



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **January 2019**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **January 2019**

Veyo Healthcare Logistics

## Call Center Summary

February 25, 2019

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

## Call Count Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681
Avg Daily Calls Received	3,285	3,278	3,723	3,509	3,108	3,510
Total Calls Answered	98,804	94,767	111,201	101,007	94,814	101,638
Answered %	95.2%	94.1%	94.2%	93.8%	96.8%	94.4%

## Average Speed Of Answer Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681
Avg Speed of Answer (seconds)	42.4	53.2	53.7	57.1	28.4	56.5

## Average Abandon Rate Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681
Total Calls Abandoned	2,953	3,433	4,026	4,090	1,404	3,506
Abandon %	2.8%	3.4%	3.4%	3.8%	1.4%	3.3%

## Average Handle Time Summary

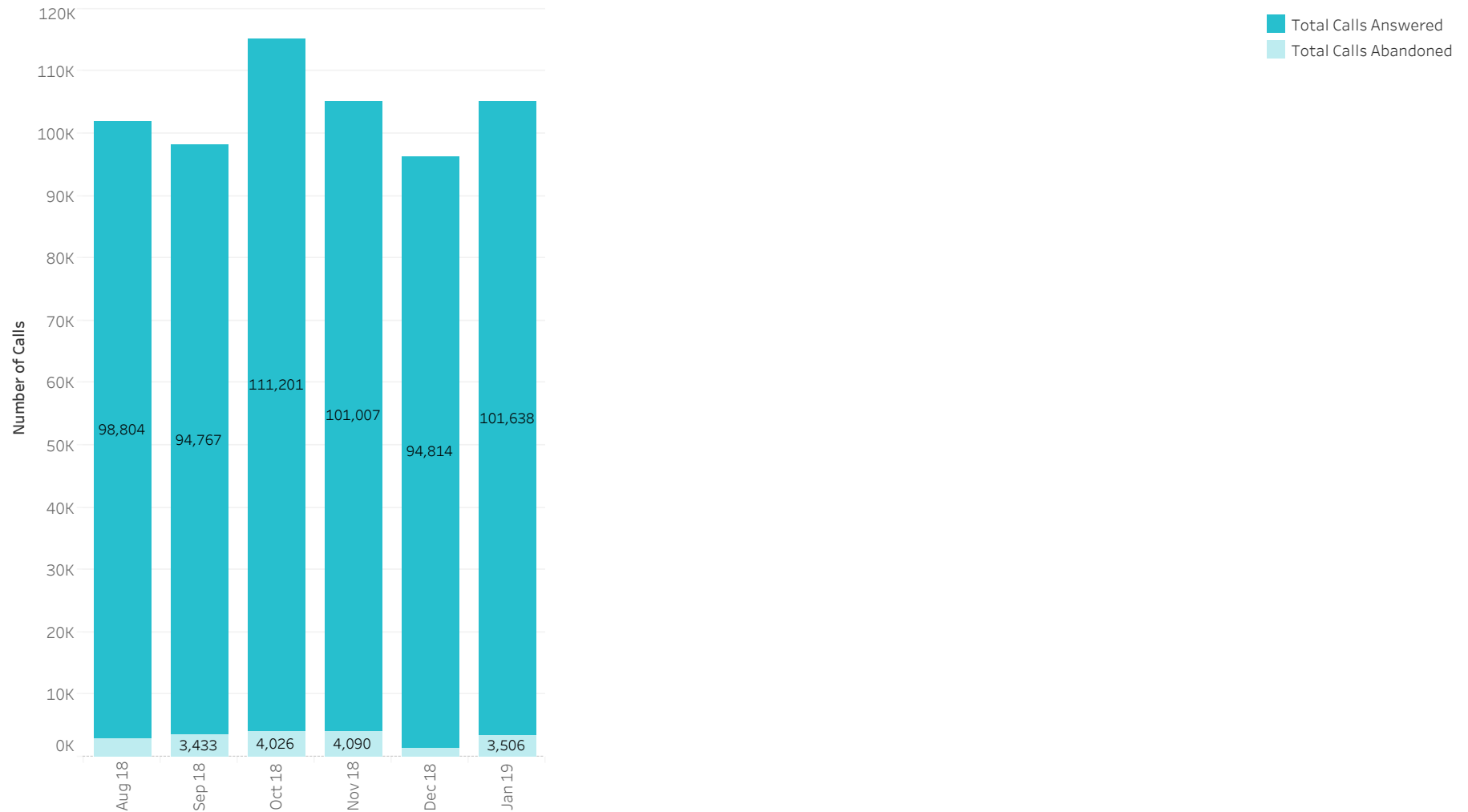
	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	98,804	94,767	111,201	101,007	94,814	101,638
Avg Handle Time (minutes)	4.9	5.1	5.3	5.1	5.1	5.1

## Service Level Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Handled Within Service Level	92,715	86,804	99,918	88,871	92,073	91,086
Handled Outside Service Level	9,129	11,540	15,506	16,387	4,271	14,224
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681
Service Level	91.0%	88.3%	86.6%	84.4%	95.6%	86.5%

## Answered Calls

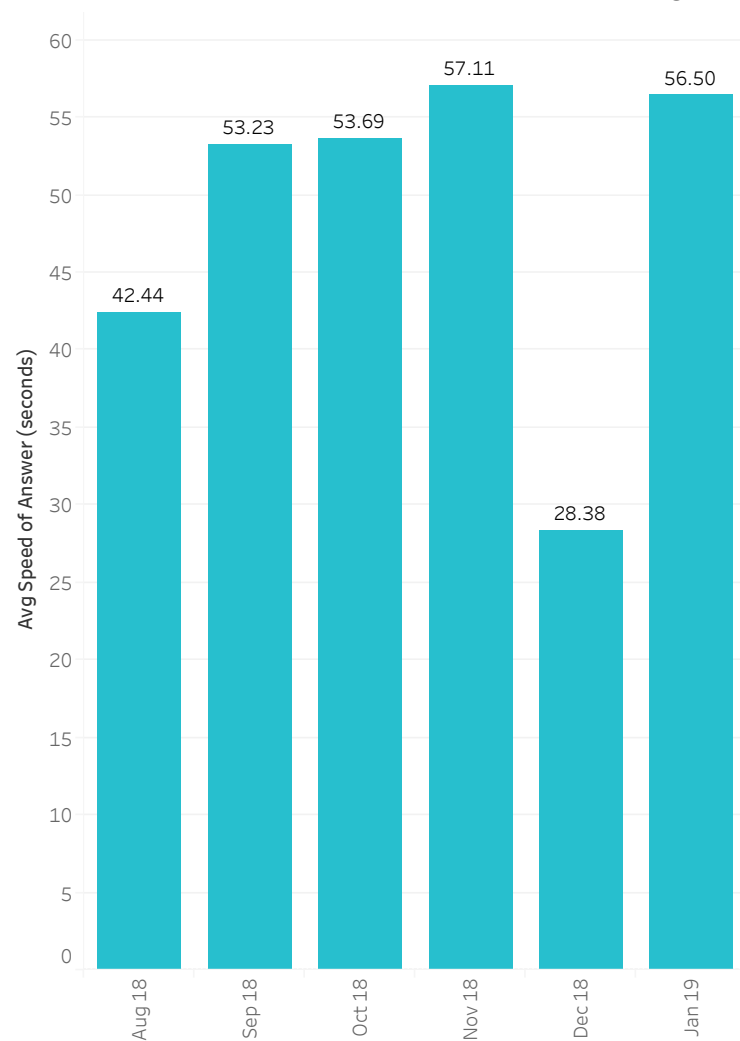
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	98,804	94,767	111,201	101,007	94,814	101,638
Answered %	95.2%	94.1%	94.2%	93.8%	96.8%	94.4%
Total Calls Abandoned	2,953	3,433	4,026	4,090	1,404	3,506
Abandon %	2.8%	3.4%	3.4%	3.8%	1.4%	3.3%
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681

## Average Speed of Answer

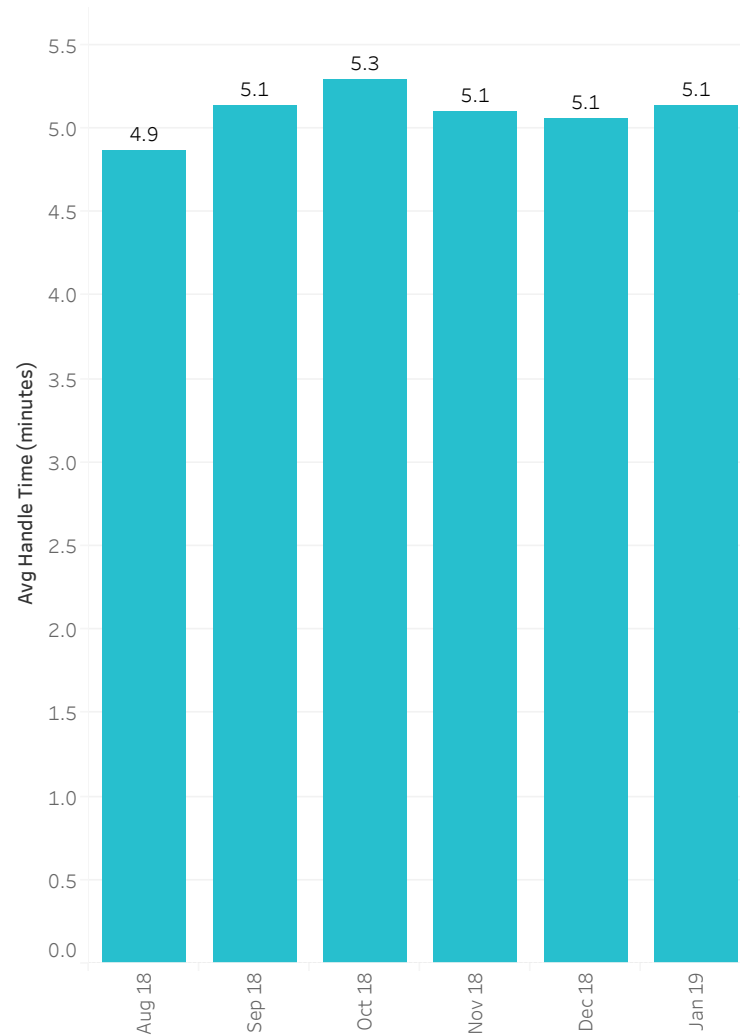
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Avg Speed of Answer (seconds)	42.44	53.23	53.69	57.11	28.38	56.50

## Average Handle Time

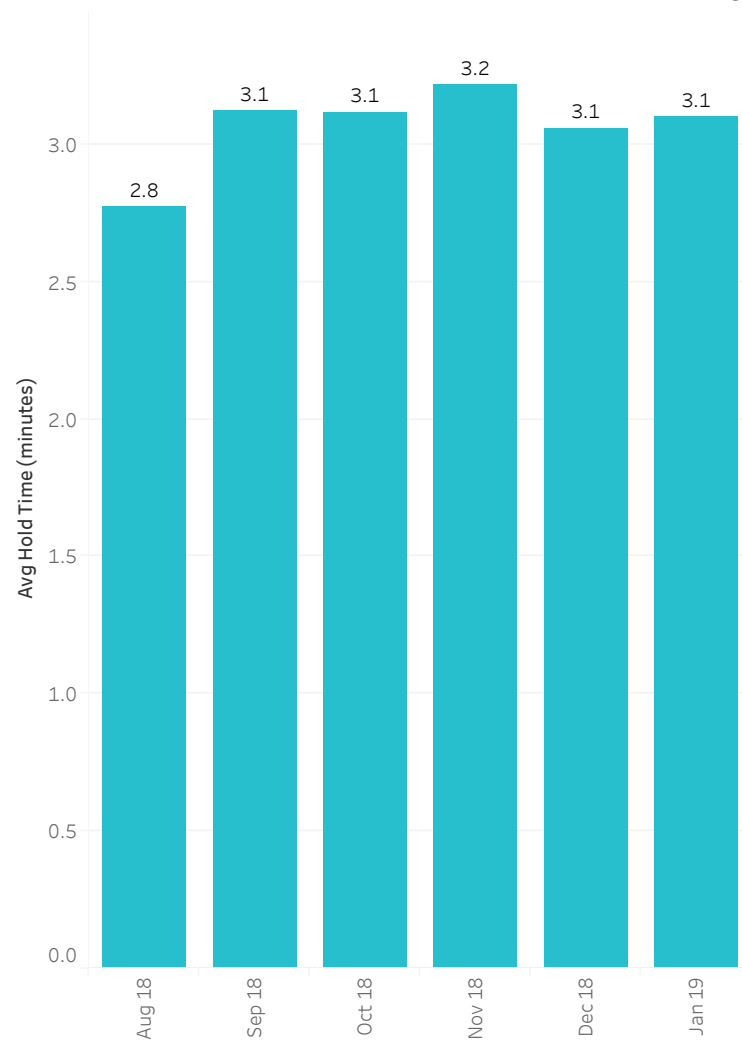
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	98,804	94,767	111,201	101,007	94,814	101,638
Avg Handle Time (minutes)	4.9	5.1	5.3	5.1	5.1	5.1

## Average Hold Time

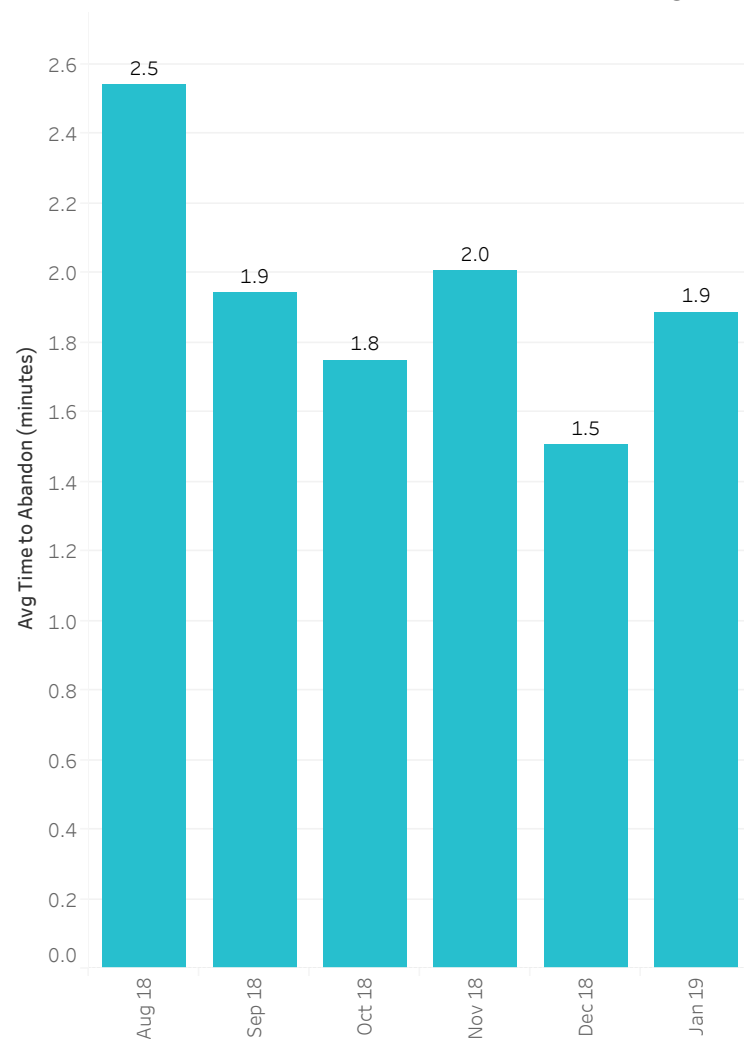
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	98,804	94,767	111,201	101,007	94,814	101,638
Avg Hold Time (minutes)	2.8	3.1	3.1	3.2	3.1	3.1

## Average Time to Abandon

February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Abandoned	2,953	3,433	4,026	4,090	1,404	3,506
Avg Time to Abandon (minutes)	2.5	1.9	1.8	2.0	1.5	1.9



## Service Level

February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Handled Within Service Level	92,715	86,804	99,918	88,871	92,073	91,086
Handled Outside Service Level	9,129	11,540	15,506	16,387	4,271	14,224
Total Calls Received	103,835	100,704	118,048	107,688	97,925	107,681
Service Level	91.0%	88.3%	86.6%	84.4%	95.6%	86.5%

## Call Center Summary, Facility

February 25, 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)

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126
Avg Daily Calls Received	395	462	503	471	428	455
Total Calls Answered	8,801	8,839	11,035	9,927	8,814	9,664
Answered %	96.4%	95.0%	94.7%	94.8%	97.4%	95.4%

## Average Speed Of Answer Summary (Facility)

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126
Avg Speed of Answer (seconds)	40.9	56.3	57.4	50.2	20.7	45.6

## Average Abandon Rate Summary (Facility)

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126
Total Calls Abandoned	186	260	352	298	58	207
Abandon %	2.0%	2.8%	3.0%	2.8%	0.6%	2.0%

## Average Handle Time Summary (Facility)

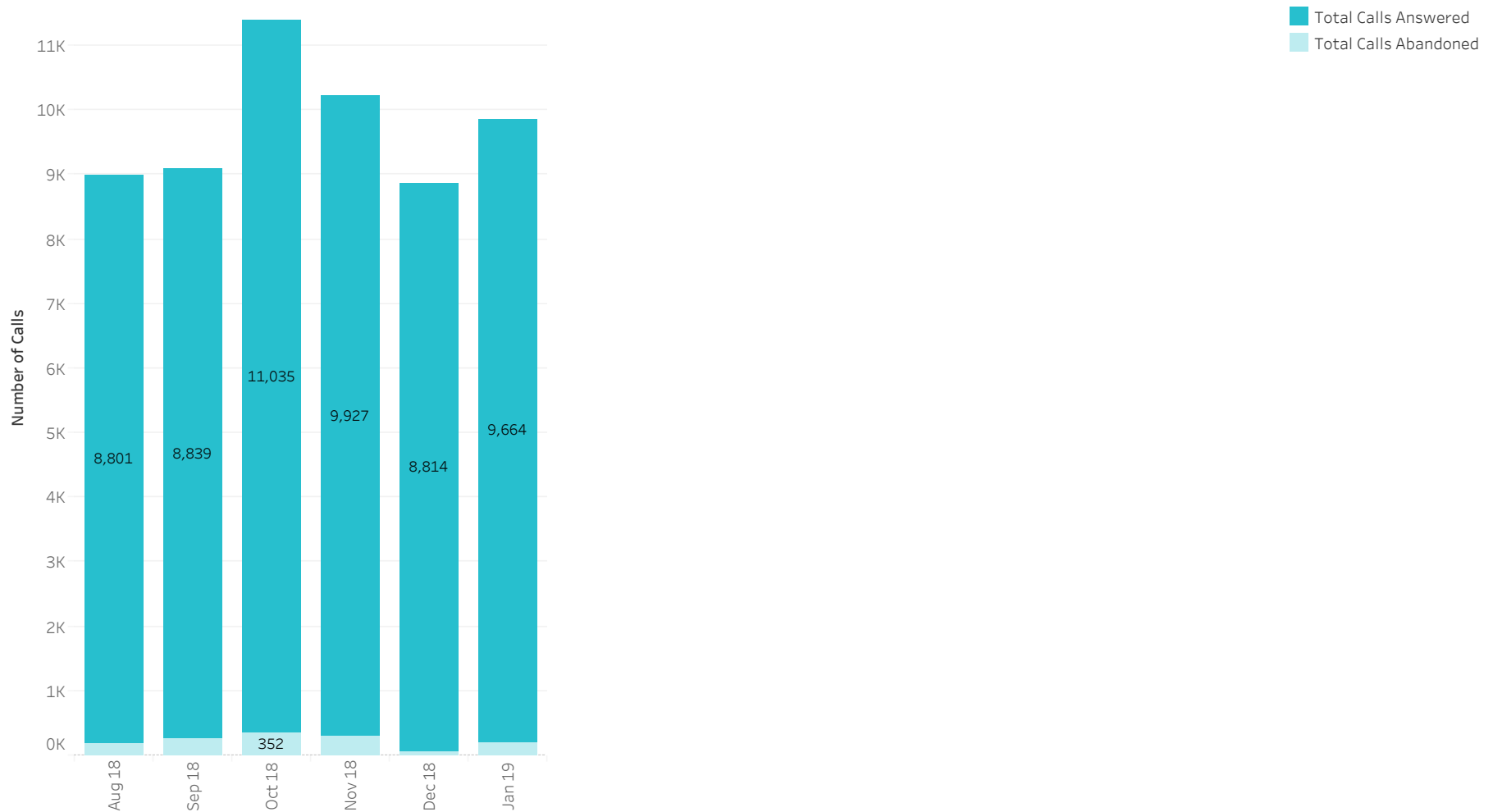
	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	8,801	8,839	11,035	9,927	8,814	9,664
Avg Handle Time (minutes)	5.7	6.1	6.0	5.9	6.1	6.0

## Service Level Summary (Facility)

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Handled Within Service Level	8,305	8,033	9,867	9,005	8,707	8,992
Handled Outside Service Level	769	1,197	1,697	1,360	274	1,025
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126
Service Level	91.5%	87.0%	85.3%	86.9%	96.9%	89.8%

# Answered Calls, Facility

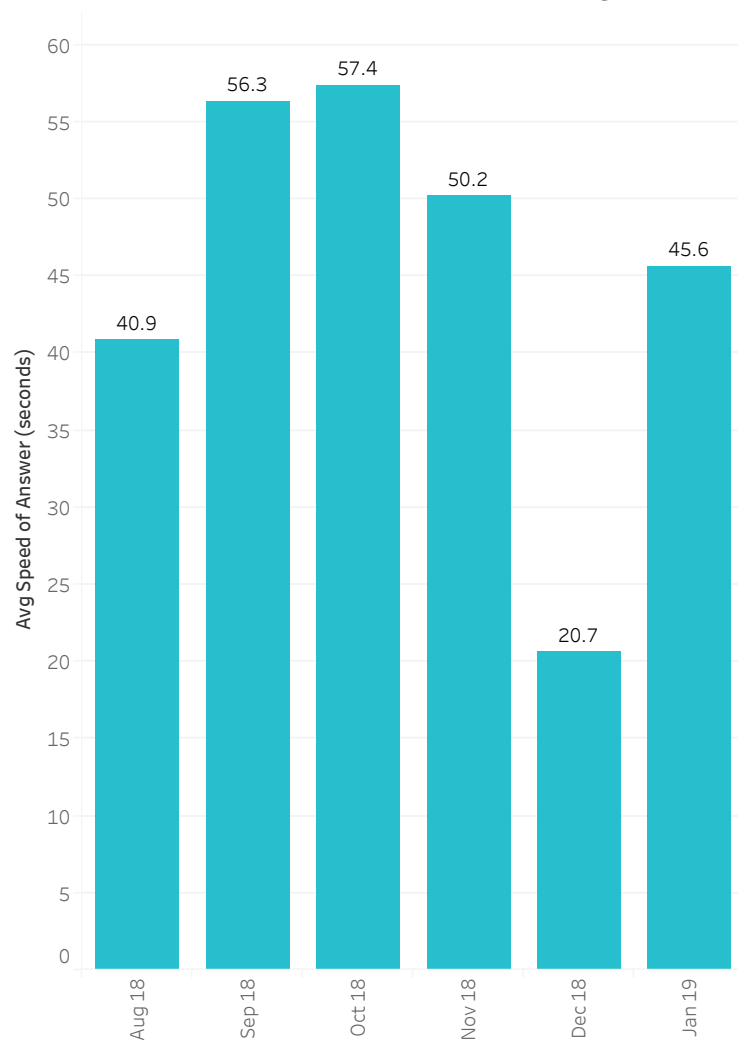
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	8,801	8,839	11,035	9,927	8,814	9,664
Answered %	96.4%	95.0%	94.7%	94.8%	97.4%	95.4%
Total Calls Abandoned	186	260	352	298	58	207
Abandon %	2.0%	2.8%	3.0%	2.8%	0.6%	2.0%
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126

## Average Speed of Answer, Facility

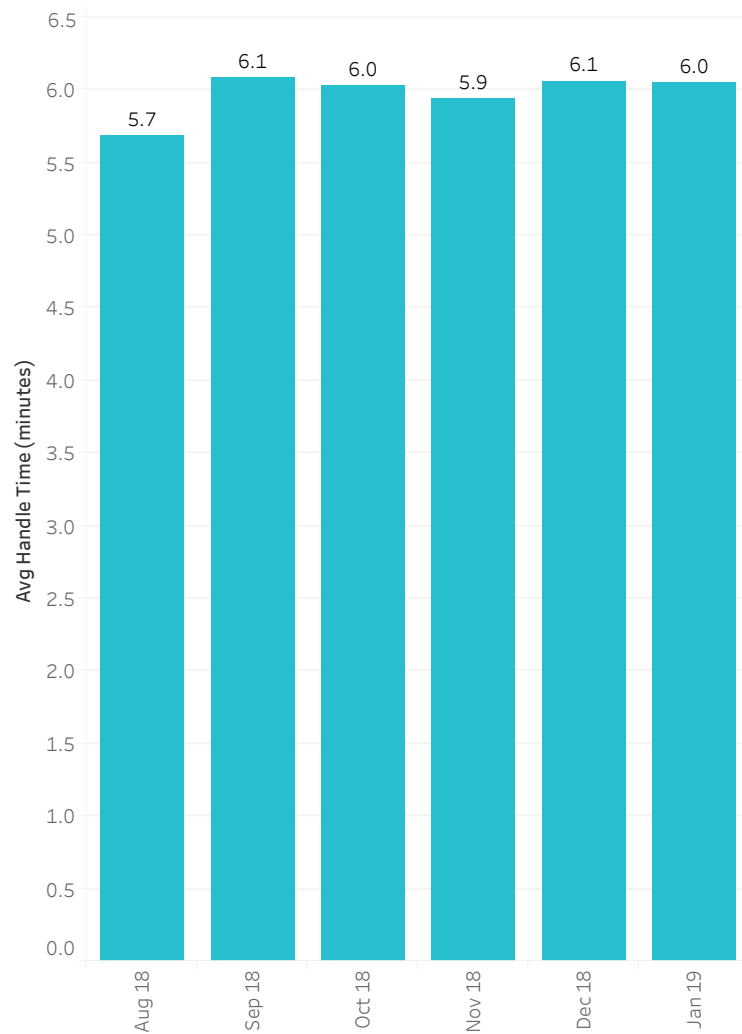
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
<b>Total Calls Received</b>	9,132	9,309	11,656	10,475	9,051	10,126
<b>Avg Speed of Answer (seconds)</b>	40.9	56.3	57.4	50.2	20.7	45.6

## Average Handle Time, Facility

February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Total Calls Answered	8,801	8,839	11,035	9,927	8,814	9,664
Avg Handle Time (minutes)	5.7	6.1	6.0	5.9	6.1	6.0

## Service Level, Facility

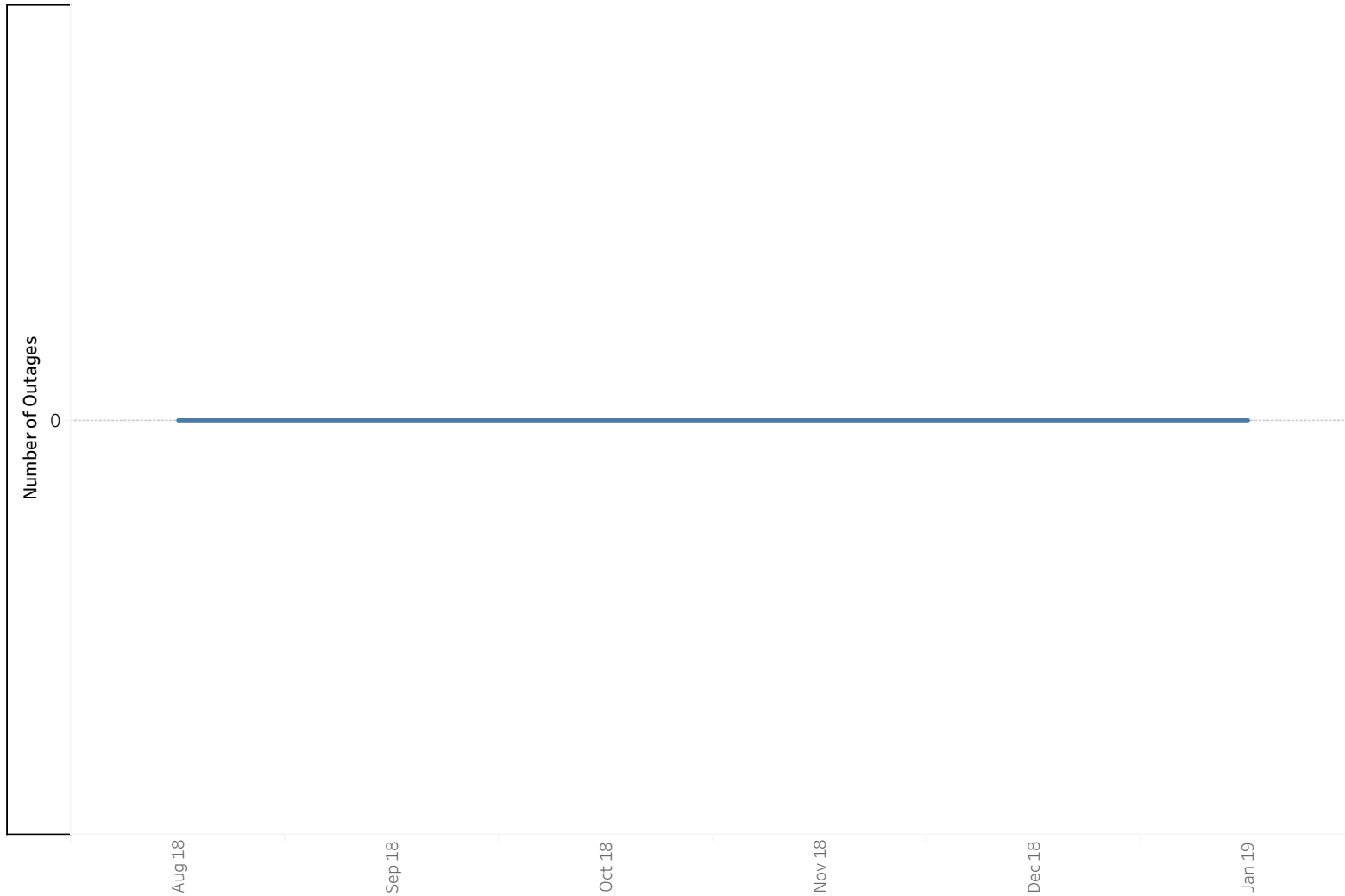
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
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Handled Outside Service Level	769	1,197	1,697	1,360	274	1,025
Total Calls Received	9,132	9,309	11,656	10,475	9,051	10,126
Service Level	91.5%	87.0%	85.3%	86.9%	96.9%	89.8%

## Outages Greater Than One Hour

February 25, 2019



	August 2018	September 20..	October 2018	November 2018	December 2018	January 2019
Call Center Outages Greater Than 1 Hour	0	0	0	0	0	0



## Monthly Trip Report

Connecticut Medicaid

Reporting Period: **January 2019**

Veyo Healthcare Logistics



## Trip Executive Summary

### Completed Trip Count Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Completed	379,229	341,356	386,697	359,589	357,022	390,900

### On Time % Summary

	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19
A Leg	68.14%	68.11%	69.94%	66.60%	69.42%	70.71%
B Leg	91.53%	91.51%	91.33%	89.33%	92.12%	92.27%
Both Legs	79.67%	79.68%	80.46%	77.79%	80.61%	81.27%

\* Excludes Public Transit and Mileage Reimbursement

### Member No Show Summary

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Member No-Show Count	15,530	11,589	12,722	11,271	12,481	13,548
No-Shows + Completed*	166,816	146,851	169,004	152,019	151,441	163,779
Member No-Show Rate	9.31%	7.89%	7.53%	7.41%	8.24%	8.27%

\* Excludes Public Transit and Mileage Reimbursement

### Trip Volume and Complaint % Summary

	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19
Completed Trips	379,229	341,356	386,697	359,589	357,022	390,900
Substantiated Complaints	354	326	382	331	213	174
Unsubstantiated Complaint	129	116	173	150	158	222
Total Complaint Count	483	442	555	481	371	396
Complaint %	0.13%	0.13%	0.14%	0.13%	0.10%	0.10%

## Trip Executive Summary Cont.

### Mileage Summary

	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19
Completed Trips	379,229	341,356	386,697	359,589	357,022	390,900
Total Mileage	2,600,804	2,340,848	2,635,113	2,427,099	2,431,020	2,658,661
Avg. Mileage	6.86	6.86	6.81	6.75	6.81	6.80

### Trip % Distance Summary

	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19
0-10 Miles	78.48%	78.54%	78.69%	78.99%	78.74%	78.90%
10-20 Miles	14.88%	14.78%	14.87%	14.70%	14.72%	14.59%
20-30 Miles	4.17%	4.07%	3.87%	3.89%	4.06%	3.93%
30-40 Miles	1.54%	1.67%	1.60%	1.48%	1.53%	1.61%
40-50 Miles	0.59%	0.60%	0.63%	0.59%	0.61%	0.62%
50+ Miles	0.35%	0.33%	0.33%	0.35%	0.34%	0.35%

### Completed Trips by Mode

	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Public Transit	219,026	197,379	219,952	209,025	207,825	230,177
Ambulatory	120,039	107,530	125,101	112,346	111,722	124,061
Wheelchair	24,773	22,139	25,193	22,675	21,719	23,421
Mileage Reimbursement	8,917	8,715	10,463	9,816	10,237	10,492
Ambulance - BLS	4,656	3,902	4,158	4,015	3,834	1,245
Bariatric Wheelchair	1,577	1,288	1,357	1,258	1,151	1,331
Stretcher	33	161	266	209	272	132
Ambulance - ALS	198	202	191	195	226	14
Bariatric Stretcher	10	40	16	50	36	27

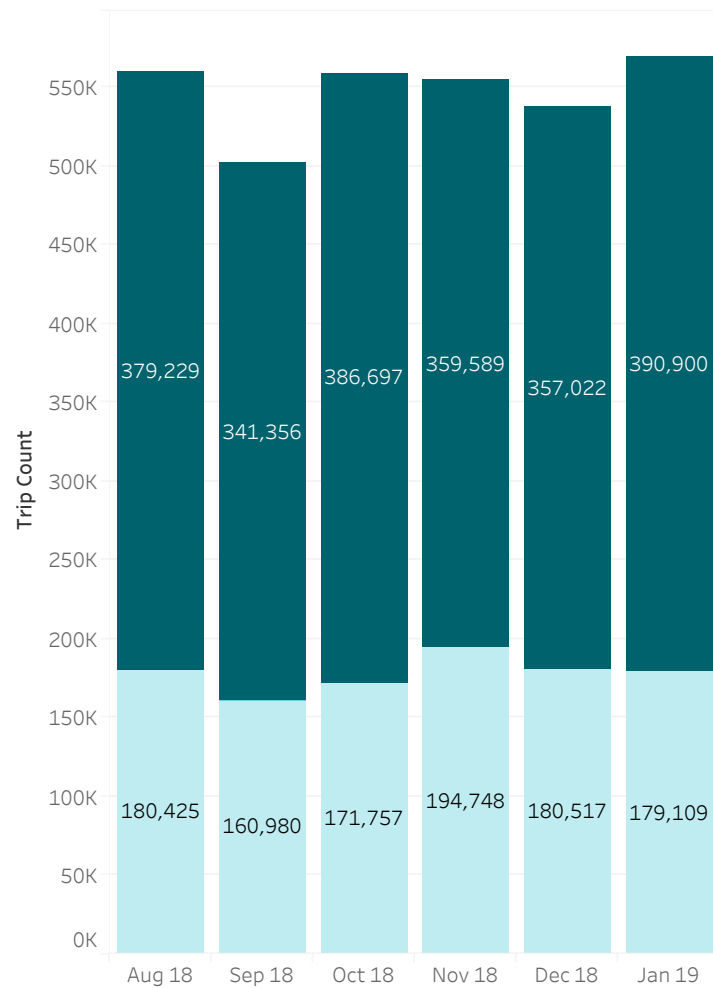
## Total Trips Booked

February 25, 2019

Cancelled, Deleted, Denied, Not Confirmed

Confirmed

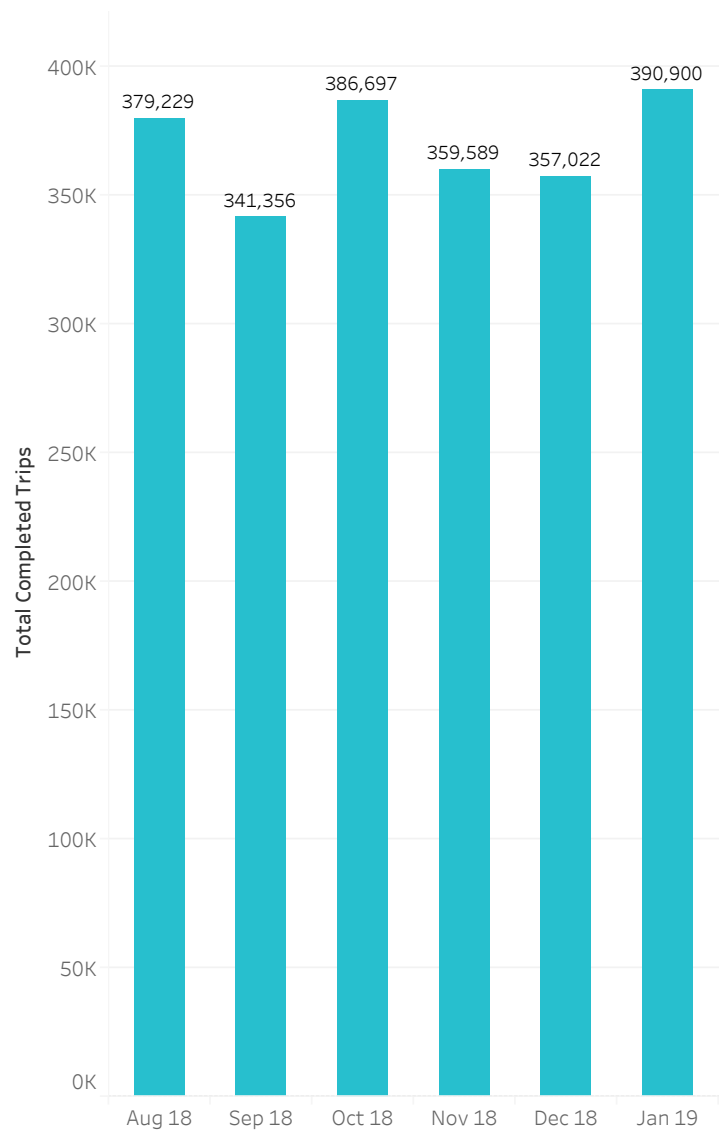
Completed



	August 2018	September 20..	October 2018	November 2018	December 2018	January 2019
Total Trips Booked	559,654	502,337	558,454	554,337	537,539	570,009

## Total Completed Trips

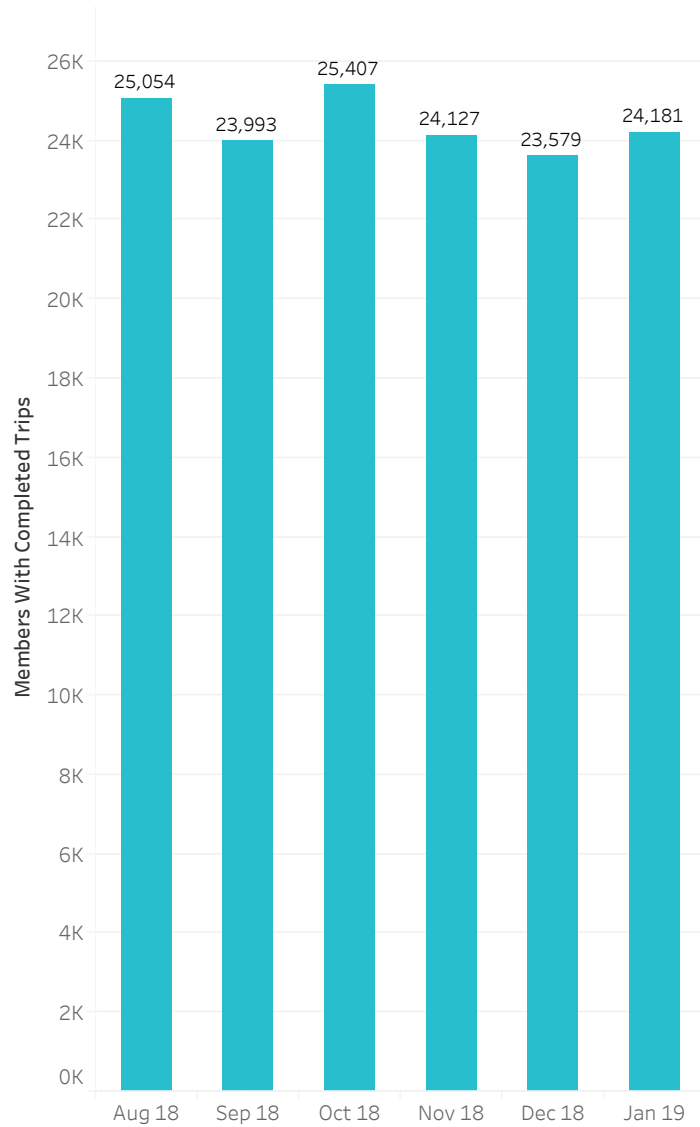
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Completed	379,229	341,356	386,697	359,589	357,022	390,900

## Members With Completed Trips

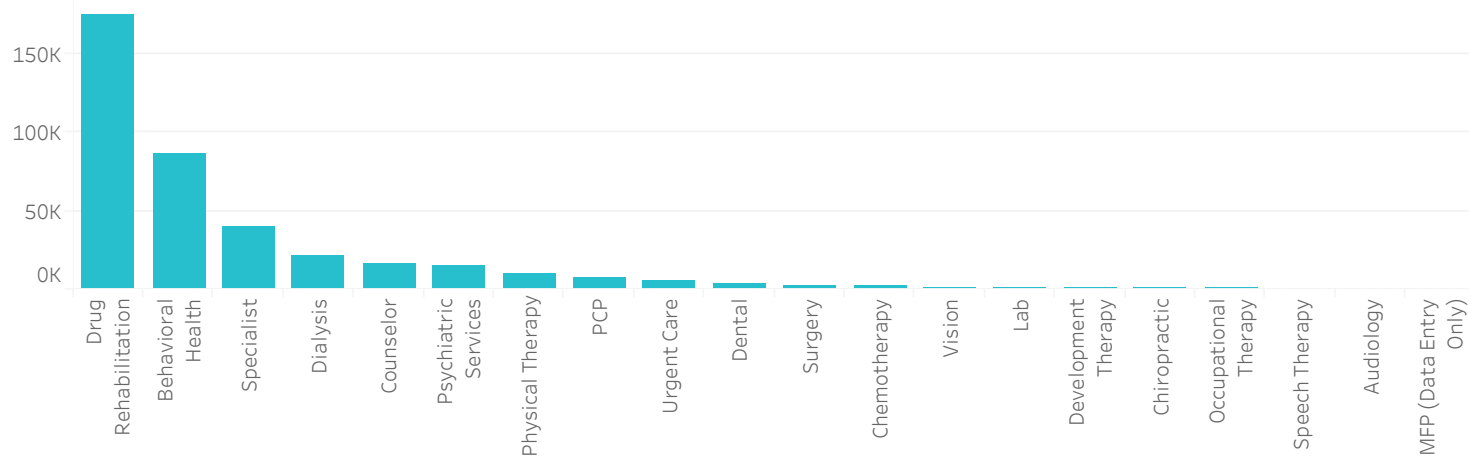
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Completed	25,054	23,993	25,407	24,127	23,579	24,181

## Total Completed Trips by Reason

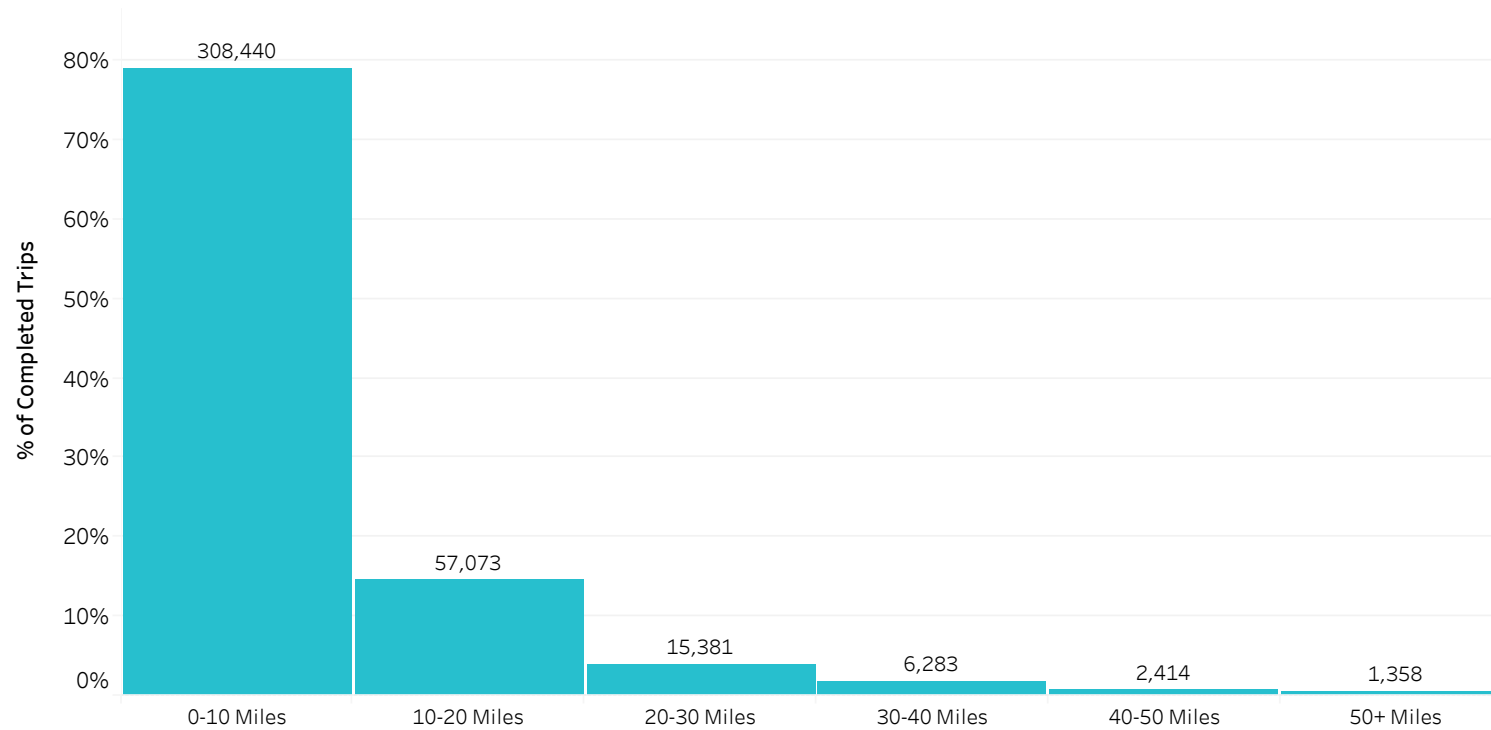
February 25, 2019



	August 2018	September ..	October 20..	November ..	December ..	January 20..
Drug Rehabilitation	177,061	159,941	174,780	162,840	164,253	174,876
Behavioral Health	68,262	62,746	76,188	73,693	75,185	86,880
Specialist	43,319	37,604	42,957	38,205	35,111	40,453
Dialysis	24,164	21,837	23,588	22,070	22,776	21,692
Counselor	16,463	14,956	17,088	15,855	14,860	16,420
Psychiatric Services	14,776	12,751	14,624	13,215	13,353	15,377
Physical Therapy	8,543	7,383	9,023	8,560	8,243	9,240
PCP	8,814	7,821	8,906	7,351	6,603	8,088
Urgent Care	5,544	5,152	6,084	5,824	5,370	4,956
Dental	2,761	2,302	2,681	2,134	2,087	2,705
Surgery	1,928	1,908	2,439	2,200	1,971	2,208
Chemotherapy	1,539	1,515	2,045	1,893	1,845	1,957
Lab	1,600	1,596	1,808	1,558	1,485	1,541
Vision	1,665	1,494	1,734	1,694	1,423	1,567
Development Therapy	1,191	877	905	825	738	907
Chiropractic	528	489	708	635	748	834
Occupational Therapy	527	507	629	529	496	616
Speech Therapy	277	254	300	324	311	363
Audiology	222	164	153	120	107	165
MFP (Data Entry Only)	45	59	57	64	57	55

## Total Completed Trips by Distance %

February 25, 2019



	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19
0-10 Miles	78.48%	78.54%	78.69%	78.99%	78.74%	78.90%
10-20 Miles	14.88%	14.78%	14.87%	14.70%	14.72%	14.59%
20-30 Miles	4.17%	4.07%	3.87%	3.89%	4.06%	3.93%
30-40 Miles	1.54%	1.67%	1.60%	1.48%	1.53%	1.61%
40-50 Miles	0.59%	0.60%	0.63%	0.59%	0.61%	0.62%
50+ Miles	0.35%	0.33%	0.33%	0.35%	0.34%	0.35%

## Cancellations by Source

February 25, 2019

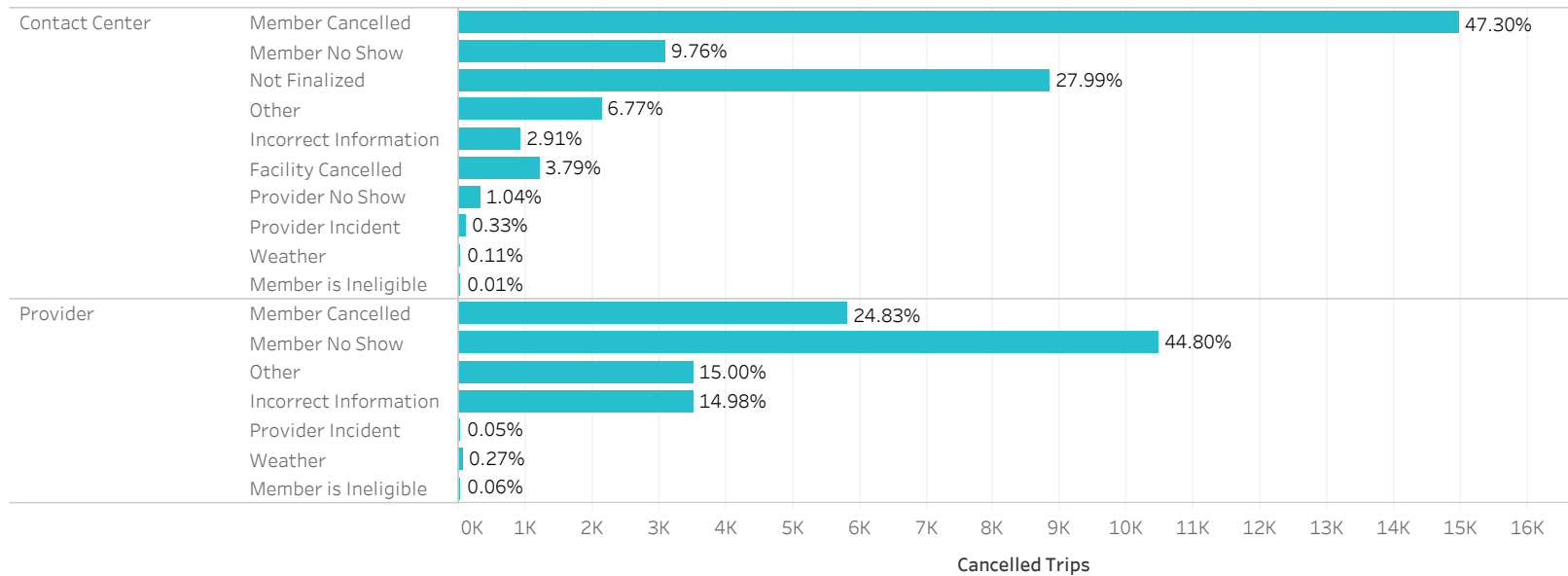


	September 2018	October 2018	November 2018	December 2018	January 2019
Contact Center	25,606	31,266	30,563	29,132	31,656
Provider	24,976	26,701	23,469	22,133	23,415
Total Cancelled	50,582	57,967	54,032	51,265	55,071



## Cancellations by Reason

February 25, 2019

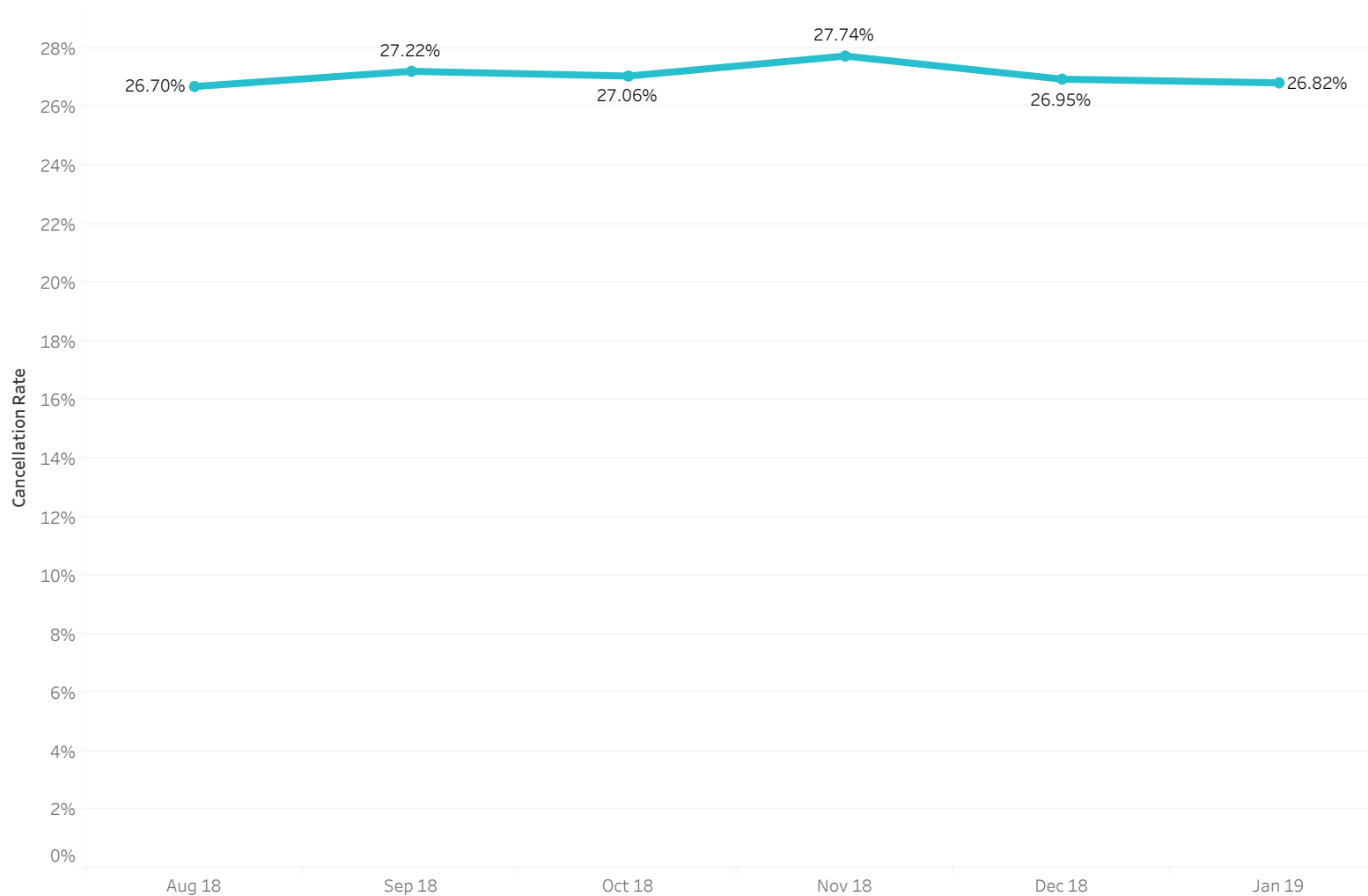


	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Member Cancelled	23,541	22,065	24,100	22,087	19,586	20,788
Member No Show	15,675	11,754	12,894	11,398	12,535	13,579
Not Finalized	6,543	6,988	9,218	8,814	8,707	8,859
Other	3,630	4,185	4,348	4,919	4,908	5,654
Incorrect Information	4,199	3,913	5,383	4,709	3,977	4,429
Facility Cancelled	851	968	1,298	1,273	1,048	1,201
Provider No Show	424	481	523	526	369	329
Provider Incident	121	155	173	137	124	117
Member is Ineligible	124	67	27	37	11	17
Weather	2	6	3	132	0	98
Grand Total	55,110	50,582	57,967	54,032	51,265	55,071

\* 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

February 25, 2019



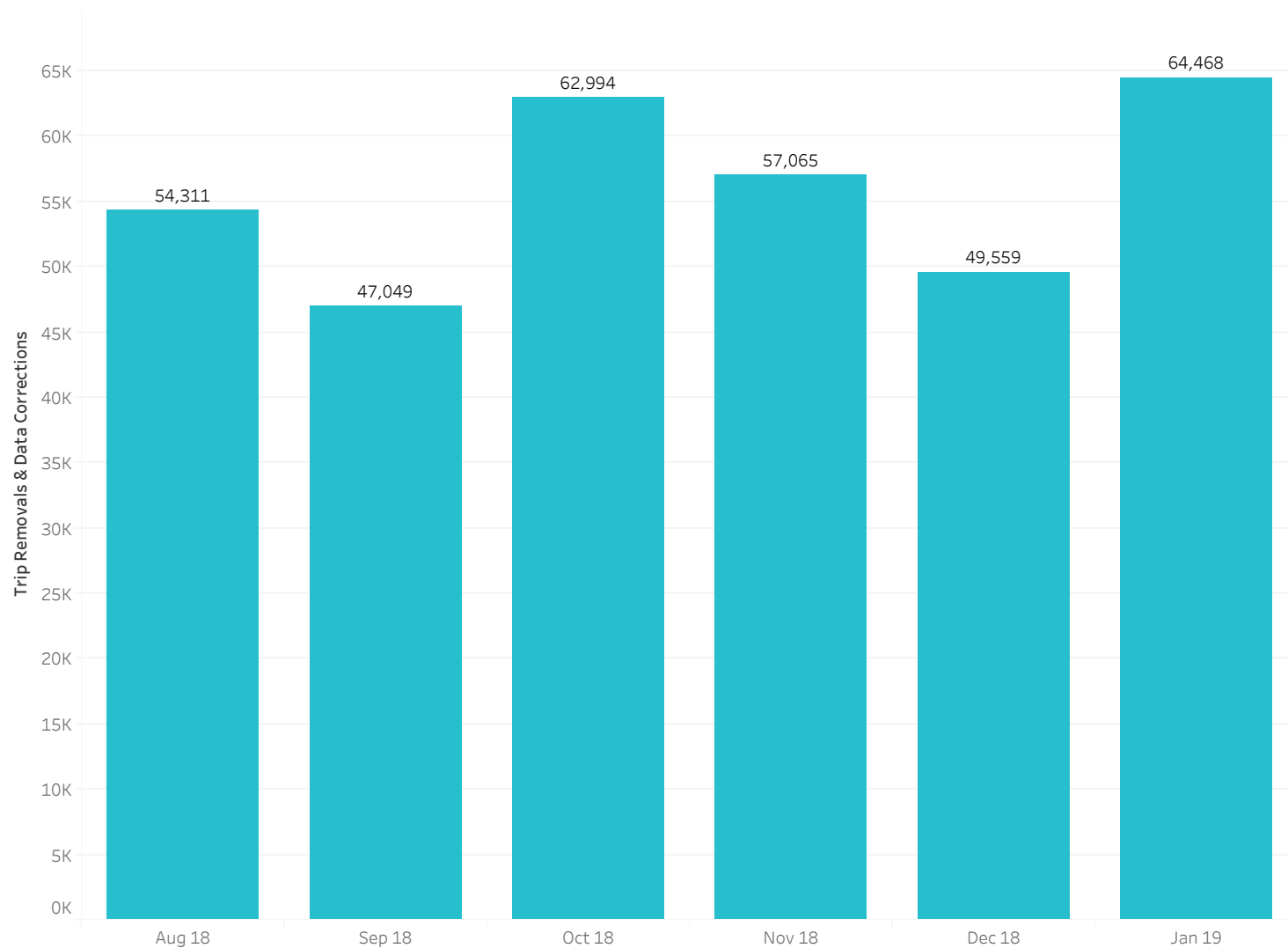
	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Cancelled Trips	55,110	50,582	57,967	54,032	51,265	55,071
Cancelled + Completed*	206,411	185,844	214,249	194,790	190,225	205,302
Cancellation Rate	26.70%	27.22%	27.06%	27.74%	26.95%	26.82%

\*Excludes Public Transit and Mileage Reimbursement

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## Trip Removals &amp; Data Corrections

February 25, 2019

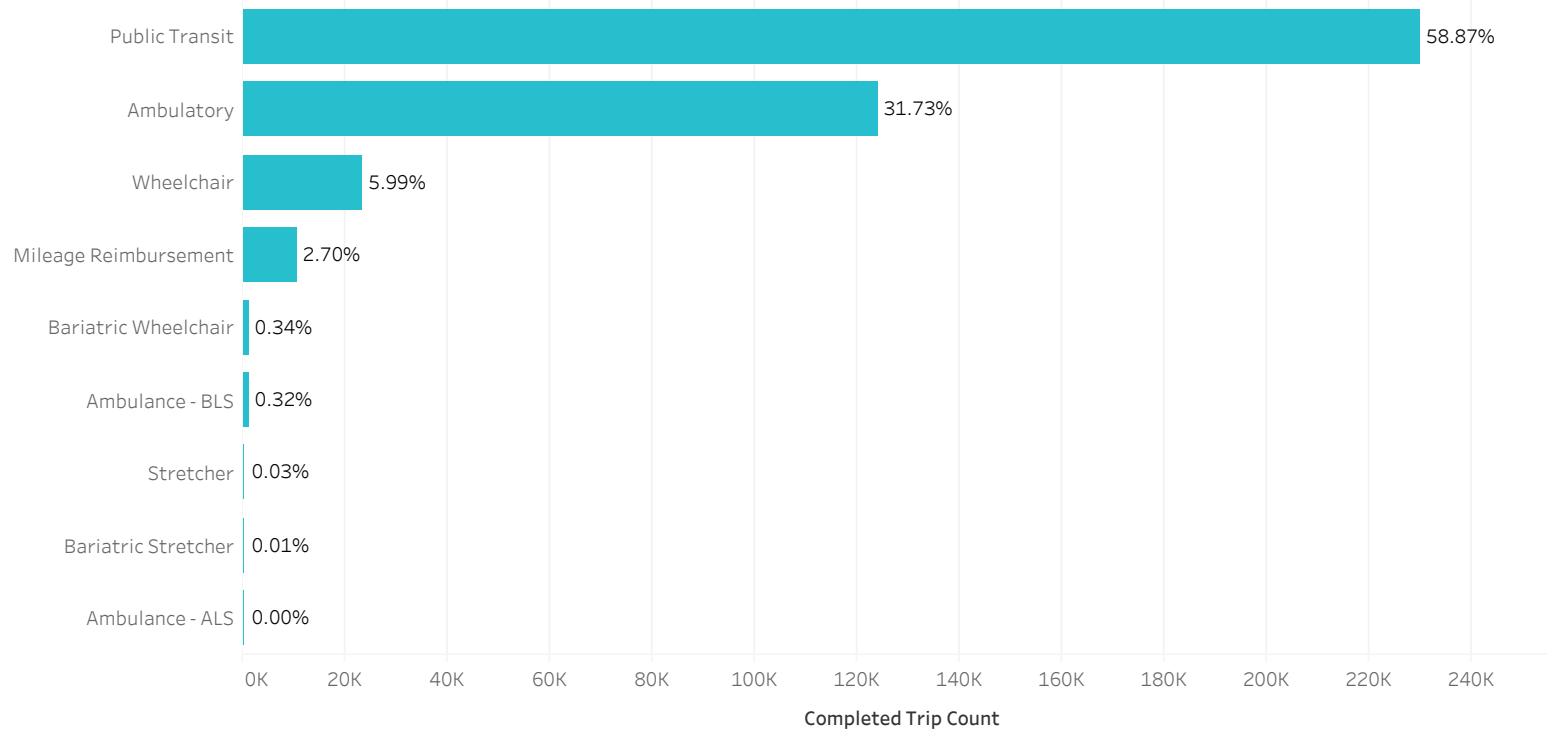


January 2019	
Trips Remov..	64,468

\*Excludes Public Transit and Mileage Reimbursement

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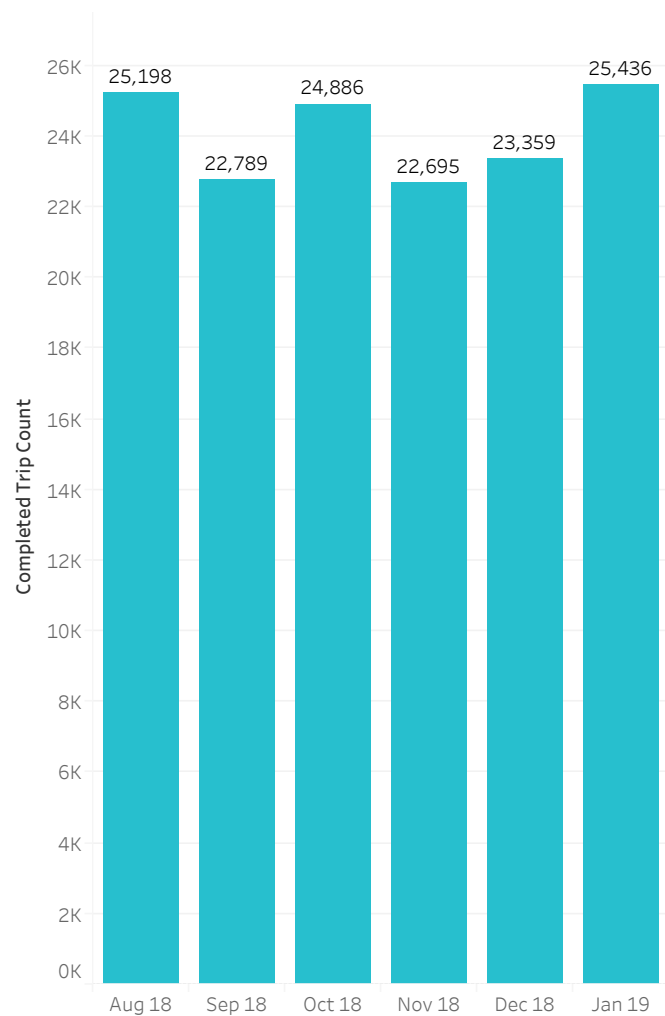
# Transportation by Mode



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Public Transit	219,026	197,379	219,952	209,025	207,825	230,177
Ambulatory	120,039	107,530	125,101	112,346	111,722	124,061
Wheelchair	24,773	22,139	25,193	22,675	21,719	23,421
Mileage Reimbursement	8,917	8,715	10,463	9,816	10,237	10,492
Ambulance - BLS	4,656	3,902	4,158	4,015	3,834	1,245
Bariatric Wheelchair	1,577	1,288	1,357	1,258	1,151	1,331
Stretcher	33	161	266	209	272	132
Ambulance - ALS	198	202	191	195	226	14
Bariatric Stretcher	10	40	16	50	36	27

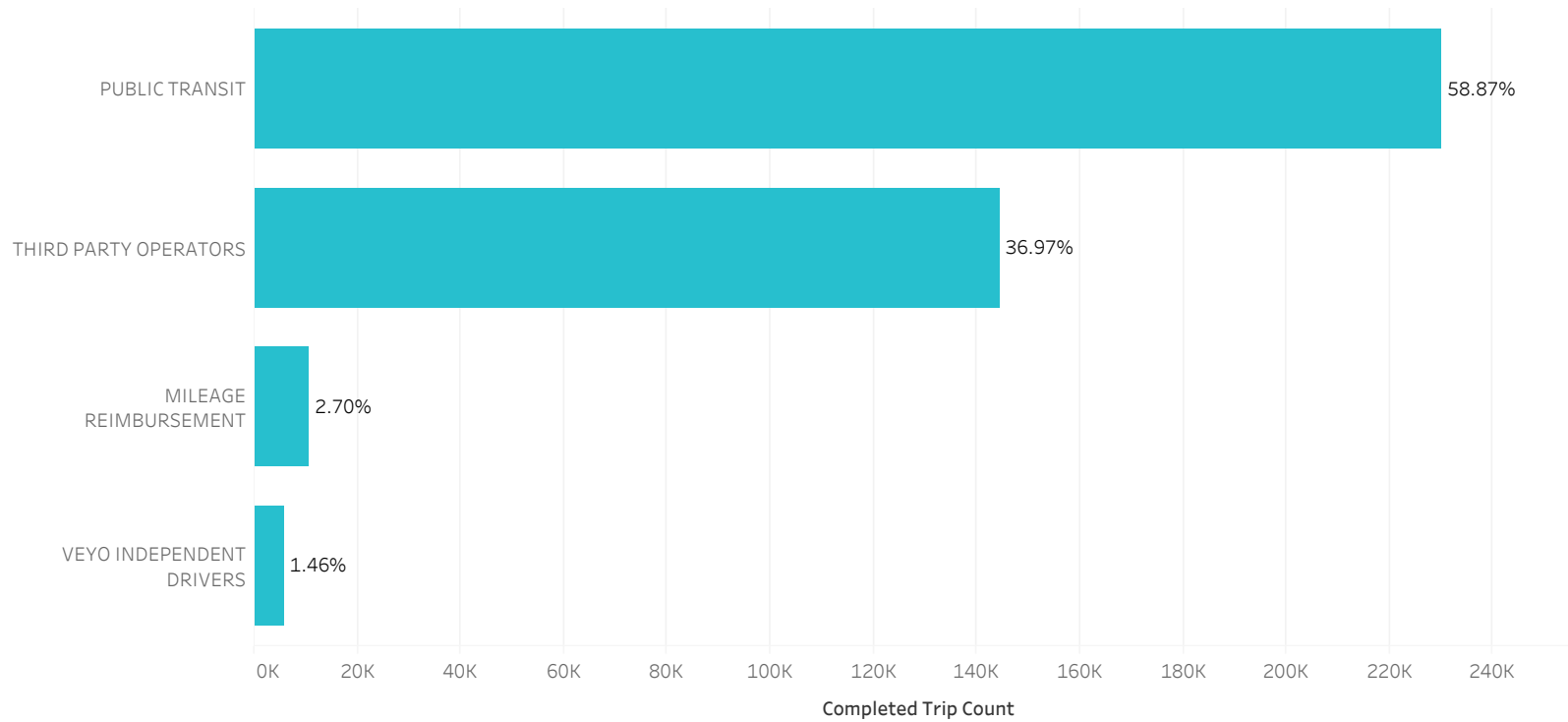
## Trips Exceeding 20 Miles

February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Trips Exceeding 20 Miles	25,198	22,789	24,886	22,695	23,359	25,436

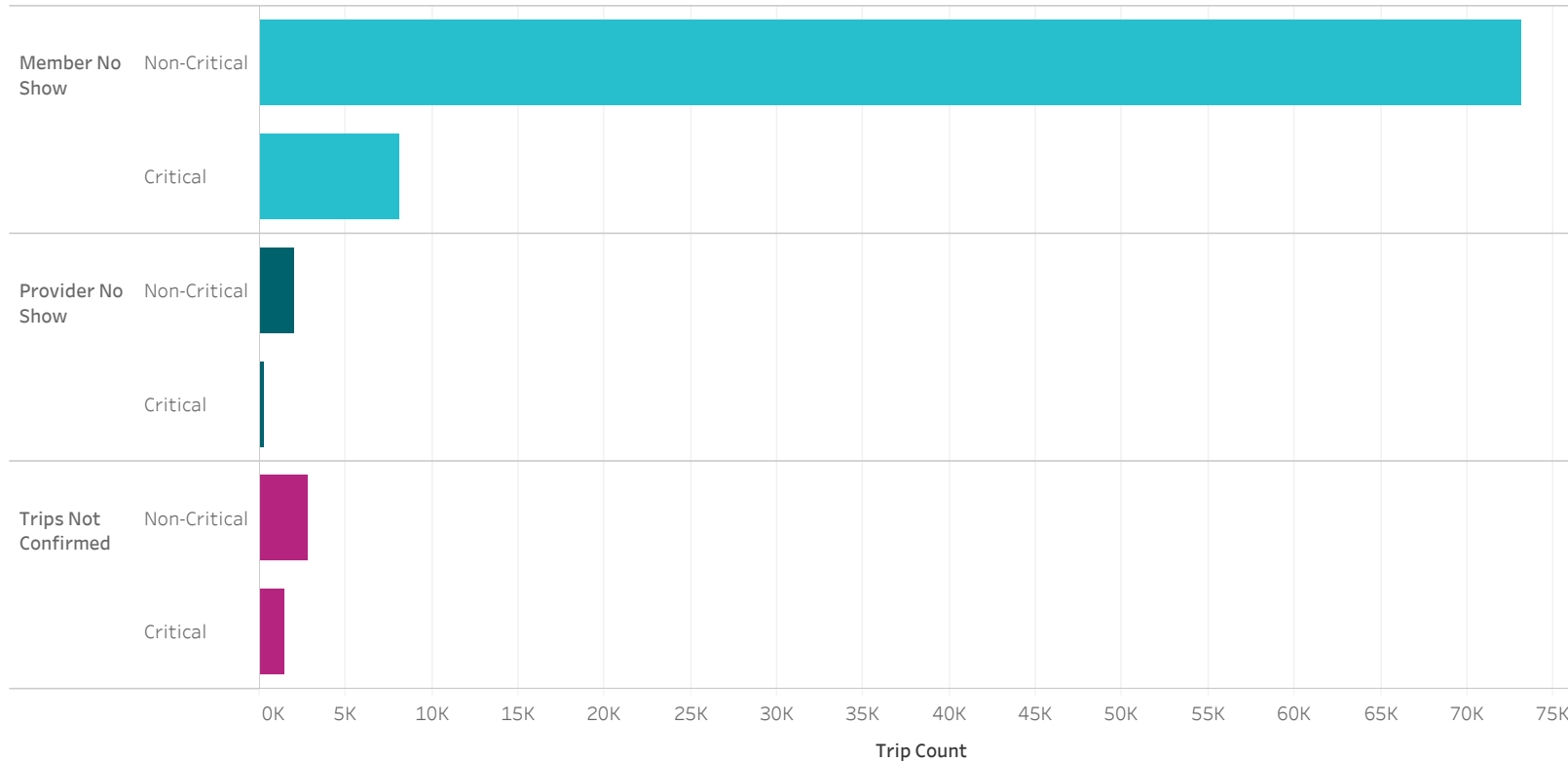
# Provider Mix



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
PUBLIC TRANSIT	219,026	197,379	219,952	209,025	207,825	230,177
THIRD PARTY OPERATORS	148,682	132,503	152,313	137,231	134,895	144,521
MILEAGE REIMBURSEMENT	8,917	8,715	10,463	9,816	10,237	10,558
VEYO INDEPENDENT DRIVERS	2,619	2,759	3,969	3,527	4,065	5,710

## Unfulfilled Trip Counts

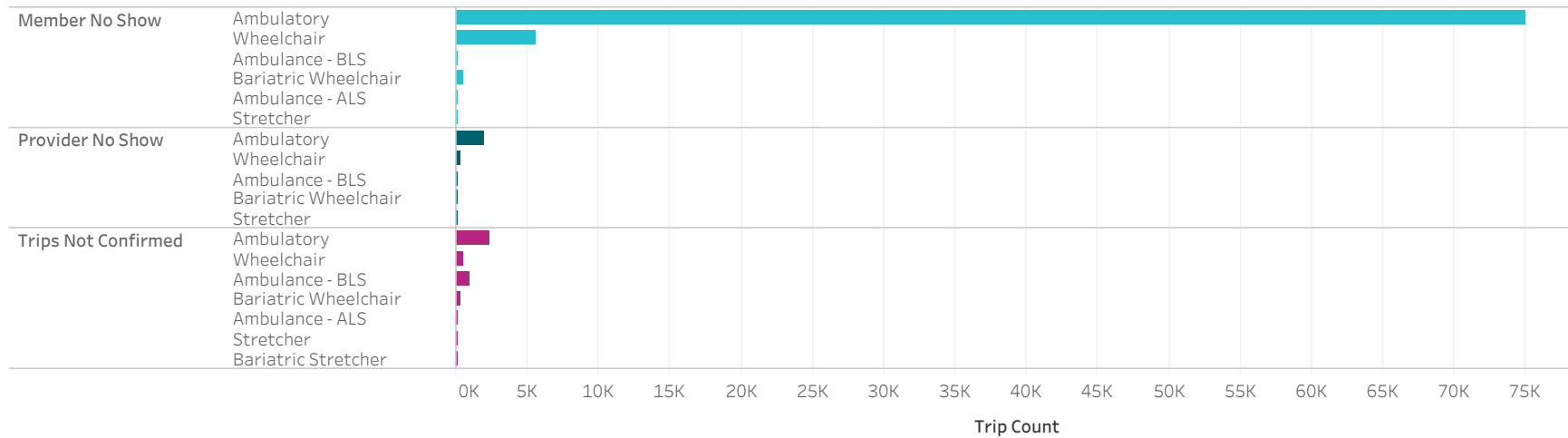
February 25, 2019



		August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Member No Show	Critical	1,370	1,212	1,464	1,403	1,341	1,323
	Non-Critical	15,506	10,260	11,319	10,612	11,868	13,563
Provider No Show	Critical	25	65	53	70	42	31
	Non-Critical	323	348	398	391	294	256
Trips Not Confirmed	Critical	227	279	405	174	254	123
	Non-Critical	258	567	990	452	299	192
Total Unfulfilled		17,709	12,731	14,629	13,102	14,098	15,488

## Unfulfilled Trips by Mode

February 25, 2019

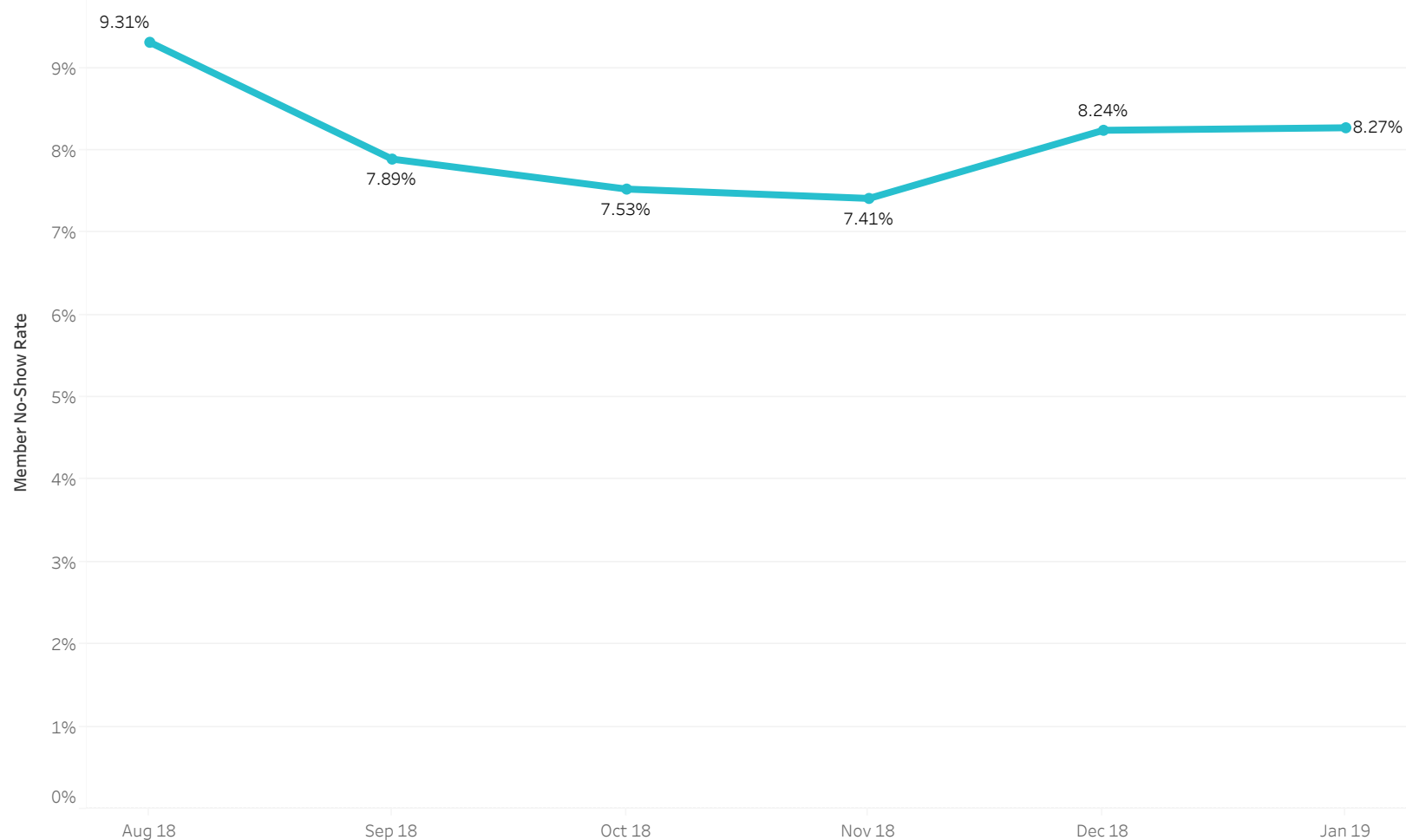


		August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Member No Show	Ambulance - ALS				1		
	Ambulance - BLS	18	21	41	33	13	14
	Ambulatory	15,847	10,565	11,683	10,938	12,237	13,707
	Bariatric Wheelchair	73	45	93	107	88	72
	Stretcher		1				1
	Wheelchair	938	840	966	936	871	1,092
Provider No Show	Ambulance - BLS				10	5	
	Ambulatory	301	358	390	389	286	235
	Bariatric Wheelchair	4	12	4	8	2	2
	Stretcher				2		
	Wheelchair	43	43	57	52	43	50
Trips Not Confirmed	Ambulance - ALS	2	14	24	13	5	2
	Ambulance - BLS	91	163	296	185	150	67
	Ambulatory	238	505	886	298	256	148
	Bariatric Stretcher		4		9		5
	Bariatric Wheelchair	48	64	52	44	37	33
	Stretcher	7	1	7	2	8	8
	Wheelchair	99	95	130	75	97	52
Total Unfulfilled		17,709	12,731	14,629	13,102	14,098	15,488



## Member No-Shows

February 25, 2019

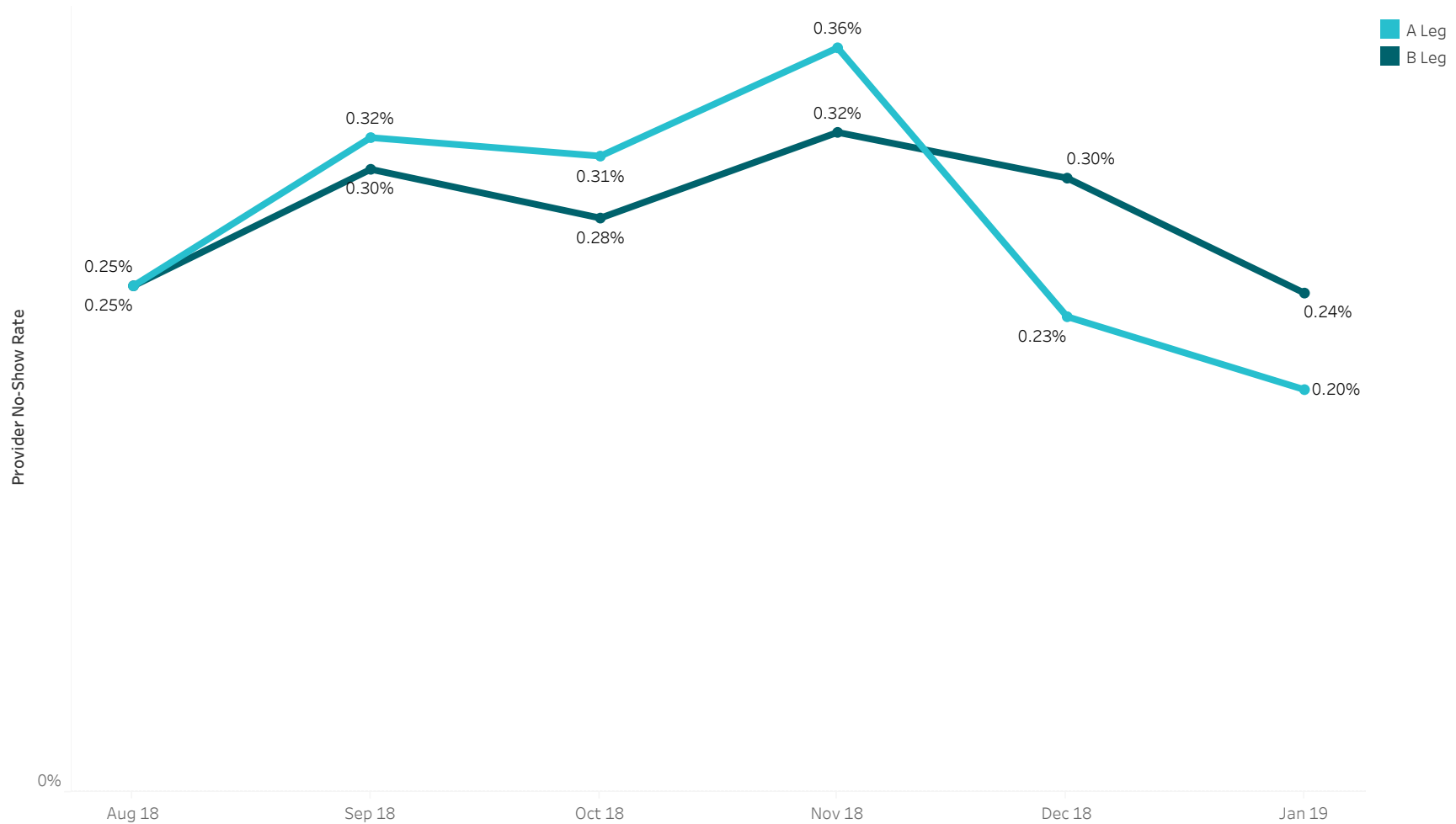


	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Member No-Show Count	15,530	11,589	12,722	11,271	12,481	13,548
No-Shows + Completed*	166,816	146,851	169,004	152,019	151,441	163,779
Member No-Show Rate	9.31%	7.89%	7.53%	7.41%	8.24%	8.27%

\* Excludes Public Transit and Mileage Reimbursement

## Provider No-Shows

February 25, 2019

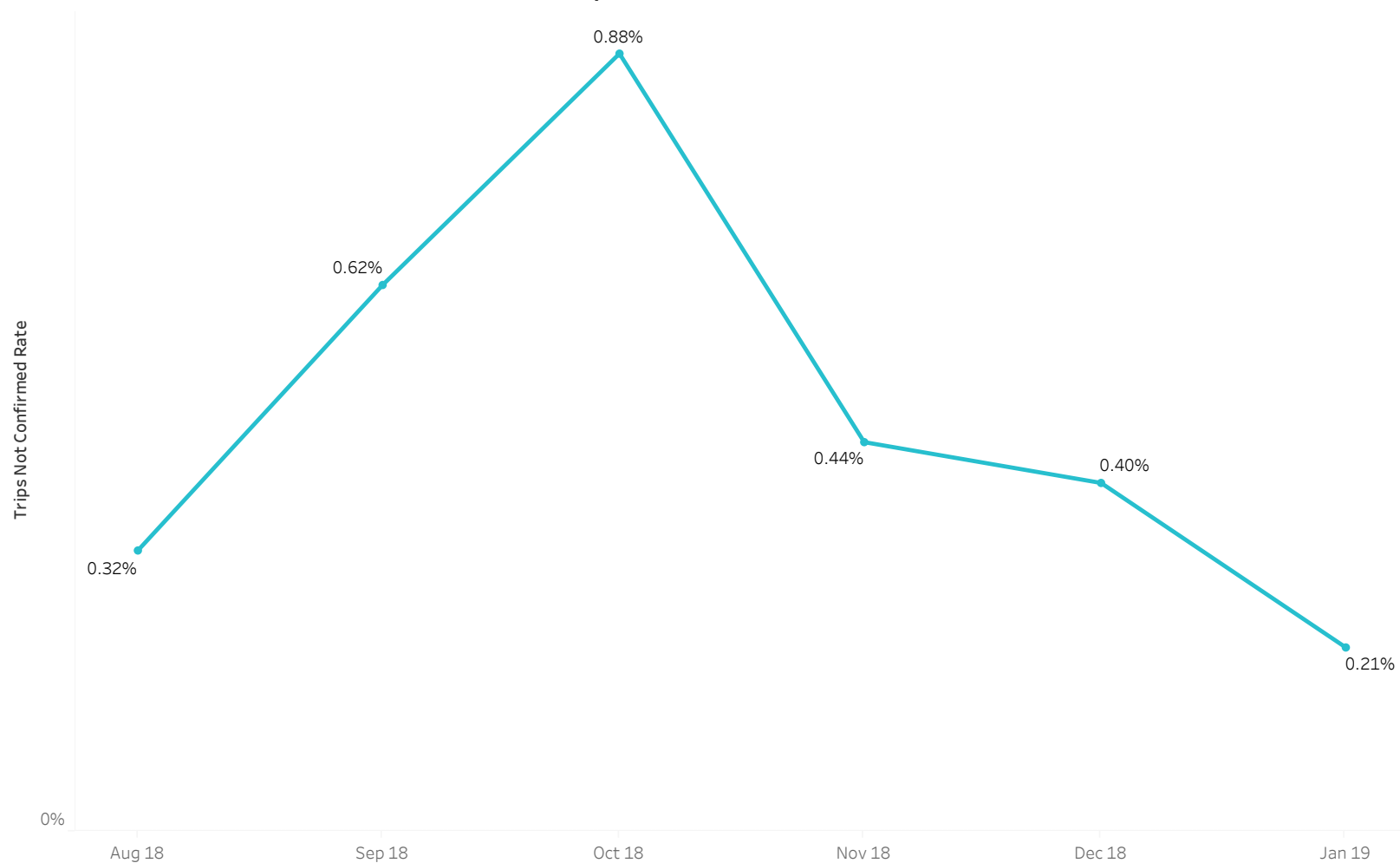


	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Provider No-Show Count	373	421	461	482	368	329
No-Show + Completed*	151,674	135,683	156,743	141,240	139,328	150,560
Provider No-Show Rate	0.25%	0.31%	0.29%	0.34%	0.26%	0.22%

\* Excludes Public Transit and Mileage Reimbursement. In many cases Veyo is able to rescue these trips using alternate providers.

## Trips Not Confirmed

February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Not Confirmed	485	846	1,395	626	553	315
Not Confirmed + Completed*	151,771	136,109	157,677	141,374	139,513	150,546
Not Confirmed Rate	0.32%	0.62%	0.88%	0.44%	0.40%	0.21%

\* Excludes Public Transit and Mileage Reimbursement



# Monthly Complaints Report

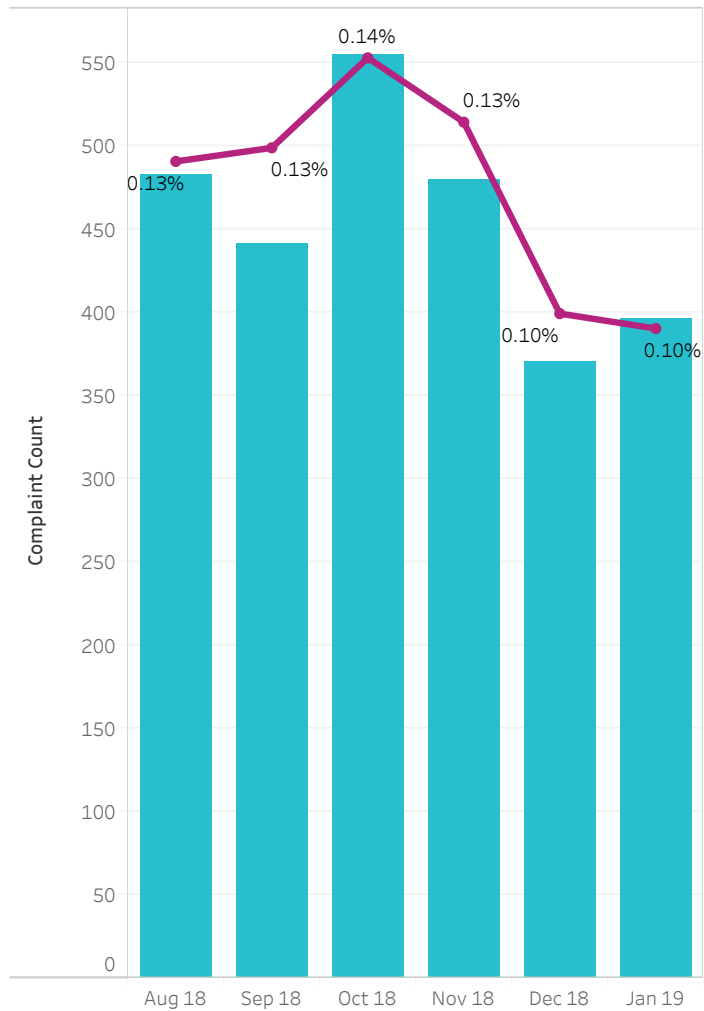
Connecticut Medicaid

Reporting Period: **January 2019**

Veyo Healthcare Logistics

## Total Complaints

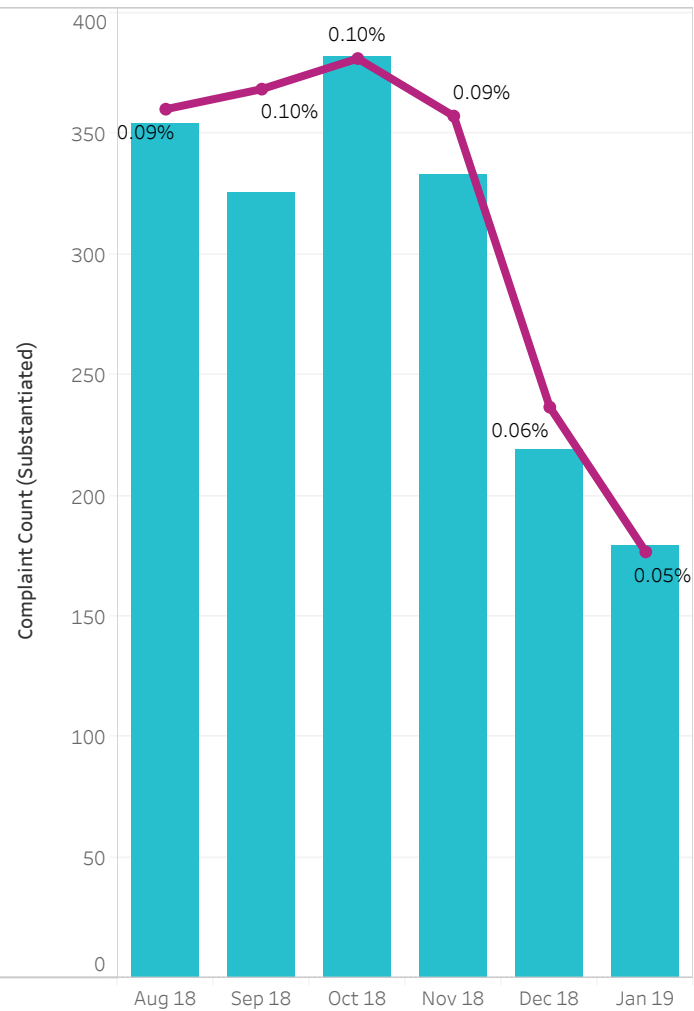
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Completed Trips	379,229	341,356	386,697	359,589	357,022	390,900
Total Complaint Count	483	442	555	480	370	396
Complaint %	0.13%	0.13%	0.14%	0.13%	0.10%	0.10%

## Substantiated Complaints

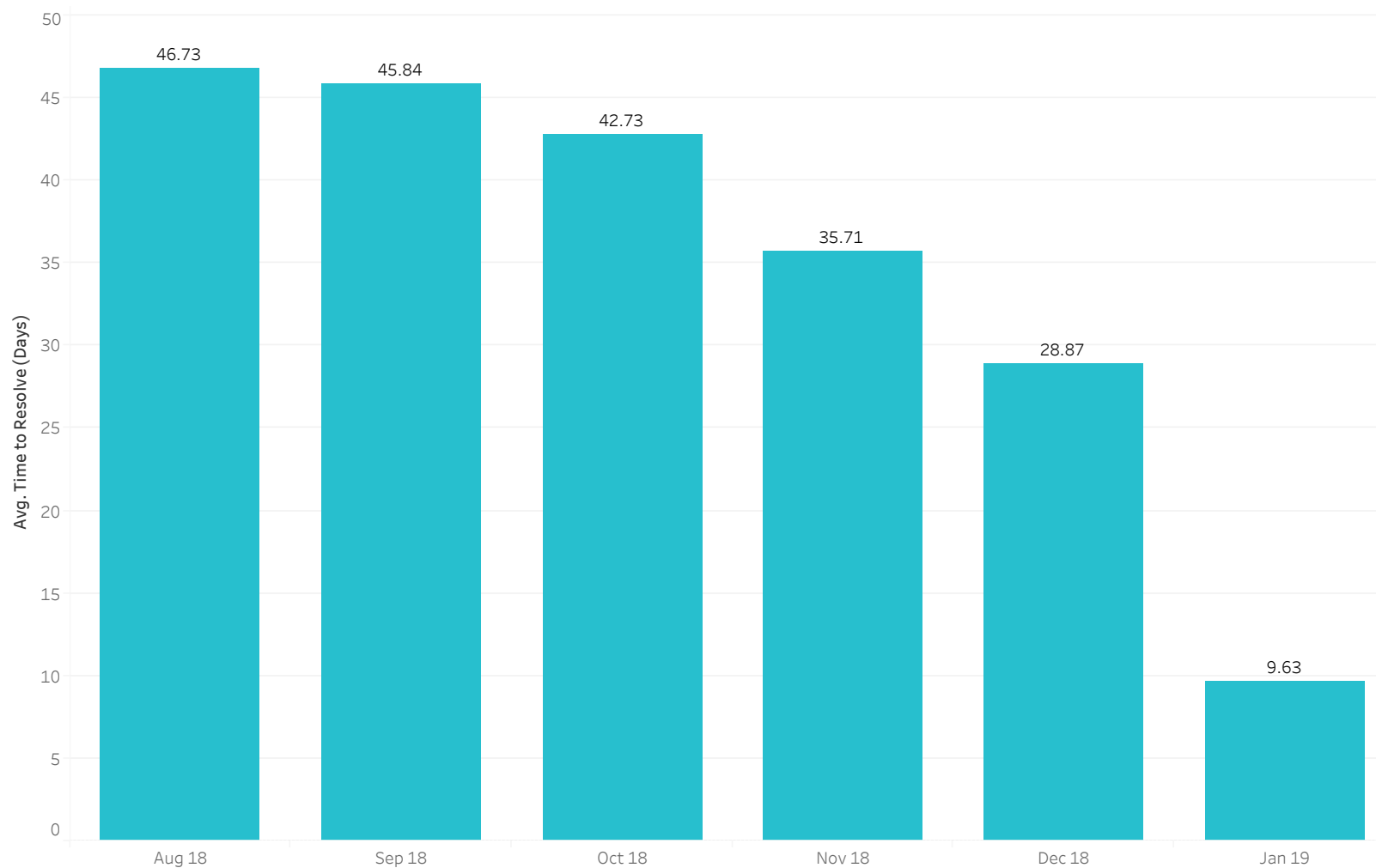
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Completed Trips	379,229	341,356	386,697	359,589	357,022	390,900
Substantiated Complaints	354	326	382	333	219	179
Substantiated Complaint %	0.09%	0.10%	0.10%	0.09%	0.06%	0.05%

## Average Time to Resolve

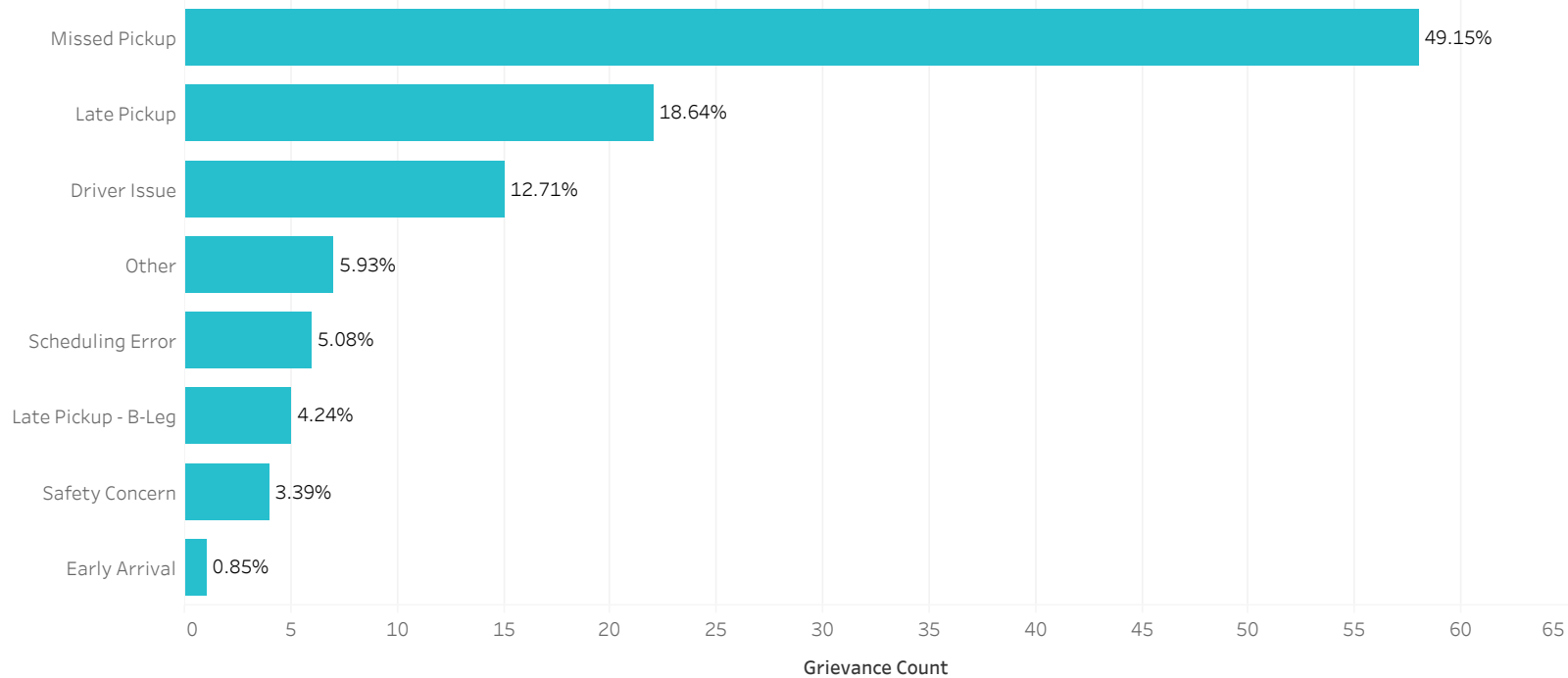
February 25, 2019



	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Grievance Count	483	442	555	480	370	396
Resolved Count	483	440	551	452	297	249
Avg. Time to Resolve (Days)	46.73	45.84	42.73	35.71	28.87	9.63

## Substantiated Complaints by Subcategory

February 25, 2019

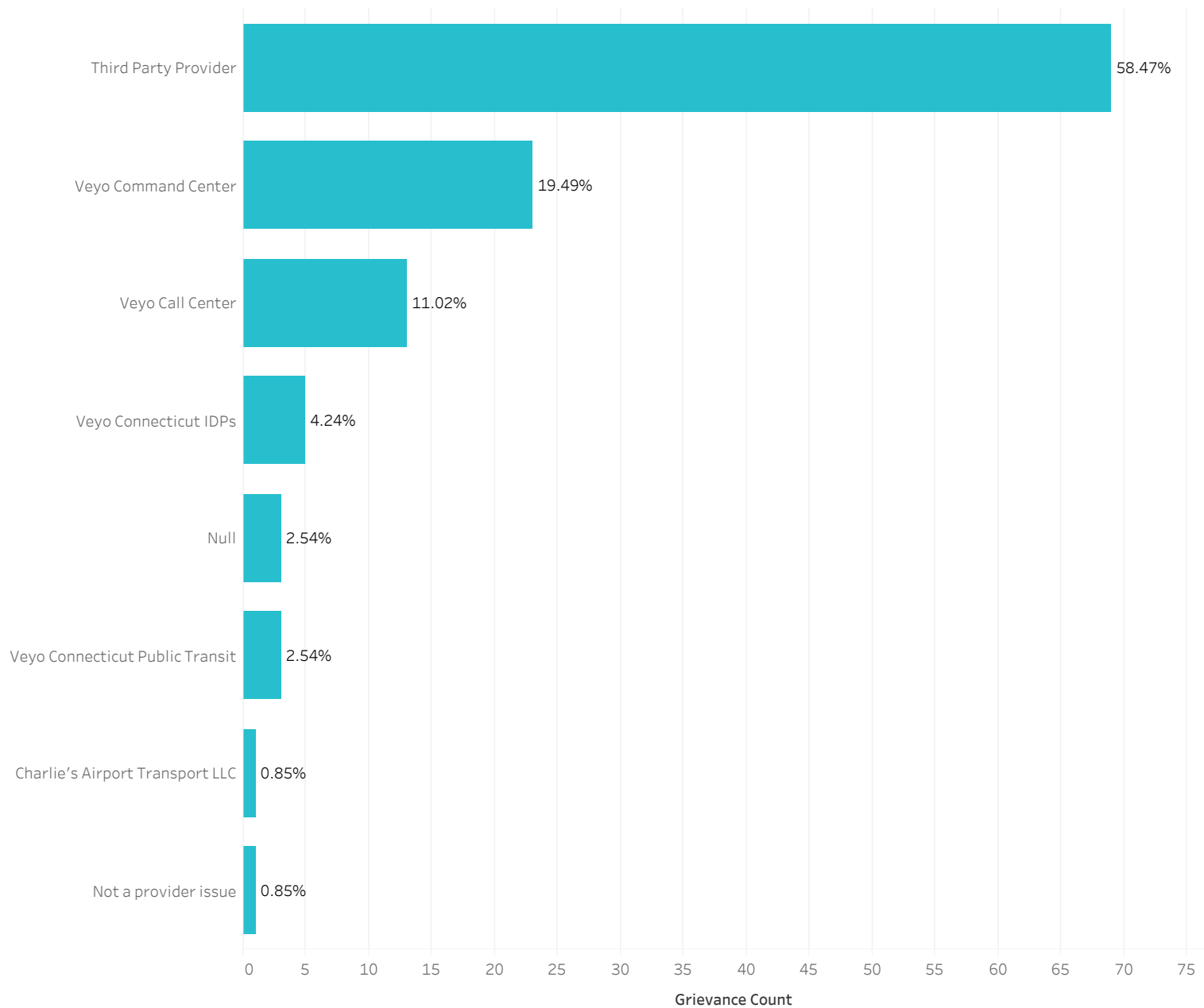


	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019
Missed Pickup	158	158	210	195	131	99
Late Pickup	89	80	86	70	41	36
Late Pickup - B-Leg	37	26	27	23	12	9
Driver Issue	24	20	17	15	13	15
Other	18	19	21	15	14	7
Safety Concern	14	8	3	7	2	6
Scheduling Error	5	8	6	3	3	6
Agent Issue	4	3	5	2		
Damage/Injury		4	6		1	
Vehicle Issue	1		2	2	2	
Early Arrival	4					1



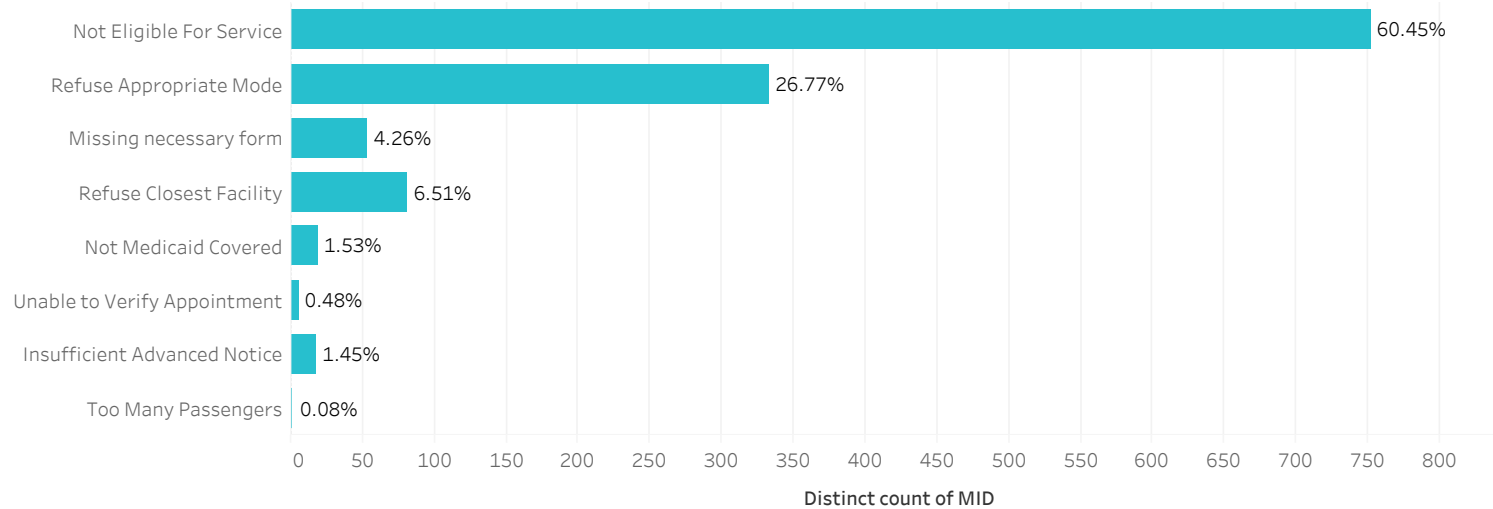
## Substantiated Complaints by Provider

February 25, 2019



## Members With Denied Trips

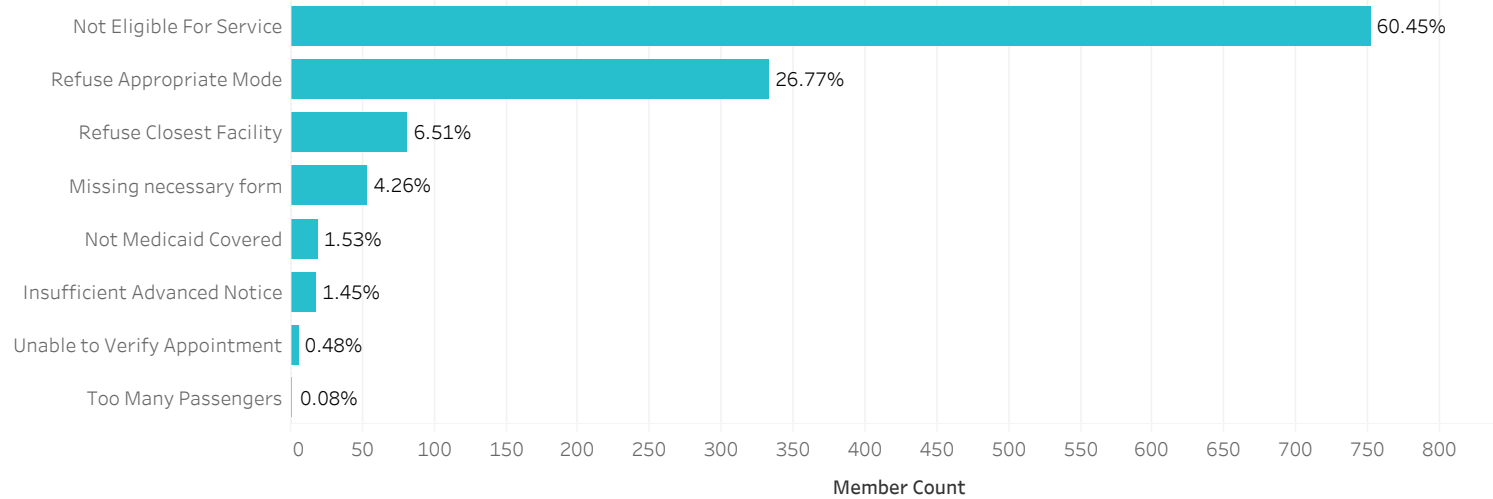
February 25, 2019



		Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Unique Requests	Not Eligible For Service	21	14	26	26	20	58
	Refuse Appropriate Mode	112	65	130	158	114	132
	Missing necessary form	101	75	137	82	74	28
	Not Medicaid Covered	2	1	3	1	1	4
	Refuse Closest Facility	23	10	29	26	23	50
	Insufficient Advanced Notice	28	23	21	22	37	18
	Unable to Verify Appointment	2	1	4	5	2	4
	Too Many Passengers			1		1	1
Total		284	189	343	317	269	291
Trips Under Recurring Schedule	Not Eligible For Service	293	287	327	387	671	700
	Refuse Appropriate Mode	305	145	90	124	158	203
	Missing necessary form	42	18	39	23	36	26
	Not Medicaid Covered	17	4	14	12	19	15
	Refuse Closest Facility	3	2	2	11	5	31
	Insufficient Advanced Notice	3	3		1		
	Unable to Verify Appointment		2	21	3	2	2
	Denied by Health Plan			1			
Total		654	456	488	553	877	966

## Members Receiving Notices of Action

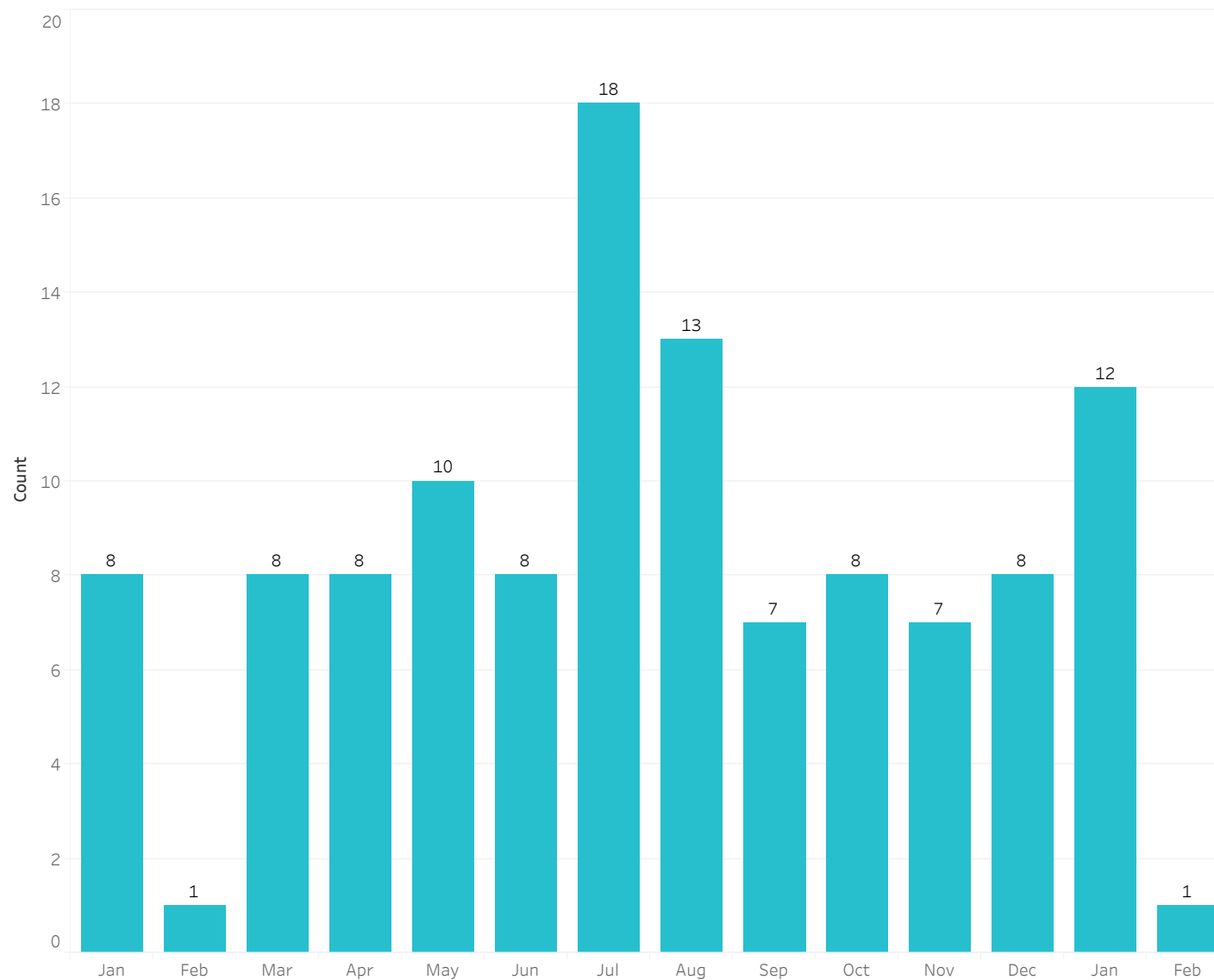
February 25, 2019



	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Not Eligible For Service	313	299	349	412	688	752
Refuse Appropriate Mode	401	210	217	279	272	333
Missing necessary form	143	93	176	105	110	53
Refuse Closest Facility	26	12	31	37	28	81
Insufficient Advanced Notice	31	26	21	23	37	18
Not Medicaid Covered	19	5	17	13	20	19
Unable to Verify Appointment	2	3	25	7	4	6
Too Many Passengers			1		1	1
Denied by Health Plan			1			
<b>Total</b>	<b>919</b>	<b>642</b>	<b>823</b>	<b>865</b>	<b>1,141</b>	<b>1,244</b>

## Admin Hearing Requests

February 25, 2019



	Janu..	Febr..	Marc..	April ..	May ..	June ..	July ..	Augu..	Sept..	Octo..	Nove..	Dece..	Janu..	Febr..
Received Requests	8	1	8	8	10	8	18	13	7	8	7	8	12	1

## Documentation

Please note, the data points represented in this report are intended to be viewed as a snapshot of the information we have in the Veyo system at the time the report was created.

**Trips Booked:** Count of trips in the system broken down by the requested trip date. This includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. The other metrics displayed in this report are not necessarily mutually exclusive.

**Cancelled Trips:** Trips cancelled on or after the date of the requested trip are considered in our cancellation trip counts and rates. We do not include trips cancelled prior to the trip date because these trips do not have the same impact as trips that were cancelled after being sent to and confirmed by the provider.

**Cancellation Rate:** For all rate calculations, we take the numerator (in this case cancelled trips) and add it to the number of completed or assumed completed trips for the denominator. We are excluding Public Transit and Mileage Reimbursement in these calculations.

**Cancellations by Source:** This shows a breakdown of who the trip was cancelled by or how the trip was cancelled. The Contact Center category includes Member and Facility cancellations.

**Cancellations by Reason:** This shows a breakdown of reason for cancellation. For example, if the member called the provider to cancel a trip, this trip would show the provider as being the cancellation source and Member Cancelled would be the cancellation reason. Trips that are cancelled under the reason "Not Finalized" are trips that were not finalized by the provider by the deadline and therefore cancelled. Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.

**Trip Removal & Data Correction:** These are trips that have been cancelled prior to the requested trip date. During the implementation phase, many of these trips are invalid trips that get cancelled during our data cleaning process in an attempt to reduce the number of "bad trips" being sent to providers. These trips are not included in the other metrics shown in this report, and they are grouped based on the date of cancellation as opposed to the date of the trip.

**Complaints:** All complaint counts include both resolved and unresolved complaints, based on the date the complaint was reported. All complaints are reported by or on behalf of the member.

**Denied Trips and Notices of Action:** One NOA is sent for every denied trip booking request. For example, if a member requests a 5 day per week standing order trip that is denied, this would show as 5 trip denials for the week in question, but only 1 NOA would be sent to this member for this trip booking request. This report shows the number of members who have received NOAs; however, if a member gets denied on multiple requests, they could receive multiple NOAs. Members may also exist in multiple NOA buckets; however, each individual member will only appear in the "Total Members Receiving NOAs" count once.

**Unfulfilled Trips:** This metric is representative of all valid trip requests that did not get fulfilled either as a result of a member no-show, a provider no-show, or trips that did not get matched to a provider (shows as **Trips Not Confirmed**). We have further broken down this metric into three buckets: 1. Critical, e.g. Chemotherapy, Dialysis, etc. 2. Non-critical, e.g. all other appointment types 3. Ineligible; trips booked for members who are no longer eligible for the service, meaning the trip is no longer valid. Please note that unfulfilled trips and cancelled trips are not mutually exclusive.