



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **March 2019**
Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **March 2019**
Veyo Healthcare Logistics

Call Center Summary

April 22, 2019

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

Call Count Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	118,048	107,688	97,925	112,637	95,622	101,546
Avg Daily Calls Received	3,723	3,509	3,108	3,554	3,353	3,208
Total Calls Answered	111,201	101,007	94,814	106,395	90,500	93,828
Answered %	94.2%	93.8%	96.8%	94.5%	94.6%	92.4%

Average Speed Of Answer Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	118,048	107,688	97,925	112,637	95,622	101,546
Avg Speed of Answer (seconds)	53.7	57.1	28.4	56.5	67.8	90.6

Average Abandon Rate Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	118,048	107,688	97,925	112,637	95,622	101,546
Total Calls Abandoned	4,026	4,090	1,404	3,613	3,195	5,483
Abandon %	3.4%	3.8%	1.4%	3.2%	3.3%	5.4%

Average Handle Time Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Answered	111,201	101,007	94,814	106,395	90,500	93,828
Avg Handle Time (minutes)	5.3	5.1	5.1	5.1	4.9	5.0

Service Level Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Handled Within Service Level	99,918	88,871	92,073	95,327	79,952	75,501
Handled Outside Service Level	15,506	16,387	4,271	14,854	13,928	23,943
Total Calls Received	118,048	107,688	97,925	112,637	95,622	101,546
Service Level	86.6%	84.4%	95.6%	86.5%	85.2%	75.9%

Call Center Summary, Facility

April 22, 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)

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	11,656	10,475	9,051	10,628	9,931	6,561
Avg Daily Calls Received	503	471	428	457	492	309
Total Calls Answered	11,035	9,927	8,814	10,141	9,401	6,112
Answered %	94.7%	94.8%	97.4%	95.4%	94.7%	93.2%

Average Speed Of Answer Summary (Facility)

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	11,656	10,475	9,051	10,628	9,931	6,561
Avg Speed of Answer (seconds)	57.4	50.2	20.7	45.7	53.0	71.9

Average Abandon Rate Summary (Facility)

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Received	11,656	10,475	9,051	10,628	9,931	6,561
Total Calls Abandoned	352	298	58	217	277	289
Abandon %	3.0%	2.8%	0.6%	2.0%	2.8%	4.4%

Average Handle Time Summary (Facility)

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Calls Answered	11,035	9,927	8,814	10,141	9,401	6,112
Avg Handle Time (minutes)	6.0	5.9	6.1	6.0	6.0	6.2

Service Level Summary (Facility)

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Handled Within Service Level	9,867	9,005	8,707	9,431	8,672	5,206
Handled Outside Service Level	1,697	1,360	274	1,080	1,165	1,290
Total Calls Received	11,656	10,475	9,051	10,628	9,931	6,561
Service Level	85.3%	86.9%	96.9%	89.7%	88.2%	80.1%

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: **March 2019**
Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Completed Trips	382,076	355,215	352,814	390,021	359,426	397,778

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
A Leg	69.83%	66.65%	69.58%	70.79%	69.75%	66.46%
B Leg	91.19%	89.29%	92.11%	92.30%	92.17%	91.75%
Both Legs	80.25%	77.70%	80.59%	81.33%	80.75%	78.78%

* 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

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Member No-Show Count	12,702	11,251	12,468	13,534	12,082	14,777
No-Shows + Completed*	164,357	147,553	147,064	162,381	150,186	166,751
Member No-Show Rate	7.73%	7.63%	8.48%	8.33%	8.04%	8.86%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Trips Booked	461,933	430,890	436,181	481,679	445,627	493,330

* Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Total Mileage	2,588,801	2,384,875	2,391,391	2,654,460	2,467,800	2,682,127
Avg. Mileage	6.78	6.71	6.78	6.81	6.87	6.74

Trip % Distance Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
0-10 Miles	78.83%	79.10%	78.85%	78.86%	78.39%	79.19%
10-20 Miles	14.80%	14.65%	14.68%	14.61%	14.90%	14.23%
20-30 Miles	3.87%	3.87%	4.04%	3.96%	4.09%	4.07%
30-40 Miles	1.57%	1.46%	1.52%	1.61%	1.67%	1.64%
40-50 Miles	0.61%	0.57%	0.59%	0.62%	0.61%	0.58%
50+ Miles	0.32%	0.34%	0.33%	0.35%	0.34%	0.30%

Completed Trips by Mode

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Ambulatory	125,101	112,346	111,722	124,061	115,478	126,793
Mileage Reimbursement	10,469	9,888	10,393	10,997	10,394	11,565
Public Transit	219,952	209,025	207,825	230,177	210,928	234,239
Wheelchair	26,554	23,956	22,874	24,786	22,626	25,181

Members with Completed Trips Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Completed Trips	24,139	22,896	22,341	23,979	23,668	24,371

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Drug Rehabilitation	174,768	162,906	164,383	175,233	160,542	179,775
Behavioral Health	76,178	73,685	75,198	86,916	82,508	93,103
Specialist	41,976	37,290	34,236	40,172	36,903	39,096
Dialysis	22,065	20,469	21,054	20,886	19,264	21,540
Counselor	17,088	15,855	14,860	16,430	15,045	15,986
Psychiatric Services	14,609	13,203	13,348	15,391	13,000	13,931
Physical Therapy	8,992	8,546	8,239	9,239	8,832	9,446
PCP	8,809	7,252	6,515	8,035	7,069	7,489
Urgent Care	4,555	4,425	4,047	4,870	4,367	4,719
Dental	2,659	2,117	2,075	2,711	2,316	2,525
Surgery	2,225	1,994	1,792	2,171	1,836	1,889
Chemotherapy	1,929	1,786	1,763	1,929	1,839	1,996
Lab	1,748	1,523	1,442	1,533	1,657	1,805
Vision	1,723	1,671	1,405	1,557	1,627	1,711
Development Therapy	905	825	738	909	762	820
Chiropractic	708	635	748	838	753	742
Occupational Therapy	629	528	496	616	566	613
Speech Therapy	300	322	311	365	318	335
Audiology	153	120	107	165	174	180
MFP (Data Entry Only)	57	63	57	55	48	77

Transportation Provider Summary

April 22, 2019

Number of Providers

Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
71	69	69	74	71	71

Provider No-Show Count

Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
459	471	363	329	309	380

Provider Mix Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
PUBLIC TRANSIT	219,952	209,025	207,825	230,177	210,928	234,239
CONTRACTED PROVIDERS	147,686	132,775	130,531	143,137	132,265	143,912
MILEAGE REIMBURSEMENT	10,469	9,888	10,393	10,997	10,394	11,565
VEYO INDEPENDENT DRIVERS	3,969	3,527	4,065	5,710	5,839	8,062

Late Trip Count by Provider

Oct 2018		Nov 2018		Dec 2018		Jan 2019		Feb 2019		Mar 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
29,876	19.75%	30,329	22.30%	26,076	19.41%	27,741	18.67%	26,535	19.25%	32,182	21.22%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

April 22, 2019

Cancellation Reason Summary

		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Call Center	Member Cancelled	16,435	13,915	14,934	15,588	16,439
	Member No Show	310	2,376	3,087	2,265	3,079
	Not Finalized	8,705	8,582	8,814	8,691	8,871
	Other	1,613	1,732	2,117	1,923	2,034
	Incorrect Information	1,195	779	914	720	968
	Facility Cancelled	1,217	1,005	1,189	1,231	1,193
	Provider No Show	514	364	329	309	383
	Weather	97	0	34	372	103
	Provider Incident	122	103	106	75	140
	Member is Ineligible	5	1	2	3	1
Transportation Provider	Member Cancelled	5,514	5,514	5,770	6,101	6,371
	Member No Show	11,068	10,146	10,478	9,930	11,920
	Other	2,871	2,790	3,385	3,741	4,172
	Incorrect Information	3,470	3,175	3,508	3,222	3,865
	Weather	33		64	193	266
	Provider Incident	11	20	11	18	30
	Member is Ineligible	31	10	15	5	9
Grand Total		53,211	50,512	54,757	54,387	59,844

Same Day Cancellation Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Cancelled Trips	57,316	53,211	50,512	54,757	54,387	59,844
Cancelled + Completed*	208,971	189,513	185,108	203,604	192,491	211,818
Cancellation Rate	27.43%	28.08%	27.29%	26.89%	28.25%	28.25%

*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 Vayo's contact center

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

Unfulfilled Trip Counts

April 22, 2019

		Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Member No Show	Critical	1,457	1,392	1,333	1,315	1,252	1,472
	Non-Critical	11,252	10,576	11,845	13,545	12,278	13,345
	Ineligible	74	47	31	27	40	118
Provider No Show	Critical	53	69	42	31	20	43
	Non-Critical	398	386	293	256	260	294
	Ineligible		6	1			5
Trips Not Confirmed	Critical	402	174	254	122	95	140
	Non-Critical	976	450	297	190	355	495
	Ineligible	15	2	2	3	3	3
Total Unfulfilled		14,627	13,102	14,098	15,489	14,303	15,915

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

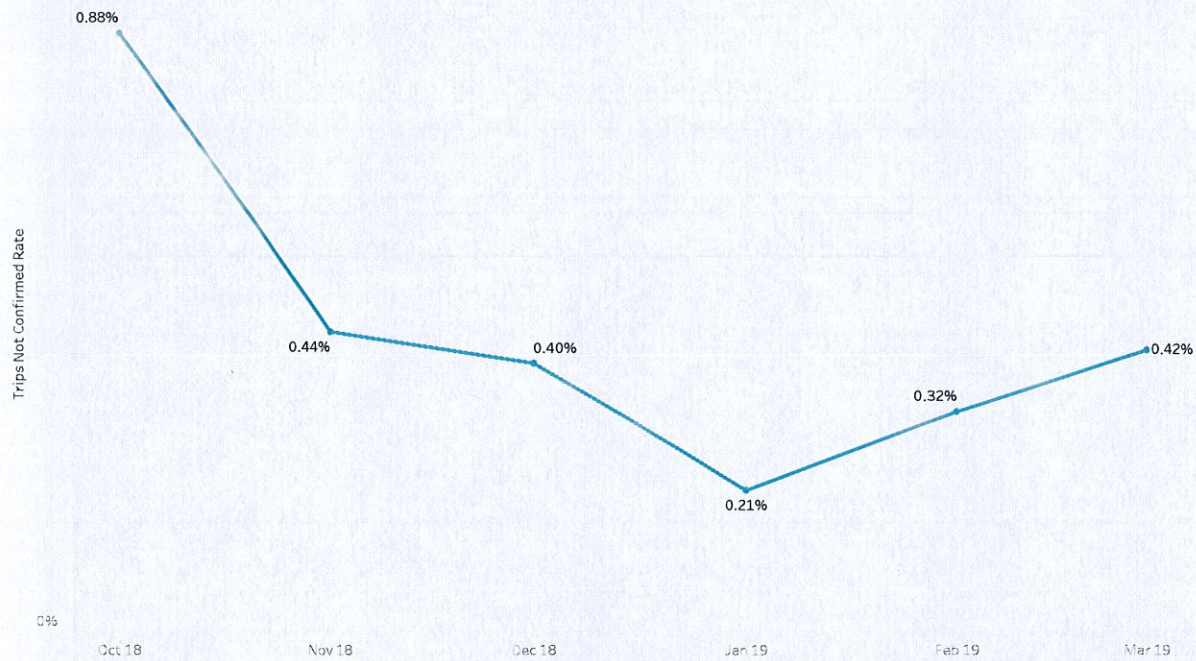
Unfulfilled Trips by Mode Summary

		Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Member No Show	Ambulance - ALS		1				
	Ambulance - BLS	41	33	13	14		2
	Ambulatory	11,683	10,938	12,237	13,708	12,517	13,682
	Bariatric Wheelchair	93	107	88	72	66	90
	Stretcher				1		
Provider No Show	Wheelchair	966	936	871	1,092	987	1,161
	Ambulance - BLS		10	5			
	Ambulatory	390	389	286	235	261	297
	Bariatric Wheelchair	4	8	2	2	2	6
	Stretcher		2				2
Trips Not Confirmed	Wheelchair	57	52	43	50	17	37
	Ambulance - ALS	24	13	5	2		
	Ambulance - BLS	294	185	150	67	45	43
	Ambulatory	886	298	256	148	302	434
	Bariatric Stretcher		9		5	4	
	Bariatric Wheelchair	52	44	37	33	33	52
Trips Not Confirmed	Stretcher	7	2	8	8	5	4
	Wheelchair	130	75	97	52	64	105
Total Unfulfilled		14,627	13,102	14,098	15,489	14,303	15,915

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Unconfirmed Trips

April 22, 2019



	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Not Confirmed	1,393	626	553	315	453	638
Not Confirmed + Completed*	157,682	141,398	139,517	150,580	139,468	153,469
Not Confirmed Rate	0.88%	0.44%	0.40%	0.21%	0.32%	0.42%

* 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: **March 2019**
Veyo Healthcare Logistics

Total Complaints

April 22, 2019

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Completed Trips	382,076	355,215	352,814	390,021	359,426	397,778
Total Complaint Count	551	474	369	389	458	493
Complaint %	0.14%	0.13%	0.10%	0.10%	0.13%	0.12%

Substantiated Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Completed Trips	382,076	355,215	352,814	390,021	359,426	397,778
Substantiated Complaints	382	342	260	275	289	201
Substantiated Complaint %	0.10%	0.10%	0.07%	0.07%	0.08%	0.05%

Days To Resolve

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Grievance Count	551	474	369	389	458	493
Resolved Count	551	474	369	389	422	298
Avg. Time to Resolve (Days)	42.73	38.74	39.96	27.72	19.58	9.24

Complaints Category Summary

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Missed Pickup	210	201	143	143	142	116
Late Pickup	86	70	52	58	72	38
Late Pickup - B-Leg	27	26	17	16	20	15
Driver Issue	17	15	21	28	21	10
Other	21	15	15	9	13	12
Safety Concern	3	7	3	11	15	2
Scheduling Error	6	3	3	6	3	3
Agent Issue	5	2			1	4
Vehicle Issue	2	2	5	1	1	
Damage/Injury	6		1			
Early Arrival				3		
Technical Issue					1	1

Denied Trip Requests

April 22, 2019

		Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Unique Requests	Not Eligible For Service	26	23	19	55	56	35
	Refuse Appropriate Mode	129	157	114	132	69	104
	Refuse Closest Facility	29	24	22	50	34	78
	Missing necessary form	131	81	71	28	1	
	Not Medicaid Covered	3	1	1	4	8	2
	Unable to Verify Appointment	3	5	2	4		
	Insufficient Advanced Notice	18	18	32	18	9	13
	Too Many Passengers	1		1	1	1	
	Total	332	307	259	288	177	230
Trips Under Recurring Schedule	Not Eligible For Service	324	381	660	689	689	704
	Refuse Appropriate Mode	90	124	158	203	147	98
	Refuse Closest Facility	2	11	5	31	15	382
	Missing necessary form	38	22	35	26	11	11
	Not Medicaid Covered	14	12	18	14	8	7
	Unable to Verify Appointment	21	3	2	2	5	12
	Insufficient Advanced Notice		1			1	1
	Too Many Passengers					1	1
	Denied by Health Plan	1					
	Total	484	546	865	954	872	1,206
Grand Total		808	848	1,119	1,231	1,047	1,427

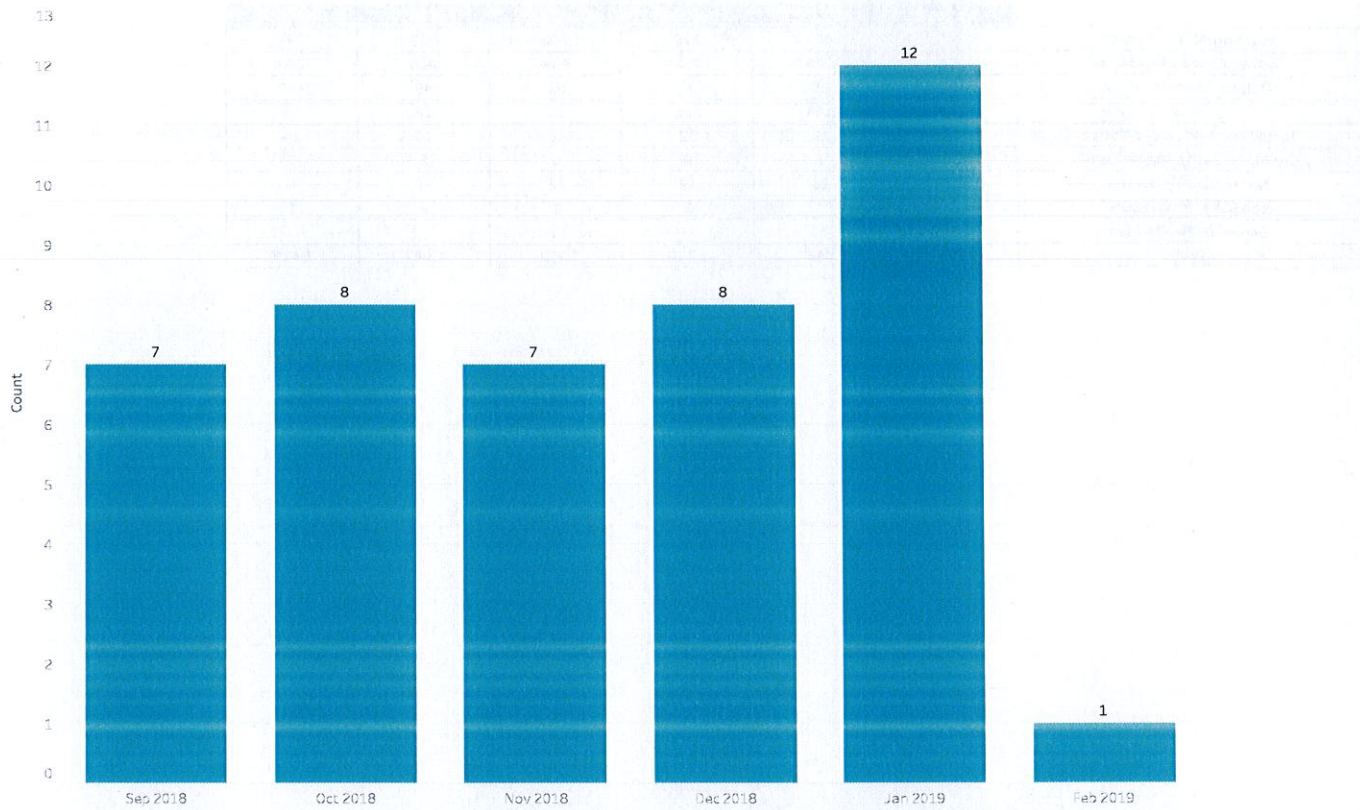
Notice of Actions Issued

April 22, 2019

	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Not Eligible For Service	346	403	676	740	743	733
Refuse Appropriate Mode	216	278	272	333	216	202
Refuse Closest Facility	31	35	27	81	49	458
Missing necessary form	169	103	106	53	12	11
Insufficient Advanced Notice	18	19	32	18	10	14
Unable to Verify Appointment	24	7	4	6	5	12
Not Medicaid Covered	17	13	19	18	16	9
Too Many Passengers	1		1	1	2	1
Denied by Health Plan	1					
Total	808	848	1,119	1,231	1,047	1,427

Admin Hearing Requests

April 22, 2019



	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Received Requests	7	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.

