



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **July 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **July 2018**

Veyo Healthcare Logistics

Call Center Summary

August 20, 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
Total Calls Received	121,352	82,454	87,484	88,780	106,766	95,147	98,013
Avg Daily Calls Received	4,985	4,013	3,905	3,783	3,355	3,095	3,100
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%

Average Speed Of Answer Summary

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

Average Abandon Rate Summary

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

Average Handle Time Summary

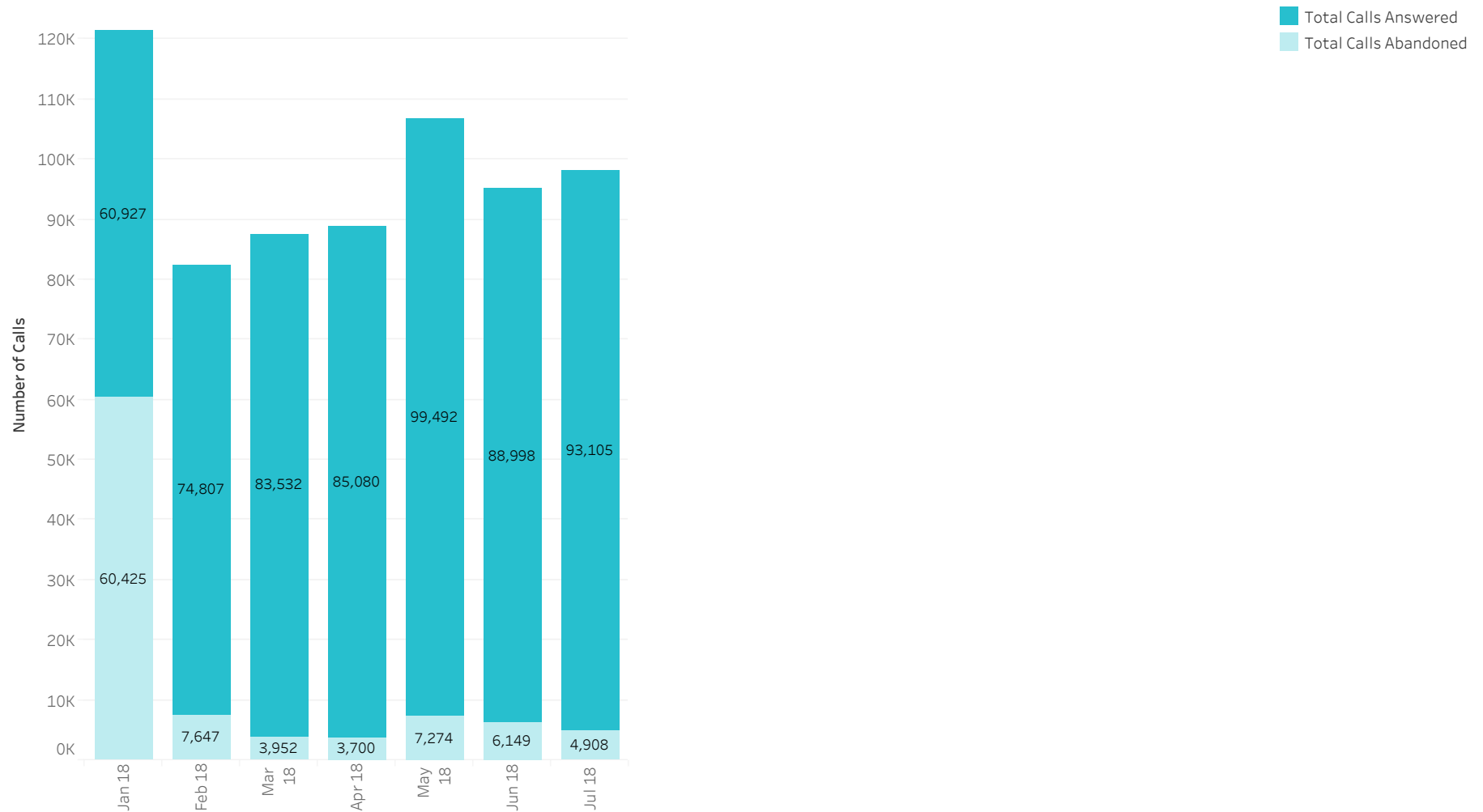
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4	4.9

Service Level Summary

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

Answered Calls

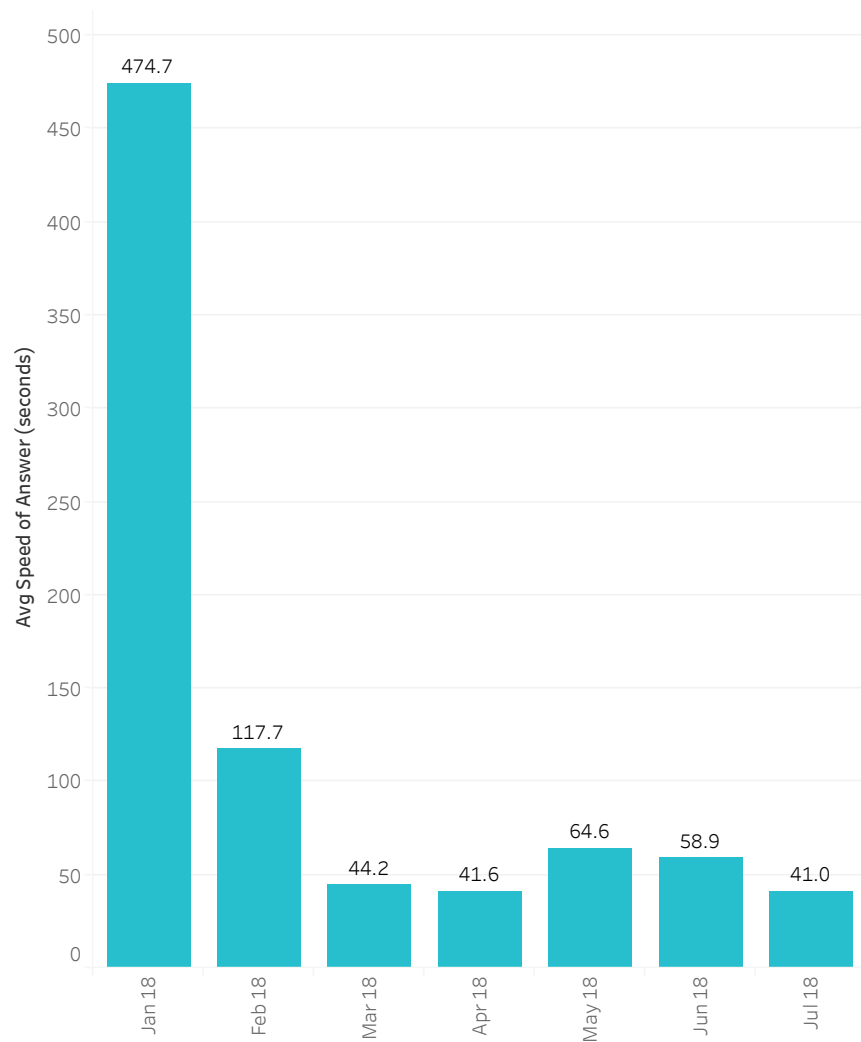
August 20, 2018



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Average Speed of Answer

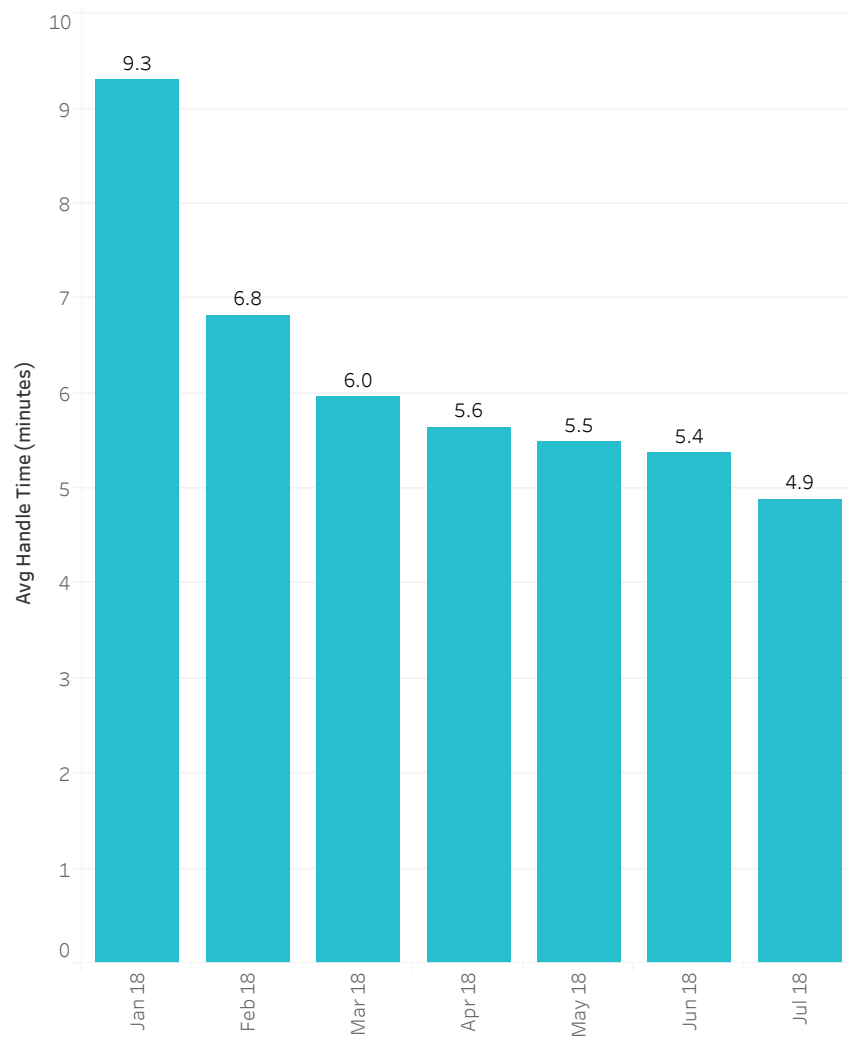
August 20, 2018



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

Average Handle Time

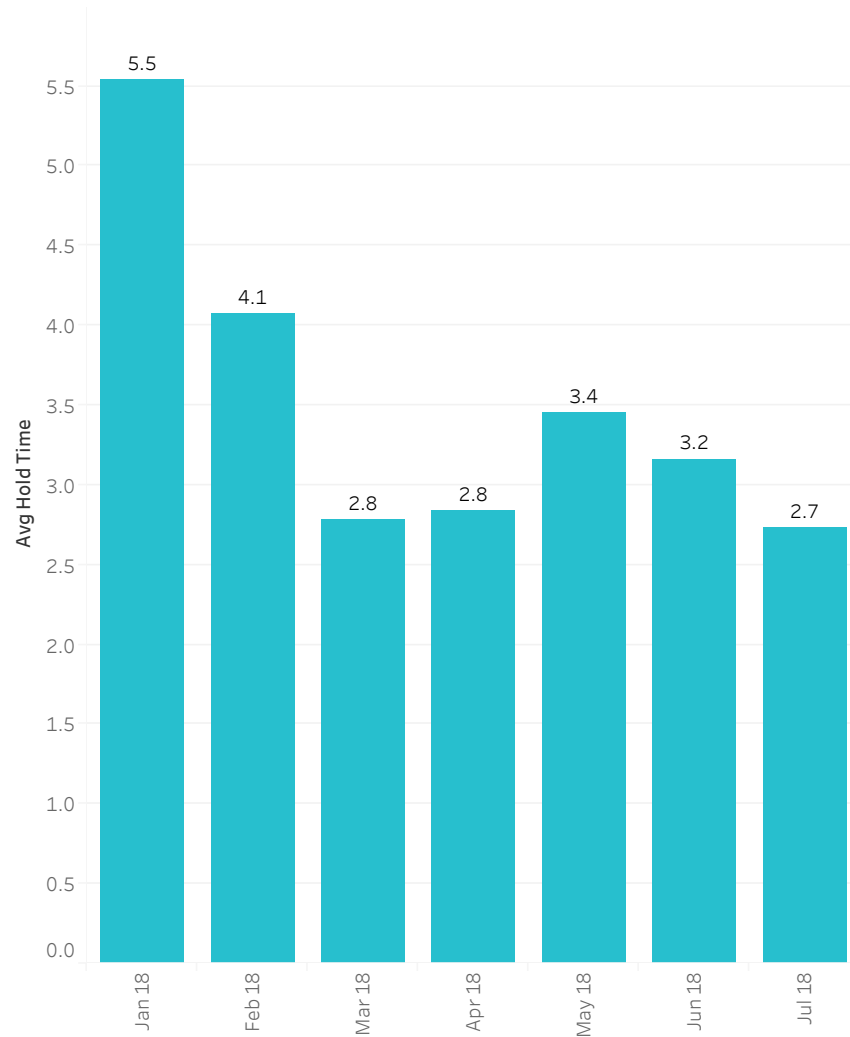
August 20, 2018



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Average Hold Time

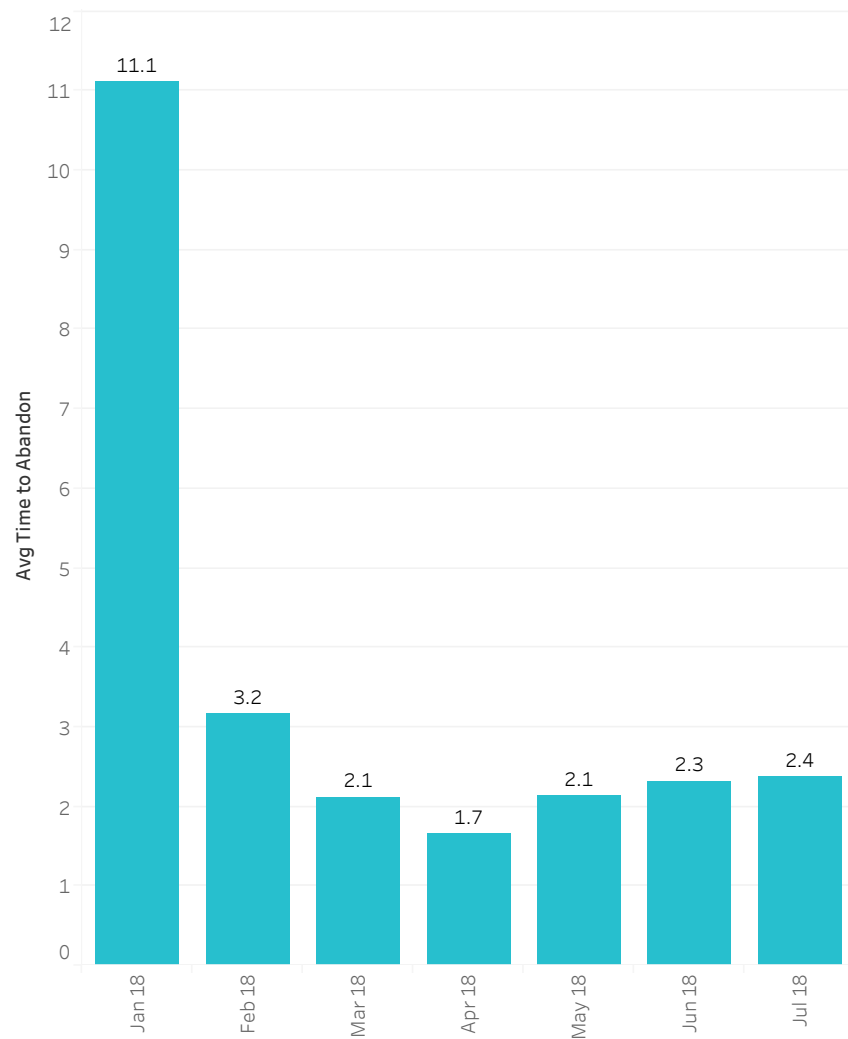
August 20, 2018



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Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105
Avg Hold Time	5.5	4.1	2.8	2.8	3.4	3.2	2.7

Average Time to Abandon

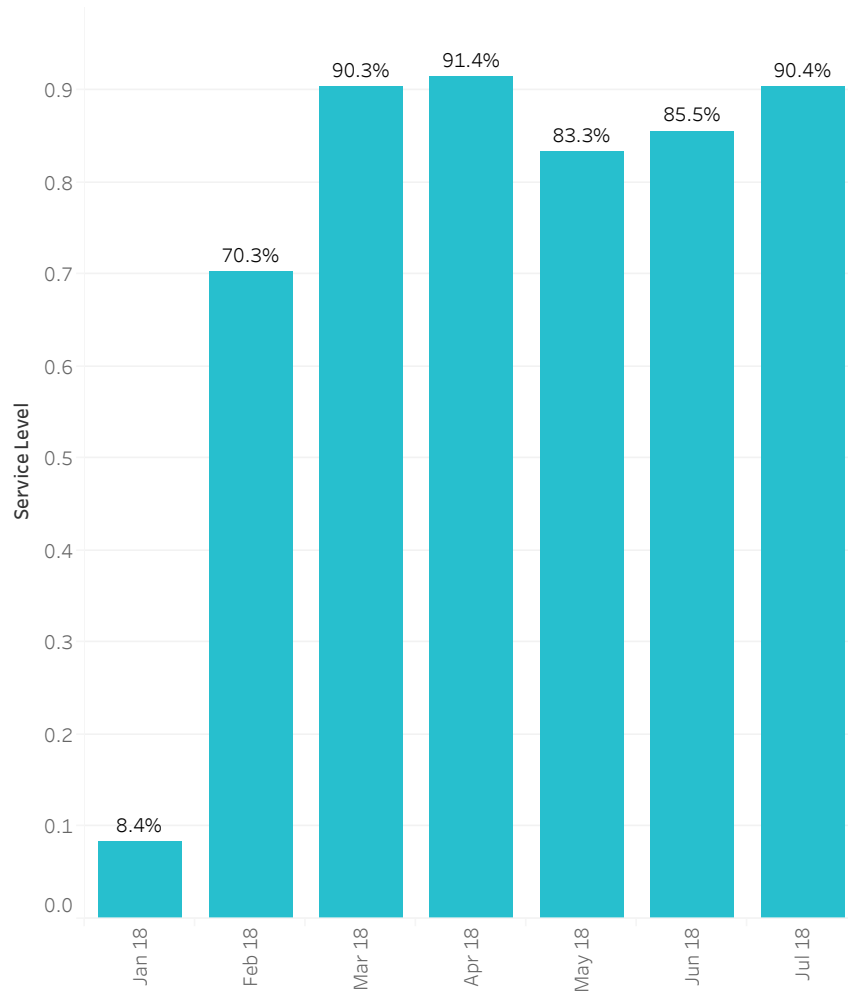
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908
Avg Time to Abandon	11.1	3.2	2.1	1.7	2.1	2.3	2.4

Service Level

August 20, 2018



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Handled Within Service Level	9,638	56,429	77,605	79,540	86,668	79,380	86,901
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Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%

Call Center Summary, Facility

August 20, 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
Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185
Avg Daily Calls Received	380	428	426	415	402	415	387
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%	96.5%

Average Speed Of Answer Summary (Facility)

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

Average Abandon Rate Summary (Facility)

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

Average Handle Time Summary (Facility)

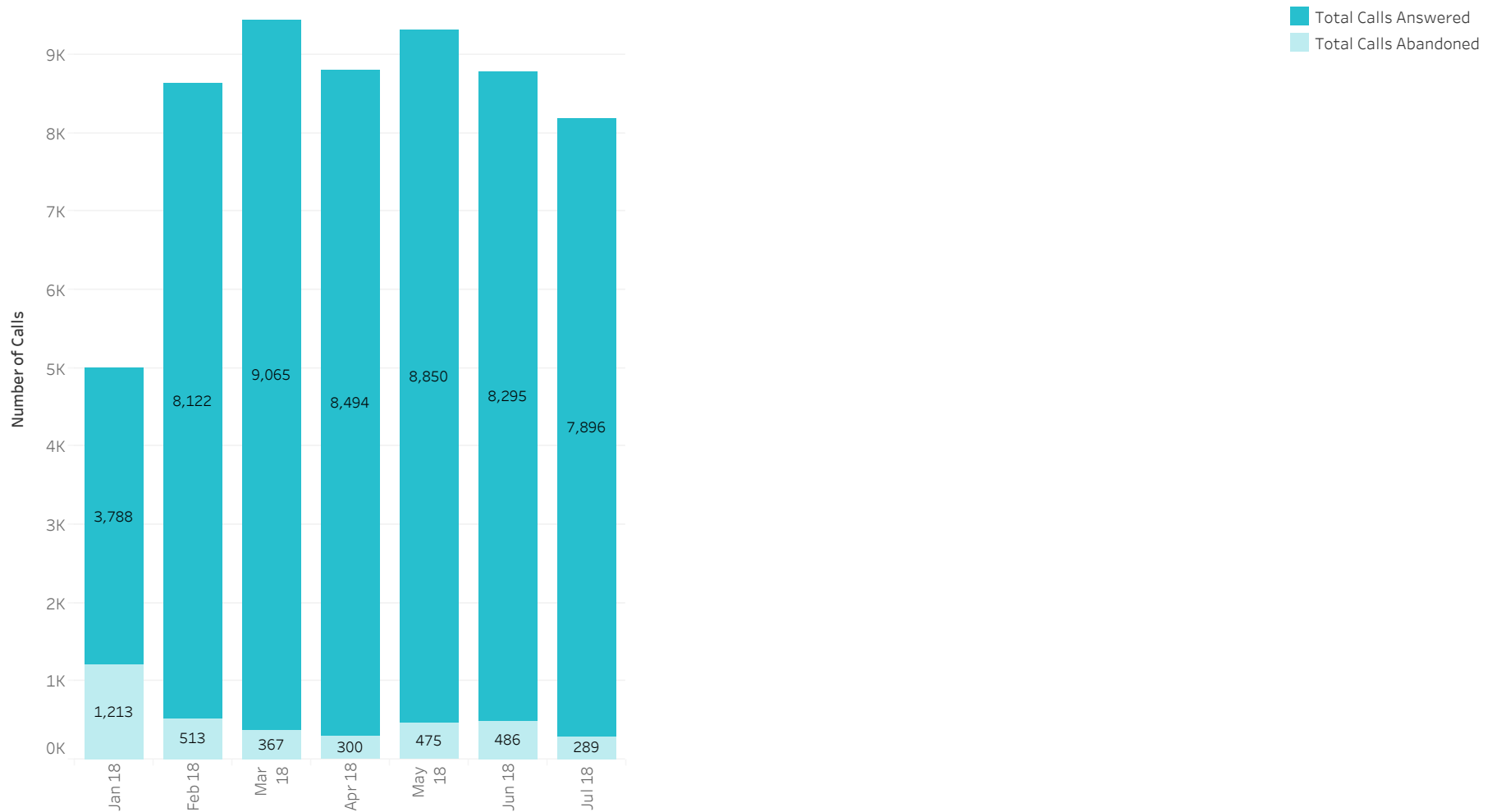
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850	8,295	7,896
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2	5.3

Service Level Summary (Facility)

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

Answered Calls, Facility

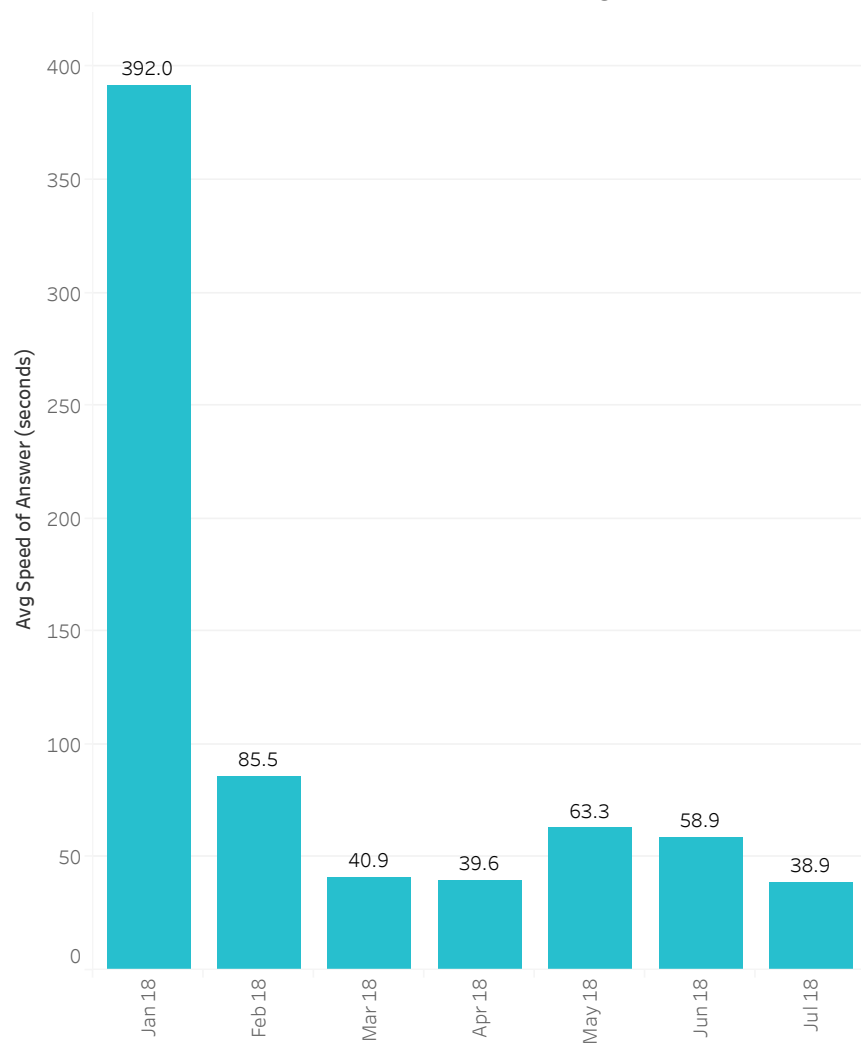
August 20, 2018



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

Average Speed of Answer, Facility

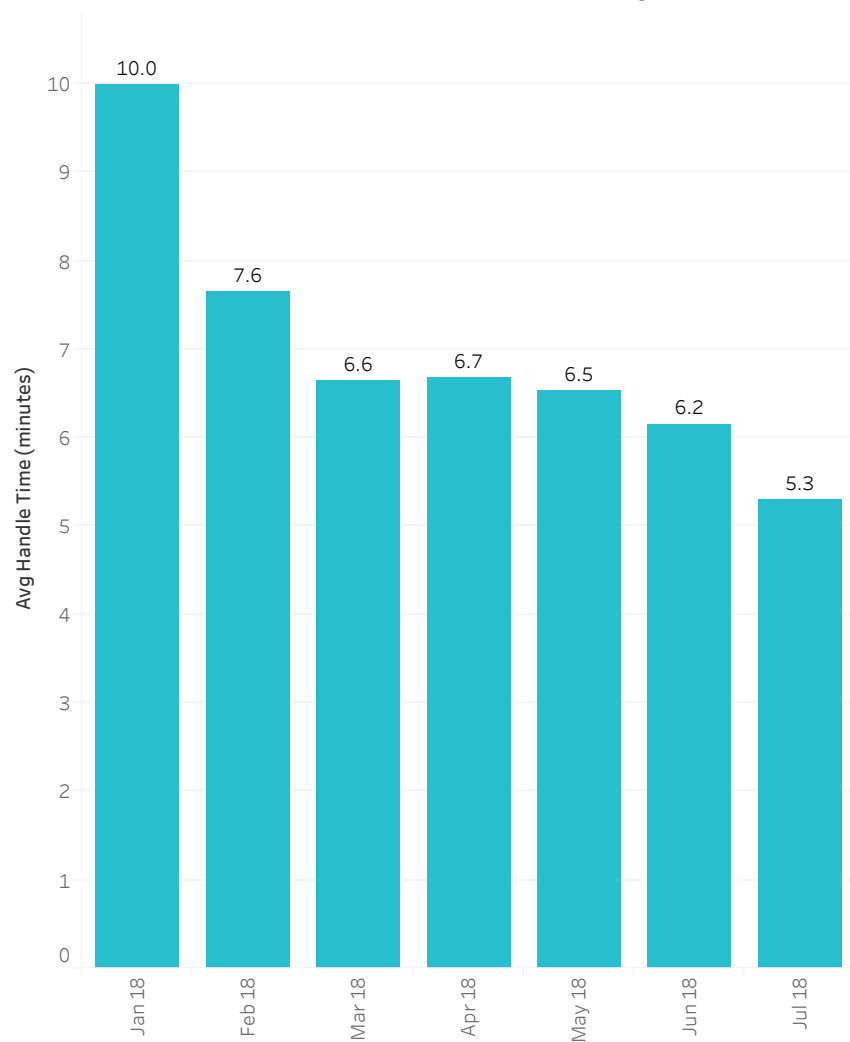
August 20, 2018



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Average Handle Time, Facility

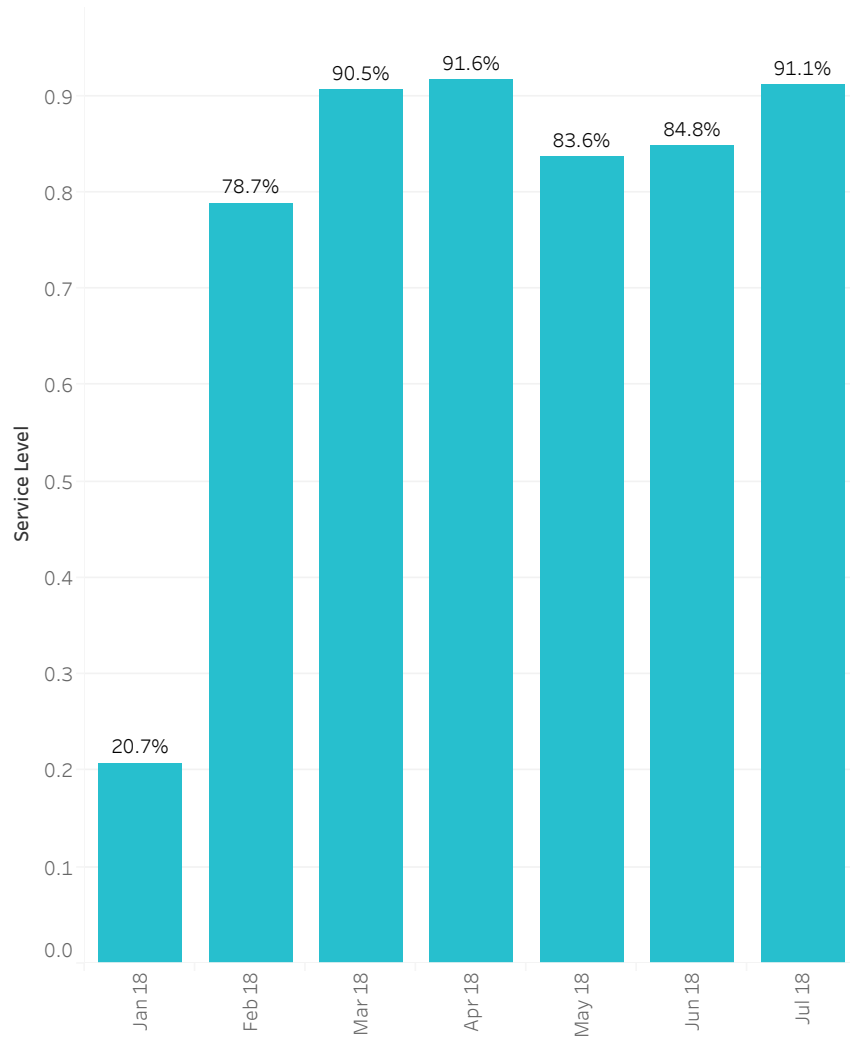
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Service Level, Facility

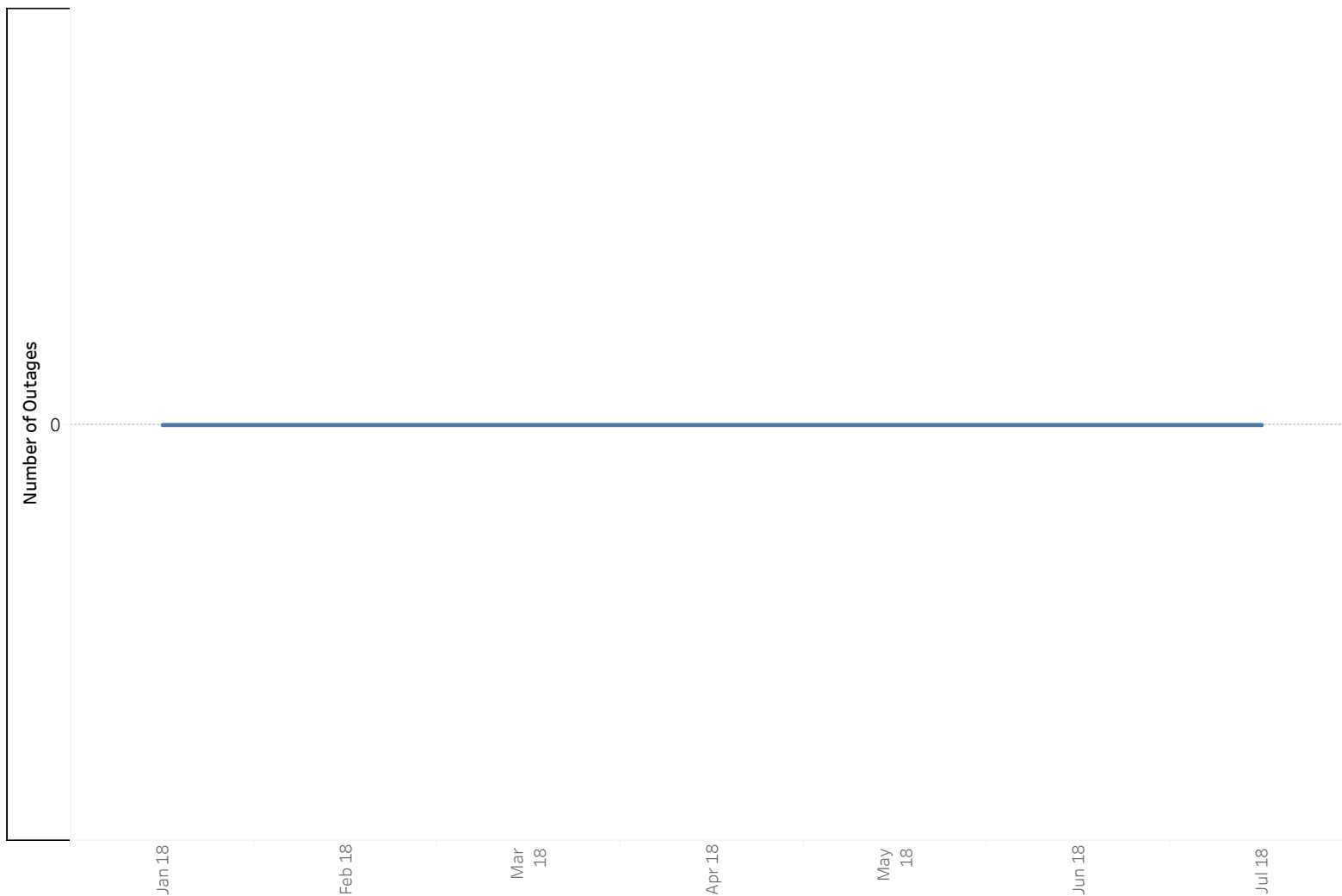
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Total Calls Received	5,001	8,635	9,432	8,794	9,325	8,781	8,185
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%	91.1%

Outages Greater Than One Hour

August 20, 2018



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



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **July 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
Completed	296,048	272,386	295,345	319,709	365,422	354,051	363,839

On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18
On Time Trip Percentage	86.77%	88.20%	88.98%	89.17%	88.20%	88.62%	88.03%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507	11,872
No-Shows + Completed*	127,635	133,369	142,737	147,467	160,470	152,931	149,975
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.92%

* 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
Completed Trips	296,048	272,386	295,345	319,709	365,422	354,051	363,839
Substantiated Complaints	298	225	138	187	293	188	117
Unsubstantiated Complaint	480	331	468	192	179	270	285
Total Complaint Count	778	556	606	379	472	458	402
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%	0.11%

Trip Executive Summary Cont.

Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18
Completed Trips	296,048	272,386	295,345	319,709	365,422	354,051	363,839
Total Mileage	2,005,532	1,905,026	2,034,457	2,174,177	2,489,174	2,439,664	2,430,046
Avg. Mileage	6.77	6.99	6.89	6.80	6.81	6.89	6.68

Trip % Distance Summary

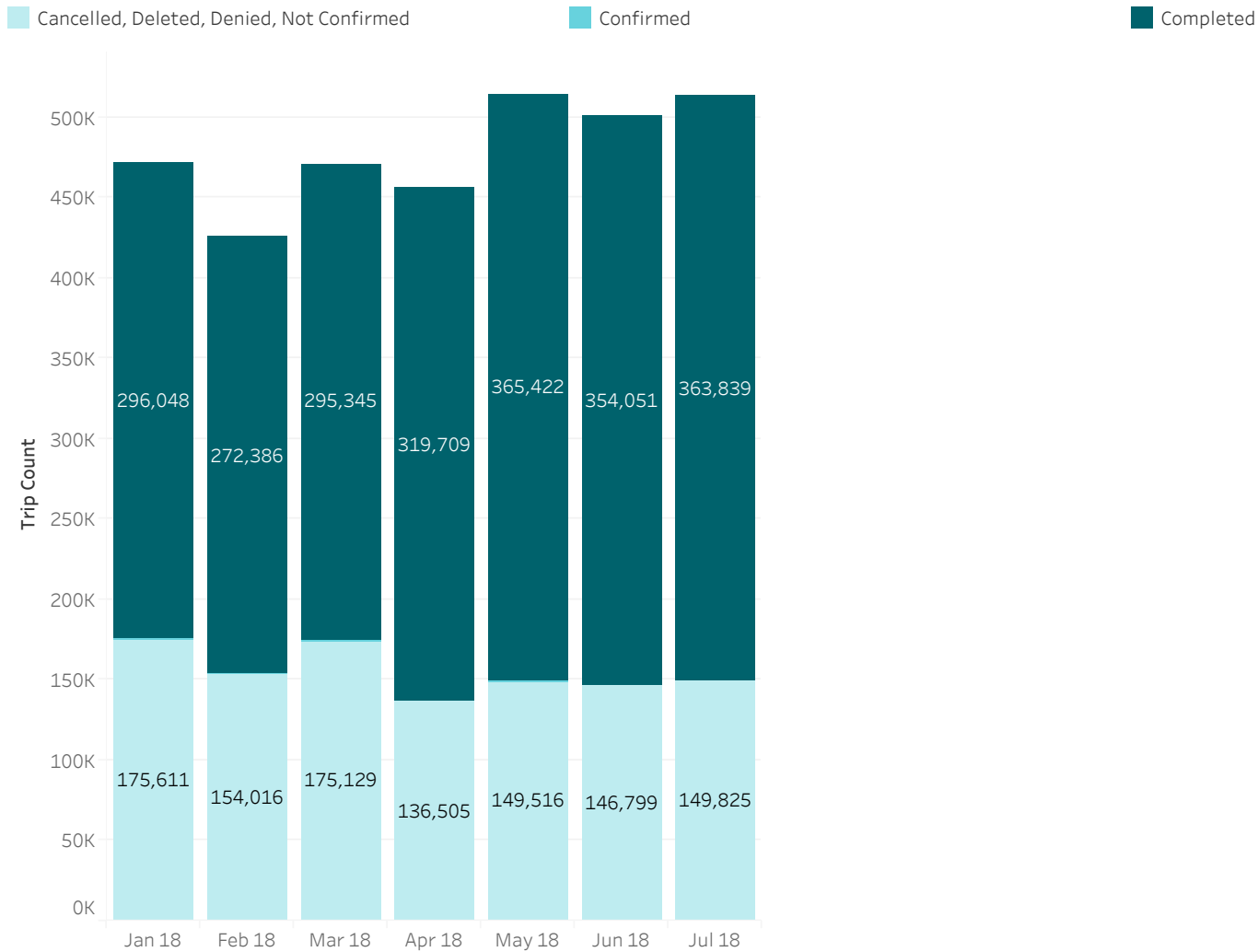
	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.06%	79.07%	79.38%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.24%	14.11%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.22%	4.15%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.50%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%

Completed Trips by Mode

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,503	109,757
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,700
Mileage Reimbursement	1,141	2,208	3,723	3,923	5,512	5,532	5,749
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,319
Stretcher	1,773	146	95	29	25	66	22
Ambulance - ALS	68	129	138	117	197	220	149
Bariatric Stretcher	200	157	81	47	22	11	13
Other	0	1	0	0	0	0	

Total Trips Booked

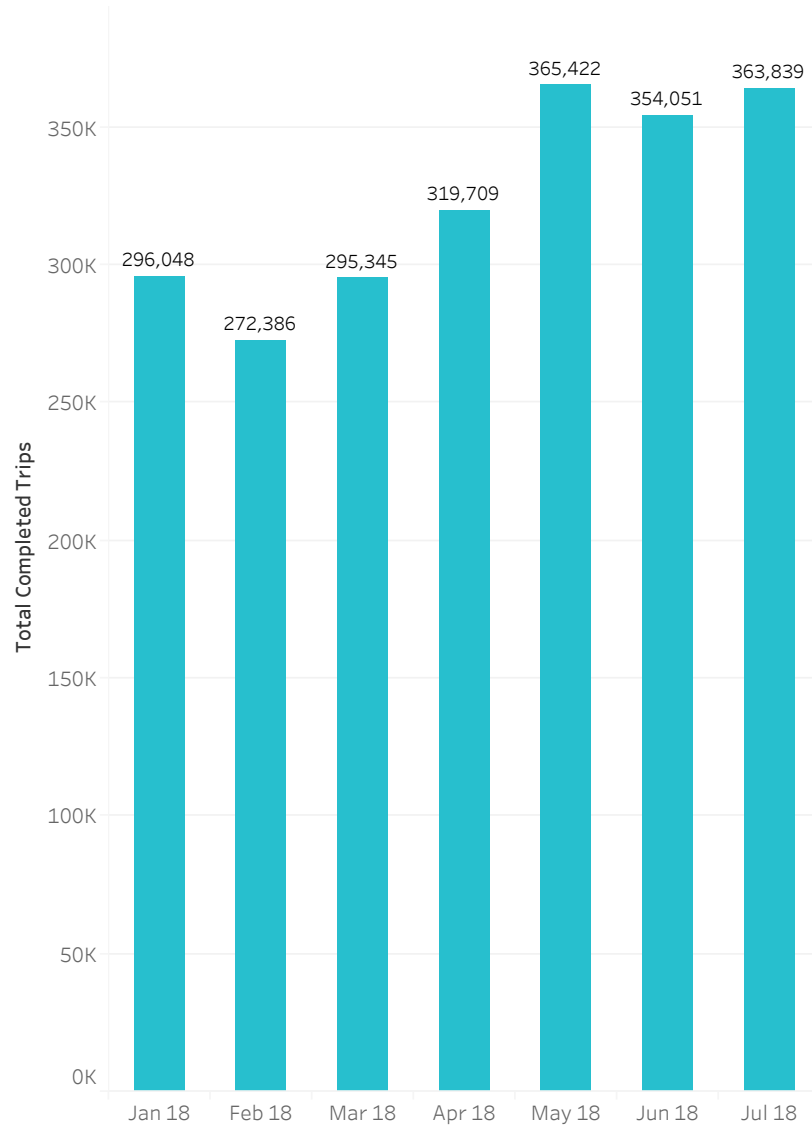
August 20, 2018



	January 20..	February 20..	March 2018	April 2018	May 2018	June 2018	July 2018
Total Trips Booked	471,681	426,406	470,502	456,214	515,014	500,850	513,664

Total Completed Trips

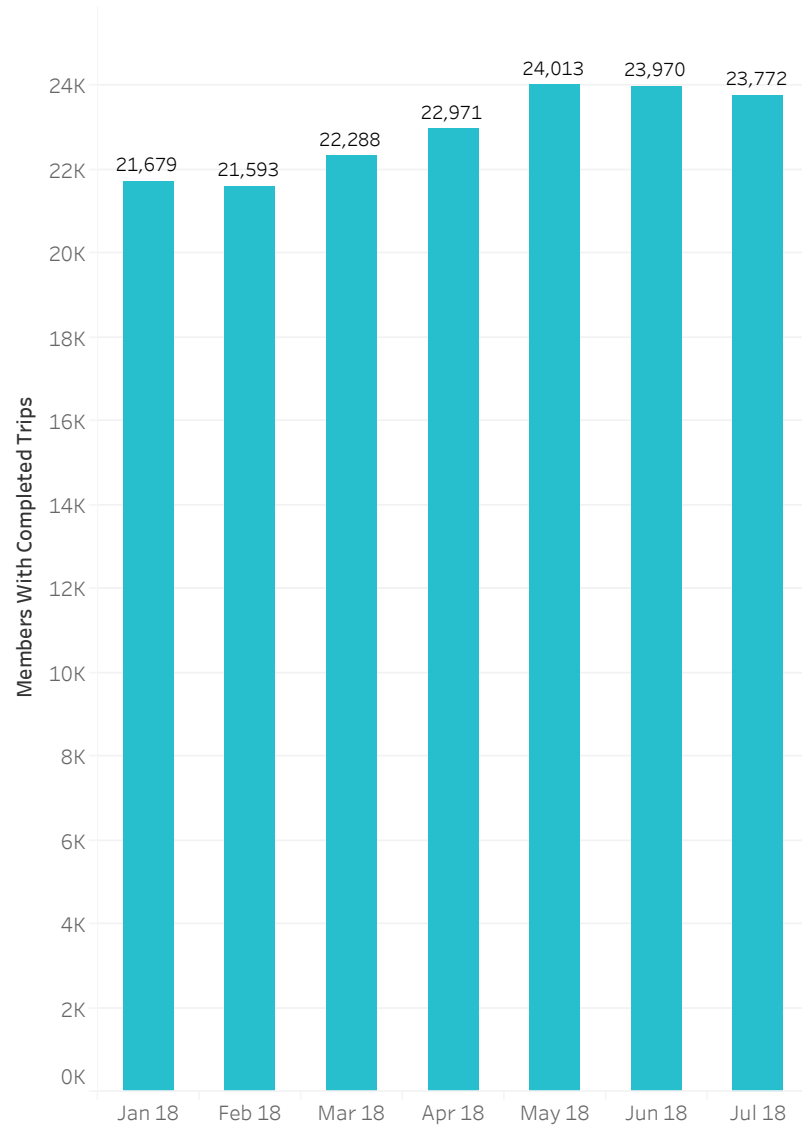
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	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018
Completed	296,048	272,386	295,345	319,709	365,422	354,051	363,839

Members With Completed Trips

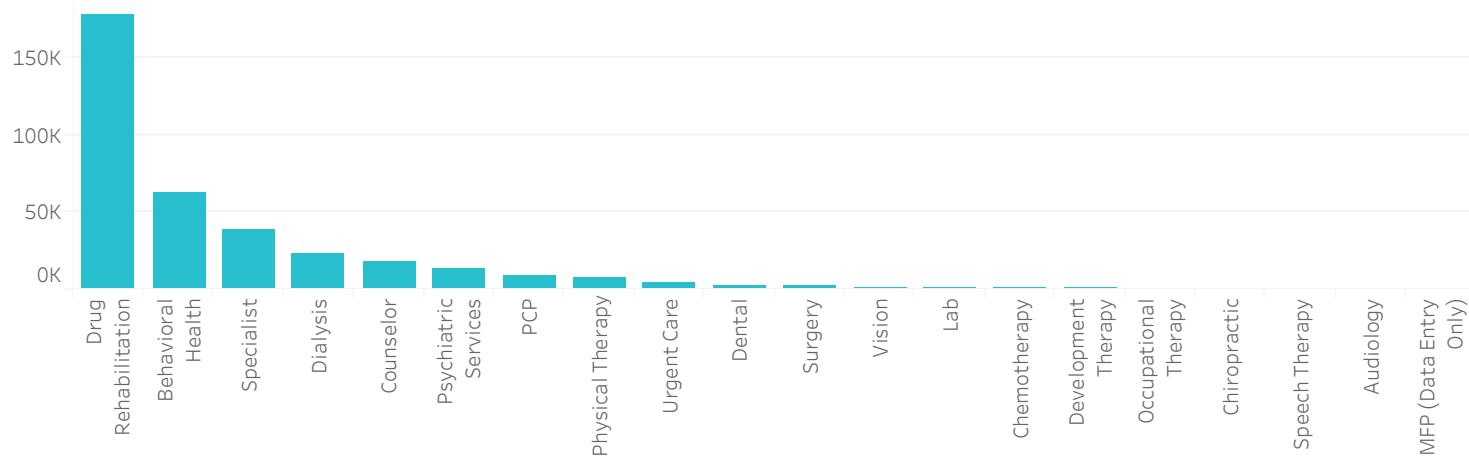
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	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Completed	21,679	21,593	22,288	22,971	24,013	23,970	23,772

Total Completed Trips by Reason

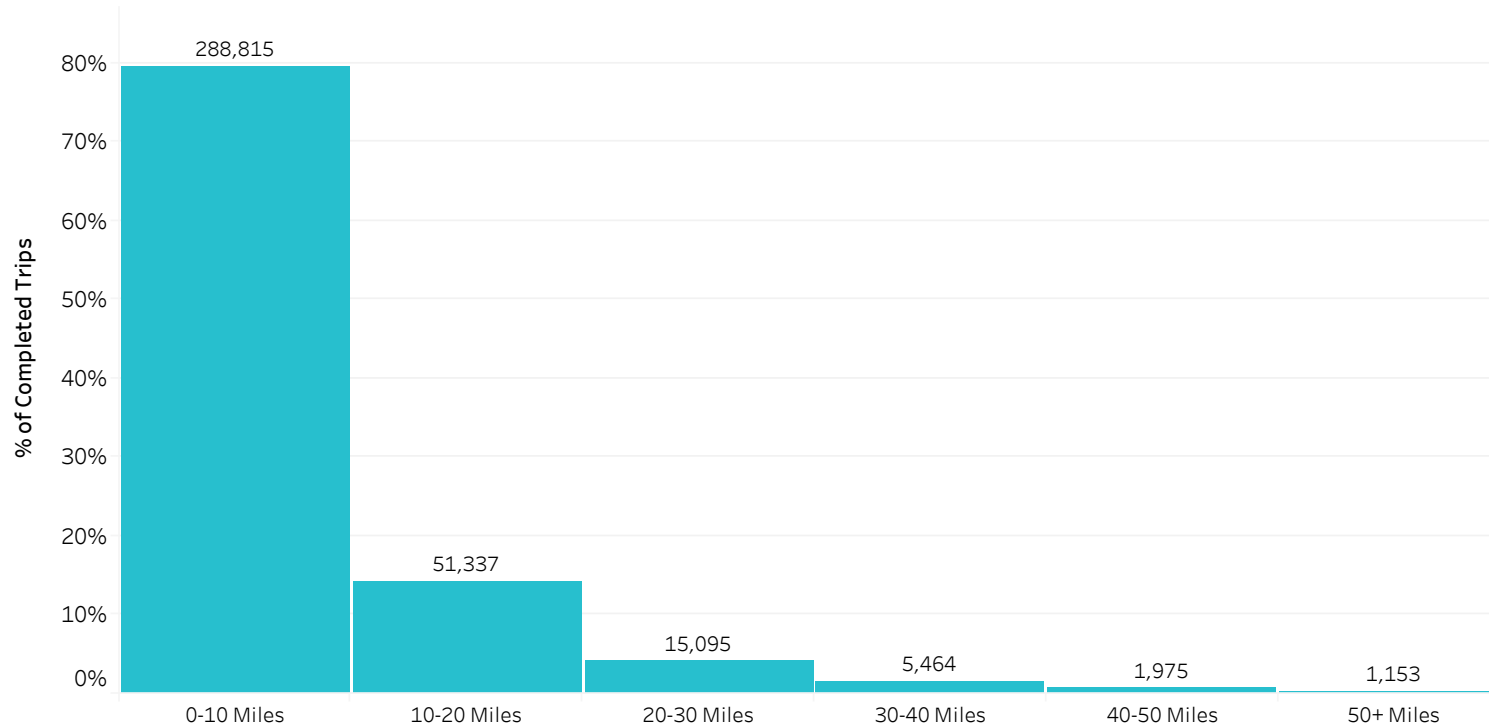
August 20, 2018



	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018
Drug Rehabilitation	162,207	136,820	137,985	154,882	177,454	173,718	177,199
Behavioral Health	47,367	39,268	43,102	49,193	60,263	57,583	62,785
Specialist	31,749	33,826	39,651	38,511	41,706	38,735	37,956
Dialysis	20,048	20,189	22,489	21,248	23,601	22,808	22,750
Counselor	4,947	6,707	12,973	14,820	16,374	16,318	17,289
Psychiatric Services	7,951	10,140	10,588	11,619	13,868	12,962	13,273
PCP	7,514	8,602	8,794	8,623	9,336	9,247	9,208
Physical Therapy	4,129	5,260	6,100	6,494	7,096	7,446	7,624
Urgent Care	1,813	2,323	3,252	3,802	4,060	4,404	4,813
Dental	1,929	2,228	2,464	2,604	2,697	2,477	2,346
Surgery	1,307	1,512	1,765	1,675	2,020	1,718	1,740
Vision	1,305	1,384	1,575	1,677	1,841	1,587	1,640
Chemotherapy	1,120	1,242	1,508	1,307	1,356	1,289	1,250
Lab	779	910	1,046	1,118	1,327	1,418	1,488
Development Therapy	1,181	1,050	966	1,006	1,053	953	1,115
Occupational Therapy	268	339	397	378	521	569	501
Chiropractic	136	246	348	357	408	401	422
Speech Therapy	129	173	179	236	237	235	233
Audiology	150	159	123	105	140	118	177
MFP (Data Entry Only)	19	8	40	54	64	65	30

Total Completed Trips by Distance %

August 20, 2018



	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18
0-10 Miles	80.09%	78.75%	78.88%	78.94%	79.06%	79.07%	79.38%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.01%	14.24%	14.11%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.22%	4.15%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.50%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%

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	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
JAQUAR LIMO, LLC	596	1,223	1,580	2,597	3,341
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
VEYO CONNECTICUT IDPS	933	2,045	2,153	2,260	2,345
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213	2,171
RELIABLE TRANSPORTATION LLC	1,089	1,331	1,786	2,194	2,665
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243	1,290
A CAB COMPANY	1,489	1,427	1,473	1,916	2,383
AMERICAN CHAIRCAR SERVICES, LLC	1,762	1,622	1,791	1,406	1,525
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335	
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
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
LEILA TRANSPORTATION	2,245	2,389	2,527	813	100
GOOGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044	1,136
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	508	1,227
GREGORY BURRUS & SON LLC	876	977	1,110	939	1,020
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006	1,254
PATRIOT TAXI	918	848	852	905	945
ESSEX LIMOUSINE SERVICE	768	790	939	1,008	969
PUTNAM TAXI LLC	635	714	720	718	749
THE YELLOW CAB CO. INC.	3,778	1,486			
K&E TRANSPORTATION LLC	731	38	456	982	1,127
HARRY'S LIVERY LLC	1,121	1,277	1,820	639	
A&Z TRANSPORTATION, LLC				247	1,260
ROYAL RS	696	526	680	806	686
NM TAXI COMPANY	431	614	695	676	714
LUCKY LIVERY	524	602	497	377	554
AMERICAN LIMO, LLC	805	803	968	828	346
BDL LIVERY	59	132	214	749	902
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
WMC EXPRESS CORP			601	325	736
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513	496
DANBURY AMBULANCE	412	359	396	383	539
KAYBELLA TRANSPORTATION LLC	537	453	451	341	277
NORWICH TRANSPORTATION, LLC	297	422	377	394	409
ZOLI TRANSPORTATION	1,354	994	279	135	
COMFORT CARE TRANSPORTATION	409	442	316	425	450
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405	469
ALL STAR LIMO LLC		126	199	280	557
ACME TRANSPORTATION	272	293	308	337	503
VALLEY TRANSIT DISTRICT	318	347	307	330	392
BRISTOL HOSPITAL EMS	240	323	384	245	415
TAGCO LIVERY SERVICES, LLC	381	300	392	204	331
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342	272
MY TAXI, LLC	546	508	600	330	
HARRY'S TAXI INC	38	746	816	304	
STARTIRE LIVERY LLC	421	295	322	99	63

Total Completed Trips by Provider

	June 2018	July 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	22,245	21,916
VALLEY CAB (SUBURBAN TRANSPORTATION)	9,629	9,751
SAFE TRANSPORTATION	11,226	7,214
PARK CITY LIVERY	5,481	5,466
EXECUTIVE 2000	4,927	4,935
NORWICH TAXI, LLC	5,031	4,769
DRM TRANSIT LLC: NEW HAVEN	5,800	5,942
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,418	5,256
MAFFEI TAXI SERVICE	3,471	2,956
VALLEY CAB	3,495	3,080
AMBASSADOR WHEELCHAIR SERVICES	3,371	3,159
ACE TRANSPORTATION	1,689	2,218
SOUTHERN HOME CARE SERVICE	3,257	3,343
CAMPION AMBULANCE	2,800	2,891
BETHEL AMBULETTE INC.	2,637	2,658
ON TIME LIMOUSINE, LLC	2,717	2,704
SUBURBAN LIVERY SERVICE LLC	2,809	2,436
JAQUAR LIMO, LLC	3,125	3,258
MED-X TRANS, INC.	1,969	1,804
GRIFFIN TRANSPORT	2,463	2,760
VEYO CONNECTICUT IDPS	2,291	2,476
DRM TRANSIT LLC: NEW LONDON	2,111	2,037
RELIABLE TRANSPORTATION LLC	2,413	2,480
HUNTERS AMBULANCE	1,023	929
A CAB COMPANY	2,370	1,966
AMERICAN CHAIRCAR SERVICES, LLC	1,651	1,548
PEOPLES TRANSIT LLC		
CT TAXI, LLC (CT LIVERY)	1,754	1,707
BEST CHOICE TRANSPORTATION	1,773	2,023
AMERICAN MEDICAL RESPONSE OF CT	1,445	1,408
CT HANDIVAN	693	665
LEILA TRANSPORTATION	100	125
GOUGE WHEELCHAIR AND LIVERY SERVICE	1,098	1,076
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	974	865
GREGORY BURRUS & SON LLC	838	1,044
WRIGHT TRANSPORTATION, INC.	1,121	988
PATRIOT TAXI	940	977
ESSEX LIMOUSINE SERVICE	945	869
PUTNAM TAXI LLC	958	964
THE YELLOW CAB CO. INC.		
K&E TRANSPORTATION LLC	982	901
HARRY'S LIVERY LLC		
A&Z TRANSPORTATION, LLC	1,711	1,635
ROYAL RS	641	690
NM TAXI COMPANY	685	608
LUCKY LIVERY	752	1,078
AMERICAN LIMO, LLC		
BDL LIVERY	806	836
AETNA AMBULANCE SERVICE	573	553
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	588	443
ALLIED TRANSPORTATION	504	560
WMC EXPRESS CORP	776	1,126
AMERICAN AMBULANCE SERVICE, INC (CT)	398	298
DANBURY AMBULANCE	515	488
KAYBELLA TRANSPORTATION LLC	391	489
NORWICH TRANSPORTATION, LLC	428	464
ZOLI TRANSPORTATION		
COMFORT CARE TRANSPORTATION	352	312
AMBULANCE SERVICE OF MANCHESTER	468	479
ALL STAR LIMO LLC	531	879
ACME TRANSPORTATION	439	380
VALLEY TRANSIT DISTRICT	355	296
BRISTOL HOSPITAL EMS	387	269
TAGCO LIVERY SERVICES, LLC	257	313
MID-FAIRFIELD CHILD GUIDANCE CENTER	133	114
MY TAXI, LLC		
HARRY'S TAXI INC		
STARTIRE LIVERY LLC	309	346

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
SUPREME LIMO	372	355	221	207	308
MILFORD TRANSIT DISTRICT	122	118	247	325	361
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
D & R TRANSPORTATION	44	49	81	86	134
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123	127
STATEWIDE B TRANSPORTATION, LLC					
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39	
CT TRANSPORTATION SERVICES				71	85
ROSE CITY TAXI LLC	171	107	89	33	
A&M LIMO	107	129	90	49	
RIDE WITH CARE					
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48	53
RED & WHITE TAXI, LLC		129	71	13	
ABOVE AVERAGE TRANSPORTATION	30	59	75	16	2
W&E TRANSPORTATION					
AVON TRANSPORTATION					61
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110				
CONNECTICUT TRANSPORTATION SOLUTIONS	16				14
ALLIED TRANSPORT					
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12			
DBA CASABLANCA LIMO, LLC	14	6			
AMERICAN AIRPORT LIMO, LLC			4	1	
EVEREADY TRANSPORTATION					
Grand Total	114,386	124,741	133,404	136,801	149,052

Total Completed Trips by Provider

	June 2018	July 2018
SUPREME LIMO	173	178
MILFORD TRANSIT DISTRICT	302	290
TIX TRANSPORTATION		
FIVE DIAMOND LIMOUSINE LLC		
HARTFORD LIVERY, LLC		
TRI STATE RIDE SERVICES		
AFI HEALING HANDS INTERNATIONAL LLC	151	172
D & R TRANSPORTATION	128	118
DUNBAR PATIENT TRANSPORT CORP	134	138
STATEWIDE B TRANSPORTATION, LLC	175	331
FOUR FELLAS TRANSPORTATION, LLC		
CT TRANSPORTATION SERVICES	132	175
ROSE CITY TAXI LLC		
A&M LIMO		
RIDE WITH CARE	131	148
PREMIER AMBULETTE TRANSPORTATION, INC	49	40
RED & WHITE TAXI, LLC		
ABOVE AVERAGE TRANSPORTATION		2
W&E TRANSPORTATION		130
AVON TRANSPORTATION	6	51
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)		
CONNECTICUT TRANSPORTATION SOLUTIONS	4	38
ALLIED TRANSPORT		69
ALTERNATIVE TRANSPORTATION SOLUTIONS		
DBA CASABLANCA LIMO, LLC		
AMERICAN AIRPORT LIMO, LLC		
EVEREADY TRANSPORTATION		3
Grand Total	142,424	138,103

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
ROYAL RS	10	2	2	6	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		
AMERICAN CHAIRCAR SERVICES, LLC	2		12	5	7
GREGORY BURRUS & SON LLC	5	4	8		4
WMC EXPRESS CORP			14	3	5
DRM TRANSIT LLC: NEW LONDON	17	2	2	1	3
GRIFFIN TRANSPORT	7	9	5		4
JAQUAR LIMO, LLC	1			13	4
CAMPION AMBULANCE	1	3	1	3	9
ON TIME LIMOUSINE, LLC	4		3	4	5
STARTIRE LIVERY LLC	4	8	5	1	
CT TAXI, LLC (CT LIVERY)	1	5	4	5	
LUCKY LIVERY		8	3	2	2
HARRY'S LIVERY LLC	5	8	3	1	
AMBASSADOR WHEELCHAIR SERVICES	2	1	6	1	5
HARRY'S TAXI INC		5	11		
SOUTHERN HOME CARE SERVICE	2	1	4	1	2
TAGCO LIVERY SERVICES, LLC	2	4	6	2	
PUTNAM TAXI LLC	4	2	1	4	2
SUPREME LIMO	3	6			5
ZOLI TRANSPORTATION	1	10	3		
A CAB COMPANY	4	2	1		3
BETHEL AMBULETTE INC.			9		1
CT TRANSPORTATION SERVICES					3
NM TAXI COMPANY	4		2	2	1
HUNTERS AMBULANCE	4	5	1		
LEILA TRANSPORTATION	1		7		
RELIABLE TRANSPORTATION LLC		1	3	4	1
TRI STATE RIDE SERVICES	4		6		
A&Z TRANSPORTATION, LLC					1
AMERICAN MEDICAL RESPONSE OF CT			2		4
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
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	
STATEWIDE B TRANSPORTATION, LLC					
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	4				
BRISTOL HOSPITAL EMS					4
GOOGE WHEELCHAIR AND LIVERY SERVICE		2	2		
MY TAXI, LLC		2	2		
ESSEX LIMOUSINE SERVICE					
ROSE CITY TAXI LLC			3		
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1	

Provider No-Show Count by Provider

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

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
ACME TRANSPORTATION				2	
AETNA AMBULANCE SERVICE		2			
ALTERNATIVE TRANSPORTATION SOLUTIONS		2			
BRADLEY LIVERY, LLC			2		
MAFFEI TAXI SERVICE			1		
MILFORD TRANSIT DISTRICT				2	
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
ACME TRANSPORTATION		
AETNA AMBULANCE SERVICE		
ALTERNATIVE TRANSPORTATION SOLUTIONS		
BRADLEY LIVERY, LLC		
MAFFEI TAXI SERVICE	1	
MILFORD TRANSIT DISTRICT		
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

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%
JAQUAR LIMO, LLC	7	1.50%	25	2.23%	25	1.73%	89	3.67%	994	30.75%
CAMPION AMBULANCE	410	20.12%	508	19.62%	452	19.10%	333	13.99%	489	17.62%
VALLEY CAB (SUBURBAN TRANSPORTATION)	551	6.83%	64	0.75%	37	0.50%	39	0.42%	29	0.27%
SUBURBAN LIVERY SERVICE LLC	304	16.74%	243	15.48%	409	19.94%	431	18.05%	580	19.08%
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%
BETHEL AMBULETTE INC.	198	9.58%	249	11.44%	286	11.77%	289	12.31%	308	11.48%
VALLEY CAB	338	12.34%	204	8.17%	233	9.43%	289	9.67%	380	9.99%
GRIFFIN TRANSPORT	281	13.50%	243	14.06%	172	9.42%	224	11.72%	286	12.07%
SAFE TRANSPORTATION	748	17.02%	473	7.12%	62	0.74%	61	0.68%	87	0.78%
PEOPLES TRANSIT LLC	525	17.52%	361	12.73%	437	14.28%	172	13.30%		
RELIABLE TRANSPORTATION LLC	99	9.83%	115	9.26%	187	11.17%	244	11.55%	275	10.87%
CT HANDIVAN	148	17.39%	241	18.57%	312	21.93%	286	20.36%	210	20.49%
GREGORY BURRUS & SON LLC	163	21.25%	172	19.35%	209	20.00%	174	19.84%	222	22.38%
A&Z TRANSPORTATION, LLC							84	34.43%	359	29.79%
PUTNAM TAXI LLC	110	18.77%	127	19.04%	135	20.61%	121	18.67%	154	22.06%
THE YELLOW CAB CO. INC.	774	23.87%	182	15.48%	0					
PATRIOT TAXI	119	13.40%	122	14.88%	128	15.76%	107	12.56%	118	13.00%
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%
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%
NM TAXI COMPANY	51	12.11%	47	7.85%	84	12.48%	95	14.20%	107	15.18%
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%
ALLIED TRANSPORTATION	57	14.69%	95	17.82%	104	19.70%	89	18.35%	89	18.50%
HUNTERS AMBULANCE	177	8.71%	121	5.45%	96	4.27%	64	3.31%	35	3.41%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	58	12.47%	69	14.14%	80	15.69%	72	14.55%	68	12.06%
ZOLI TRANSPORTATION	213	16.32%	202	21.15%	74	28.57%	38	29.23%		
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	52	4.80%	46	4.61%	62	6.58%	76	17.59%	93	8.67%
WRIGHT TRANSPORTATION, INC.	51	7.36%	39	5.48%	66	8.47%	80	8.55%	84	7.29%
VEYO CONNECTICUT IDPS	38	4.72%	55	3.08%	75	4.04%	93	4.70%	80	3.85%
VALLEY TRANSIT DISTRICT	68	24.73%	63	20.32%	57	20.36%	63	21.36%	79	23.44%
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%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	2	0.20%	19	0.94%	40	1.15%	51	1.39%	55	1.06%
ESSEX LIMOUSINE SERVICE	79	10.87%	35	4.76%	64	7.26%	46	4.73%	43	4.65%
BDL LIVERY	0	0.00%	1	0.90%	14	8.38%	34	4.94%	24	2.76%
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%
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%
HARRY'S TAXI INC	2	5.56%	102	14.91%	110	15.32%	45	15.90%	0	
DRM TRANSIT LLC: HARTFORD/TORRINGTON	0		23	1.10%	22	0.54%	11	0.23%	109	2.33%
DRM TRANSIT LLC: NEW HAVEN	0		34	1.76%	16	0.39%	30	0.63%	28	0.61%
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%
BRISTOL HOSPITAL EMS	21	10.66%	24	9.38%	32	11.03%	26	11.87%	20	6.15%
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%		
CT TRANSPORTATION SERVICES							2	3.33%	0	0.00%
FIVE DIAMOND LIMOUSINE LLC	46	15.44%	45	10.07%	18	4.75%	6	3.19%		
PREMIER AMBULETTE TRANSPORTATION, INC	0		1	50.00%	13	30.23%	25	56.82%	18	36.73%

Late Trip Count by Provider

	Month of Trip Date			
	Jun 18		Jul 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	2,375	12.45%	2,391	12.74%
PARK CITY LIVERY	1,037	20.30%	1,028	19.81%
MED-X TRANS, INC.	533	29.46%	649	38.27%
MAFFEI TAXI SERVICE	620	18.40%	565	19.66%
EXECUTIVE 2000	650	14.03%	646	13.80%
ON TIME LIMOUSINE, LLC	652	25.87%	646	25.29%
AMBASSADOR WHEELCHAIR SERVICES	550	17.09%	534	17.61%
NORWICH TAXI, LLC	492	10.59%	436	10.02%
JAQUAR LIMO, LLC	1,081	35.54%	1,129	35.54%
CAMPION AMBULANCE	420	16.09%	381	14.20%
VALLEY CAB (SUBURBAN TRANSPORTATION)	706	7.67%	1,444	15.28%
SUBURBAN LIVERY SERVICE LLC	436	15.95%	243	10.13%
ACE TRANSPORTATION	215	14.47%	264	13.62%
SOUTHERN HOME CARE SERVICE	372	11.89%	365	11.19%
CT TAXI, LLC (CT LIVERY)	311	19.34%	300	18.99%
AMERICAN CHAIRCAR SERVICES, LLC	357	23.24%	307	20.96%
A CAB COMPANY	361	16.85%	368	19.77%
BETHEL AMBULETTE INC.	330	13.00%	251	9.84%
VALLEY CAB	245	7.39%	207	7.02%
GRIFFIN TRANSPORT	261	11.04%	375	14.08%
SAFE TRANSPORTATION	60	0.60%	63	0.96%
PEOPLES TRANSIT LLC				
RELIABLE TRANSPORTATION LLC	293	12.60%	263	10.87%
CT HANDIVAN	102	18.92%	115	22.33%
GREGORY BURRUS & SON LLC	201	24.60%	180	17.79%
A&Z TRANSPORTATION, LLC	355	22.00%	387	24.62%
PUTNAM TAXI LLC	199	22.90%	212	23.69%
THE YELLOW CAB CO. INC.				
PATRIOT TAXI	137	14.76%	137	14.09%
HARRY'S LIVERY LLC				
AMERICAN LIMO, LLC				
BEST CHOICE TRANSPORTATION	159	10.79%	161	9.12%
LUCKY LIVERY	111	15.46%	113	11.11%
GOOGE WHEELCHAIR AND LIVERY SERVICE	116	10.76%	89	8.44%
NM TAXI COMPANY	127	18.96%	147	24.34%
NORWICH TRANSPORTATION, LLC	111	26.62%	94	20.80%
WMC EXPRESS CORP	121	16.35%	171	15.70%
ALLIED TRANSPORTATION	56	11.74%	86	15.84%
HUNTERS AMBULANCE	27	3.26%	14	1.83%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	101	17.81%	80	18.39%
ZOLI TRANSPORTATION				
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	95	11.50%	90	11.72%
WRIGHT TRANSPORTATION, INC.	74	7.09%	73	7.90%
VEYO CONNECTICUT IDPS	62	3.01%	58	2.60%
VALLEY TRANSIT DISTRICT	60	18.63%	54	19.78%
KAYBELLA TRANSPORTATION LLC	36	9.76%	49	10.52%
SUPREME LIMO	42	25.00%	20	11.76%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	74	1.40%	95	1.71%
ESSEX LIMOUSINE SERVICE	37	4.15%	17	2.01%
BDL LIVERY	112	14.95%	132	16.71%
DRM TRANSIT LLC: NEW LONDON	30	1.46%	0	0.00%
TIX TRANSPORTATION				
ACME TRANSPORTATION	48	11.74%	21	5.80%
COMFORT CARE TRANSPORTATION	37	10.98%	43	14.24%
MILFORD TRANSIT DISTRICT	77	25.75%	39	13.68%
HARRY'S TAXI INC	0			
DRM TRANSIT LLC: HARTFORD/TORRINGTON	37	0.70%	28	0.55%
DRM TRANSIT LLC: NEW HAVEN	45	0.80%	72	1.24%
LEILA TRANSPORTATION	7	7.22%	2	1.60%
AMERICAN AMBULANCE SERVICE, INC (CT)	27	10.47%	13	7.30%
BRISTOL HOSPITAL EMS	32	10.03%	14	6.57%
AFI HEALING HANDS INTERNATIONAL LLC	23	16.20%	20	12.35%
MY TAXI, LLC				
CT TRANSPORTATION SERVICES	36	34.95%	101	63.13%
FIVE DIAMOND LIMOUSINE LLC				
PREMIER AMBULETTE TRANSPORTATION, INC	24	51.06%	16	42.11%

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
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%		
RIDE WITH CARE										
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%
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	
ROYAL RS	4	0.63%	0	0.00%	2	0.32%	21	2.78%	3	0.45%
TAGCO LIVERY SERVICES, LLC	4	1.24%	3	1.33%	0	0.00%	2	1.40%	1	0.38%
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%
AVON TRANSPORTATION							0		2	4.08%
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%						
ALLIED TRANSPORT										
CONNECTICUT TRANSPORTATION SOLUTIONS	1	7.14%	0		0		0		1	7.69%
K&E TRANSPORTATION LLC	2	0.29%	0	0.00%	0	0.00%	1	0.11%	0	0.00%
DANBURY AMBULANCE	3	0.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
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%		
STATEWIDE B TRANSPORTATION, LLC										
ALTERNATIVE TRANSPORTATION SOLUTIONS	1	4.35%	1	8.33%						
W&E TRANSPORTATION										
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									
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	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late
HARTFORD LIVERY, LLC				
A&M LIMO				
RIDE WITH CARE	35	32.41%	43	32.09%
STARTIRE LIVERY LLC	11	3.77%	17	5.17%
TRI STATE RIDE SERVICES				
DUNBAR PATIENT TRANSPORT CORP	4	3.15%	7	5.47%
FOUR FELLAS TRANSPORTATION, LLC				
AMERICAN MEDICAL RESPONSE OF CT	2	0.30%	6	0.98%
ABOVE AVERAGE TRANSPORTATION	0		0	
ROYAL RS	1	0.16%	0	0.00%
TAGCO LIVERY SERVICES, LLC	0	0.00%	17	6.54%
RED & WHITE TAXI, LLC				
D & R TRANSPORTATION	7	5.60%	4	3.39%
AETNA AMBULANCE SERVICE	0	0.00%	0	0.00%
ALL STAR LIMO LLC	0	0.00%	6	0.74%
AVON TRANSPORTATION	1	16.67%	13	26.53%
AMBULANCE SERVICE OF MANCHESTER	2	0.78%	0	0.00%
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%	0	0.00%
DBA CASABLANCA LIMO, LLC				
ALLIED TRANSPORT			5	13.51%
CONNECTICUT TRANSPORTATION SOLUTIONS	0	0.00%	3	10.00%
K&E TRANSPORTATION LLC	1	0.11%	1	0.11%
DANBURY AMBULANCE	0	0.00%	1	0.25%
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)				
ROSE CITY TAXI LLC				
STATEWIDE B TRANSPORTATION, LLC	3	2.38%	0	0.00%
ALTERNATIVE TRANSPORTATION SOLUTIONS				
W&E TRANSPORTATION			2	1.64%
Null	0		0	
A&J MEDICAL TRANSPORTATION COMPANY				
AMERICAN AIRPORT LIMO, LLC				
ANGELS ON THE GO			0	
BRADLEY LIVERY, LLC	0		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		0	
TEST BAD DATA OPERATOR				
VEYO CONNECTICUT PUBLIC TRANSIT	0		0	

Cancellations by Source

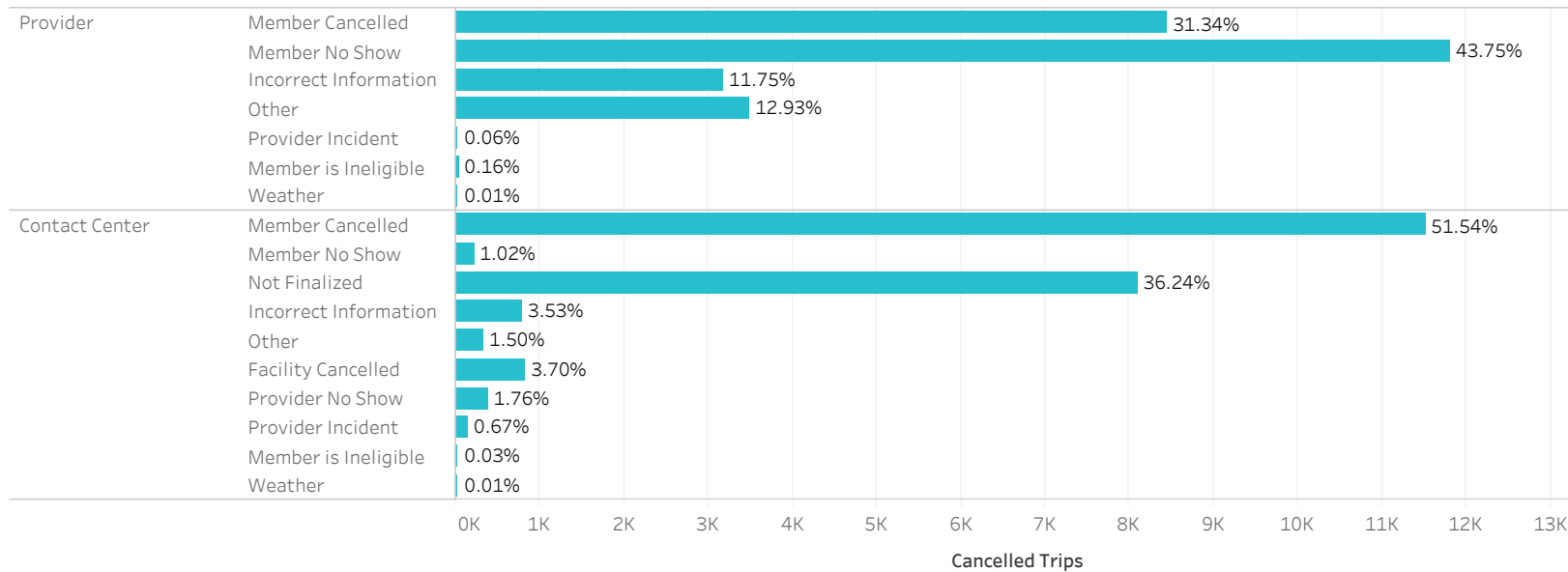
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Provider	52,055	31,561	26,651	23,209	24,978	23,850	26,990	17,255		
Contact Center	20,744	22,404	28,195	22,565	22,476	20,703	22,355	12,380	0	0
Total Cancelled	72,799	53,965	54,846	45,774	47,454	44,553	49,345	29,635	0	0

Cancellations by Reason

August 20, 2018

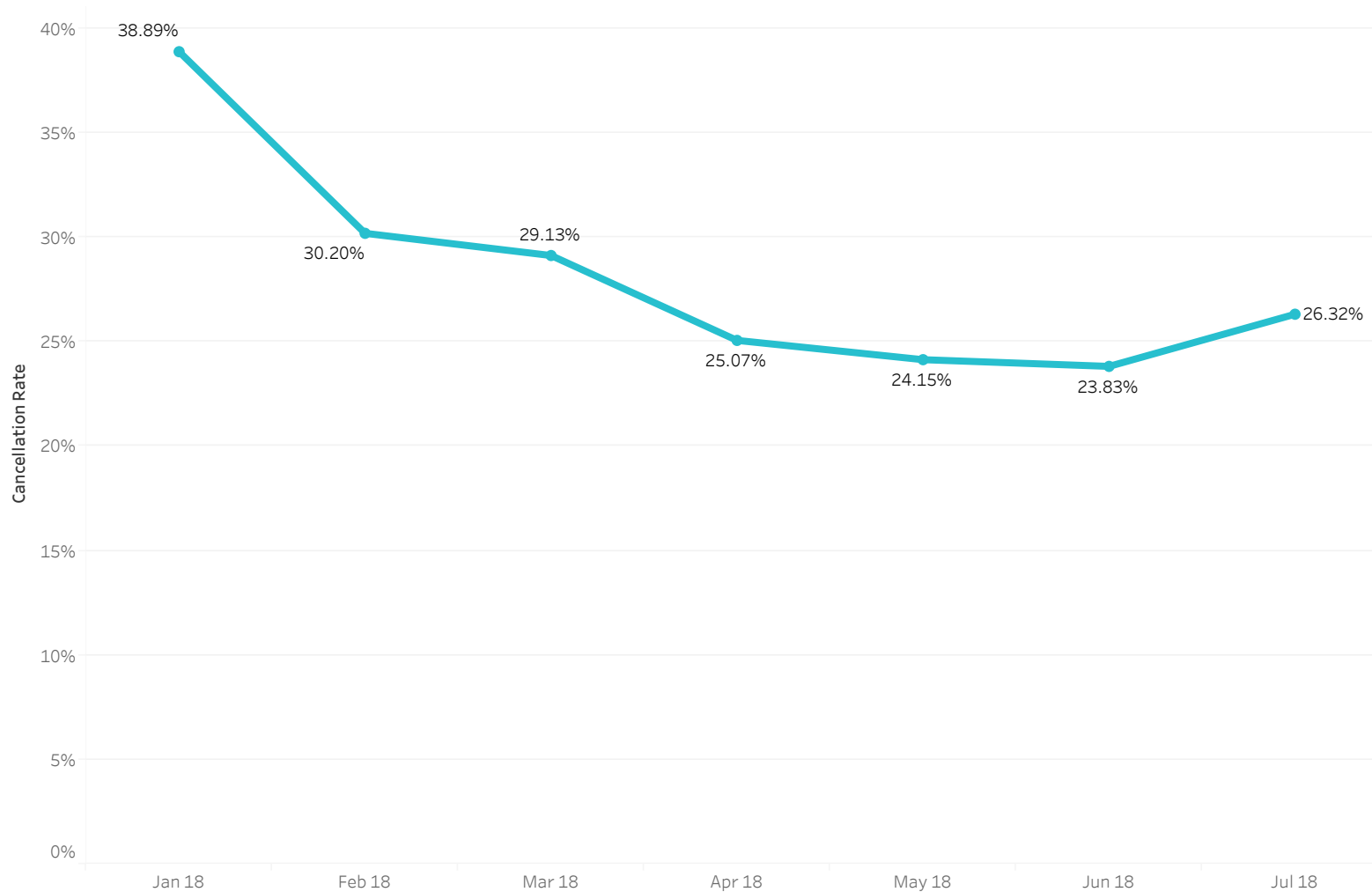


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Member Cancelled	24,344	21,711	20,218	18,464	19,295	18,848	19,980	13,116	0	0
Member No Show	13,581	8,903	9,507	10,791	11,611	10,705	12,036	8,774	0	
Not Finalized	11,809	8,274	10,411	7,597	6,287	5,875	8,101	2,349		
Other	13,789	9,198	6,494	4,015	4,151	3,581	3,826	2,286	0	0
Incorrect Information	4,772	2,963	2,495	3,112	4,076	3,860	3,961	2,318	0	0
Facility Cancelled	1,147	1,196	1,213	915	945	974	828	504	0	0
Weather	2,299	423	3,473	120	14	3	5			
Provider No Show	762	990	748	531	808	472	394	180		
Provider Incident	232	272	226	169	239	203	165	69		
Member is Ineligible	64	35	61	60	28	32	49	67	0	0
Grand Total	72,799	53,965	54,846	45,774	47,454	44,553	49,345	29,663	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

August 20, 2018



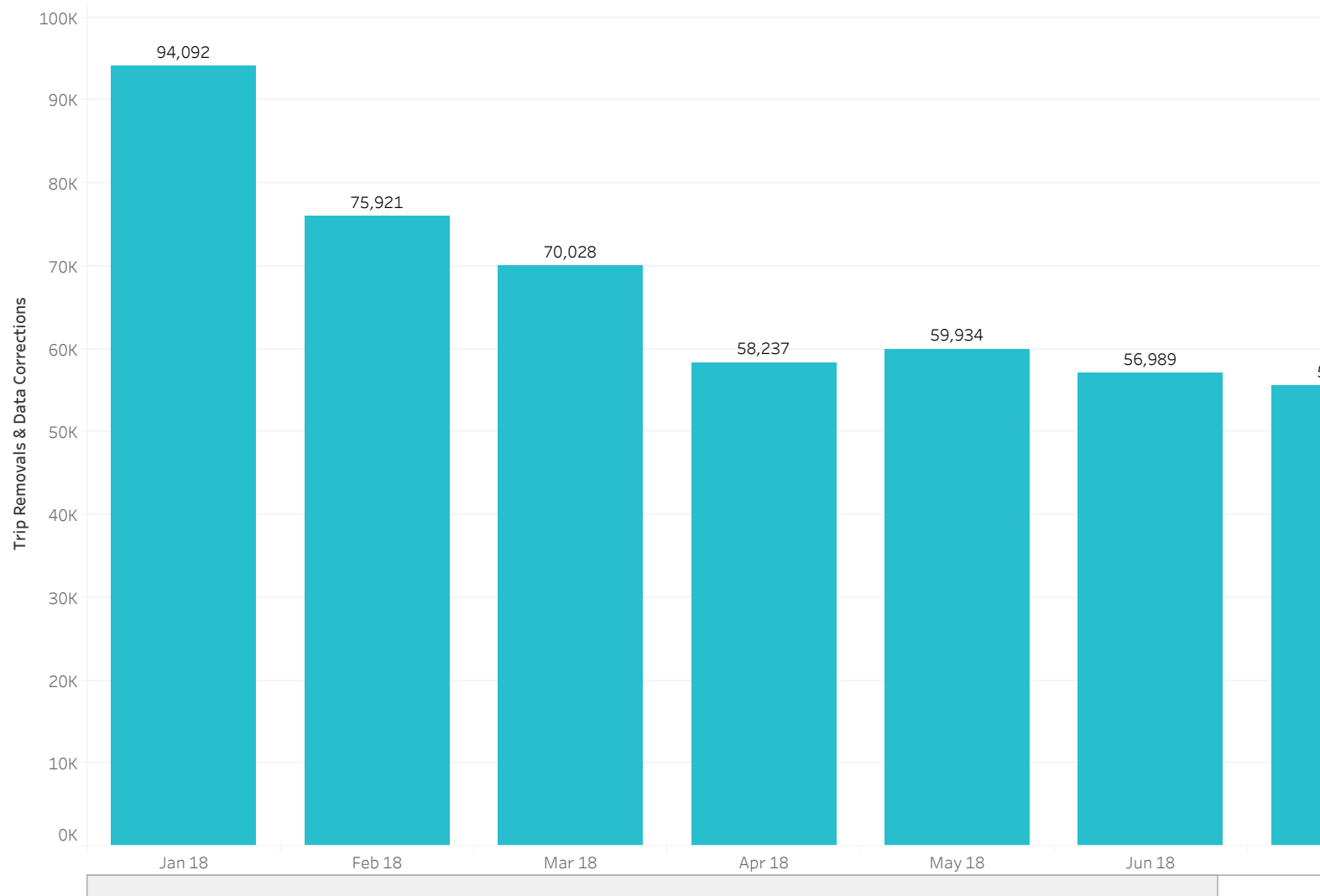
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Cancelled Trips	72,799	53,965	54,846	45,774	47,454	44,553	49,345
Cancelled + Completed*	187,185	178,706	188,250	182,575	196,506	186,977	187,448
Cancellation Rate	38.89%	30.20%	29.13%	25.07%	24.15%	23.83%	26.32%

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Trip Removals & Data Corrections

August 20, 2018



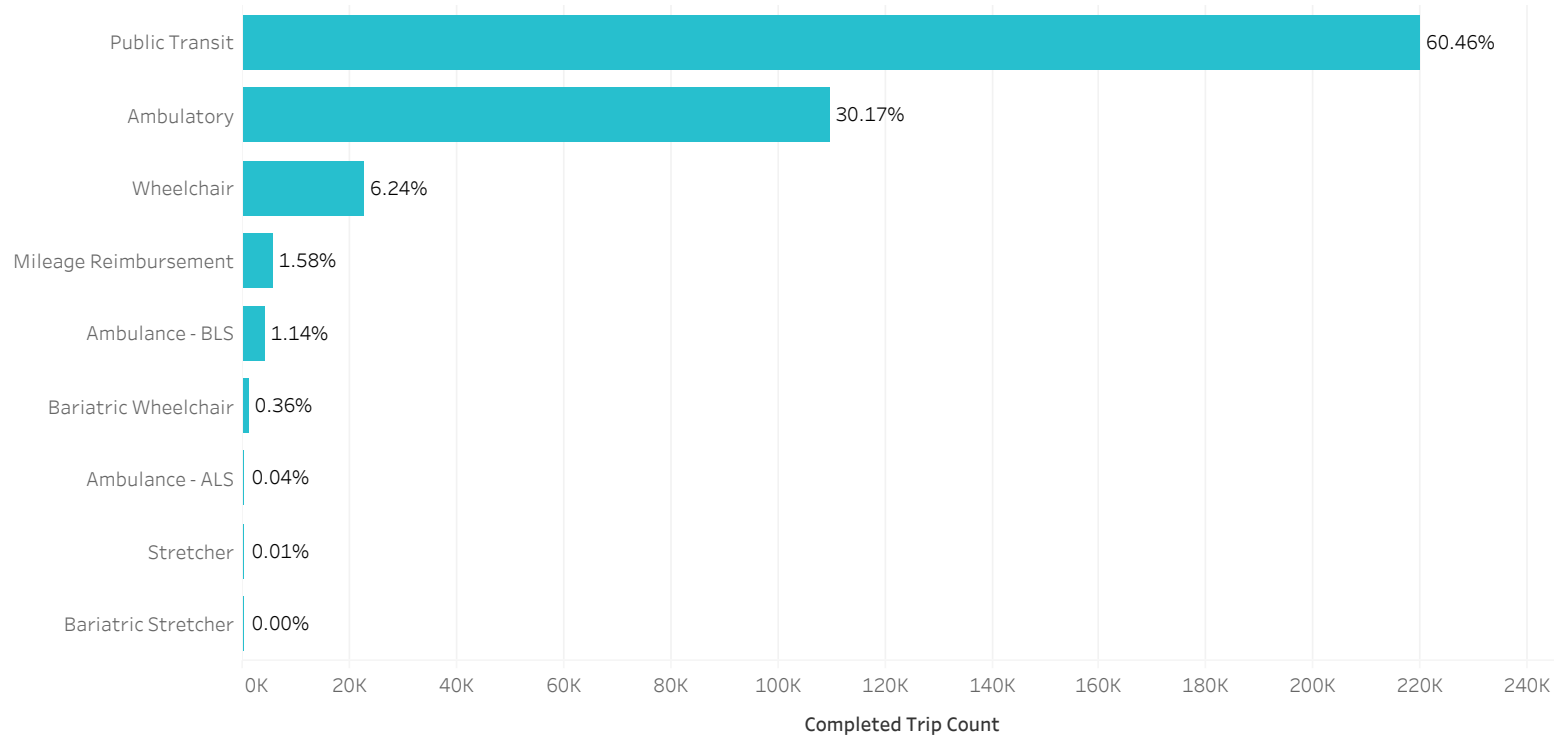
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Trips Re..	94,092	75,921	70,028	58,237	59,934	56,989	55,543

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

Transportation by Mode

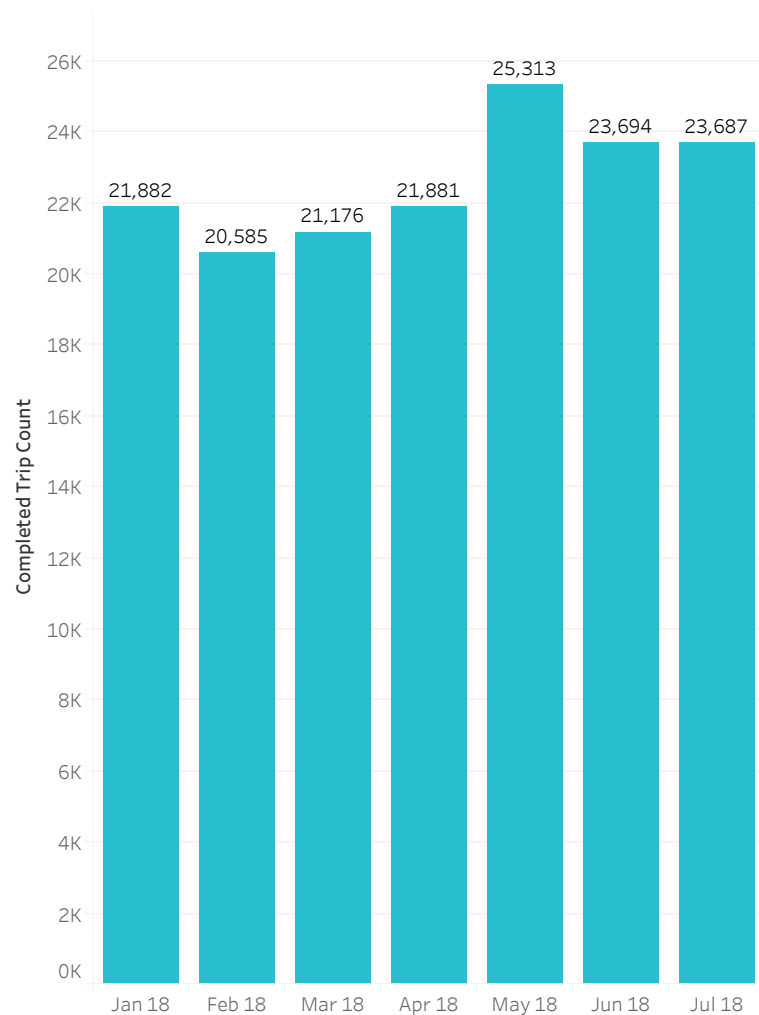
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,503	109,757
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,700
Mileage Reimbursement	1,141	2,208	3,723	3,923	5,512	5,532	5,749
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,319
Stretcher	1,773	146	95	29	25	66	22
Ambulance - ALS	68	129	138	117	197	220	149
Bariatric Stretcher	200	157	81	47	22	11	13
Other	0	1	0	0	0	0	

Trips Exceeding 20 Miles

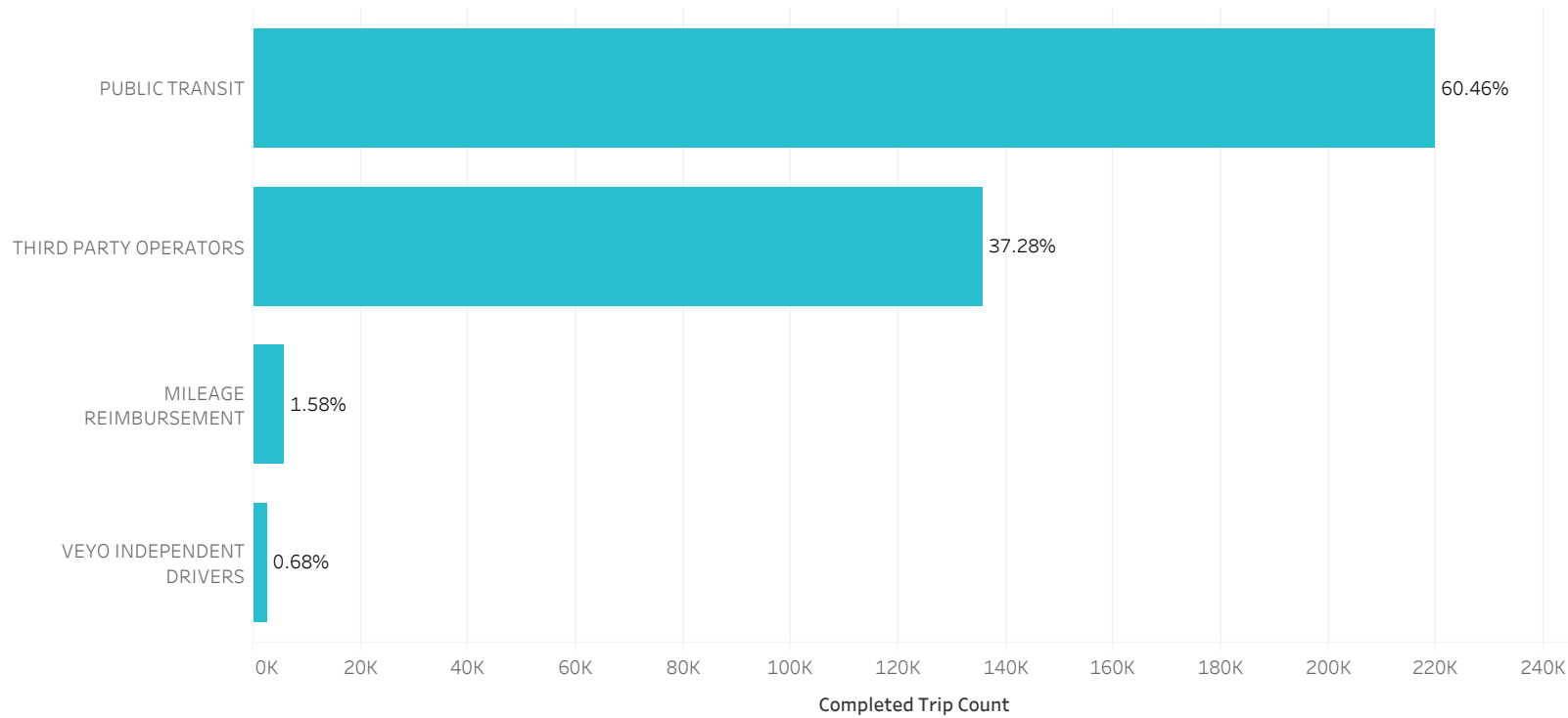
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Trips Exceeding 20 Miles	21,882	20,585	21,176	21,881	25,313	23,694	23,687

Provider Mix

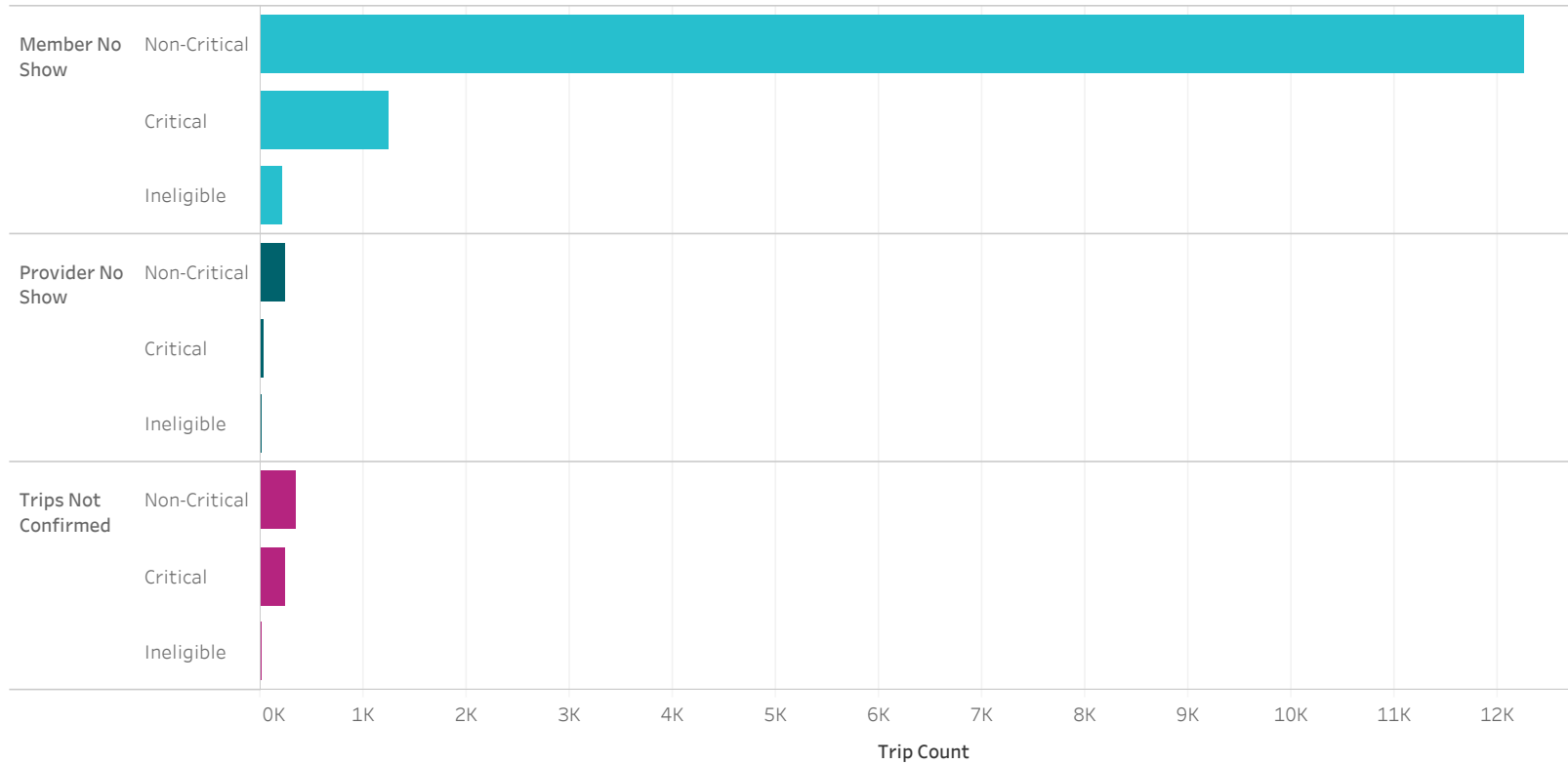
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
PUBLIC TRANSIT	180,521	145,437	158,218	178,985	210,858	206,095	219,987
THIRD PARTY OPERATORS	113,453	122,697	131,251	134,541	146,708	140,133	135,627
MILEAGE REIMBURSEMENT	1,141	2,207	3,723	3,923	5,511	5,532	5,749
VEYO INDEPENDENT DRIVERS	933	2,045	2,153	2,260	2,345	2,291	2,476

Unfulfilled Trip Counts

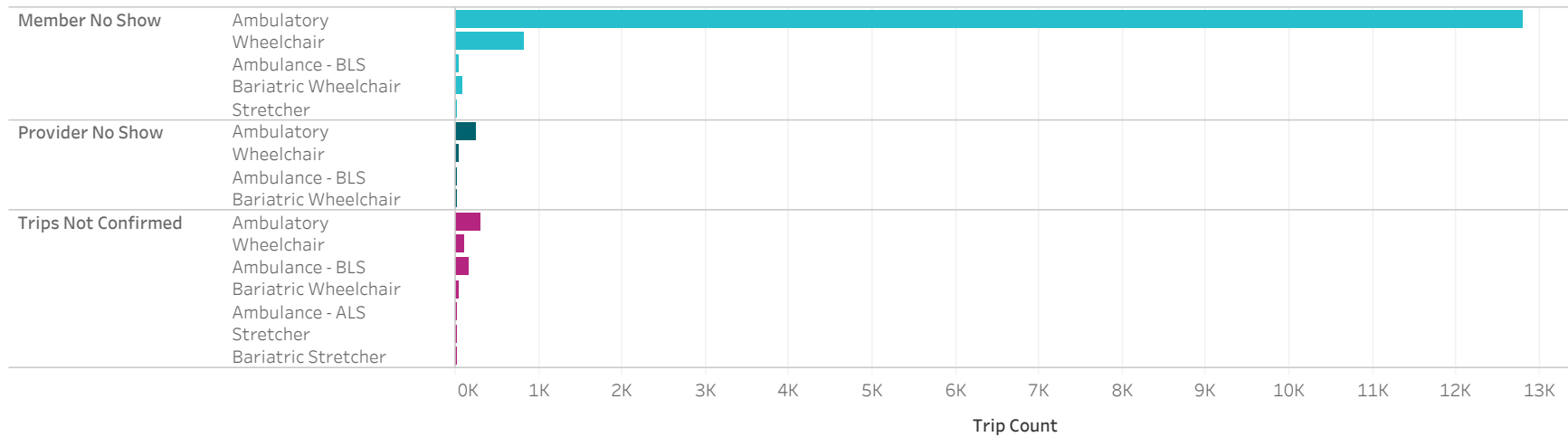
August 20, 2018



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

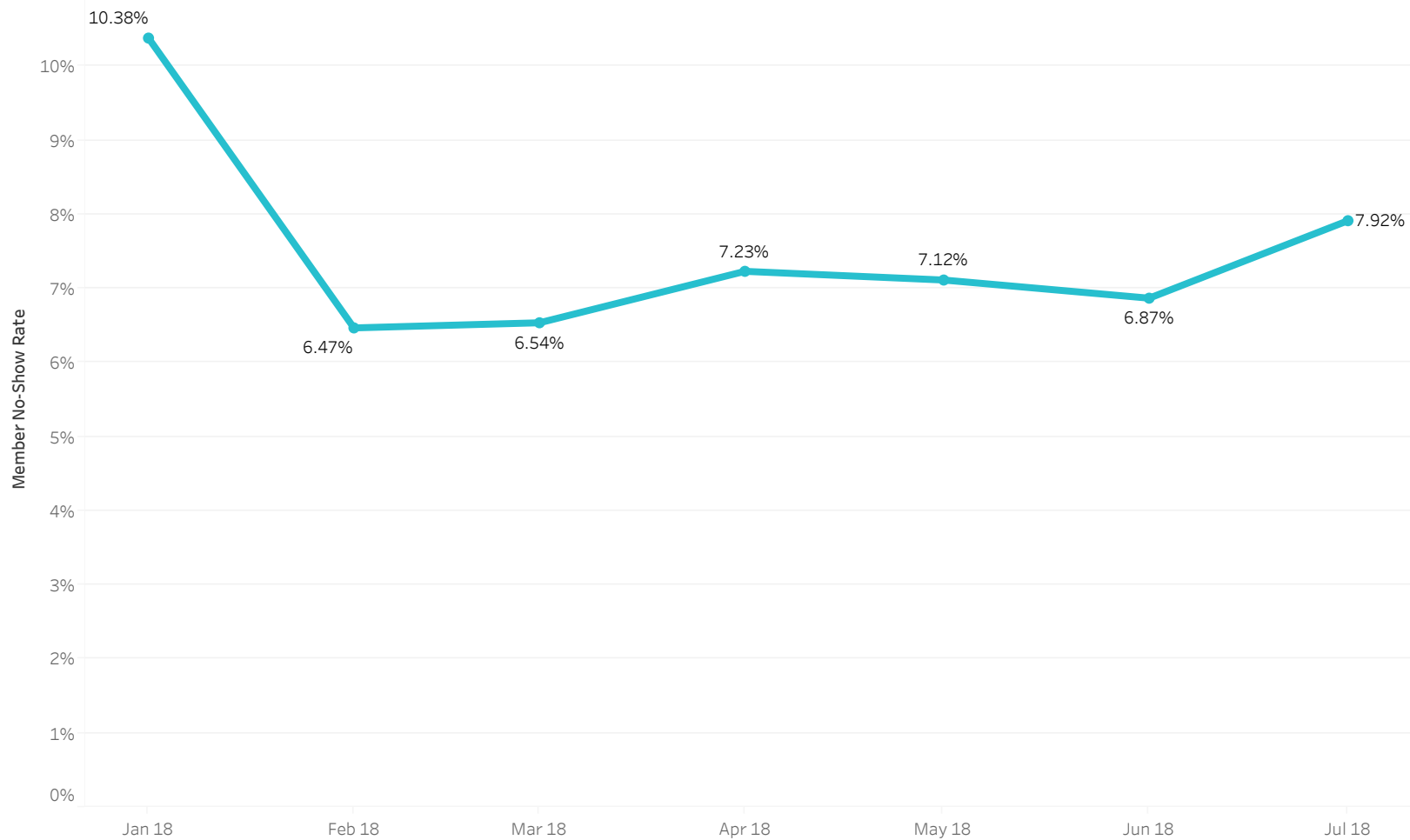
Unfulfilled Trips by Mode

August 20, 2018



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

Member No-Shows

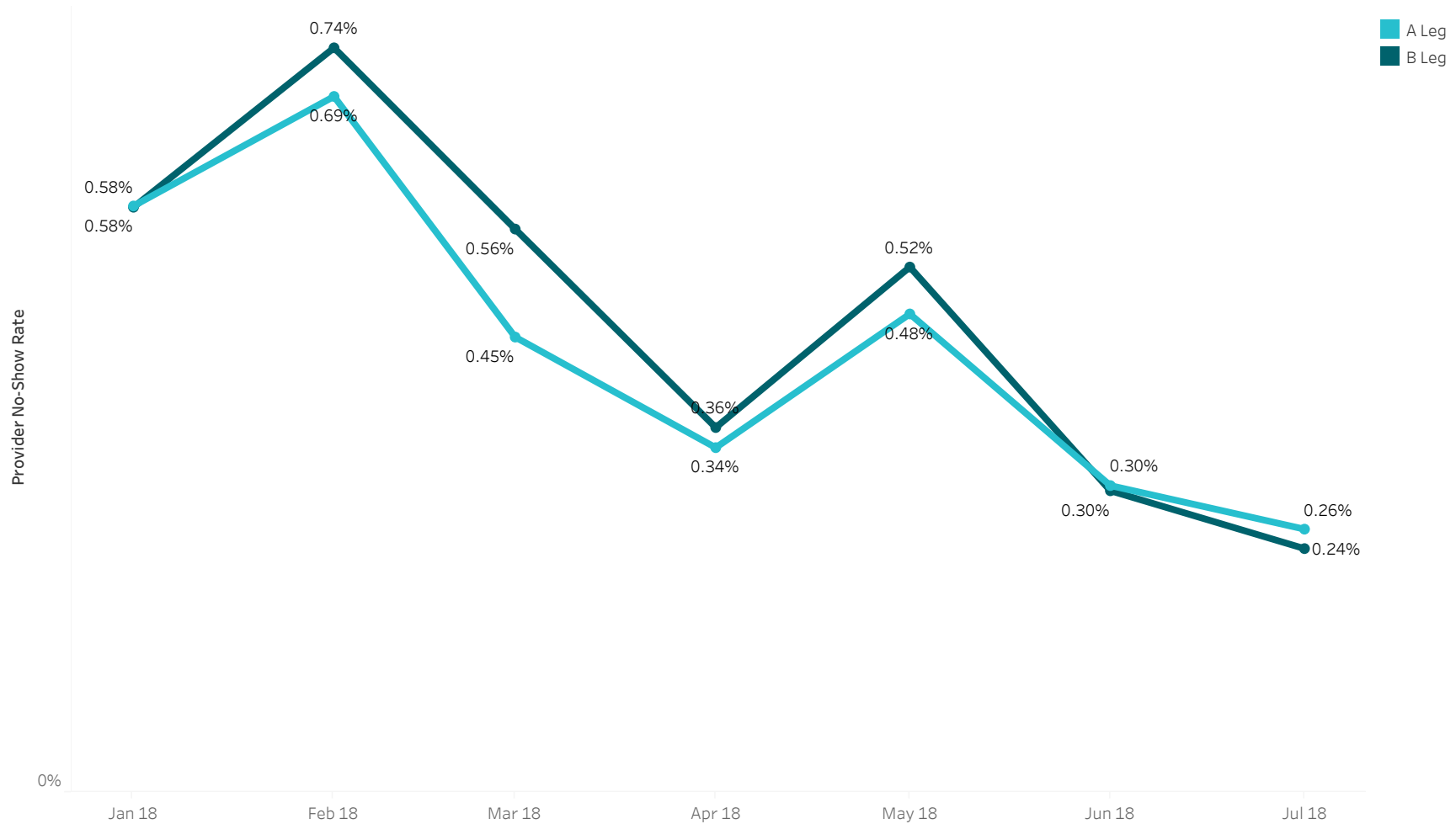


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Member No-Show Count	13,249	8,628	9,333	10,666	11,418	10,507	11,872
No-Shows + Completed*	127,635	133,369	142,737	147,467	160,470	152,931	149,975
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.92%

* Excludes Public Transit and Mileage Reimbursement

Provider No-Shows

August 20, 2018

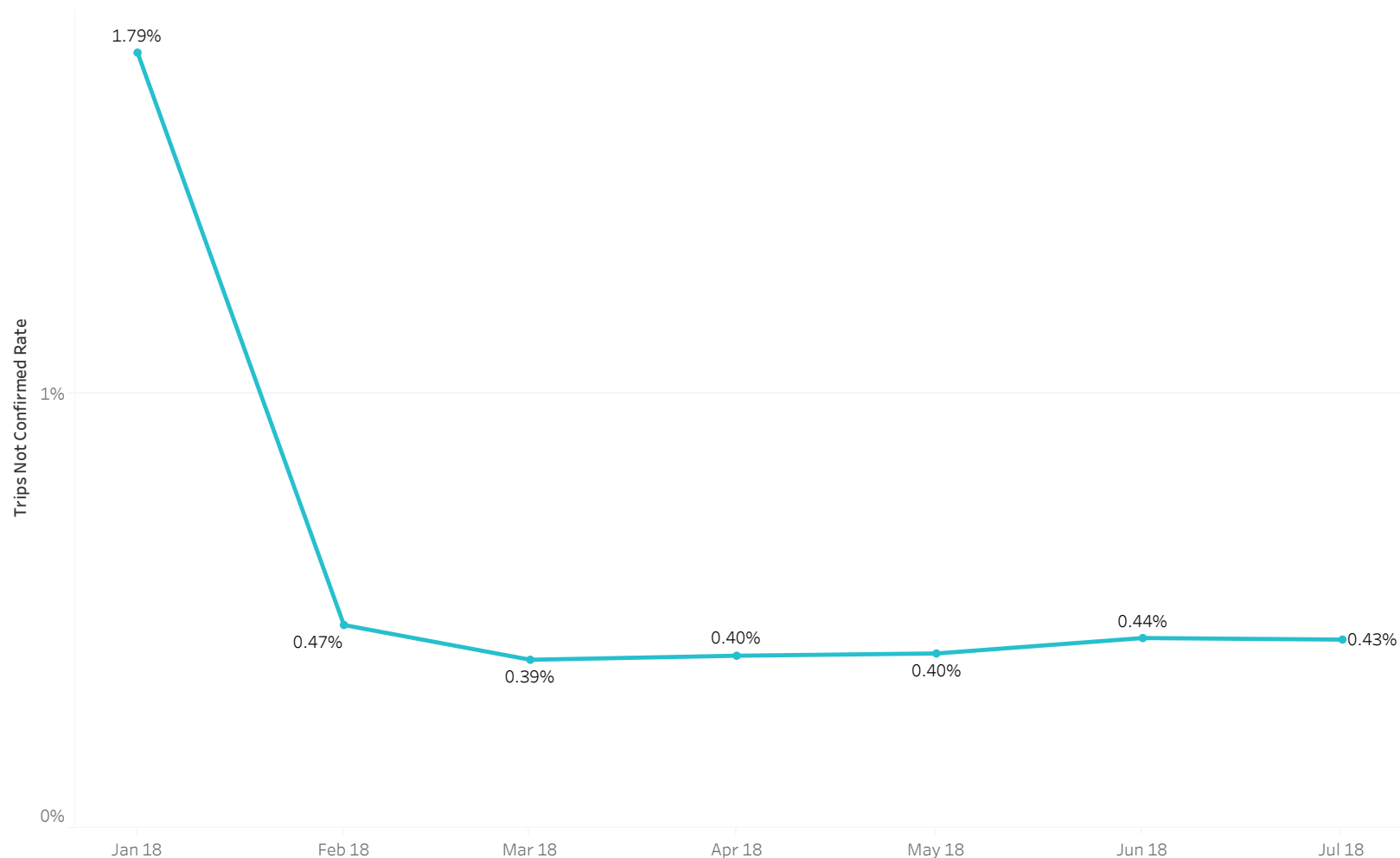


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Provider No-Show Count	670	899	678	484	747	432	349
No-Show + Completed*	115,056	125,640	134,082	137,285	149,799	142,856	138,452
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%	0.50%	0.30%	0.25%

* Excludes Public Transit and Mileage Reimbursement

Trips Not Confirmed

August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Not Confirmed	2,082	587	520	546	603	627	603
Not Confirmed + Completed*	116,480	125,328	133,943	137,347	149,710	143,051	138,706
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.40%	0.44%	0.43%

* Excludes Public Transit and Mileage Reimbursement



Monthly Complaints Report

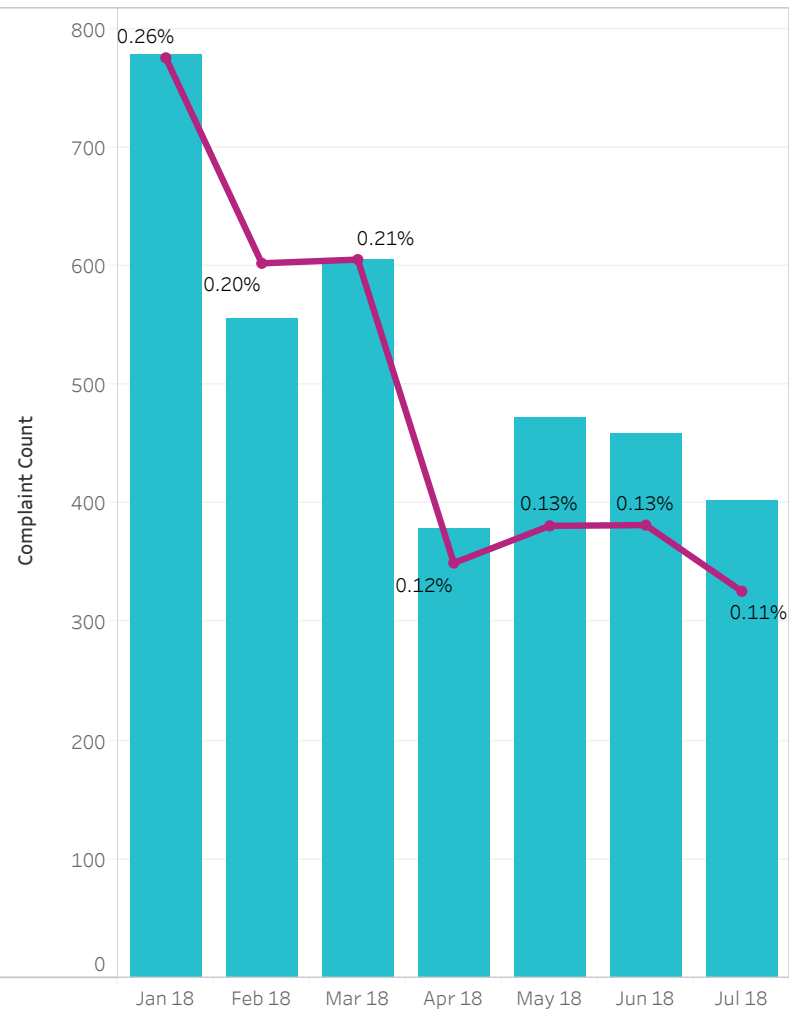
Connecticut Medicaid

Reporting Period: **July 2018**

Veyo Healthcare Logistics

Total Complaints

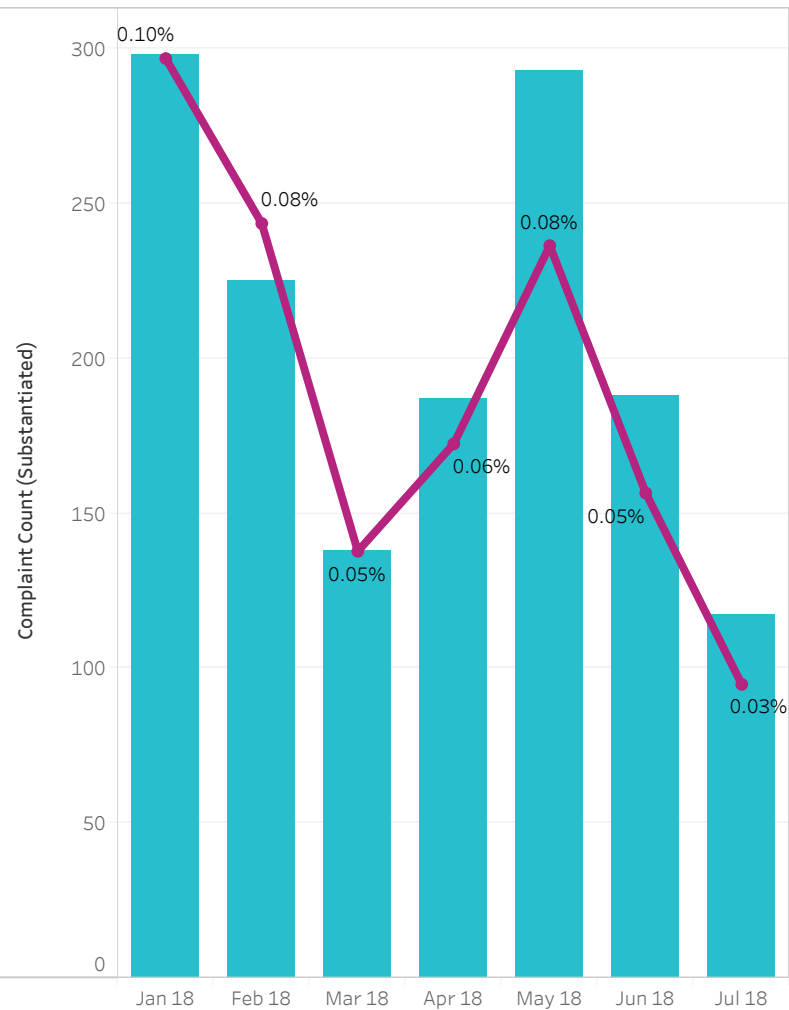
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Completed Trips	296,048	272,386	295,345	319,709	365,422	354,051	363,839
Total Complaint Count	778	556	606	379	472	458	402
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%	0.11%

Substantiated Complaints

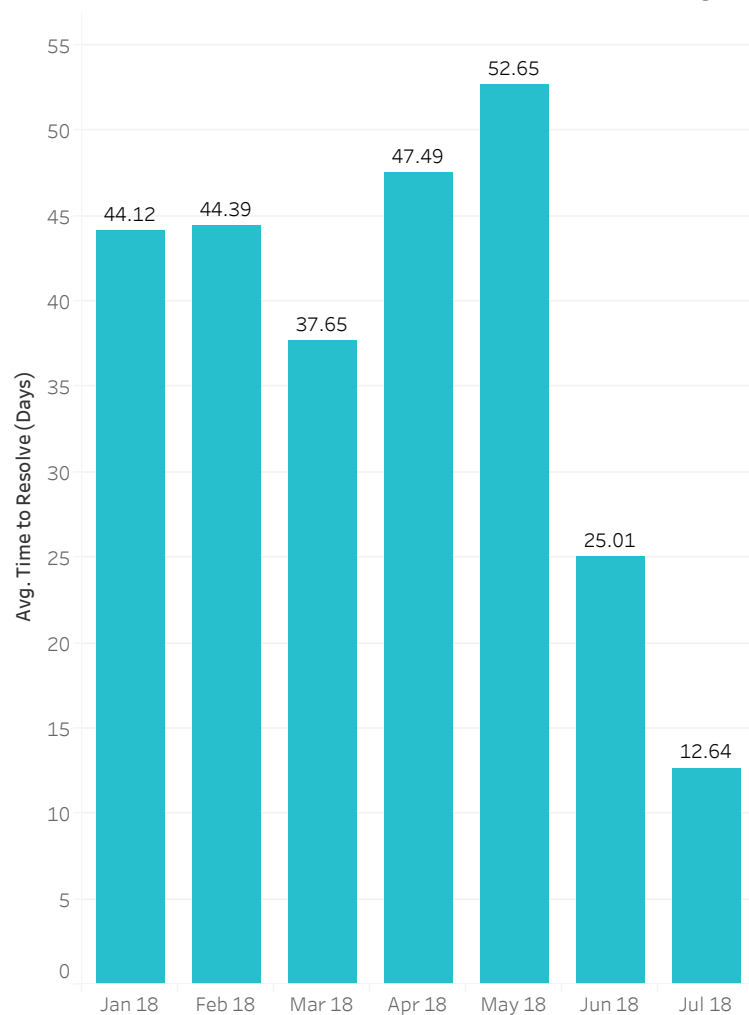
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Completed Trips	296,048	272,386	295,345	319,709	365,422	354,051	363,839
Substantiated Complaints	298	225	138	187	293	188	117
Substantiated Complaint %	0.10%	0.08%	0.05%	0.06%	0.08%	0.05%	0.03%

Average Time to Resolve

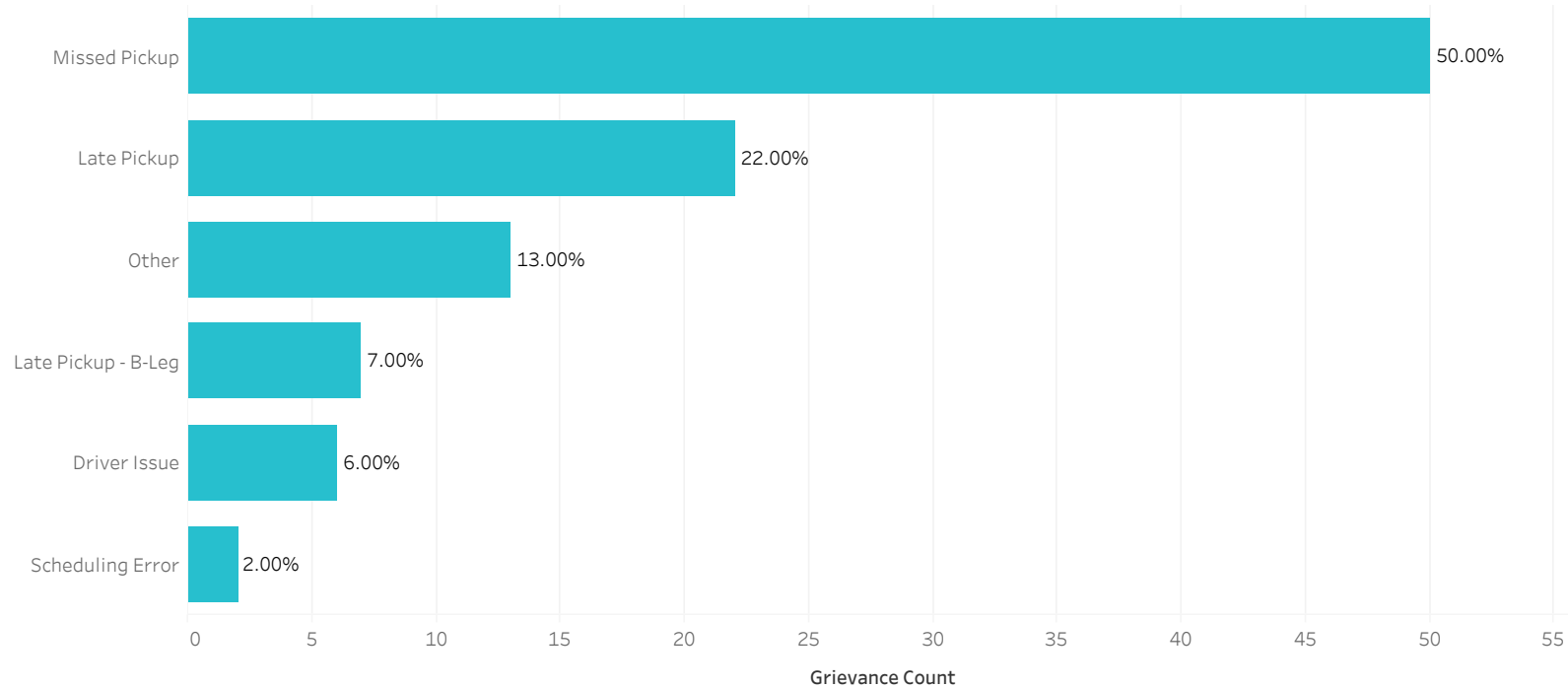
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Grievance Count	778	556	606	379	472	458	402
Resolved Count	778	556	606	378	423	254	160
Avg. Time to Resolve (Days)	44.12	44.39	37.65	47.49	52.65	25.01	12.64

Substantiated Complaints by Subcategory

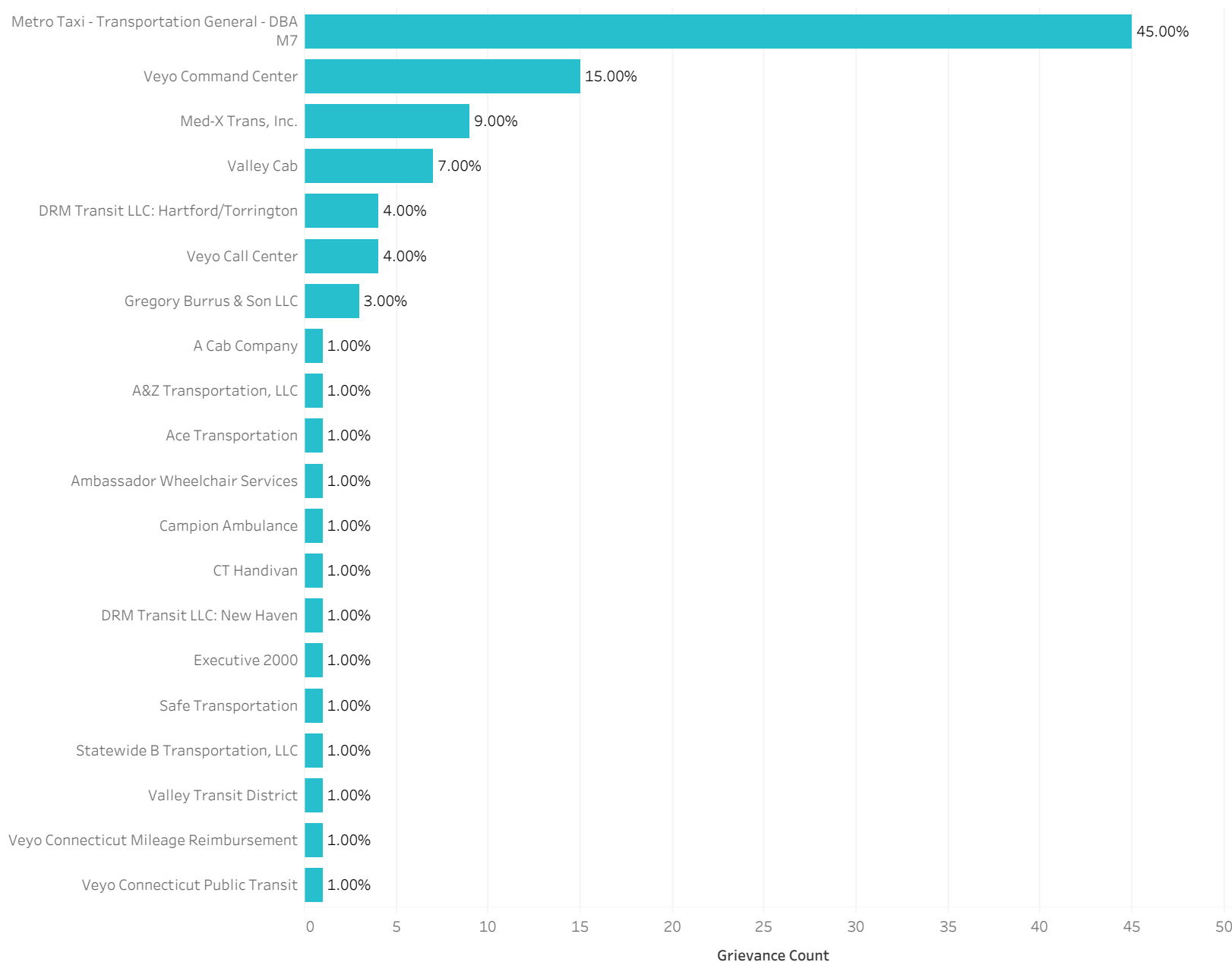
August 20, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018
Missed Pickup	181	130	56	98	161	120	60
Late Pickup	43	45	34	37	73	38	26
Other	17	10	20	13	12	5	15
Driver Issue	17	10	4	21	18	8	6
Late Pickup - B-Leg	6	9	6	6	20	7	8
Scheduling Error	20	11	9	5	3	6	2
Safety Concern	6	4	1	2	2	3	
Technical Issue	7	1					
Vehicle Issue		2	2	1	2	1	
Agent Issue		1	2	2	1		
Early Arrival	1	2	1	2			
Damage/Injury	1	2			1		

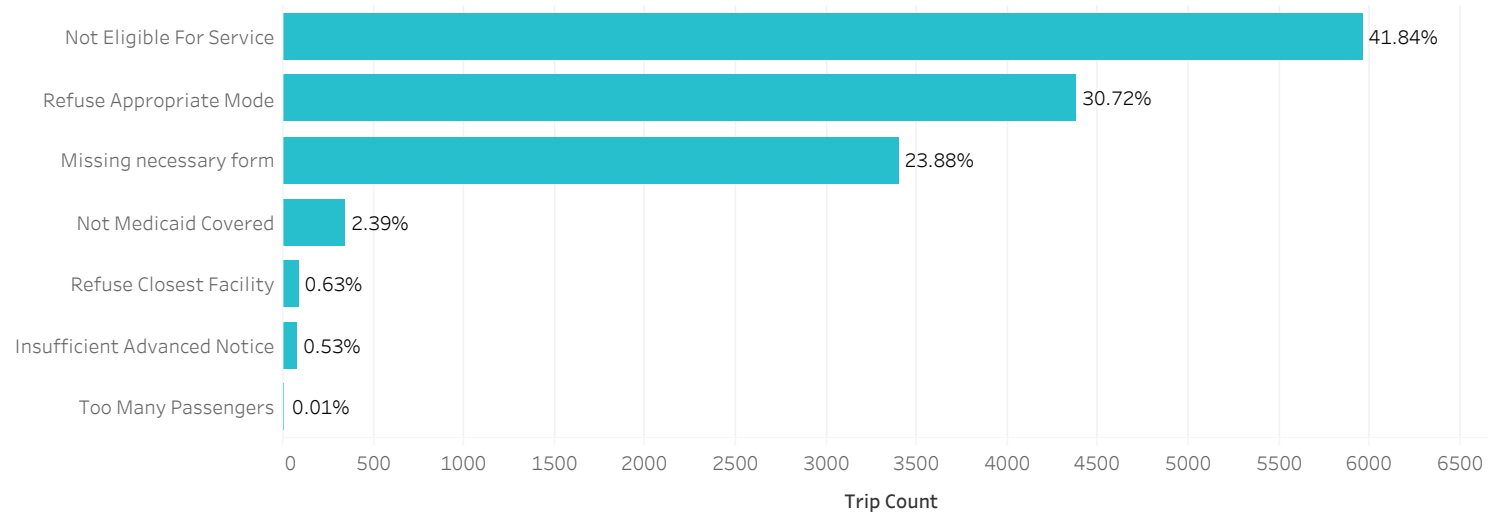
Substantiated Complaints by Provider

August 20, 2018



Denied Trips

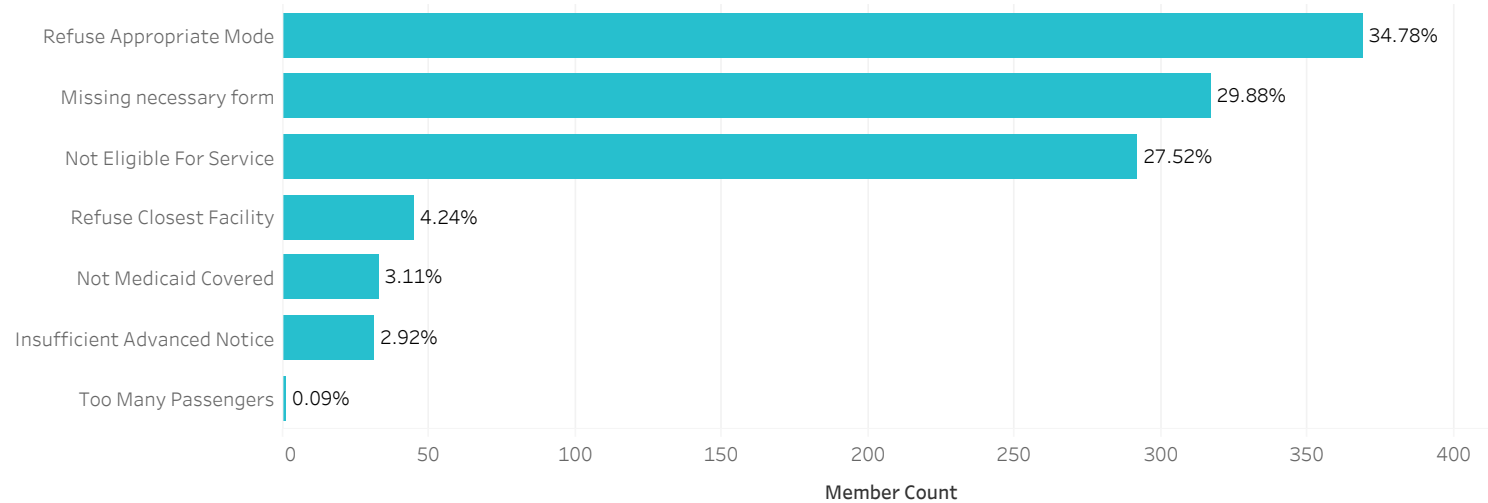
August 20, 2018



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

Members Receiving Notices of Action

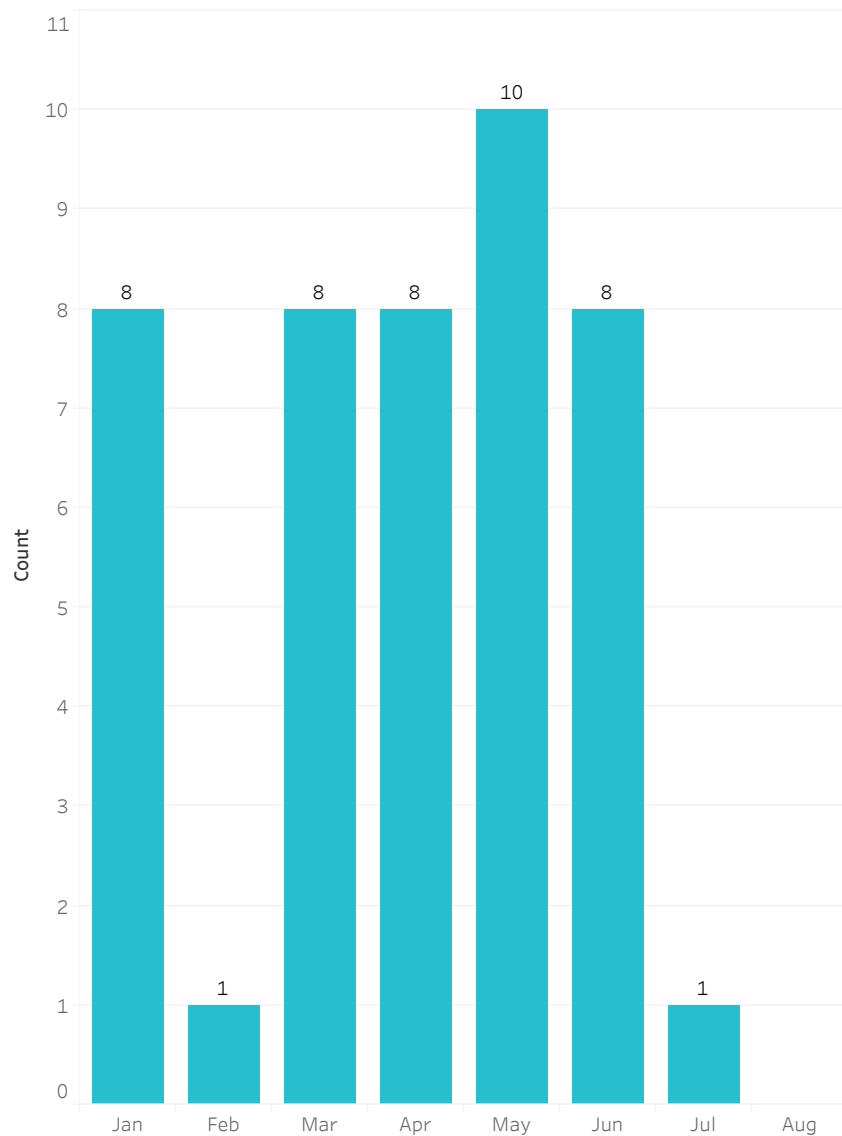
August 20, 2018



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

Admin Hearing Requests

August 20, 2018



	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018	August 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.