



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: August 2020

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: August 2020  
Veyo Healthcare Logistics

## Call Center Summary (Business Hours)

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

## Call Count Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	85,768	66,251	25,698	26,476	40,132	46,950	45,772
Avg Daily Calls Received	4,288	3,011	1,168	1,261	1,824	2,041	2,180
Total Calls Answered	84,471	66,038	25,686	26,381	39,804	45,805	45,003
Answered %	98.5%	99.7%	100.0%	99.6%	99.2%	97.6%	98.3%

## Average Speed Of Answer Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	85,768	66,251	25,698	26,476	40,132	46,950	45,772
Avg Speed of Answer (seconds)	35.9	12.4	3.1	10.0	26.0	51.2	48.1

## Average Abandon Rate Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	85,768	66,251	25,698	26,476	40,132	46,950	45,772
Total Calls Abandoned	1,290	209	11	93	318	1,124	740
Abandon %	1.5%	0.3%	0.0%	0.4%	0.8%	2.4%	1.6%

## Average Handle Time Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Handle Time Minutes	388,357	282,535	101,930	104,593	162,424	195,338	190,630
Total Calls Answered	84,471	66,038	25,686	26,381	39,804	45,805	45,003
Avg Handle Time (minutes)	4.598	4.278	3.968	3.965	4.081	4.265	4.236

## Service Level Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Handled Within Service Level	80,323	65,578	25,651	26,170	38,626	41,725	41,894
Handled Outside Service Level	5,445	673	47	306	1,506	5,225	3,878
Total Calls Received	85,768	66,251	25,698	26,476	40,132	46,950	45,772
Service Level	93.7%	99.0%	99.8%	98.8%	96.2%	88.9%	91.5%

## 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)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	7,486	5,981	2,556	2,456	3,517	4,594	4,794
Avg Daily Calls Received	374	272	116	117	160	209	228
Total Calls Answered	7,325	5,960	2,554	2,447	3,495	4,458	4,688
Answered %	97.8%	99.6%	99.9%	99.6%	99.4%	97.0%	97.8%

### Average Speed Of Answer Summary (Facility)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	7,486	5,981	2,556	2,456	3,517	4,594	4,794
Avg Speed of Answer (seconds)	37.9	12.8	2.8	10.1	24.6	51.9	50.6

### Average Abandon Rate Summary (Facility)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	7,486	5,981	2,556	2,456	3,517	4,594	4,794
Total Calls Abandoned	161	21	2	9	22	136	106
Abandon %	2.2%	0.4%	0.1%	0.4%	0.6%	3.0%	2.2%

### Average Handle Time Summary (Facility)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Answered	7,325	5,960	2,554	2,447	3,495	4,458	4,688
Avg Handle Time (minutes)	5.5	5.3	4.8	4.7	4.4	4.8	4.7

### Service Level Summary (Facility)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Handled Within Service Level	6,947	5,910	2,551	2,431	3,403	4,077	4,337
Handled Outside Service Level	539	71	5	25	114	517	457
Total Calls Received	7,486	5,981	2,556	2,456	3,517	4,594	4,794
Service Level	92.8%	98.8%	99.8%	99.0%	96.8%	88.7%	90.5%

## 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)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
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Total Calls Received	4,992	3,454	935	1,063	2,048	2,639	2,593
Avg Daily Calls Received	250	157	43	51	93	115	123
Total Calls Answered	4,971	3,445	930	1,059	2,033	2,603	2,567
Answered %	99.6%	99.7%	99.5%	99.6%	99.3%	98.6%	99.0%

## Average Speed Of Answer Summary (Spanish)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	4,992	3,454	935	1,063	2,048	2,639	2,593
Avg Speed of Answer (seconds)	17.4	9.9	7.3	5.5	20.5	28.7	30.0

## Average Abandon Rate Summary (Spanish)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Received	4,992	3,454	935	1,063	2,048	2,639	2,593
Total Calls Abandoned	20	9	5	4	14	35	24
Abandon %	0.4%	0.3%	0.5%	0.4%	0.7%	1.3%	0.9%

## Average Handle Time Summary (Spanish)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Calls Answered	4,971	3,445	930	1,059	2,033	2,603	2,567
Avg Handle Time (minutes)	4.5	4.0	3.7	4.1	4.4	4.6	4.4

## Service Level Summary (Spanish)

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Handled Within Service Level	4,941	3,434	924	1,057	2,005	2,495	2,478
Handled Outside Service Level	51	20	11	6	43	144	115
Total Calls Received	4,992	3,454	935	1,063	2,048	2,639	2,593
Service Level	99.0%	99.4%	98.8%	99.4%	97.9%	94.5%	95.6%



# Monthly Trip Report

Connecticut Medicaid

Reporting Period: August 2020

Veyo Healthcare Logistics

## Trip Executive Summary

### Completed Trip Count Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Completed Trips	389,867	383,307	300,364	287,810	304,253	318,310	306,857

\* Includes Public Transit and Mileage Reimbursement

### On Time % Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
A Leg	91.19%	90.45%	89.27%	88.58%	88.59%	88.06%	89.07%
B Leg	95.28%	95.51%	95.21%	94.96%	95.27%	94.51%	95.07%
Both Legs	93.12%	92.87%	92.16%	91.73%	91.84%	91.17%	91.95%

\* 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 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Member No-Show Count	10,940	11,108	6,482	5,056	4,233	4,520	4,577
No-Shows + Completed*	149,046	128,156	60,467	56,373	70,079	81,177	86,913
Member No-Show Rate	7.34%	8.67%	10.72%	8.97%	6.04%	5.57%	5.27%

\* Excludes Public Transit and Mileage Reimbursement

### Booked Trip Count Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Trips Booked	468,343	461,919	357,594	337,267	351,056	369,003	355,784

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Total Mileage	2,279,267	2,076,874	1,385,045	1,336,124	1,493,184	1,600,270	1,583,465
Avg. Mileage	5.85	5.42	4.61	4.64	4.91	5.03	5.16

### Trip % Distance Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
0-10 Miles	84.48%	86.60%	90.72%	90.52%	89.18%	88.81%	88.19%
10-20 Miles	10.83%	9.53%	6.87%	6.97%	7.80%	7.88%	8.24%
20-30 Miles	3.11%	2.60%	1.64%	1.75%	2.06%	2.27%	2.44%
30-40 Miles	0.99%	0.84%	0.54%	0.49%	0.55%	0.59%	0.64%
40-50 Miles	0.34%	0.25%	0.13%	0.17%	0.22%	0.25%	0.25%
50+ Miles	0.25%	0.18%	0.11%	0.10%	0.19%	0.20%	0.23%

### Completed Trips by Mode

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Ambulatory	112,937	95,295	41,258	39,449	50,549	58,807	64,474
Mileage Reimbursement	8,041	6,421	3,250	2,770	3,558	3,540	3,300
Public Transit	243,720	259,838	243,129	233,723	234,849	238,113	221,221
Wheelchair	25,152	21,743	12,724	11,857	15,295	17,844	17,848

### Members with Completed Trips Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Completed Trips	24,234	21,487	13,338	13,229	15,288	16,289	16,525

\*Excluding ambulance and stretcher mode

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September 18, 2020

### Total Completed Trips by Reason

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Drug Rehabilitation	176,793	180,156	143,486	138,198	140,037	143,121	138,722
Behavioral Health	101,776	103,716	89,694	85,665	88,863	92,060	86,552



Dialysis	19,951	20,951	18,702	17,557	18,838	19,633	18,739
Specialist	29,646	22,548	10,312	10,175	15,234	17,728	17,357
Counselor	13,119	13,385	11,742	11,037	11,310	11,541	10,688
Psychiatric Services	12,832	12,133	9,186	8,512	9,071	9,663	9,124
Physical Therapy	9,403	8,684	6,091	5,755	6,443	7,127	7,210
Urgent Care	7,233	6,997	3,964	3,890	4,925	5,619	6,238
PCP	7,225	5,450	2,093	1,996	2,784	3,451	4,011
Chemotherapy	2,021	2,009	1,675	1,445	1,378	1,603	1,691
Surgery	2,424	1,734	628	594	1,095	1,409	1,419
Dental	2,272	1,295	242	292	829	1,056	1,046
Lab	1,219	963	681	737	956	1,182	1,008
Vision	1,493	958	142	272	629	901	885
Development Therapy	652	734	555	556	600	630	651
Chiropractic	646	636	560	568	576	644	577
Occupational Therapy	602	472	352	344	393	515	516
Speech Therapy	361	287	164	135	179	231	201
Audiology	199	199	95	82	113	180	177
MFP (Data Entry Only)	173	92	30	21	23	22	34
COVID-19						16	45

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## Transportation Provider Summary

September 18, 2020

### Number of Providers

Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
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76	73	64	64	66	70	71
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Provider No-Show Count

Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
296	208	145	196	389	499	484

Provider Mix Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
PUBLIC TRANSIT	243,720	259,838	243,129	233,723	234,849	238,113	221,221
CONTRACTED PROVIDERS	103,819	87,937	42,451	41,667	52,668	60,578	63,719
VEYO INDEPENDENT DRIVERS	34,287	29,111	11,521	9,648	13,178	16,079	18,617
MILEAGE REIMBURSEMENT	8,041	6,421	3,250	2,770	3,558	3,540	3,300

\*Excludes Public Transit and Mileage Reimbursement

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## Trip Cancellations

September 18, 2020

Cancellation Reason Summary

		Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Call Center	Member Cancelled	11,754	12,903	5,401	4,766	7,150	9,404	9,747
	Member No Show	2,100	2,703	2,145	1,745	1,571	1,567	1,632
	Not Finalized	5,627	6,147	5,390	4,922	4,717	4,607	3,174
	Other	1,622	1,877	1,365	1,103	1,242	1,443	1,254
	Incorrect Information	1,327	1,310	1,753	1,340	354	406	365
	SMS	961	625	771	641	686	809	890
	COVID-19		156	244	90	47	17	1
	Facility Cancelled	710	911	271	206	303	451	517

	Provider No Show	298	209	147	197	390	504	485
	Provider Incident	128	110	51	79			
	Weather	4	1					
	Member is Ineligible	9	7	2	0	6	12	8
	Issue with Member's Equ..				0	7	4	8
	Driver or Member Safety					1	3	9
	Veyo Operations Cancell..					1	1	1
Transportation Provider	Member Cancelled	5,249	6,973	5,812	5,395	5,200	5,877	5,278
	Member No Show	9,714	9,860	5,558	4,000	3,110	3,324	3,378
	Other	3,046	3,761	3,270	2,372	2,052	2,049	1,564
	Incorrect Information	1,073	1,350	1,383	1,184	399	330	323
	COVID-19		489	1,159	1,160	405	405	100
	Provider Incident	71	66	69	67			
	Weather	29	58	24	1			
	Member is Ineligible	3	23	8	4	8	3	
	Issue with Member's Equ..				1	20	8	25
	Driver or Member Safety					11	16	29
Grand Total		43,725	49,539	34,823	29,273	27,680	31,240	28,788

Same Day Cancellation Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Cancelled Trips	43,725	49,539	34,823	29,273	27,680	31,240	30,234
Cancelled + Completed*	181,831	166,587	88,808	80,590	93,526	107,897	112,570
Cancellation Rate	24.05%	29.74%	39.21%	36.32%	29.60%	28.95%	26.86%

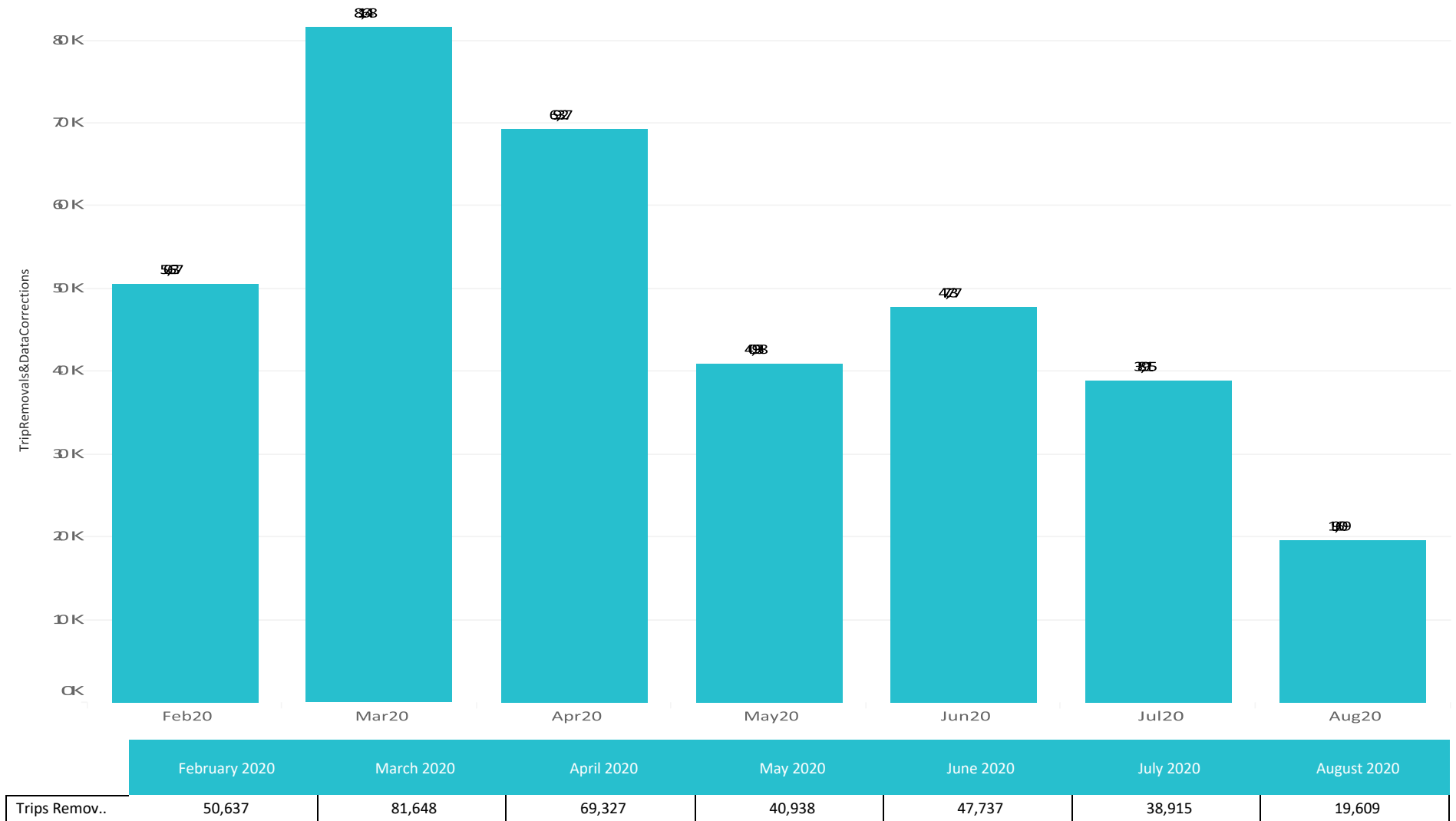
\*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

\* 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 &amp; Data Corrections

September 18, 2020



\*Excludes Public Transit and Mileage Reimbursement

## Unfulfilled Trip Counts

September 18, 2020

		Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Member No Show	Critical	1,541	1,516	1,372	1,215	960	1,008	1,136
	Non-Critical	9,957	10,740	6,846	4,924	3,915	4,432	4,236
Provider No Show	Critical	27	22	12	28	45	135	98
	Non-Critical	153	99	109	183	525	412	345
Trips Not Confirmed	Critical		39	41	32	37	100	80
	Non-Critical	4	87	61	68	104	193	111
Total Unfulfilled		11,682	12,503	8,441	6,450	5,586	6,280	6,006

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

## Unfulfilled Trips by Mode Summary

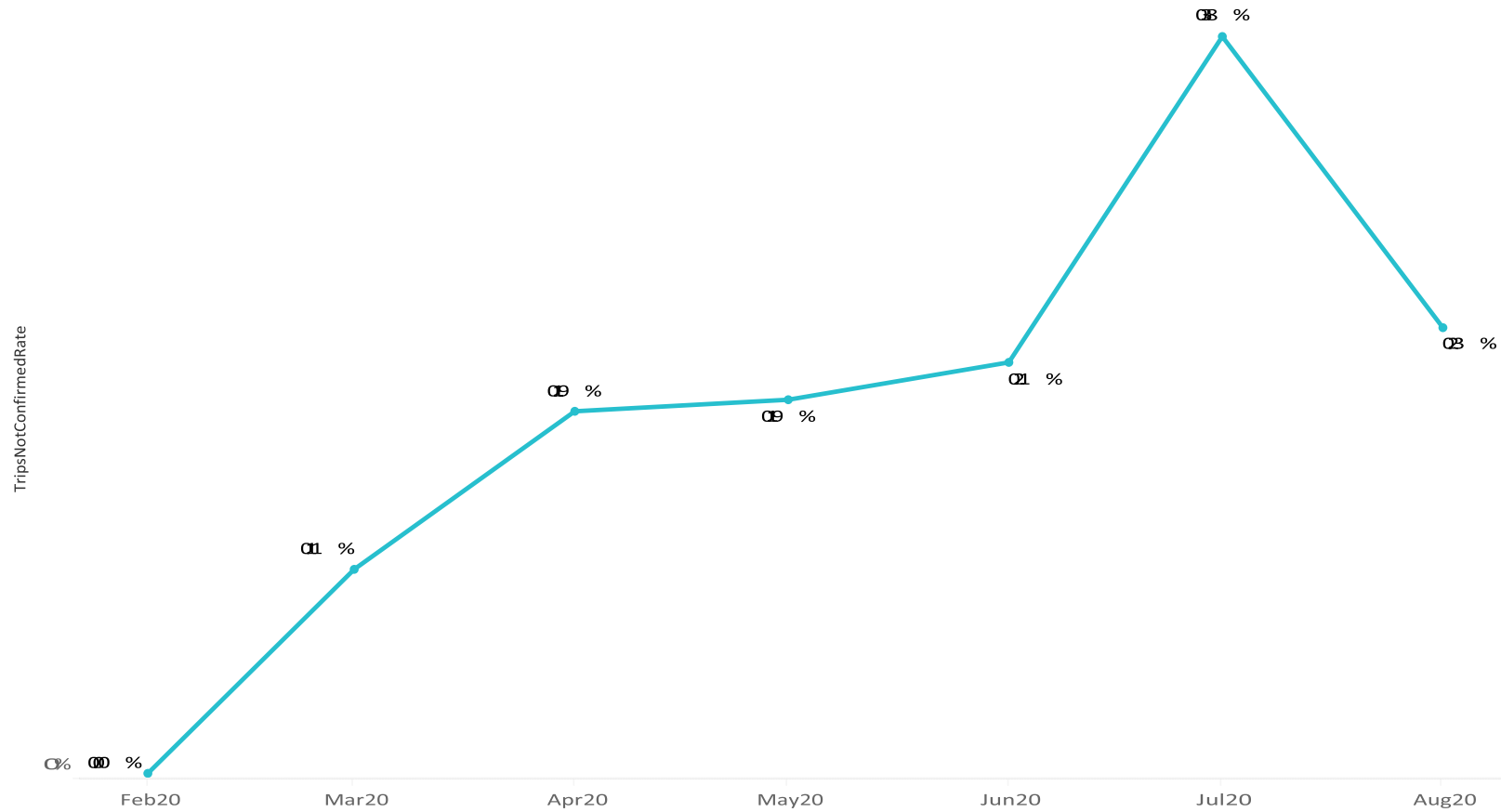
		Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Member No Show	Ambulatory	10,786	11,463	7,561	5,707	4,557	5,120	4,968
	Bariatric Wheelchair	52	51	30	12	28	20	28
	Wheelchair	660	742	627	420	290	300	376
Provider No Show	Ambulatory	162	102	115	201	550	503	396
	Bariatric Wheelchair	2	2					7
	Wheelchair	16	17	6	10	20	44	40
Trips Not Confirmed	Ambulatory		90	64	76	107	247	139
	Bariatric Wheelchair		8	7	4	5	2	9
	Other	4	8	10	8	8		

		Wheelchair	20	21	12	21	44	43
Total Unfulfilled		11,682	12,503	8,441	6,450	5,586	6,280	6,006

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## Unconfirmed Trips

September 18, 2020



	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Not Confirmed	4	126	102	100	141	293	191
Not Confirmed + Completed*	138,093	117,167	54,084	51,406	65,986	76,945	82,513
Not Confirmed Rate	0.00%	0.11%	0.19%	0.19%	0.21%	0.38%	0.23%

\* 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 2020

Veyo Healthcare Logistics

## Total Complaints

September 18, 2020

	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	304,253	318,310
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	304,253	318,310
Substantiated Complaints	429	388	236	106	147	325	498
Substantiated Complaint %	0.10%	0.10%	0.06%	0.04%	0.05%	0.11%	0.16%

## Days To Resolve

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Grievance Count	634	378	173	264	481	681	913	611
Resolved Count	634	378	173	264	481	681	457	84
Avg. Time to Resolve (Days)	19.34	14.62	10.10	12.73	14.41	19.42	22.07	5.45

## First Call Resolutions

	Jul 2020	Aug 2020
First Call Resolutions	142	222

## Complaints Category Summary

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Missed Pickup	158	86	40	53	98	179	107
Late Pickup	81	55	22	48	108	167	93
Late Pickup - B-Leg	36	27	11	18	32	62	41
Driver Issue	42	35	10	8	22	28	27
Safety Concern	25	13	10	6	26	25	16
Other	23	3	9	7	19	8	18
Agent Issue	5	2		3	7	10	3
Scheduling Error	4	5	1	3	3	8	4
Early Arrival	6	7			5	5	3
Damage/Injury	4	3	3		2	2	4
Vehicle Issue	4				3	3	
Technical Issue				1		1	
Null							1



## Denied Trip Requests

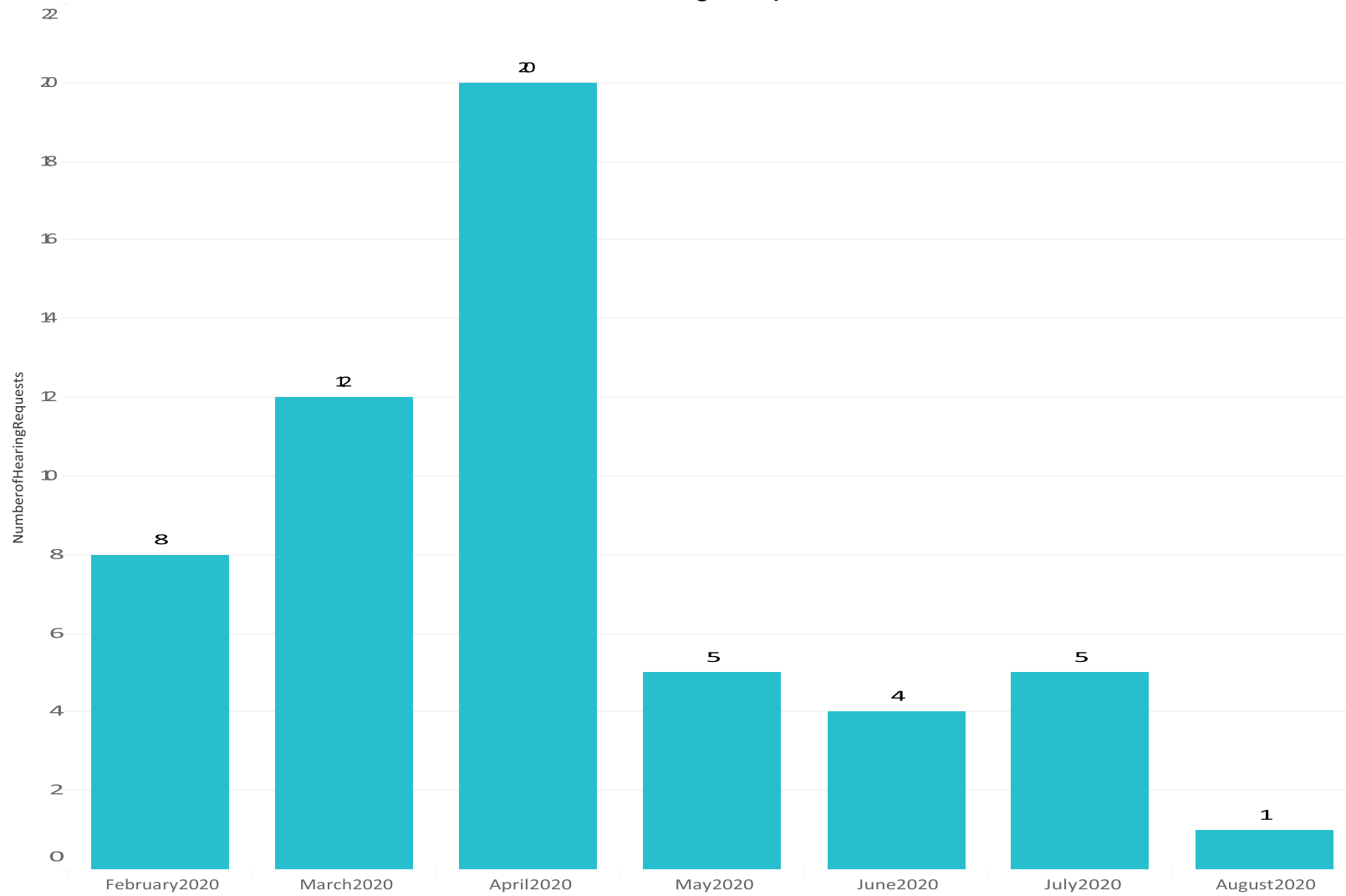
		Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Unique Requests	Refuse Appropriate Mode	133	152	28	28	73	52	73
	Not Eligible For Service	55	66	30	1	11	4	12
	Urban Mileage Limit	128	122	34	29	59	92	81
	Rural Mileage Limit	46	29	8	12	14	15	10
	Unable to Verify Appointment	5	6	4		2	1	1
	Refuse Closest Facility	9	17	9	2	5	6	3
	Insufficient Advanced Notice	13	18	9	4	2	4	3
	Not Medicaid Covered	5	3	3				
	Total	382	400	125	74	163	168	180
Trips Under Recurring Schedule	Refuse Appropriate Mode	338	7	3	3	4	4	8
	Not Eligible For Service	364	460	226	4	2	4	2
	Urban Mileage Limit	15	9	3	3	4	7	4
	Rural Mileage Limit	1	3	2	2	2		
	Unable to Verify Appointment	17	1	1	1			
	Refuse Closest Facility	3	1	35		1	2	2
	Insufficient Advanced Notice	2	1					
	Not Medicaid Covered	1	2	3			1	
	Missing necessary form						1	1
	Total	737	482	273	13	13	18	16
Grand Total		1,109	869	394	86	175	186	194

## Notice of Actions Issued

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020
Not Eligible For Service	411	514	252	5	13	8	14
Refuse Appropriate Mode	471	159	31	30	77	56	80
Urban Mileage Limit	143	131	37	32	62	99	85
Rural Mileage Limit	47	32	10	14	16	15	10
Refuse Closest Facility	12	18	44	2	6	8	5
Insufficient Advanced Notice	15	19	9	4	2	4	3
Unable to Verify Appointment	22	7	5	1	2	1	1
Not Medicaid Covered	6	5	6			1	

Missing necessary form					1	1
Total	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.