



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **August 2019**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **August 2019**

Veyo Healthcare Logistics

## Call Center Summary

September 20, 2019

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

## Call Count Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	93,721	99,349	100,406	94,157	84,466	95,881	94,399
Avg Daily Calls Received	3,347	3,205	3,347	3,037	2,816	3,093	3,045
Total Calls Answered	90,500	93,828	97,353	90,451	83,211	92,169	89,813
Answered %	96.6%	94.4%	97.0%	96.1%	98.5%	96.1%	95.1%

## Average Speed Of Answer Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	93,721	99,349	100,406	94,157	84,466	95,881	94,399
Avg Speed of Answer (seconds)	71.6	98.1	56.0	65.5	31.6	66.9	72.5

## Average Abandon Rate Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	93,721	99,349	100,406	94,157	84,466	95,881	94,399
Total Calls Abandoned	3,195	5,483	3,018	3,676	1,233	3,675	4,544
Abandon %	3.4%	5.5%	3.0%	3.9%	1.5%	3.8%	4.8%

## Average Handle Time Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Answered	90,500	93,828	97,353	90,451	83,211	92,169	89,813
Avg Handle Time (minutes)	4.9	5.0	4.6	4.7	4.5	4.7	4.6

## Service Level Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Handled Within Service Level	79,952	75,501	87,456	79,378	80,049	81,405	77,356
Handled Outside Service Level	13,769	23,848	12,950	14,779	4,417	14,476	17,043
Total Calls Received	93,721	99,349	100,406	94,157	84,466	95,881	94,399
Service Level	85.3%	76.0%	87.1%	84.3%	94.8%	84.9%	81.9%

## Call Center Summary, Facility

September 20, 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)

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	9,678	6,401	6,284	6,258	5,750	6,721	5,967
Avg Daily Calls Received	484	305	286	272	288	292	271
Total Calls Answered	9,401	6,112	6,123	6,011	5,685	6,439	5,703
Answered %	97.1%	95.5%	97.4%	96.1%	98.9%	95.8%	95.6%

## Average Speed Of Answer Summary (Facility)

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	9,678	6,401	6,284	6,258	5,750	6,721	5,967
Avg Speed of Answer (seconds)	56.0	77.2	47.6	59.9	25.7	62.6	63.6

## Average Abandon Rate Summary (Facility)

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Received	9,678	6,401	6,284	6,258	5,750	6,721	5,967
Total Calls Abandoned	277	289	161	247	65	282	264
Abandon %	2.9%	4.5%	2.6%	3.9%	1.1%	4.2%	4.4%

## Average Handle Time Summary (Facility)

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Calls Answered	9,401	6,112	6,123	6,011	5,685	6,439	5,703
Avg Handle Time (minutes)	6.0	6.2	6.1	6.0	5.8	5.8	5.7

## Service Level Summary (Facility)

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Handled Within Service Level	8,672	5,206	5,623	5,376	5,555	5,774	5,028
Handled Outside Service Level	1,006	1,195	661	882	195	947	939
Total Calls Received	9,678	6,401	6,284	6,258	5,750	6,721	5,967
Service Level	89.6%	81.3%	89.5%	85.9%	96.6%	85.9%	84.3%

## 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: **August 2019**

Veyo Healthcare Logistics

## Trip Executive Summary

### Completed Trip Count Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Completed Trips	359,816	398,758	405,447	422,866	387,096	424,659	421,496

\* Includes Public Transit and Mileage Reimbursement

### On Time % Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
A Leg	88.77%	87.87%	88.22%	89.38%	89.86%	89.99%
B Leg	94.63%	94.36%	94.86%	95.16%	95.69%	95.67%
Both Legs	91.66%	91.05%	91.47%	92.23%	92.73%	92.78%

\* 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

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Member No-Show Count	12,083	14,778	14,875	17,056	16,006	16,024	16,123
No-Shows + Completed*	150,191	166,761	162,821	163,304	147,678	153,304	154,435
Member No-Show Rate	8.05%	8.86%	9.14%	10.44%	10.84%	10.45%	10.44%

\* Excludes Public Transit and Mileage Reimbursement

### Booked Trip Count Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Trips Booked	445,628	493,330	500,497	515,618	468,708	509,425	501,239

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Total Mileage	2,471,563	2,693,774	2,649,912	2,678,422	2,443,284	2,612,578	2,550,196
Avg. Mileage	6.87	6.76	6.54	6.33	6.31	6.15	6.05

### Trip % Distance Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
0-10 Miles	78.35%	79.08%	80.54%	81.29%	81.18%	81.95%	82.56%
10-20 Miles	14.92%	14.29%	13.16%	13.05%	13.35%	13.02%	12.66%
20-30 Miles	4.11%	4.09%	3.96%	3.55%	3.50%	3.25%	3.13%
30-40 Miles	1.66%	1.64%	1.48%	1.35%	1.27%	1.09%	0.98%
40-50 Miles	0.61%	0.58%	0.55%	0.48%	0.43%	0.41%	0.37%
50+ Miles	0.35%	0.31%	0.31%	0.28%	0.28%	0.28%	0.30%

### Completed Trips by Mode

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Ambulatory	115,479	126,801	122,024	120,470	107,831	111,669	112,759
Mileage Reimbursement	10,780	12,536	13,535	14,965	14,897	15,869	15,413
Public Transit	210,928	234,239	243,966	261,653	240,527	271,510	267,771
Wheelchair	22,629	25,182	25,922	25,778	23,841	25,611	25,553

### Members with Completed Trips Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Completed Trips	23,681	24,399	24,220	24,333	23,544	23,790	23,771

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Drug Rehabilitation	160,854	180,462	178,738	186,468	173,786	186,450	186,536
Behavioral Health	82,530	93,172	99,746	106,555	95,869	108,862	106,207
Specialist	36,923	39,182	39,457	39,849	36,284	40,224	38,753
Dialysis	19,264	21,569	21,631	22,018	20,321	21,929	22,193
Counselor	15,051	16,002	16,407	16,774	14,452	15,669	15,099
Psychiatric Services	13,010	13,955	14,320	14,944	13,345	15,182	14,705
Physical Therapy	8,832	9,456	9,741	10,428	8,969	10,259	9,412
PCP	7,077	7,505	7,415	7,374	6,806	7,283	6,798
Urgent Care	4,368	4,720	4,849	5,674	5,476	5,569	9,028
Dental	2,316	2,527	2,614	2,352	2,214	2,351	2,419
Chemotherapy	1,839	2,006	2,278	1,984	2,007	2,156	2,207
Surgery	1,837	1,889	1,918	2,080	1,979	2,261	2,234
Vision	1,631	1,713	1,815	1,815	1,638	1,836	1,673
Lab	1,657	1,813	1,718	1,646	1,373	1,633	1,567
Chiropractic	753	742	779	800	706	863	765
Occupational Therapy	572	621	685	748	635	812	758
Development Therapy	762	832	685	682	597	668	578
Speech Therapy	318	335	370	403	377	363	316
Audiology	174	180	214	203	204	192	154
MFP (Data Entry Only)	48	77	67	69	58	79	76
Other						18	18

# Transportation Provider Summary

September 20, 2019

## Number of Providers

Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
71	71	75	77	77	76	67

## Provider No-Show Count

Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
309	380	260	268	264	259	332

## Provider Mix Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
PUBLIC TRANSIT	210,928	234,239	243,966	261,653	240,527	271,510	267,771
CONTRACTED PROVIDERS	132,269	143,920	136,992	133,833	116,307	117,749	115,728
MILEAGE REIMBURSEMENT	10,780	12,536	13,535	14,965	14,897	15,869	15,413
VEYO INDEPENDENT DRIVERS	5,839	8,063	10,954	12,415	15,365	19,531	22,584

## Late Trip Count by Provider

Feb 2019		Mar 2019		Apr 2019		May 2019		Jun 2019		Jul 2019		Aug 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	Late Trips	% of Trips Late
26,538	19.25%	32,185	21.22%	29,687	20.10%	28,330	19.39%	24,371	18.52%	24,271	17.70%	23,154	16.77%

\*Excludes Public Transit and Mileage Reimbursement

# Trip Cancellations

## Cancellation Reason Summary

		Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Call Center	Member Cancelled	13,100	11,402	9,007	11,348	11,073
	Member No Show	3,522	4,568	3,854	3,817	4,438
	Not Finalized	8,815	8,069	7,344	6,752	6,237
	Other	1,746	1,445	990	941	993
	Incorrect Information	882	511	801	759	576
	Facility Cancelled	1,082	979	705	711	657
	Provider No Show	260	269	267	270	333
	Provider Incident	115	110	164	128	163
	Member is Ineligible	2	5	1	7	5
	Weather	1			1	3
Transportation Provider	Member Cancelled	6,801	6,730	5,384	5,008	4,843
	Member No Show	11,656	12,872	12,498	12,627	12,344
	Other	3,569	3,735	2,711	3,175	3,007
	Incorrect Information	3,551	3,515	3,007	2,771	2,577
	Provider Incident	93	72	92	108	138
	Member is Ineligible	6	10	52	80	11
	Weather	6	8	13	19	20
Grand Total		55,207	54,300	46,890	48,522	47,418

## Same Day Cancellation Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Cancelled Trips	54,902	60,175	55,207	54,300	46,890	48,522	47,418
Cancelled + Completed*	193,010	212,158	203,153	200,548	178,562	185,802	185,730
Cancellation Rate	28.45%	28.36%	27.18%	27.08%	26.26%	26.11%	25.53%

\*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

September 20, 2019

		Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Member No Show	Critical	1,478	1,506	1,904	1,987	2,158	2,467
	Non-Critical	13,458	13,260	14,585	13,416	13,893	14,049
Provider No Show	Critical	43	23	23	25	26	44
	Non-Critical	299	205	191	185	218	203
Trips Not Confirmed	Critical	141	157	92	44	49	52
	Non-Critical	496	386	147	88	25	20
Total Unfulfilled		15,915	15,537	16,942	15,745	16,369	16,835

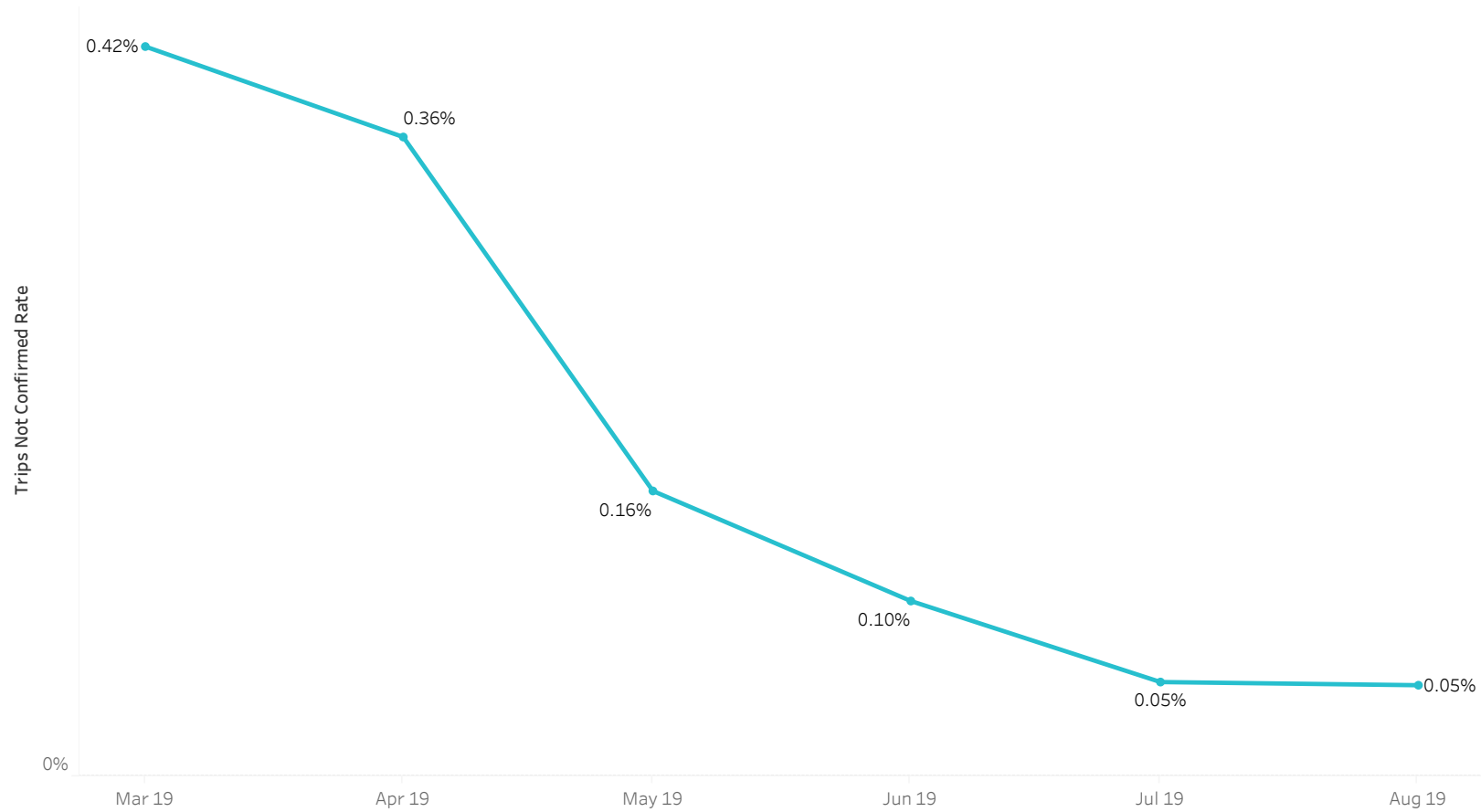
\*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

## Unfulfilled Trips by Mode Summary

		Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Member No Show	Ambulance - BLS	2	2	2			
	Ambulatory	13,683	13,505	15,152	14,164	14,598	14,969
	Bariatric Wheelchair	90	87	59	46	45	36
	Wheelchair	1,161	1,172	1,276	1,193	1,408	1,511
Provider No Show	Ambulance - BLS		2				
	Ambulatory	297	192	180	177	230	219
	Bariatric Wheelchair	6		3	2		1
	Stretcher	2					
	Wheelchair	37	34	31	31	14	27
Trips Not Confirmed	Ambulance - ALS			1			
	Ambulance - BLS	43	52	54	2	1	2
	Ambulatory	433	335	121	92	54	55
	Bariatric Stretcher		5		1		
	Bariatric Wheelchair	52	35	15	5	1	3
	Stretcher	4	2	13	2	1	4
	Wheelchair	105	114	35	30	17	8
Total Unfulfilled		15,915	15,537	16,942	15,745	16,369	16,835

## Unconfirmed Trips

September 20, 2019



	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Not Confirmed	637	543	239	132	74	72
Not Confirmed + Completed*	153,477	149,338	147,194	132,258	137,727	138,659
Not Confirmed Rate	0.42%	0.36%	0.16%	0.10%	0.05%	0.05%

\* 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: **August 2019**

Veyo Healthcare Logistics

## Total Complaints

September 20, 2019

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Completed Trips	359,816	398,758	405,447	422,866	387,096	424,659	421,496
Total Complaint Count	456	489	373	404	386	569	587
Complaint %	0.13%	0.12%	0.09%	0.10%	0.10%	0.13%	0.14%

## Substantiated Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Completed Trips	359,816	398,758	405,447	422,866	387,096	424,659	421,496
Substantiated Complaints	316	318	244	256	234	253	169
Substantiated Complaint %	0.09%	0.08%	0.06%	0.06%	0.06%	0.06%	0.04%

## Days To Resolve

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Grievance Count	489	373	404	386	569	587
Resolved Count	489	372	403	386	363	256
Avg. Time to Resolve (Days)	31.78	34.71	32.92	32.95	31.93	15.70

## Complaints Category Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Missed Pickup	170	107	116	93	98	68
Late Pickup	62	63	68	59	78	40
Driver Issue	24	35	28	28	30	26
Late Pickup - B-Leg	29	14	12	28	14	12
Other	16	14	14	7	17	11
Safety Concern	7	5	5	8	9	8
Agent Issue	4	4	4	3		
Scheduling Error	3		2	3	3	3
Damage/Injury		1	3	3	2	
Early Arrival	2	1	1	1	1	1
Vehicle Issue			2	1	1	
Technical Issue	1		1			

## Denied Trip Requests

		Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Unique Requests	Not Eligible For Service	56	35	64	50	70	91	56
	Refuse Closest Facility	34	78	226	99	57	60	49
	Refuse Appropriate Mode	69	104	127	135	95	150	137
	Unable to Verify Appointment			3	3	3	5	7
	Not Medicaid Covered	8	2	1	2	4	3	3
	Urban Mileage Limit						155	311
	Missing necessary form	1						
	Insufficient Advanced Notice	9	13	8	10	4	9	1
	Rural Mileage Limit						21	36
	Too Many Passengers	1		1			2	
	<b>Total</b>	<b>177</b>	<b>230</b>	<b>425</b>	<b>296</b>	<b>231</b>	<b>488</b>	<b>589</b>
Trips Under Recurring Schedule	Not Eligible For Service	689	704	834	903	890	962	770
	Refuse Closest Facility	15	382	1,100	323	233	125	13
	Refuse Appropriate Mode	147	98	101	32	32	35	14
	Unable to Verify Appointment	5	12	12	14	13	13	9
	Not Medicaid Covered	8	7	11	11	7	13	11
	Urban Mileage Limit						12	29
	Missing necessary form	11	11	5				
	Insufficient Advanced Notice	1	1	1	1			
	Rural Mileage Limit						5	4
	Too Many Passengers	1	1	3	1			
	<b>Total</b>	<b>872</b>	<b>1,206</b>	<b>2,028</b>	<b>1,273</b>	<b>1,165</b>	<b>1,152</b>	<b>848</b>
<b>Grand Total</b>		<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>	<b>1,425</b>



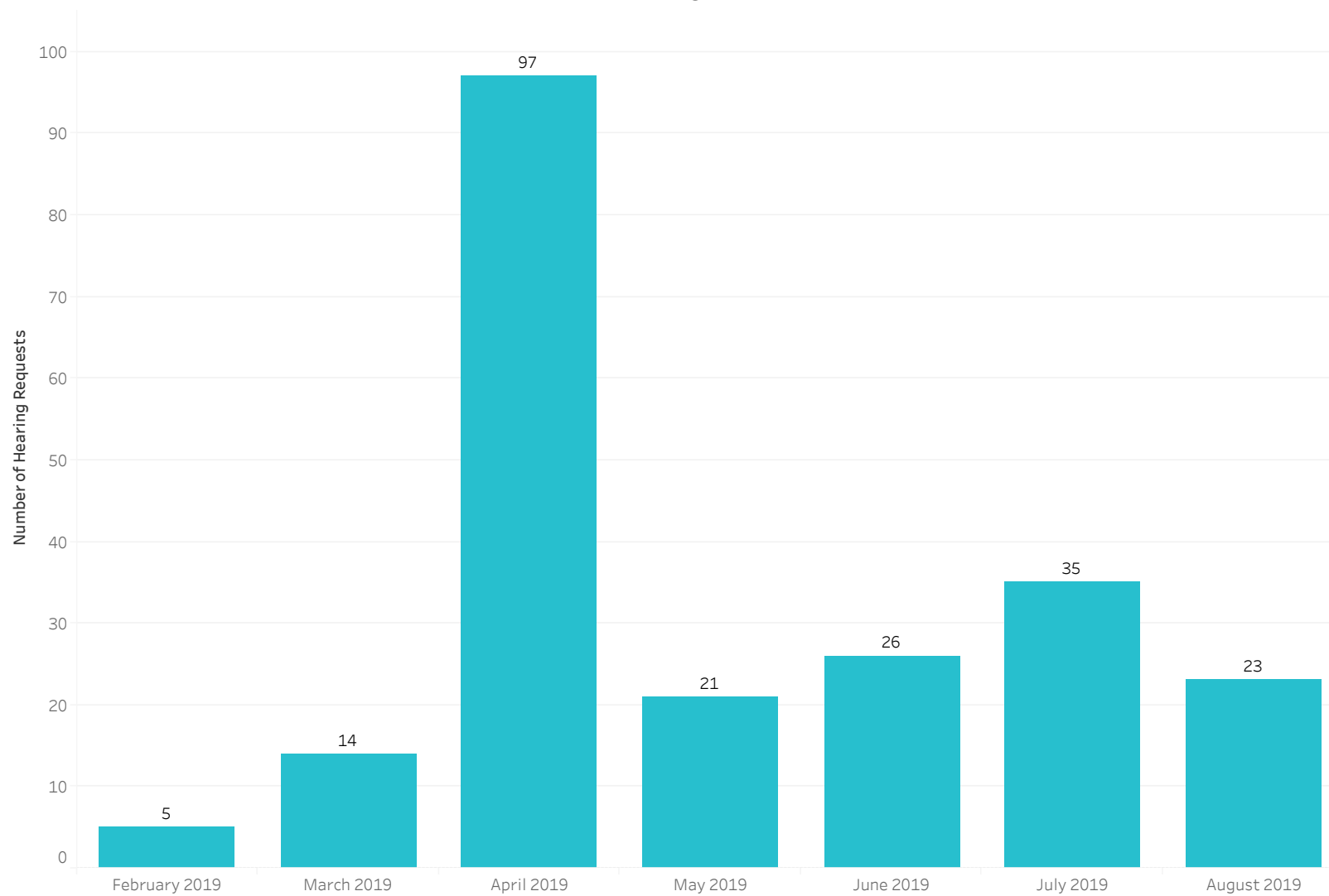
## Notice of Actions Issued

September 20, 2019

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Not Eligible For Service	743	733	887	944	952	1,041	818
Refuse Closest Facility	49	458	1,308	417	287	182	62
Refuse Appropriate Mode	216	202	227	166	126	185	151
Urban Mileage Limit						165	339
Rural Mileage Limit						26	40
Insufficient Advanced Notice	10	14	9	11	4	9	1
Not Medicaid Covered	16	9	12	13	11	16	14
Unable to Verify Appointment	5	12	15	16	16	17	16
Missing necessary form	12	11	5				
Too Many Passengers	2	1	4	1		2	
<b>Total</b>	<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>	<b>1,425</b>

## Admin Hearing Requests

September 20, 2019



## 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.

**On Time Performance:** Metric includes Meter Off and Operator Confirmed trips. MRB and public transit are not included. For the A Leg only the drop off is considered, there is no penalty for being early/late to pickup. There is an exclusion to filter out trips that were rapidly completed (withing 5 minutes), and trips with 0 reported travelled miles, so as to exclude trips where there is poor app usage/data.