



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **June 2020**
Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **June 2020**
Veyo Healthcare Logistics

Call Center Summary (Business Hours)

July 17, 2020

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

Call Count Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	88,386	98,237	85,768	66,251	25,698	26,476	40,132
Avg Daily Calls Received	4,018	4,271	4,288	3,011	1,168	1,261	1,824
Total Calls Answered	86,781	94,233	84,471	66,038	25,686	26,381	39,804
Answered %	98.2%	95.9%	98.5%	99.7%	100.0%	99.6%	99.2%

Average Speed Of Answer Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	88,386	98,237	85,768	66,251	25,698	26,476	40,132
Avg Speed of Answer (seconds)	38.9	59.8	35.9	12.4	3.1	10.0	26.0

Average Abandon Rate Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	88,386	98,237	85,768	66,251	25,698	26,476	40,132
Total Calls Abandoned	1,599	3,994	1,290	209	11	93	318
Abandon %	1.8%	4.1%	1.5%	0.3%	0.0%	0.4%	0.8%

Average Handle Time Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Answered	86,781	94,233	84,471	66,038	25,686	26,381	39,804
Avg Handle Time (minutes)	4.8	4.7	4.6	4.3	4.0	4.0	4.1

Service Level Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Handled Within Service Level	80,498	81,927	80,323	65,578	25,651	26,170	38,626
Handled Outside Service Level	7,888	16,310	5,445	673	47	306	1,506
Total Calls Received	88,386	98,237	85,768	66,251	25,698	26,476	40,132
Service Level	91.1%	83.4%	93.7%	99.0%	99.8%	98.8%	96.2%

Call Center Summary, Facility (Business Hours)

July 17, 2020

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

Call Count Summary (Facility)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	8,036	8,575	7,486	5,981	2,556	2,456	3,517
Avg Daily Calls Received	365	373	374	272	116	117	160
Total Calls Answered	7,873	8,157	7,325	5,960	2,554	2,447	3,495
Answered %	98.0%	95.1%	97.8%	99.6%	99.9%	99.6%	99.4%

Average Speed Of Answer Summary (Facility)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	8,036	8,575	7,486	5,981	2,556	2,456	3,517
Avg Speed of Answer (seconds)	35.6	57.7	37.9	12.8	2.8	10.1	24.6

Average Abandon Rate Summary (Facility)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	8,036	8,575	7,486	5,981	2,556	2,456	3,517
Total Calls Abandoned	163	418	161	21	2	9	22
Abandon %	2.0%	4.9%	2.2%	0.4%	0.1%	0.4%	0.6%

Average Handle Time Summary (Facility)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Answered	7,873	8,157	7,325	5,960	2,554	2,447	3,495
Avg Handle Time (minutes)	5.9	5.5	5.5	5.3	4.8	4.7	4.4

Service Level Summary (Facility)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Handled Within Service Level	7,339	7,184	6,947	5,910	2,551	2,431	3,403
Handled Outside Service Level	697	1,391	539	71	5	25	114
Total Calls Received	8,036	8,575	7,486	5,981	2,556	2,456	3,517
Service Level	91.3%	83.8%	92.8%	98.8%	99.8%	99.0%	96.8%

Call Center Summary, Spanish (Business Hours)

July 17, 2020

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

Call Count Summary (Spanish)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	5,058	5,790	4,992	3,454	935	1,063	2,048
Avg Daily Calls Received	230	252	250	157	43	51	93
Total Calls Answered	4,893	5,715	4,971	3,445	930	1,059	2,033
Answered %	96.7%	98.7%	99.6%	99.7%	99.5%	99.6%	99.3%

Average Speed Of Answer Summary (Spanish)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	5,058	5,790	4,992	3,454	935	1,063	2,048
Avg Speed of Answer (seconds)	58.7	29.1	17.4	9.9	7.3	5.5	20.5

Average Abandon Rate Summary (Spanish)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Received	5,058	5,790	4,992	3,454	935	1,063	2,048
Total Calls Abandoned	164	74	20	9	5	4	14
Abandon %	3.2%	1.3%	0.4%	0.3%	0.5%	0.4%	0.7%

Average Handle Time Summary (Spanish)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Calls Answered	4,893	5,715	4,971	3,445	930	1,059	2,033
Avg Handle Time (minutes)	4.7	4.8	4.5	4.0	3.7	4.1	4.4

Service Level Summary (Spanish)

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Handled Within Service Level	4,431	5,494	4,941	3,434	924	1,057	2,005
Handled Outside Service Level	627	296	51	20	11	6	43
Total Calls Received	5,058	5,790	4,992	3,454	935	1,063	2,048
Service Level	87.6%	94.9%	99.0%	99.4%	98.8%	99.4%	97.9%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **June 2020**
Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Completed Trips	414,230	430,357	389,867	383,285	300,350	287,657	303,875

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
A Leg	85.86%	90.01%	91.19%	90.45%	89.27%	88.59%	88.59%
B Leg	92.83%	94.27%	95.28%	95.51%	95.21%	94.96%	95.27%
Both Legs	89.21%	92.04%	93.12%	92.87%	92.16%	91.73%	91.84%

* 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

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Member No-Show Count	13,555	13,212	10,940	11,108	6,482	5,056	4,233
No-Shows + Completed*	141,092	159,624	149,046	128,156	60,467	56,372	70,076
Member No-Show Rate	9.61%	8.28%	7.34%	8.67%	10.72%	8.97%	6.04%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Trips Booked	495,840	513,729	468,343	461,919	357,594	337,267	351,056

* Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Total Mileage	2,416,001	2,576,207	2,279,267	2,076,324	1,384,672	1,333,295	1,488,489
Avg. Mileage	5.83	5.99	5.85	5.42	4.61	4.64	4.90

Trip % Distance Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
0-10 Miles	84.01%	83.63%	84.48%	86.60%	90.72%	90.55%	89.23%
10-20 Miles	11.27%	11.31%	10.83%	9.53%	6.87%	6.97%	7.77%
20-30 Miles	3.08%	3.28%	3.11%	2.59%	1.64%	1.72%	2.05%
30-40 Miles	1.06%	1.10%	0.99%	0.84%	0.54%	0.49%	0.54%
40-50 Miles	0.33%	0.39%	0.34%	0.25%	0.13%	0.17%	0.22%
50+ Miles	0.25%	0.28%	0.25%	0.18%	0.11%	0.10%	0.19%

Completed Trips by Mode

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Ambulatory	103,169	119,642	112,937	95,295	41,258	39,449	50,549
Mileage Reimbursement	14,081	12,426	8,041	6,399	3,236	2,618	3,183
Public Transit	272,612	271,519	243,720	259,838	243,129	233,723	234,849
Wheelchair	24,243	26,716	25,152	21,743	12,724	11,856	15,292

Members with Completed Trips Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Completed Trips	23,338	25,021	24,234	21,487	13,337	13,224	15,265

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Drug Rehabilitation	187,775	190,799	176,793	180,134	143,472	138,098	139,798
Behavioral Health	107,204	111,544	101,776	103,716	89,694	85,643	88,831
Specialist	37,167	40,132	29,646	22,548	10,312	10,173	15,202
Dialysis	21,130	20,541	19,951	20,951	18,702	17,533	18,798
Counselor	13,943	14,658	13,119	13,385	11,742	11,037	11,310
Psychiatric Services	13,320	14,286	12,832	12,133	9,186	8,512	9,069
Physical Therapy	9,280	10,529	9,403	8,684	6,091	5,755	6,433
Urgent Care	7,735	7,777	7,233	6,997	3,964	3,889	4,922
PCP	6,208	7,579	7,225	5,450	2,093	1,996	2,782
Chemotherapy	1,974	2,198	2,021	2,009	1,675	1,441	1,374
Surgery	1,981	2,543	2,424	1,734	628	594	1,095
Dental	1,864	2,376	2,272	1,295	242	292	821
Lab	1,235	1,291	1,219	963	681	737	952
Vision	1,194	1,747	1,493	958	142	272	627
Chiropractic	700	665	646	636	560	568	576
Development Therapy	550	572	652	734	555	556	600
Occupational Therapy	544	583	602	472	352	344	393
Speech Therapy	288	340	361	287	164	135	179
Audiology	138	197	199	199	95	82	113
MFP (Data Entry Only)	112	169	173	92	30	21	23

Transportation Provider Summary

July 17, 2020

Number of Providers

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
	78	75	76	73	64	64	66

Provider No-Show Count

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
	529	369	296	208	145	196	389

Provider Mix Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
PUBLIC TRANSIT	272,612	271,519	243,720	259,838	243,129	233,723	234,849
CONTRACTED PROVIDERS	102,714	113,142	103,819	87,937	42,451	41,666	52,665
VEYO INDEPENDENT DRIVERS	24,823	33,270	34,287	29,111	11,521	9,648	13,178
MILEAGE REIMBURSEMENT	14,081	12,426	8,041	6,399	3,236	2,618	3,183

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Call Center	Member Cancelled	8,672	11,576	11,754	12,903	5,401	7,149
	Member No Show	3,367	2,613	2,100	2,703	2,145	1,745
	Not Finalized	6,598	5,673	5,627	6,147	5,390	4,922
	Other	1,456	1,211	1,622	1,877	1,365	1,103
	Incorrect Information	1,820	1,716	1,327	1,310	1,753	1,340
	IVR	5,110	1,208				354
	Facility Cancelled	930	764	710	911	271	206
	COVID-19				156	244	90
	SMS			961	625	771	641
	Provider No Show	534	375	298	209	147	197
	Provider Incident	206	146	128	110	51	79
	Weather	322	0	4	1		
	Member is Ineligible	6	3	9	7	2	0
	Issue with Member's Equ..					0	7
	Driver or Member Safety						1
Transportation Provider	Veyo Operations Cancelled..						1
	Member Cancelled	5,865	5,497	5,249	6,973	5,812	5,396
	Member No Show	10,990	11,524	9,714	9,860	5,558	4,000
	Other	4,709	3,407	3,046	3,761	3,270	2,372
	Incorrect Information	1,630	1,972	1,073	1,350	1,383	1,184
	COVID-19				489	1,159	1,160
	Provider Incident	62	82	71	66	69	67
	Weather	309	33	29	58	24	1
	Member is Ineligible	5	16	3	23	8	4
	Issue with Member's Equ..						1
	Driver or Member Safety						11
	Grand Total	52,591	47,816	43,725	49,539	34,823	29,274
							26,049

Same Day Cancellation Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Cancelled Trips	52,591	47,816	43,725	49,539	34,823	29,274	27,683
Cancelled + Completed*	180,128	194,228	181,831	166,587	88,808	80,590	93,526
Cancellation Rate	29.20%	24.62%	24.05%	29.74%	39.21%	36.32%	29.60%

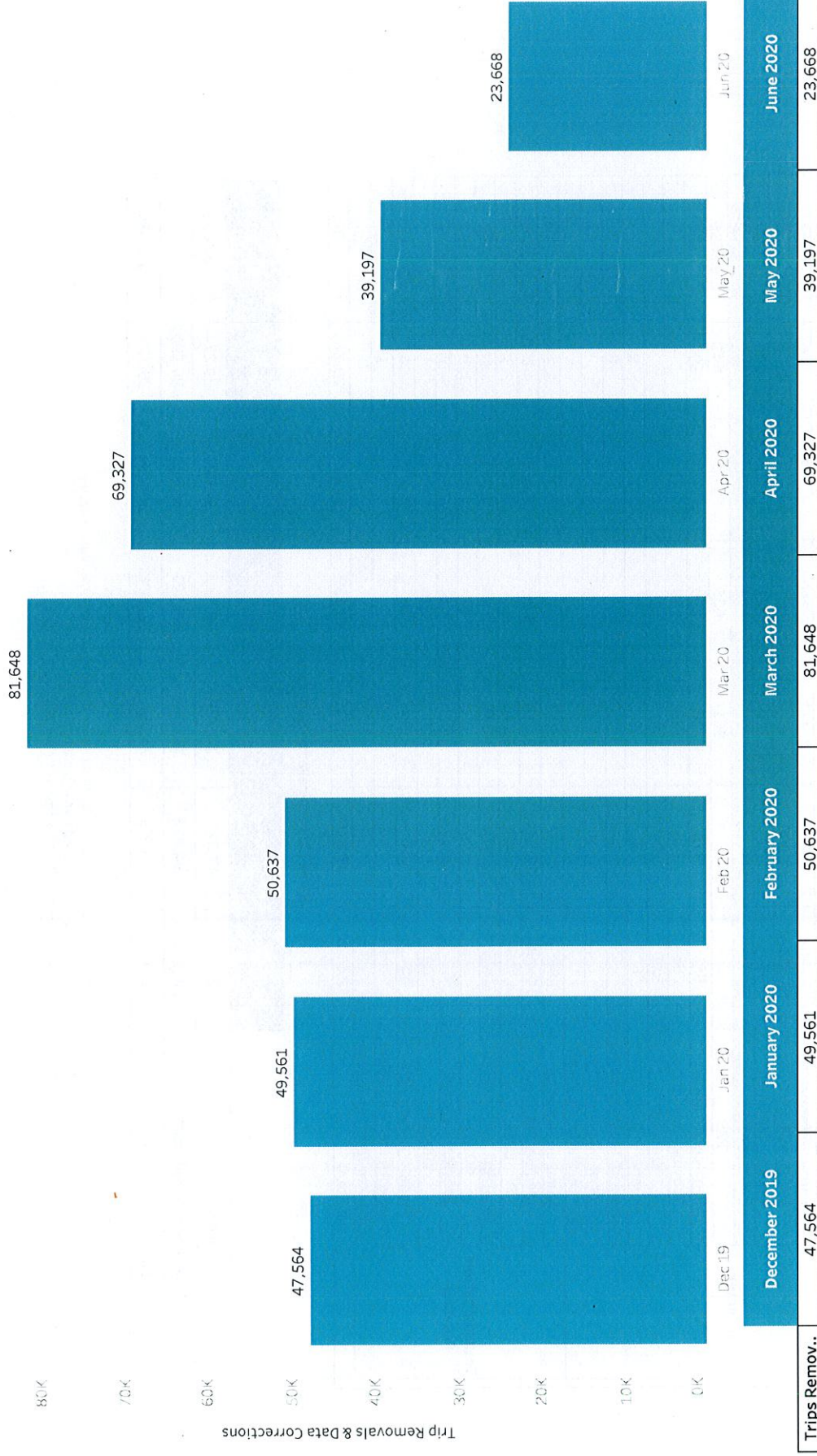
*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

* 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

Trip Removals & Data Corrections

July 17, 2020



* Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Member No Show	Critical	2,147	1,826	1,541	1,372	1,215	960
	Non-Critical	11,041	11,554	9,957	6,846	4,924	3,915
Provider No Show	Critical	72	33	27	12	28	45
	Non-Critical	303	248	153	109	183	525
Trips Not Confirmed	Critical	116	65		41	32	37
	Non-Critical	152	125	4	61	68	104
Total Unfulfilled		13,831	13,851	11,682	8,441	6,450	5,586

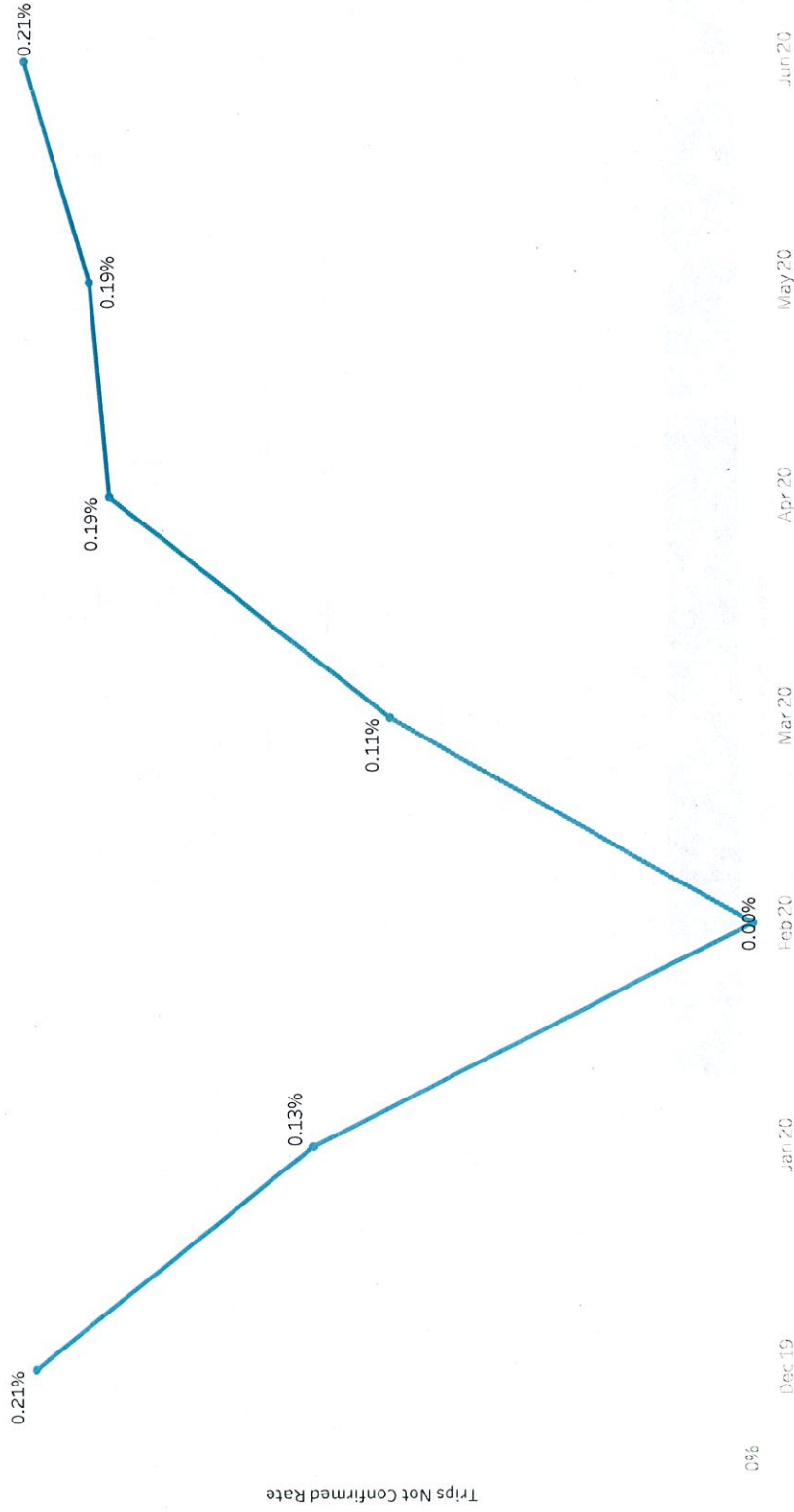
*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

Unfulfilled Trips by Mode Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Member No Show	Ambulatory	12,192	12,420	10,786	7,561	5,707	4,557
	Bariatric Wheelchair	53	70	52	30	12	28
	Wheelchair	943	890	660	627	420	290
Provider No Show	Ambulatory	335	253	162	115	201	550
	Bariatric Wheelchair	6		2			
	Wheelchair	34	28	16	6	10	20
Trips Not Confirmed	Ambulatory	201	140		64	76	107
	Bariatric Wheelchair	16	9		7	4	5
	Other		4	4	10	8	8
	Wheelchair	51	37		21	12	21
Total Unfulfilled		13,831	13,851	11,682	8,441	6,450	5,586

Unconfirmed Trips

July 17, 2020



	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Not Confirmed	268	190	4	126	102	100	141
Not Confirmed + Completed*	127,680	146,548	138,093	117,167	54,084	51,405	65,983
Not Confirmed Rate	0.21%	0.13%	0.00%	0.11%	0.19%	0.19%	0.21%

* 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: **June 2020**
Veyo Healthcare Logistics

Total Complaints

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Completed Trips	414,230	430,357	389,867	383,285	300,350	287,657	303,875
Total Complaint Count	792	694	636	380	174	266	483
Complaint %	0.19%	0.16%	0.16%	0.10%	0.06%	0.09%	0.16%

Substantiated Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Completed Trips	414,230	430,357	389,867	383,285	300,350	287,657	303,875
Substantiated Complaints	511	431	389	236	106	147	296
Substantiated Complaint %	0.12%	0.10%	0.10%	0.06%	0.04%	0.05%	0.10%

Days To Resolve

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Grievance Count	694	636	380	174	266	483	438
Resolved Count	694	636	380	174	266	426	117
Avg. Time to Resolve (Days)	28.12	19.37	14.55	10.20	12.67	12.64	6.68

Complaints Category Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Missed Pickup	153	159	86	40	53	90
Late Pickup	125	81	55	22	48	103
Late Pickup - B-Leg	47	36	27	11	18	26
Driver Issue	34	42	35	10	8	20
Safety Concern	23	25	13	10	6	26
Other	29	23	3	9	7	15
Scheduling Error	7	4	5	1	3	2
Early Arrival	3	6	7			5
Agent Issue	4	5	2		3	6
Damage/Injury	4	4	3	3		2
Vehicle Issue	1	4				1
Technical Issue	1				1	

Denied Trip Requests

		Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Unique Requests	Not Eligible For Service	54	63	55	66	30	1	11
	Refuse Appropriate Mode	91	109	133	152	28	28	73
	Unable to Verify Appointment	10	13	5	6	4		2
	Urban Mileage Limit	103	98	128	122	34	29	59
	Rural Mileage Limit	42	23	46	29	8	12	14
	Not Medicaid Covered	1	7	5	3	3		
	Refuse Closest Facility	7	6	9	17	9	2	5
	Insufficient Advanced Notice	22	25	13	18	9	4	2
	Total	321	336	382	400	125	74	163
	Not Eligible For Service	514	632	364	460	226	4	2
Trips Under Recurring Schedule	Refuse Appropriate Mode	12	349	338	7	3	3	4
	Unable to Verify Appointment	72	79	17	1	1	1	
	Urban Mileage Limit	82	17	15	9	3	3	4
	Rural Mileage Limit	7	4	1	3	2	2	2
	Not Medicaid Covered	6	2	1	2	3		
	Refuse Closest Facility	1	1	3	1	35		1
	Insufficient Advanced Notice			2	1			
	Too Many Passengers		1					
	Total	685	1,077	737	482	273	13	13
	Grand Total	996	1,403	1,109	869	394	86	175

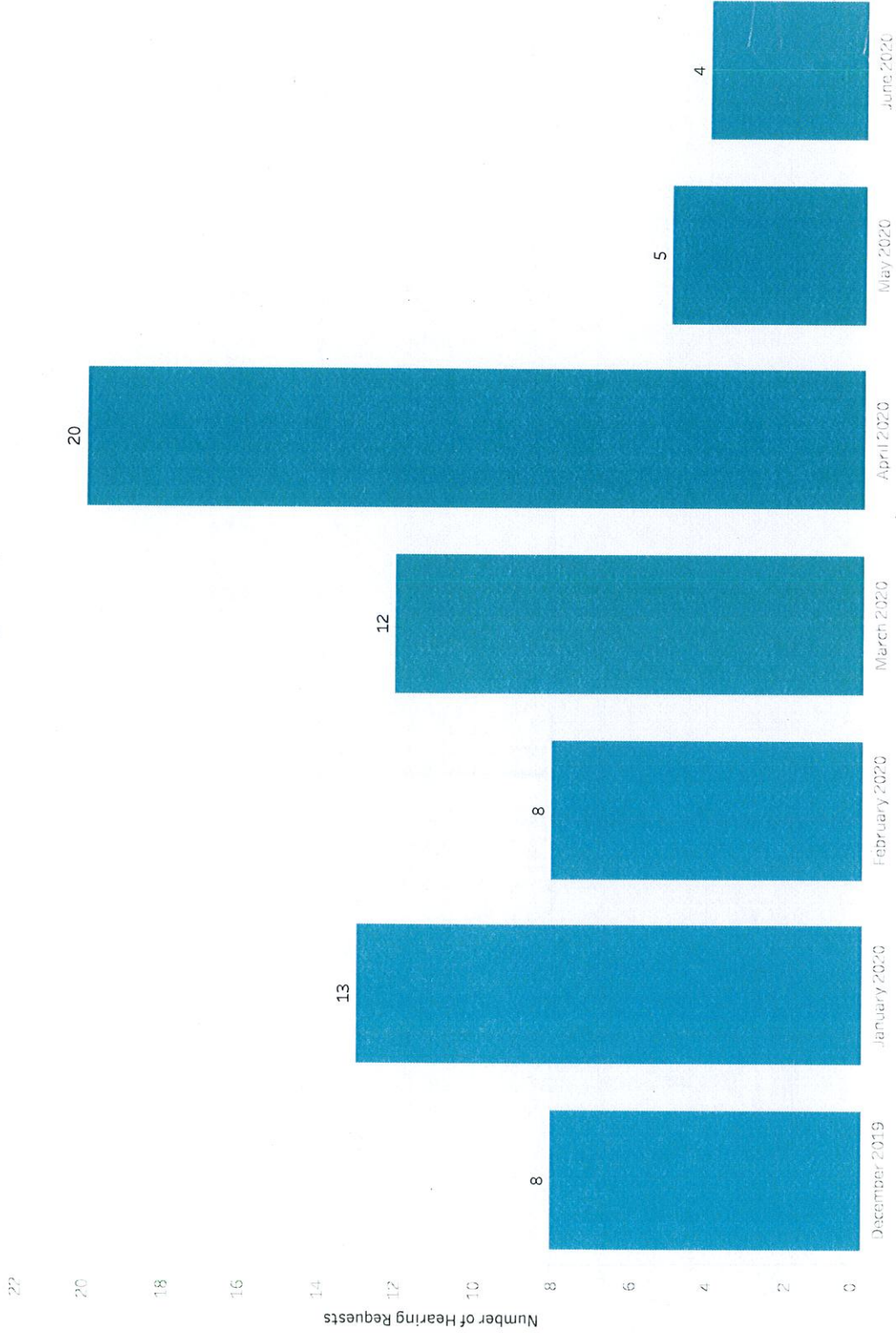
Notice of Actions Issued

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Not Eligible For Service	561	689	411	514	252	5	13
Refuse Appropriate Mode	103	455	471	159	31	30	77
Urban Mileage Limit	185	115	143	131	37	32	62
Rural Mileage Limit	49	27	47	32	10	14	16
Unable to Verify Appointment	82	91	22	7	5	1	2
Refuse Closest Facility	8	7	12	18	44	2	6
Insufficient Advanced Notice	22	25	15	19	9	4	2
Not Medicaid Covered	7	9	6	5	6		
Too Many Passengers		1					
Total	996	1,403	1,109	869	394	86	175

Admin Hearing Requests

CONNECTICUT MEDICAID

July 17, 2020



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 does not include deleted or removed trips, but does include all other trip statuses. 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. MIB 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. These products are not included (Ambulance -ALS, Ambulance -BLS, Bariatric Stretcher, Stretcher). For Will Call trips we have 1 hour to pickup. For Immediate trips we have 3 hours to pickup. For scheduled trips: On the A leg the member must be to their appointment by the appointment time, and cannot be earlier than 30 minutes. On the B leg the member must be picked up no more than 30 minutes after the requested pickup time.