



Veyo: NEMT Updates

Agenda:

- DSS/Veyo Partnership
- Audit Overview
- Network Improvements
- On Time Performance and other metrics
- Technology
- Veyo TransitCare Card
- Complaint Process
- Special Projects
- Specialized Covid-19 Fleet
- Community Partnerships
- Diversity and Inclusion

DSS/Veyo Partnership

- Veyo is excited to continue to partner with DSS in our endeavour to enhance the member's experience, create a better NEMT network of transportation providers across the state and significantly be part of health care improvements.
- We are working in conjunction with DSS to finalize the annual reconciliation, that contains approximately \$15M surplus. This is largely due to the reduction in trips because of the pandemic.
- We are continuously working with DSS to develop logistical workflows, train both our internal staff and drivers and enhance our technology in order to help us meet the new demands caused by the pandemic

2020 Audit Overview

- Out of the 59 total audit findings, 16 are specific to DSS. Of the 43 findings related to Veyo, we have completed 36 of them and are working on implementing the last 7.
- The audit found that ***“Transportation providers are not required to ask for proof of identification prior to transporting the member. This could lead to the potential transport of the wrong member.”***
 - We implemented market-wide trip instructions to ensure drivers are picking up the correct member.
- The audit found that ***“Veyo may institute a corrective action plan when transportation providers do not comply with their contractual requirements. We find that Veyo doesn’t consistently require corrective action plans for transportation providers with low on-time rates.”***
 - We have since updated our internal procedures. All transportation providers with an on-time performance rate that is less than 95% were placed on a Corrective Action Plan.. We have also penalized providers for low performance over the last year.
- The audit found that ***“Veyo has no deadlines for resolving complaints. This could lead to poor customer services.”***
 - We implemented a 30-day threshold for resolution of all complaints.

2020 Audit Overview, Continued

- **The audit found that *“Although the contract requires Veyo to report information on call received by its call center during normal business hours. Veyo reports on all calls. This does not comply with the contract .”***
 - We have updated our reporting to reflect this recommendation however we are currently only reporting calls within normal business hours until the contract is amended.
- **The audit found that “Unlike Connecticut, NEMT programs in other states have separate telephone numbers for members to file a complaint.”**
 - Veyo has added an additional prompt on the 800 phone number for members to file a complaint on a past trip.
- **The audit found that “Veyo inconsistently defines complaints, leading to confusion as to what constitutes a complaint”**
 - Veyo administered trainings for all staff dealing with complaints to ensure that they are following the contractual definition.

2020 Audit Overview, Continued

- **The audit found that “The Veyo Call Center agents are able to resolve most complaints during the initial phone call. Veyo does not count issues resolved by call center agents at the time of a call as complaints in Salesforce. Therefore, Veyo is underreporting complaints.”**
 - Veyo has created a first-call resolution process for agents to submit those complaints into Salesforce. All agents have been trained on the new process and are able to submit all complaints via Salesforce.
- **The audit recommended that Veyo inform both member and the facility about the approval or denial of a Medical Necessity Form.**
 - Veyo has installed a new process that allows for the Clinical Coordination team to respond to a healthcare provider via email (if information is provided) to confirm approval or denial of a form. Veyo also issues override denials for members that are physically mailed to them.

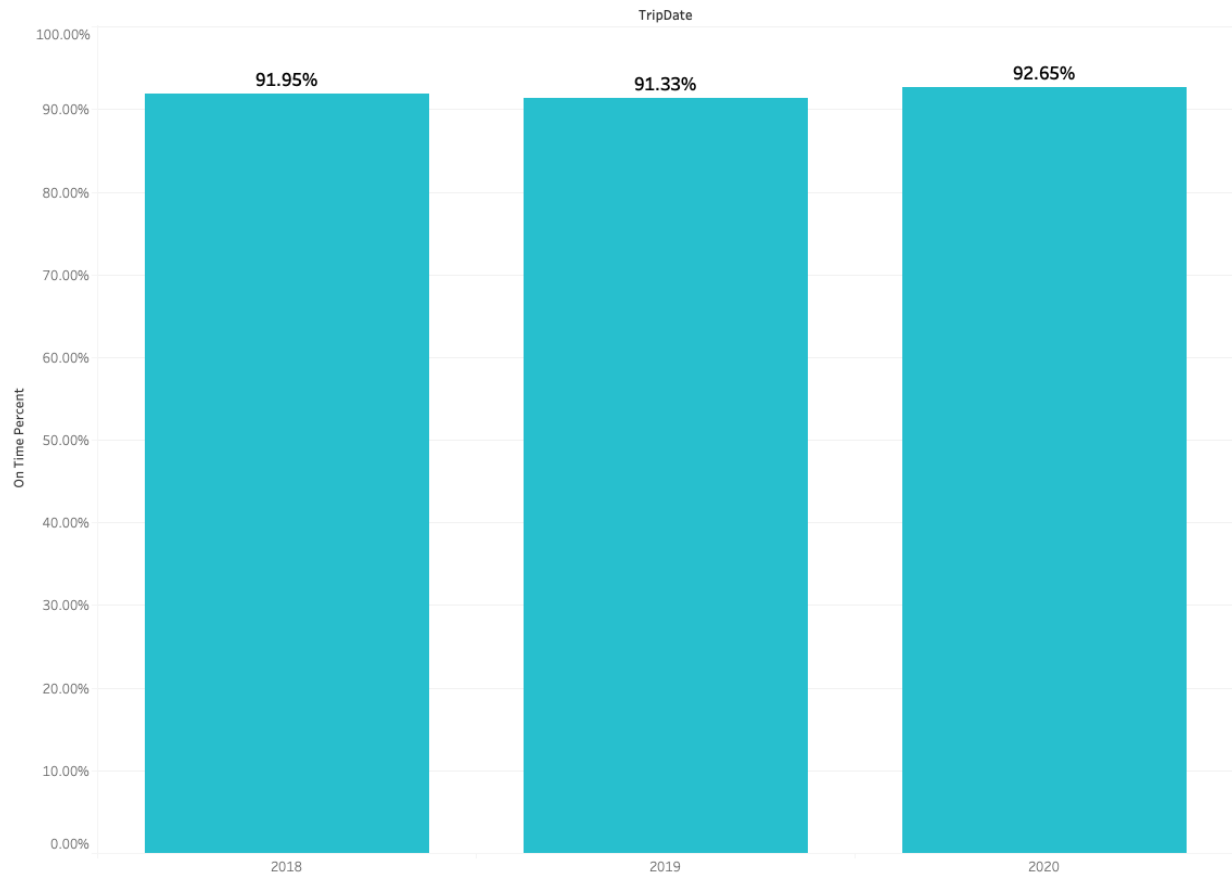
Network Improvements

- All Transportation Providers that are not meeting requirements across our different Key Performance Indicators (KPIs) are put through corrective action:
 - First time: Verbal warning.
 - Second time and beyond: Corrective action, which may include a 5% financial penalty out of the next payment cycle and/or reduction in trips.
 - If the Provider does not address issues in the timeframe outlined in their corrective action plan, the Provider will be subject to a permanent rate reduction.
- In 2020:
 - Veyo has placed 15-20 transportation providers on Corrective Action Plan on a monthly basis for failure to meet their Key Performance Indicators.
 - 24 providers were penalized for repeatedly failing to meet their performance requirements.
 - Veyo conducts weekly meetings with providers to improve their on-time performance in addition to providing weekly reports on late trips to help providers understand concerns around their performance.
- All transportation providers are mandated to go through a CTAA Passenger Assistance, Safety and Sensitivity (PASS) Certification Course before they are eligible to drive with Veyo.

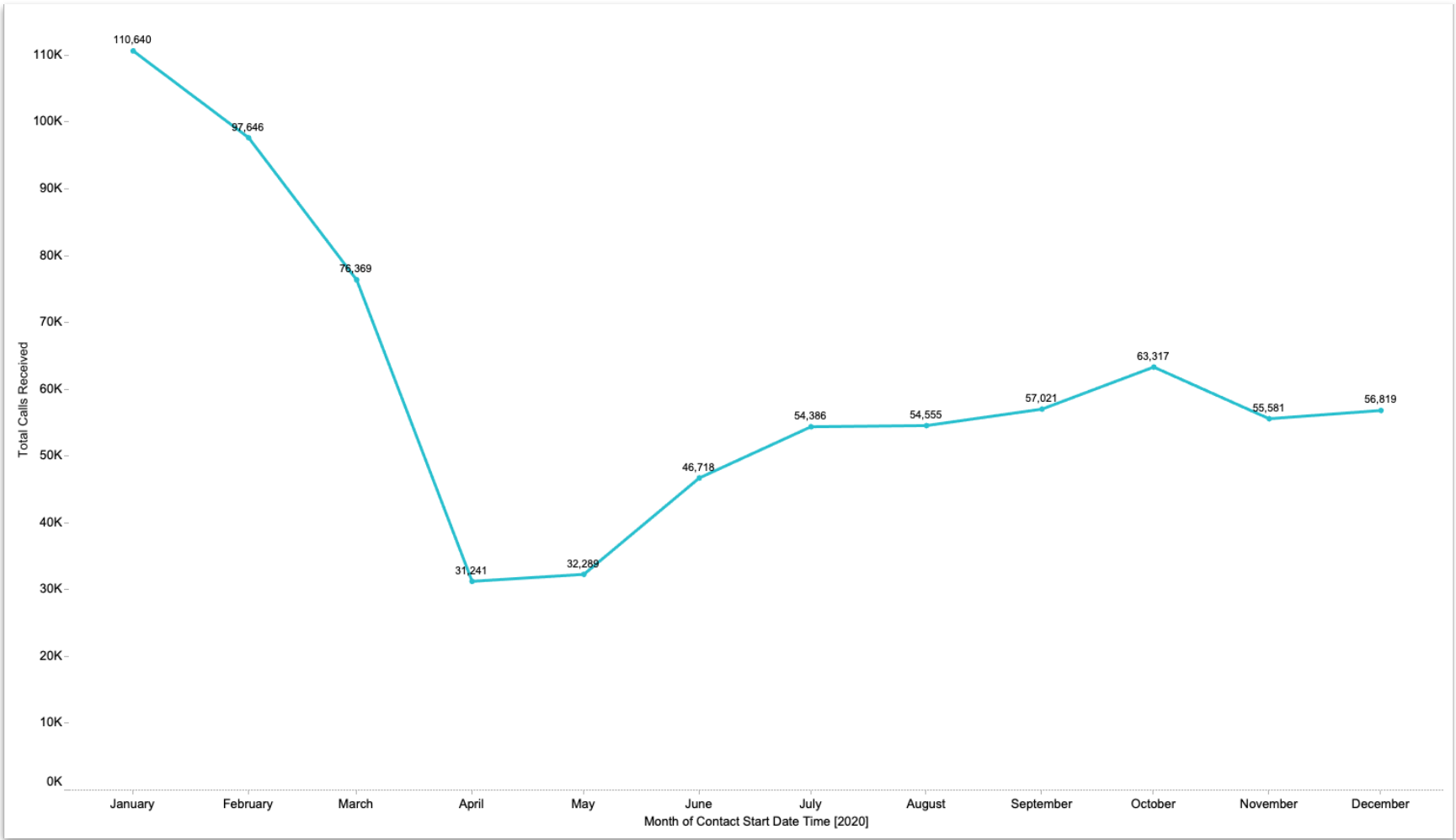
On Time Performance

Veyo is committed to ensuring that all of our HUSKY Health members arrive at their scheduled appointments safely and on time. Over the past few years we have made strides in our technology and network performance

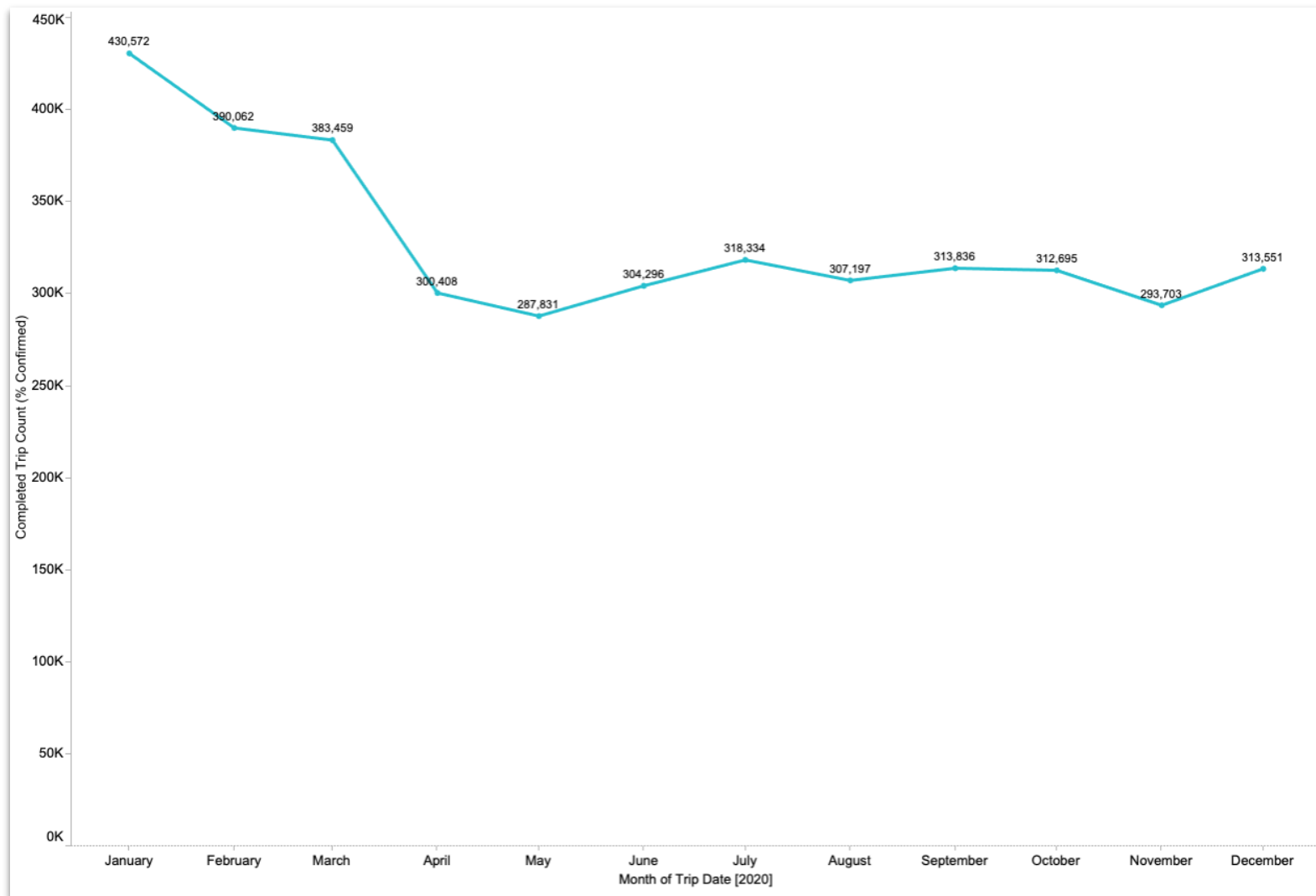
- Veyo continues to meet with transportation providers to improve performance across various metrics.
- On an average, Veyo meets with a minimum of 5 providers weekly to provide data that would help accelerate their OTP improvements.



Call Volume

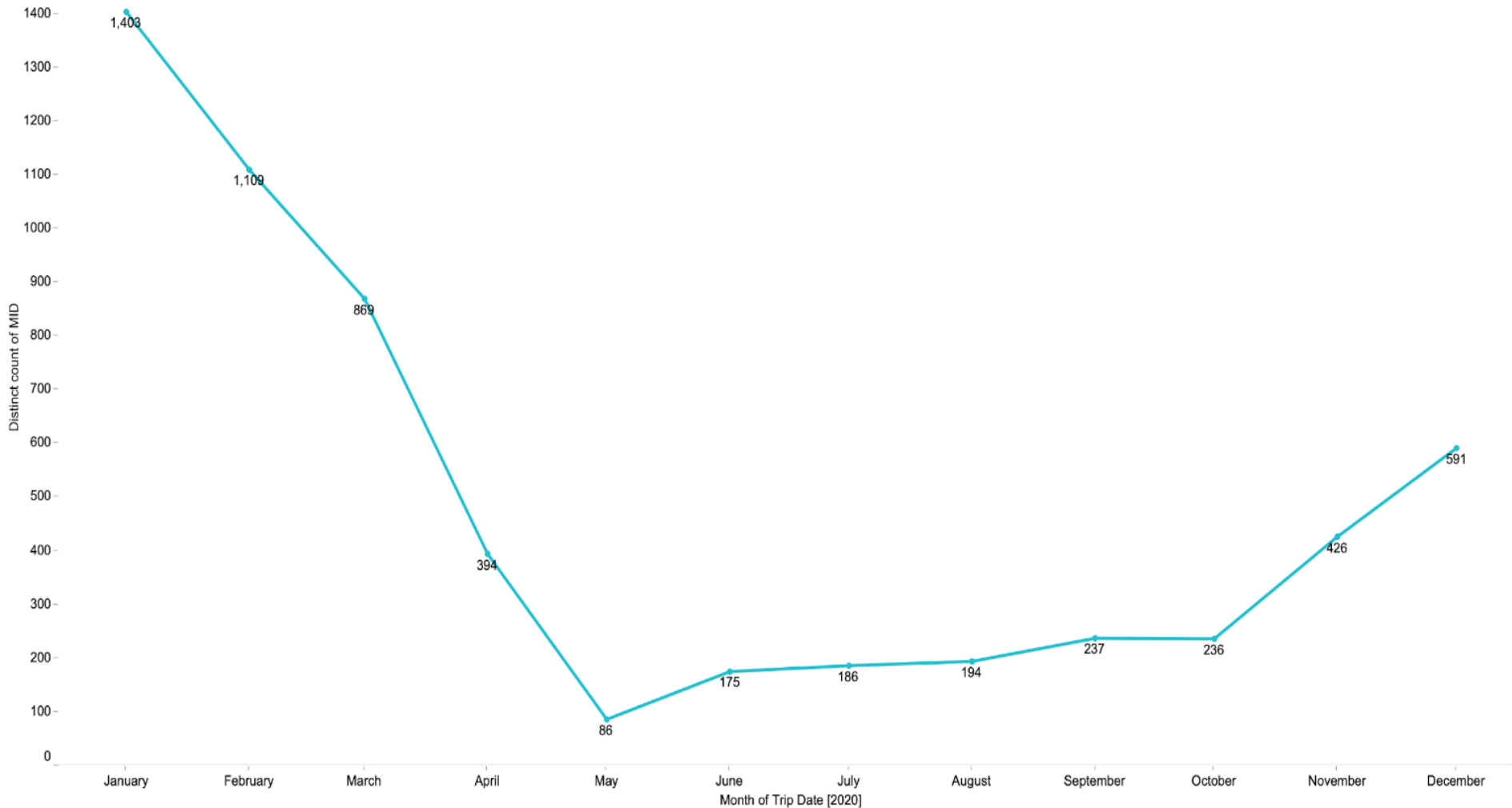


Trip Volume



Members issued Notices of Action

Denial Summary



Technology

We continually look for ways to enhance or add new technology into our business to improve the lives of all Medicaid members. The following innovations have been implemented in the Connecticut market:

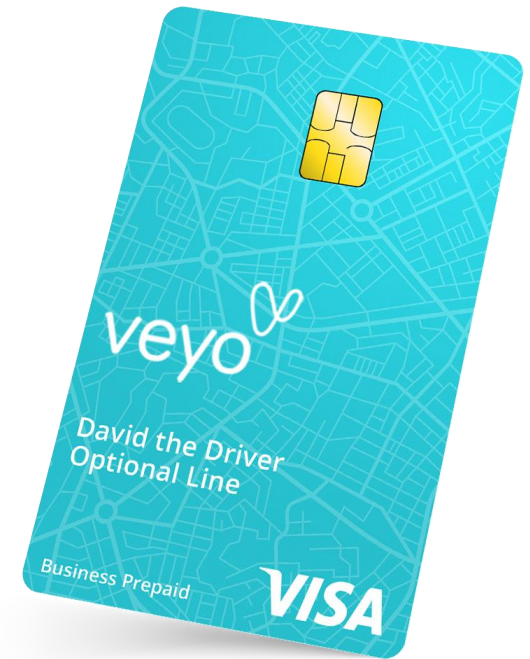
- In early 2020, Veyo launched a text message communication platform with the goal of sending members updates on their trips. This program is strictly an opt-in program (members must opt-in to receive messages), and members can opt-out at any time. All text messages are restricted to the hours of 8 am to 9pm and are kept under 160 characters.
- Veyo is now able to send the following information via text: trip booking confirmation, trip reminder, driver eta and real-time map link, driver arrival, post-trip survey, and other trip reminders. Members can also dispatch a return trip with a simple text. These messages are also sent in Spanish for our Spanish speaking members.
- Our Interactive Voice Response (IVR) system now includes a virtual agent who can collect basic information from a member and pass that information along to a call center agent, saving time for both the member and the agent.

Technology, Continued

- Our IVR is now able to provide a member with an ETA for their trip. Without having to speak to an agent, members will receive the following information: when the driver will arrive, and the color, make and model of the vehicle if that driver is an Independent Driver-Provider (IDP)
- RideView, Veyo's healthcare facility portal, is now used by over 150 healthcare providers in the state. We continue to onboard new healthcare providers each day. Providers can use RideView to book trips, cancel trips, monitor trips, communicate with drivers, and so much more.
- Updates to Veyo's internal Public Transit system now allows our team to better manage public transit pass fulfillment while cutting down on some of the manual processes and allowing Veyo to work with DSS to streamline the process for better member experience.
- In early November, Veyo launched the Veyo TransitCare Card. The TransitCare Card allows Veyo to automatically reload public transportation funds to a reusable card instead of mailing out paper bus passes.

Veyo TransitCare Card

- Late last year, 100 Medicaid members took part in a pilot program for the Veyo TransitCare Card. Each card comes with spending limits based on trips booked and spending restrictions.
- The card will help members with increased reliability and convenience and will automatically be re-loaded electronically at the beginning of each month for their upcoming scheduled trips. The card can be activated using a simple call-in-number.
- This new card will bring increased levels of accountability and transparency around member usage of public transit as we can view transactions real-time.
- The card will also reduce opportunities for fraud, waste, and abuse, and ultimately save Connecticut taxpayers money.



Veyo TransitCare Card Mockup

Veyo TransitCare Card Outreach

Members included in the pilot program received a welcome mailer with the TransitCare Card and a map of participating locations.

Use your veyo^{ve} TransitCare™ visa card to buy your bus passes.

See the reverse side for a map of participating locations and websites.





Connecticut Transit www.cttransit.com (860) 522-8101	Housatonic Area Regional Transit (HART) www.harttransit.com (203) 744-4070 x1
1 30 Station Pl Stamford, CT 06902	3 3 Kennedy Ave Danbury, CT 06810
7 188 Bank St Waterbury, CT 06702	4 62 Federal Rd Danbury, CT 06810
9 250 Temple St New Haven, CT 06511	Greater Bridgeport Transit (GBT) www.ggbt.com (800) 872-7245
Norwalk Transit www.norwalktransit.com (203) 852-0000	5 710 Water St Bridgeport, CT 06608
2 275 Wilson Ave Norwalk, CT 06854	
10 22 W Main St Meriden, CT 06451	
11 90 State House Sq Hartford, CT 06161	
	Northwestern CT Transit www.nwcttransit.com (860) 489-2535
	6 957 E Main St Torrington, CT 06790
	Milford Transit www.milfordtransit.com (203) 874-4507
	8 259 Research Dr Milford, CT 06460
	Middletown Area Transit (MAT) www.middletownareatransit.org (860) 346-0212
	12 340 Main St Middletown, CT 06457
	9 Town Transit www.estuarytransit.org (860) 510-0429
	13 17 Industrial Park Rd Centerbrook, CT 06409
	Windham Transit www.wtrtd.org (860) 456-2223
	14 28 S Frontage Rd Mansfield Center, CT 06250
	Southeast Area Transit (SEAT) www.southeastareatransitdistrict.com (860) 886-2631
	15 10 Falls Ave Norwich, CT 06360
	16 21 CT-12 (State Route 12) Preston, CT 06365

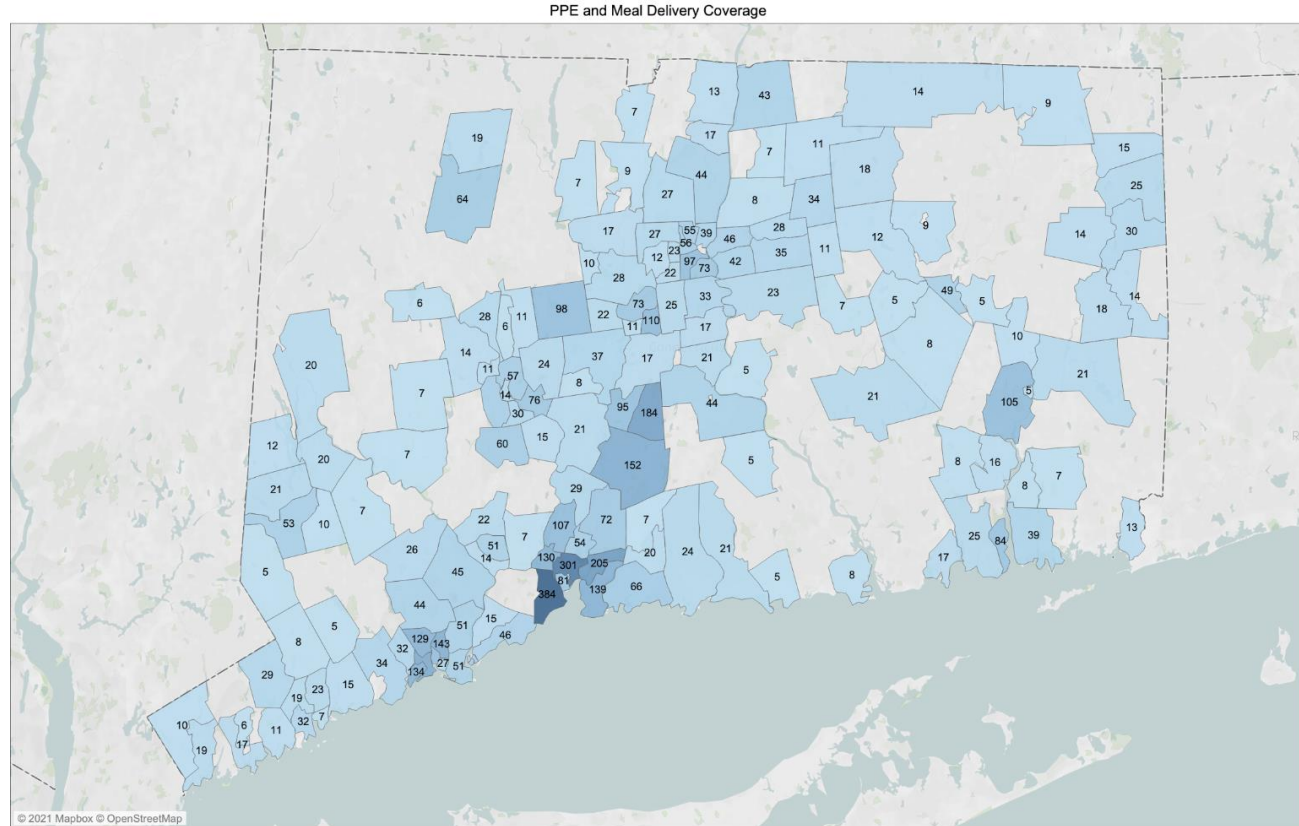
Complaint Process

We have made the following changes to our complaint process:

- Established a separate prompt for members to file complaints. Members can call 855.478.7350 and press prompt #6 to file a complaint.
- Members and Health Care providers can now utilize a [Web Form](#) on our member website to file a complaint.
- Veyo has started recording and reporting first call resolutions.
- All grievances that are filed are tracked using a Complaint Number that is given to members and/or Health Care providers
- Veyo calls members within 5 days of their grievance submission to inform them of next steps.

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- In addition to that, Veyo worked with elderly nutrition programs that were in need of meal delivery services and has currently delivered over 1,500 meals across the state



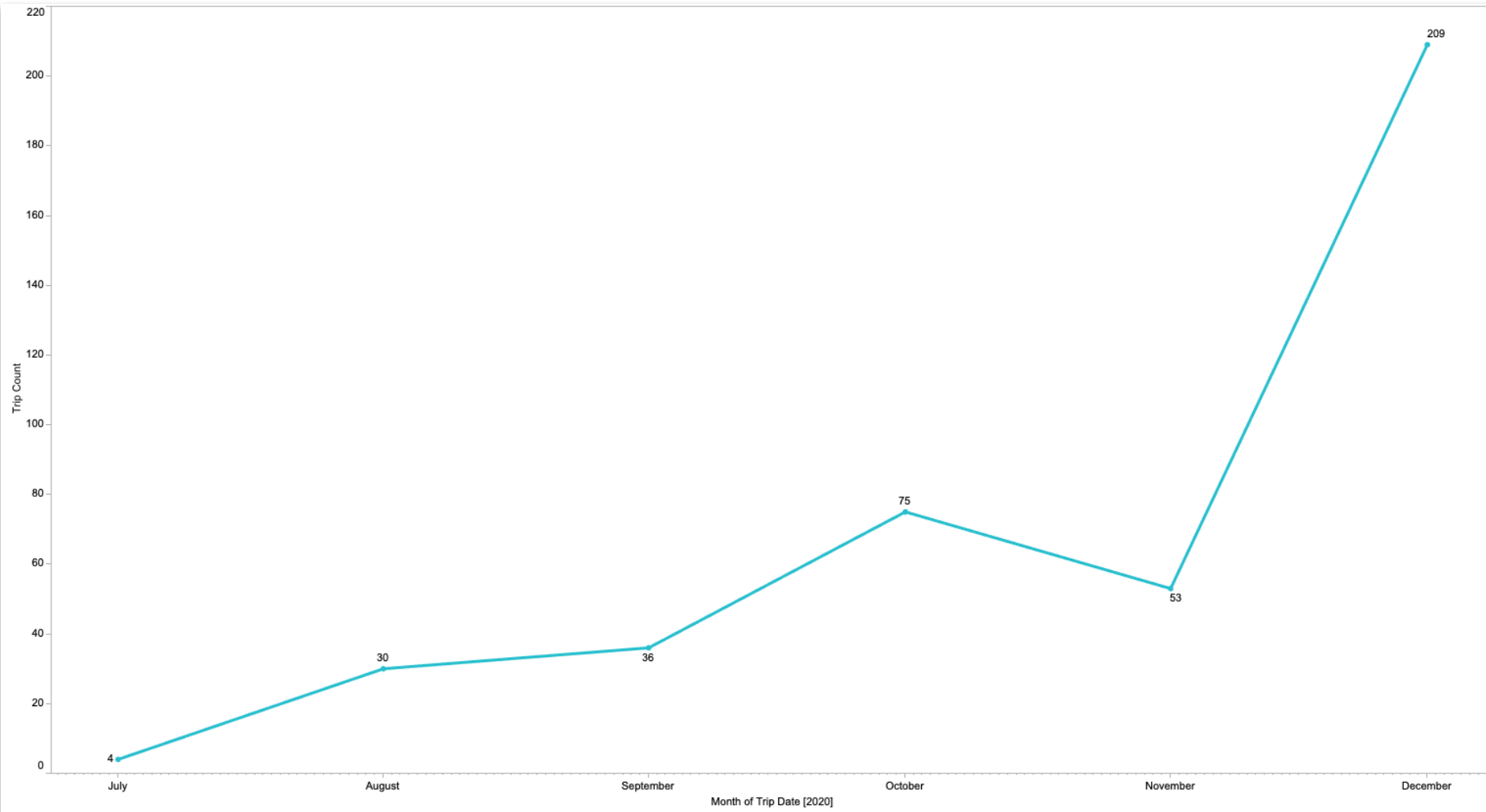
Specialized Covid-19 Fleet

- Veyo launched the Specialized Covid-19 Fleet in July 2020 servicing ambulatory trips.
- The fleet transports Covid-19 positive medicaid members to their medical appointments. To date. We have now completed over 500 trips since we launched.
- Drivers who participate in the Specialized Fleet are mandated to undergo *additional training*, which includes how to properly wear and discard PPE and how-to self-monitor for possible COVID-19 symptoms.
- All vehicles have been outfitted with proper plexiglas or plastic partitions to limit the amount of contact between the drivers and the members.
- Each vehicle in our IDP fleet undergoes a thorough cleaning and disinfecting after completing every trip.
- We regularly train staff to ensure a screening process is conducted and have dedicated staff that work with healthcare providers to accommodate these trips.

Specialized Covid-19 Fleet – Part II

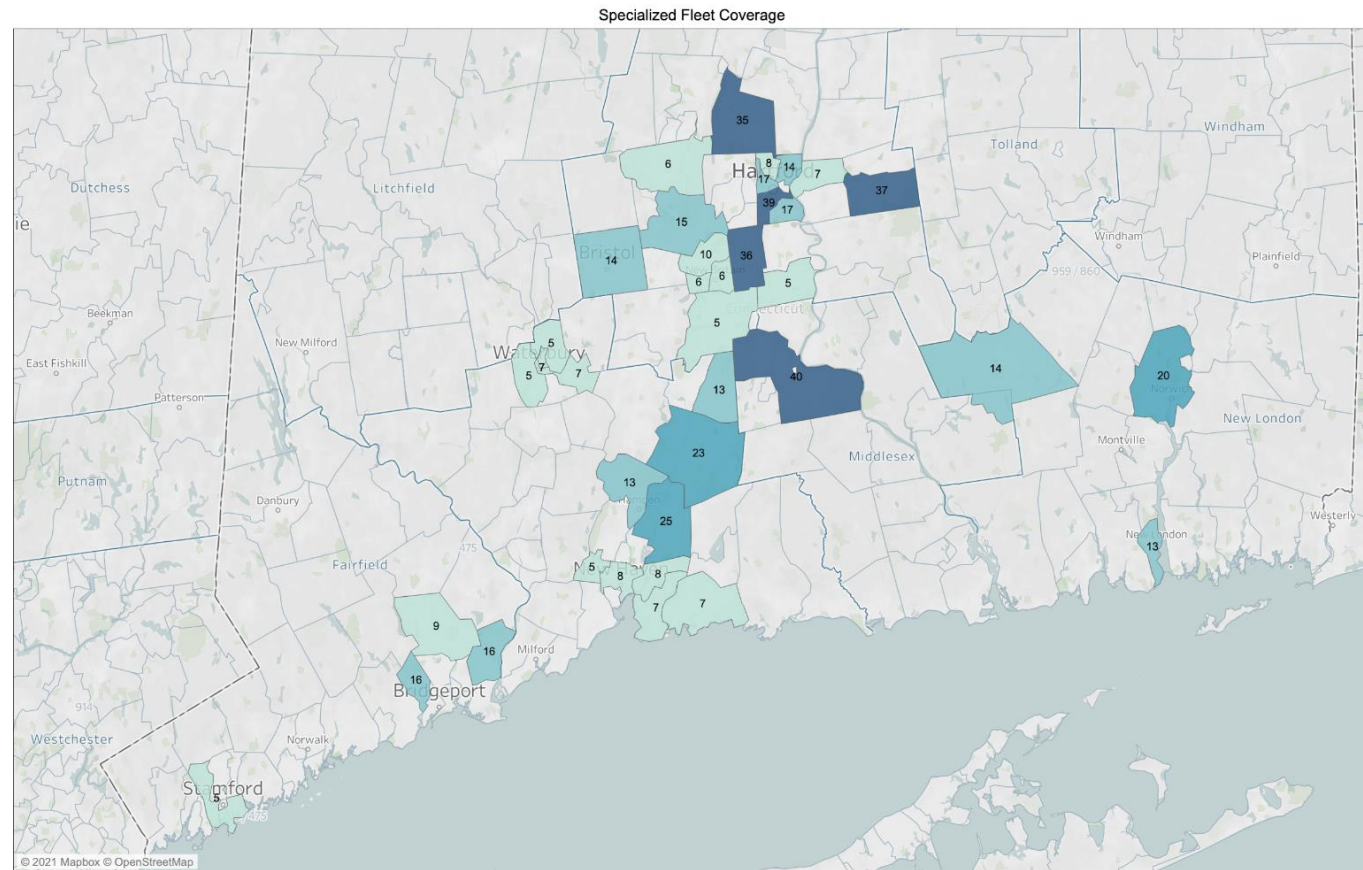
- After implementing a successful initial phase we expanded our fleet to include wheelchair service in September 2020.
- Trips are being conducted by our Independent Driver Providers (IDPs) as well as some of our Traditional Transportation Providers to provide flexibility and access throughout the state.
- To request transportation via the specialized fleet, the following steps must be followed:
 - The trip must be requested by a licensed healthcare provider.
 - The provider must email to ctfacility@veyo.com at least 48 hours in advance of the trip date.
 - The patient must be COVID-19 positive, a PUI (Person Under Investigation, i.e. exposed to someone infected with COVID-19), or reporting flu-like symptoms.
 - We continuously monitor and update our guidelines as additional information becomes available from the Center of Disease Control (CDC).

Specialized Fleet Volume



Specialized Fleet Volume - by town

- Veyo had completed most of the Specialized Fleet trips in the New Haven and Hartford areas, but we have recently expanded to Fairfield County and in limited capacity to Litchfield County as well.
- Due to suppression standards, the map only shows areas that have had 5 or more trips completed.



Community Partnerships

- In June, we partnered with the Capital Regional Education Council (CREC) in distributing food and water in the greater Hartford Community. It was a great partnership that we look to expand and work with other organizations in the future. Similar to the work we did with delivering PPE and meals to Husky members.
- In December, we also participated in a toy drive where we were assigned two families for whom we provided gifts during the holiday season.
- As an organization who is focused on helping some of our most vulnerable residents statewide, we have been honored to take part in these endeavors and look to partner with other organizations throughout the state.



Diversity and Inclusion

- I was honored to be selected back in June by Veyo's executive team to lead our new company-wide diversity and inclusion program. This is a commitment that I take pride in and happy to be chosen for.
- This program will encourage employees to become more active in their local communities by offering paid time off to participate in local outreach and volunteer efforts.
- I created a Diversity and Inclusion committee, that has been instrumental in bringing awareness across the company by developing events where the employees can learn more about what this means to Veyo.
- We implemented several new initiatives including a voter registration drive, Courageous Conversation initiative set to help facilitate conversations around diversity and the workplace environment, and now in the process of working with our training department to create a Diversity and Inclusion course that all employees will have access to.
- We believe that Diversity and Inclusion is not only important for our company to be successful with our internal employees but also with our external customers.



Questions or Comments?



Thank You!