DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **July 2020**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **July 2020**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

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

Call Count Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	98,237	85,768	66,251	25,698	26,476	40,132	46,950
Avg Daily Calls Received	4,271	4,288	3,011	1,168	1,261	1,824	2,041
Total Calls Answered	94,233	84,471	66,038	25,686	26,381	39,804	45,805
Answered %	95.9%	98.5%	99.7%	100.0%	99.6%	99.2%	97.6%

Average Speed Of Answer Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	98,237	85,768	66,251	25,698	26,476	40,132	46,950
Avg Speed of Answer (seconds)	59.8	35.9	12.4	3.1	10.0	26.0	51.2

Average Abandon Rate Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	98,237	85,768	66,251	25,698	26,476	40,132	46,950
Total Calls Abandoned	3,994	1,290	209	11	93	318	1,124
Abandon %	4.1%	1.5%	0.3%	0.0%	0.4%	0.8%	2.4%

Average Handle Time Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Handle Time Minutes	440,778	388,357	282,535	101,930	104,593	162,424	195,338
Total Calls Answered	94,233	84,471	66,038	25,686	26,381	39,804	45,805
Avg Handle Time (minutes)	4.678	4.598	4.278	3.968	3.965	4.081	4.265

Service Level Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Handled Within Service Level	81,927	80,323	65,578	25,651	26,170	38,626	41,725
Handled Outside Service Level	16,310	5,445	673	47	306	1,506	5,225
Total Calls Received	98,237	85,768	66,251	25,698	26,476	40,132	46,950
Service Level	83.4%	93.7%	99.0%	99.8%	98.8%	96.2%	88.9%

Call Center Summary, Facility (Business Hours)

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

Call Count Summary (Facility)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	8,575	7,486	5,981	2,556	2,456	3,517	4,594
Avg Daily Calls Received	373	374	272	116	117	160	209
Total Calls Answered	8,157	7,325	5,960	2,554	2,447	3,495	4,458
Answered %	95.1%	97.8%	99.6%	99.9%	99.6%	99.4%	97.0%

Average Speed Of Answer Summary (Facility)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	8,575	7,486	5,981	2,556	2,456	3,517	4,594
Avg Speed of Answer (seconds)	57.7	37.9	12.8	2.8	10.1	24.6	51.9

Average Abandon Rate Summary (Facility)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	8,575	7,486	5,981	2,556	2,456	3,517	4,594
Total Calls Abandoned	418	161	21	2	9	22	136
Abandon %	4.9%	2.2%	0.4%	0.1%	0.4%	0.6%	3.0%

Average Handle Time Summary (Facility)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Answered	8,157	7,325	5,960	2,554	2,447	3,495	4,458
Avg Handle Time (minutes)	5.5	5.5	5.3	4.8	4.7	4.4	4.8

Service Level Summary (Facility)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Handled Within Service Level	7,184	6,947	5,910	2,551	2,431	3,403	4,077
Handled Outside Service Level	1,391	539	71	5	25	114	517
Total Calls Received	8,575	7,486	5,981	2,556	2,456	3,517	4,594
Service Level	83.8%	92.8%	98.8%	99.8%	99.0%	96.8%	88.7%

Call Center Summary, Spanish (Business Hours)

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

Call Count Summary (Spanish)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	5,790	4,992	3,454	935	1,063	2,048	2,639
Avg Daily Calls Received	252	250	157	43	51	93	115
Total Calls Answered	5,715	4,971	3,445	930	1,059	2,033	2,603
Answered %	98.7%	99.6%	99.7%	99.5%	99.6%	99.3%	98.6%

Average Speed Of Answer Summary (Spanish)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	5,790	4,992	3,454	935	1,063	2,048	2,639
Avg Speed of Answer (seconds)	29.1	17.4	9.9	7.3	5.5	20.5	28.7

Average Abandon Rate Summary (Spanish)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Received	5,790	4,992	3,454	935	1,063	2,048	2,639
Total Calls Abandoned	74	20	9	5	4	14	35
Abandon %	1.3%	0.4%	0.3%	0.5%	0.4%	0.7%	1.3%

Average Handle Time Summary (Spanish)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Calls Answered	5,715	4,971	3,445	930	1,059	2,033	2,603
Avg Handle Time (minutes)	4.8	4.5	4.0	3.7	4.1	4.4	4.6

Service Level Summary (Spanish)

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Handled Within Service Level	5,494	4,941	3,434	924	1,057	2,005	2,495
Handled Outside Service Level	296	51	20	11	6	43	144
Total Calls Received	5,790	4,992	3,454	935	1,063	2,048	2,639
Service Level	94.9%	99.0%	99.4%	98.8%	99.4%	97.9%	94.5%

Monthly Trip Report

Connecticut Medicaid

Reporting Period: **July 2020**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Completed Trips	430,357	389,867	383,307	300,364	287,810	304,215	318,022

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
A Leg	90.01%	91.19%	90.45%	89.27%	88.58%	88.59%	88.06%
B Leg	94.27%	95.28%	95.51%	95.21%	94.96%	95.27%	94.51%
Both Legs	92.04%	93.12%	92.87%	92.16%	91.73%	91.84%	91.17%

* 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

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Member No-Show Count	13,212	10,940	11,108	6,482	5,056	4,233	4,520
No-Shows + Completed*	159,624	149,046	128,156	60,467	56,373	70,079	81,177
Member No-Show Rate	8.28%	7.34%	8.67%	10.72%	8.97%	6.04%	5.57%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Trips Booked	513,729	468,343	461,919	357,594	337,267	351,056	369,003

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Total Mileage	2,576,207	2,279,267	2,076,874	1,385,045	1,336,124	1,492,908	1,596,435
Avg. Mileage	5.99	5.85	5.42	4.61	4.64	4.91	5.02

Trip % Distance Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
0-10 Miles	83.63%	84.48%	86.60%	90.72%	90.52%	89.18%	88.84%
10-20 Miles	11.31%	10.83%	9.53%	6.87%	6.97%	7.80%	7.87%
20-30 Miles	3.28%	3.11%	2.60%	1.64%	1.75%	2.06%	2.26%
30-40 Miles	1.10%	0.99%	0.84%	0.54%	0.49%	0.55%	0.58%
40-50 Miles	0.39%	0.34%	0.25%	0.13%	0.17%	0.22%	0.25%
50+ Miles	0.28%	0.25%	0.18%	0.11%	0.10%	0.19%	0.20%

Completed Trips by Mode

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Ambulatory	119,642	112,937	95,295	41,258	39,449	50,549	58,807
Mileage Reimbursement	12,426	8,041	6,421	3,250	2,770	3,520	3,252
Public Transit	271,519	243,720	259,838	243,129	233,723	234,849	238,113
Wheelchair	26,716	25,152	21,743	12,724	11,857	15,295	17,844

Members with Completed Trips Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Completed Trips	25,021	24,234	21,487	13,338	13,229	15,285	16,278

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Drug Rehabilitation	190,799	176,793	180,156	143,486	138,198	140,029	142,949
Behavioral Health	111,544	101,776	103,716	89,694	85,665	88,863	92,024
Specialist	40,132	29,646	22,548	10,312	10,175	15,226	17,706
Dialysis	20,541	19,951	20,951	18,702	17,557	18,832	19,607
Counselor	14,658	13,119	13,385	11,742	11,037	11,310	11,531
Psychiatric Services	14,286	12,832	12,133	9,186	8,512	9,071	9,661
Physical Therapy	10,529	9,403	8,684	6,091	5,755	6,433	7,121
Urgent Care	7,777	7,233	6,997	3,964	3,890	4,925	5,617
PCP	7,579	7,225	5,450	2,093	1,996	2,782	3,447
Chemotherapy	2,198	2,021	2,009	1,675	1,445	1,378	1,599
Surgery	2,543	2,424	1,734	628	594	1,095	1,409
Dental	2,376	2,272	1,295	242	292	829	1,056
Lab	1,291	1,219	963	681	737	952	1,180
Vision	1,747	1,493	958	142	272	629	899
Development Therapy	572	652	734	555	556	600	630
Chiropractic	665	646	636	560	568	576	644
Occupational Therapy	583	602	472	352	344	393	515
Speech Therapy	340	361	287	164	135	179	231
Audiology	197	199	199	95	82	113	180
MFP (Data Entry Only)	169	173	92	30	21	23	22
COVID-19							16

Transportation Provider Summary

Number of Providers

Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
75	76	73	64	64	66	70

Provider No-Show Count

Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
369	296	208	145	196	389	499

Provider Mix Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
PUBLIC TRANSIT	271,519	243,720	259,838	243,129	233,723	234,849	238,113
CONTRACTED PROVIDERS	113,142	103,819	87,937	42,451	41,667	52,668	60,578
VEYO INDEPENDENT DRIVERS	33,270	34,287	29,111	11,521	9,648	13,178	16,079
MILEAGE REIMBURSEMENT	12,426	8,041	6,421	3,250	2,770	3,520	3,252

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Call Center	Member Cancelled	11,576	11,754	12,903	5,401	4,766	7,150	9,404
	Member No Show	2,613	2,100	2,703	2,145	1,745	1,571	1,567
	Not Finalized	5,673	5,627	6,147	5,390	4,922	4,717	3,559
	Other	1,211	1,622	1,877	1,365	1,103	1,242	1,229
	Incorrect Information	1,716	1,327	1,310	1,753	1,340	354	406
	SMS		961	625	771	641	686	809
	COVID-19			156	244	90	47	17
	Facility Cancelled	764	710	911	271	206	303	449
	Provider No Show	375	298	209	147	197	390	504
	IVR	1,208						
	Provider Incident	146	128	110	51	79		
	Weather	0	4	1				
	Member is Ineligible	3	9	7	2	0	6	12
	Issue with Member's Equ..					0	7	4
	Driver or Member Safety						1	3
	Veyo Operations Cancell..						1	1
Transportation Provider	Member Cancelled	5,497	5,249	6,973	5,812	5,395	5,200	5,762
	Member No Show	11,524	9,714	9,860	5,558	4,000	3,110	3,212
	Other	3,407	3,046	3,761	3,270	2,372	2,052	1,966
	Incorrect Information	1,972	1,073	1,350	1,383	1,184	399	328
	COVID-19			489	1,159	1,160	405	401
	Provider Incident	82	71	66	69	67		
	Weather	33	29	58	24	1		
	Member is Ineligible	16	3	23	8	4	8	3
	Issue with Member's Equ..					1	20	8
	Driver or Member Safety						11	16
Grand Total		47,816	43,725	49,539	34,823	29,273	27,680	29,660

Same Day Cancellation Summary

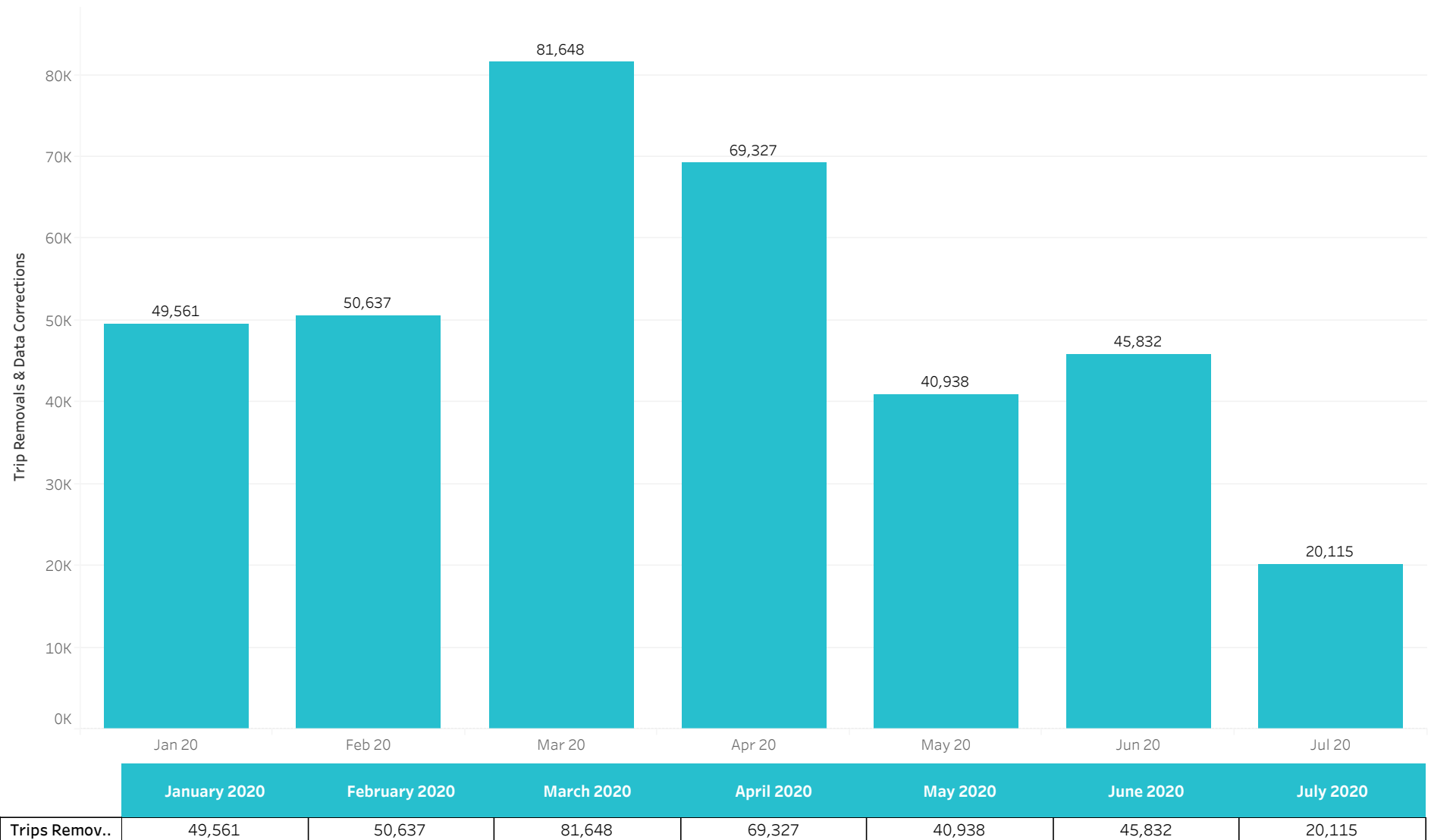|	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Cancelled Trips	47,816	43,725	49,539	34,823	29,273	27,680	31,240
Cancelled + Completed*	194,228	181,831	166,587	88,808	80,590	93,526	107,897
Cancellation Rate	24.62%	24.05%	29.74%	39.21%	36.32%	29.60%	28.95%

*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

	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020
Trips Remov..	49,561	50,637	81,648	69,327	40,938	45,832	20,115

*Excludes Public Transit and Mileage Reimbursement

veyo | Healthcare Logistics

Unfulfilled Trip Counts

		Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Member No Show	Critical	1,826	1,541	1,516	1,372	1,215	960	1,008
	Non-Critical	11,554	9,957	10,740	6,846	4,924	3,915	4,432
Provider No Show	Critical	33	27	22	12	28	45	135
	Non-Critical	248	153	99	109	183	525	412
Trips Not Confirmed	Critical	65		39	41	32	37	100
	Non-Critical	125	4	87	61	68	104	193
Total Unfulfilled		13,851	11,682	12,503	8,441	6,450	5,586	6,280

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

Unfulfilled Trips by Mode Summary

		Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Member No Show	Ambulatory	12,420	10,786	11,463	7,561	5,707	4,557	5,120
	Bariatric Wheelchair	70	52	51	30	12	28	20
	Wheelchair	890	660	742	627	420	290	300
Provider No Show	Ambulatory	253	162	102	115	201	550	503
	Bariatric Wheelchair		2	2				
	Wheelchair	28	16	17	6	10	20	44
Trips Not Confirmed	Ambulatory	140		90	64	76	107	247
	Bariatric Wheelchair	9		8	7	4	5	2
	Other	4	4	8	10	8	8	
	Wheelchair	37		20	21	12	21	44
Total Unfulfilled		13,851	11,682	12,503	8,441	6,450	5,586	6,280

Unconfirmed Trips
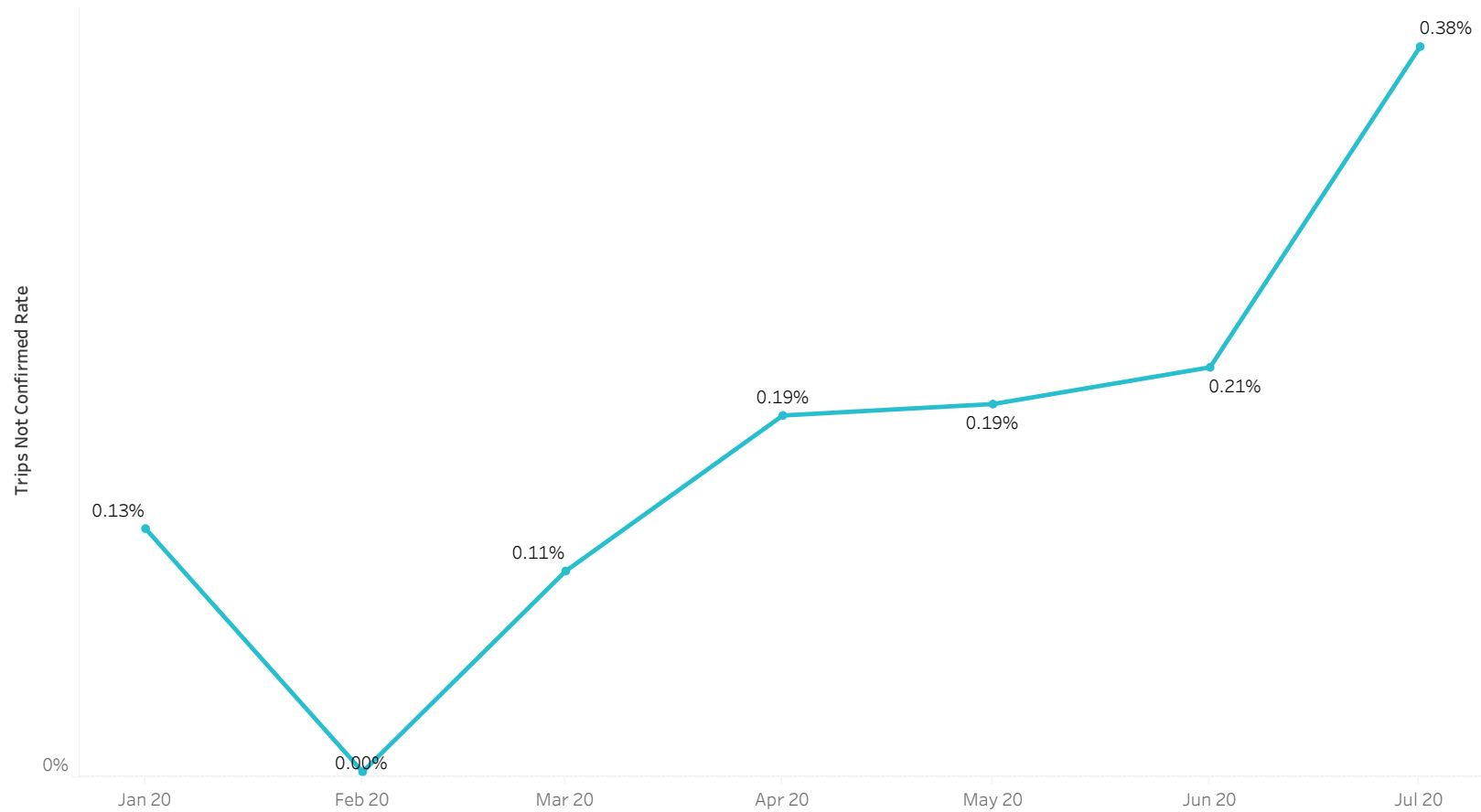
	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Not Confirmed	190	4	126	102	100	141	293
Not Confirmed + Completed*	146,548	138,093	117,167	54,084	51,406	65,986	76,945
Not Confirmed Rate	0.13%	0.00%	0.11%	0.19%	0.19%	0.21%	0.38%

* 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: **July 2020**

Veyo Healthcare Logistics

Total Complaints

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Completed Trips	430,357	389,867	383,307	300,364	287,810	304,215	318,060
Total Complaint Count	682	634	378	173	264	481	681
Complaint %	0.16%	0.16%	0.10%	0.06%	0.09%	0.16%	0.21%

Substantiated Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Completed Trips	430,357	389,867	383,307	300,364	287,810	304,215	318,060
Substantiated Complaints	429	388	236	106	147	325	476
Substantiated Complaint %	0.10%	0.10%	0.06%	0.04%	0.05%	0.11%	0.15%

Days To Resolve

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Grievance Count	682	634	378	173	264	481	681	816
Resolved Count	682	634	378	173	264	481	634	133
Avg. Time to Resolve (Days)	28.32	19.34	14.62	10.10	12.73	14.41	18.63	6.41

First Call Resolutions

	Jul 2020
First Call Resolutions	142

Complaints Category Summary

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Missed Pickup	153	158	86	40	53	98	172
Late Pickup	125	81	55	22	48	108	158
Late Pickup - B-Leg	47	36	27	11	18	32	59
Driver Issue	34	42	35	10	8	22	28
Safety Concern	22	25	13	10	6	26	25
Other	29	23	3	9	7	19	8
Agent Issue	4	5	2		3	7	9
Scheduling Error	7	4	5	1	3	3	7
Early Arrival	3	6	7			5	5
Damage/Injury	4	4	3	3		2	2
Vehicle Issue	1	4				3	2
Technical Issue					1		1

August 26, 2020

Denied Trip Requests

		Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Unique Requests	Refuse Appropriate Mode	109	133	152	28	28	73	52
	Not Eligible For Service	63	55	66	30	1	11	4
	Urban Mileage Limit	98	128	122	34	29	59	92
	Unable to Verify Appointment	13	5	6	4		2	1
	Rural Mileage Limit	23	46	29	8	12	14	15
	Refuse Closest Facility	6	9	17	9	2	5	6
	Insufficient Advanced Notice	25	13	18	9	4	2	4
	Not Medicaid Covered	7	5	3	3			
	Total	**336**	**382**	**400**	**125**	**74**	**163**	**168**
Trips Under Recurring Schedule	Refuse Appropriate Mode	349	338	7	3	3	4	4
	Not Eligible For Service	632	364	460	226	4	2	4
	Urban Mileage Limit	17	15	9	3	3	4	7
	Unable to Verify Appointment	79	17	1	1	1		
	Rural Mileage Limit	4	1	3	2	2	2	
	Refuse Closest Facility	1	3	1	35		1	2
	Insufficient Advanced Notice		2	1				
	Not Medicaid Covered	2	1	2	3			1
	Missing necessary form							1
	Too Many Passengers	1						
	Total	**1,077**	**737**	**482**	**273**	**13**	**13**	**18**
	Grand Total	**1,403**	**1,109**	**869**	**394**	**86**	**175**	**186**

Notice of Actions Issued

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
Not Eligible For Service	689	411	514	252	5	13	8
Refuse Appropriate Mode	455	471	159	31	30	77	56
Urban Mileage Limit	115	143	131	37	32	62	99
Rural Mileage Limit	27	47	32	10	14	16	15
Unable to Verify Appointment	91	22	7	5	1	2	1
Refuse Closest Facility	7	12	18	44	2	6	8
Insufficient Advanced Notice	25	15	19	9	4	2	4
Not Medicaid Covered	9	6	5	6			1
Missing necessary form							1
Too Many Passengers	1						
Total	1,403	1,109	869	394	86	175	186

Admin Hearing Requests
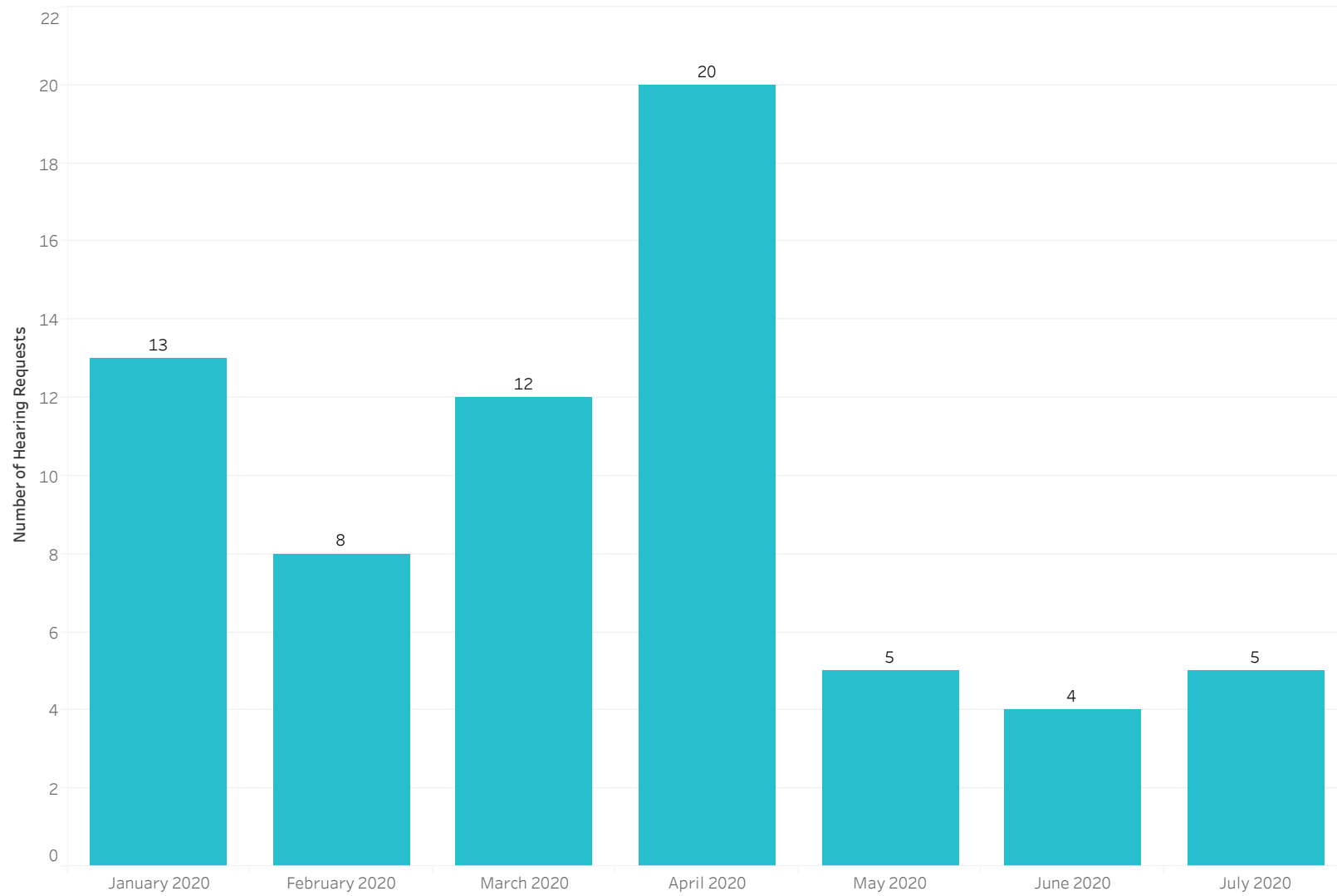
Definitions

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. 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. 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.