



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **December 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **December 2018**

Veyo Healthcare Logistics

Call Center Summary

January 18, 2019

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	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Avg Daily Calls Received	3,130	3,285	3,278	3,723	3,509	3,085
Total Calls Answered	94,015	98,804	94,767	111,201	101,007	91,041
Answered %	95.0%	95.2%	94.1%	94.2%	93.8%	96.8%

Average Speed Of Answer Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Avg Speed of Answer (seconds)	41.0	42.4	53.2	53.7	57.1	28.7

Average Abandon Rate Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Total Calls Abandoned	2,933	2,953	3,433	4,026	4,090	1,372
Abandon %	3.0%	2.8%	3.4%	3.4%	3.8%	1.5%

Average Handle Time Summary

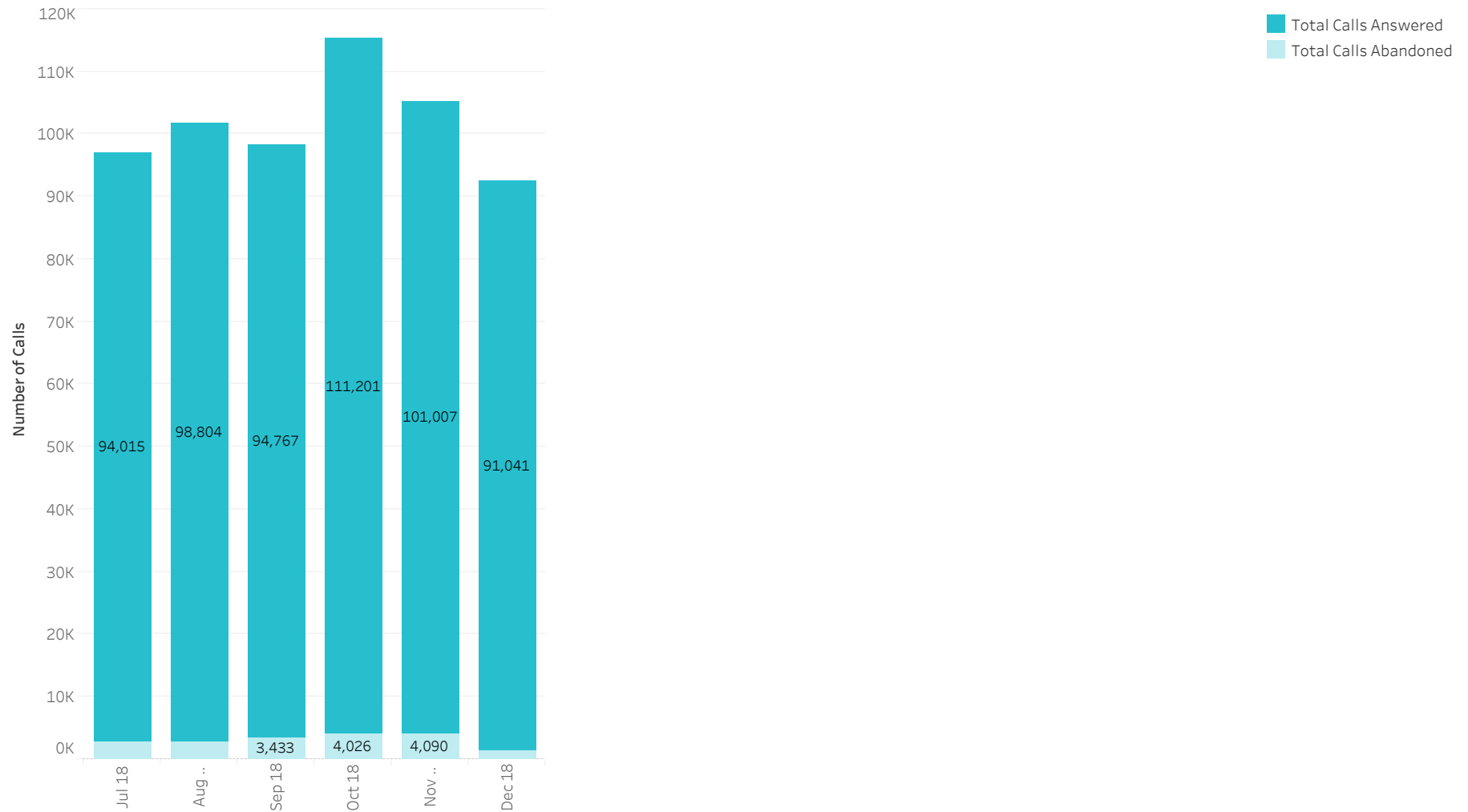
	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	94,015	98,804	94,767	111,201	101,007	91,041
Avg Handle Time (minutes)	4.9	4.9	5.1	5.3	5.1	5.1

Service Level Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Handled Within Service Level	87,748	92,715	86,804	99,918	88,871	88,356
Handled Outside Service Level	9,276	9,129	11,540	15,506	16,387	4,180
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Service Level	90.4%	91.0%	88.3%	86.6%	84.4%	95.5%

Answered Calls

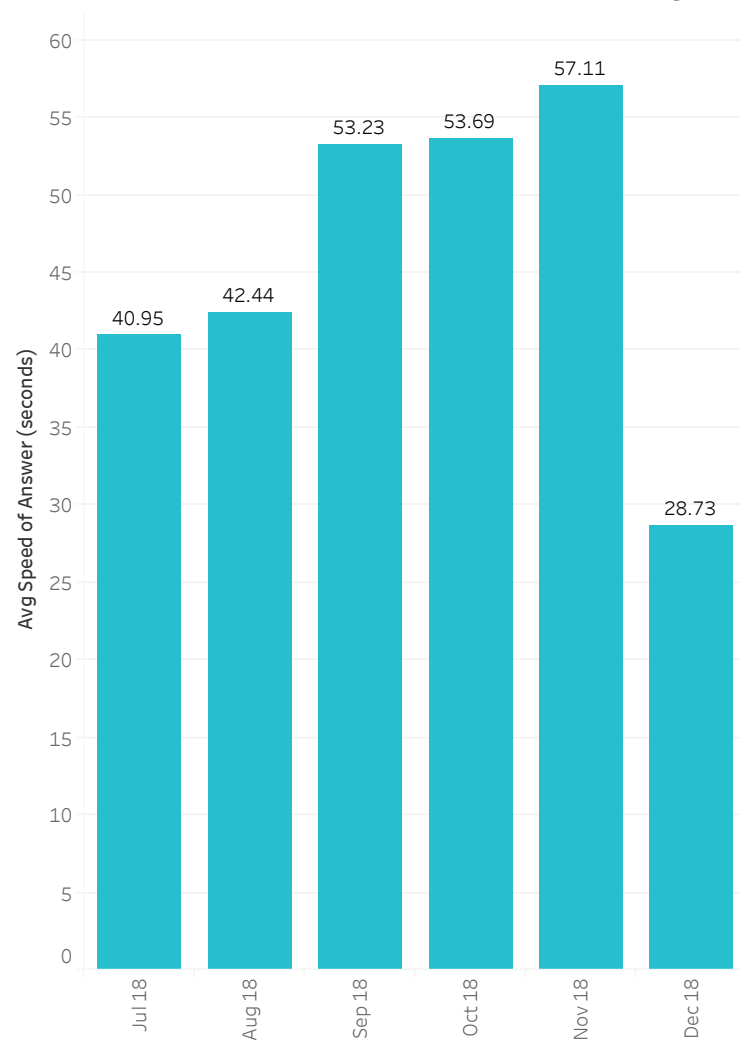
January 18, 2019



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Answered %	95.0%	95.2%	94.1%	94.2%	93.8%	96.8%
Total Calls Abandoned	2,933	2,953	3,433	4,026	4,090	1,372
Abandon %	3.0%	2.8%	3.4%	3.4%	3.8%	1.5%
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067

Average Speed of Answer

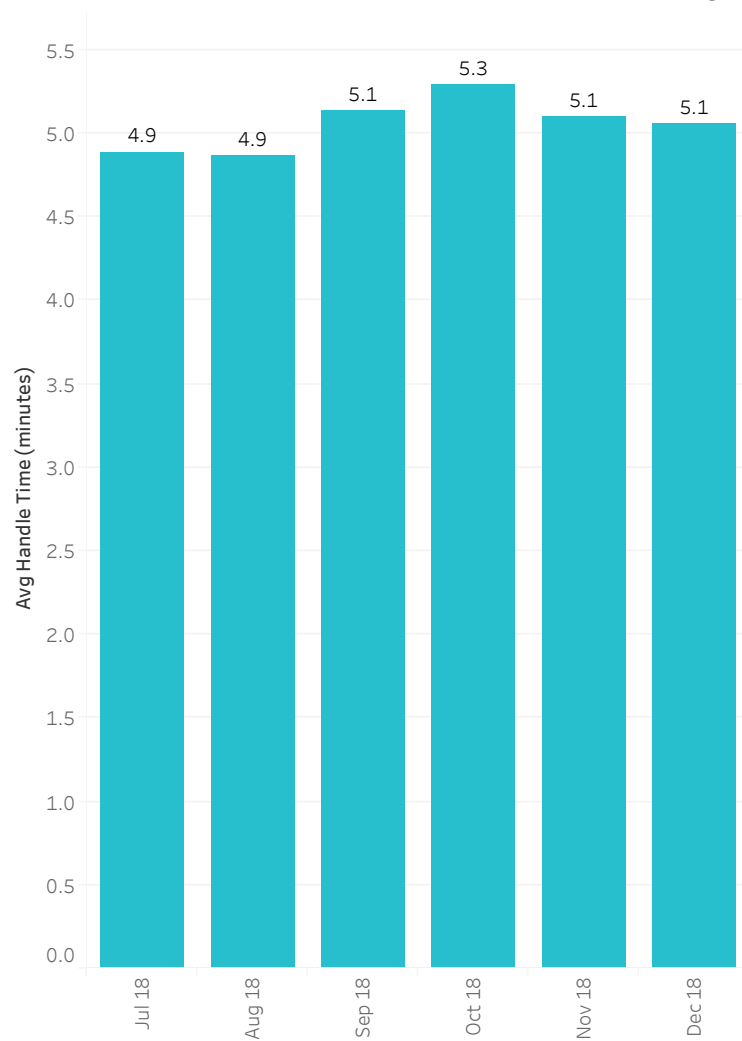
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Avg Speed of Answer (seconds)	40.95	42.44	53.23	53.69	57.11	28.73

Average Handle Time

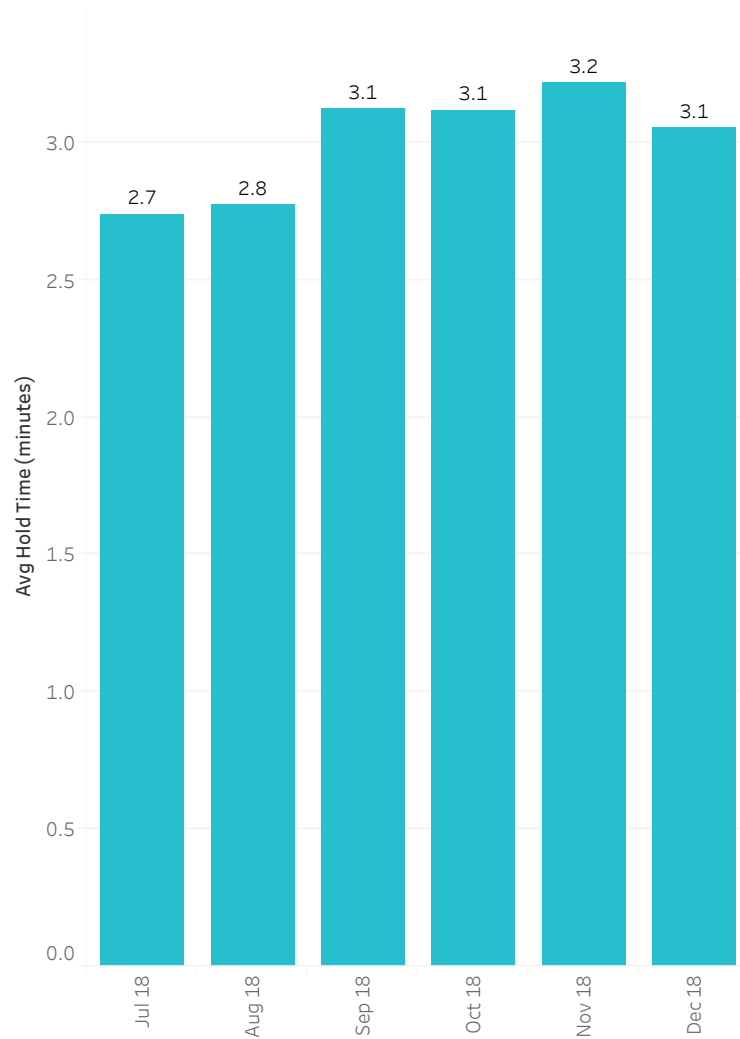
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
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Average Hold Time

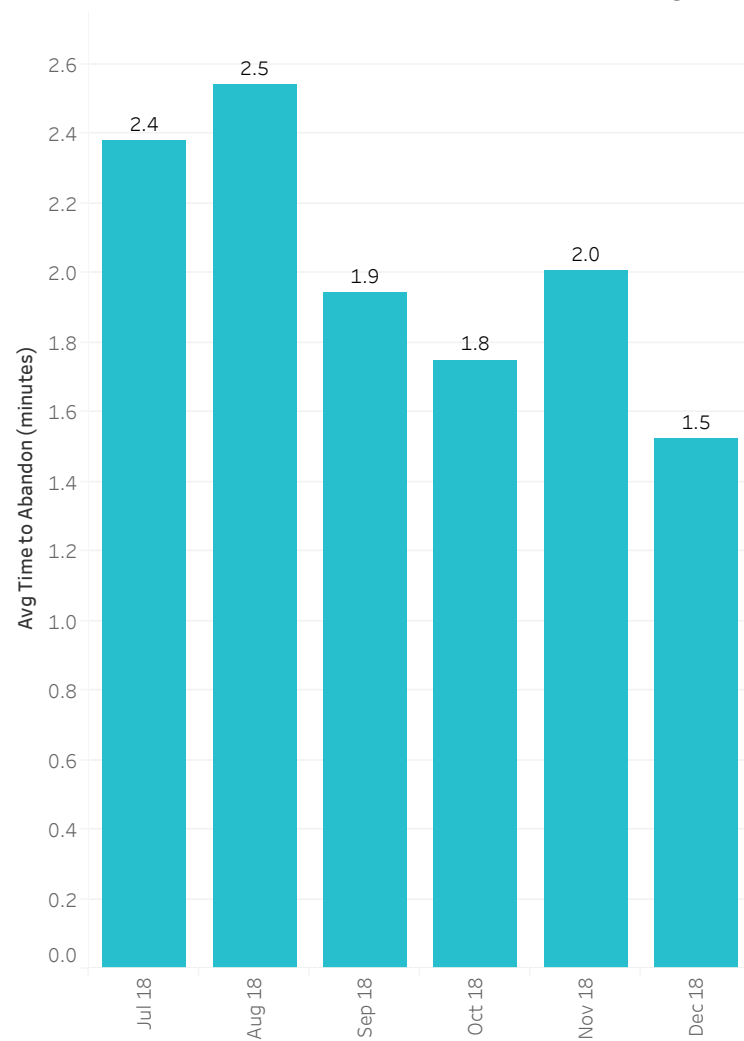
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	94,015	98,804	94,767	111,201	101,007	91,041
Avg Hold Time (minutes)	2.7	2.8	3.1	3.1	3.2	3.1

Average Time to Abandon

January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Abandoned	2,933	2,953	3,433	4,026	4,090	1,372
Avg Time to Abandon (minutes)	2.4	2.5	1.9	1.8	2.0	1.5

Service Level

January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Handled Within Service Level	87,748	92,715	86,804	99,918	88,871	88,356
Handled Outside Service Level	9,276	9,129	11,540	15,506	16,387	4,180
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Service Level	90.4%	91.0%	88.3%	86.6%	84.4%	95.5%

Call Center Summary, Facility

January 18, 2019

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	December 2018
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Avg Daily Calls Received	393	395	462	503	471	430
Total Calls Answered	8,024	8,801	8,839	11,035	9,927	8,443
Answered %	96.5%	96.4%	95.0%	94.7%	94.8%	97.4%

Average Speed Of Answer Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Avg Speed of Answer (seconds)	38.9	40.9	56.3	57.4	50.2	21.0

Average Abandon Rate Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Total Calls Abandoned	156	186	260	352	298	57
Abandon %	1.9%	2.0%	2.8%	3.0%	2.8%	0.7%

Average Handle Time Summary (Facility)

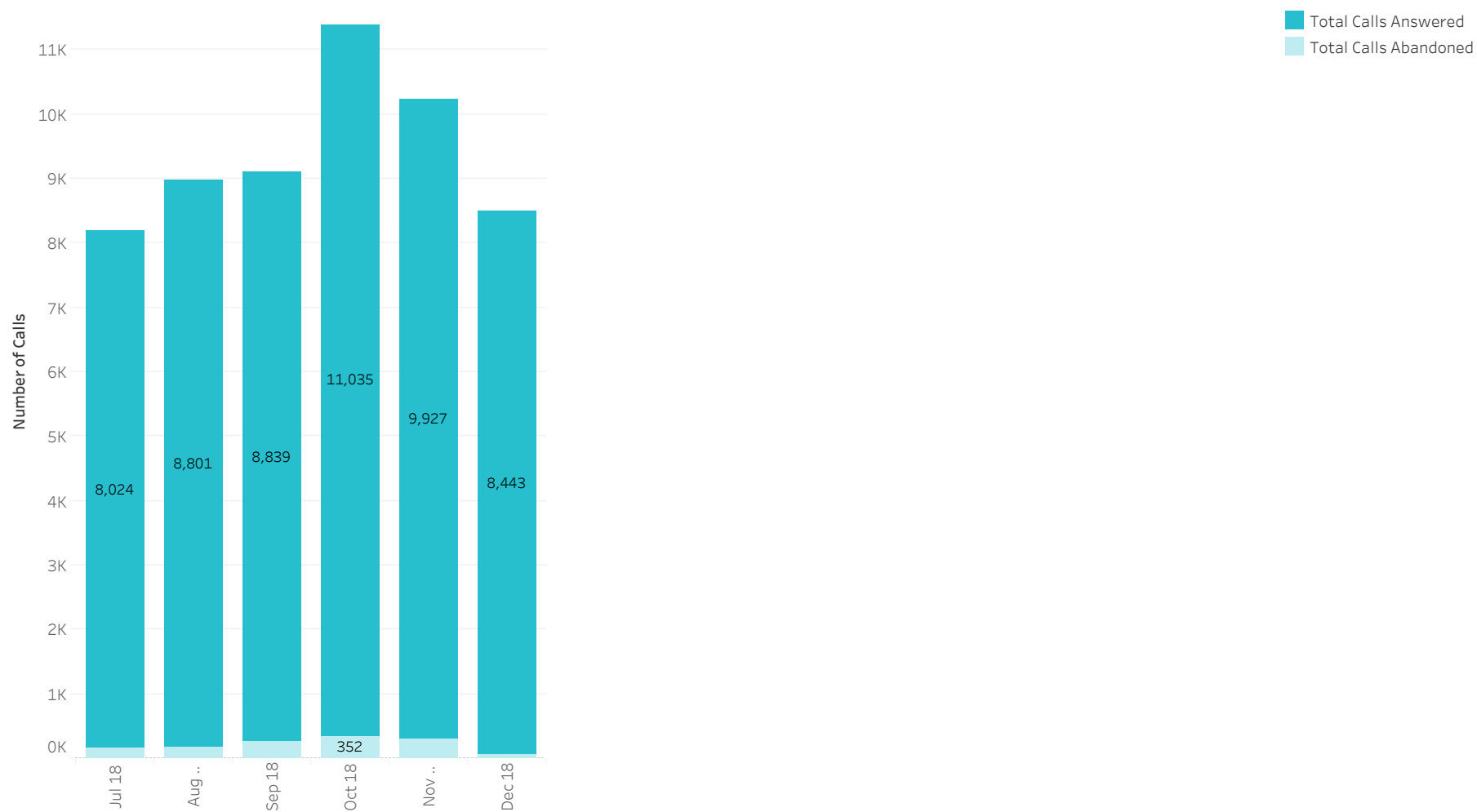
	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	8,024	8,801	8,839	11,035	9,927	8,443
Avg Handle Time (minutes)	5.3	5.7	6.1	6.0	5.9	6.1

Service Level Summary (Facility)

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Handled Within Service Level	7,524	8,305	8,033	9,867	9,005	8,338
Handled Outside Service Level	732	769	1,197	1,697	1,360	268
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Service Level	91.1%	91.5%	87.0%	85.3%	86.9%	96.9%

Answered Calls, Facility

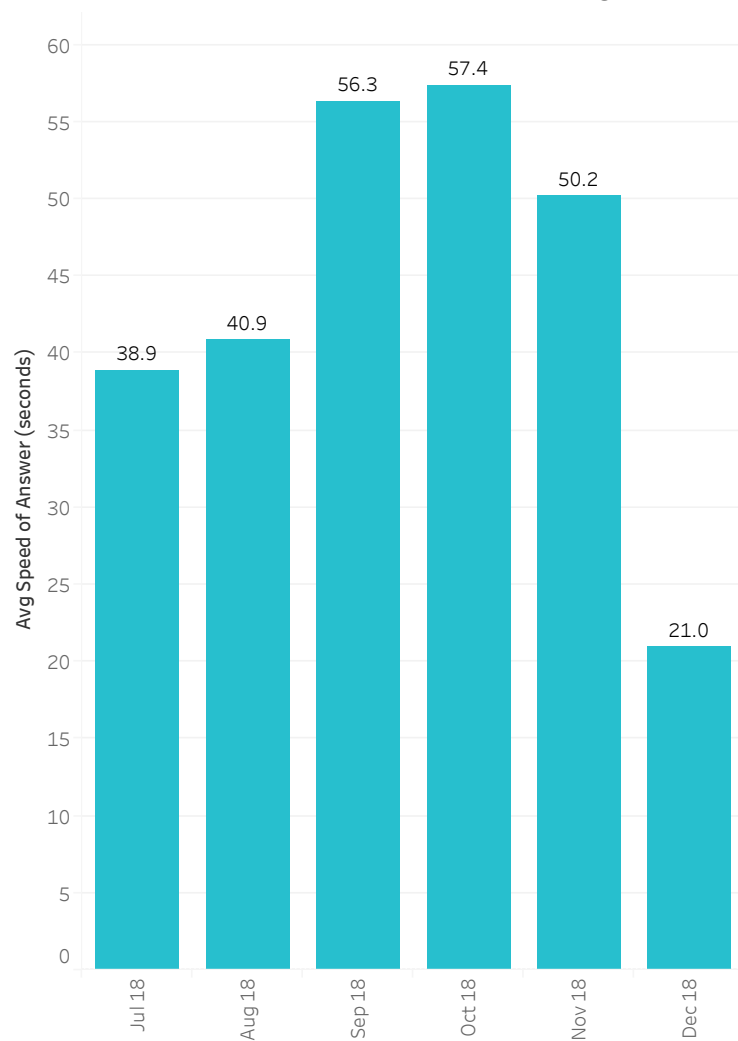
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	8,024	8,801	8,839	11,035	9,927	8,443
Answered %	96.5%	96.4%	95.0%	94.7%	94.8%	97.4%
Total Calls Abandoned	156	186	260	352	298	57
Abandon %	1.9%	2.0%	2.8%	3.0%	2.8%	0.7%
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672

Average Speed of Answer, Facility

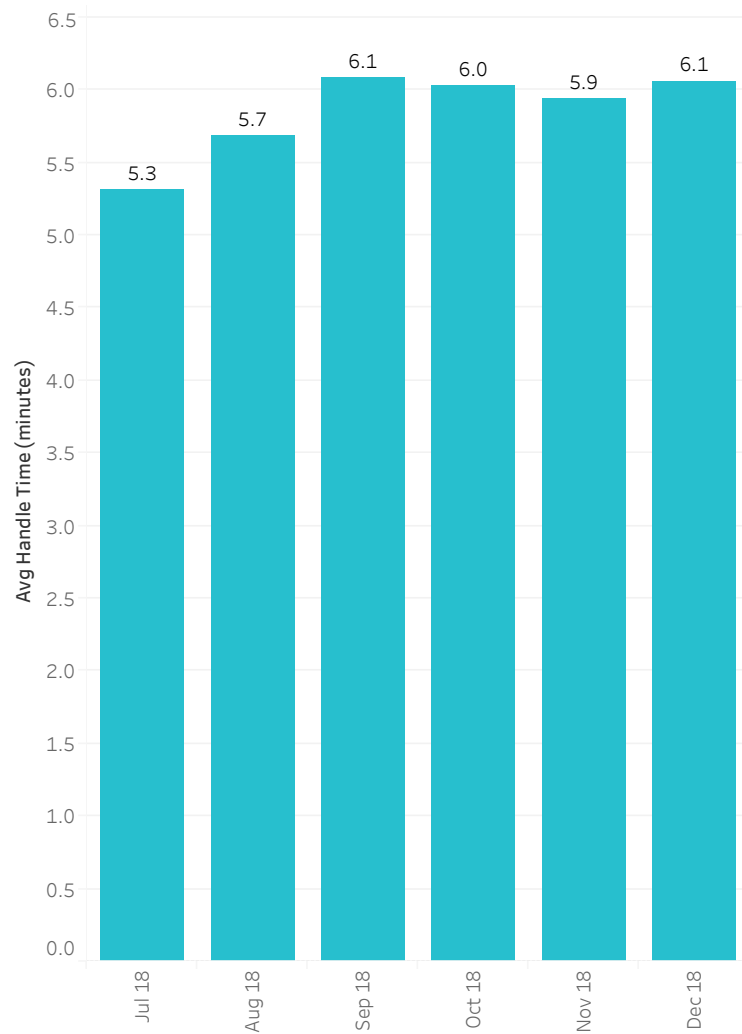
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Avg Speed of Answer (seconds)	38.9	40.9	56.3	57.4	50.2	21.0

Average Handle Time, Facility

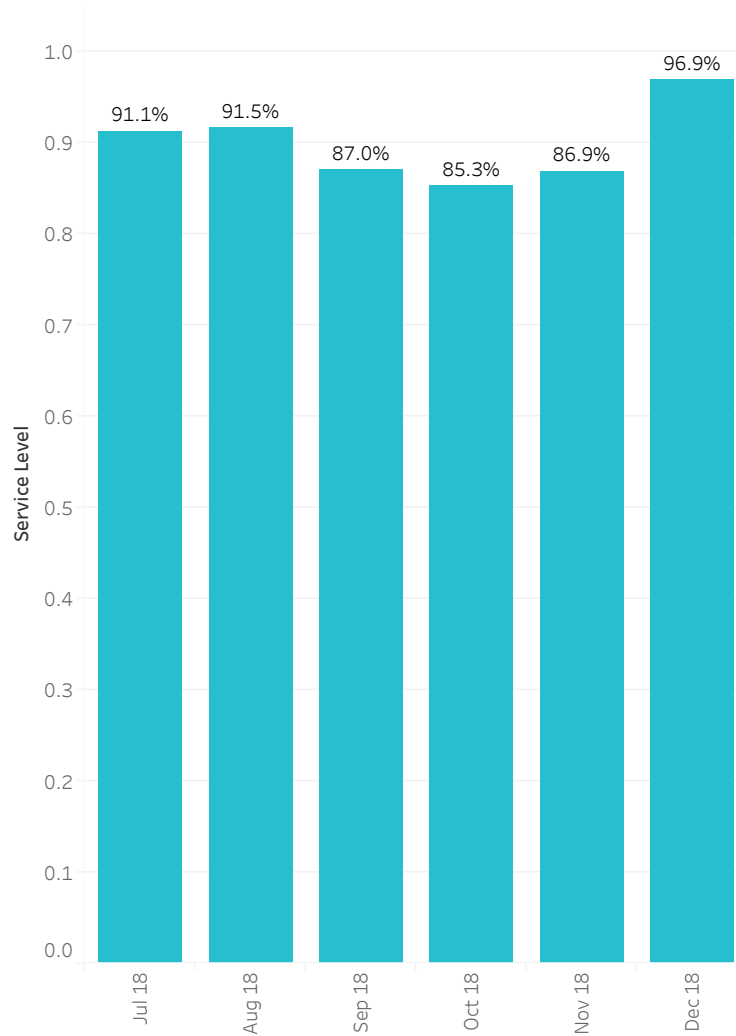
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Avg Handle Time (minutes)	5.3	5.7	6.1	6.0	5.9	6.1

Service Level, Facility

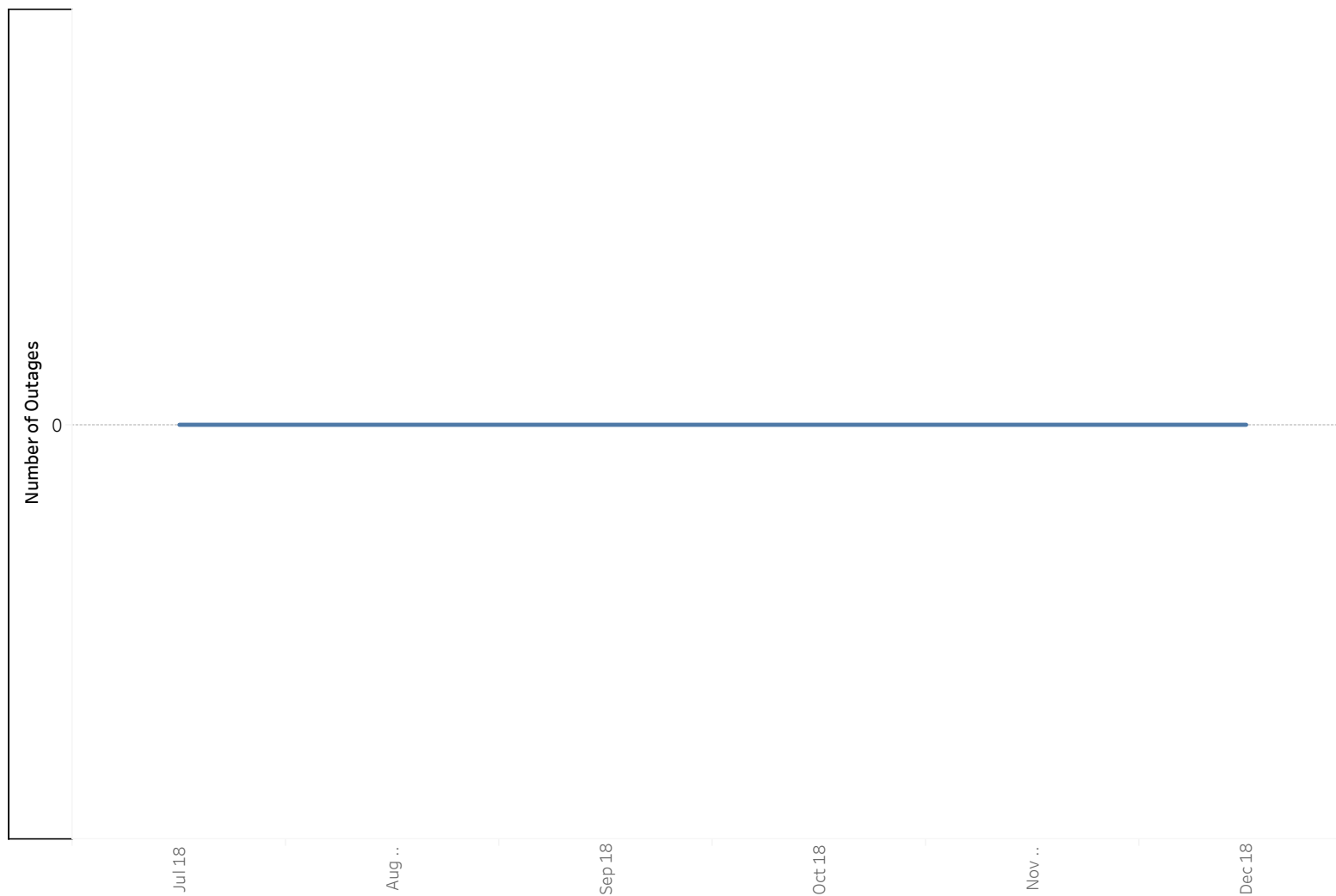
January 18, 2019



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Handled Outside Service Level	732	769	1,197	1,697	1,360	268
Total Calls Received	8,314	9,132	9,309	11,656	10,475	8,672
Service Level	91.1%	91.5%	87.0%	85.3%	86.9%	96.9%

Outages Greater Than One Hour

January 18, 2019



	July 2018	August 2018	September 20..	October 2018	November 2018	December 2018
Call Center Outages Greater Than 1 Hour	0	0	0	0	0	0



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **December 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed	365,143	379,119	341,276	386,566	359,354	356,249

On Time % Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18
A Leg	66.57%	68.14%	68.11%	69.96%	66.60%	69.42%
B Leg	90.90%	91.53%	91.52%	91.33%	89.33%	92.12%
Both Legs	78.61%	79.67%	79.68%	80.47%	77.79%	80.61%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member No-Show Count	11,870	15,530	11,589	12,719	11,270	12,474
No-Shows + Completed*	149,996	166,815	146,843	168,978	152,003	151,395
Member No-Show Rate	7.91%	9.31%	7.89%	7.53%	7.41%	8.24%

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18
Completed Trips	365,143	379,119	341,276	386,566	359,354	356,249
Substantiated Complaints	272	354	326	369	236	121
Unsubstantiated Complaint	119	130	116	186	246	250
Total Complaint Count	391	484	442	555	482	371
Complaint %	0.11%	0.13%	0.13%	0.14%	0.13%	0.10%

Trip Executive Summary Cont.

Mileage Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18
Completed Trips	365,143	379,119	341,276	386,566	359,354	356,249
Total Mileage	2,449,728	2,599,579	2,340,232	2,634,334	2,422,157	2,416,790
Avg. Mileage	6.71	6.86	6.86	6.81	6.74	6.78

Trip % Distance Summary

	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18
0-10 Miles	79.20%	78.49%	78.54%	78.69%	79.02%	78.85%
10-20 Miles	14.27%	14.86%	14.78%	14.87%	14.69%	14.66%
20-30 Miles	4.15%	4.17%	4.08%	3.87%	3.89%	4.04%
30-40 Miles	1.51%	1.54%	1.67%	1.60%	1.46%	1.51%
40-50 Miles	0.54%	0.59%	0.60%	0.63%	0.59%	0.61%
50+ Miles	0.32%	0.35%	0.33%	0.33%	0.35%	0.34%

Completed Trips by Mode

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Public Transit	219,987	219,026	197,379	219,952	209,025	207,825
Ambulatory	109,757	120,039	107,528	125,094	112,344	111,702
Wheelchair	22,721	24,772	22,133	25,180	22,664	21,705
Mileage Reimbursement	7,030	8,808	8,643	10,355	9,596	9,503
Ambulance - BLS	4,143	4,656	3,902	4,158	4,015	3,833
Bariatric Wheelchair	1,321	1,577	1,288	1,354	1,256	1,148
Ambulance - ALS	149	198	202	191	195	226
Stretcher	22	33	161	266	209	271
Bariatric Stretcher	13	10	40	16	50	36

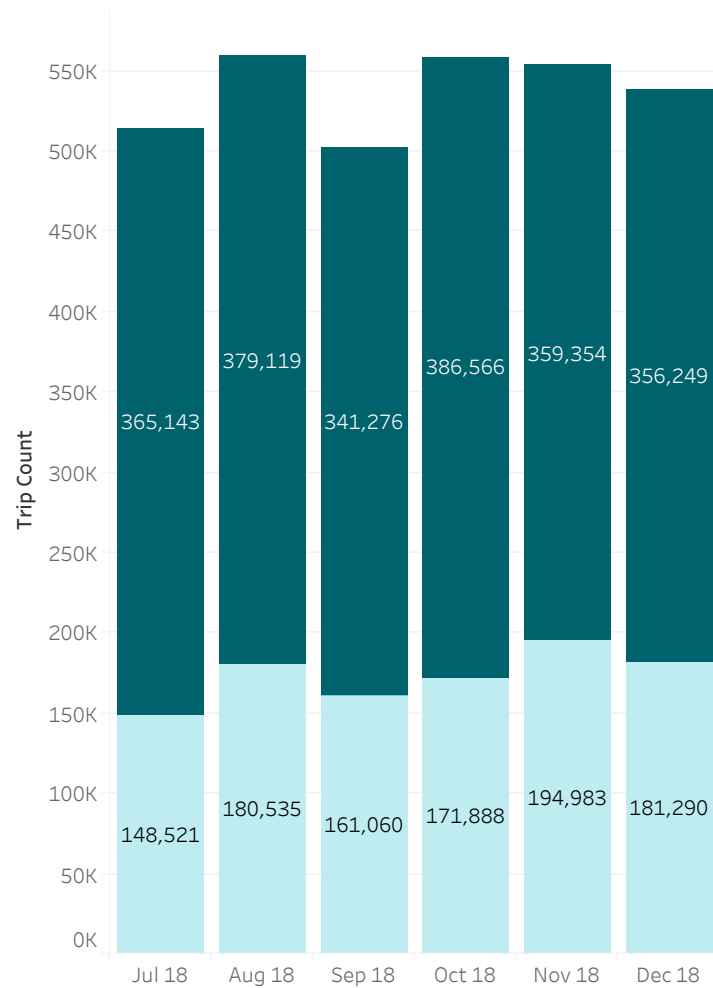
Total Trips Booked

January 18, 2019

Cancelled, Deleted, Denied, Not Confirmed

Confirmed

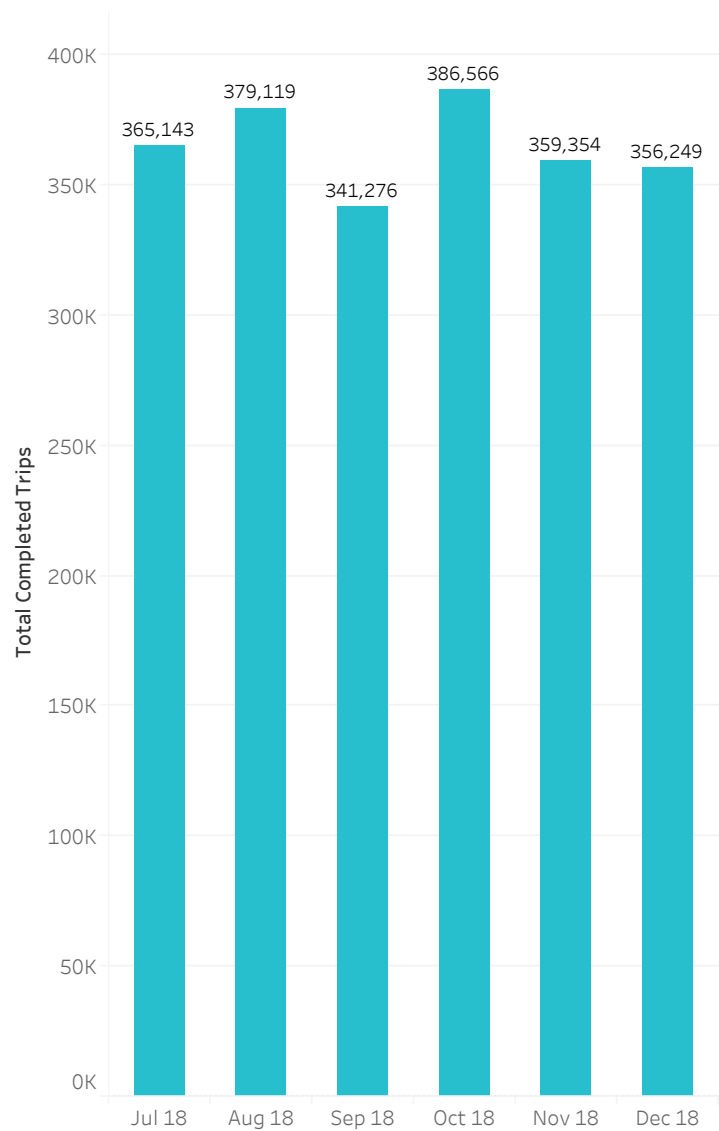
Completed



	July 2018	August 2018	September 20..	October 2018	November 2018	December 2018
Total Trips Booked	513,664	559,654	502,337	558,454	554,337	537,539

Total Completed Trips

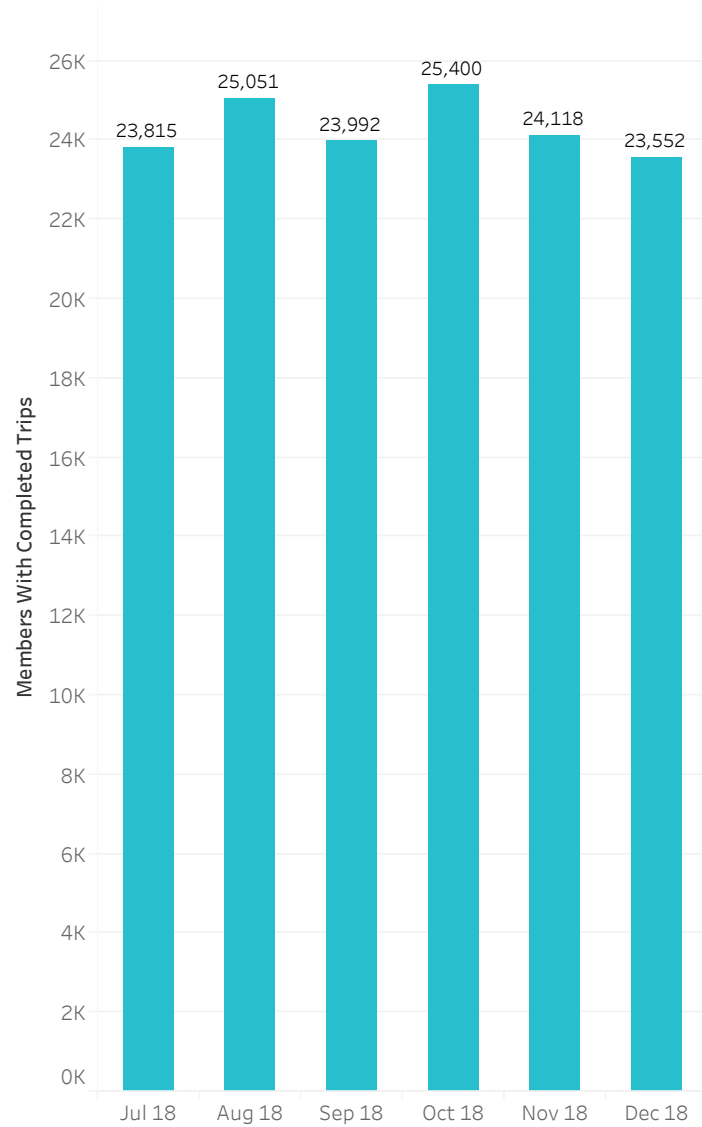
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed	365,143	379,119	341,276	386,566	359,354	356,249

Members With Completed Trips

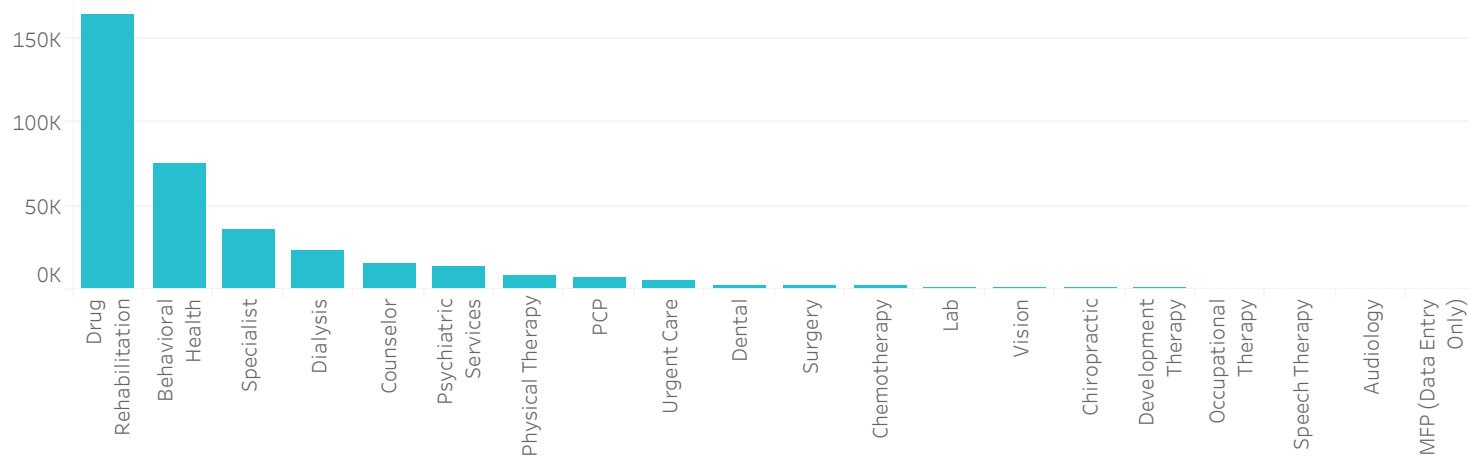
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	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed	23,815	25,051	23,992	25,400	24,118	23,552

Total Completed Trips by Reason

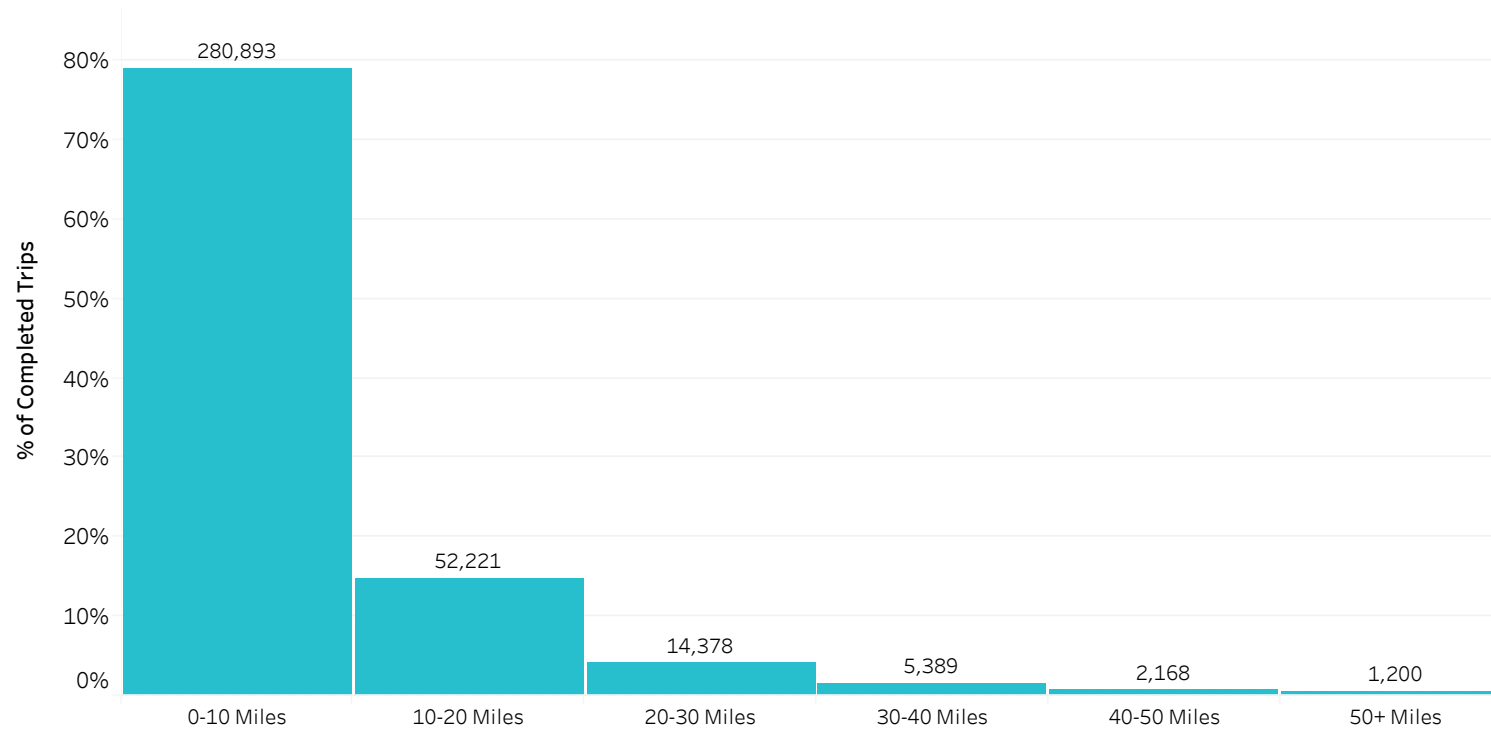
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	July 2018	August 2018	September ..	October 20..	November ..	December ..
Drug Rehabilitation	178,168	176,952	159,885	174,721	162,722	163,786
Behavioral Health	62,889	68,262	62,740	76,179	73,637	75,064
Specialist	38,026	43,319	37,595	42,943	38,194	35,054
Dialysis	22,831	24,164	21,833	23,562	22,064	22,765
Counselor	17,295	16,463	14,956	17,082	15,847	14,848
Psychiatric Services	13,299	14,776	12,751	14,623	13,199	13,329
Physical Therapy	7,625	8,543	7,383	9,022	8,557	8,239
PCP	9,232	8,814	7,821	8,906	7,347	6,579
Urgent Care	4,815	5,543	5,151	6,079	5,821	5,346
Dental	2,352	2,761	2,298	2,681	2,134	2,081
Surgery	1,742	1,928	1,908	2,436	2,200	1,969
Chemotherapy	1,250	1,539	1,515	2,045	1,893	1,843
Vision	1,645	1,665	1,494	1,734	1,694	1,420
Lab	1,494	1,600	1,596	1,808	1,556	1,480
Development Therapy	1,115	1,191	877	905	825	736
Chiropractic	424	528	489	708	635	743
Occupational Therapy	501	527	507	623	521	492
Speech Therapy	233	277	254	300	324	311
Audiology	177	222	164	153	120	107
MFP (Data Entry Only)	30	45	59	56	64	57

Total Completed Trips by Distance %

January 18, 2019



	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18
0-10 Miles	79.20%	78.49%	78.54%	78.69%	79.02%	78.85%
10-20 Miles	14.27%	14.86%	14.78%	14.87%	14.69%	14.66%
20-30 Miles	4.15%	4.17%	4.08%	3.87%	3.89%	4.04%
30-40 Miles	1.51%	1.54%	1.67%	1.60%	1.46%	1.51%
40-50 Miles	0.54%	0.59%	0.60%	0.63%	0.59%	0.61%
50+ Miles	0.32%	0.35%	0.33%	0.33%	0.35%	0.34%

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	4,912
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
VEYO CONNECTICUT IDPS	2,476	2,619	2,759	3,968	3,527
VALLEY CAB	3,080	3,352	2,983	3,563	3,072
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
DRM TRANSIT LLC: NEW LONDON	2,037	2,848	2,612	2,911	3,125
BETHEL AMBULETTE INC.	2,658	2,876	2,681	2,963	2,904
GRIFFIN TRANSPORT	2,760	3,038	2,873	3,484	2,440
RELIABLE TRANSPORTATION LLC	2,480	3,012	2,610	3,135	2,726
ACE TRANSPORTATION	2,218	3,409	2,699	3,088	2,658
MAFFEI TAXI SERVICE	2,956	3,089	2,625	2,796	2,453
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
CT TAXI, LLC (CT LIVERY)	1,707	1,871	1,790	2,206	1,904
BEST CHOICE TRANSPORTATION	2,023	2,560	2,124	1,935	1,264
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
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
SOUTHERN HOME CARE SERVICE	3,343	3,642			
LUCKY LIVERY	1,078	1,293	1,218	1,260	1,049
PUTNAM TAXI LLC	964	1,148	1,017	1,266	1,243
WMC EXPRESS CORP	1,126	725	1,573	1,382	857
MED-X TRANS, INC.	1,804	1,643	818	831	549
GOOGE WHEELCHAIR AND LIVERY SERVICE	1,076	1,155	930	1,009	977
BDL LIVERY	836	1,016	987	1,057	1,005
WRIGHT TRANSPORTATION, INC.	988	1,056	1,026	1,029	978
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	865	900	871	978	1,005
PATRIOT TAXI	977	999	956	1,004	831
K&E TRANSPORTATION LLC	901	933	907	1,133	802
HUNTERS AMBULANCE	930	932	891	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
DANBURY AMBULANCE	489	446	380	536	505
AMBULANCE SERVICE OF MANCHESTER	480	569	463	481	403
NORWICH TRANSPORTATION, LLC	464	465	440	544	448
CT TRANSPORTATION SERVICES	175	407	366	666	541
W&E TRANSPORTATION	130	344	282	445	496
COMFORT CARE TRANSPORTATION	312	357	361	518	378
VALLEY TRANSIT DISTRICT	296	361	340	370	195
DUNBAR PATIENT TRANSPORT CORP	138	264	267	360	423
AMERICAN AMBULANCE SERVICE, INC (CT)	298	298	257	327	308
TAGCO LIVERY SERVICES, LLC	313	401	152	383	263
BRISTOL HOSPITAL EMS	269	303	289	311	304
RIDE WITH CARE	148	259	325	363	326
MILFORD TRANSIT DISTRICT	290	299	300	287	227
SUPREME LIMO	178	236	239	338	274
PREMIER TRANSPORTATION				363	517
AFI HEALING HANDS INTERNATIONAL LLC	172	189	161	226	218
MID-FAIRFIELD CHILD GUIDANCE CENTER	114	48	171	189	391
LEILA TRANSPORTATION	125	138	84	92	145
D & R TRANSPORTATION	118	130	72	65	56

Total Completed Trips by Provider

	December 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	27,933
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,394
DRM TRANSIT LLC: NEW HAVEN	8,068
SAFE TRANSPORTATION CT	6,260
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,401
PARK CITY LIVERY	4,362
EXECUTIVE 2000	4,481
NORWICH TAXI, LLC	4,195
JAQUAR LIMO, LLC	3,613
VEYO CONNECTICUT IDPS	3,927
VALLEY CAB	2,804
AMBASSADOR WHEELCHAIR SERVICES	2,708
CAMPION AMBULANCE	2,645
DRM TRANSIT LLC: NEW LONDON	3,488
BETHEL AMBULETTE INC.	2,824
GRIFFIN TRANSPORT	2,306
RELIABLE TRANSPORTATION LLC	2,599
ACE TRANSPORTATION	2,422
MAFFEI TAXI SERVICE	2,476
SUBURBAN LIVERY SERVICE LLC	2,218
ON TIME LIMOUSINE, LLC	1,972
A CAB COMPANY	2,069
CT TAXI, LLC (CT LIVERY)	1,739
BEST CHOICE TRANSPORTATION	922
AMERICAN MEDICAL RESPONSE OF CT	1,430
A&Z TRANSPORTATION, LLC	1,541
AMERICAN CHAIRCAR SERVICES, LLC	1,256
GREGORY BURRUS & SON LLC	1,574
ALL STAR LIMO LLC	1,389
SOUTHERN HOME CARE SERVICE	
LUCKY LIVERY	1,056
PUTNAM TAXI LLC	1,211
WMC EXPRESS CORP	1,082
MED-X TRANS, INC.	642
GOOGE WHEELCHAIR AND LIVERY SERVICE	914
BDL LIVERY	993
WRIGHT TRANSPORTATION, INC.	775
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,047
PATRIOT TAXI	854
K&E TRANSPORTATION LLC	747
HUNTERS AMBULANCE	652
ESSEX LIMOUSINE SERVICE	695
KAYBELLA TRANSPORTATION LLC	973
CT HANDIVAN	565
ROYAL RS	519
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	733
NM TAXI COMPANY	676
AETNA AMBULANCE SERVICE	507
ALLIED TRANSPORTATION	304
DANBURY AMBULANCE	456
AMBULANCE SERVICE OF MANCHESTER	407
NORWICH TRANSPORTATION, LLC	438
CT TRANSPORTATION SERVICES	421
W&E TRANSPORTATION	652
COMFORT CARE TRANSPORTATION	317
VALLEY TRANSIT DISTRICT	395
DUNBAR PATIENT TRANSPORT CORP	489
AMERICAN AMBULANCE SERVICE, INC (CT)	285
TAGCO LIVERY SERVICES, LLC	253
BRISTOL HOSPITAL EMS	246
RIDE WITH CARE	236
MILFORD TRANSIT DISTRICT	218
SUPREME LIMO	328
PREMIER TRANSPORTATION	620
AFI HEALING HANDS INTERNATIONAL LLC	241
MID-FAIRFIELD CHILD GUIDANCE CENTER	225
LEILA TRANSPORTATION	161
D & R TRANSPORTATION	54

Total Completed Trips by Provider

	July 2018	August 2018	September 2018	October 2018	November 2018
STATEWIDE B TRANSPORTATION, LLC	331	120			
STARTIRE LIVERY LLC	346	99			
CHARLIE'S AIRPORT TRANSPORT LLC			67	130	93
ACME TRANSPORTATION	380				
CONNECTICUT TRANSPORTATION SOLUTIONS	38	12		19	86
ALLIED TRANSPORT	69	121	123		
PREMIER AMBULETTE TRANSPORTATION, INC	40	32	35	12	10
VEYO CT RPO					
TRUTH SPACE, LLC				18	64
AVON TRANSPORTATION	51	72			
CASABLANCA LIMO, LLC			17	68	
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	138,126	151,285	135,254	156,259	140,733

Total Completed Trips by Provider

	December 2018
STATEWIDE B TRANSPORTATION, LLC	
STARTIRE LIVERY LLC	
CHARLIE'S AIRPORT TRANSPORT LLC	143
ACME TRANSPORTATION	
CONNECTICUT TRANSPORTATION SOLUTIONS	183
ALLIED TRANSPORT	
PREMIER AMBULETTE TRANSPORTATION, INC	10
VEYO CT RPO	138
TRUTH SPACE, LLC	44
AVON TRANSPORTATION	
CASABLANCA LIMO, LLC	
CARE ACCESS, LLC	
ABOVE AVERAGE TRANSPORTATION	
PIGGYBACK RIDES, LLC	
EVEREADY TRANSPORTATION	
TEST 3PO OPERATOR CT	
VEYO ARIZONA	
Grand Total	138,921

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
ALL STAR LIMO LLC	5	8	3	23	25
MED-X TRANS, INC.	31	30	17	1	1
PARK CITY LIVERY	9	22	8	13	10
BEST CHOICE TRANSPORTATION	2	28	41	5	
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
NORWICH TAXI, LLC		8	2	7	7
WMC EXPRESS CORP	8	6	7	5	3
EXECUTIVE 2000	6	3	10	6	5
ROYAL RS	11	6	2	8	2
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
JAQUAR LIMO, LLC	4	2	1		3
CAMPION AMBULANCE	2	5	4	1	
PUTNAM TAXI LLC	1		2	2	4
AMERICAN CHAIRCAR SERVICES, LLC	4				4
CT TAXI, LLC (CT LIVERY)	3	2	1	2	2
W&E TRANSPORTATION		5		2	2
AMERICAN MEDICAL RESPONSE OF CT	2	2	2	1	
SOUTHERN HOME CARE SERVICE	4	5			
ON TIME LIMOUSINE, LLC	1			2	2
CONNECTICUT TRANSPORTATION SOLUTIONS				2	2
SUPREME LIMO		1			2
A&Z TRANSPORTATION, LLC	4		1		
ALLIED TRANSPORTATION		2		1	2
MAFFEI TAXI SERVICE		3		2	
RELIABLE TRANSPORTATION LLC	1		1		3
AFI HEALING HANDS INTERNATIONAL LLC			2		2
AMBASSADOR WHEELCHAIR SERVICES				3	1
CARE ACCESS, LLC			4		
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	
DANBURY AMBULANCE					2
DUNBAR PATIENT TRANSPORT CORP				3	
GRIFFIN TRANSPORT				2	
RIDE WITH CARE	2			1	
STATEWIDE B TRANSPORTATION, LLC	3				
TAGCO LIVERY SERVICES, LLC		1			
ABOVE AVERAGE TRANSPORTATION				2	
CT HANDIVAN		2			
ESSEX LIMOUSINE SERVICE	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		
NM TAXI COMPANY					
PATRIOT TAXI			1		
PREMIER TRANSPORTATION					
Grand Total	349	373	421	461	482

Provider No-Show Count by Provider

	December 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	97
SAFE TRANSPORTATION CT	104
Null	33
VALLEY CAB (SUBURBAN TRANSPORTATION)	20
ALL STAR LIMO LLC	18
MED-X TRANS, INC.	2
PARK CITY LIVERY	17
BEST CHOICE TRANSPORTATION	
DRM TRANSIT LLC: HARTFORD/TORRINGTON	4
DRM TRANSIT LLC: NEW HAVEN	9
VALLEY CAB	6
ACE TRANSPORTATION	5
SUBURBAN LIVERY SERVICE LLC	5
NORWICH TAXI, LLC	12
WMC EXPRESS CORP	3
EXECUTIVE 2000	1
ROYAL RS	2
K&E TRANSPORTATION LLC	2
CT TRANSPORTATION SERVICES	
DRM TRANSIT LLC: NEW LONDON	2
GREGORY BURRUS & SON LLC	
JAQUAR LIMO, LLC	5
CAMPION AMBULANCE	
PUTNAM TAXI LLC	3
AMERICAN CHAIRCAR SERVICES, LLC	2
CT TAXI, LLC (CT LIVERY)	
W&E TRANSPORTATION	1
AMERICAN MEDICAL RESPONSE OF CT	2
SOUTHERN HOME CARE SERVICE	
ON TIME LIMOUSINE, LLC	2
CONNECTICUT TRANSPORTATION SOLUTIONS	2
SUPREME LIMO	3
A&Z TRANSPORTATION, LLC	
ALLIED TRANSPORTATION	
MAFFEI TAXI SERVICE	
RELIABLE TRANSPORTATION LLC	
AFI HEALING HANDS INTERNATIONAL LLC	
AMBASSADOR WHEELCHAIR SERVICES	
CARE ACCESS, LLC	
LUCKY LIVERY	
MILFORD TRANSIT DISTRICT	
VALLEY TRANSIT DISTRICT	
BRISTOL HOSPITAL EMS	
CHARLIE'S AIRPORT TRANSPORT LLC	
DANBURY AMBULANCE	1
DUNBAR PATIENT TRANSPORT CORP	
GRIFFIN TRANSPORT	1
RIDE WITH CARE	
STATEWIDE B TRANSPORTATION, LLC	
TAGCO LIVERY SERVICES, LLC	2
ABOVE AVERAGE TRANSPORTATION	
CT HANDIVAN	
ESSEX LIMOUSINE SERVICE	
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	
PARATRANSIT HARTFORD	
PARATRANSIT NEW HAVEN	
PIGGYBACK RIDES, LLC	
AETNA AMBULANCE SERVICE	
AMBULANCE SERVICE OF MANCHESTER	
COMFORT CARE TRANSPORTATION	
HUNTERS AMBULANCE	
NM TAXI COMPANY	1
PATRIOT TAXI	
PREMIER TRANSPORTATION	1
Grand Total	368

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%	1,948	41.40%
JAGUAR 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%
A&Z TRANSPORTATION, LLC	570	36.26%	534	36.18%	518	39.94%	522	37.15%	565	42.10%
VALLEY CAB	541	18.36%	567	17.73%	534	18.66%	579	16.83%	519	17.46%
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%
GREGORY BURRUS & SON LLC	323	31.92%	303	32.76%	296	27.90%	494	30.07%	573	36.47%
MED-X TRANS, INC.	757	44.63%	734	47.08%	330	42.09%	227	27.96%	106	20.38%
BDL LIVERY	248	31.39%	293	29.78%	316	32.68%	385	37.13%	327	33.50%
SUBURBAN LIVERY SERVICE LLC	419	17.47%	405	15.76%	433	17.01%	324	10.51%	190	7.67%
BEST CHOICE TRANSPORTATION	268	15.18%	420	18.25%	407	21.52%	216	12.08%	175	14.97%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	218	28.39%	228	29.65%	239	31.24%	255	30.36%	319	36.42%
GOOGE WHEELCHAIR AND LIVERY SERVICE	335	31.78%	326	28.88%	243	26.70%	219	22.05%	224	23.70%
SOUTHERN HOME CARE SERVICE	744	22.81%	771	21.76%	0					
CT TRANSPORTATION SERVICES	110	68.75%	231	60.47%	213	64.94%	353	55.85%	283	55.06%
WMC EXPRESS CORP	229	21.03%	102	15.57%	345	22.74%	331	24.34%	216	25.50%
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%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	133	30.57%	157	31.98%	149	30.10%	151	27.11%	196	27.11%
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%
NORWICH TRANSPORTATION, LLC	146	32.30%	132	30.14%	146	33.64%	179	34.03%	151	34.16%
SAFE TRANSPORTATION CT	64	0.97%	96	1.37%	72	1.26%	199	3.05%	349	6.70%
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%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	102	1.50%	129	1.51%	112	1.35%	123	1.25%	125	1.38%
VALLEY TRANSIT DISTRICT	96	35.16%	115	35.38%	112	34.57%	134	37.33%	52	27.08%
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%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	29	0.56%	47	0.79%	30	0.54%	33	0.52%	431	8.07%
ACE TRANSPORTATION	408	21.05%	38	1.24%	4	0.16%	14	0.48%	91	3.61%
KAYBELLA TRANSPORTATION LLC	42	9.01%	66	9.79%	78	11.30%	104	10.57%	121	12.55%
PREMIER TRANSPORTATION							89	26.57%	194	39.27%
HUNTERS AMBULANCE	40	5.21%	58	7.65%	71	9.74%	87	10.46%	91	12.89%
AMERICAN MEDICAL RESPONSE OF CT	7	1.15%	4	0.48%	5	0.74%	45	6.31%	107	17.51%
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%
COMFORT CARE TRANSPORTATION	52	17.22%	51	14.83%	52	14.69%	60	11.98%	31	8.31%
ROYAL RS	0	0.00%	0	0.00%	1	0.18%	230	41.89%	59	10.17%
AMERICAN AMBULANCE SERVICE, INC (CT)	51	28.65%	46	32.86%	50	39.06%	46	25.70%	41	23.56%
SUPREME LIMO	35	20.59%	31	13.84%	67	28.76%	56	16.87%	59	22.52%
ALL STAR LIMO LLC	6	0.74%	4	0.37%	0	0.00%	176	13.40%	64	4.58%
AFI HEALING HANDS INTERNATIONAL LLC	33	20.37%	29	16.02%	39	25.16%	46	21.40%	35	16.99%
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%
DUNBAR PATIENT TRANSPORT CORP	14	10.94%	14	5.98%	6	2.45%	27	8.18%	71	17.27%
CHARLIE'S AIRPORT TRANSPORT LLC					25	42.37%	43	35.25%	17	22.08%
BRISTOL HOSPITAL EMS	19	8.92%	14	6.51%	19	8.30%	14	5.79%	35	14.58%
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%				
LEILA TRANSPORTATION	0	0.00%	10	7.69%	5	6.67%	7	7.69%	22	15.38%
D & R TRANSPORTATION	9	7.63%	29	22.31%	5	6.94%	4	6.15%	4	7.41%

Late Trip Count by Provider

	Month of Trip Date	
	Dec 18	
	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	3,142	12.87%
PARK CITY LIVERY	1,754	41.84%
JAGUAR LIMO, LLC	1,811	50.61%
VALLEY CAB (SUBURBAN TRANSPORTATION)	1,179	14.39%
NORWICH TAXI, LLC	1,290	31.83%
MAFFEI TAXI SERVICE	971	39.31%
AMBASSADOR WHEELCHAIR SERVICES	809	30.44%
EXECUTIVE 2000	845	19.30%
ON TIME LIMOUSINE, LLC	640	33.61%
CAMPION AMBULANCE	671	26.84%
BETHEL AMBULETTE INC.	597	21.97%
GRIFFIN TRANSPORT	691	30.47%
A CAB COMPANY	517	26.12%
CT TAXI, LLC (CT LIVERY)	528	31.10%
A&Z TRANSPORTATION, LLC	569	37.43%
VALLEY CAB	476	17.48%
RELIABLE TRANSPORTATION LLC	494	19.33%
AMERICAN CHAIRCAR SERVICES, LLC	494	41.13%
PUTNAM TAXI LLC	497	42.12%
GREGORY BURRUS & SON LLC	585	38.61%
MED-X TRANS, INC.	136	23.21%
BDL LIVERY	334	34.08%
SUBURBAN LIVERY SERVICE LLC	118	5.39%
BEST CHOICE TRANSPORTATION	71	8.39%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	281	29.77%
GOUGE WHEELCHAIR AND LIVERY SERVICE	182	20.50%
SOUTHERN HOME CARE SERVICE		
CT TRANSPORTATION SERVICES	224	55.58%
WMC EXPRESS CORP	182	17.62%
PATRIOT TAXI	234	27.46%
LUCKY LIVERY	130	12.63%
CT HANDIVAN	147	37.79%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	199	27.26%
DRM TRANSIT LLC: NEW HAVEN	56	0.70%
NM TAXI COMPANY	67	10.03%
NORWICH TRANSPORTATION, LLC	120	27.65%
SAFE TRANSPORTATION CT	26	0.43%
WRIGHT TRANSPORTATION, INC.	132	17.51%
ALLIED TRANSPORTATION	86	28.57%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	84	0.93%
VALLEY TRANSIT DISTRICT	132	34.11%
MILFORD TRANSIT DISTRICT	80	36.87%
RIDE WITH CARE	99	45.00%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	16	0.30%
ACE TRANSPORTATION	12	0.52%
KAYBELLA TRANSPORTATION LLC	142	14.75%
PREMIER TRANSPORTATION	172	29.60%
HUNTERS AMBULANCE	26	5.00%
AMERICAN MEDICAL RESPONSE OF CT	193	29.83%
TAGCO LIVERY SERVICES, LLC	77	32.49%
DRM TRANSIT LLC: NEW LONDON	53	1.54%
COMFORT CARE TRANSPORTATION	52	17.22%
ROYAL RS	0	0.00%
AMERICAN AMBULANCE SERVICE, INC (CT)	49	31.61%
SUPREME LIMO	35	10.84%
ALL STAR LIMO LLC	3	0.24%
AFI HEALING HANDS INTERNATIONAL LLC	58	25.44%
ESSEX LIMOUSINE SERVICE	34	5.08%
W&E TRANSPORTATION	29	4.48%
DUNBAR PATIENT TRANSPORT CORP	31	6.87%
CHARLIE'S AIRPORT TRANSPORT LLC	46	34.33%
BRISTOL HOSPITAL EMS	23	12.78%
PREMIER AMBULETTE TRANSPORTATION, INC	10	100.00%
ALLIED TRANSPORT		
LEILA TRANSPORTATION	16	10.00%
D & R TRANSPORTATION	5	9.26%

Late Trip Count by Provider

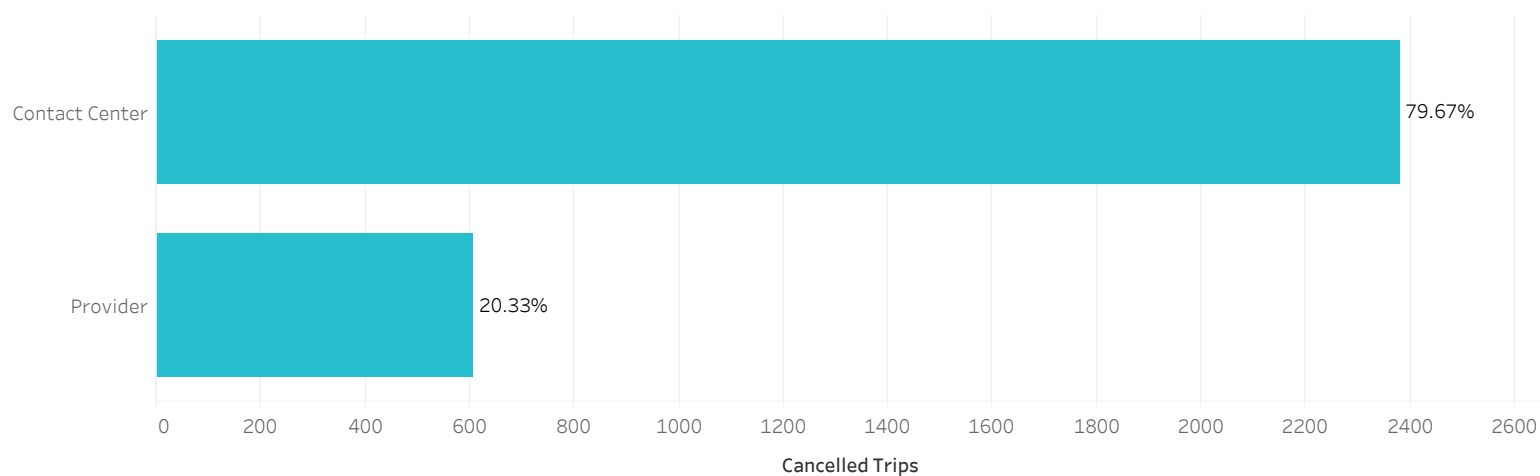
	Month of Trip Date									
	Jul 18		Aug 18		Sep 18		Oct 18		Nov 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
CONNECTICUT TRANSPORTATION SOLUTIONS	5	16.67%	0	0.00%	0		7	36.84%	15	17.65%
STARTIRE LIVERY LLC	44	13.37%	8	8.60%						
ACME TRANSPORTATION	50	13.81%	0							
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%
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 CT RPO										
VEYO CONNECTICUT IDPS	-377	-16.88%	-426	-18.58%	-390	-15.80%	-509	-14.05%	-425	-13.08%

Late Trip Count by Provider

	Month of Trip Date	
	Dec 18	
	Late Trips	% of Trips Late
CONNECTICUT TRANSPORTATION SOLUTIONS	25	13.97%
STARTIRE LIVERY LLC		
ACME TRANSPORTATION		
K&E TRANSPORTATION LLC	0	0.00%
AETNA AMBULANCE SERVICE	1	0.39%
DANBURY AMBULANCE	0	0.00%
TRUTH SPACE, LLC	10	27.03%
AVON TRANSPORTATION		
AMBULANCE SERVICE OF MANCHESTER	0	0.00%
CARE ACCESS, LLC		
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%
STATEWIDE B TRANSPORTATION, LLC		
ABOVE AVERAGE TRANSPORTATION	0	
ANGELS ON THE GO		
BRADLEY LIVERY, LLC		
CASABLANCA LIMO, LLC	0	
PARATRANSIT HARTFORD	0	
PARATRANSIT NEW HAVEN	0	
PIGGYBACK RIDES, LLC		
VEYO CONNECTICUT PUBLIC TRANSIT	0	
TEST 3PO OPERATOR CT	0	
Null	0	
VEYO CT RPO	-14	-10.69%
VEYO CONNECTICUT IDPS	-487	-13.38%

Cancellations by Source

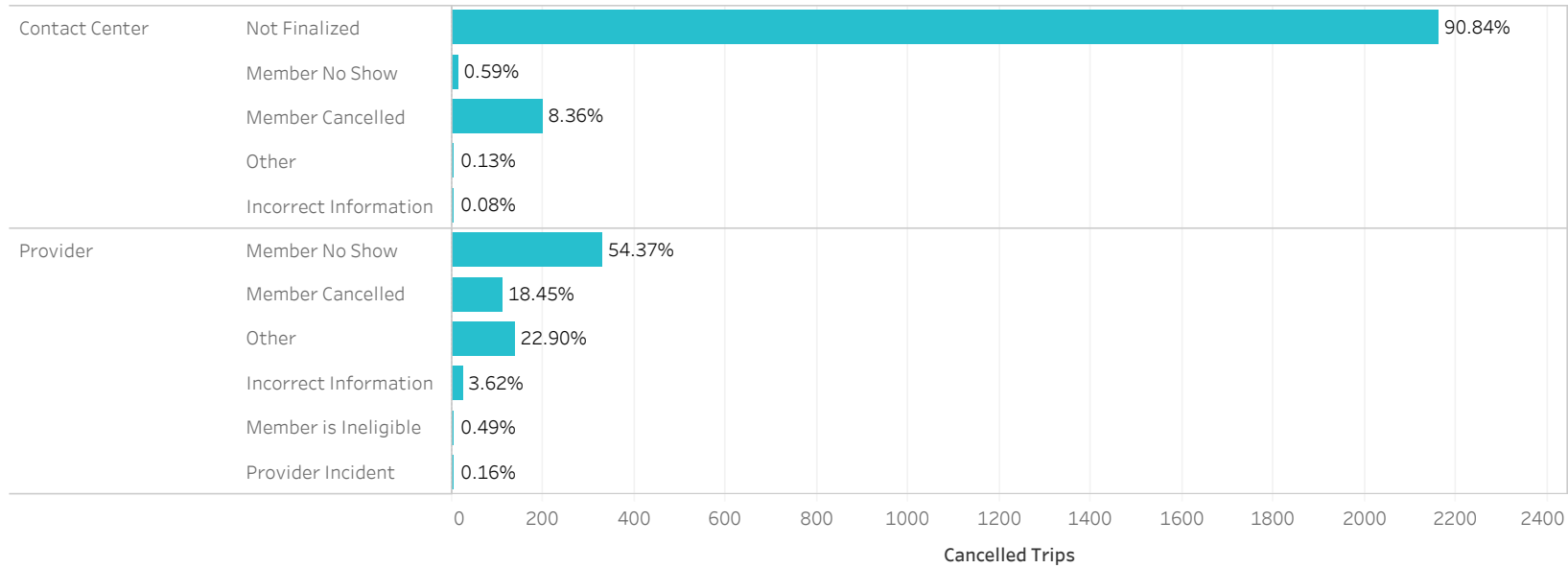
January 18, 2019



	January 2018	December 2018	January 2019	February 2019	March 2019
Contact Center	13	2,379	14,888	0	0
Provider	1	607	11,801		
Total Cancelled	14	2,986	26,689	0	0

Cancellations by Reason

January 18, 2019

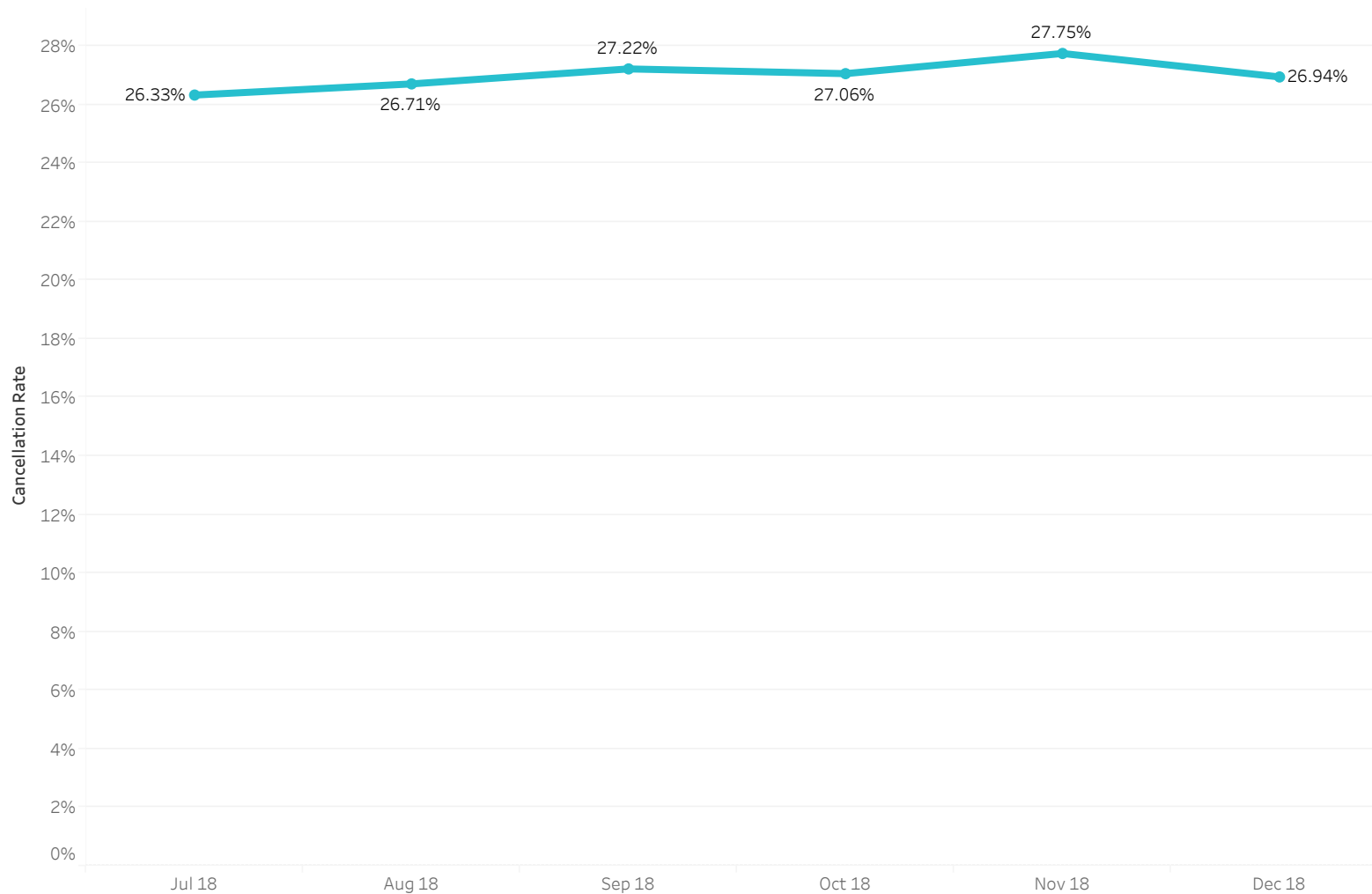


	January 2018	December 2018	January 2019	February 2019	March 2019
Member Cancelled	3	311	10,670	0	0
Member No Show	2	344	7,006	0	0
Not Finalized	8	2,161	2,951		
Other	1	142	2,765	0	0
Incorrect Information		24	2,419	0	0
Facility Cancelled			673	0	0
Provider No Show			196	0	
Provider Incident		1	65		
Member is Ineligible		3	5	0	0
Weather			1		
Grand Total	14	2,986	26,751	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

January 18, 2019



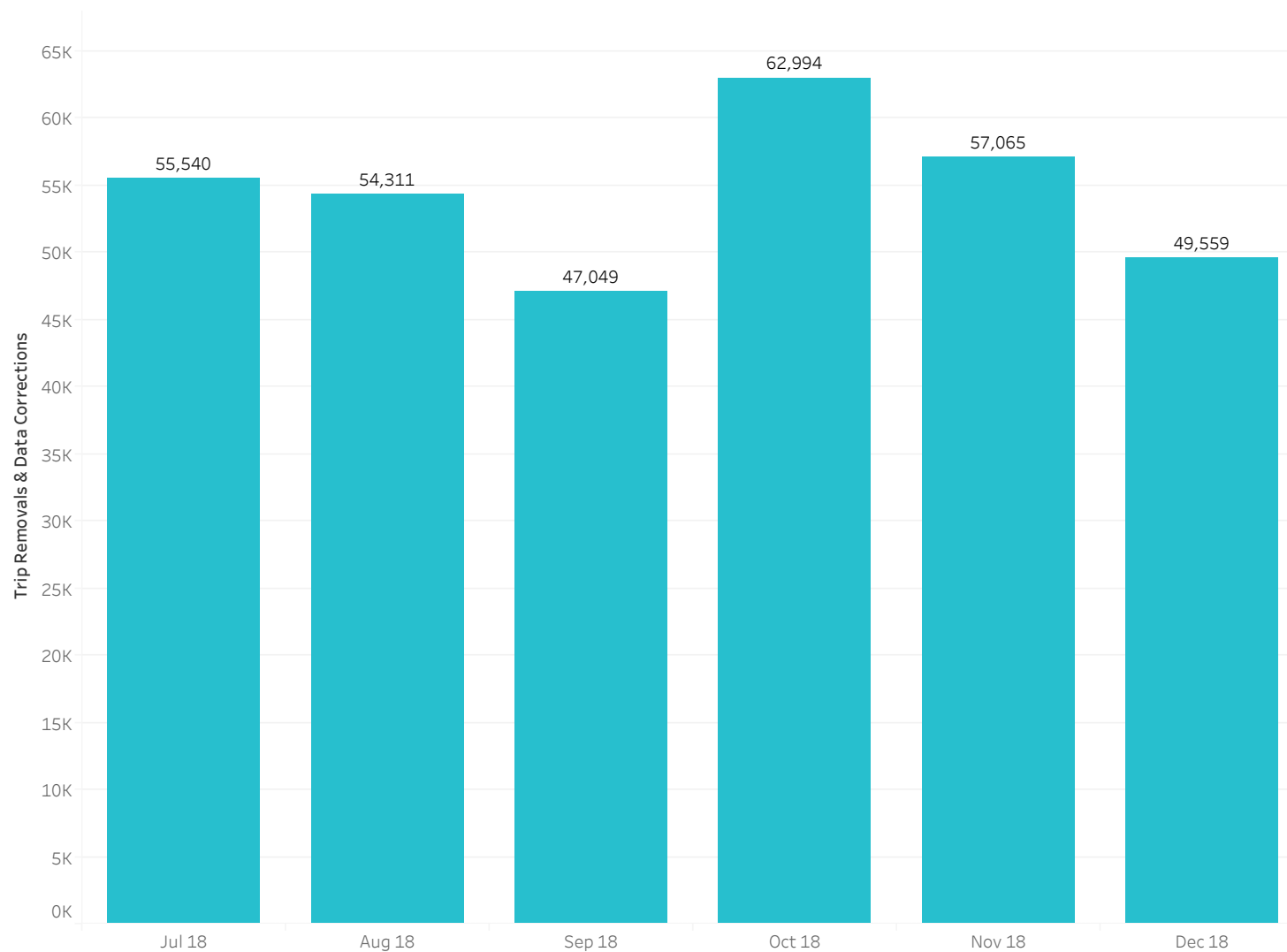
	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Cancelled Trips	49,356	55,126	50,582	57,962	54,042	51,237
Cancelled + Completed*	187,482	206,411	185,836	214,221	194,775	190,158
Cancellation Rate	26.33%	26.71%	27.22%	27.06%	27.75%	26.94%

*Excludes Public Transit and Mileage Reimbursement

* Excludes Public Transit and Mileage Reimbursement

Trip Removals & Data Corrections

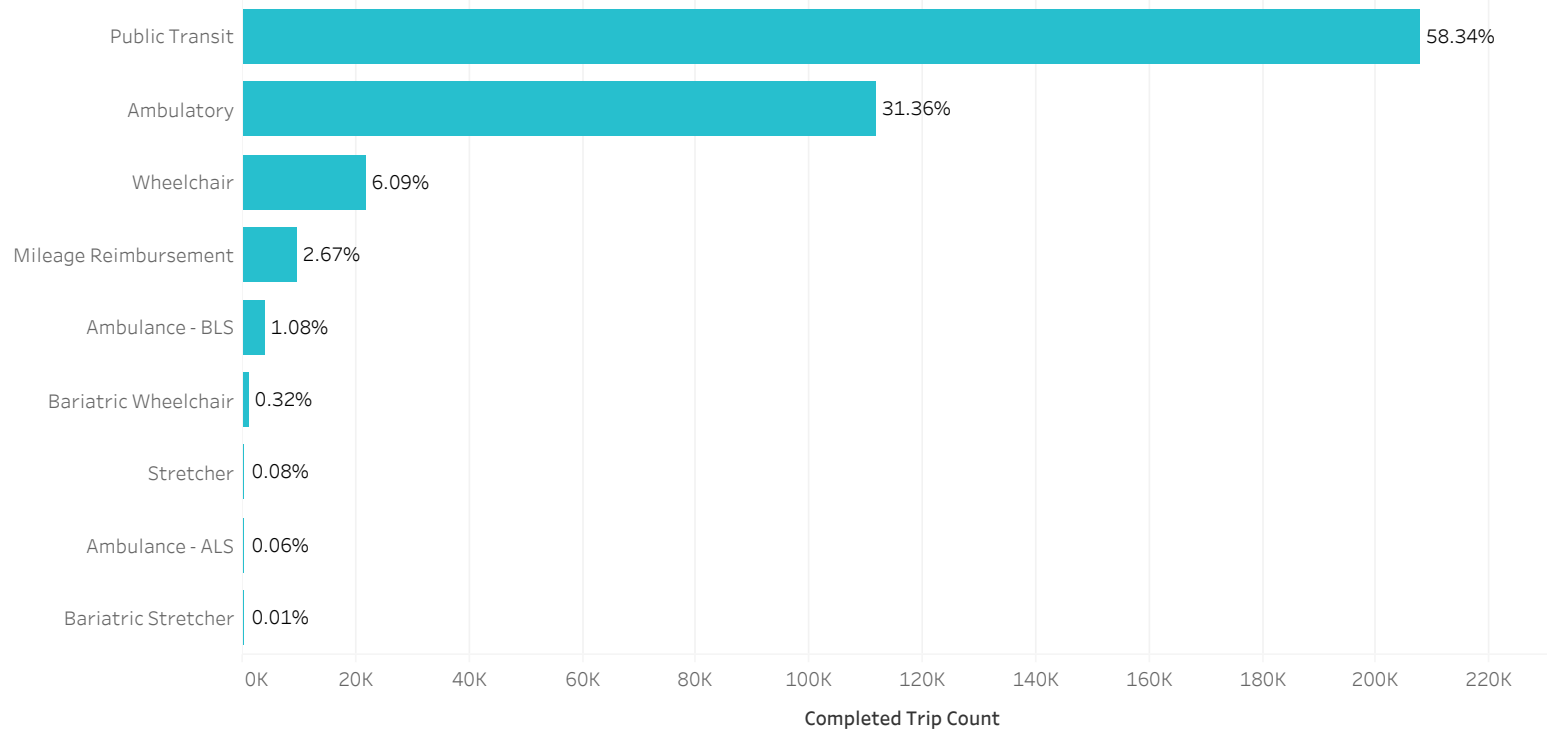
January 18, 2019



*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

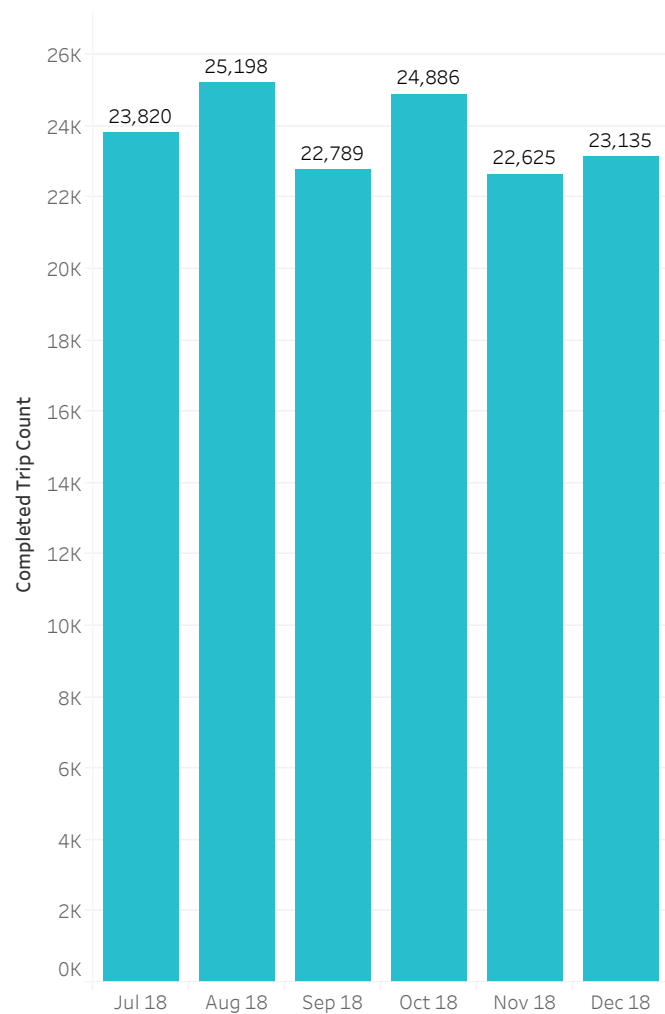
Transportation by Mode



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Public Transit	219,987	219,026	197,379	219,952	209,025	207,825
Ambulatory	109,757	120,039	107,528	125,094	112,344	111,702
Wheelchair	22,721	24,772	22,133	25,180	22,664	21,705
Mileage Reimbursement	7,030	8,808	8,643	10,355	9,596	9,503
Ambulance - BLS	4,143	4,656	3,902	4,158	4,015	3,833
Bariatric Wheelchair	1,321	1,577	1,288	1,354	1,256	1,148
Ambulance - ALS	149	198	202	191	195	226
Stretcher	22	33	161	266	209	271
Bariatric Stretcher	13	10	40	16	50	36

Trips Exceeding 20 Miles

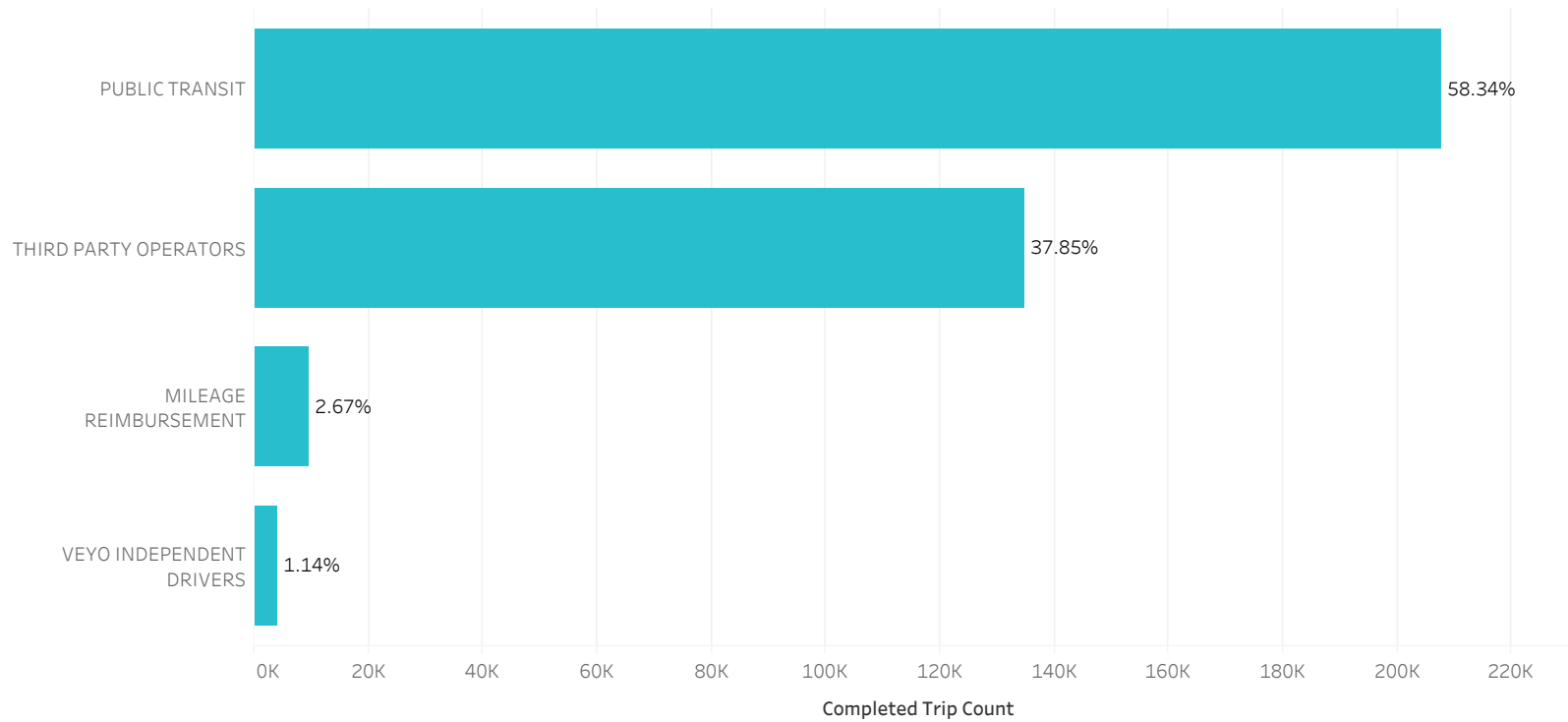
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Trips Exceeding 20 Miles	23,820	25,198	22,789	24,886	22,625	23,135

Provider Mix

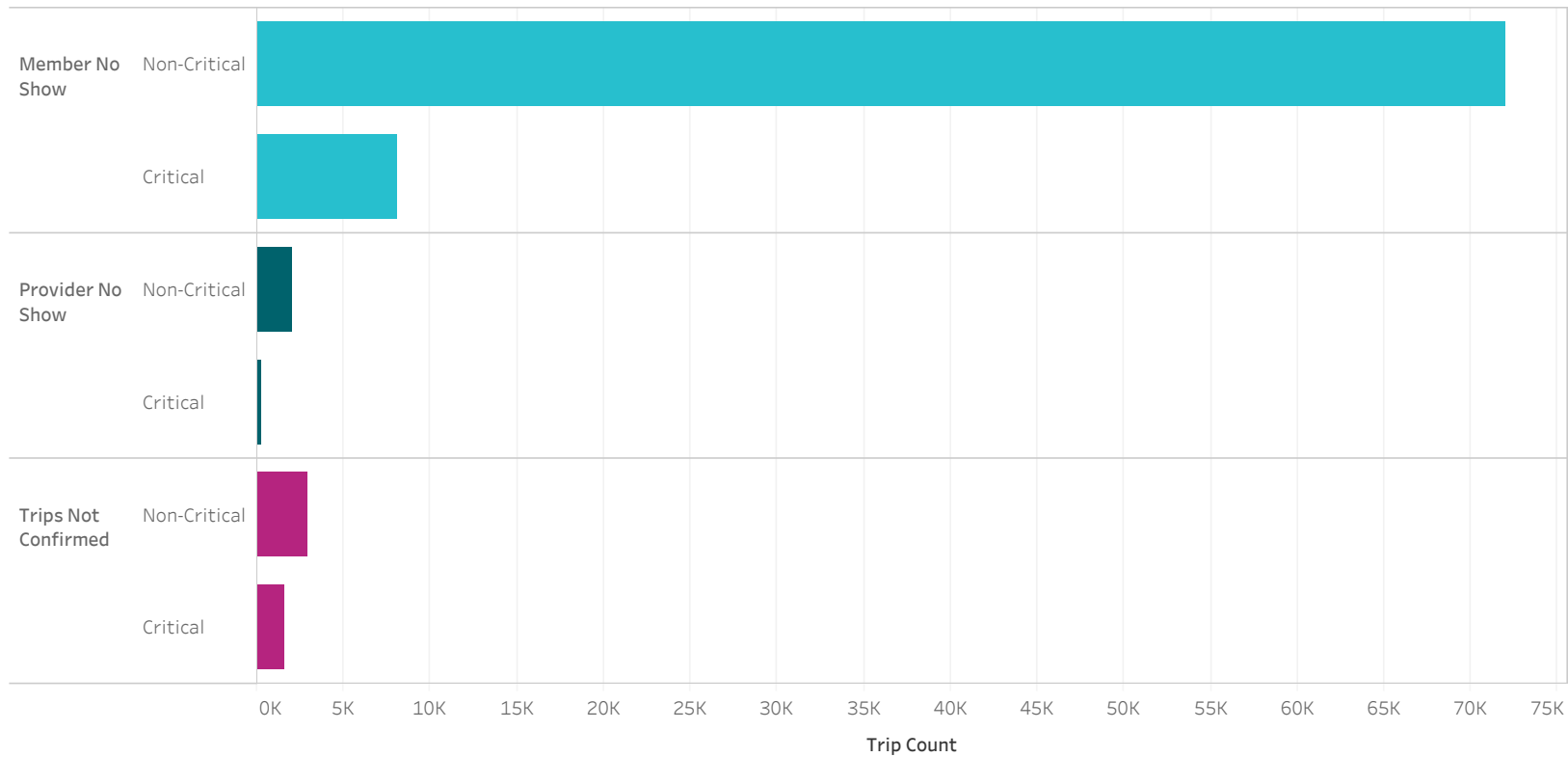
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
PUBLIC TRANSIT	219,987	219,026	197,379	219,952	209,025	207,825
THIRD PARTY OPERATORS	135,650	148,666	132,495	152,290	137,206	134,856
MILEAGE REIMBURSEMENT	7,030	8,808	8,643	10,355	9,596	9,503
VEYO INDEPENDENT DRIVERS	2,476	2,619	2,759	3,969	3,527	4,065

Unfulfilled Trip Counts

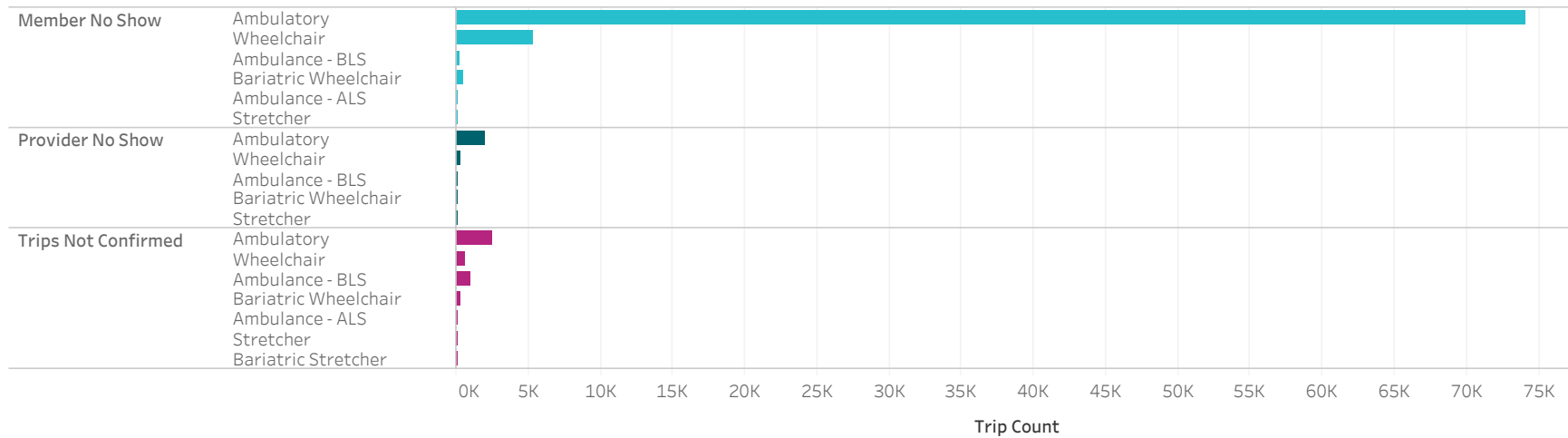
January 18, 2019



		July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member No Show	Critical	1,302	1,370	1,212	1,462	1,403	1,341
	Non-Critical	12,426	15,506	10,260	11,318	10,611	11,862
Provider No Show	Critical	31	25	65	53	70	42
	Non-Critical	250	323	348	398	391	294
Trips Not Confirmed	Critical	248	227	279	406	175	255
	Non-Critical	349	258	567	990	452	299
Total Unfulfilled		14,606	17,709	12,731	14,627	13,102	14,093

Unfulfilled Trips by Mode

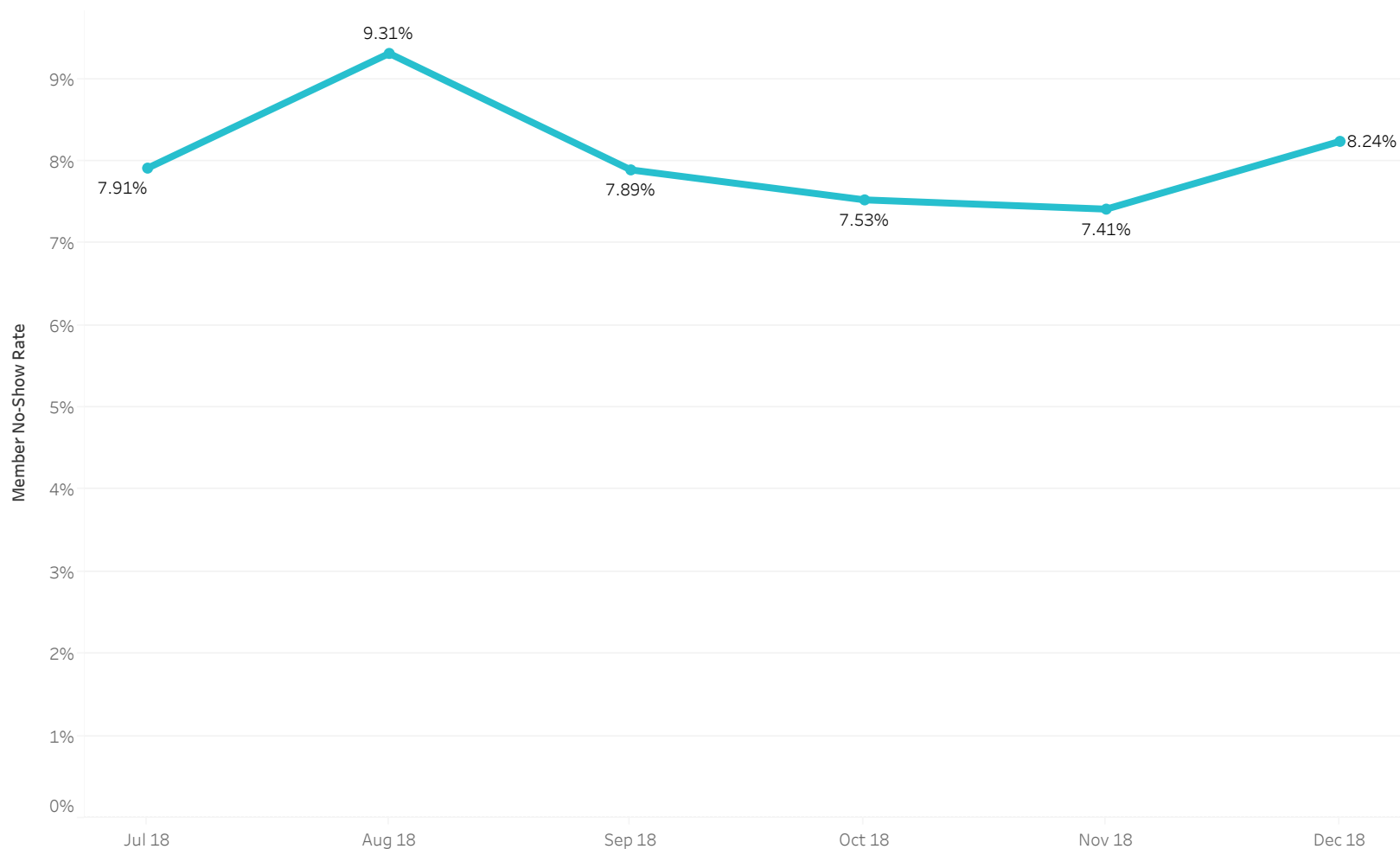
January 18, 2019



		July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member No Show	Ambulance - ALS					1	
	Ambulance - BLS	27	18	21	41	33	13
	Ambulatory	12,795	15,847	10,565	11,680	10,937	12,231
	Bariatric Wheelchair	93	73	45	93	107	88
	Stretcher	2		1			
	Wheelchair	811	938	840	966	936	871
Provider No Show	Ambulance - BLS	2				10	5
	Ambulatory	236	301	358	390	389	286
	Bariatric Wheelchair	4	4	12	4	8	2
	Stretcher					2	
	Wheelchair	39	43	43	57	52	43
Trips Not Confirmed	Ambulance - ALS	9	2	14	24	13	5
	Ambulance - BLS	159	91	163	296	185	150
	Ambulatory	282	238	505	886	298	256
	Bariatric Stretcher	2		4		9	
	Bariatric Wheelchair	30	48	64	52	45	37
	Stretcher	5	7	1	7	2	8
	Wheelchair	110	99	95	131	75	98
Total Unfulfilled		14,606	17,709	12,731	14,627	13,102	14,093

Member No-Shows

January 18, 2019

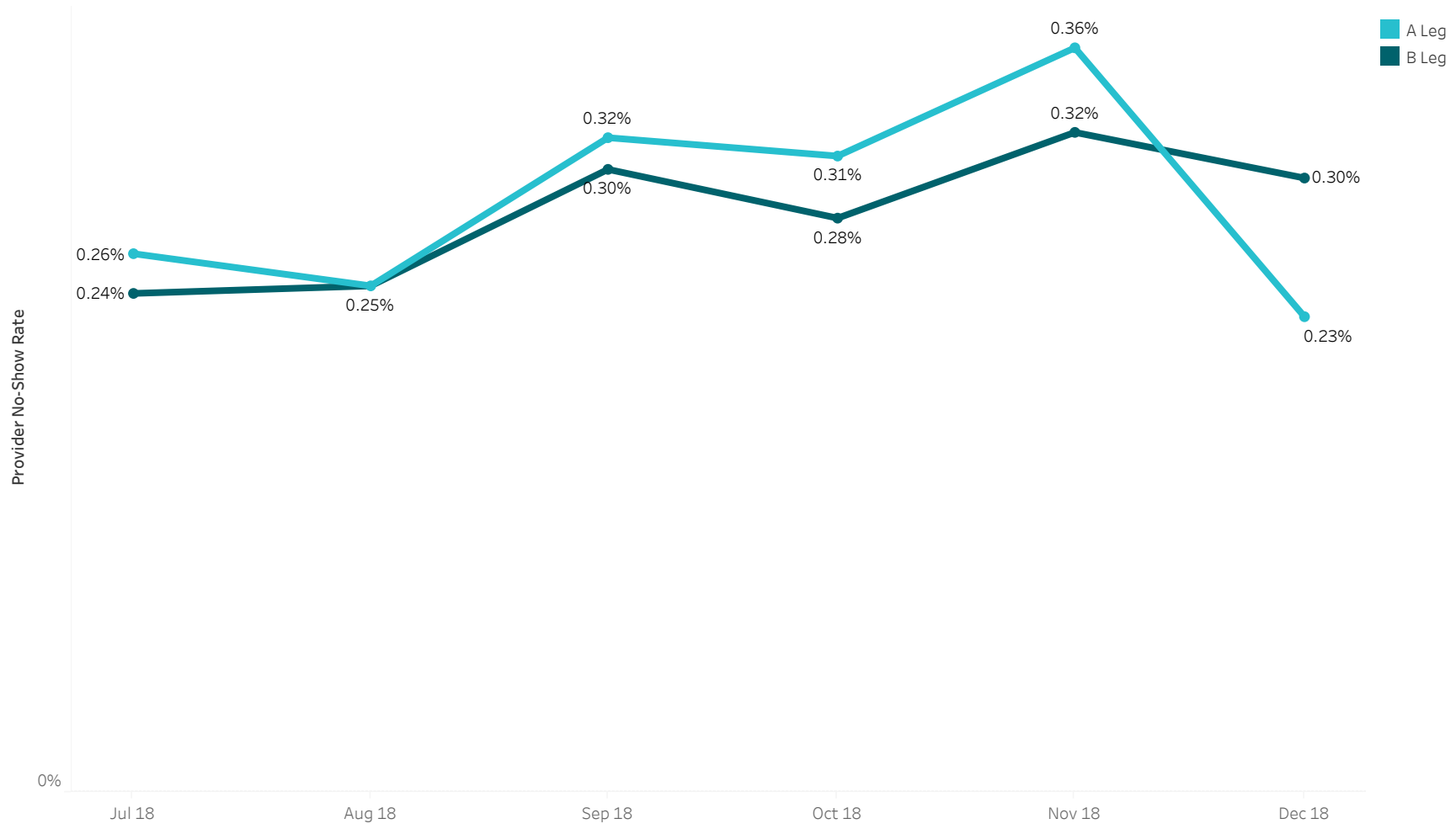


	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member No-Show Count	11,870	15,530	11,589	12,719	11,270	12,474
No-Shows + Completed*	149,996	166,815	146,843	168,978	152,003	151,395
Member No-Show Rate	7.91%	9.31%	7.89%	7.53%	7.41%	8.24%

* Excludes Public Transit and Mileage Reimbursement

Provider No-Shows

January 18, 2019

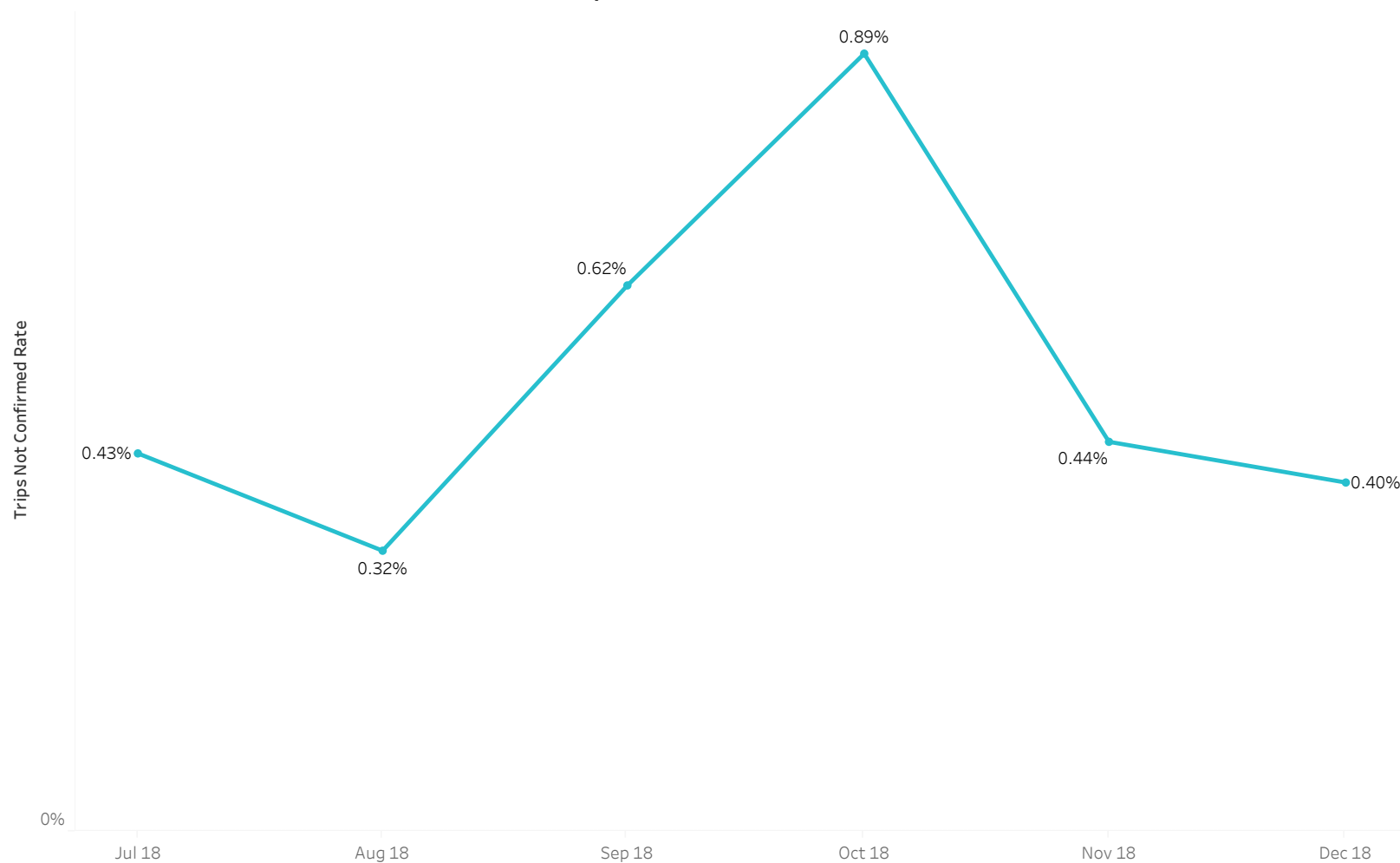


	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Provider No-Show Count	349	373	421	461	482	368
No-Show + Completed*	138,475	151,658	135,675	156,720	141,215	139,289
Provider No-Show Rate	0.25%	0.25%	0.31%	0.29%	0.34%	0.26%

* Excludes Public Transit and Mileage Reimbursement

Trips Not Confirmed

January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Not Confirmed	597	485	846	1,396	627	554
Not Confirmed + Completed*	138,723	151,770	136,101	157,655	141,360	139,475
Not Confirmed Rate	0.43%	0.32%	0.62%	0.89%	0.44%	0.40%

* Excludes Public Transit and Mileage Reimbursement



Monthly Complaints Report

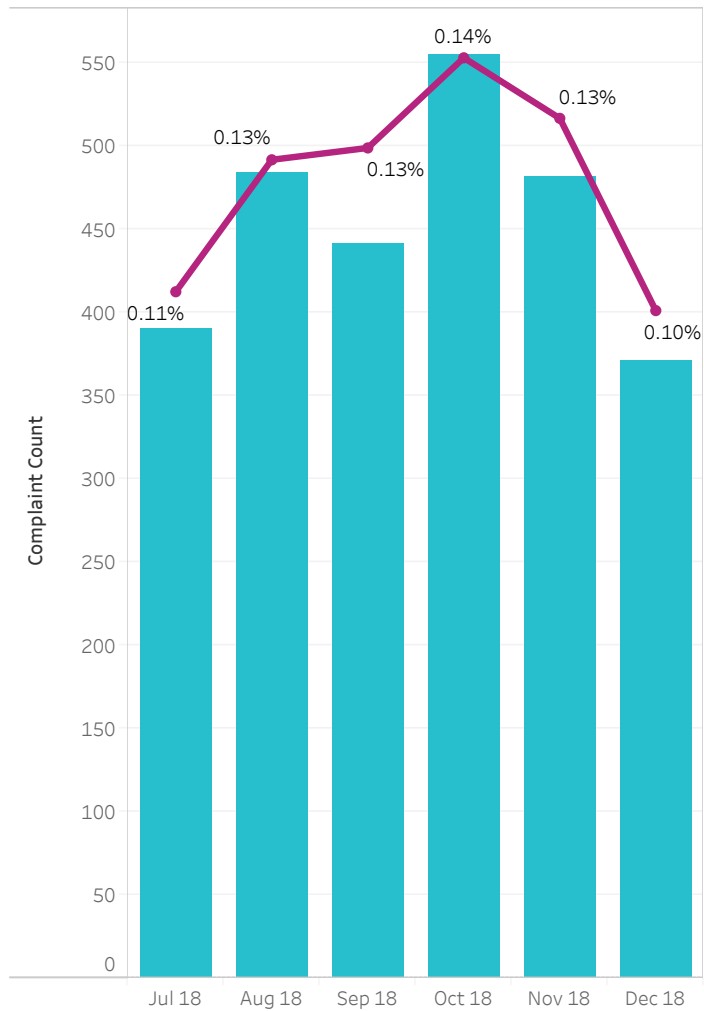
Connecticut Medicaid

Reporting Period: **December 2018**

Veyo Healthcare Logistics

Total Complaints

January 18, 2019

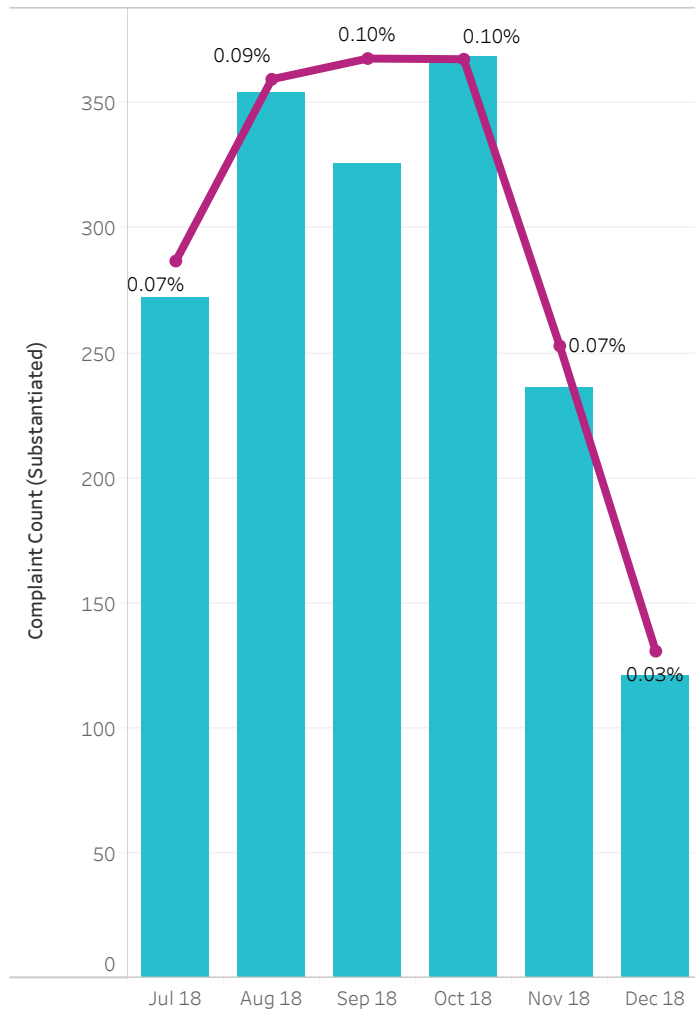


Complaint Rate
Total Complaint Count

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed Trips	365,143	379,119	341,276	386,566	359,354	356,249
Total Complaint Count	391	484	442	555	482	371
Complaint %	0.11%	0.13%	0.13%	0.14%	0.13%	0.10%

Substantiated Complaints

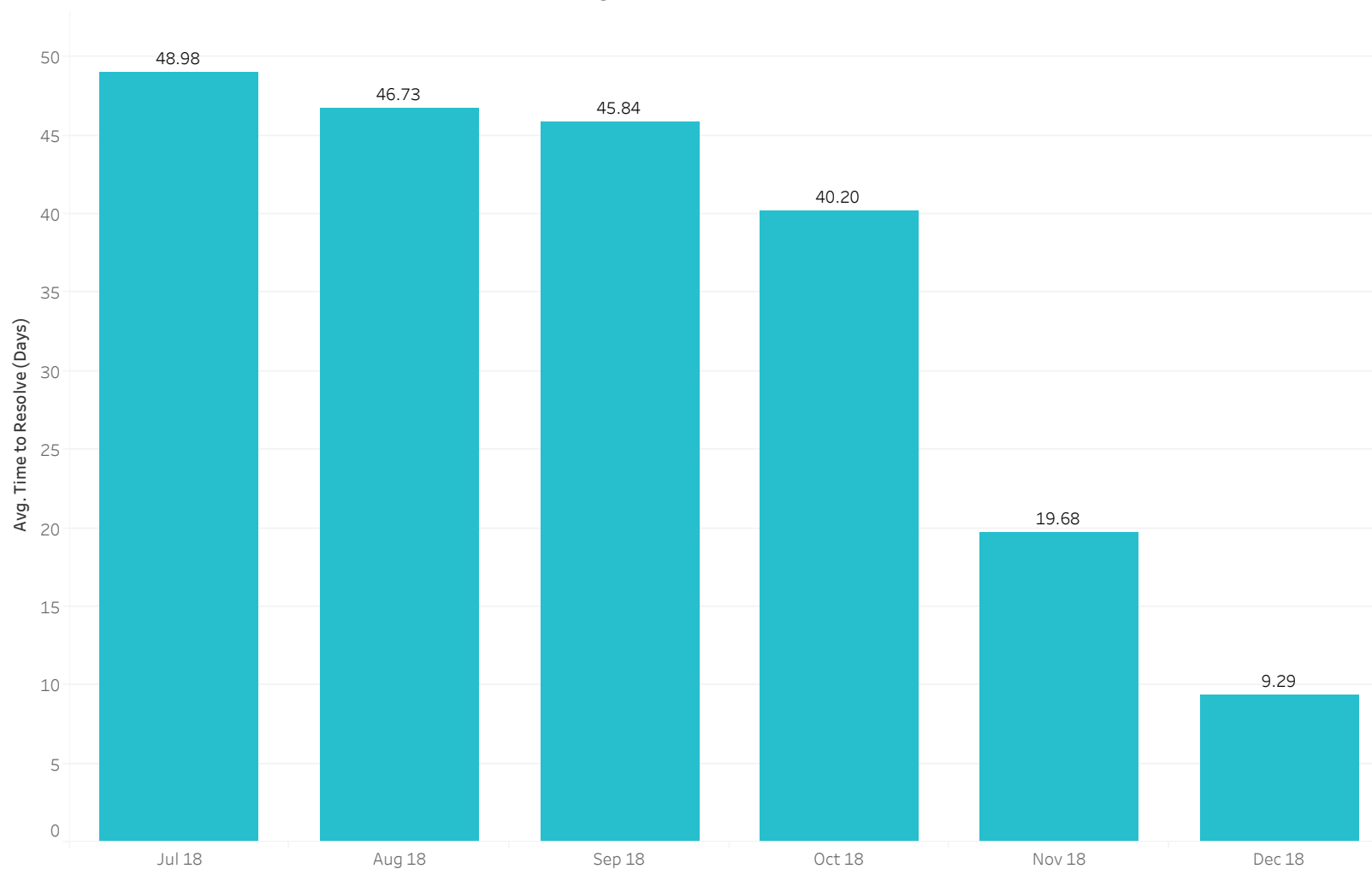
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed Trips	365,143	379,119	341,276	386,566	359,354	356,249
Substantiated Complaints	272	354	326	369	236	121
Substantiated Complaint %	0.07%	0.09%	0.10%	0.10%	0.07%	0.03%

Average Time to Resolve

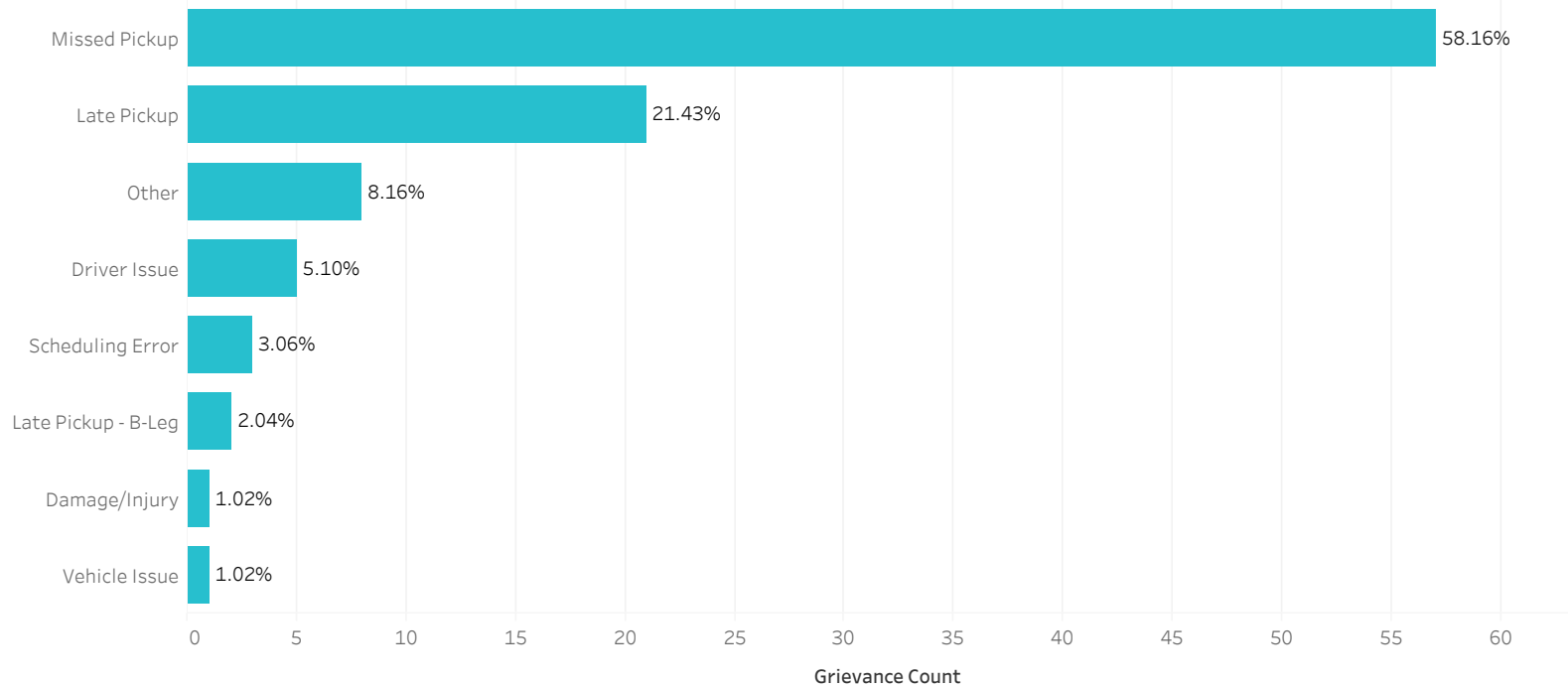
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Grievance Count	391	484	442	555	482	371
Resolved Count	391	483	440	527	324	177
Avg. Time to Resolve (Days)	48.98	46.73	45.84	40.20	19.68	9.29

Substantiated Complaints by Subcategory

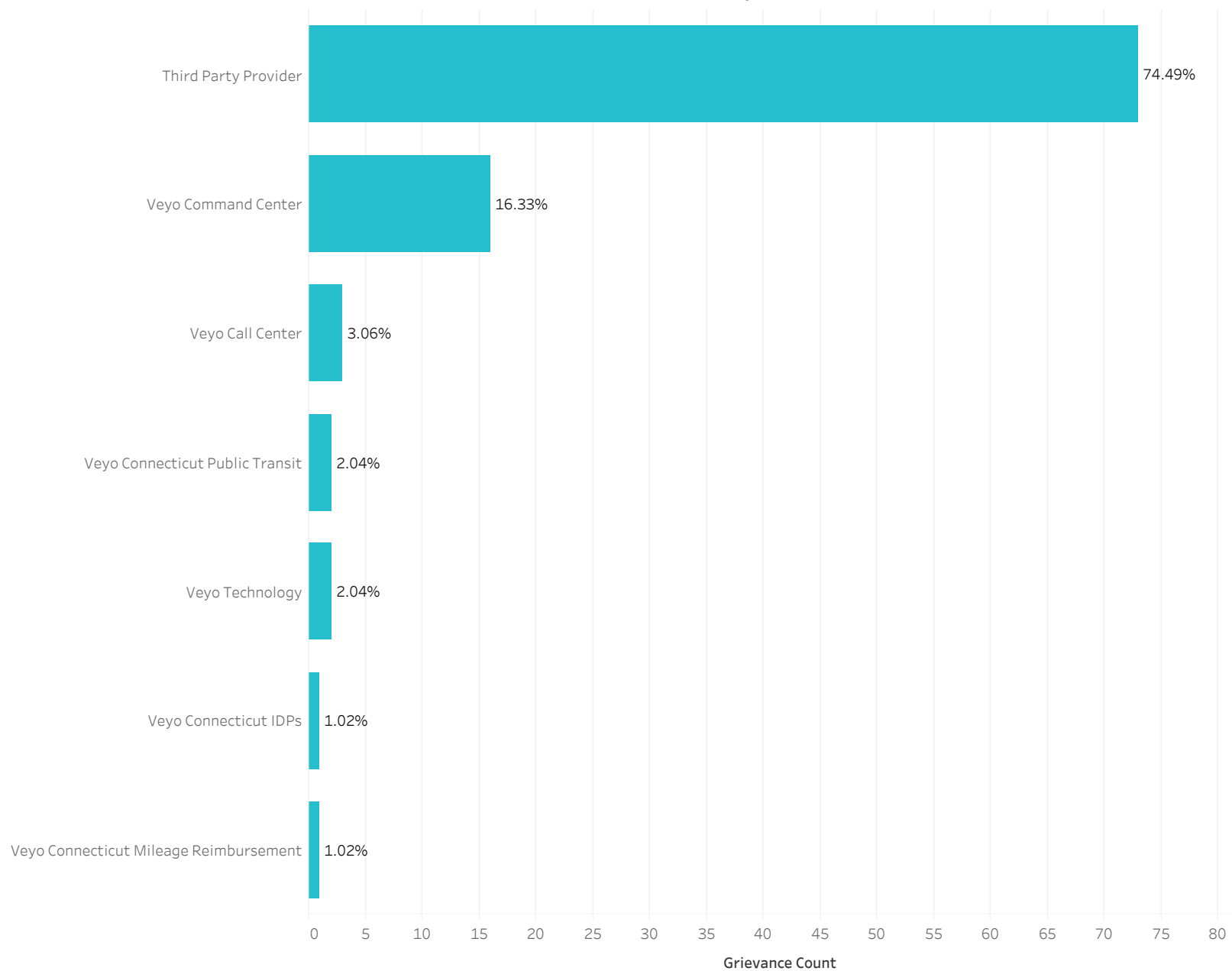
January 18, 2019



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Missed Pickup	112	158	158	203	127	73
Late Pickup	82	89	80	82	55	24
Late Pickup - B-Leg	22	37	26	27	19	3
Driver Issue	23	24	20	17	11	5
Other	20	18	19	19	11	11
Safety Concern	5	14	8	3	5	
Scheduling Error	5	5	8	6	3	3
Agent Issue	1	4	3	5	2	
Damage/Injury			4	6		1
Early Arrival	2	4				
Vehicle Issue		1		2	2	1

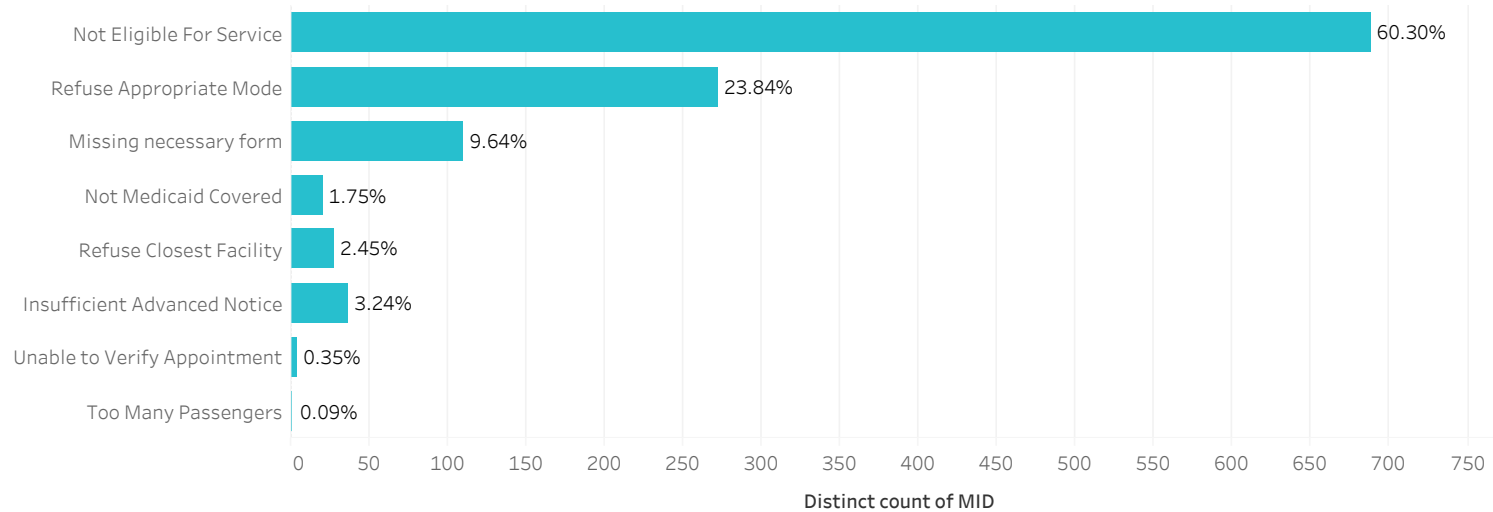
Substantiated Complaints by Provider

January 18, 2019



Members With Denied Trips

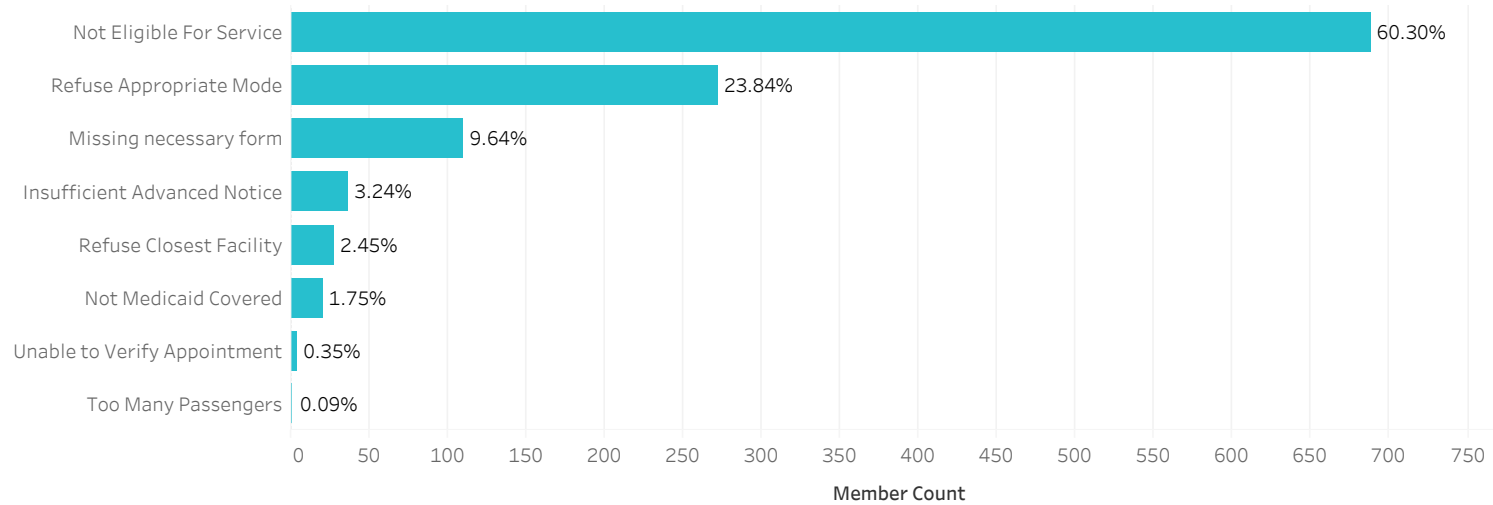
January 18, 2019



		Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
Unique Requests	Not Eligible For Service	22	21	14	26	26	20
	Refuse Appropriate Mode	124	112	65	130	158	114
	Missing necessary form	162	101	75	137	82	74
	Not Medicaid Covered	4	2	1	3	1	1
	Refuse Closest Facility	43	23	10	29	26	23
	Insufficient Advanced Notice	29	28	23	21	22	37
	Unable to Verify Appointment		2	1	4	5	2
	Too Many Passengers	1			1		1
Total		375	284	189	343	317	269
Trips Under Recurring Schedule	Not Eligible For Service	271	293	287	327	387	671
	Refuse Appropriate Mode	246	305	145	90	124	158
	Missing necessary form	156	42	18	39	23	36
	Not Medicaid Covered	29	17	4	14	12	19
	Refuse Closest Facility	2	3	2	2	11	5
	Insufficient Advanced Notice	2	3	3		1	
	Unable to Verify Appointment			2	21	3	2
	Denied by Health Plan				1		
Total		692	654	456	488	553	877

Members Receiving Notices of Action

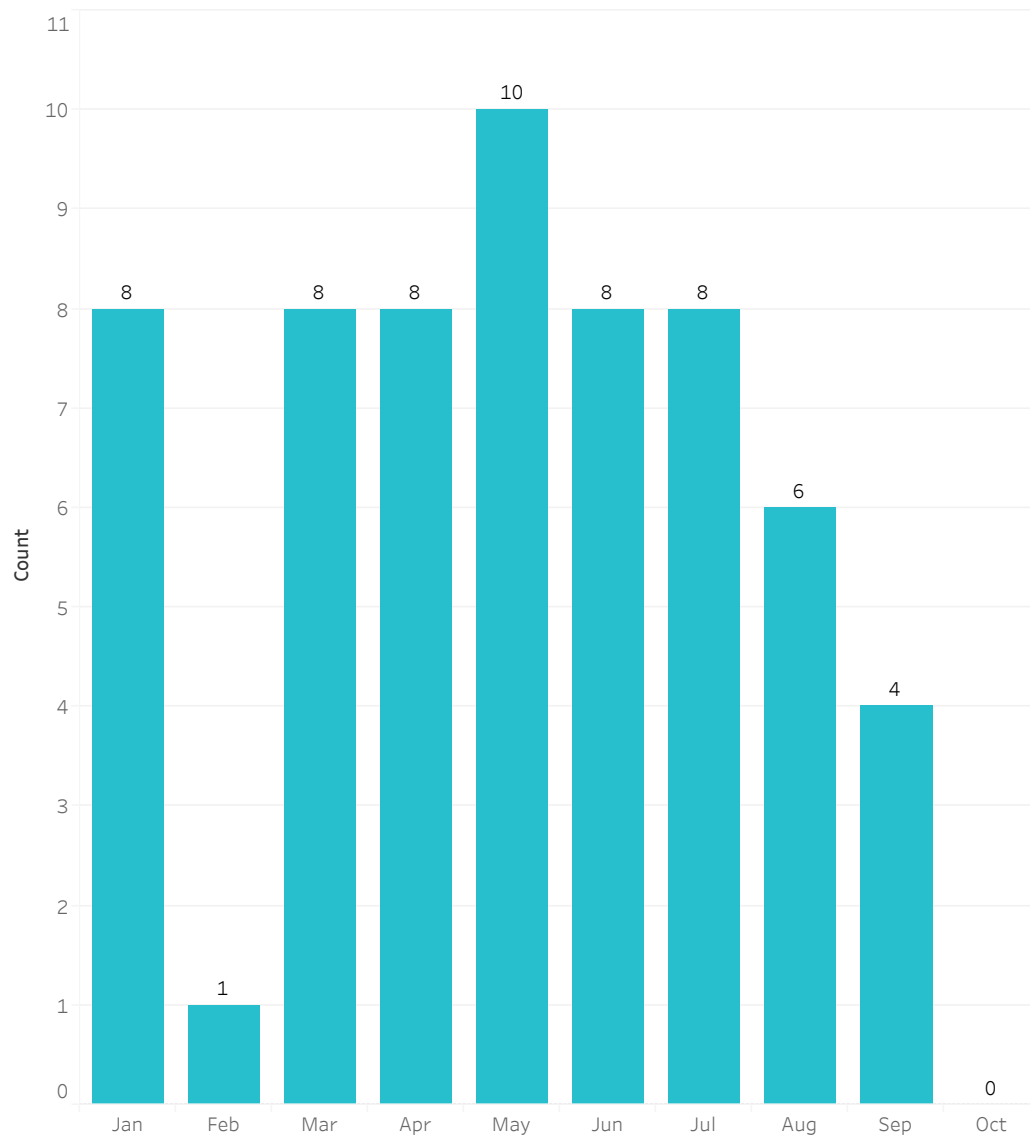
January 18, 2019



	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
Not Eligible For Service	292	313	299	349	412	688
Refuse Appropriate Mode	369	401	210	217	279	272
Missing necessary form	317	143	93	176	105	110
Refuse Closest Facility	45	26	12	31	37	28
Insufficient Advanced Notice	31	31	26	21	23	37
Not Medicaid Covered	33	19	5	17	13	20
Unable to Verify Appointment		2	3	25	7	4
Too Many Passengers	1			1		1
Denied by Health Plan				1		
Total	1,061	919	642	823	865	1,141

Admin Hearing Requests

January 18, 2019



	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.