



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **November 2018**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **November 2018**

Veyo Healthcare Logistics

## Call Center Summary

December 12, 2018

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

## Call Count Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	98,012	102,872	99,754	117,756	107,379
Avg Daily Calls Received	3,100	3,254	3,247	3,714	3,498
Total Calls Answered	93,104	97,848	93,820	110,911	100,700
Answered %	95.0%	95.1%	94.1%	94.2%	93.8%

## Average Speed Of Answer Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	98,012	102,872	99,754	117,756	107,379
Avg Speed of Answer (seconds)	41.0	42.6	53.2	53.7	57.2

## Average Abandon Rate Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	98,012	102,872	99,754	117,756	107,379
Total Calls Abandoned	2,933	2,951	3,433	4,026	4,090
Abandon %	3.0%	2.9%	3.4%	3.4%	3.8%

## Average Handle Time Summary

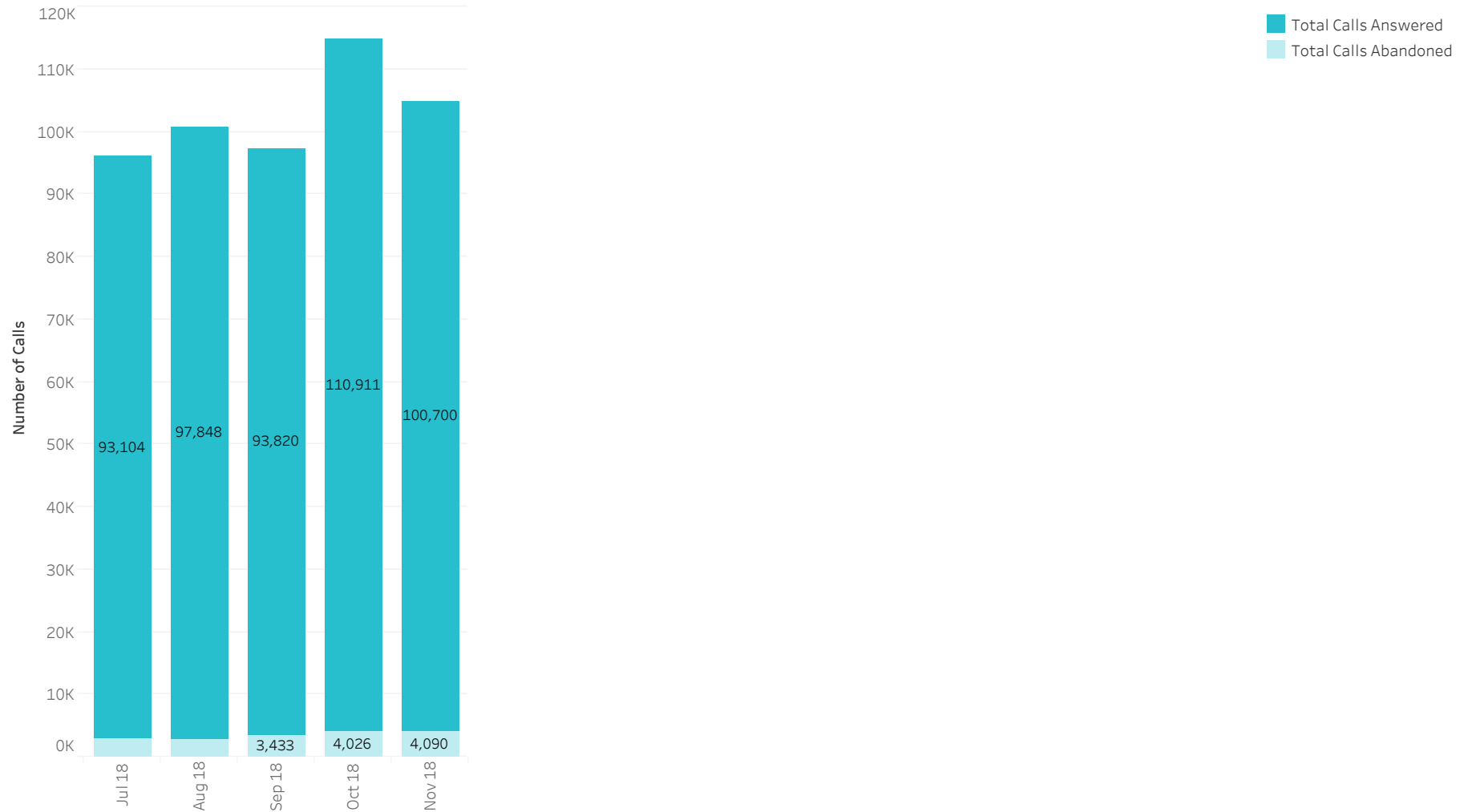
	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	93,104	97,848	93,820	110,911	100,700
Avg Handle Time (minutes)	4.9	4.9	5.1	5.3	5.1

## Service Level Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Handled Within Service Level	86,900	91,777	85,926	99,645	88,564
Handled Outside Service Level	9,213	9,109	11,471	15,489	16,387
Total Calls Received	98,012	102,872	99,754	117,756	107,379
Service Level	90.4%	91.0%	88.2%	86.5%	84.4%

## Answered Calls

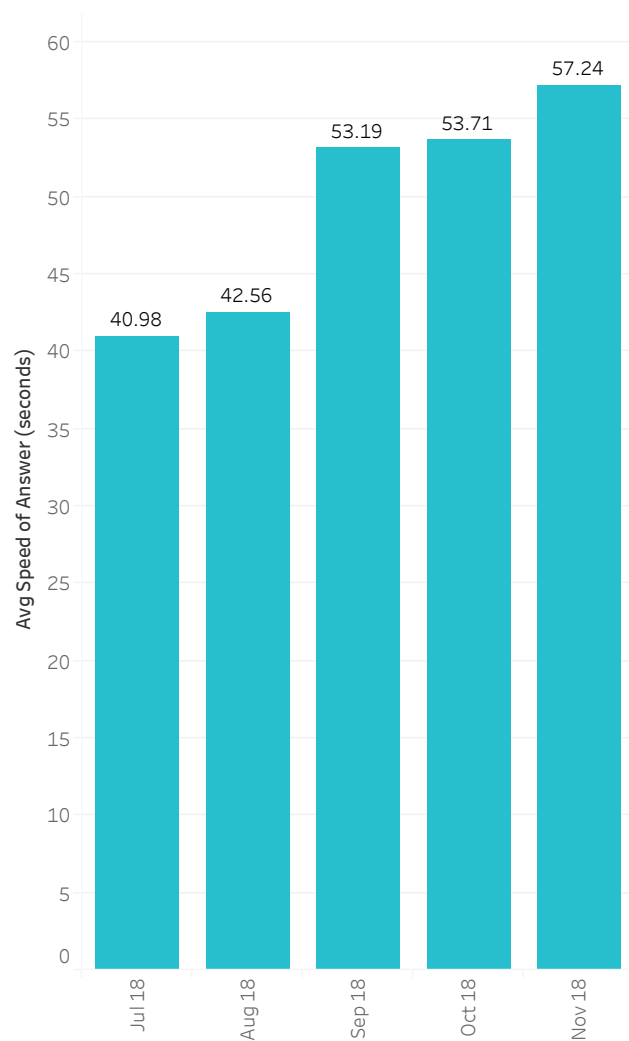
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	93,104	97,848	93,820	110,911	100,700
Answered %	95.0%	95.1%	94.1%	94.2%	93.8%
Total Calls Abandoned	2,933	2,951	3,433	4,026	4,090
Abandon %	3.0%	2.9%	3.4%	3.4%	3.8%
Total Calls Received	98,012	102,872	99,754	117,756	107,379

## Average Speed of Answer

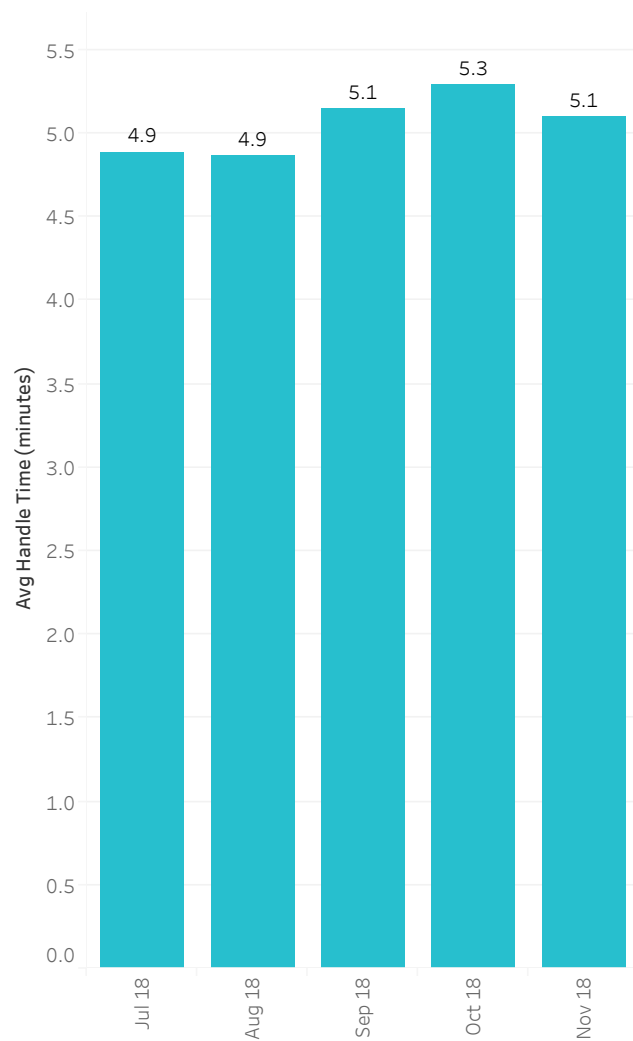
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Avg Speed of Answer (seconds)	40.98	42.56	53.19	53.71	57.24

## Average Handle Time

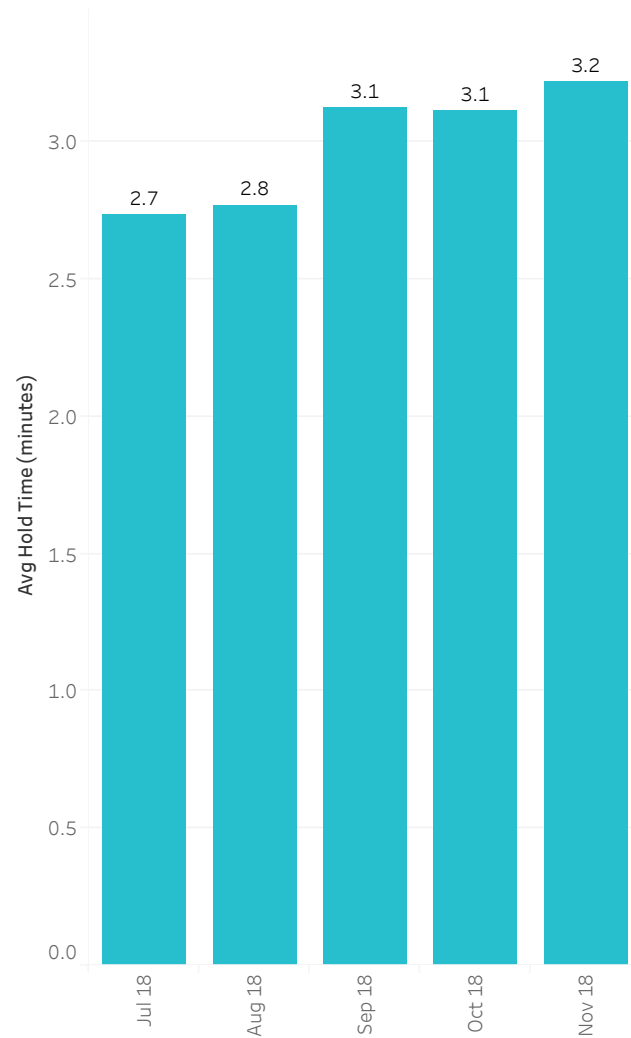
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	93,104	97,848	93,820	110,911	100,700
Avg Handle Time (minutes)	4.9	4.9	5.1	5.3	5.1

## Average Hold Time

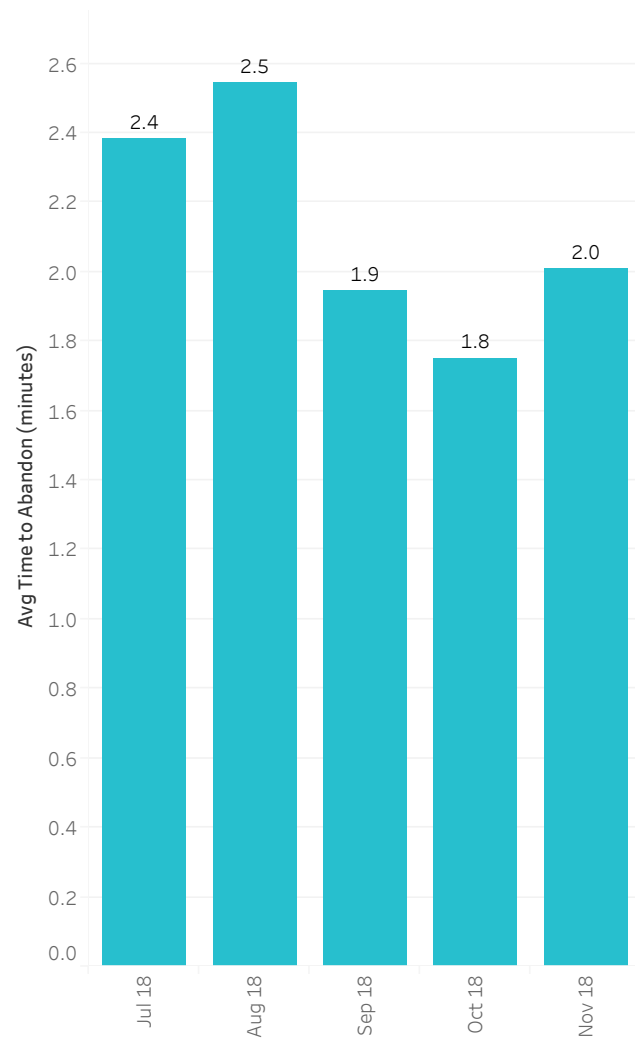
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	93,104	97,848	93,820	110,911	100,700
Avg Hold Time (minutes)	2.7	2.8	3.1	3.1	3.2

## Average Time to Abandon

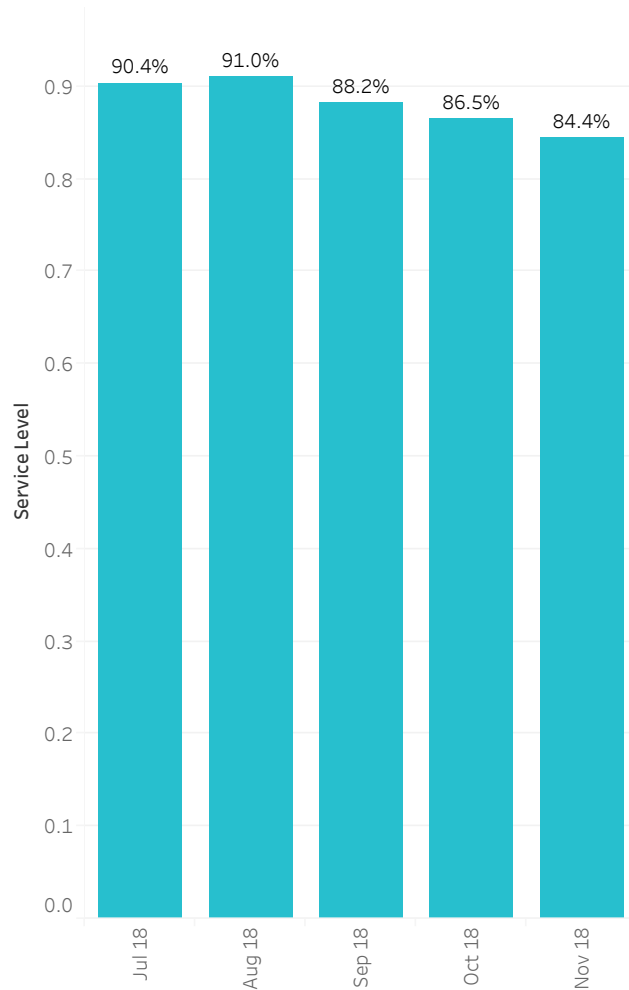
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Abandoned	2,933	2,951	3,433	4,026	4,090
Avg Time to Abandon (minutes)	2.4	2.5	1.9	1.8	2.0



## Service Level



	July 2018	August 2018	September 2018	October 2018	November 2018
Handled Within Service Level	86,900	91,777	85,926	99,645	88,564
Handled Outside Service Level	9,213	9,109	11,471	15,489	16,387
Total Calls Received	98,012	102,872	99,754	117,756	107,379
Service Level	90.4%	91.0%	88.2%	86.5%	84.4%

## Call Center Summary, Facility

December 12, 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)

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Avg Daily Calls Received	387	389	455	500	470
Total Calls Answered	7,896	8,671	8,707	10,977	9,907
Answered %	96.5%	96.3%	94.9%	94.6%	94.8%

## Average Speed Of Answer Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Avg Speed of Answer (seconds)	38.9	41.1	56.4	57.5	50.3

## Average Abandon Rate Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Total Calls Abandoned	156	186	260	352	298
Abandon %	1.9%	2.1%	2.8%	3.0%	2.9%

## Average Handle Time Summary (Facility)

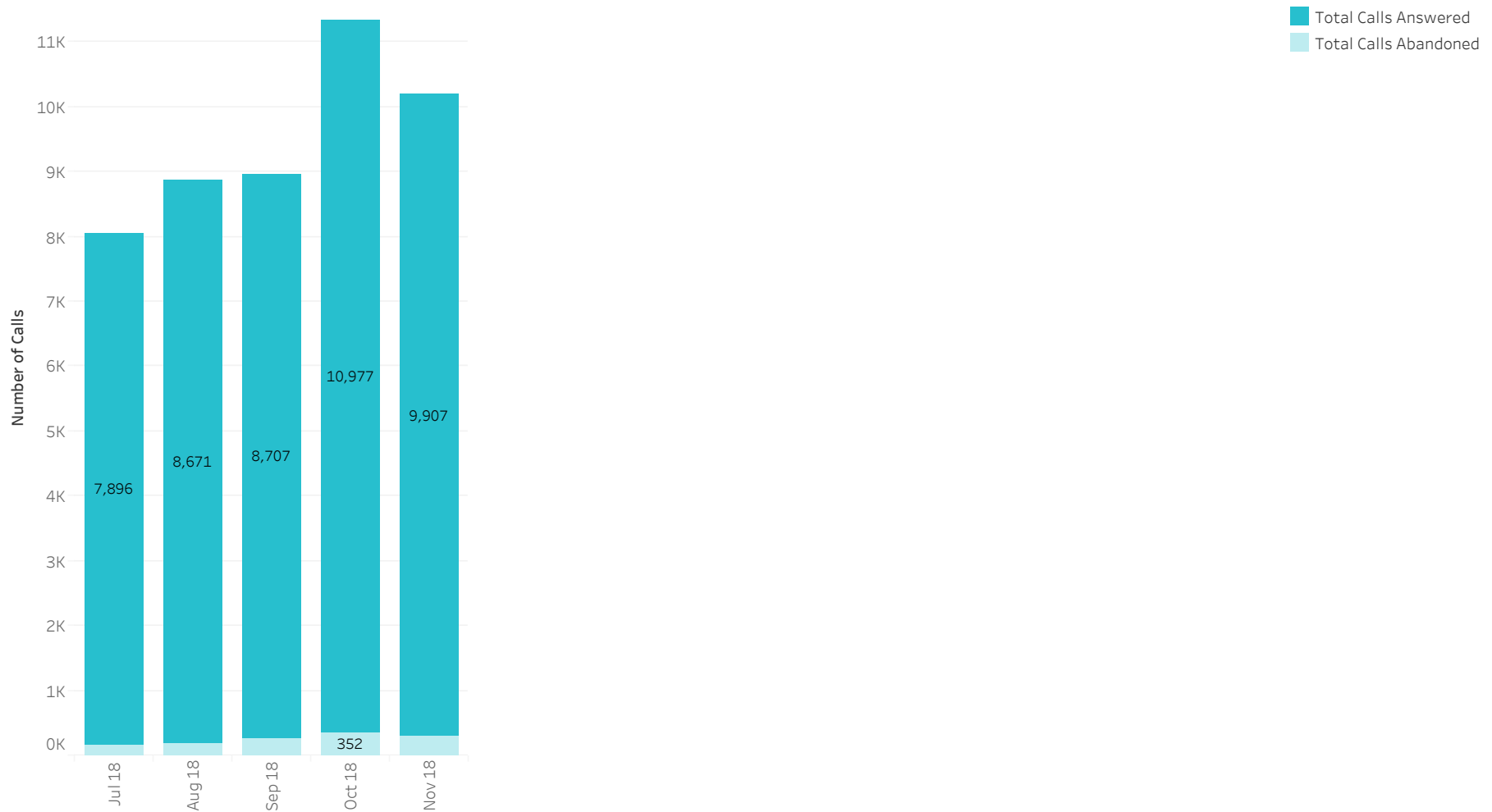
	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	7,896	8,671	8,707	10,977	9,907
Avg Handle Time (minutes)	5.3	5.7	6.1	6.0	5.9

## Service Level Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018
Handled Within Service Level	7,406	8,177	7,907	9,811	8,985
Handled Outside Service Level	722	767	1,191	1,695	1,360
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Service Level	91.1%	91.4%	86.9%	85.3%	86.9%

# Answered Calls, Facility

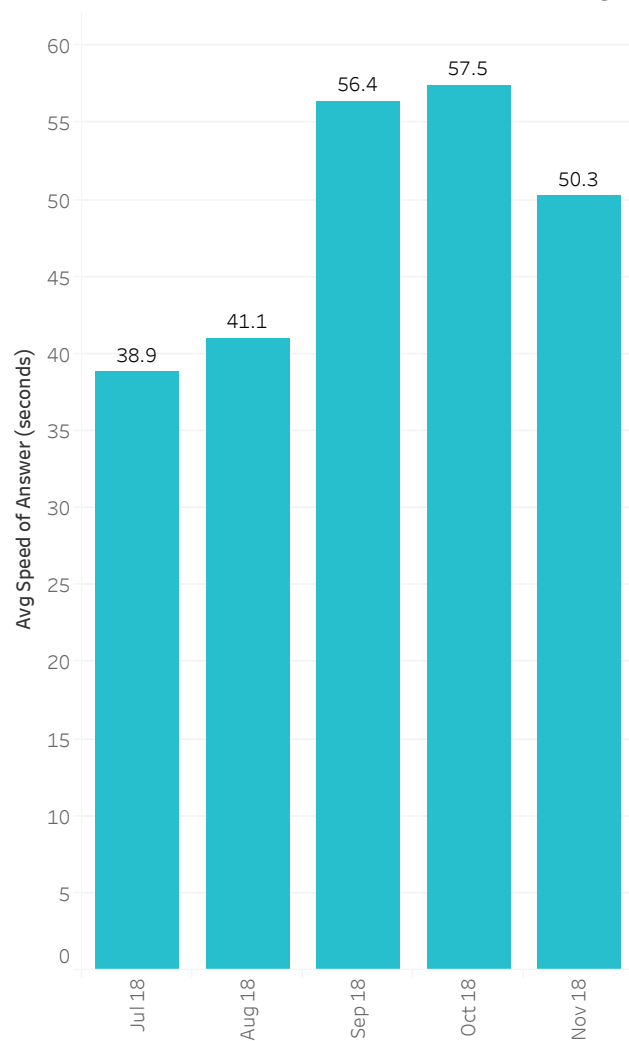
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	7,896	8,671	8,707	10,977	9,907
Answered %	96.5%	96.3%	94.9%	94.6%	94.8%
Total Calls Abandoned	156	186	260	352	298
Abandon %	1.9%	2.1%	2.8%	3.0%	2.9%
Total Calls Received	8,185	9,002	9,177	11,598	10,455

## Average Speed of Answer, Facility

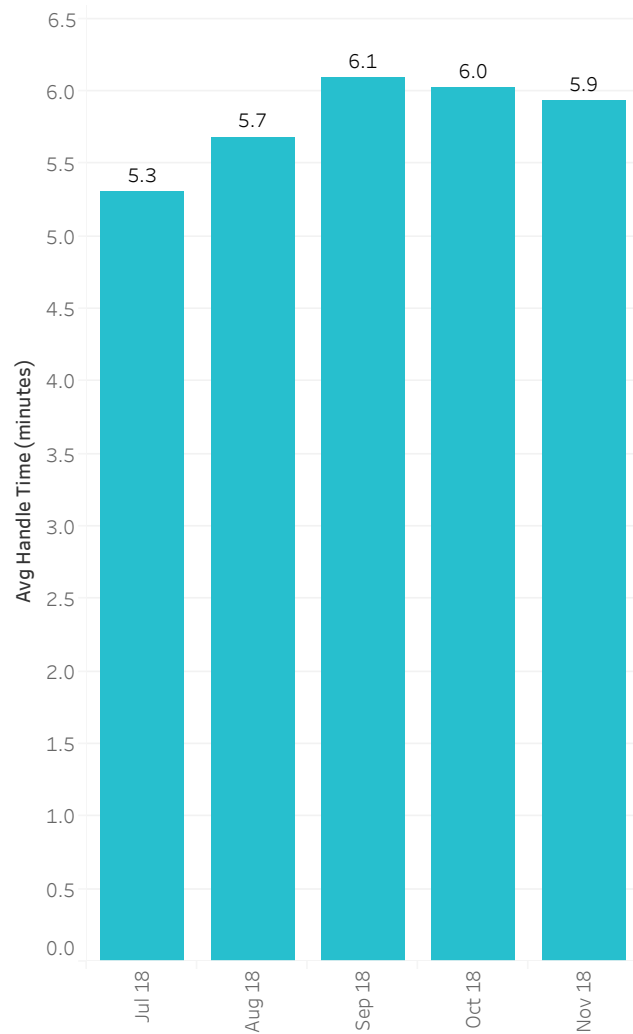
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Avg Speed of Answer (seconds)	38.9	41.1	56.4	57.5	50.3

## Average Handle Time, Facility

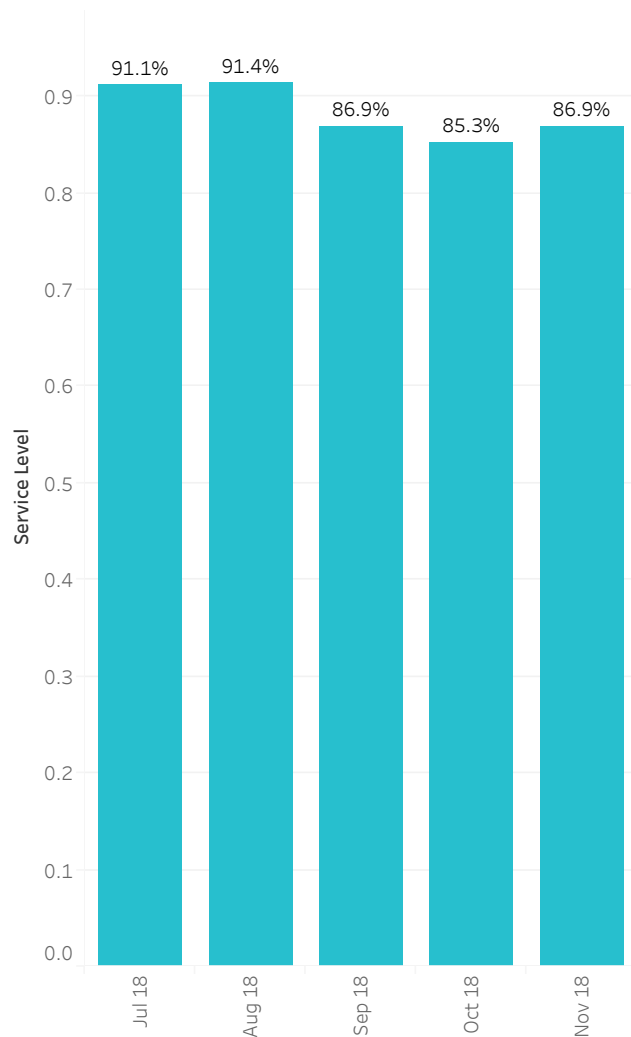
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Answered	7,896	8,671	8,707	10,977	9,907
Avg Handle Time (minutes)	5.3	5.7	6.1	6.0	5.9

## Service Level, Facility

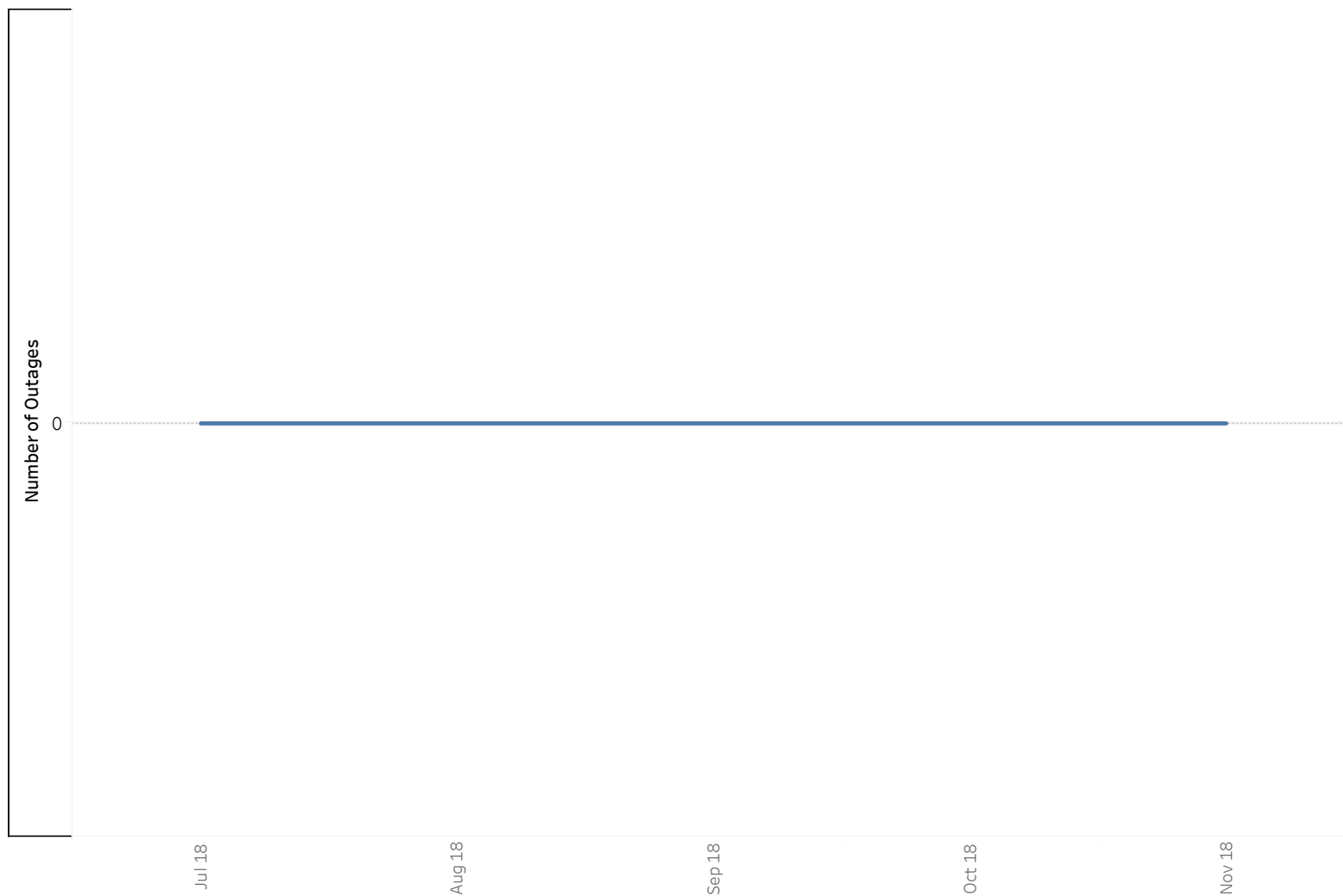
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Handled Within Service Level	7,406	8,177	7,907	9,811	8,985
Handled Outside Service Level	722	767	1,191	1,695	1,360
Total Calls Received	8,185	9,002	9,177	11,598	10,455
Service Level	91.1%	91.4%	86.9%	85.3%	86.9%

## Outages Greater Than One Hour

December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Call Center Outages Greater Than 1 Hour	0	0	0	0	0



## Monthly Trip Report

Connecticut Medicaid

Reporting Period: **November 2018**

Veyo Healthcare Logistics



## Trip Executive Summary

Completed Trip Count Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Completed	365,126	379,097	341,134	386,280	358,290

### On Time % Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18
A Leg	66.57%	68.14%	68.12%	69.96%	66.60%
B Leg	90.90%	91.53%	91.52%	91.33%	89.33%
Both Legs	78.61%	79.67%	79.69%	80.47%	77.79%

\* Excludes Public Transit and Mileage Reimbursement

### Member No Show Summary

	July 2018	August 2018	September 2018	October 2018	November 2018
Member No-Show Count	11,870	15,530	11,589	12,714	11,266
No-Shows + Completed*	149,995	166,811	146,811	168,973	151,961
Member No-Show Rate	7.91%	9.31%	7.89%	7.52%	7.41%

\* Excludes Public Transit and Mileage Reimbursement

### Trip Volume and Complaint % Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18
Completed Trips	365,126	379,097	341,134	386,280	358,290
Substantiated Complaints	272	325	287	248	168
Unsubstantiated Complaint	119	159	155	307	320
Total Complaint Count	391	484	442	555	488
Complaint %	0.11%	0.13%	0.13%	0.14%	0.14%

## Trip Executive Summary Cont.

### Mileage Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18
Completed Trips	365,126	379,097	341,134	386,280	358,290
Total Mileage	2,449,616	2,599,355	2,338,623	2,630,860	2,411,207
Avg. Mileage	6.71	6.86	6.86	6.81	6.73

### Trip % Distance Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18
0-10 Miles	79.20%	78.50%	78.57%	78.73%	79.18%
10-20 Miles	14.27%	14.86%	14.75%	14.83%	14.56%
20-30 Miles	4.15%	4.17%	4.08%	3.87%	3.86%
30-40 Miles	1.51%	1.54%	1.67%	1.60%	1.46%
40-50 Miles	0.54%	0.59%	0.61%	0.63%	0.59%
50+ Miles	0.32%	0.35%	0.33%	0.33%	0.35%

### Completed Trips by Mode

	July 2018	August 2018	September 2018	October 2018	November 2018
Public Transit	219,987	219,026	197,379	219,952	209,025
Ambulatory	109,757	120,039	107,528	125,094	112,316
Wheelchair	22,720	24,769	22,107	25,180	22,654
Mileage Reimbursement	7,014	8,790	8,533	10,069	8,570
Ambulance - BLS	4,143	4,656	3,902	4,158	4,015
Bariatric Wheelchair	1,321	1,576	1,282	1,354	1,256
Ambulance - ALS	149	198	202	191	195
Stretcher	22	33	161	266	209
Bariatric Stretcher	13	10	40	16	50

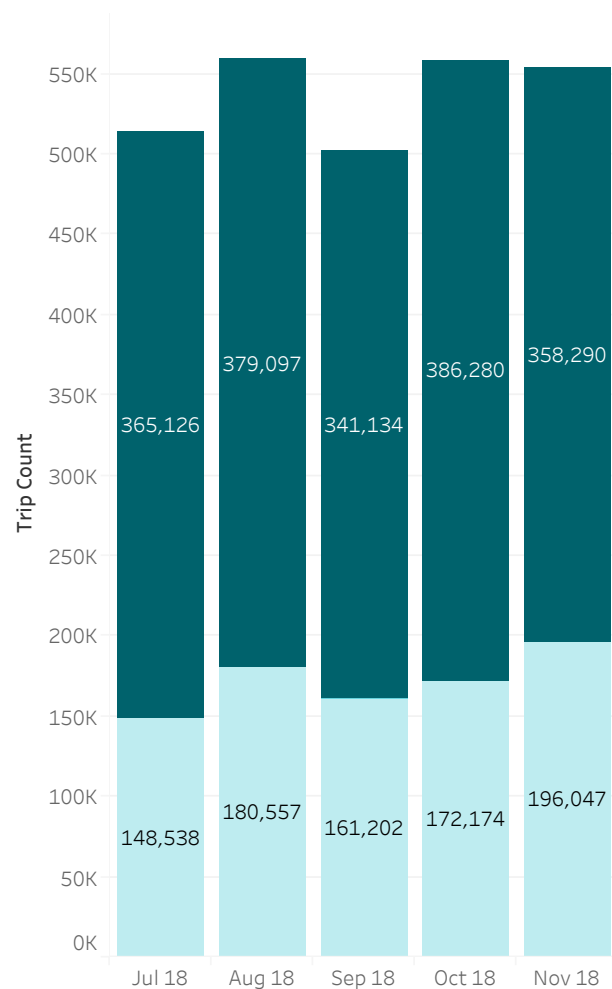
## Total Trips Booked

December 12, 2018

Cancelled, Deleted, Denied, Not Confirmed

Confirmed

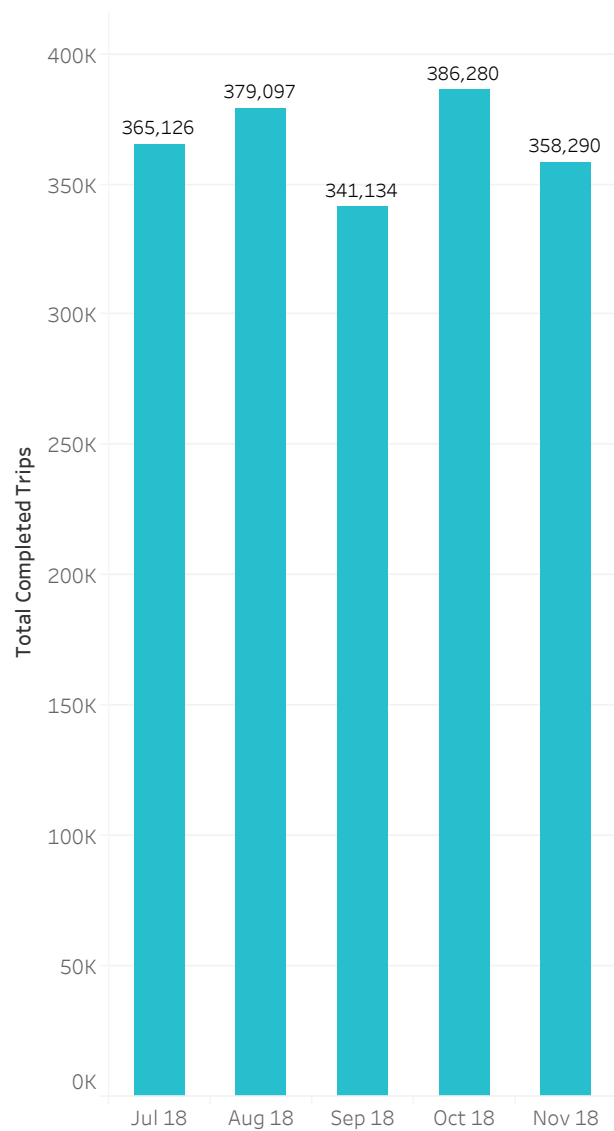
Completed



	July 2018	August 2018	September 2018	October 2018	November 2018
Total Trips Booked	513,664	559,654	502,337	558,454	554,337

## Total Completed Trips

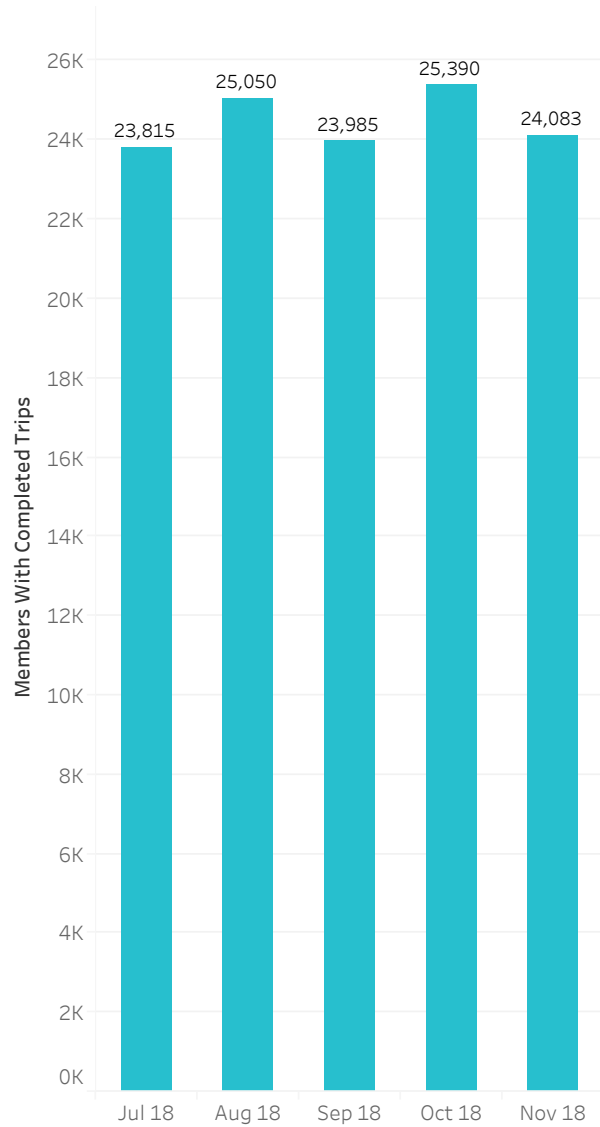
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Completed	365,126	379,097	341,134	386,280	358,290

## Members With Completed Trips

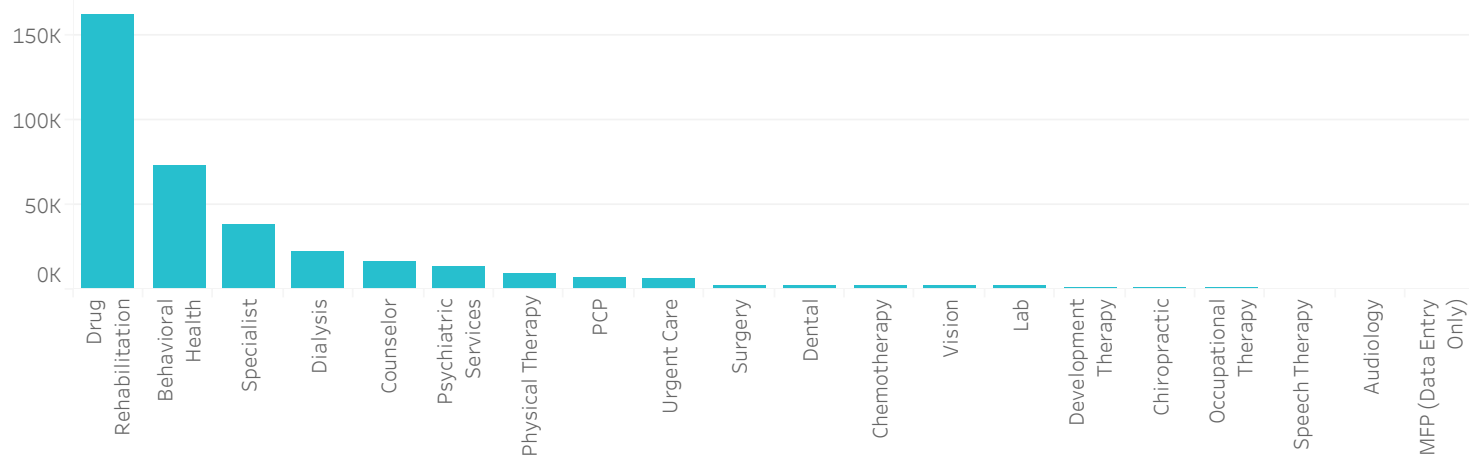
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Completed	23,815	25,050	23,985	25,390	24,083

## Total Completed Trips by Reason

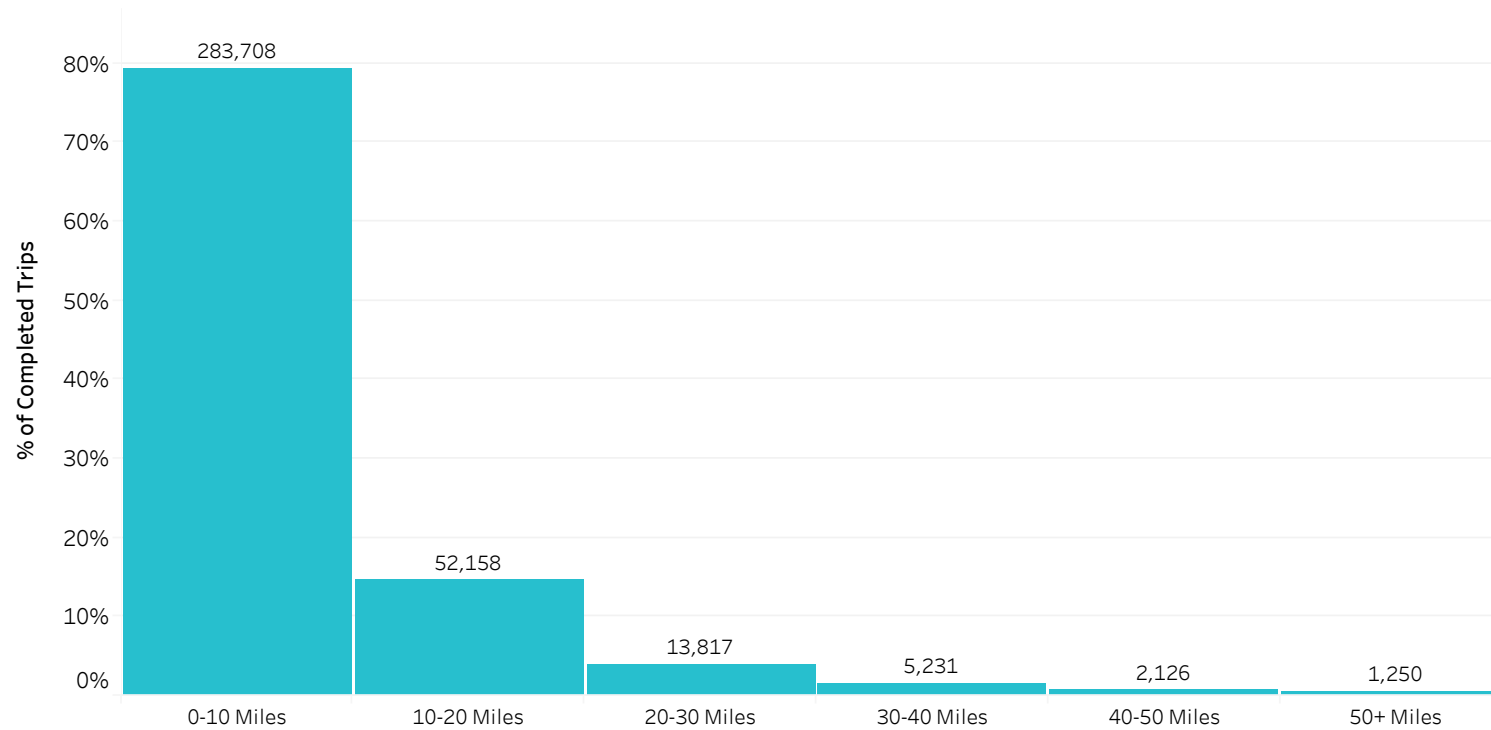
December 12, 2018



	July 2018	August 2018	September 20..	October 2018	November 20..
Drug Rehabilitation	178,158	176,938	159,785	174,493	162,008
Behavioral Health	62,889	68,260	62,738	76,173	73,523
Specialist	38,025	43,316	37,583	42,937	38,131
Dialysis	22,831	24,164	21,821	23,532	22,030
Counselor	17,295	16,463	14,950	17,080	15,837
Psychiatric Services	13,299	14,776	12,751	14,617	13,137
PCP	9,232	8,814	7,819	8,900	7,321
Physical Therapy	7,625	8,543	7,383	9,020	8,531
Urgent Care	4,815	5,543	5,149	6,079	5,821
Dental	2,352	2,761	2,298	2,681	2,122
Surgery	1,740	1,928	1,908	2,436	2,198
Chemotherapy	1,250	1,539	1,515	2,045	1,893
Vision	1,643	1,664	1,490	1,734	1,694
Lab	1,494	1,600	1,594	1,808	1,555
Development Therapy	1,115	1,191	877	905	825
Chiropractic	422	526	489	708	635
Occupational Therapy	501	527	507	623	521
Speech Therapy	233	277	254	300	324
Audiology	177	222	164	153	120
MFP (Data Entry Only)	30	45	59	56	64

## Total Completed Trips by Distance %

December 12, 2018



	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18
0-10 Miles	79.20%	78.50%	78.57%	78.73%	79.18%
10-20 Miles	14.27%	14.86%	14.75%	14.83%	14.56%
20-30 Miles	4.15%	4.17%	4.08%	3.87%	3.86%
30-40 Miles	1.51%	1.54%	1.67%	1.60%	1.46%
40-50 Miles	0.54%	0.59%	0.61%	0.63%	0.59%
50+ Miles	0.32%	0.35%	0.33%	0.33%	0.35%

## Total Completed Trips by Provider

	July 2018	August 2018	September 2018	October 2018	November 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	21,916	24,665	25,462	29,727	28,895
VALLEY CAB (SUBURBAN TRANSPORTATION)	9,751	9,358	8,217	10,428	8,934
DRM TRANSIT LLC: NEW HAVEN	5,942	6,862	7,338	7,812	7,239
SAFE TRANSPORTATION CT	7,214	7,787	6,185	6,906	5,539
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,256	6,132	5,641	6,458	5,426
PARK CITY LIVERY	5,466	5,955	5,261	5,866	4,901
EXECUTIVE 2000	4,935	4,937	4,437	4,702	4,630
NORWICH TAXI, LLC	4,769	5,073	3,948	4,914	4,507
JAQUAR LIMO, LLC	3,258	3,912	3,227	3,184	3,220
VALLEY CAB	3,080	3,352	2,983	3,563	3,072
VEYO CONNECTICUT IDPS	2,476	2,619	2,759	3,968	3,526
AMBASSADOR WHEELCHAIR SERVICES	3,159	3,337	2,838	3,225	2,754
CAMPION AMBULANCE	2,891	3,252	2,854	3,259	2,845
GRIFFIN TRANSPORT	2,760	3,038	2,873	3,484	2,440
BETHEL AMBULETTE INC.	2,658	2,876	2,681	2,963	2,904
ACE TRANSPORTATION	2,218	3,409	2,699	3,088	2,658
RELIABLE TRANSPORTATION LLC	2,480	3,012	2,610	3,135	2,726
MAFFEI TAXI SERVICE	2,956	3,089	2,625	2,796	2,453
DRM TRANSIT LLC: NEW LONDON	2,037	2,848	2,612	2,911	3,125
SUBURBAN LIVERY SERVICE LLC	2,436	2,609	2,579	3,125	2,504
ON TIME LIMOUSINE, LLC	2,704	2,679	2,028	2,147	1,859
A CAB COMPANY	1,966	2,346	2,229	2,495	2,028
BEST CHOICE TRANSPORTATION	2,023	2,560	2,124	1,935	1,264
CT TAXI, LLC (CT LIVERY)	1,707	1,871	1,790	2,206	1,904
AMERICAN MEDICAL RESPONSE OF CT	1,408	1,805	1,439	1,539	1,392
A&Z TRANSPORTATION, LLC	1,635	1,532	1,321	1,431	1,373
AMERICAN CHAIRCAR SERVICES, LLC	1,569	1,593	1,257	1,412	1,388
SOUTHERN HOME CARE SERVICE	3,343	3,642			
GREGORY BURRUS & SON LLC	1,044	993	1,107	1,694	1,620
ALL STAR LIMO LLC	879	1,139	1,123	1,455	1,517
LUCKY LIVERY	1,078	1,293	1,218	1,260	1,049
WMC EXPRESS CORP	1,126	725	1,573	1,382	857
MED-X TRANS, INC.	1,804	1,643	818	831	549
PUTNAM TAXI LLC	964	1,148	1,017	1,266	1,243
GOUGE WHEELCHAIR AND LIVERY SERVICE	1,076	1,155	930	1,009	977
WRIGHT TRANSPORTATION, INC.	988	1,056	1,026	1,029	978
BDL LIVERY	836	1,016	987	1,057	1,005
PATRIOT TAXI	977	999	956	1,004	831
K&E TRANSPORTATION LLC	901	933	907	1,133	802
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	865	900	871	978	1,005
HUNTERS AMBULANCE	929	928	859	963	830
ESSEX LIMOUSINE SERVICE	869	983	738	918	782
KAYBELLA TRANSPORTATION LLC	489	696	713	1,020	974
CT HANDIVAN	665	706	597	633	657
ROYAL RS	690	677	586	578	609
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	443	501	506	567	746
NM TAXI COMPANY	608	607	461	547	522
AETNA AMBULANCE SERVICE	552	537	503	517	527
ALLIED TRANSPORTATION	560	521	475	623	456
AMBULANCE SERVICE OF MANCHESTER	480	569	463	481	403
NORWICH TRANSPORTATION, LLC	464	465	440	544	448
DANBURY AMBULANCE	489	446	380	536	505
CT TRANSPORTATION SERVICES	175	407	366	666	541
COMFORT CARE TRANSPORTATION	312	357	361	518	378
W&E TRANSPORTATION	130	344	282	445	496
VALLEY TRANSIT DISTRICT	296	361	340	370	195
TAGCO LIVERY SERVICES, LLC	313	401	152	383	263
AMERICAN AMBULANCE SERVICE, INC (CT)	298	298	257	327	308
BRISTOL HOSPITAL EMS	269	303	289	311	304
DUNBAR PATIENT TRANSPORT CORP	138	264	267	360	423
RIDE WITH CARE	148	259	325	363	326
MILFORD TRANSIT DISTRICT	290	299	300	287	227



### Total Completed Trips by Provider

	July 2018	August 2018	September 2018	October 2018	November 2018
SUPREME LIMO	178	236	239	338	248
AFI HEALING HANDS INTERNATIONAL LLC	172	189	161	226	218
MID-FAIRFIELD CHILD GUIDANCE CENTER	114	48	171	189	391
PREMIER TRANSPORTATION				363	517
LEILA TRANSPORTATION	125	138	84	92	145
STATEWIDE B TRANSPORTATION, LLC	331	120			
STARTIRE LIVERY LLC	346	99			
D & R TRANSPORTATION	118	130	72	65	56
ACME TRANSPORTATION	380				
ALLIED TRANSPORT	69	121	123		
CHARLIE'S AIRPORT TRANSPORT LLC			67	130	93
CONNECTICUT TRANSPORTATION SOLUTIONS	38	12		19	86
PREMIER AMBULETTE TRANSPORTATION, INC	40	32	35	12	10
AVON TRANSPORTATION	51	72			
CASABLANCA LIMO, LLC			17	68	
TRUTH SPACE, LLC				18	64
CARE ACCESS, LLC			42		
ABOVE AVERAGE TRANSPORTATION	2			4	8
PIGGYBACK RIDES, LLC		5			
EVEREADY TRANSPORTATION	3				
TEST 3PO OPERATOR CT			1		
VEYO ARIZONA				1	
Grand Total	138,125	151,281	135,222	156,259	140,695

### Provider No-Show Count by Provider

	July 2018	August 2018	September 2018	October 2018	November 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	116	82	124	138	151
SAFE TRANSPORTATION CT	57	68	82	106	139
Null	12	7	26	26	29
VALLEY CAB (SUBURBAN TRANSPORTATION)	18	20	14	19	12
MED-X TRANS, INC.	31	30	17	1	1
BEST CHOICE TRANSPORTATION	2	28	41	5	
ALL STAR LIMO LLC	5	8	3	23	25
PARK CITY LIVERY	9	22	8	13	10
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5	15	11	12	7
DRM TRANSIT LLC: NEW HAVEN	7	9	12	9	6
VALLEY CAB	3	6	6	16	8
ACE TRANSPORTATION	3	9	15	8	3
SUBURBAN LIVERY SERVICE LLC	7	4	2	6	16
EXECUTIVE 2000	6	3	10	6	5
ROYAL RS	11	6	2	8	2
WMC EXPRESS CORP	8	6	7	5	3
NORWICH TAXI, LLC		8	2	7	7
K&E TRANSPORTATION LLC	2	3	7	6	5
CT TRANSPORTATION SERVICES	4	4	4	3	4
DRM TRANSIT LLC: NEW LONDON	2		5	5	3
GREGORY BURRUS & SON LLC	6	2		4	3
CAMPION AMBULANCE	2	5	4	1	
CT TAXI, LLC (CT LIVERY)	3	2	1	2	2
JAQUAR LIMO, LLC	4	2	1		3
PUTNAM TAXI LLC	1		2	2	4
SOUTHERN HOME CARE SERVICE	4	5			
W&E TRANSPORTATION		5		2	2
AMERICAN CHAIRCAR SERVICES, LLC	4				4
AMERICAN MEDICAL RESPONSE OF CT	2	2	2	1	
A&Z TRANSPORTATION, LLC	4		1		
ALLIED TRANSPORTATION		2		1	2
MAFFEI TAXI SERVICE		3		2	
ON TIME LIMOUSINE, LLC	1			2	2
RELIABLE TRANSPORTATION LLC	1		1		3
AFI HEALING HANDS INTERNATIONAL LLC			2		2
AMBASSADOR WHEELCHAIR SERVICES				3	1
CARE ACCESS, LLC			4		
CONNECTICUT TRANSPORTATION SOLUTIONS				2	2
LUCKY LIVERY	1		2	1	
MILFORD TRANSIT DISTRICT				2	2
VALLEY TRANSIT DISTRICT				2	2
BRISTOL HOSPITAL EMS					3
CHARLIE'S AIRPORT TRANSPORT LLC			1	2	
DUNBAR PATIENT TRANSPORT CORP				3	
RIDE WITH CARE	2			1	
STATEWIDE B TRANSPORTATION, LLC	3				
SUPREME LIMO		1			2
ABOVE AVERAGE TRANSPORTATION				2	
CT HANDIVAN		2			
DANBURY AMBULANCE					2
ESSEX LIMOUSINE SERVICE	2				
GRIFFIN TRANSPORT				2	
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE					2
PARATRANSIT HARTFORD				2	
PARATRANSIT NEW HAVEN					2
PIGGYBACK RIDES, LLC		2			
AETNA AMBULANCE SERVICE		1			
AMBULANCE SERVICE OF MANCHESTER					1
COMFORT CARE TRANSPORTATION	1				
HUNTERS AMBULANCE			1		
PATRIOT TAXI			1		
TAGCO LIVERY SERVICES, LLC		1			

### Provider No-Show Count by Provider

	July 2018	August 2018	September 2018	October 2018	November 2018
Grand Total	349	373	421	461	482

## Late Trip Count by Provider

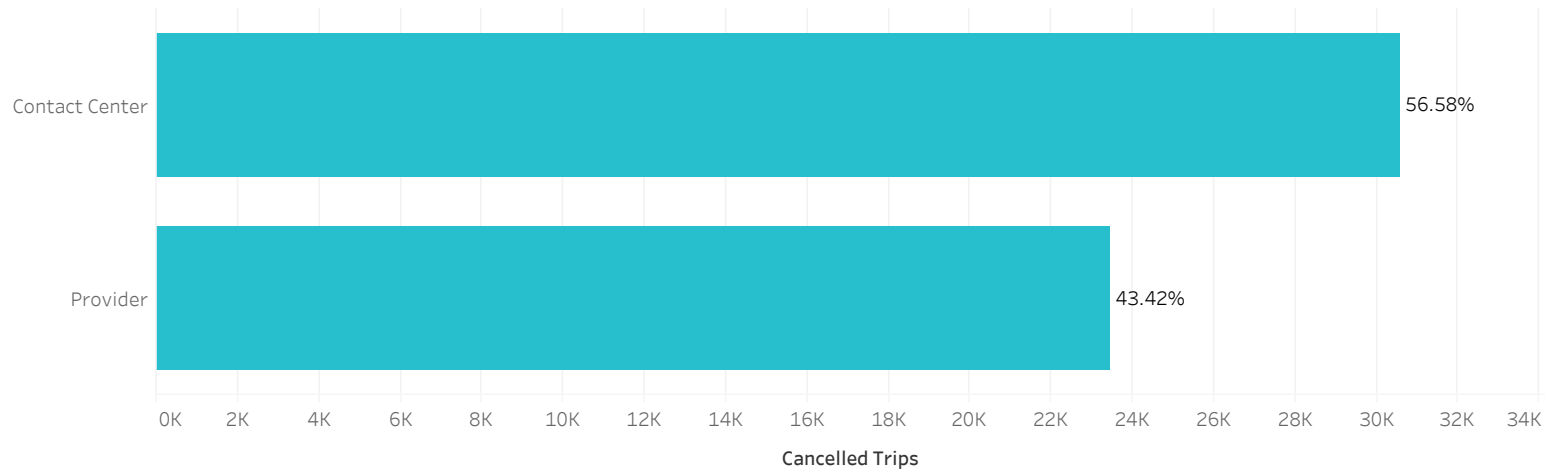
	Month of Trip Date									
	Jul 18		Aug 18		Sep 18		Oct 18		Nov 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	4,216	22.47%	2,933	14.27%	3,075	14.07%	3,310	12.95%	3,820	15.20%
PARK CITY LIVERY	1,734	33.42%	2,109	37.85%	1,800	36.49%	2,267	40.40%	1,941	41.35%
JAQUAR LIMO, LLC	1,449	45.61%	1,740	45.47%	1,588	49.87%	1,560	49.59%	1,559	48.79%
VALLEY CAB (SUBURBAN TRANSPORTATION)	2,212	23.41%	1,467	16.53%	1,437	17.91%	1,114	10.92%	1,555	17.75%
NORWICH TAXI, LLC	792	18.20%	1,155	25.05%	1,002	27.11%	1,328	28.37%	1,456	33.55%
MAFFEI TAXI SERVICE	987	34.34%	1,110	36.74%	925	35.52%	1,006	36.34%	960	39.38%
AMBASSADOR WHEELCHAIR SERVICES	1,092	36.02%	943	29.42%	869	31.36%	1,050	33.22%	841	31.42%
EXECUTIVE 2000	1,054	22.52%	895	19.32%	775	18.24%	843	18.56%	877	19.51%
ON TIME LIMOUSINE, LLC	1,023	40.05%	965	38.51%	719	36.52%	651	31.93%	712	39.80%
CAMPION AMBULANCE	702	26.16%	818	27.18%	689	26.03%	755	24.74%	747	27.80%
BETHEL AMBULETTE INC.	547	21.45%	678	24.49%	678	26.17%	651	22.71%	843	30.14%
GRIFFIN TRANSPORT	658	24.71%	695	23.96%	600	21.50%	700	20.46%	589	24.78%
A CAB COMPANY	573	30.79%	665	29.91%	645	30.34%	800	33.29%	517	26.55%
CT TAXI, LLC (CT LIVERY)	558	35.32%	578	34.34%	592	35.41%	642	30.50%	577	30.99%
VALLEY CAB	541	18.36%	567	17.73%	534	18.66%	579	16.83%	519	17.46%
A&Z TRANSPORTATION, LLC	570	36.26%	534	36.18%	518	39.94%	522	37.15%	565	42.10%
RELIABLE TRANSPORTATION LLC	492	20.34%	606	20.85%	484	19.20%	565	18.52%	562	21.10%
AMERICAN CHAIRCAR SERVICES, LLC	476	32.08%	565	37.87%	401	33.93%	497	36.95%	598	45.30%
PUTNAM TAXI LLC	391	43.69%	458	42.29%	460	46.75%	543	44.58%	470	40.21%
MED-X TRANS, INC.	757	44.63%	734	47.08%	330	42.09%	227	27.96%	106	20.38%
GREGORY BURRUS & SON LLC	323	31.92%	303	32.76%	296	27.90%	494	30.07%	573	36.47%
SUBURBAN LIVERY SERVICE LLC	419	17.47%	405	15.76%	433	17.01%	324	10.51%	190	7.67%
BDL LIVERY	248	31.39%	293	29.78%	316	32.68%	385	37.13%	327	33.50%
SOUTHERN HOME CARE SERVICE	744	22.81%	771	21.76%	0					
BEST CHOICE TRANSPORTATION	268	15.18%	420	18.25%	407	21.52%	216	12.08%	175	14.97%
GOOGE WHEELCHAIR AND LIVERY SERVICE	335	31.78%	326	28.88%	243	26.70%	219	22.05%	224	23.70%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	218	28.39%	228	29.65%	239	31.24%	255	30.36%	319	36.42%
WMC EXPRESS CORP	229	21.03%	102	15.57%	345	22.74%	331	24.34%	216	25.50%
CT TRANSPORTATION SERVICES	110	68.75%	231	60.47%	213	64.94%	353	55.85%	283	55.06%
PATRIOT TAXI	232	23.87%	276	27.91%	260	27.69%	201	20.12%	198	23.83%
LUCKY LIVERY	187	18.39%	221	18.20%	228	19.34%	221	17.92%	165	16.22%
CT HANDIVAN	196	38.06%	205	40.51%	183	41.03%	175	37.39%	211	43.60%
DRM TRANSIT LLC: NEW HAVEN	72	1.24%	102	1.54%	123	1.71%	110	1.42%	519	7.26%
NM TAXI COMPANY	210	34.77%	200	33.84%	117	25.71%	166	30.80%	117	22.76%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	133	30.57%	157	31.98%	149	30.10%	151	27.11%	196	27.11%
SAFE TRANSPORTATION CT	64	0.97%	96	1.37%	72	1.26%	199	3.05%	349	6.70%
NORWICH TRANSPORTATION, LLC	146	32.30%	132	30.14%	146	33.64%	179	34.03%	151	34.16%
WRIGHT TRANSPORTATION, INC.	137	14.83%	114	11.61%	107	10.99%	126	12.69%	173	18.12%
ALLIED TRANSPORTATION	142	26.15%	101	20.28%	112	24.40%	140	23.14%	139	31.38%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	29	0.56%	47	0.79%	30	0.54%	33	0.52%	431	8.07%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	102	1.50%	129	1.51%	112	1.37%	120	1.25%	98	1.21%
ACE TRANSPORTATION	408	21.05%	38	1.24%	4	0.16%	14	0.48%	91	3.61%
MILFORD TRANSIT DISTRICT	93	32.63%	108	36.99%	120	40.54%	148	52.30%	82	38.32%
RIDE WITH CARE	54	40.30%	66	29.33%	125	42.09%	141	41.72%	143	49.48%
VALLEY TRANSIT DISTRICT	96	35.16%	115	35.38%	112	34.57%	134	37.33%	52	27.08%
KAYBELLA TRANSPORTATION LLC	42	9.01%	66	9.79%	78	11.30%	104	10.57%	121	12.55%
HUNTERS AMBULANCE	40	5.22%	56	7.43%	61	8.73%	87	10.46%	91	12.89%
ROYAL RS	0	0.00%	0	0.00%	1	0.18%	230	41.89%	59	10.17%
PREMIER TRANSPORTATION							89	26.57%	194	39.27%
TAGCO LIVERY SERVICES, LLC	17	6.54%	17	5.12%	25	22.94%	122	37.89%	92	41.82%
DRM TRANSIT LLC: NEW LONDON	0	0.00%	1	0.04%	0	0.00%	16	0.56%	239	7.79%
ALL STAR LIMO LLC	6	0.74%	4	0.37%	0	0.00%	176	13.40%	64	4.58%
SUPREME LIMO	35	20.59%	31	13.84%	67	28.76%	56	16.87%	58	24.37%
COMFORT CARE TRANSPORTATION	52	17.22%	51	14.83%	52	14.69%	60	11.98%	31	8.31%
AMERICAN AMBULANCE SERVICE, INC (CT)	51	28.65%	46	32.86%	50	39.06%	46	25.70%	41	23.56%
ESSEX LIMOUSINE SERVICE	34	4.03%	46	4.92%	42	5.86%	47	5.30%	33	4.33%
W&E TRANSPORTATION	8	6.56%	60	17.91%	65	23.47%	44	9.89%	11	2.22%
AFI HEALING HANDS INTERNATIONAL LLC	33	20.37%	29	16.02%	39	25.16%	46	21.40%	35	16.99%
AMERICAN MEDICAL RESPONSE OF CT	7	1.15%	4	0.48%	5	0.74%	45	6.31%	107	17.51%
DUNBAR PATIENT TRANSPORT CORP	14	10.94%	14	5.98%	6	2.45%	27	8.18%	71	17.27%
BRISTOL HOSPITAL EMS	19	8.92%	14	6.51%	19	8.30%	14	5.79%	35	14.58%
CHARLIE'S AIRPORT TRANSPORT LLC					25	42.37%	43	35.25%	17	22.08%

## Late Trip Count by Provider

	Month of Trip Date									
	Jul 18		Aug 18		Sep 18		Oct 18		Nov 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	23	60.53%	14	43.75%	20	66.67%	10	83.33%	10	100.00%
ALLIED TRANSPORT	11	29.73%	29	27.36%	29	27.62%				
STARTIRE LIVERY LLC	44	13.37%	8	8.60%						
D & R TRANSPORTATION	9	7.63%	29	22.31%	5	6.94%	4	6.15%	4	7.41%
ACME TRANSPORTATION	50	13.81%	0							
LEILA TRANSPORTATION	0	0.00%	10	7.69%	5	6.67%	7	7.69%	22	15.38%
K&E TRANSPORTATION LLC	1	0.11%	1	0.11%	0	0.00%	0	0.00%	29	3.65%
AETNA AMBULANCE SERVICE	0	0.00%	1	0.38%	11	4.12%	0	0.00%	16	5.99%
DANBURY AMBULANCE	2	0.50%	0	0.00%	0	0.00%	1	0.23%	25	6.27%
CONNECTICUT TRANSPORTATION SOLUTIONS	5	16.67%	0	0.00%	0		7	36.84%	15	17.65%
TRUTH SPACE, LLC							0	0.00%	17	32.69%
AVON TRANSPORTATION	8	16.33%	8	12.31%	0				0	
AMBULANCE SERVICE OF MANCHESTER	2	0.68%	0	0.00%	0	0.00%	0	0.00%	13	6.05%
CARE ACCESS, LLC					15	39.47%	0			
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	1.90%
STATEWIDE B TRANSPORTATION, LLC	0	0.00%	1	1.10%						
ABOVE AVERAGE TRANSPORTATION	0		0		0		0	0.00%	0	0.00%
ANGELS ON THE GO	0									
BRADLEY LIVERY, LLC	0		0							
CASABLANCA LIMO, LLC					0	0.00%	0	0.00%		
PARATRANSIT HARTFORD							0		0	
PARATRANSIT NEW HAVEN							0		0	
PIGGYBACK RIDES, LLC			0	0.00%						
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0		0		0	
TEST 3PO OPERATOR CT	0		0		-1		0		0	
Null	0		0		0		0		-2	
VEYO CONNECTICUT IDPS	-377	-16.88%	-426	-18.58%	-390	-15.80%	-509	-14.05%	-426	-13.12%

## Cancellations by Source

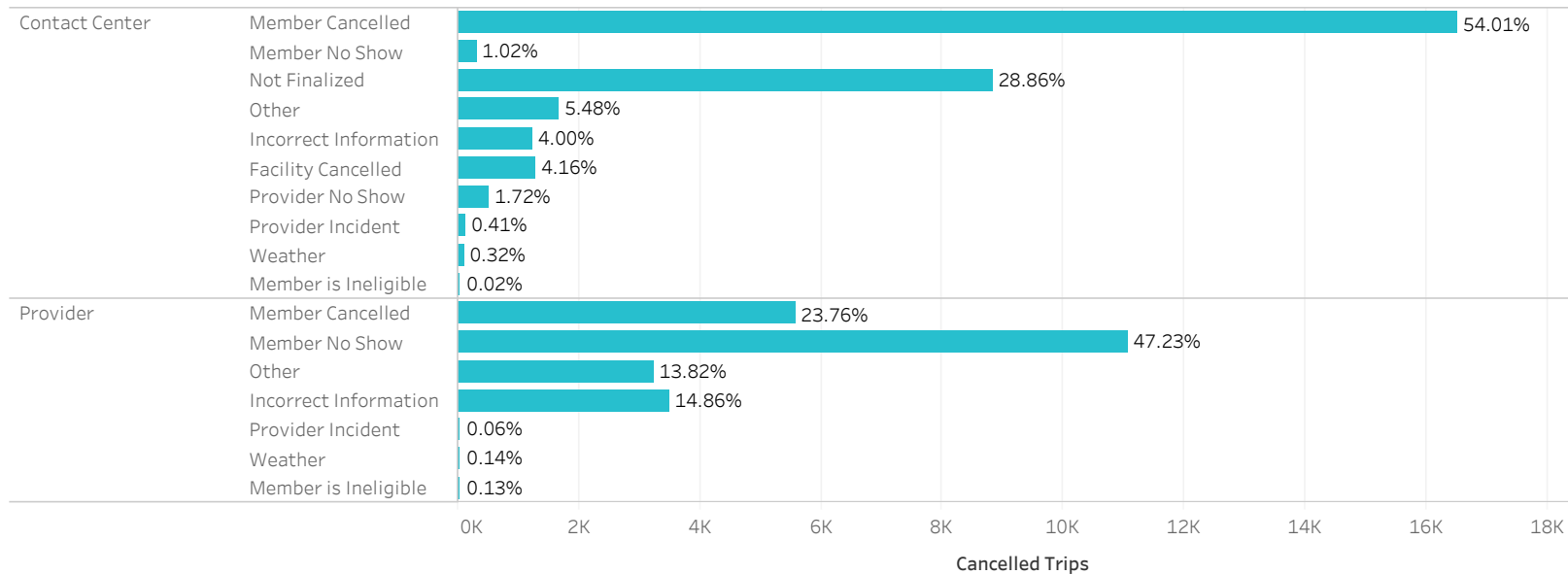
December 12, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Provider	52,055	31,562	26,650	23,209	24,981	23,850	26,990	31,356	24,973	26,690	23,466	7,506	
Contact Center	20,744	22,404	28,198	22,566	22,482	20,702	22,361	23,771	25,638	31,267	30,574	8,633	0
Total Cancelled	72,799	53,966	54,848	45,775	47,463	44,552	49,351	55,127	50,611	57,957	54,040	16,139	0

## Cancellations by Reason

December 12, 2018

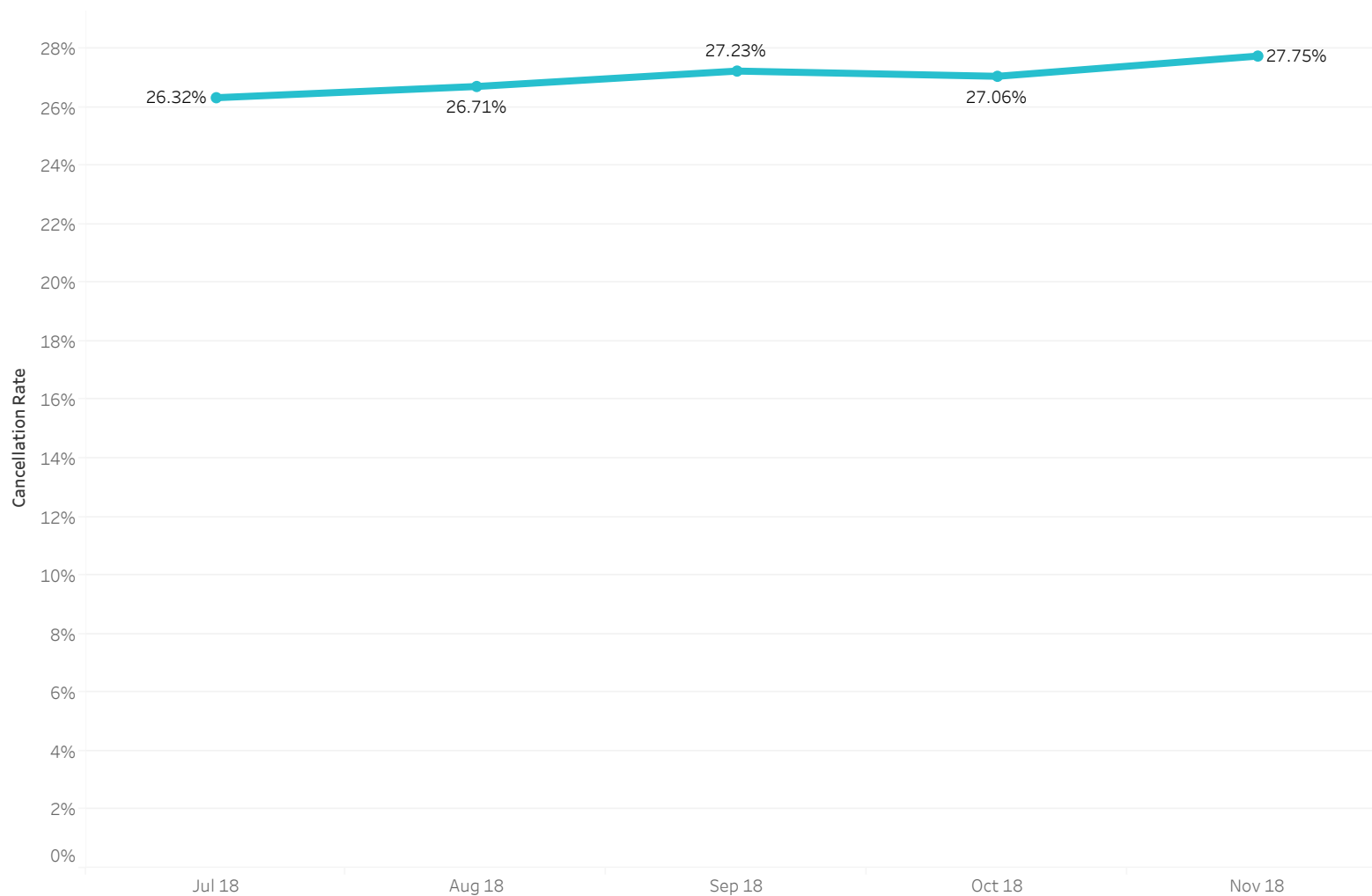


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
<b>Member Cancelled</b>	24,344	21,712	20,220	18,464	19,289	18,847	19,980	23,541	22,063	24,097	22,088	7,720	0
<b>Member No Show</b>	13,581	8,903	9,504	10,791	11,612	10,705	12,036	15,675	11,754	12,886	11,395	3,767	0
<b>Not Finalized</b>	11,809	8,278	10,414	7,598	6,302	5,875	8,107	6,563	7,020	9,219	8,824	935	
<b>Other</b>	13,789	9,198	6,494	4,015	4,150	3,581	3,826	3,627	4,184	4,348	4,919	1,780	0
<b>Incorrect Information</b>	4,772	2,963	2,495	3,112	4,076	3,860	3,961	4,199	3,913	5,383	4,709	1,402	0
<b>Facility Cancelled</b>	1,147	1,194	1,213	915	945	974	828	851	968	1,298	1,273	449	0
<b>Provider No Show</b>	762	990	748	531	808	472	394	424	481	523	526	141	0
<b>Weather</b>	2,299	423	3,473	120	14	3	5	2	6	3	132	0	
<b>Provider Incident</b>	232	270	226	169	239	203	165	121	155	173	137	50	0
<b>Member is Ineligible</b>	64	35	61	60	28	32	49	124	67	27	37	1	0
<b>Grand Total</b>	<b>72,799</b>	<b>53,966</b>	<b>54,848</b>	<b>45,775</b>	<b>47,463</b>	<b>44,552</b>	<b>49,351</b>	<b>55,127</b>	<b>50,611</b>	<b>57,957</b>	<b>54,040</b>	<b>16,245</b>	<b>0</b>

\* 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

December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Cancelled Trips	49,351	55,127	50,611	57,957	54,040
Cancelled + Completed*	187,476	206,408	185,833	214,216	194,761
Cancellation Rate	26.32%	26.71%	27.23%	27.06%	27.75%

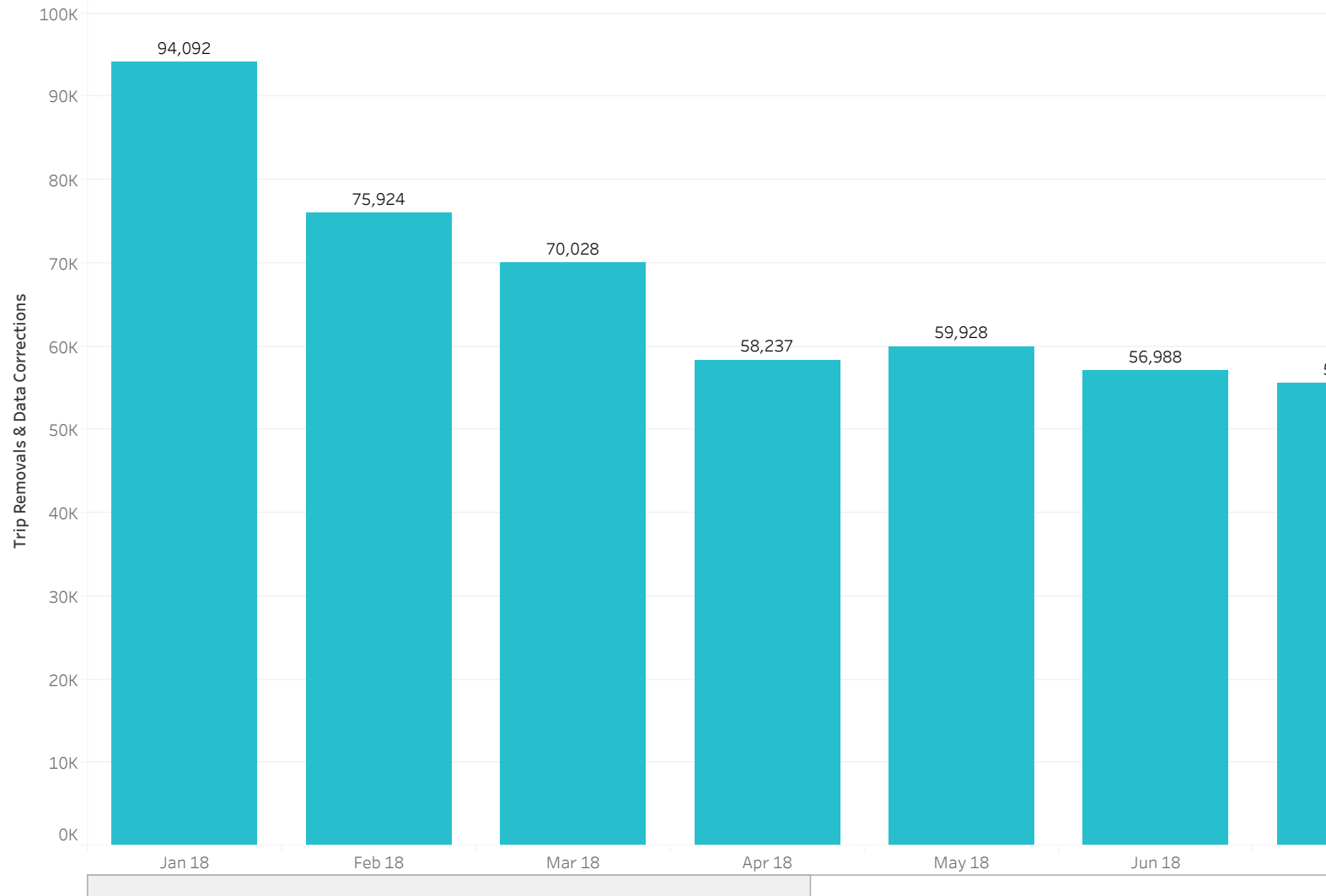
\*Excludes Public Transit and Mileage Reimbursement

\*Excludes Public Transit and Mileage Reimbursement



# Trip Removals & Data Corrections

December 12, 2018

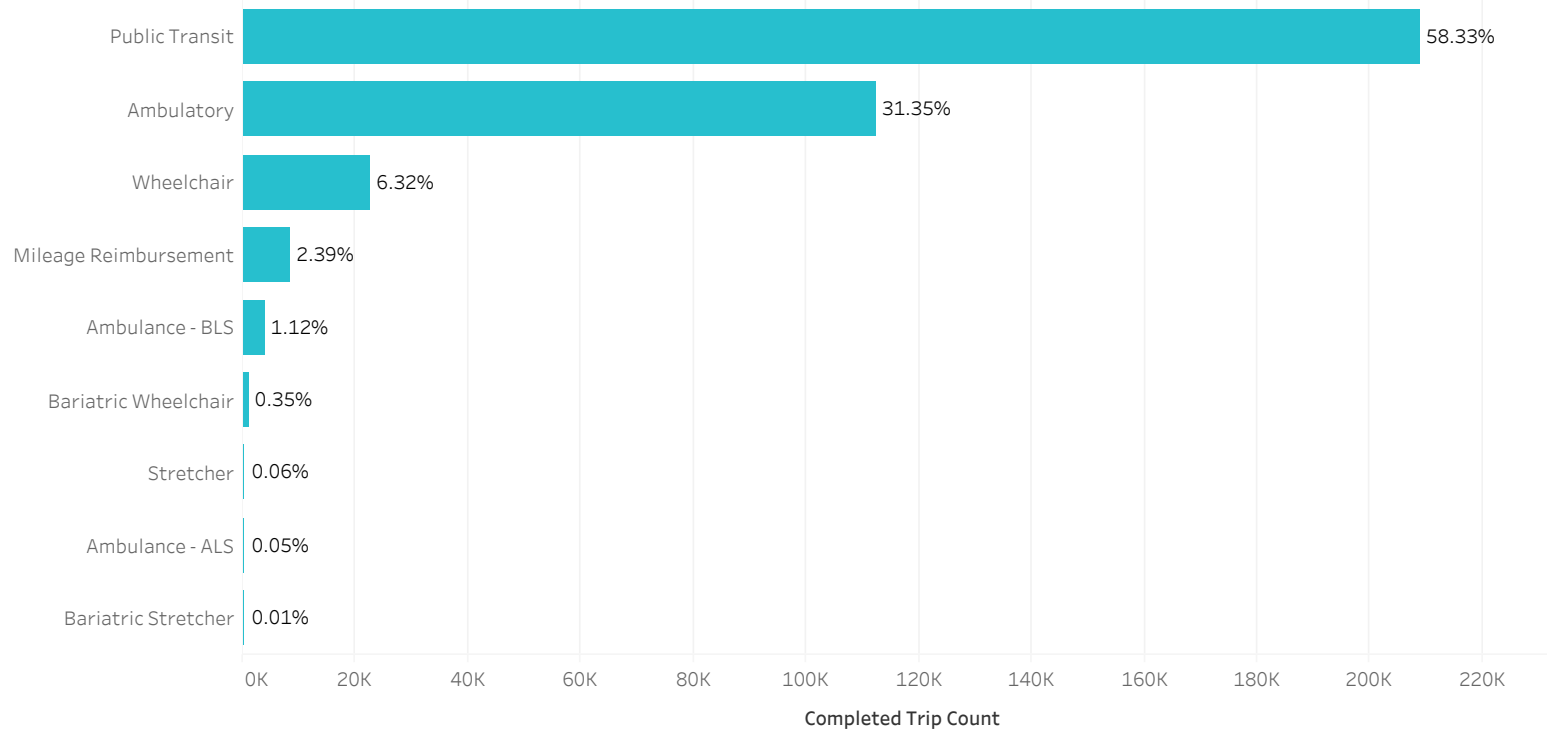


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Trip Removals & Data Corrections	94,092	75,924	70,028	58,237	59,928	56,988	55,540	54,311	47,049	62,994	57,065

\*Excludes Public Transit and Mileage Reimbursement

\*Excludes Public Transit and Mileage Reimbursement

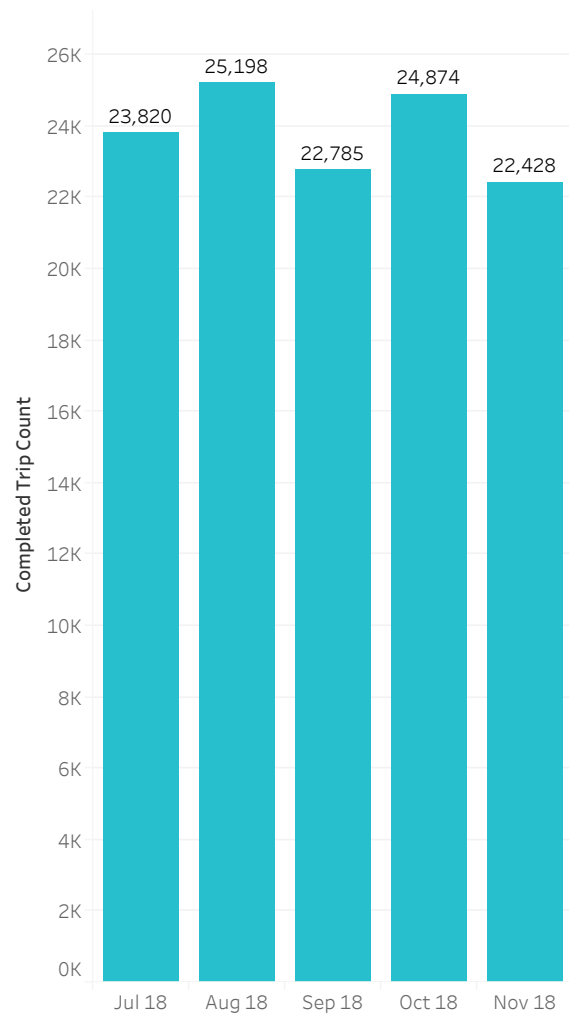
# Transportation by Mode



	July 2018	August 2018	September 2018	October 2018	November 2018
Public Transit	219,987	219,026	197,379	219,952	209,025
Ambulatory	109,757	120,039	107,528	125,094	112,316
Wheelchair	22,720	24,769	22,107	25,180	22,654
Mileage Reimbursement	7,014	8,790	8,533	10,069	8,570
Ambulance - BLS	4,143	4,656	3,902	4,158	4,015
Bariatric Wheelchair	1,321	1,576	1,282	1,354	1,256
Ambulance - ALS	149	198	202	191	195
Stretcher	22	33	161	266	209
Bariatric Stretcher	13	10	40	16	50

## Trips Exceeding 20 Miles

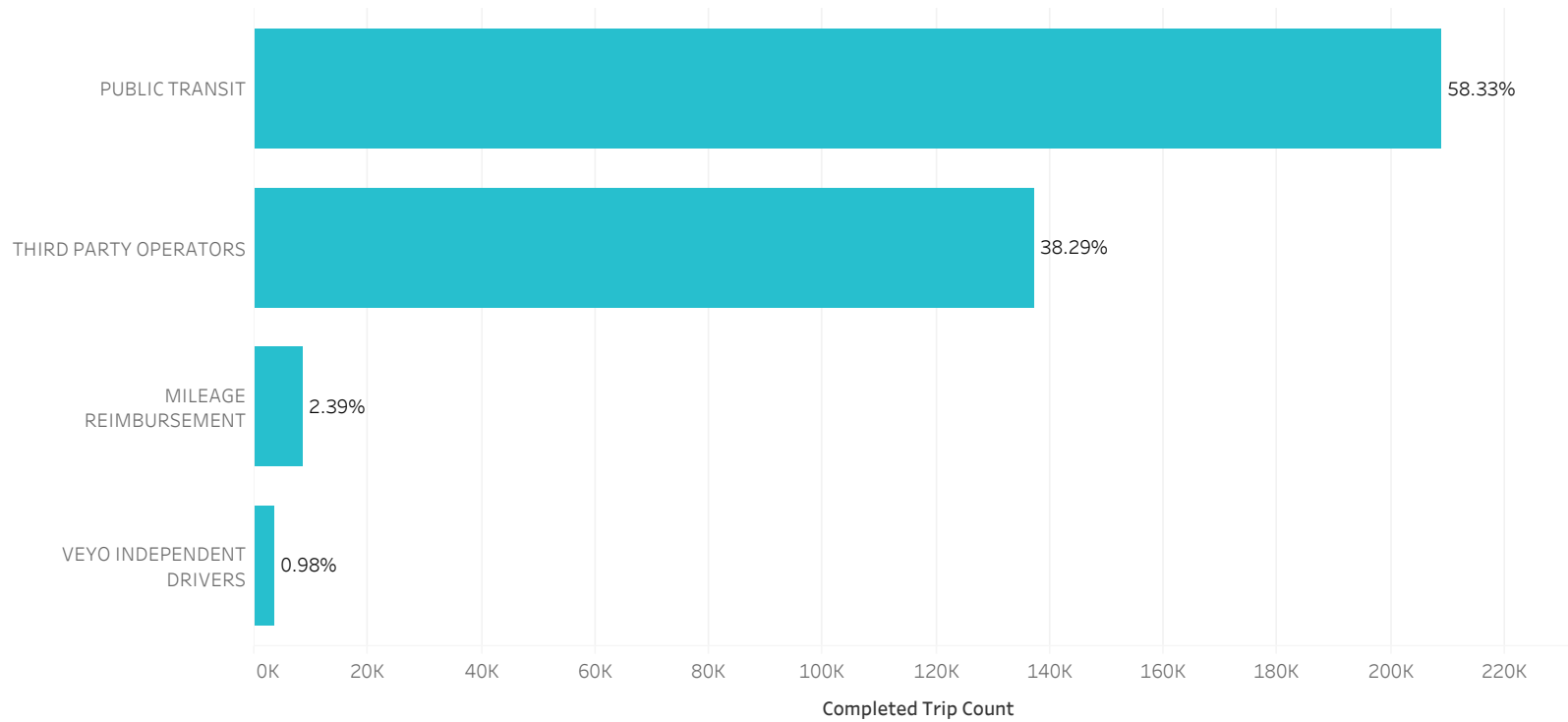
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Trips Exceeding 20 Miles	23,820	25,198	22,785	24,874	22,428

# Provider Mix

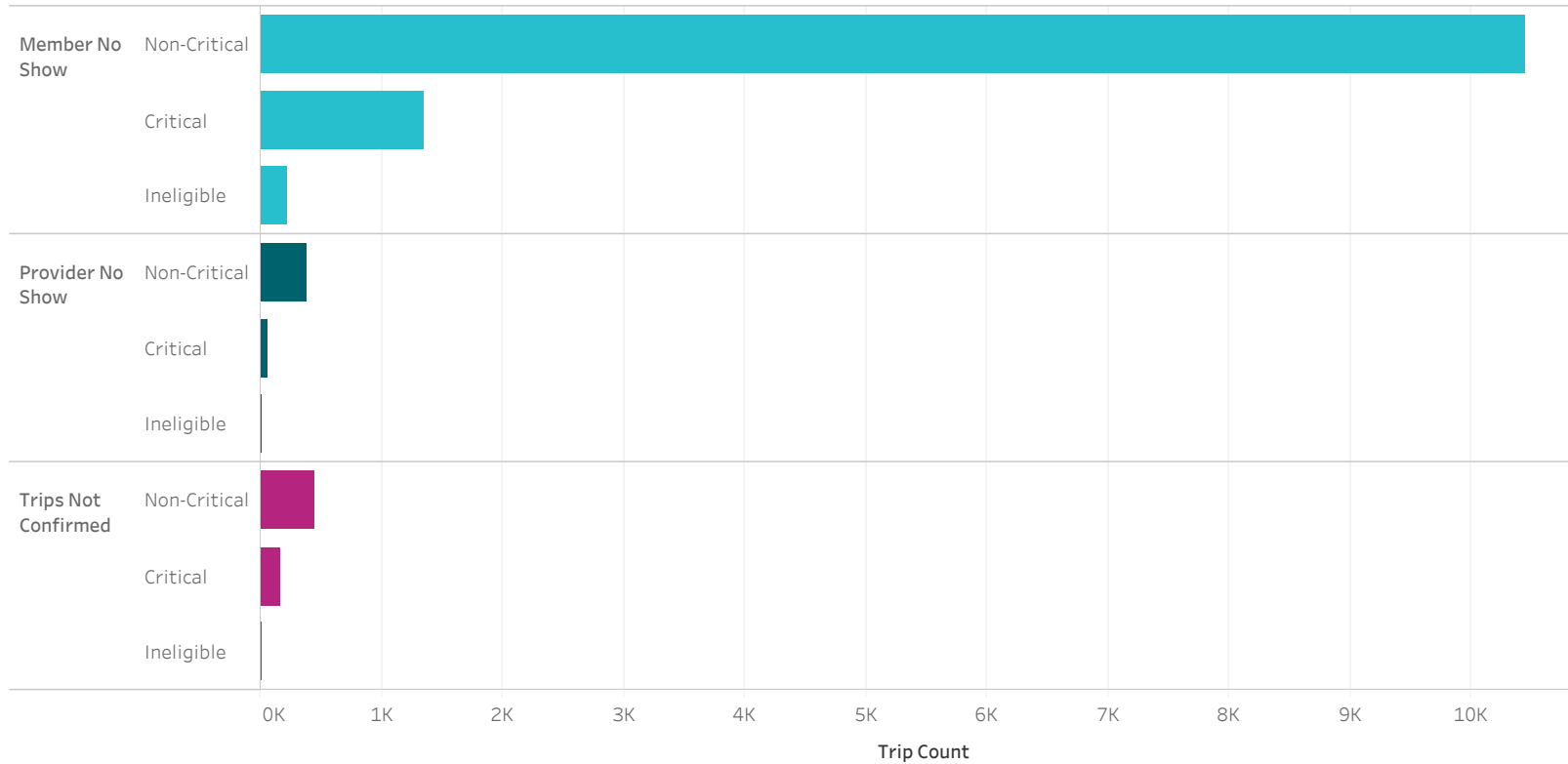
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
PUBLIC TRANSIT	219,987	219,026	197,379	219,952	209,025
THIRD PARTY OPERATORS	135,649	148,662	132,463	152,290	137,195
MILEAGE REIMBURSEMENT	7,014	8,790	8,533	10,069	8,580
VEYO INDEPENDENT DRIVERS	2,476	2,619	2,759	3,969	3,526

## Unfulfilled Trip Counts

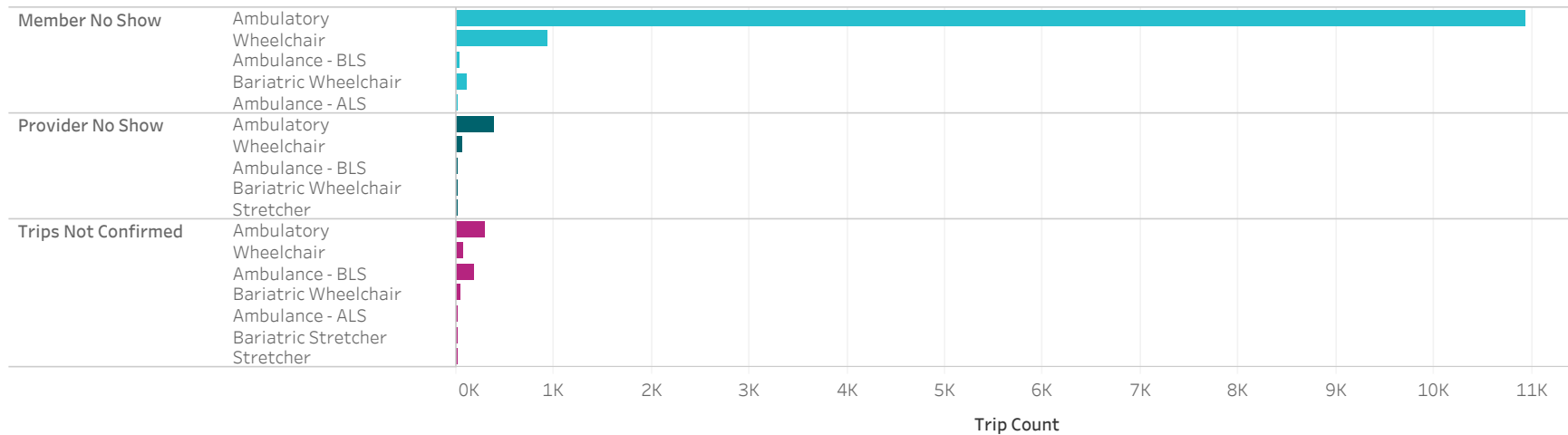
December 12, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Member No Show	Critical	1,177	963	1,025	1,161	1,251	1,266	1,287	1,333	1,183	1,427	1,357
	Non-Critical	11,672	8,417	10,100	10,064	9,986	9,316	12,177	15,207	10,098	11,082	10,439
	Ineligible	94	175	143	194	258	240	264	336	191	266	215
Provider No Show	Critical	69	79	61	46	72	52	31	25	64	53	69
	Non-Critical	491	643	543	396	485	301	244	312	344	391	383
	Ineligible	2	2	9	12	10	11	6	11	5	7	9
Trips Not Confirmed	Critical	610	278	274	269	309	371	242	222	278	391	170
	Non-Critical	1,468	305	243	273	285	236	340	253	551	964	446
	Ineligible	4	4	3	4	9	20	15	10	17	41	11
Total Unfulfilled		15,587	10,866	12,401	12,419	12,665	11,813	14,606	17,709	12,731	14,622	13,099

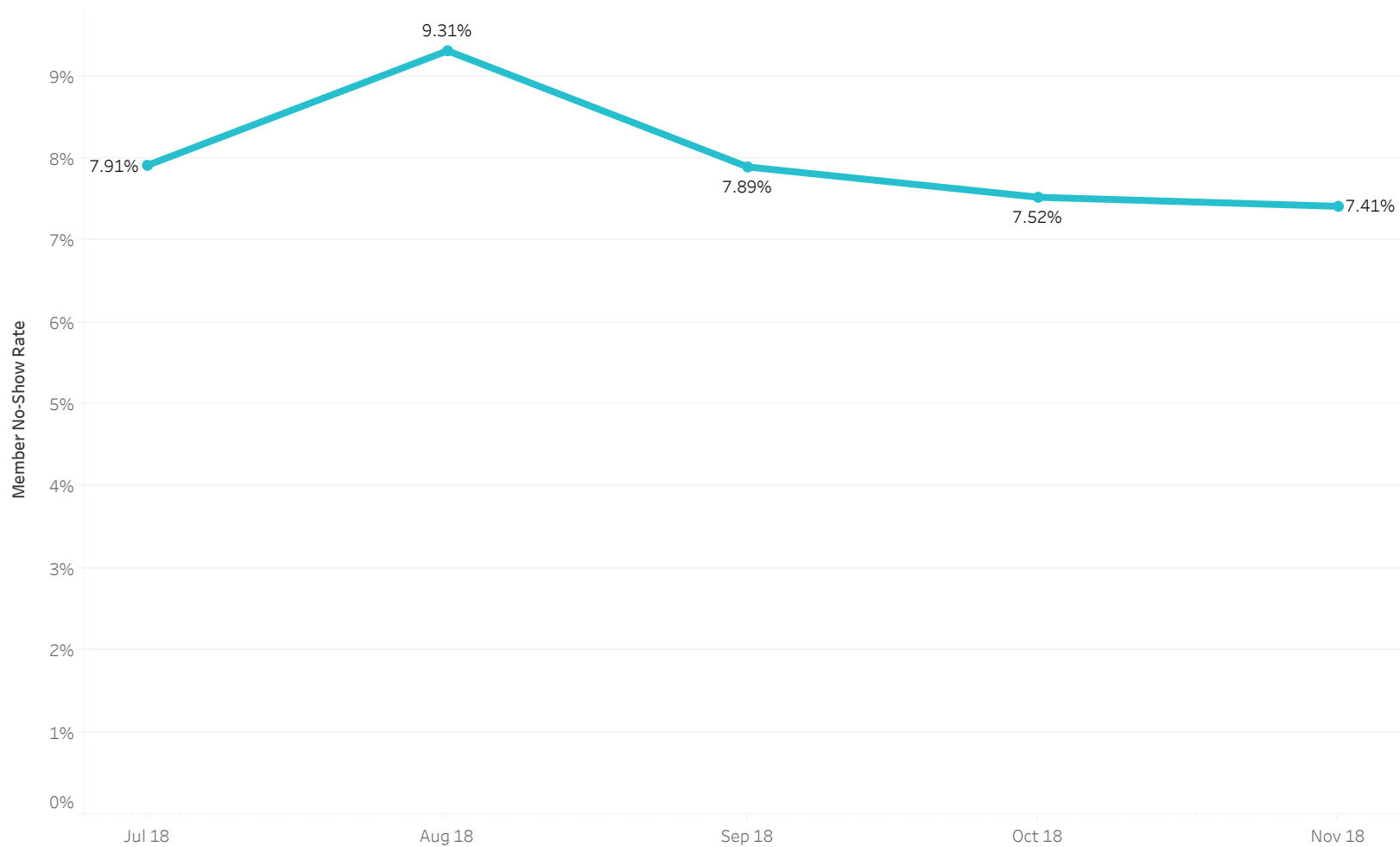
## Unfulfilled Trips by Mode

December 12, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Member No Show	Ambulance - ALS			2								1
	Ambulance - BLS	4	17	5	4	44	23	27	18	21	41	33
	Ambulatory	12,146	8,928	10,569	10,651	10,567	9,807	12,795	15,847	10,565	11,675	10,934
	Bariatric Stretcher			2		2						
	Bariatric Wheelchair	53	42	33	42	49	38	93	73	45	93	107
	Stretcher	6	1	1	1			2		1		
	Wheelchair	734	567	656	721	833	954	811	938	840	966	936
Provider No Show	Ambulance - BLS		2	2	10	13	4	2				10
	Ambulatory	476	625	530	386	431	286	236	301	358	390	389
	Bariatric Stretcher	4										
	Bariatric Wheelchair	1	4	8	2	11	4	4	4	12	4	8
	Other				1							
	Stretcher	2		2								2
	Wheelchair	79	93	71	55	112	70	39	43	43	57	52
Trips Not Confirmed	Ambulance - ALS	7	6	14	10	11	9	9	2	14	24	13
	Ambulance - BLS	51	112	139	170	146	178	159	91	163	296	185
	Ambulatory	1,227	218	193	217	263	255	282	238	505	886	298
	Bariatric Stretcher	23	6	12	5		1	2		4		9
	Bariatric Wheelchair	66	25	25	16	48	65	30	48	64	52	45
	Other	288	107	62	42	16	2					
	Stretcher	157	18	11	7	3	6	5	7	1	7	2
	Wheelchair	263	95	64	79	116	111	110	99	95	131	75

## Member No-Shows

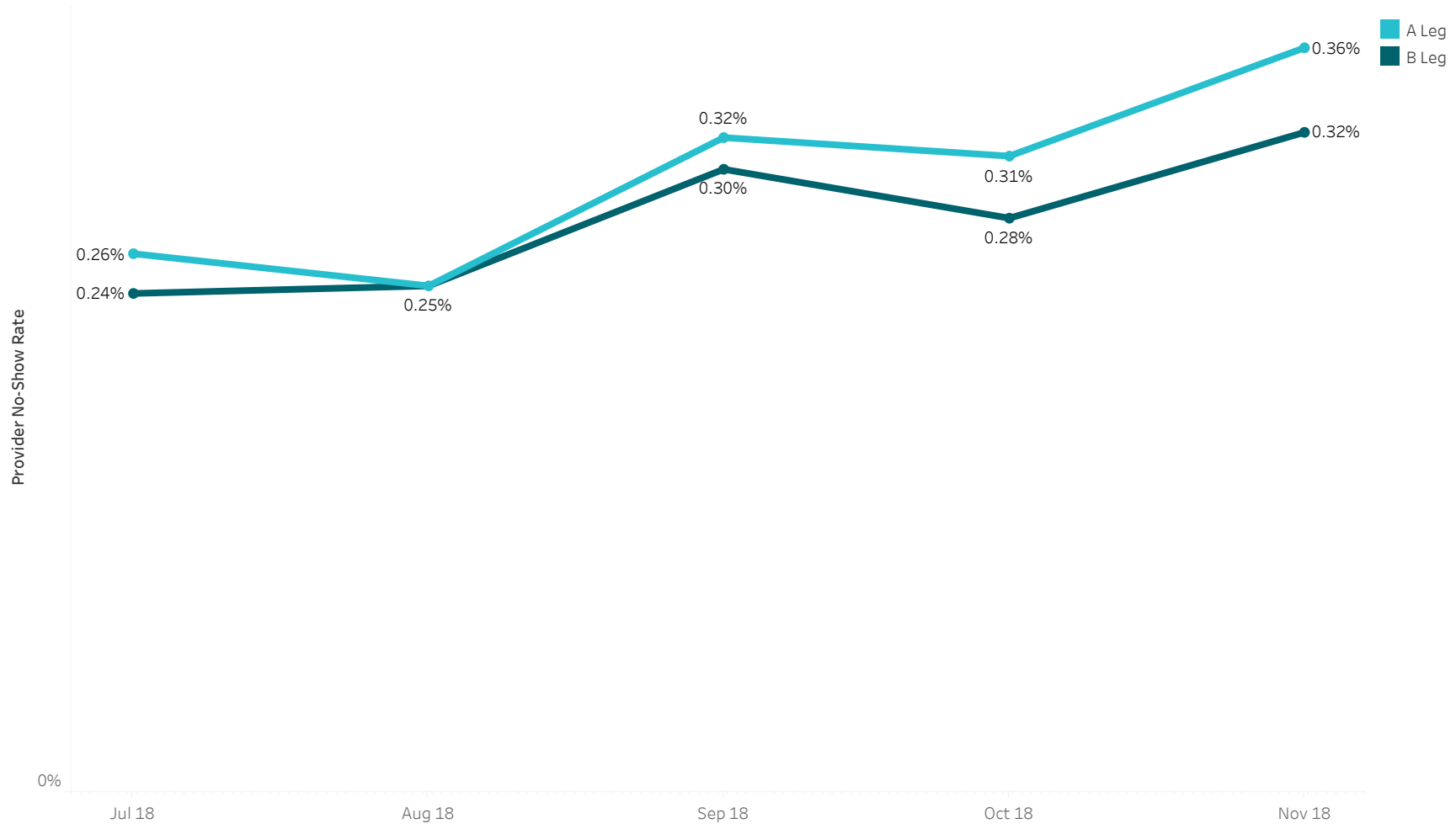


	July 2018	August 2018	September 2018	October 2018	November 2018
Member No-Show Count	11,870	15,530	11,589	12,714	11,266
No-Shows + Completed*	149,995	166,811	146,811	168,973	151,961
Member No-Show Rate	7.91%	9.31%	7.89%	7.52%	7.41%

\* Excludes Public Transit and Mileage Reimbursement

## Provider No-Shows

December 12, 2018

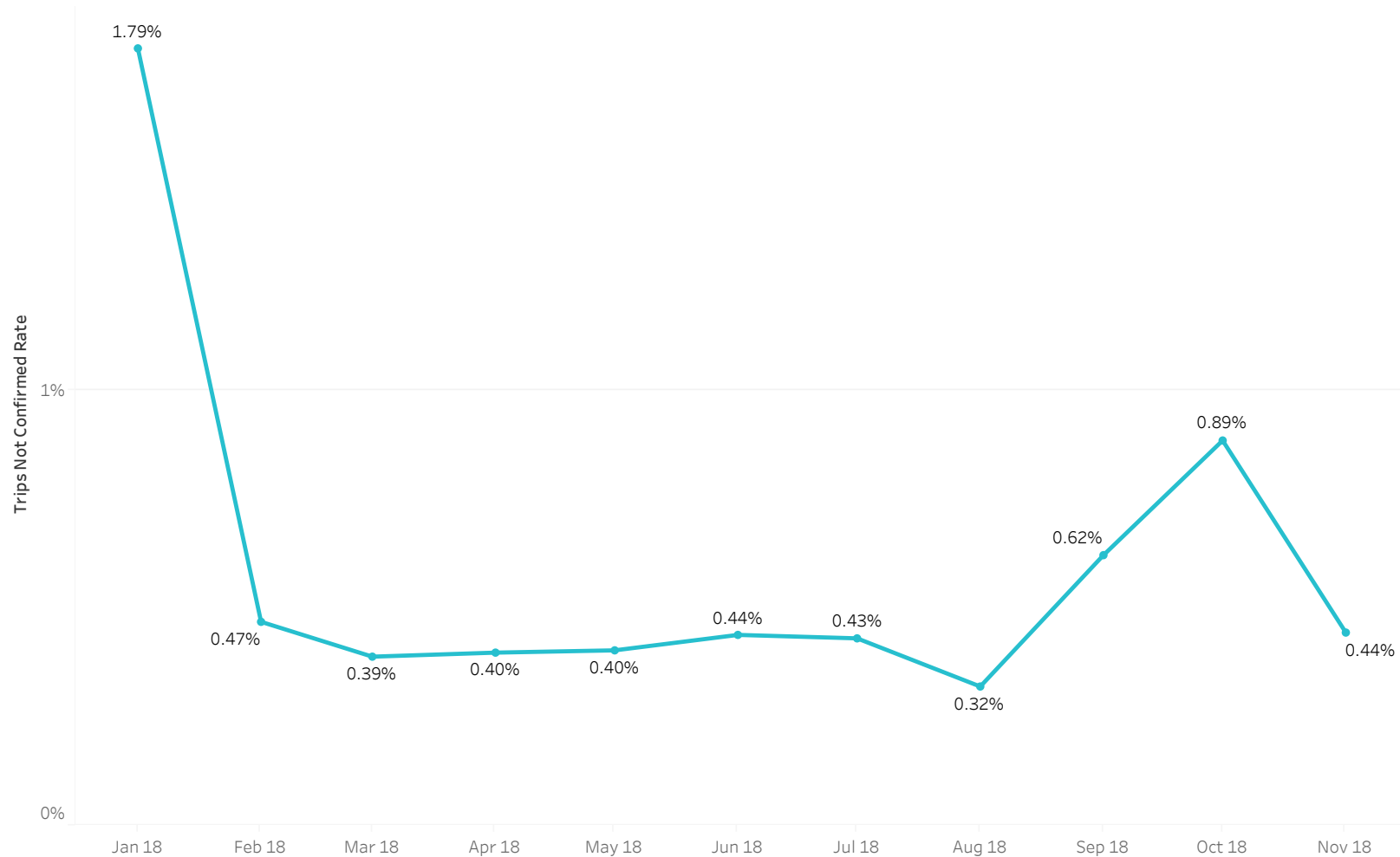


	July 2018	August 2018	September 2018	October 2018	November 2018
Provider No-Show Count	349	373	421	461	482
No-Show + Completed*	138,474	151,654	135,643	156,720	141,203
Provider No-Show Rate	0.25%	0.25%	0.31%	0.29%	0.34%

\* Excludes Public Transit and Mileage Reimbursement



## Trips Not Confirmed



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Not Confirmed	2,082	587	520	546	603	627	597	485	846	1,396	627
Not Confirmed + Completed*	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.40%	0.44%	0.43%	0.32%	0.62%	0.89%	0.44%

\* Excludes Public Transit and Mileage Reimbursement



# Monthly Complaints Report

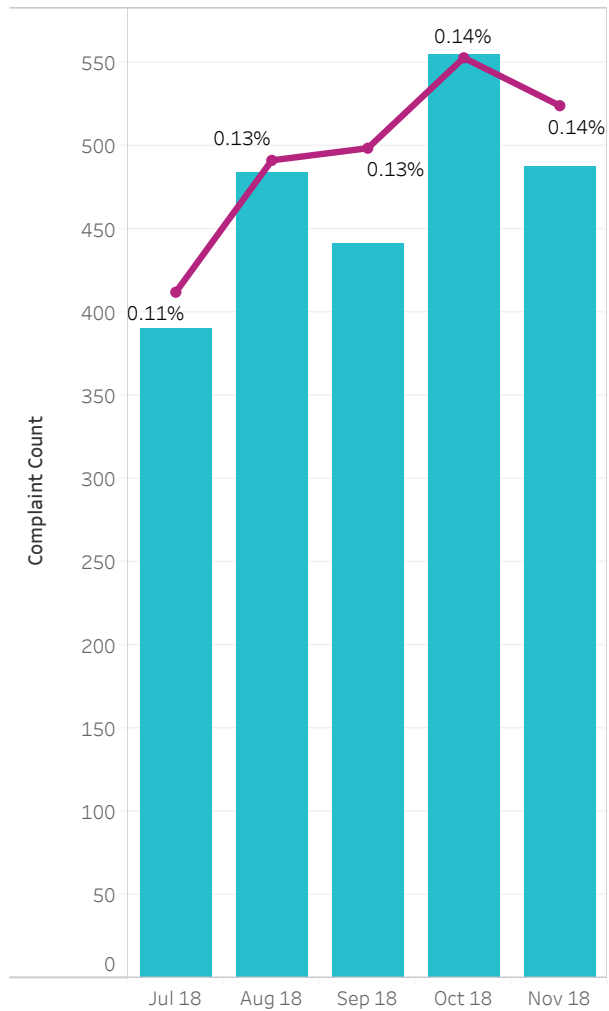
Connecticut Medicaid

Reporting Period: **November 2018**

Veyo Healthcare Logistics

## Total Complaints

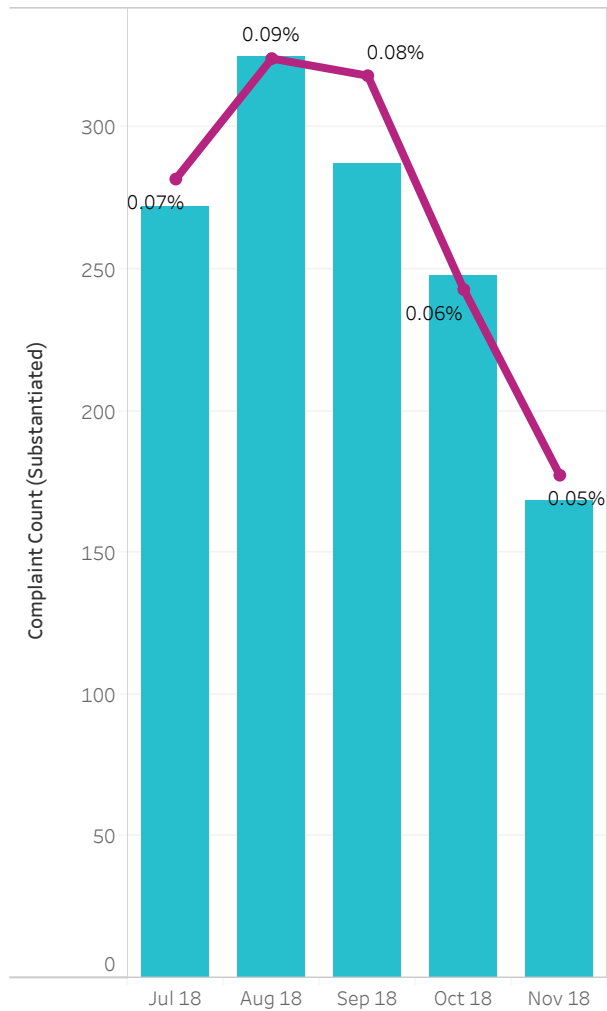
December 12, 2018



	July 2018	August 2018	September 2018	October 2018	November 2018
Completed Trips	365,126	379,097	341,134	386,280	358,290
Total Complaint Count	391	484	442	555	488
Complaint %	0.11%	0.13%	0.13%	0.14%	0.14%

## Substantiated Complaints

December 12, 2018

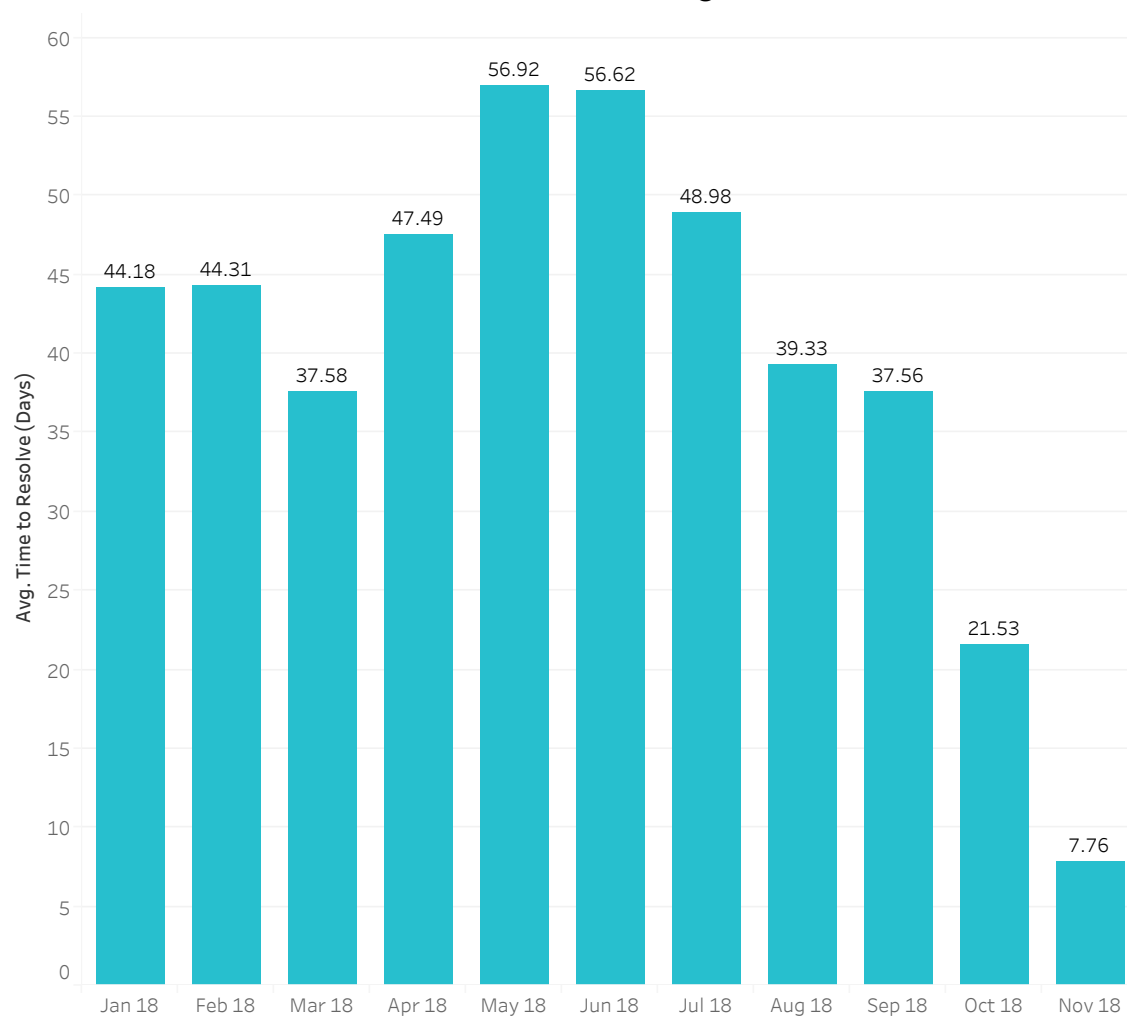


Substantiated %  
Substantiated Complaints

	July 2018	August 2018	September 2018	October 2018	November 2018
Completed Trips	365,126	379,097	341,134	386,280	358,290
Substantiated Complaints	272	325	287	248	168
Substantiated Complaint %	0.07%	0.09%	0.08%	0.06%	0.05%

## Average Time to Resolve

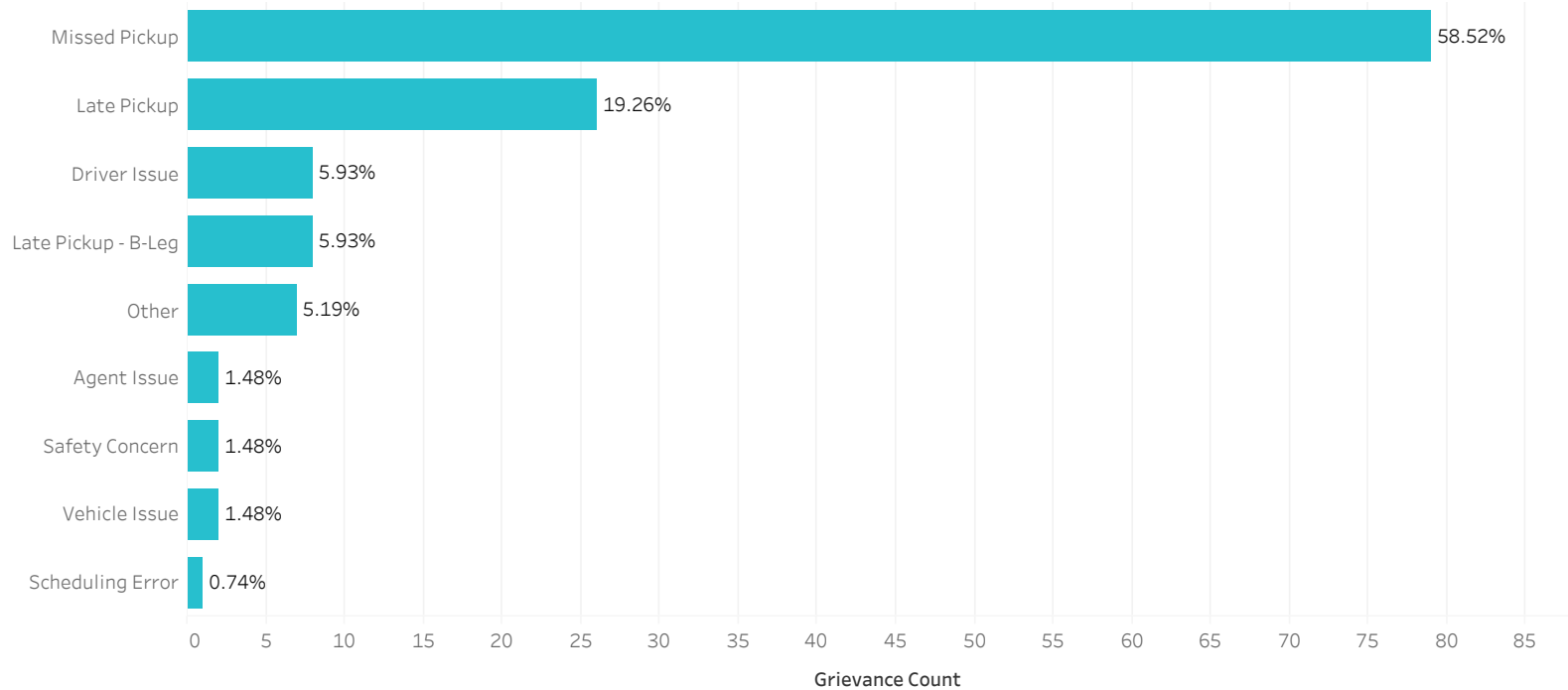
December 12, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Grievance Count	773	555	605	378	466	455	391	484	442	555	488
Resolved Count	773	555	605	378	466	455	391	436	377	345	235
Avg. Time to Resolve (Days)	44.18	44.31	37.58	47.49	56.92	56.62	48.98	39.33	37.56	21.53	7.76

## Substantiated Complaints by Subcategory

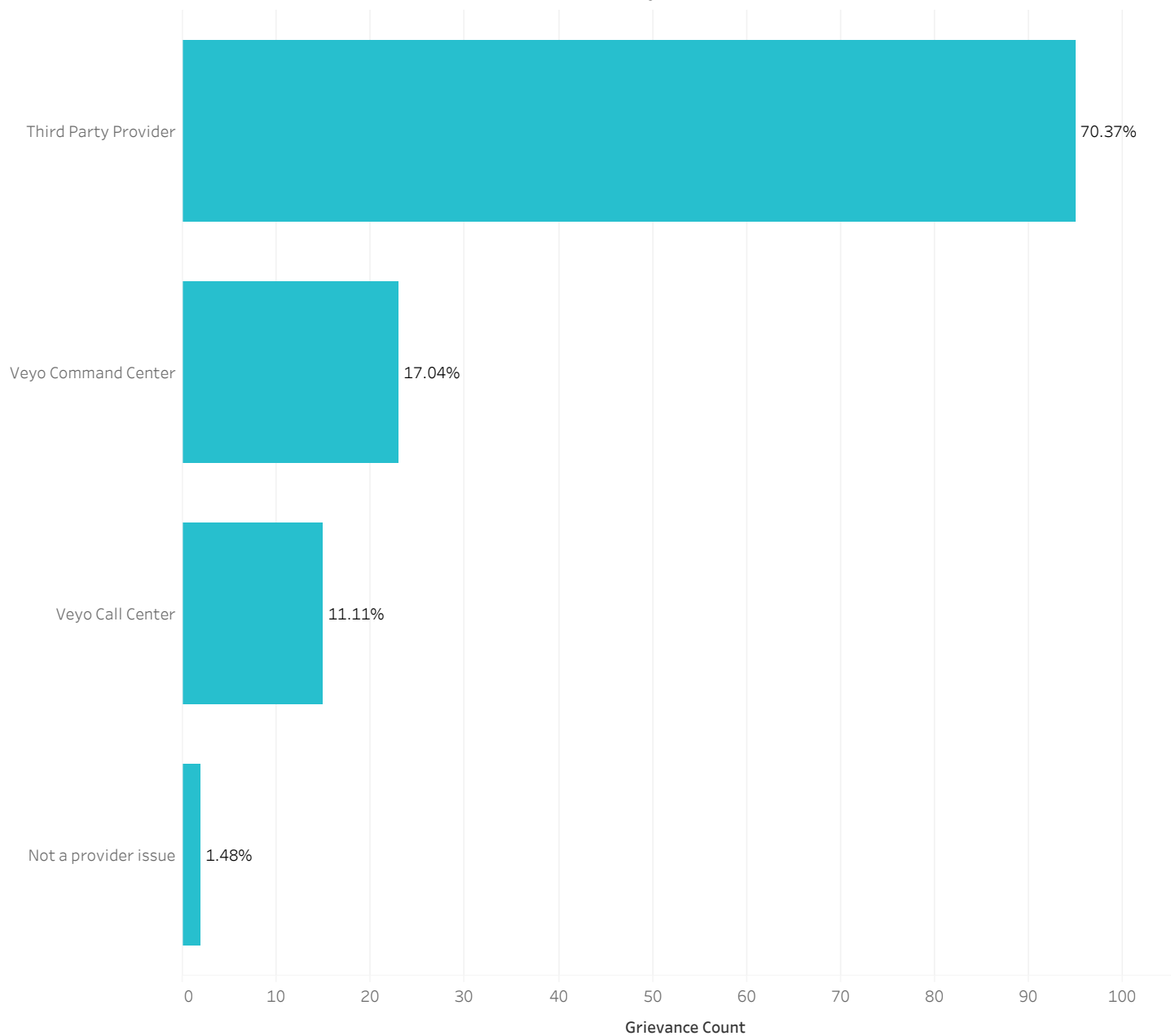
December 12, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Missed Pickup	181	130	56	98	167	182	112	144	140	137	95
Late Pickup	43	45	34	37	79	64	82	83	73	52	34
Driver Issue	17	10	4	21	23	24	23	20	15	7	9
Late Pickup - B-Leg	6	9	6	6	21	15	22	34	20	18	13
Other	17	10	20	13	12	9	20	18	18	15	8
Scheduling Error	20	11	9	5	3	8	5	5	8	6	1
Safety Concern	6	4	1	2	3	7	5	12	6	2	3
Agent Issue		1	2	2	1	2	1	4	3	5	2
Damage/Injury	1	2			1				4	6	
Early Arrival	1	2	1	2		2	2	4			
Vehicle Issue		2	2	1	2	2		1		1	2
Technical Issue	7	1									

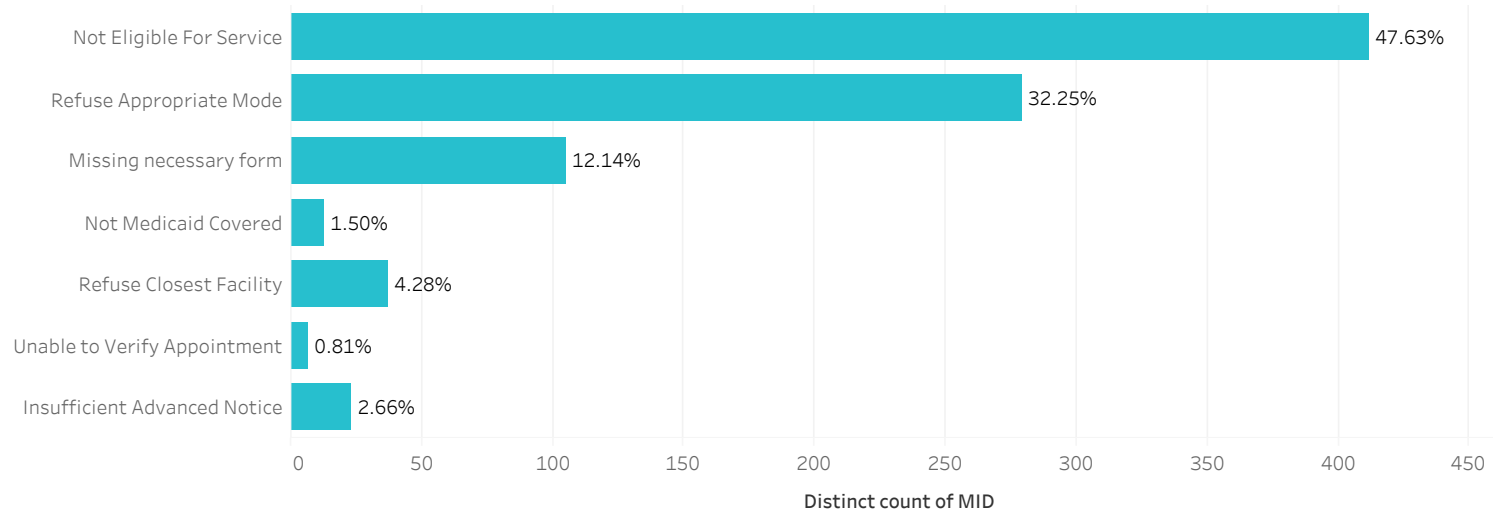
## Substantiated Complaints by Provider

December 12, 2018



## Members With Denied Trips

December 12, 2018

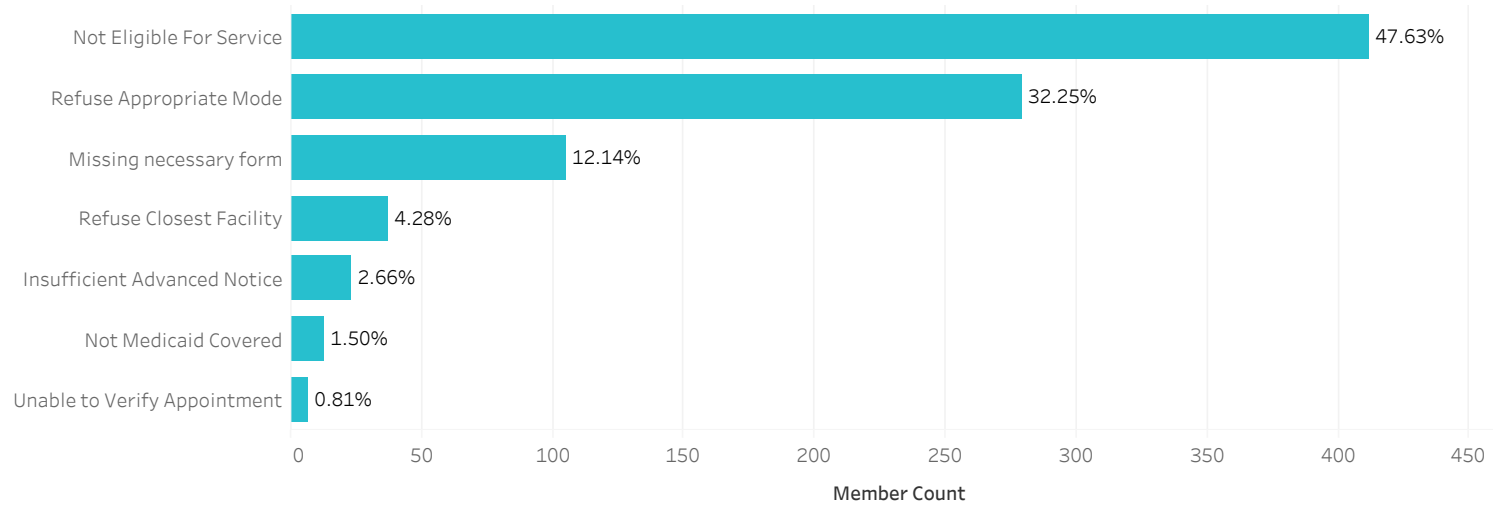


		Jul 18	Aug 18	Sep 18	Oct 18	Nov 18
Unique Requests	Not Eligible For Service	22	21	14	26	26
	Refuse Appropriate Mode	124	112	65	130	158
	Missing necessary form	162	101	75	137	82
	Not Medicaid Covered	4	2	1	3	1
	Refuse Closest Facility	43	23	10	29	26
	Insufficient Advanced Notice	29	28	23	21	22
	Unable to Verify Appointment		2	1	4	5
	Too Many Passengers	1			1	
Total		375	284	189	343	317
Trips Under Recurring Schedule	Not Eligible For Service	271	293	287	327	387
	Refuse Appropriate Mode	246	305	145	90	124
	Missing necessary form	156	42	18	39	23
	Not Medicaid Covered	29	17	4	14	12
	Refuse Closest Facility	2	3	2	2	11
	Insufficient Advanced Notice	2	3	3		1
	Unable to Verify Appointment			2	21	3
	Denied by Health Plan				1	
Total		692	654	456	488	553



## Members Receiving Notices of Action

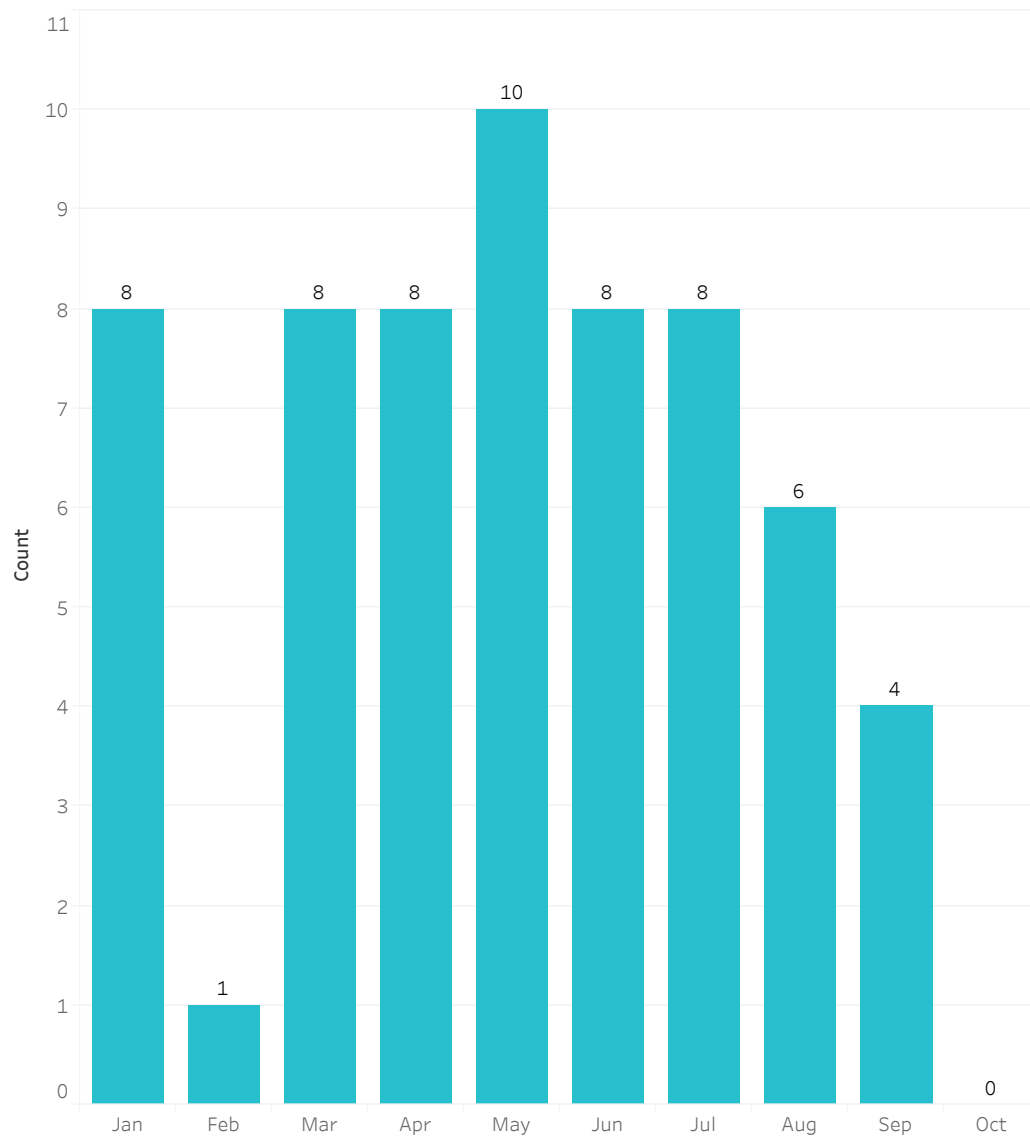
December 12, 2018



	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18
Refuse Appropriate Mode	369	401	210	217	279
Not Eligible For Service	292	313	299	349	412
Missing necessary form	317	143	93	176	105
Refuse Closest Facility	45	26	12	31	37
Insufficient Advanced Notice	31	31	26	21	23
Not Medicaid Covered	33	19	5	17	13
Unable to Verify Appointment		2	3	25	7
Too Many Passengers	1			1	
Denied by Health Plan				1	
<b>Total</b>	<b>1,061</b>	<b>919</b>	<b>642</b>	<b>823</b>	<b>865</b>

## Admin Hearing Requests

December 12, 2018



	January ..	Februar..	March 2..	April 20..	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Received Requests	8	1	8	8	10	8	8	6	4	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.