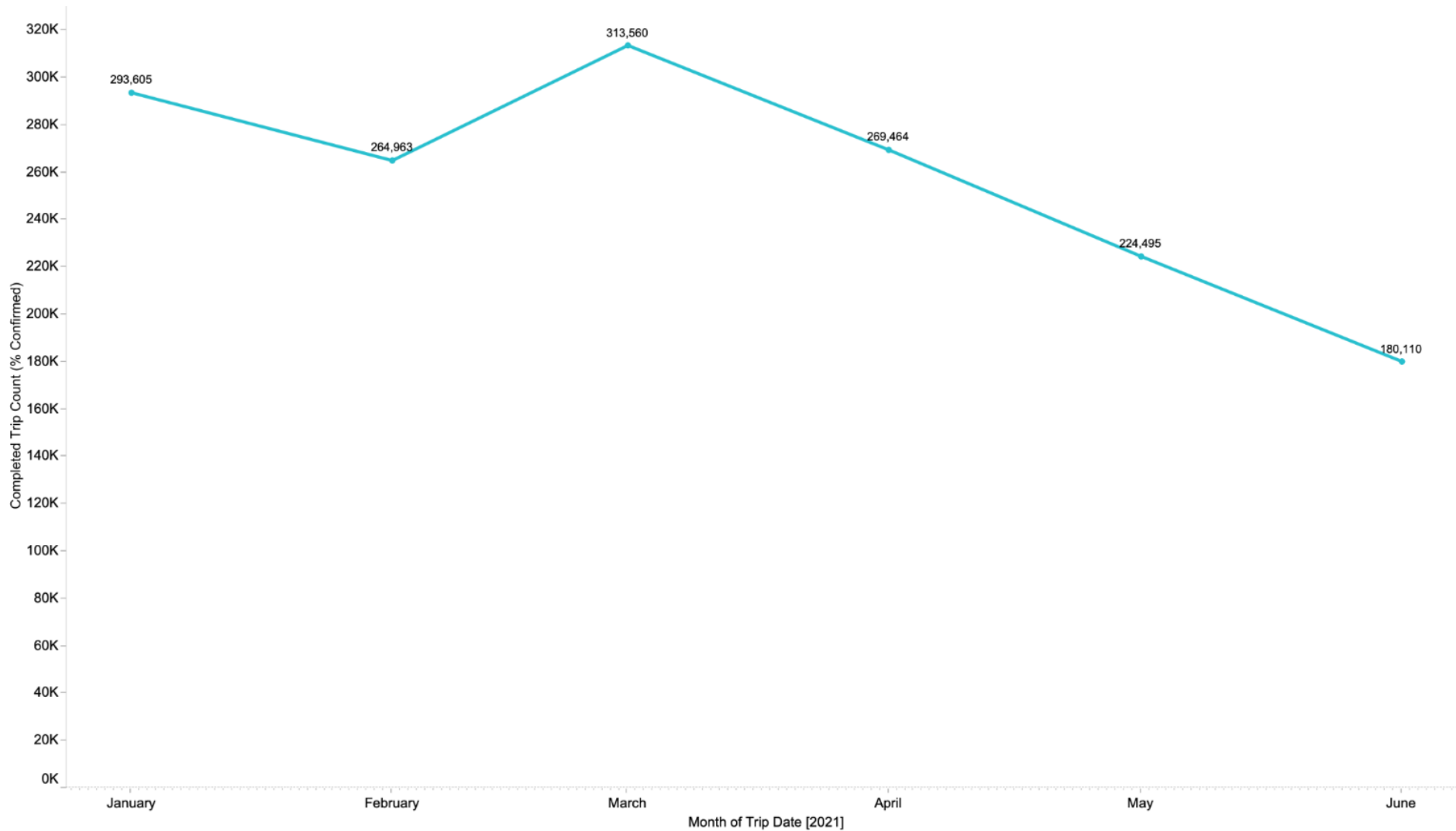# Veyo: NEMT Updates

Agenda:

- Audit Overview
- Metrics
    - Trip Volume
    - Call Volume
    - Utilization Metrics - Lyft & Uber
- Member Portal Launch
- Complaint Data
- Specialized Covid-19 Fleet
- Multi-loading

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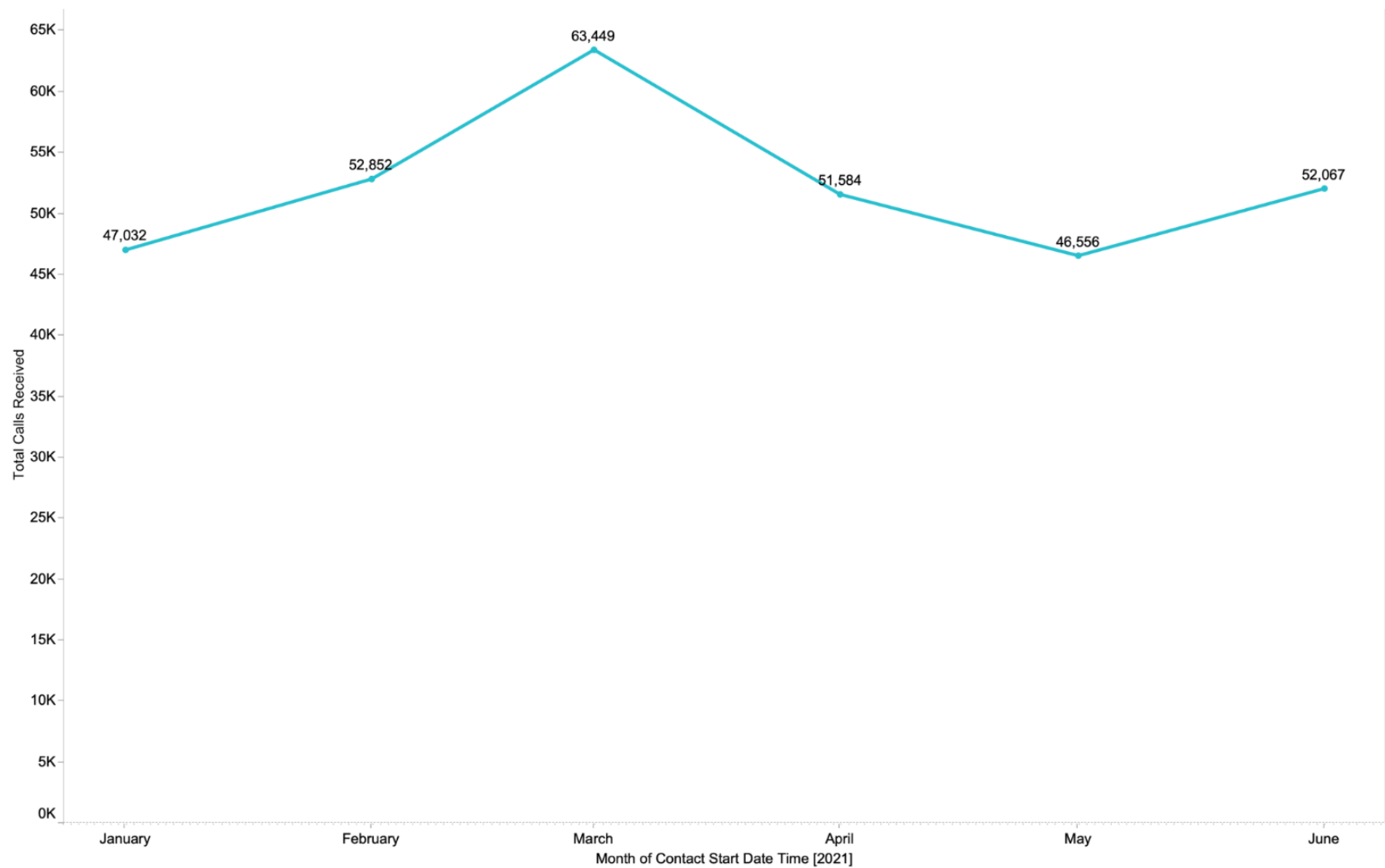# Audit Update - Follow Up Report Released July 21, 2021

46 out of 59 Recommendations have been implemented or partially implemented (78%)

- Certain contract requirements were clarified:
  - Percentage of calls that must be answered by employees located in Connecticut
  - Reporting of calls received within and outside of normal business hours
  - Definition of abandoned calls and when they are excluded from certain reported calculations
    Definition of a complaint
- The Connecticut NEMT **Veyo website now includes additional information about public transportation**, and bus passes mailed to members include correspondence with a link to this information
- A **wait time of 10 minutes** is now required before declaring a member to be a no-show for an NEMT trip
- Veyo now **consistently requires a corrective action plan** for transportation providers with on-time trip percentages of less than 95%
- Veyo now is required to **acknowledge a complaint within 5 business days and to investigate and resolve complaints within 30 days**
- Veyo **administers a knowledge-based test to all drivers** to ensure their understanding of required training prior to allowing drivers to provide NEMT services
- Veyo **trained call center agents to record all complaints**, including those resolved at the time of the initial call
- Veyo established a **separate telephone prompt** which can be used to file complaints when members call the toll free telephone number
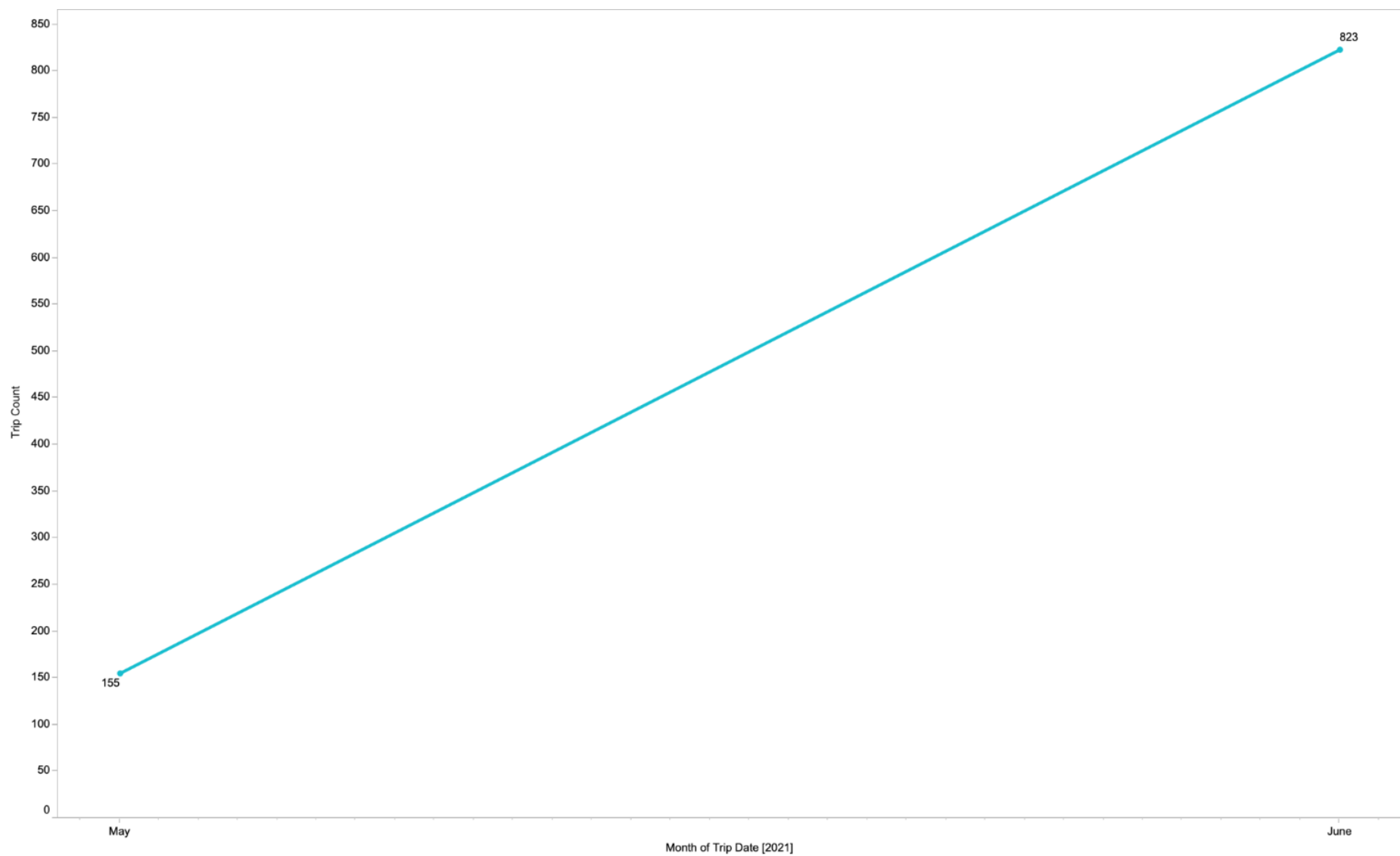
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Trip Volume

*As part of our CMS obligations, as well as contractual requirements, we have been closely monitoring our Public Transit trips to ensure that members that are no longer traveling, are not receiving passes.

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# Call Volume

Lyft & Uber Utilization

Member Portal Launch

- Veyo launched the Member Portal to a handful of volunteer members on 7/15.

- To simplify the booking process, Veyo offers a mobile-optimized portal for members to book and manage trips. From a simple link, members can access the Veyo Member Portal and create an account using their name, Medicaid ID, and date of birth.

- Once they are logged into the Portal, members can book trips, cancel trips, and even dispatch a will-call trip when they're ready to be taken home. Confirmation messages and simple calls to action ensure that members can find what they need quickly. If a member needs to cancel a trip, they can do so with a few easy clicks.
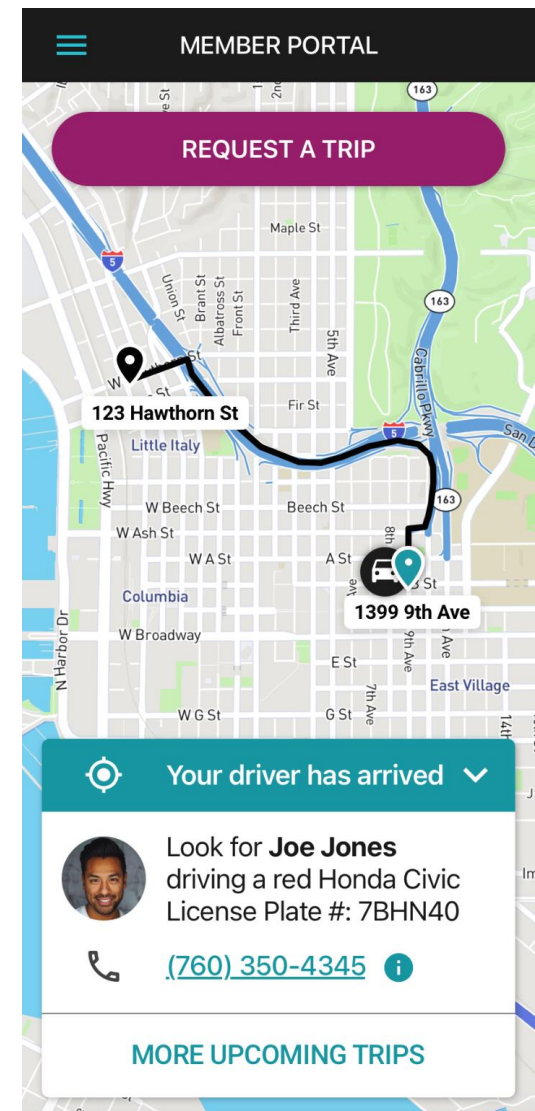
Complaint Data (New Process Update)

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.

In 2021 (YTD)

- 131 Complaints have been filed using the Web-Form.

- 4400+ Calls Received by the separate telephone prompt on our toll-free number.

- 1164 First Call Resolutions logged.

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Specialized COVID-19 Fleet Volume
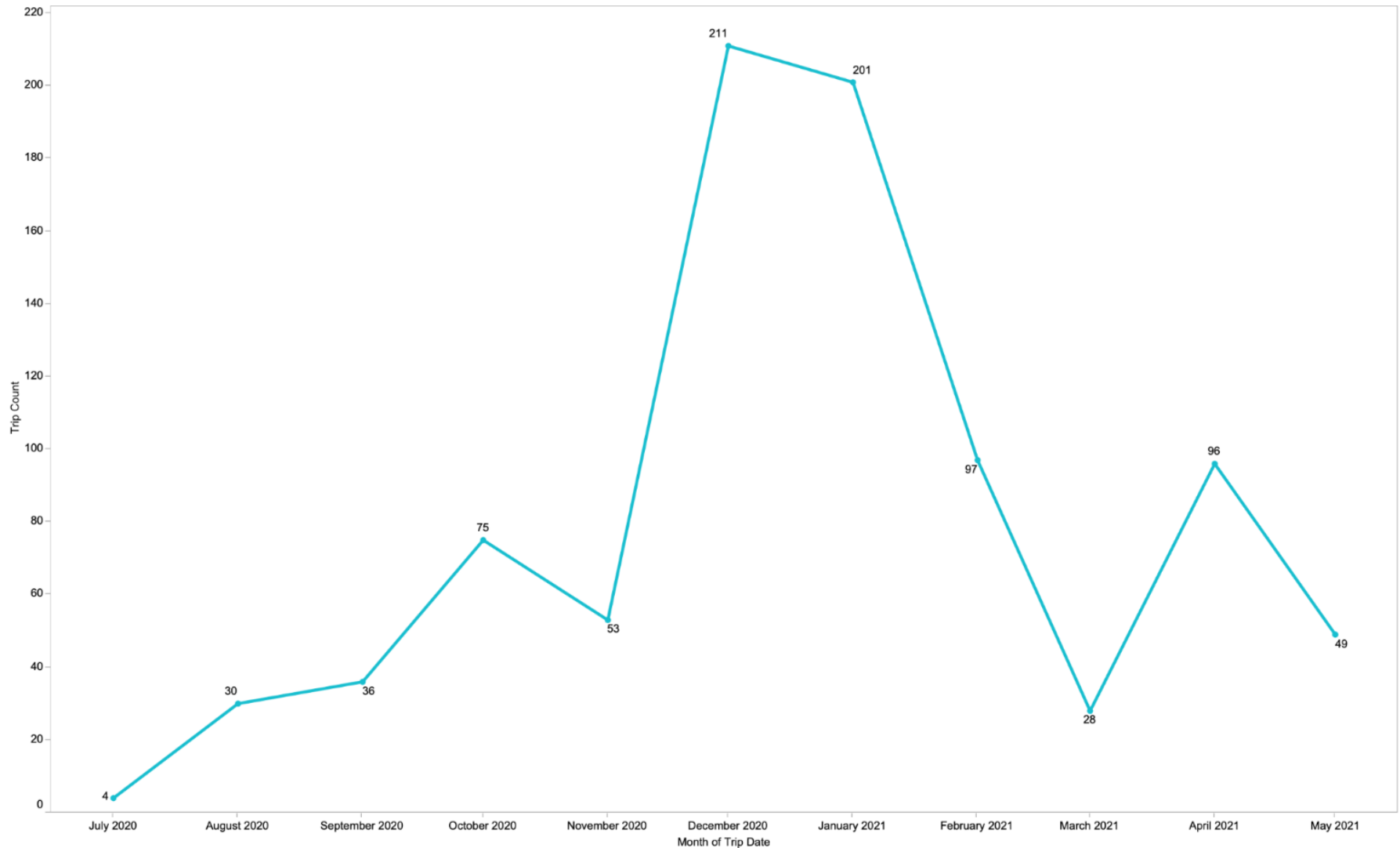
Multi-loading

- Due to the public health emergency, multi-loading was suspended and remains suspended today except in the following circumstances;

  - Individuals from the same family unit/household

  - Individuals from the same healthcare facility (e.g. nursing home) going to the same medical facility and the healthcare facility can verify that both individuals have been vaccinated

- DSS and Veyo are in discussions related to how to safely re-introduce multi-loading with the following understanding:

  - No change in prohibition of multi-loading for immune compromised members
  - The Driver and Passengers are required to wear masks
  - No more than two passengers in the car at one time

- Under what circumstances would you feel comfortable with multi-loading?

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Questions or Comments?

Thank You!