



Veyo / Total Transit Complaint Process

March 11, 2021

Agenda

- **Filing a complaint**
 - **Directly via Escalations**
 - **Via Phone Prompt**
 - **Via Online Complaint Form**
- **Complaint Investigation**

Directly Via Escalations

- Complaints can be made by phone on **855.478.7350 while talking to a live agent**. The caller **should state that they want to file a complaint** and will be transferred to an escalations agent to initiate the process.
- The following information expedites the complaint process:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue
- Once the complaint has been filed, the agent will provide a Grievance Number (GN-XXXXXX) which is the tracking number for the complaint.

Via Phone Prompt

- Complaints can also be made by phone on **855.478.7350**.
- **To file a complaint directly, callers should press Prompt #6**, and they will be routed to our Escalations Team.
- The following information expedites the complaint process:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue
- Once the complaint has been filed, the agent will provide a Grievance Number (GN-XXXXXX) which is the tracking number for the complaint.

Via Online Complaint Form

- Complaints can also be online using our [Complaint Form](#).
- Once a complaint has been submitted using the web-form, the submitter will get an email with the tracking number for the grievance.

Member Name:

Member ID:

Member Email:

Member Phone Number:

Description

Service Mode:

Subcategory:

Trip Date:

SUBMIT

Complaint Investigation Process

- Once a complaint has been submitted, the Veyo team acknowledges the complaint via phone call within 5 business days. The acknowledgement includes confirmation that the complaint was filed, and the investigation procedures.
- Once the complaint has been filed, the Quality Assurance team reaches out to all involved parties - member, health care provider (if applicable), transportation provider, and/or driver to receive more information on the complaint.
- The team reviews phone calls and all internal trip records, along with the documentation provided by the transportation providers and/or drivers and decides to validate or invalidate the complaint.
- Transportation Providers are required to maintain a Substantiated (Validated) Grievance Rate of 0.1% (1 per 100 trips). Failure to maintain this will result in a payment penalty, reduction/suspension of trips, or termination.

A photograph of a smiling man with grey hair and a goatee, wearing a light blue button-down shirt, driving a car. He is holding the steering wheel with both hands. The background shows green foliage outside the car window. The text "Thank you!" is overlaid in white on the left side of the image.

Thank you!