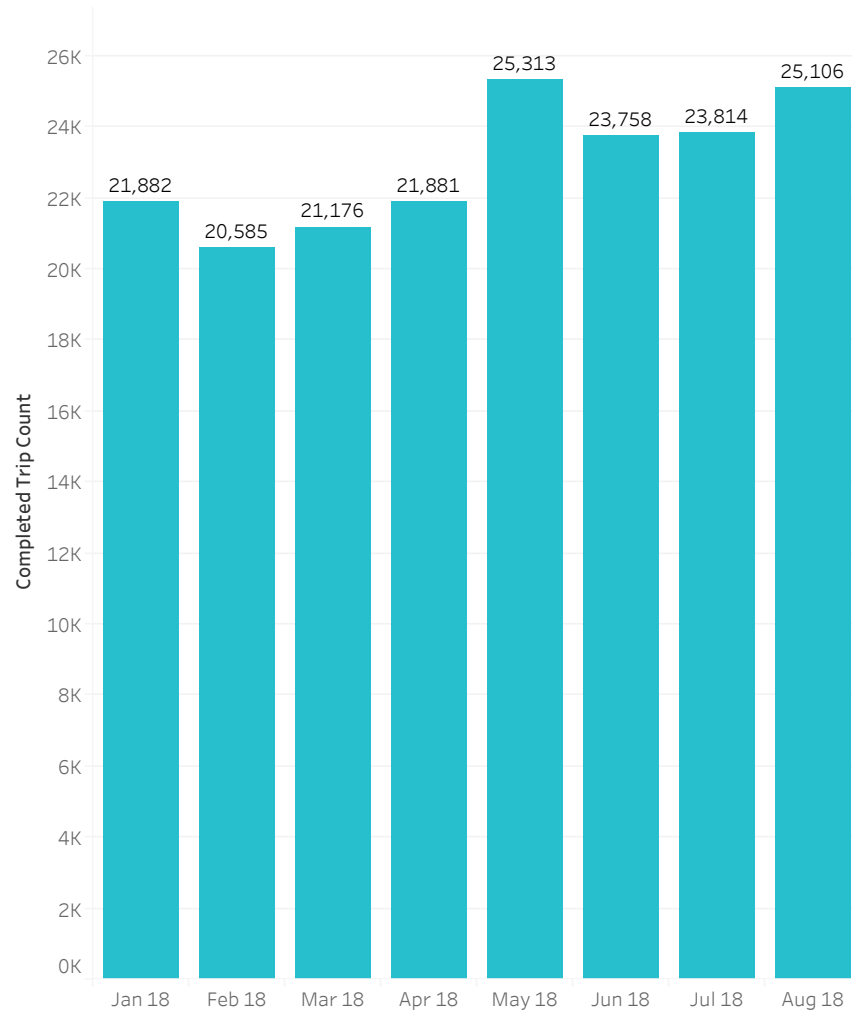
September 21, 2018



	January 20..	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,503	109,757	120,038
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,719	24,769
Mileage Reimbursement	1,141	2,208	3,723	3,927	5,534	5,970	6,761	7,491
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143	4,647
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,321	1,576
Stretcher	1,773	146	95	29	25	66	22	32
Ambulance - ALS	68	129	138	117	197	220	149	196
Bariatric Stretcher	200	157	81	47	22	11	13	10
Other	0	1	0	0	0	0		

Trips Exceeding 20 Miles

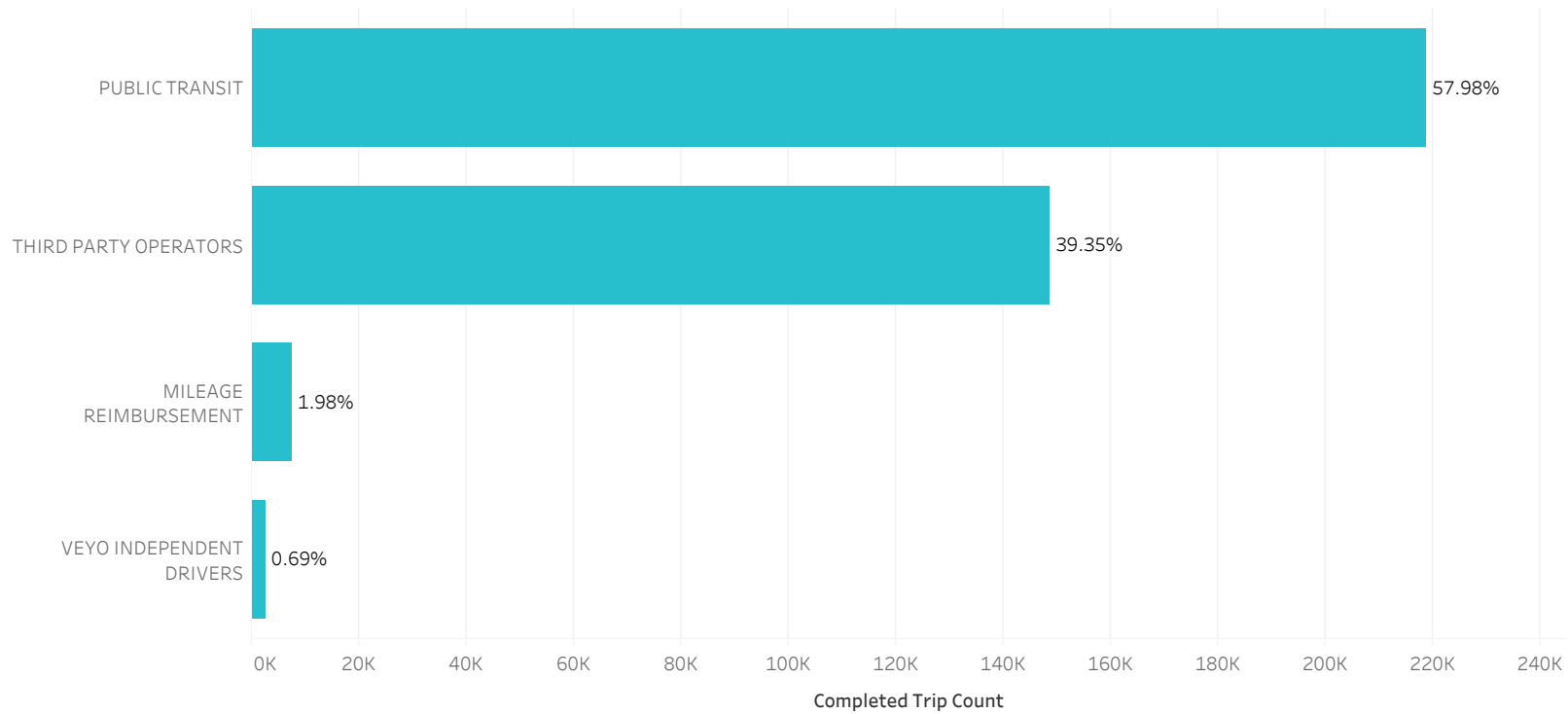
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Trips Exceeding 20 Miles	21,882	20,585	21,176	21,881	25,313	23,758	23,814	25,106

Provider Mix

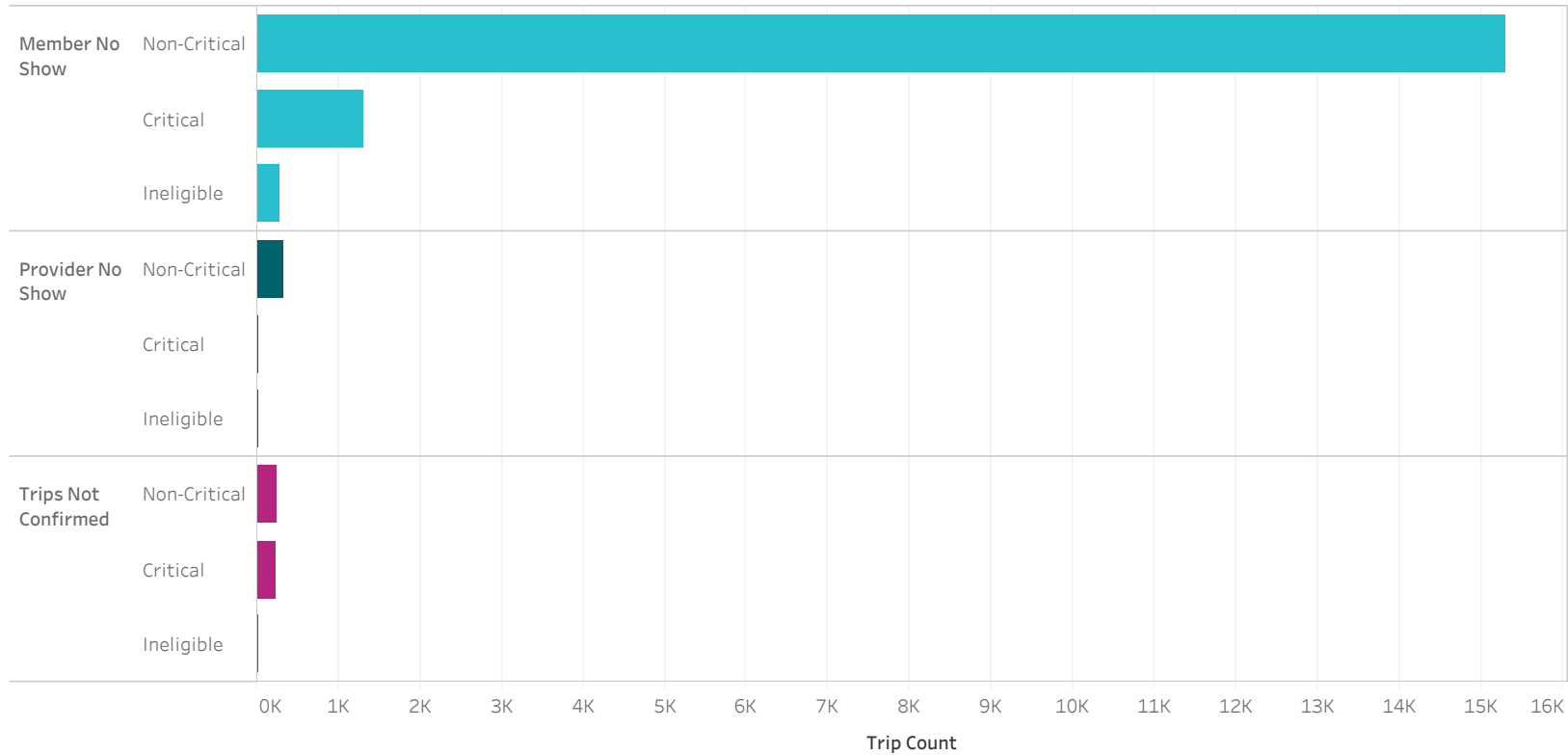
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
PUBLIC TRANSIT	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026
THIRD PARTY OPERATORS	113,453	122,697	131,251	134,541	146,708	140,133	135,648	148,649
MILEAGE REIMBURSEMENT	1,141	2,207	3,723	3,927	5,533	5,970	6,761	7,491
VEYO INDEPENDENT DRIVERS	933	2,045	2,153	2,260	2,345	2,291	2,476	2,619

Unfulfilled Trip Counts

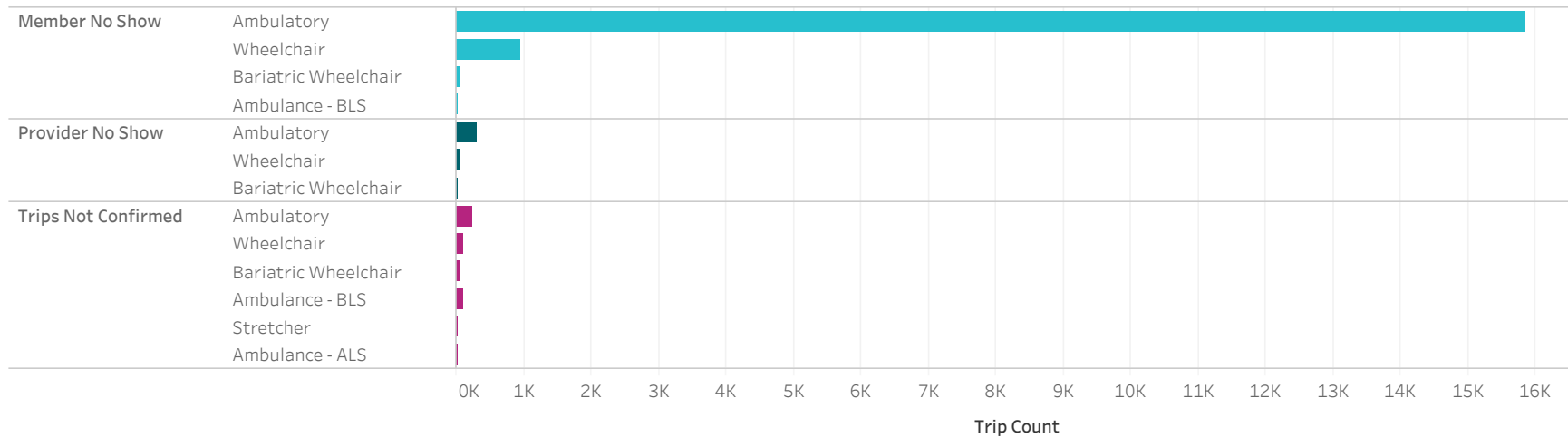
September 21, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Member No Show	Critical	1,177	963	1,023	1,150	1,245	1,253	1,249	1,297
	Non-Critical	11,672	8,430	10,165	10,088	10,116	9,396	12,261	15,300
	Ineligible	94	162	83	181	133	173	218	276
Provider No Show	Critical	69	79	61	54	77	50	31	25
	Non-Critical	491	643	551	400	490	304	236	317
	Ineligible	2	2	1			10	14	6
Trips Not Confirmed	Critical	610	278	275	273	310	370	242	229
	Non-Critical	1,468	305	245	273	281	244	349	250
	Ineligible	4	4			12	13	12	15
Total Unfulfilled		15,587	10,866	12,404	12,419	12,664	11,813	14,612	17,715

Unfulfilled Trips by Mode

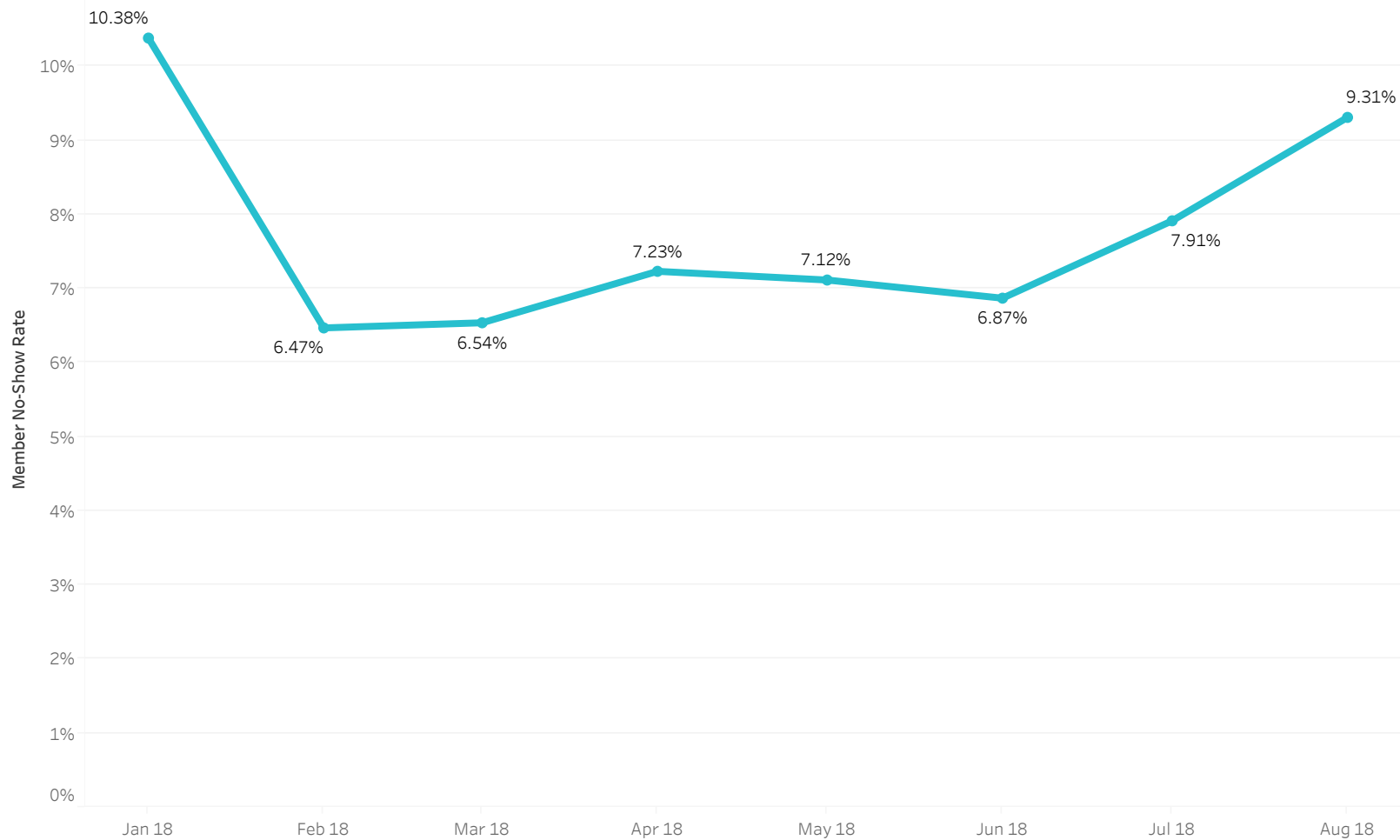
September 21, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Member No Show	Ambulance - ALS			2					
	Ambulance - BLS	4	17	5	4	44	23	27	18
	Ambulatory	12,146	8,928	10,572	10,651	10,566	9,807	12,795	15,844
	Bariatric Stretcher			2		2			
	Bariatric Wheelchair	53	42	33	42	49	38	93	73
	Stretcher	6	1	1	1			2	
	Wheelchair	734	567	656	721	833	954	811	938
Provider No Show	Ambulance - BLS		2	2	10	13	4	2	
	Ambulatory	476	625	530	386	431	286	236	301
	Bariatric Stretcher	4							
	Bariatric Wheelchair	1	4	8	2	11	4	4	4
	Other				1				
	Stretcher	2		2					
	Wheelchair	79	93	71	55	112	70	39	43
Trips Not Confirmed	Ambulance - ALS	7	6	14	10	11	9	9	3
	Ambulance - BLS	51	112	139	170	146	178	159	98
	Ambulatory	1,227	218	193	217	263	255	288	238
	Bariatric Stretcher	23	6	12	5		1	2	
	Bariatric Wheelchair	66	25	25	16	48	65	30	48
	Other	288	107	62	42	16	2		
	Stretcher	157	18	11	7	3	6	5	8
	Wheelchair	263	95	64	79	116	111	110	99

Member No-Shows

September 21, 2018

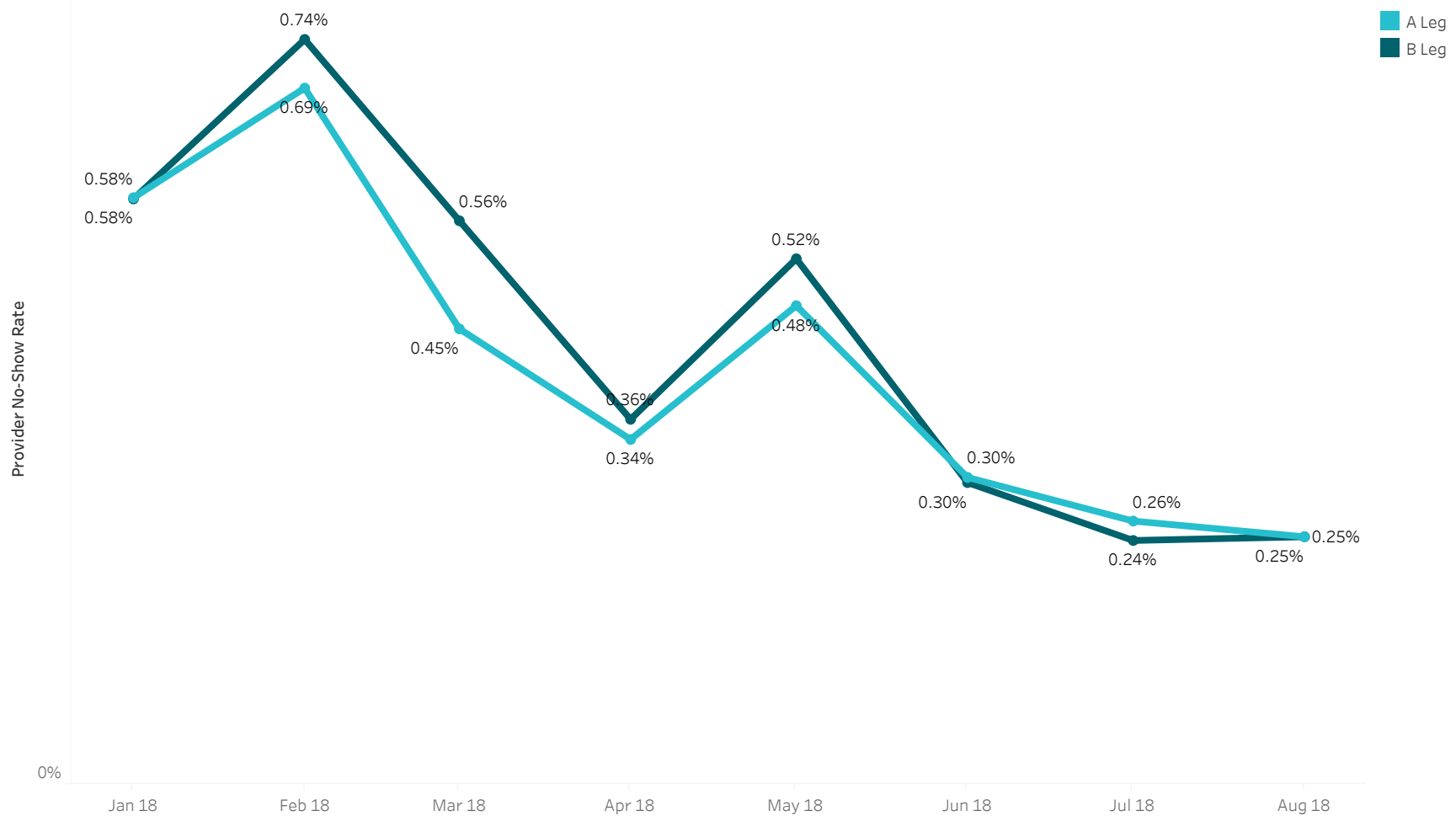


	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507	11,872	15,529
No-Shows + Completed*	127,635	133,369	142,737	147,467	160,470	152,931	149,996	166,797
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.91%	9.31%

* Excludes Public Transit and Mileage Reimbursement

Provider No-Shows

September 21, 2018

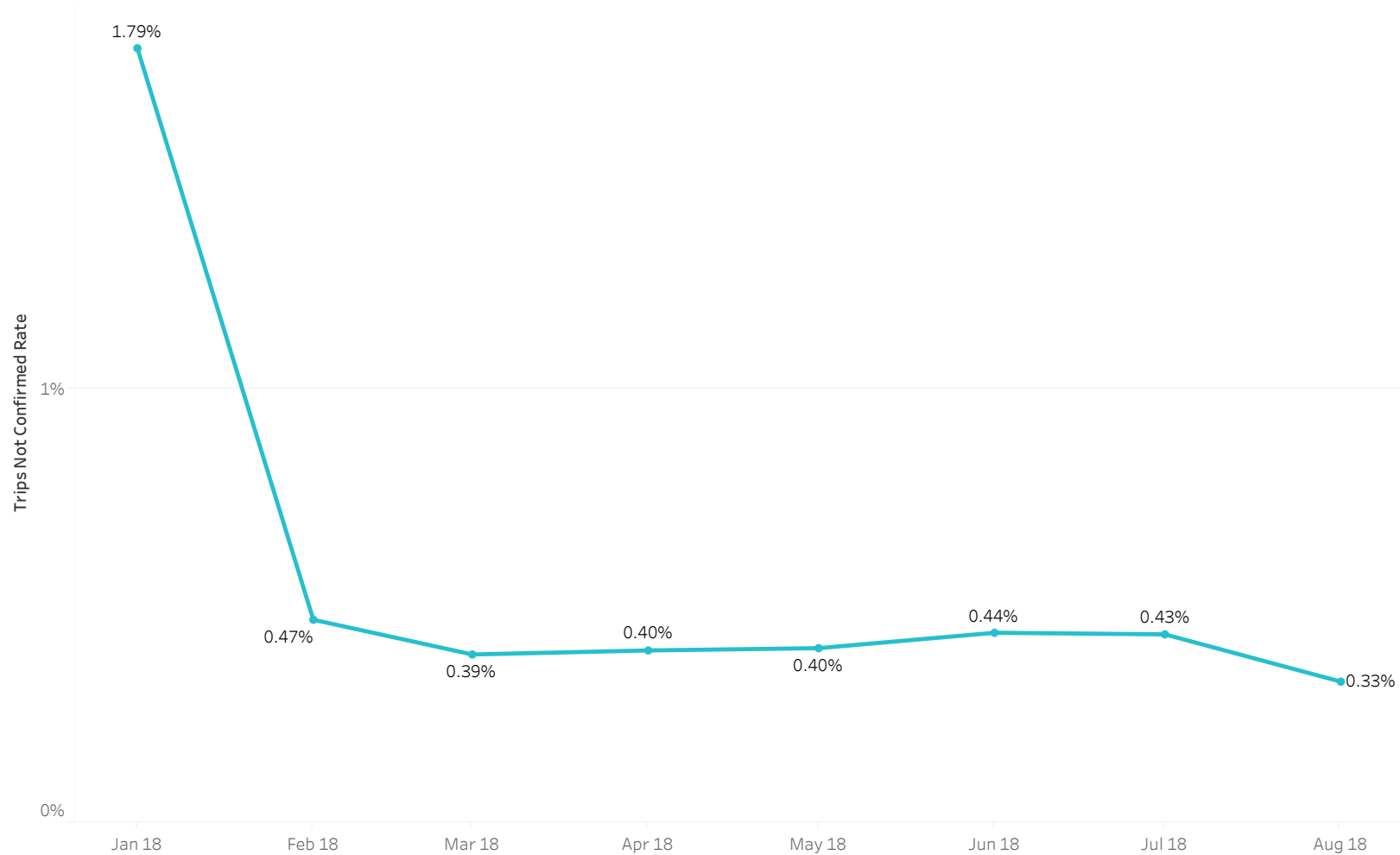


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Provider No-Show Count	670	899	678	484	747	432	349	373
No-Show + Completed*	115,056	125,640	134,082	137,285	149,799	142,856	138,473	151,641
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%	0.50%	0.30%	0.25%	0.25%

* Excludes Public Transit and Mileage Reimbursement

Trips Not Confirmed

September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Not Confirmed	2,082	587	520	546	603	627	603	494
Not Confirmed + Completed*	116,480	125,328	133,943	137,347	149,710	143,051	138,727	151,762
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.40%	0.44%	0.43%	0.33%

* Excludes Public Transit and Mileage Reimbursement



Monthly Complaints Report

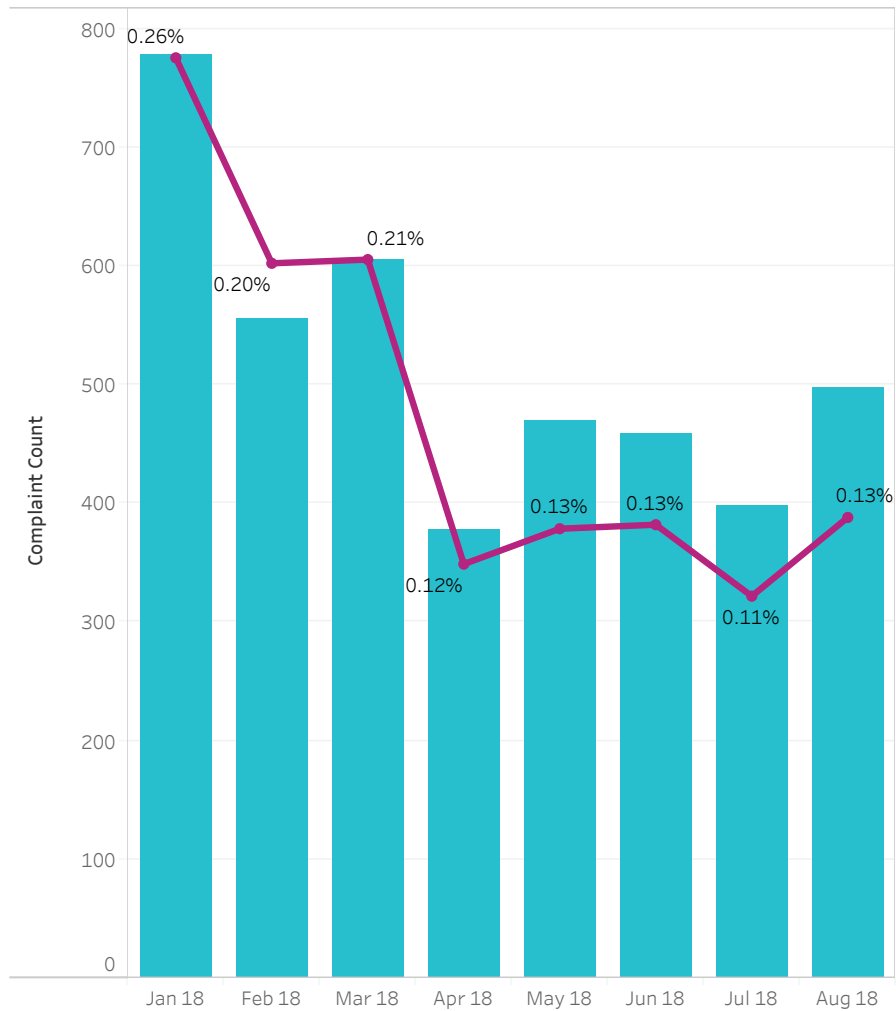
Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics

Total Complaints

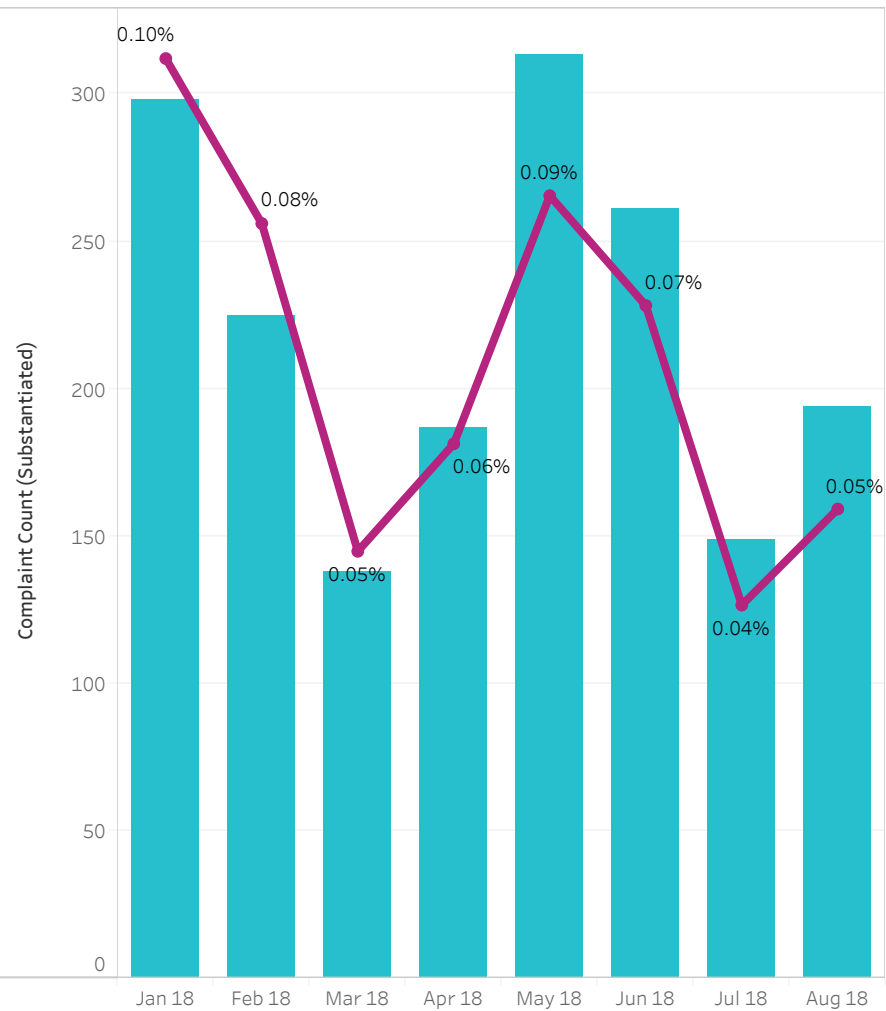
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Completed Trips	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785
Total Complaint Count	778	556	606	378	469	459	398	497
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%	0.11%	0.13%

Substantiated Complaints

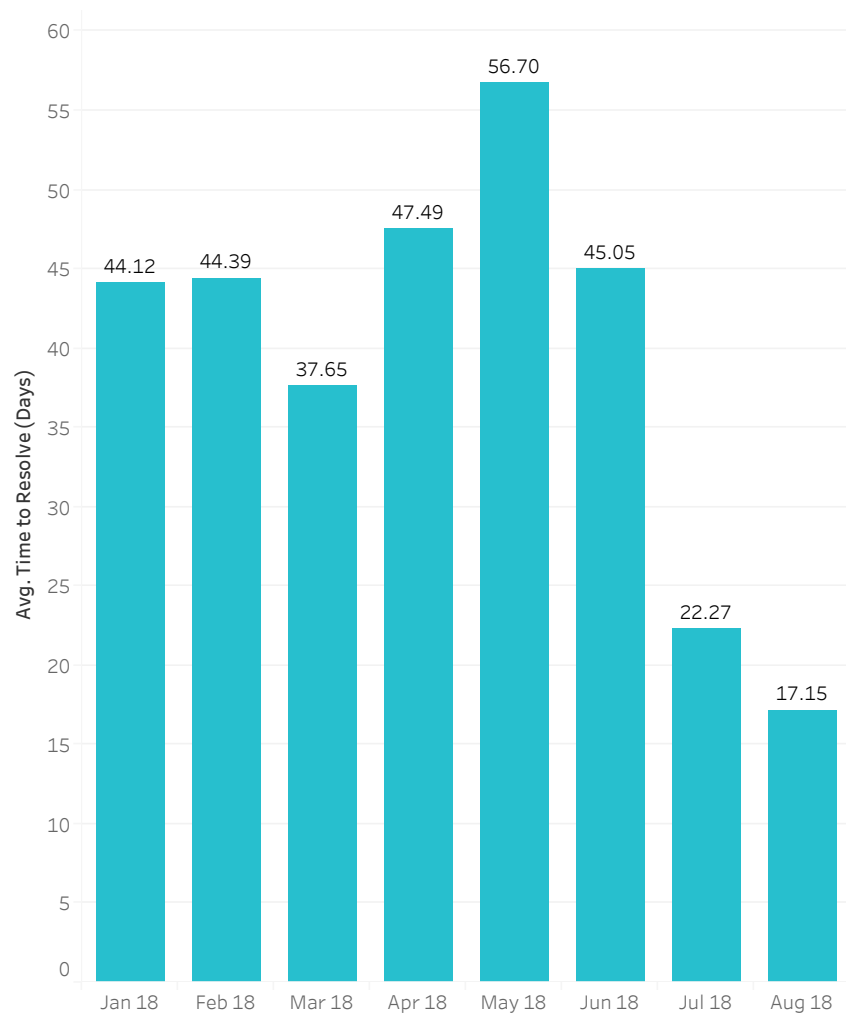
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Completed Trips	296,048	272,386	295,345	319,713	365,444	354,489	364,872	377,785
Substantiated Complaints	298	225	138	187	313	261	149	194
Substantiated Complaint %	0.10%	0.08%	0.05%	0.06%	0.09%	0.07%	0.04%	0.05%

Average Time to Resolve

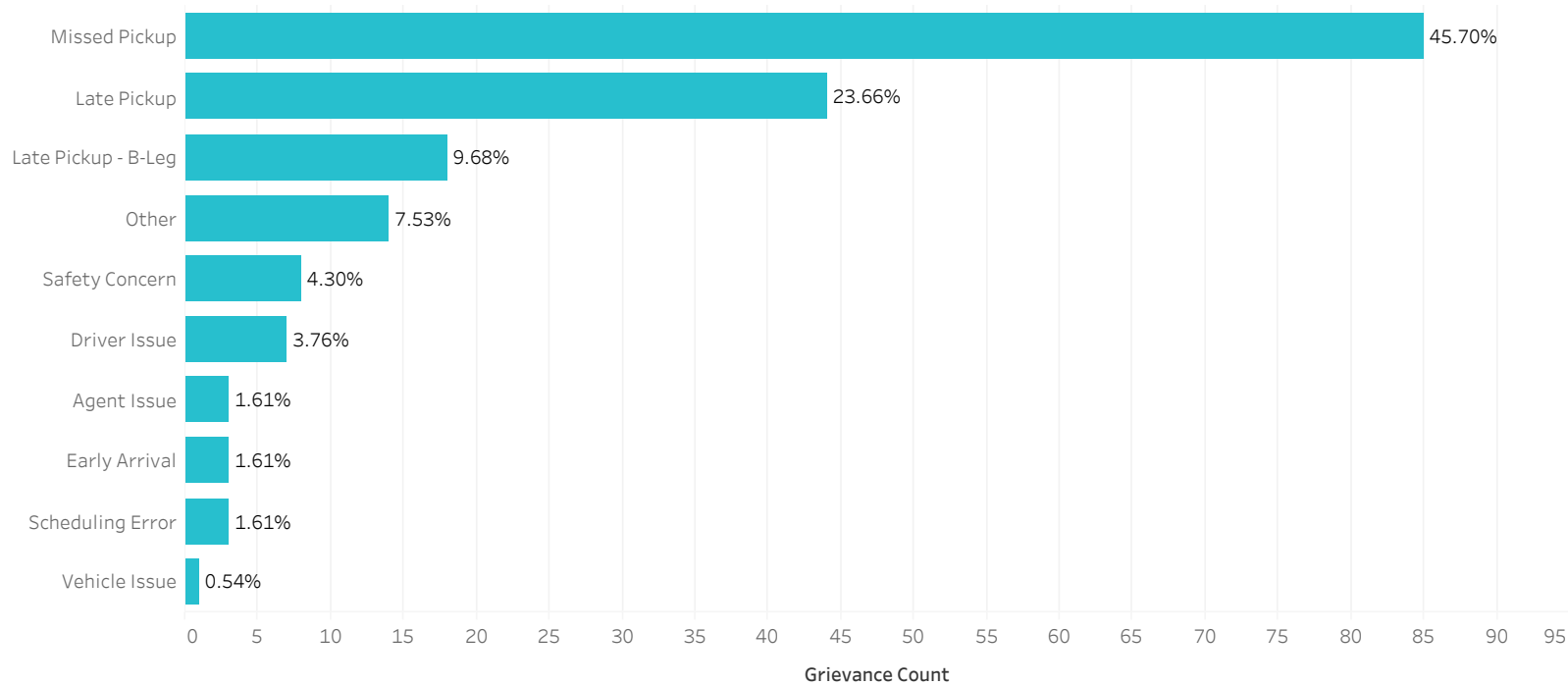
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Grievance Count	778	556	606	378	469	459	398	497
Resolved Count	778	556	606	378	468	374	211	240
Avg. Time to Resolve (Days)	44.12	44.39	37.65	47.49	56.70	45.05	22.27	17.15

Substantiated Complaints by Subcategory

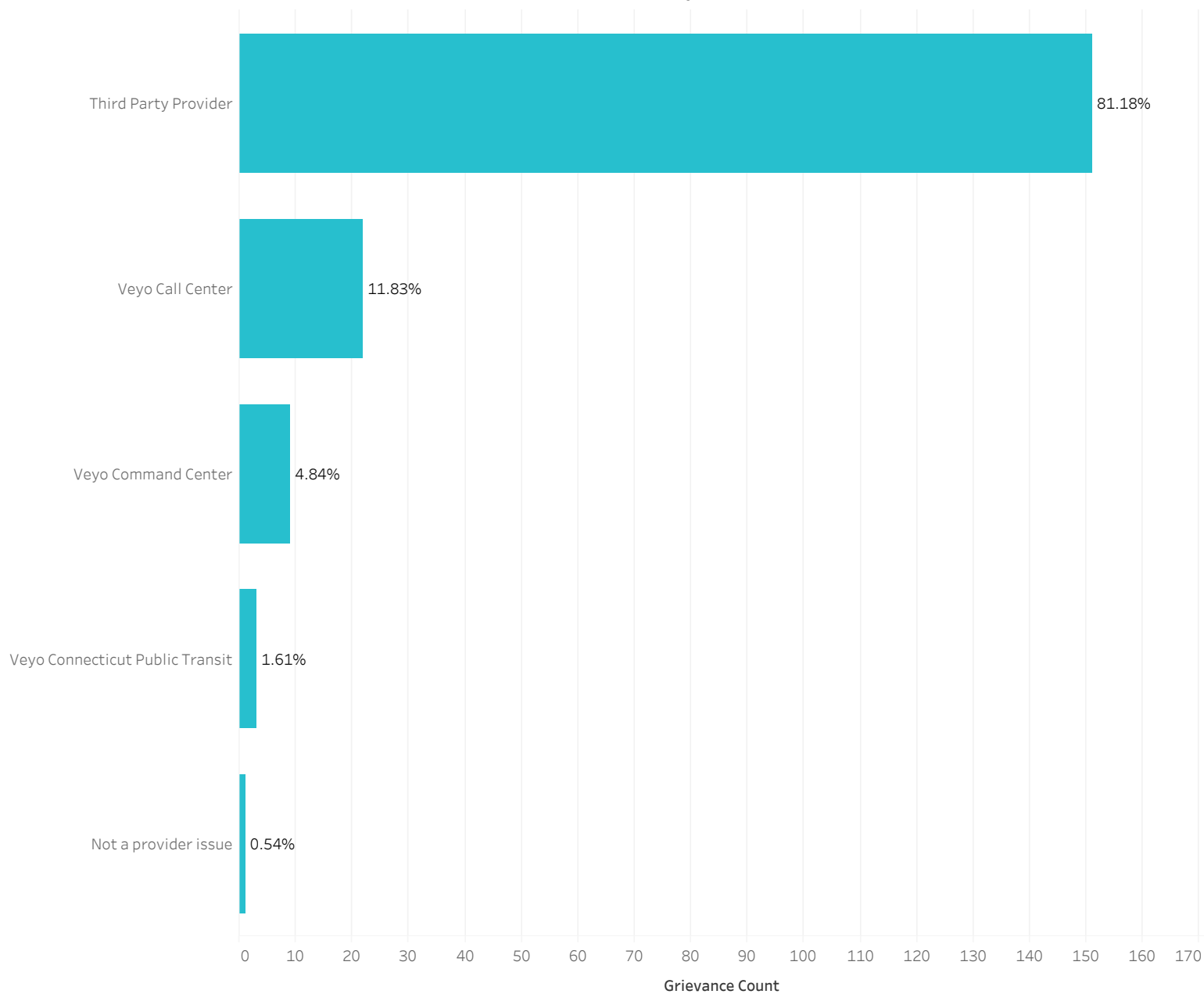
September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Missed Pickup	181	130	56	98	167	160	69	90
Late Pickup	43	45	34	37	80	51	32	45
Other	17	10	20	13	12	8	19	14
Driver Issue	17	10	4	21	23	14	12	8
Late Pickup - B-Leg	6	9	6	6	21	12	11	19
Scheduling Error	20	11	9	5	3	8	3	3
Safety Concern	6	4	1	2	3	4	3	8
Agent Issue		1	2	2	1	1		3
Early Arrival	1	2	1	2		1		3
Vehicle Issue		2	2	1	2	2		1
Technical Issue	7	1						
Damage/Injury	1	2			1			

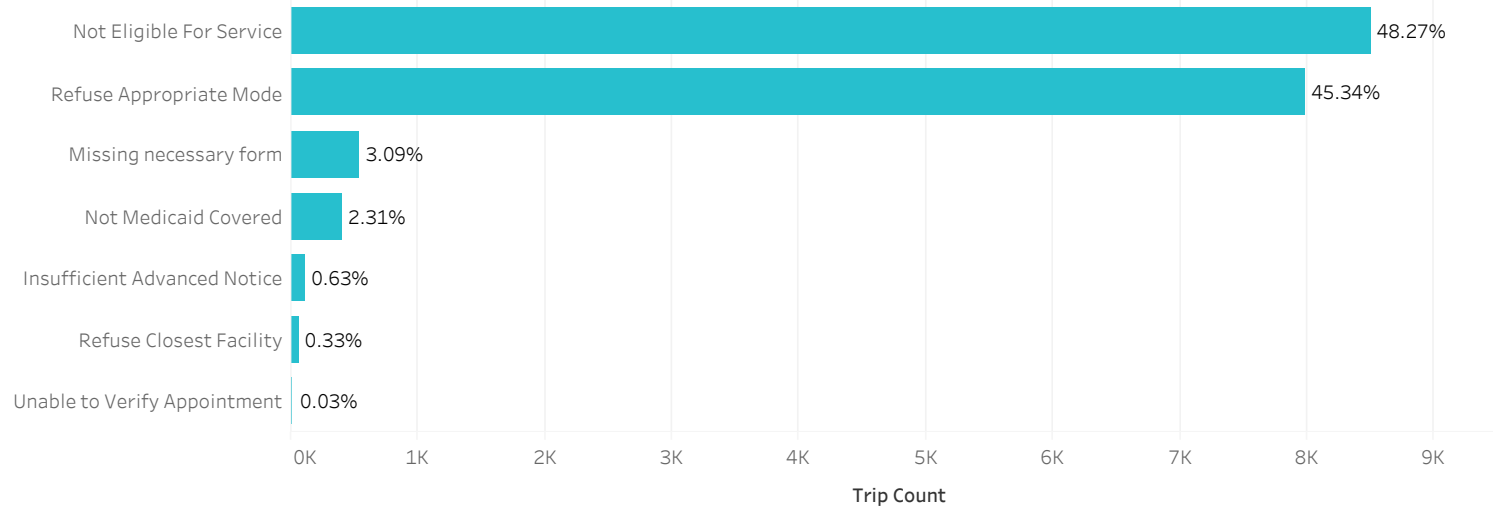
Substantiated Complaints by Provider

September 21, 2018



Denied Trips

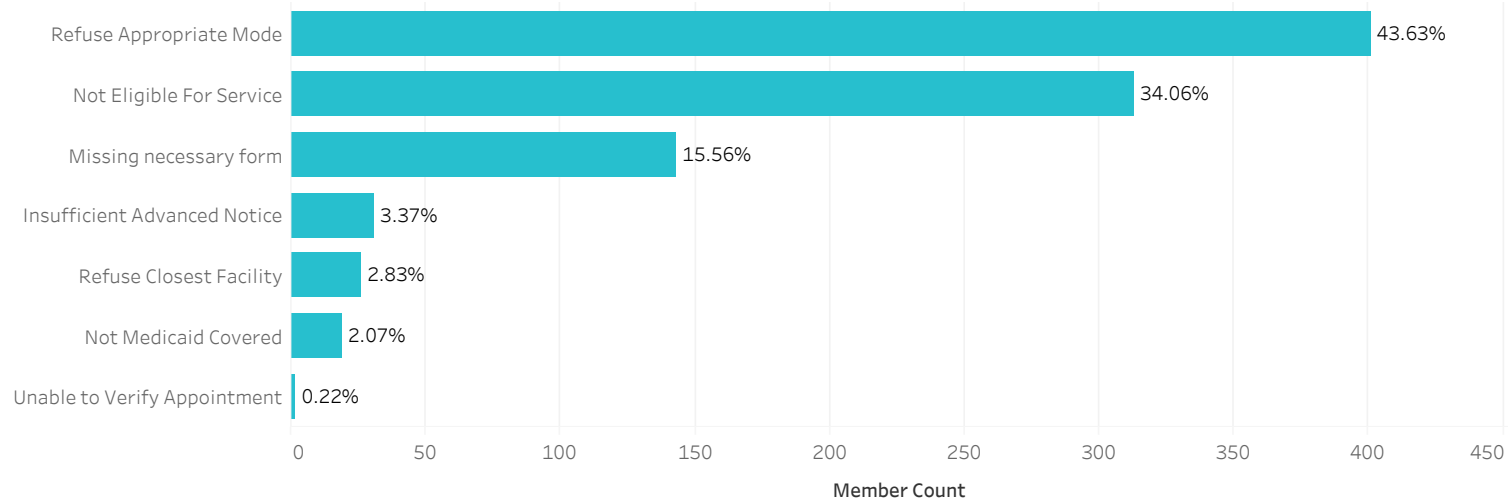
September 21, 2018



		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Unique Requests	Not Eligible For Service	31	38	40	32	80	66	41	64
	Refuse Appropriate Mode	647	285	341	344	212	291	250	264
	Missing necessary form	59	52	184	355	414	454	330	200
	Not Medicaid Covered	4	8	2	5	4	2	8	5
	Unable to Verify Appointment	12	12	9	14	4	2		5
	Insufficient Advanced Notice	59	70	40	36	34	28	58	55
	Refuse Closest Facility	138	26	14	40	58	58	86	46
	Too Many Passengers	2		2	2	1	2	1	
Total		952	491	632	828	807	903	774	639
Trips Under Recurring Schedule	Not Eligible For Service	2,304	2,448	4,775	3,986	5,892	6,069	5,923	8,444
	Refuse Appropriate Mode	594	384	322	216	221	1,410	4,129	7,728
	Missing necessary form	566	62	62	212	2,539	6,809	3,074	344
	Not Medicaid Covered	18	130	56	239	613	794	333	402
	Unable to Verify Appointment	62	8		326	280			
	Insufficient Advanced Notice		28	72	32		1	18	56
	Refuse Closest Facility		14	12	44	2		4	12
	Too Many Passengers	36							
Total		3,580	3,074	5,299	5,055	9,547	15,083	13,481	16,986

Members Receiving Notices of Action

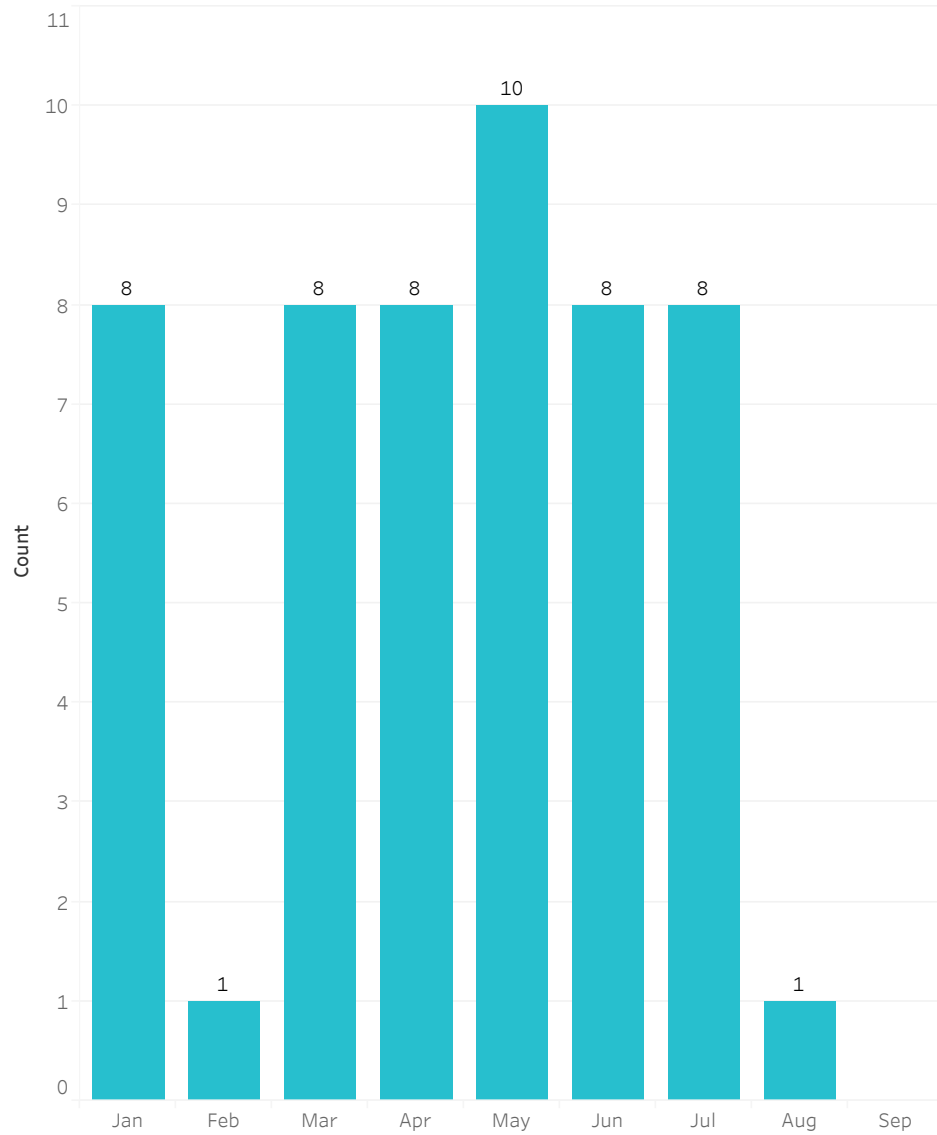
September 21, 2018



		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Member Booked Unique Request	Refuse Appropriate Mode	307	140	167	165	106	140	124	112
	Missing necessary form	26	26	93	173	201	219	162	101
	Not Eligible For Service	16	16	18	9	28	27	22	21
	Refuse Closest Facility	67	13	7	20	29	29	43	23
	Insufficient Advanced Notice	30	36	20	18	17	14	29	28
	Not Medicaid Covered	2	4	1	3	2	1	4	2
	Unable to Verify Appointment	6	6	5	7	2	1		2
	Too Many Passengers	1		1	1	1	1	1	
	Total	452	241	307	386	376	421	375	284
Member Has Recurring Schedule	Refuse Appropriate Mode	33	30	24	20	29	75	246	305
	Missing necessary form	15	9	7	14	162	230	156	42
	Not Eligible For Service	55	131	198	188	266	307	271	293
	Refuse Closest Facility		1	2	3	1		2	3
	Insufficient Advanced Notice		3	2	3		1	2	3
	Not Medicaid Covered	3	5	3	13	36	22	29	17
	Unable to Verify Appointment	1	1		8	9			
	Too Many Passengers	1							
	Total	108	180	236	248	502	623	692	654

Admin Hearing Requests

September 21, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018
Received Requests	8	1	8	8	10	8	8	1	0

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.