



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **April 2019**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **April 2019**

Veyo Healthcare Logistics

Call Center Summary

May 14, 2019

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

Call Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862
Avg Daily Calls Received	3,509	3,108	3,554	3,353	3,208	3,349
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353
Answered %	93.8%	96.8%	94.5%	94.6%	92.4%	95.6%

Average Speed Of Answer Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862
Avg Speed of Answer (seconds)	57.1	28.4	56.5	67.8	90.6	53.5

Average Abandon Rate Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862
Total Calls Abandoned	4,090	1,404	3,613	3,195	5,483	3,018
Abandon %	3.8%	1.4%	3.2%	3.3%	5.4%	3.0%

Average Handle Time Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353
Avg Handle Time (minutes)	5.1	5.1	5.1	4.9	5.0	4.6

Service Level Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Handled Within Service Level	88,871	92,073	95,327	79,952	75,501	87,456
Handled Outside Service Level	16,387	4,271	14,854	13,928	23,943	13,017
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862
Service Level	84.4%	95.6%	86.5%	85.2%	75.9%	87.0%

Call Center Summary, Facility

May 14, 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)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411
Avg Daily Calls Received	471	428	457	492	309	289
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123
Answered %	94.8%	97.4%	95.4%	94.7%	93.2%	95.5%

Average Speed Of Answer Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411
Avg Speed of Answer (seconds)	50.2	20.7	45.7	53.0	71.9	45.4

Average Abandon Rate Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411
Total Calls Abandoned	298	58	217	277	289	161
Abandon %	2.8%	0.6%	2.0%	2.8%	4.4%	2.5%

Average Handle Time Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123
Avg Handle Time (minutes)	5.9	6.1	6.0	6.0	6.2	6.1

Service Level Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Handled Within Service Level	9,005	8,707	9,431	8,672	5,206	5,623
Handled Outside Service Level	1,360	274	1,080	1,165	1,290	728
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411
Service Level	86.9%	96.9%	89.7%	88.2%	80.1%	88.5%

KPIs

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



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **April 2019**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Completed Trips	355,249	352,898	390,131	359,594	398,360	404,056

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
A Leg	66.65%	69.58%	70.79%	69.75%	66.46%	68.17%
B Leg	89.29%	92.11%	92.30%	92.17%	91.75%	92.28%
Both Legs	77.70%	80.59%	81.33%	80.75%	78.78%	79.91%

* Excludes Public Transit and Mileage Reimbursement

A-Leg is the first part of a round trip or and B-Leg is the return trip

Member No Show Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Member No-Show Count	11,251	12,468	13,534	12,083	14,778	14,875
No-Shows + Completed*	147,553	147,064	162,379	150,187	166,752	162,774
Member No-Show Rate	7.63%	8.48%	8.33%	8.05%	8.86%	9.14%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Trips Booked	430,890	436,182	481,679	445,627	493,330	500,495

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Mileage	2,385,038	2,392,190	2,655,448	2,469,244	2,690,624	2,628,566
Avg. Mileage	6.71	6.78	6.81	6.87	6.75	6.51

Trip % Distance Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
0-10 Miles	79.10%	78.84%	78.85%	78.38%	79.14%	80.68%
10-20 Miles	14.65%	14.69%	14.62%	14.91%	14.27%	13.09%
20-30 Miles	3.87%	4.04%	3.96%	4.09%	4.07%	3.93%
30-40 Miles	1.46%	1.52%	1.61%	1.66%	1.64%	1.45%
40-50 Miles	0.57%	0.59%	0.62%	0.61%	0.58%	0.55%
50+ Miles	0.34%	0.33%	0.35%	0.34%	0.31%	0.30%

Completed Trips by Mode

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Ambulatory	112,346	111,722	124,061	115,478	126,793	121,998
Mileage Reimbursement	9,922	10,480	11,109	10,562	12,149	12,191
Public Transit	209,025	207,825	230,177	210,928	234,239	243,966
Wheelchair	23,956	22,874	24,784	22,626	25,181	25,901

Members with Completed Trips Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Completed Trips	22,897	22,344	23,982	23,672	24,388	24,183

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Drug Rehabilitation	162,940	164,467	175,341	160,688	180,159	177,756
Behavioral Health	73,685	75,198	86,918	82,516	93,149	99,662
Specialist	37,290	34,236	40,172	36,903	39,140	39,309
Dialysis	20,469	21,054	20,884	19,264	21,566	21,579
Counselor	15,855	14,860	16,430	15,045	15,996	16,394
Psychiatric Services	13,203	13,348	15,391	13,008	13,947	14,283
Physical Therapy	8,546	8,239	9,239	8,832	9,456	9,715
PCP	7,252	6,515	8,037	7,069	7,495	7,391
Urgent Care	4,425	4,047	4,870	4,367	4,719	4,844
Dental	2,117	2,075	2,711	2,316	2,527	2,606
Chemotherapy	1,786	1,763	1,929	1,839	2,006	2,278
Surgery	1,994	1,792	2,171	1,836	1,889	1,916
Vision	1,671	1,405	1,557	1,627	1,713	1,815
Lab	1,523	1,442	1,533	1,657	1,813	1,714
Development Therapy	825	738	909	762	832	685
Chiropractic	635	748	838	753	742	779
Occupational Therapy	528	496	616	572	621	685
Speech Therapy	322	314	365	318	335	364
Audiology	120	107	165	174	180	214
MFP (Data Entry Only)	63	57	55	48	77	67

Transportation Provider Summary

May 14, 2019

Number of Providers

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
69	69	74	71	71	75

Provider No-Show Count

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
471	363	329	309	380	260

Provider Mix Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
PUBLIC TRANSIT	209,025	207,825	230,177	210,928	234,239	243,966
CONTRACTED PROVIDERS	132,775	130,531	143,135	132,265	143,912	136,945
MILEAGE REIMBURSEMENT	9,922	10,480	11,109	10,562	12,149	12,191
VEYO INDEPENDENT DRIVERS	3,527	4,065	5,710	5,839	8,062	10,954

Late Trip Count by Provider

Nov 2018		Dec 2018		Jan 2019		Feb 2019		Mar 2019		Apr 2019	
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	Late Trips	% of Trips Late
30,329	22.30%	26,076	19.41%	27,740	18.67%	26,535	19.25%	32,182	21.22%	29,673	20.09%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Call Center	Member Cancelled	13,915	14,934	15,588	16,439	13,100
	Member No Show	2,376	3,087	2,265	3,079	3,522
	Not Finalized	8,582	8,814	8,691	8,871	8,815
	Other	2,352	2,678	2,433	2,361	1,746
	Incorrect Information	779	914	720	968	882
	Facility Cancelled	1,005	1,189	1,231	1,193	1,082
	Provider No Show	364	329	309	383	260
	Weather	0	34	372	103	1
	Provider Incident	103	106	75	140	115
	Member is Ineligible	1	2	3	1	2
Transportation Provider	Member Cancelled	5,514	5,770	6,101	6,373	6,801
	Member No Show	10,146	10,478	9,931	11,921	11,656
	Other	2,790	3,385	3,741	4,172	3,569
	Incorrect Information	3,175	3,508	3,222	3,865	3,551
	Weather		64	193	266	6
	Provider Incident	20	11	18	30	93
	Member is Ineligible	10	15	5	9	6
Grand Total		51,132	55,318	54,898	60,174	55,207

Same Day Cancellation Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Cancelled Trips	53,678	51,132	55,318	54,898	60,174	55,207
Cancelled + Completed*	189,980	185,728	204,163	193,002	212,148	203,106
Cancellation Rate	28.25%	27.53%	27.10%	28.44%	28.36%	27.18%

*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

* Cancellations categorized as contact center are those that are being cancelled with Veyo's contact center

* Cancellations categorized as provider are those that are being cancelled with the network providers

Unfulfilled Trip Counts

May 14, 2019

		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Member No Show	Critical	1,348	1,265	1,273	1,223	1,412	1,431
	Non-Critical	10,349	11,586	13,229	11,964	13,096	12,855
	Ineligible	318	358	385	384	428	480
Provider No Show	Critical	67	41	31	18	43	22
	Non-Critical	379	286	246	252	295	203
	Ineligible	15	9	10	10	4	3
Trips Not Confirmed	Critical	162	246	122	93	135	154
	Non-Critical	434	285	181	339	471	380
	Ineligible	29	22	12	21	32	9
Total Unfulfilled		13,101	14,098	15,489	14,304	15,916	15,537

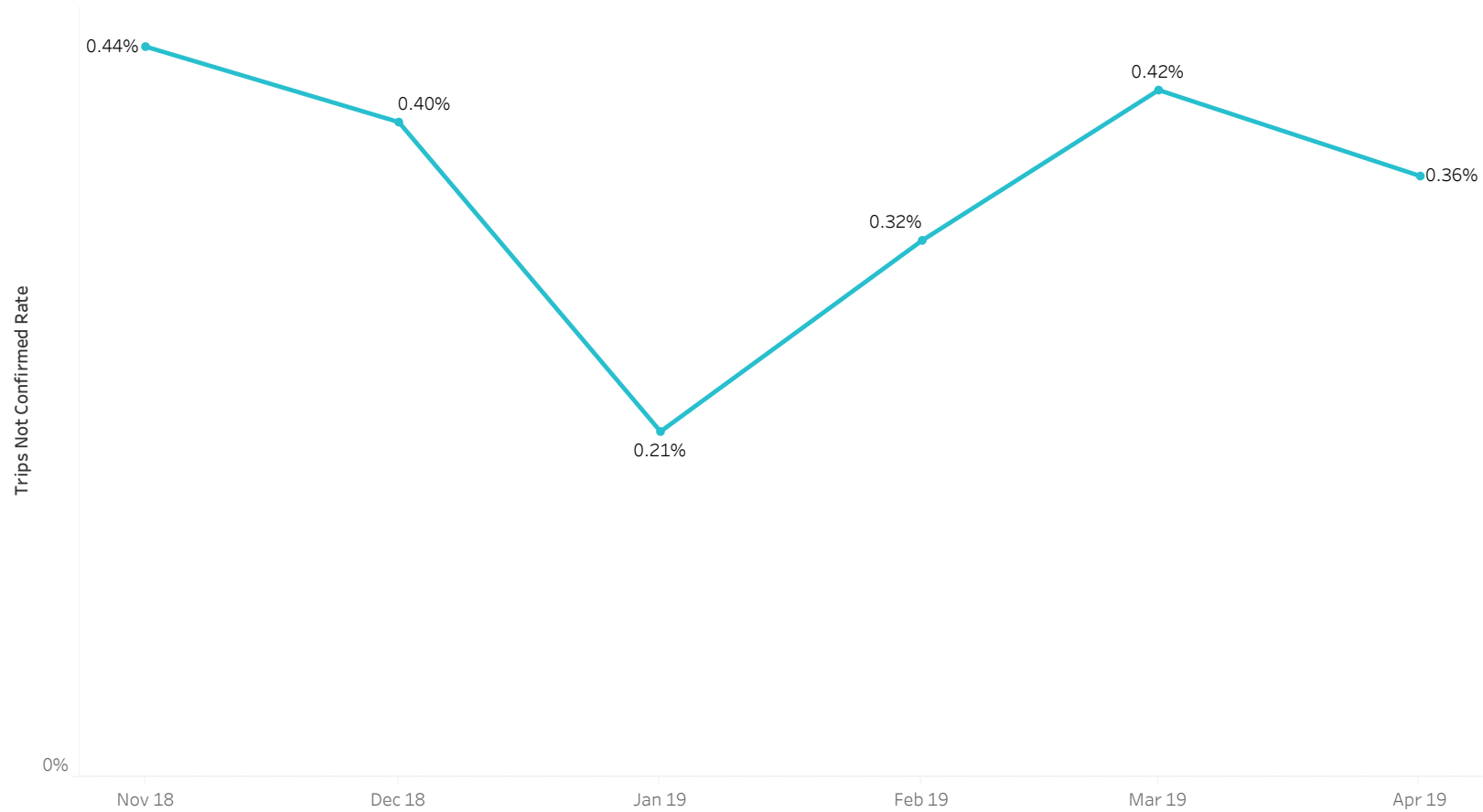
*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

Unfulfilled Trips by Mode Summary

		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Member No Show	Ambulance - ALS	1					
	Ambulance - BLS	33	13	14		2	2
	Ambulatory	10,938	12,237	13,708	12,518	13,683	13,505
	Bariatric Wheelchair	107	88	72	66	90	87
	Stretcher			1			
	Wheelchair	936	871	1,092	987	1,161	1,172
Provider No Show	Ambulance - BLS	10	5				2
	Ambulatory	389	286	235	261	297	192
	Bariatric Wheelchair	8	2	2	2	6	
	Stretcher	2				2	
	Wheelchair	52	43	50	17	37	34
Trips Not Confirmed	Ambulance - ALS	13	5	2			
	Ambulance - BLS	184	150	67	45	43	52
	Ambulatory	298	256	148	302	434	335
	Bariatric Stretcher	9		5	4		5
	Bariatric Wheelchair	44	37	33	33	52	35
	Stretcher	2	8	8	5	4	2
	Wheelchair	75	97	52	64	105	114
Total Unfulfilled		13,101	14,098	15,489	14,304	15,916	15,537

Unconfirmed Trips

May 14, 2019



	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Not Confirmed	625	553	315	453	638	543
Not Confirmed + Completed*	141,397	139,517	150,578	139,468	153,469	149,291
Not Confirmed Rate	0.44%	0.40%	0.21%	0.32%	0.42%	0.36%

* Excludes Public Transit and Mileage Reimbursement

* Unconfirmed trips are a result of situations such as lack of provider availability for short notice trips



Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **April 2019**

Veyo Healthcare Logistics

Total Complaints

May 14, 2019

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Completed Trips	355,249	352,901	390,131	359,594	398,362	404,056
Total Complaint Count	474	369	389	457	493	387
Complaint %	0.13%	0.10%	0.10%	0.13%	0.12%	0.10%

Substantiated Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Completed Trips	355,249	352,901	390,131	359,594	398,362	404,056
Substantiated Complaints	342	260	275	296	239	121
Substantiated Complaint %	0.10%	0.07%	0.07%	0.08%	0.06%	0.03%

Days To Resolve

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Grievance Count	474	369	389	457	493	387
Resolved Count	474	369	389	431	369	204
Avg. Time to Resolve (Days)	38.74	39.96	27.72	20.60	18.00	8.65

Complaints Category Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Missed Pickup	1	201	143	143	145	135	52
Late Pickup		70	52	58	72	45	30
Driver Issue		15	21	28	21	12	15
Late Pickup - B-Leg		26	17	16	23	22	5
Other		15	15	9	13	13	12
Safety Concern		7	3	11	15	3	3
Scheduling Error		3	3	6	3	3	
Vehicle Issue		2	5	1	2		
Agent Issue		2			1	4	2
Early Arrival				3		1	1
Damage/Injury			1				1
Technical Issue					1	1	

Denied Trip Requests

		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Unique Requests	Not Eligible For Service	23	19	55	56	35	64
	Refuse Appropriate Mode	157	114	132	69	104	127
	Refuse Closest Facility	24	22	50	34	78	226
	Missing necessary form	81	71	28	1		
	Not Medicaid Covered	1	1	4	8	2	1
	Unable to Verify Appointment	5	2	4			3
	Insufficient Advanced Notice	18	32	18	9	13	8
	Too Many Passengers		1	1	1		1
	Total	307	259	288	177	230	425
Trips Under Recurring Schedule	Not Eligible For Service	381	660	689	689	704	834
	Refuse Appropriate Mode	124	158	203	147	98	101
	Refuse Closest Facility	11	5	31	15	382	1,100
	Missing necessary form	22	35	26	11	11	5
	Not Medicaid Covered	12	18	14	8	7	11
	Unable to Verify Appointment	3	2	2	5	12	12
	Insufficient Advanced Notice	1			1	1	1
	Too Many Passengers				1	1	3
	Total	546	865	954	872	1,206	2,028
Grand Total		848	1,119	1,231	1,047	1,427	2,417

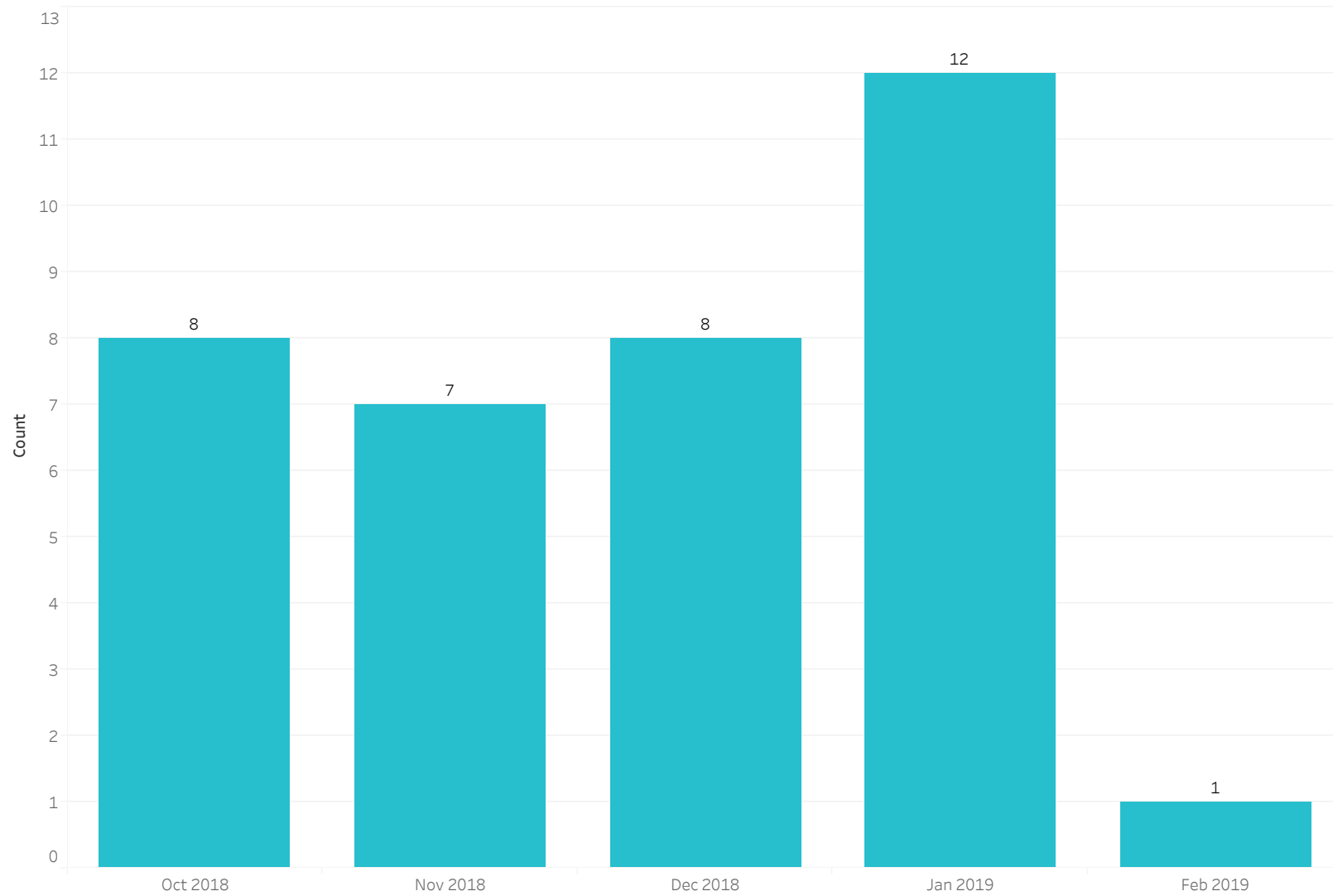
Notice of Actions Issued

May 14, 2019

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Not Eligible For Service	403	676	740	743	733	887
Refuse Closest Facility	35	27	81	49	458	1,308
Refuse Appropriate Mode	278	272	333	216	202	227
Missing necessary form	103	106	53	12	11	5
Insufficient Advanced Notice	19	32	18	10	14	9
Not Medicaid Covered	13	19	18	16	9	12
Unable to Verify Appointment	7	4	6	5	12	15
Too Many Passengers		1	1	2	1	4
Total	848	1,119	1,231	1,047	1,427	2,417

Admin Hearing Requests

May 14, 2019



	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Received Requests	8	7	8	12	1

Definitions

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.

Transportation Performance Requirements: Applies only to ambulatory, wheelchair, and bariatric wheelchair modes. The waiting time for a scheduled pickup going to an appointment (A leg) should not exceed fifteen (15) minutes before and fifteen (15) minutes after the scheduled pickup time. Members must arrive on-time for their appointments. The waiting time for a scheduled return trip shall not exceed thirty (30) minutes. Members being discharged from hospitals or emergency departments must be picked up within three (3) hours of receipt of request. Will-call trips must be picked up within one (1) hour from when the member notifies he/she is ready.