



Veyo / Total Transit Update

December 19, 2018

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Contact Center Summary

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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

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756	107,379
Avg Daily Calls Received	4,985	4,012	3,905	3,783	3,355	3,095	3,100	3,254	3,247	3,714	3,498
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911	100,700
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%	95.1%	94.1%	94.2%	93.8%

Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756	107,379
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9	41.0	42.6	53.2	53.7	57.2

Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756	107,379
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024	5,934	6,845	6,679
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%	5.0%	4.9%	5.9%	5.8%	6.2%

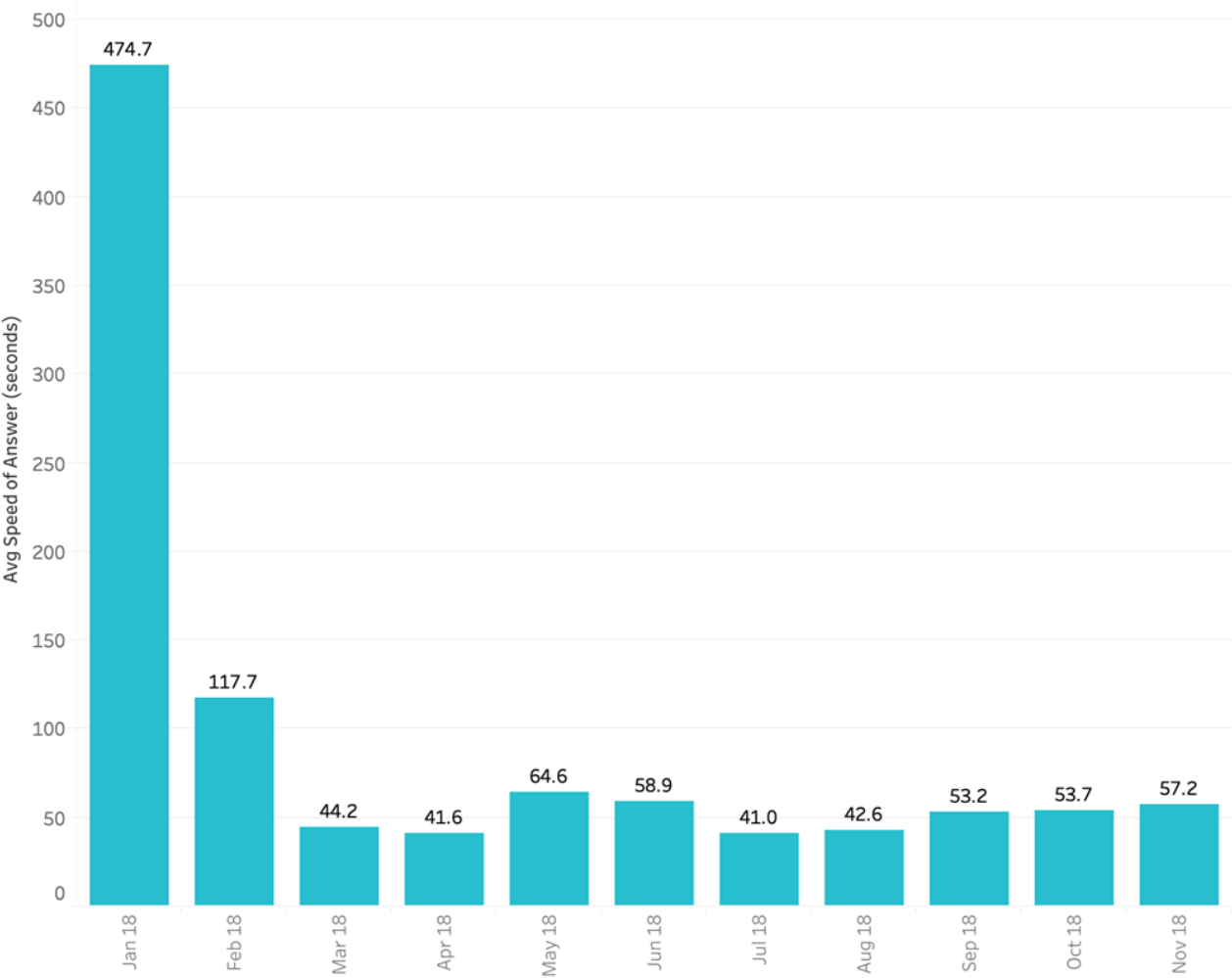
Average Handle Time Summary

	January ..	February ..	March 2..	April 20..	May 2018	June 20..	July 2018	August ..	Septem..	October ..	Novemb..
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911	100,700
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4	4.9	4.9	5.1	5.3	5.1

Service Level Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Handled Within Service Level	9,635	56,423	77,596	79,524	86,665	79,380	86,900	91,777	85,926	99,645	88,564
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481	9,213	9,109	11,471	15,489	16,387
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756	107,379
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%	91.0%	88.2%	86.5%	84.4%

Average Speed of Answer

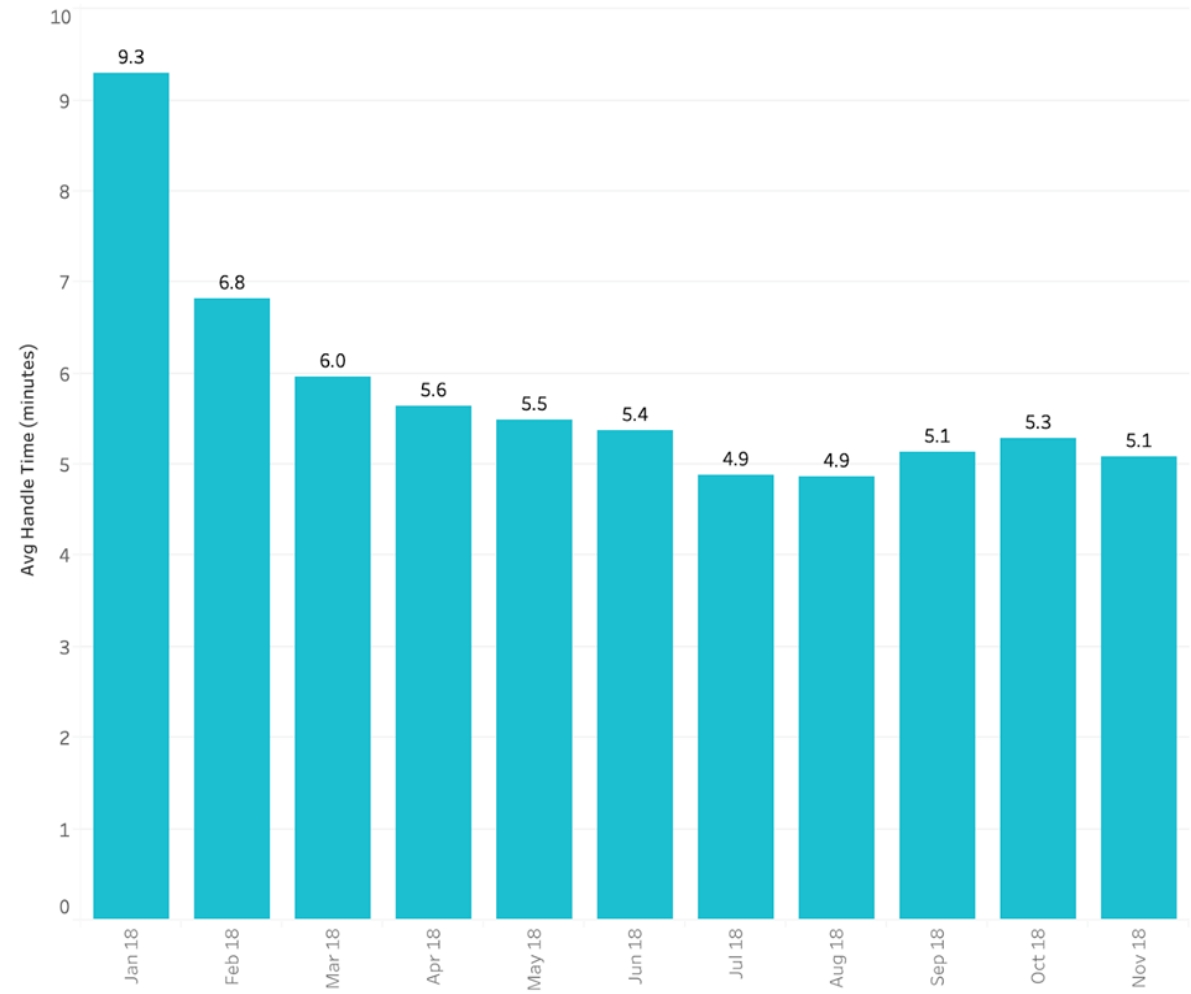


This is the cumulative total length of time of calls that are in a routing queue or that are ringing before being answered by an agent, divided by the total numbers of calls answered.

Contractual Requirement - 180 seconds

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Average Handle Time

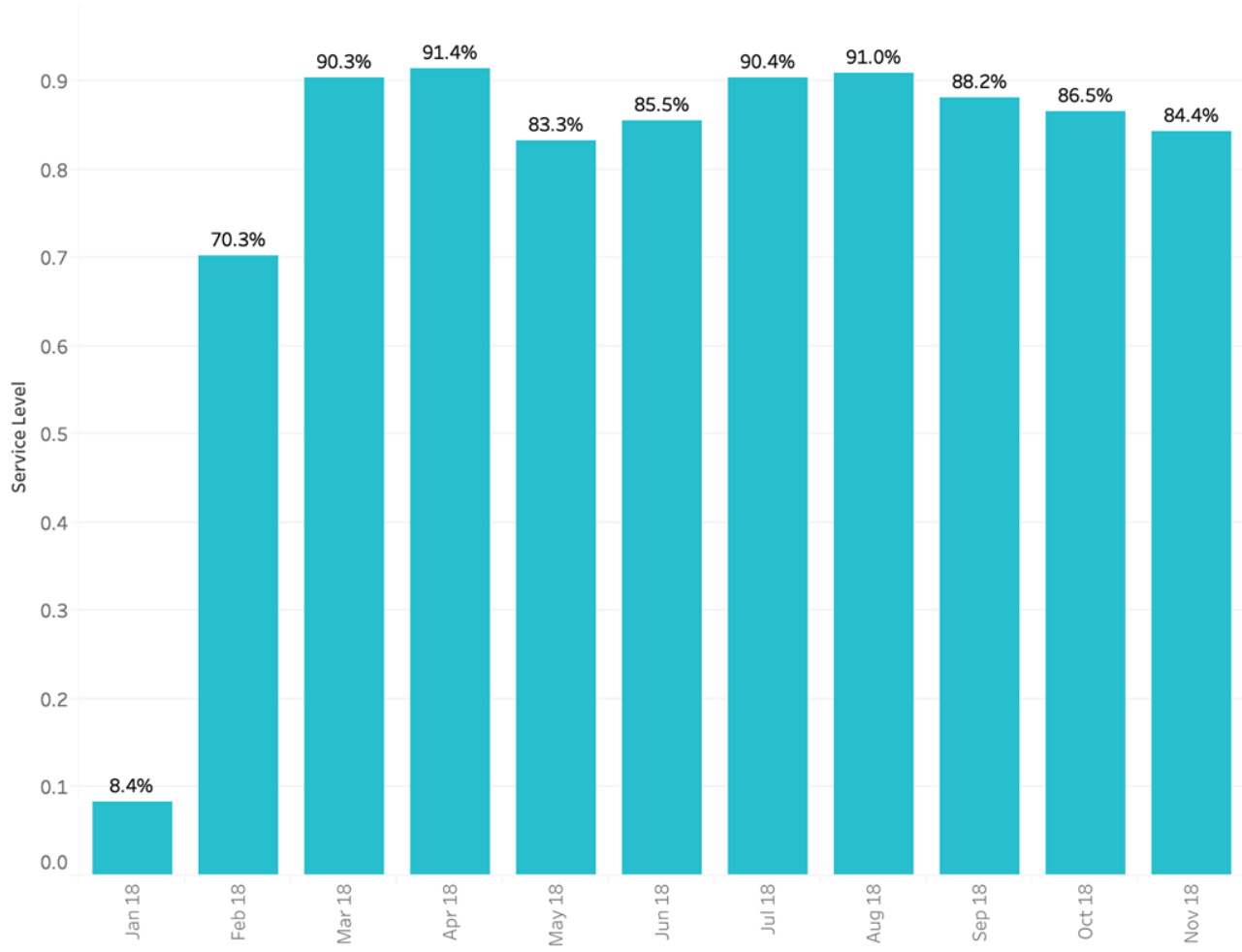


The average of talk time, hold time, and after-call work time (follow up work from the call). For e.g. agent reaching out to dispatch via message or email to accommodate an urgent ride requested.

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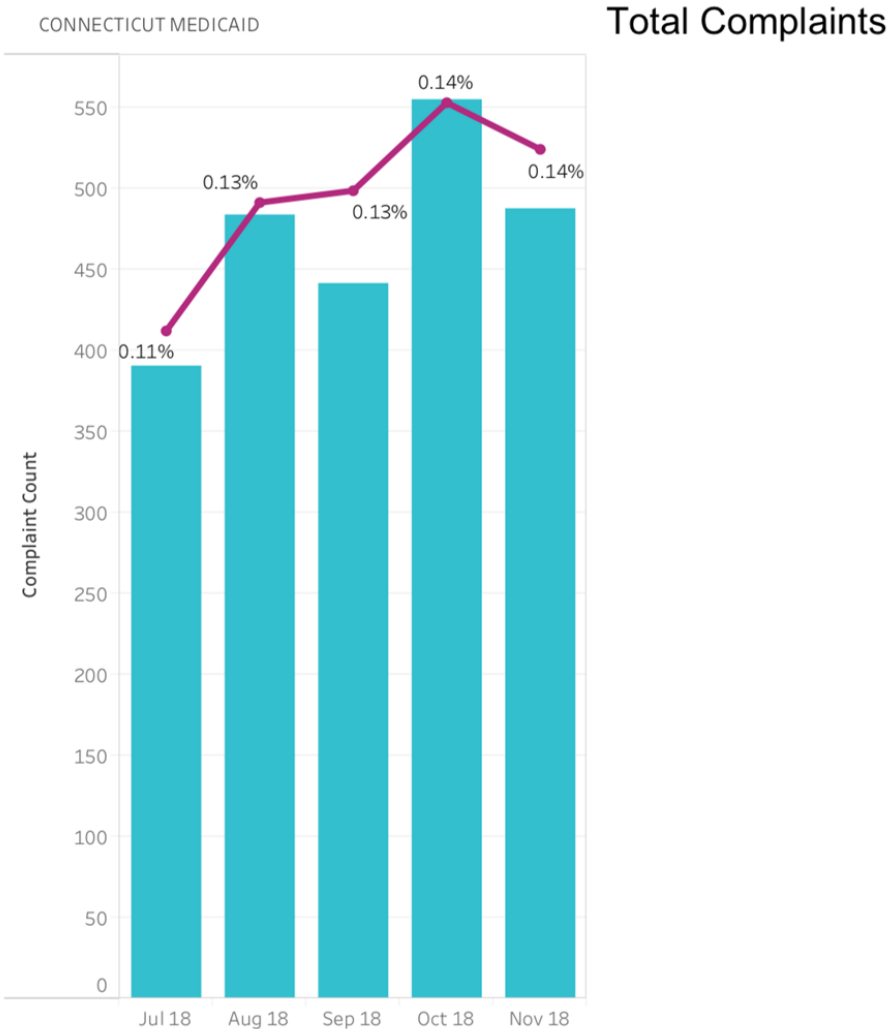
Service Levels

Calls that are handled within service levels mean calls that were answered within the first 3 minutes in accordance with the contract.



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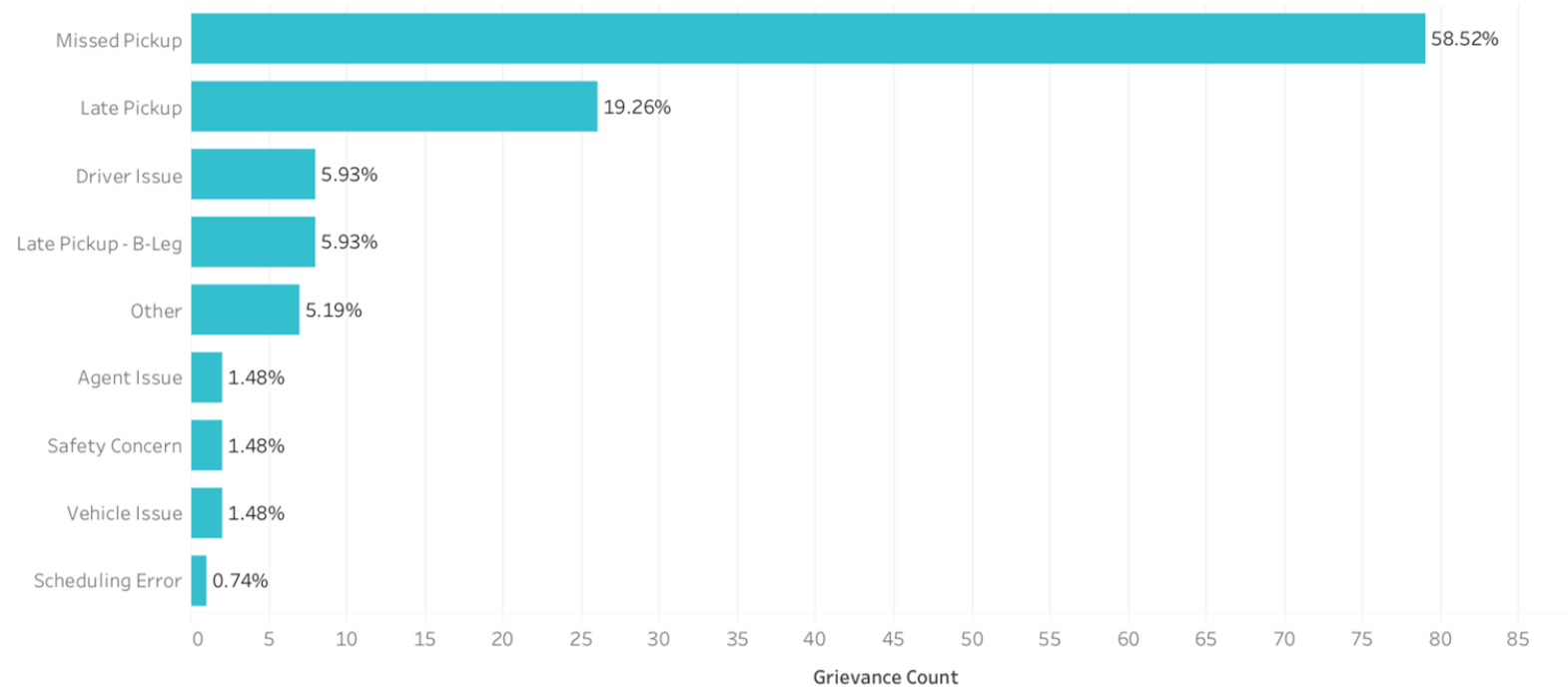
Complaints



	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%

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Substantiated Complaints by Subcategory



	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									

Wheelchair Data

Month	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
October	296	238	56	2
November	289	242	47	0

Dialysis Data

Month	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
October	23485	11	9
November	22028	14	11

- Veyo's Data Entry team is currently working on Holiday schedules for dialysis facilities for Christmas and New Year's.
- Veyo's team received accolades from multiple dialysis facilities for handling the Thanksgiving schedules smoothly and efficiently.
- Members and facilities have been contacted regarding expiring forms. All overrides expiring on 12/31/2018 have been processed to maintain continuity of care. Currently, Clinical Coordinators are caught up on all forms expiring 12/31, and are already working on processing forms expiring 1/31/2019.
- Clinical Coordinators have been actively meeting with Dialysis facilities on a daily, weekly, and monthly basis to address transportation concerns.

Member Advisory Committee - Meeting on 11/29

Topics that were discussed:

- **Contract Information**

- How the contract differs from the previous contract in terms of performance standards, service delivery, and transportation provider network standards.
- Concept of Independent Driver-Providers and how they receive and complete trips.
- Multi-loading Information

- **Transportation Providers**

- Issues with late pickups or provider no-shows.
- Good and bad experiences with specific transportation providers were discussed.
- Communication concerns with transportation providers.
- Improvements in Veyo's performance in the last 3 months.
- Members also listed out their Preferred Providers so Veyo can ensure better member experience for future trips.
- Members discussed poor driver behavior - being rude, and not attempting to fulfil member needs.

- **Transportation Provider Spot Checks**

- Veyo's team has been conducting investigations for Transportation Providers to check for cleanliness and tardiness at multiple facilities throughout the state.

Facility Outreach Update

- Veyo is continuing to meet with facilities to resolve ongoing concerns and gather feedback. In the last month

Clinical Coordinators have met with the following facilities -

- Fernwood Rest Home, Litchfield
- New Horizons Village, Unionville
- Access to Care, Bridgeport
- Oncology Department, Hartford Hospital
- Connecticut Hospital Association (Care Management), Wallingford
- Davita Dialysis, Hartford
- American Renal Dialysis, Meriden
- Genesis HealthCare, Stamford
- Walden Behavioral Care, Guilford

First Year Accomplishments

- We serviced **65k members with approximately 4 million trips**.
- Maintained a **complaint rate of 0.07%**.
- Calls **answered within Service Level have increased from 8.4% in January to averaging 90%**.
- **Abandon %** has reduced from **50% in January to under 5%**.
- Average hold times continue to be approximately **3 minutes**.
- **Trips completed** have increased from roughly 300k in January to 400k recently.
- On-Time percentage is approximately **90%**.
- **Dedicated Facility Queue** to help with real time troubleshooting concerns with agents skilled in booking, dispatching, and processing trips.
- In July we implemented professionalism, knowledge, and skills **refresher training** for the staff on several subjects of the Connecticut market and customer service experience.

First Year Accomplishments

- Successfully implemented the **Members Advisory Committee** on September 27th and have had a total of three sessions.
- In cooperation with CT Transit we officially launched the **CTGO Smartcard** program in June resulting in reduced fraud, and increased efficiency in members using **Public Transit**.
- Facilities requested more one-on-one interaction with Veyo and training on our processes. Veyo's team has conducted **in-person visits to over 150 facilities**.
- Added a third **Clinical Coordinator** in order to streamline the form approval process and have dedicated resources for urgent care/hospitals, adolescent health, and behavioral health.
- Created the Specialized Transportation Form to streamline processes for healthcare facilities while verifying medical necessity.
- Approximately **300 facilities contacted on a monthly basis** by the 3 clinical coordinators to build stronger relationships and solicit feedback on all of Veyo's functions via phone call and emails.
- All expiring forms are processed 1-3 months in advance to make sure members are not missing treatment.
- In July, Veyo agreed to accommodate **wheelchair requests** even for those members who do not have their own durable medical equipment at the time of the request.

First Year Accomplishments

- Clinical Coordinators have been partnering with Beacon (Behavioral Health ASO) to evaluate members receiving Methadone treatment at the closest facilities. Members have been moved to the most appropriate clinical based on medical needs.
- Veyo has participated in multiple workshops such as the Primary Care Access Group, iCan Conference, Community Engagement HUB meetings, and trainings with Department of Mental Health and Addiction Services (DHMAS).

Looking ahead - 2019

Facility Outreach

- Veyo will continue to meet with facilities and hospitals to understand best practices and incorporate process improvement strategies that help facilities.

Technology Roadmap

- Veyo is creating and delivering a Facility Portal in the state of Connecticut to provide facilities with transparency into trips associated with DSS members that have scheduled transportation to and from their facility. The portal will provide facilities with the ability to book trips for DSS-eligible members. Veyo is planning to target the rollout in CT by end of Q2/Q3.
- Veyo will drive adoption of our automated tools (App and dispatch) to increase efficiency of providers and service for DSS members. Our operations team will focus on this initiative throughout the year.
- Veyo will be leveraging call automation (IVR) to improve DSS member interaction with our call center via our telephone system. Veyo is planning on updates to go into effect on Q1/Q2.

Transportation Provider Network

- Veyo will continue to hold providers accountable for their performance, and enhance the network by expanding well performing providers.
- Veyo will also be working with DSS to commence the Transportation Provider Committee to gather continuous feedback from transportation providers.



Thank You