



Veyo / Total Transit Update

September 26, 2018

Introduction

- Facility Outreach
- Bus Passes Update
- Notice of Action Update
- Complaint Process
- Next Steps

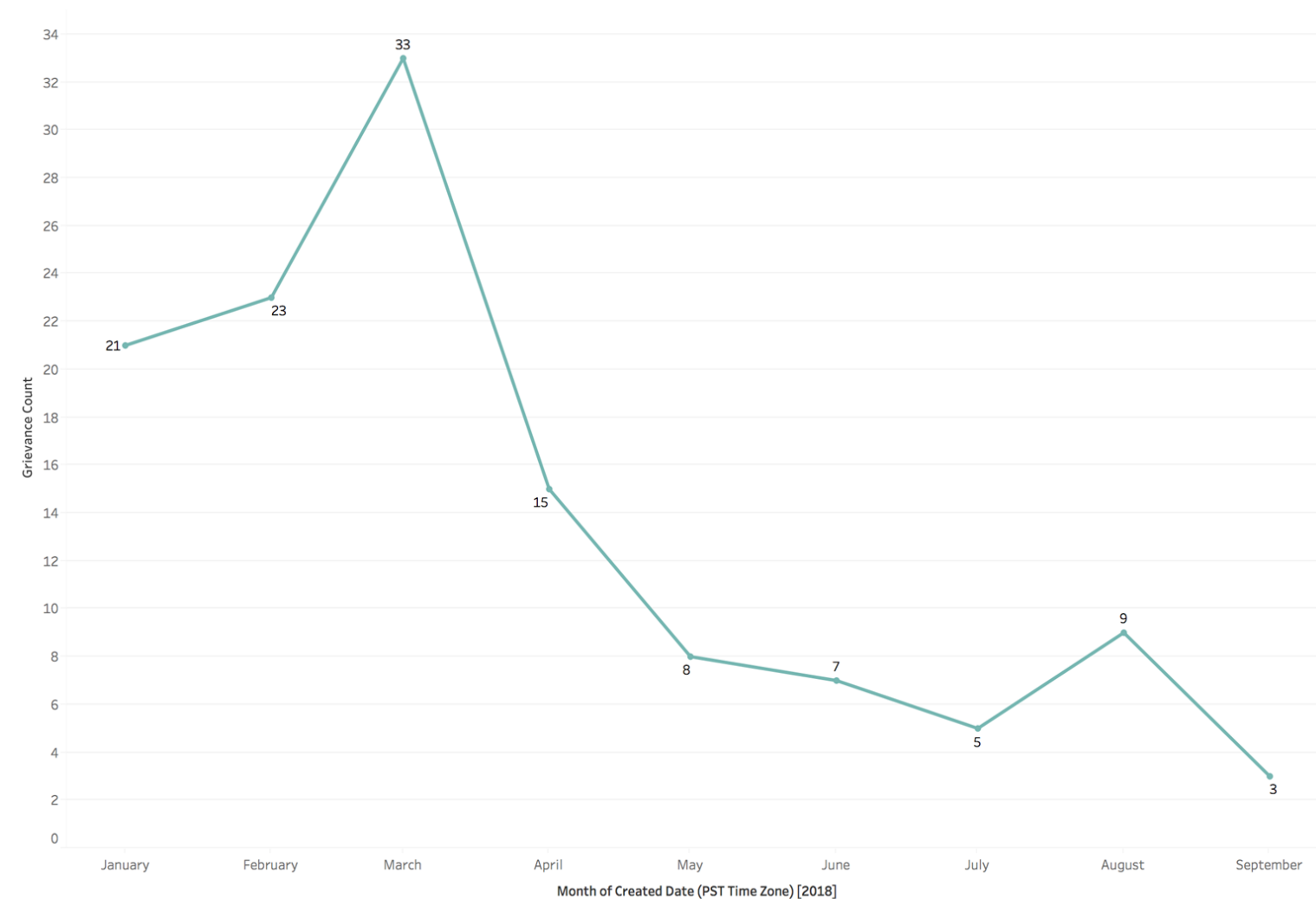
Facility Outreach

- **Charlotte Hungerford IOP Program** - Assigned a Preferred Provider for the program participants to address concerns around transportation expressed by staff/members.
- **Hartford Dispensary/Roots (Willimantic)** - Met with representatives from Beacon Health and Roots to discuss how we can all partner together to ensure all expectations for transportation needs are met.
- **CT Counseling** - Met with staff members to work collaboratively and ensure that transportation concerns are addressed.
- **APT Foundation** - Met to discuss concerns with bus passes, mileage reimbursement, and noted the process with Beacon for methadone treatment verification.
- **Daily Email Communication:** Established daily and weekly communication with 8 large Behavioral Health facilities to assist with processing forms, booking trips, and troubleshoot concerns as they may arise. Additional Clinical Coordinator focusing on only Behavioral Health and Substance Use.
- Maintain **open lines of communication** with all behavioral health and medical providers to prevent issues from arising.

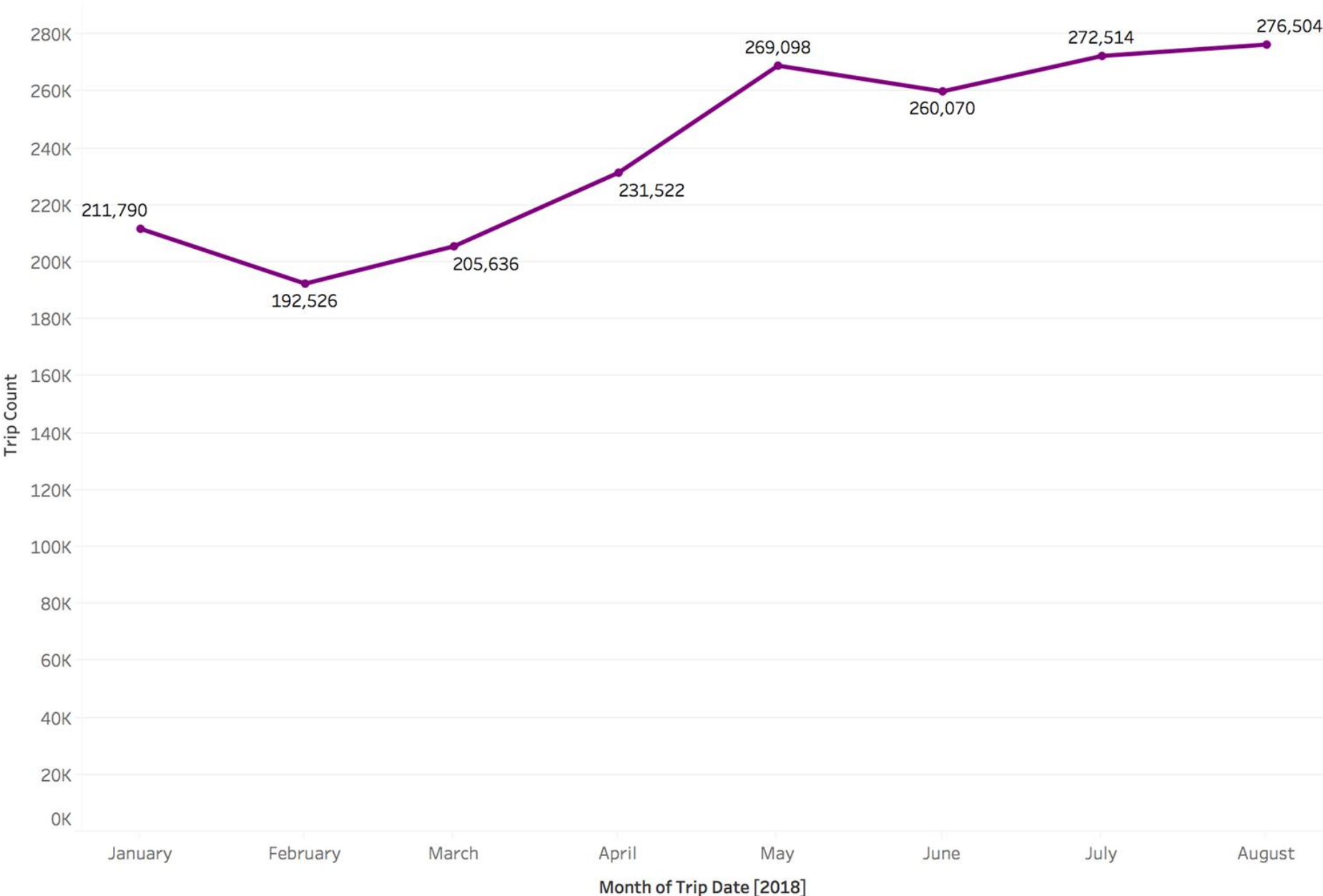
Bus Passes

- Approximately 4660 members are now using the CTGO SmartCard. The cards were distributed by Veyo in partnership with CTTTransit.
- Veyo's Public Transit team continues to verify addresses to ensure members are receiving the accurate passes.
- Public Transit related complaints continue to decline.

Public Transit Complaint Count

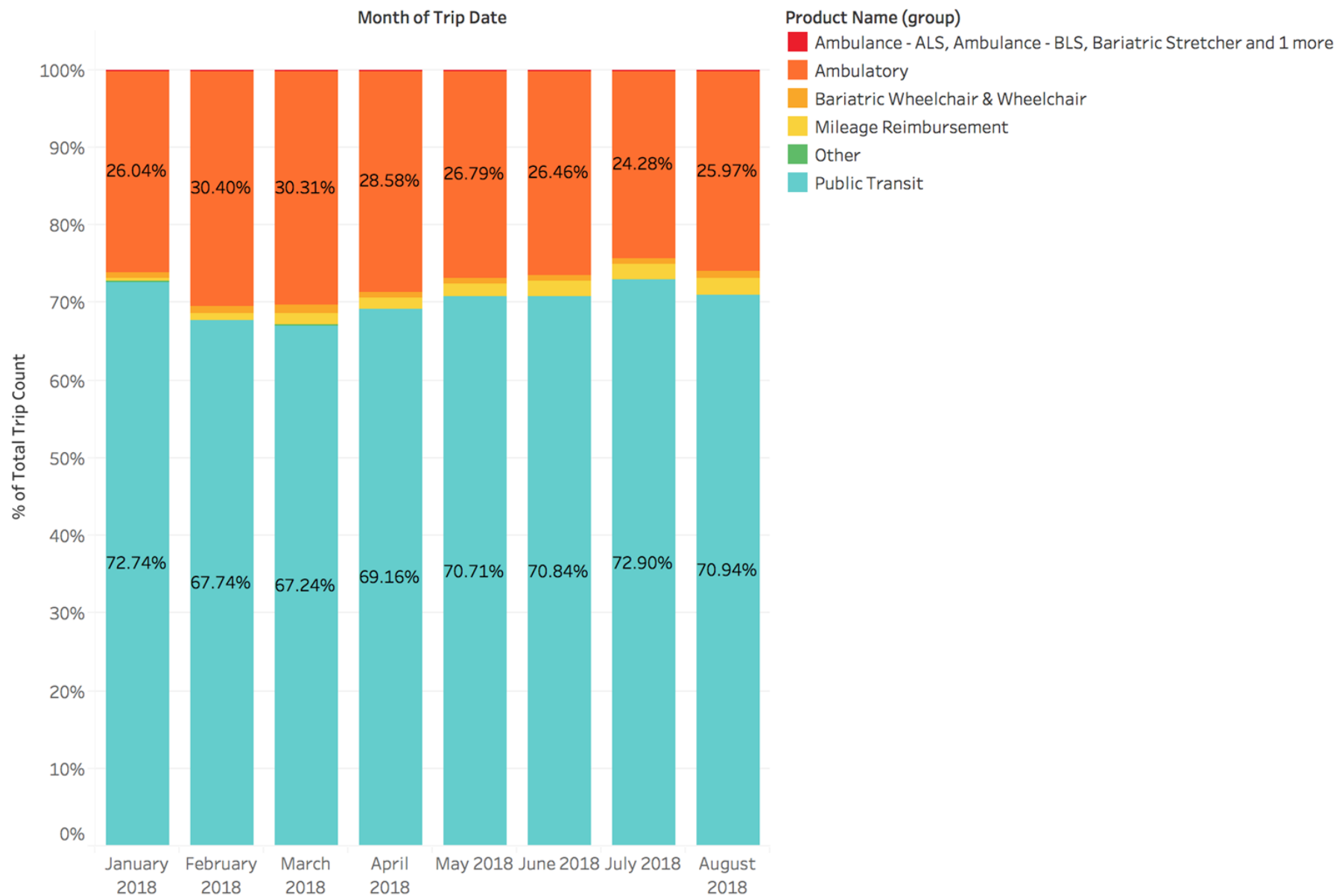


Behavioral Health Trip Count



Behavioral Health Mode Mix

Mode Mix



Notice Of Action

- When a trip is denied, it generates a Notice of Action letter that is sent to the member in 24 business hours.
- Notices of Action are generated when trips are denied for the following reasons -
 - The healthcare services to which the Member wishes to be transported are not Medicaid-covered services.
 - The Member is not being approved for the type of transportation that he or she has requested.
 - A healthcare provider chosen by the Member is not the nearest appropriate healthcare provider of medical services.
 - The method of transportation requested is not the least expensive appropriate method of transportation, depending on the availability of the service and the physical and medical circumstances of the client.
 - The client wants to go to a medical provider solely for the purpose of picking up a prescription or a written prescription order, or for picking up an item that does not require a fitting.
 - The Member has requested a form of transportation or special accommodation that is not medically necessary for the Member.

Complaint Process

- Complaints can be made on Veyo's website ct.ridewithveyo.com/contact.
- Complaints can also be made by phone on **855.478.7350**. The caller should state that they want to make a complaint and will be transferred to an escalations agent to initiate the process.
- Facilities that would like to request information on the outcome of a complaint should specify that in the complaint with the name of the staff person and a contact phone number. Veyo staff will follow-up with the patient and the facility as appropriate.
- The following information expedites the complaint process:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue

Website

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

Contact Us

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

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

I am a: *

Member/Rider

Name: *

First

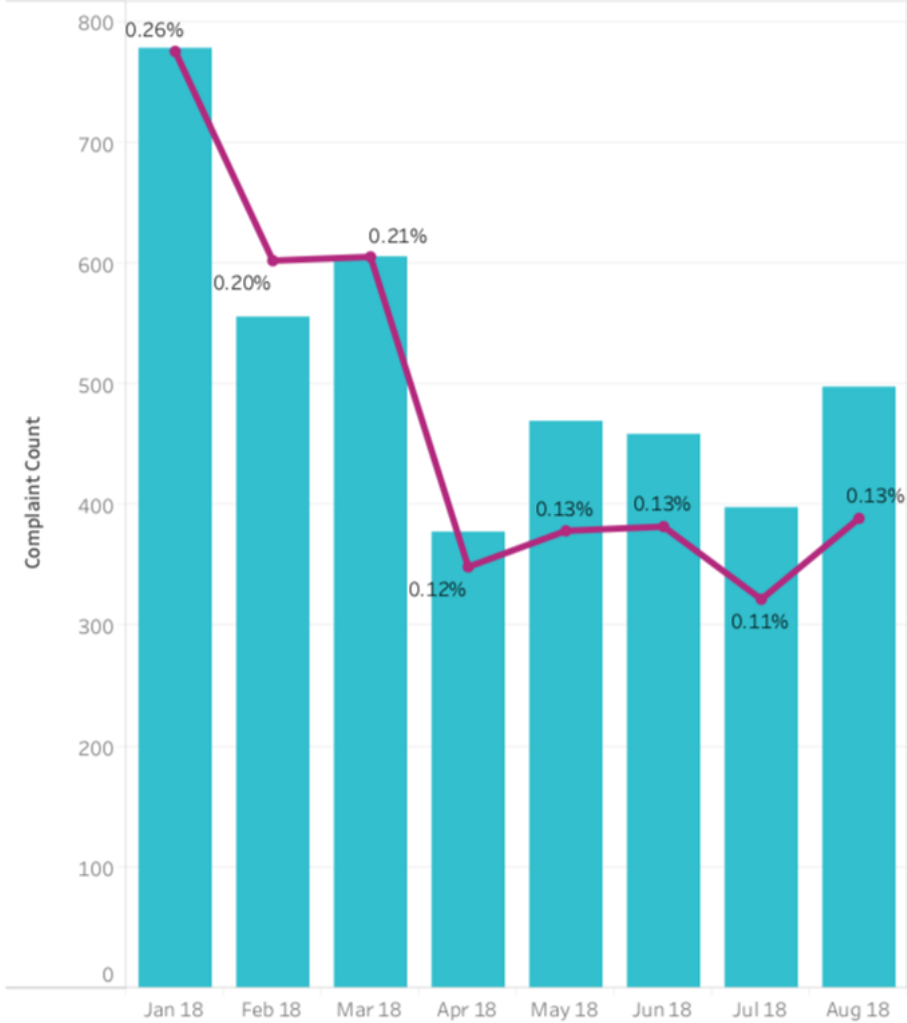
Last

Email Address: *

Phone Number: *

Reason for writing: *

Complaints Data



- Complaint Rate continues to remain **under 1%**.

	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	365,422	354,365	364,644	376,946
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%

Next Steps

- Continuing to work with Beacon to ensure all forms are processed on a timely and continuity of care can be ensured for each member.
- Veyo will be attending the Fourth Annual **iCan Conference** on 9/27.
- Veyo is also participating in the **CT Methadone Treatment Directors Meeting** in partnership with DHMAS.
- Veyo is committed to continuing outreach efforts to the behavioral health community to ensure patients are being served.
- Veyo is convening a Member Advisory Committee. If you're interested in being a part of the committee, please feel free to contact us.



Thank You