

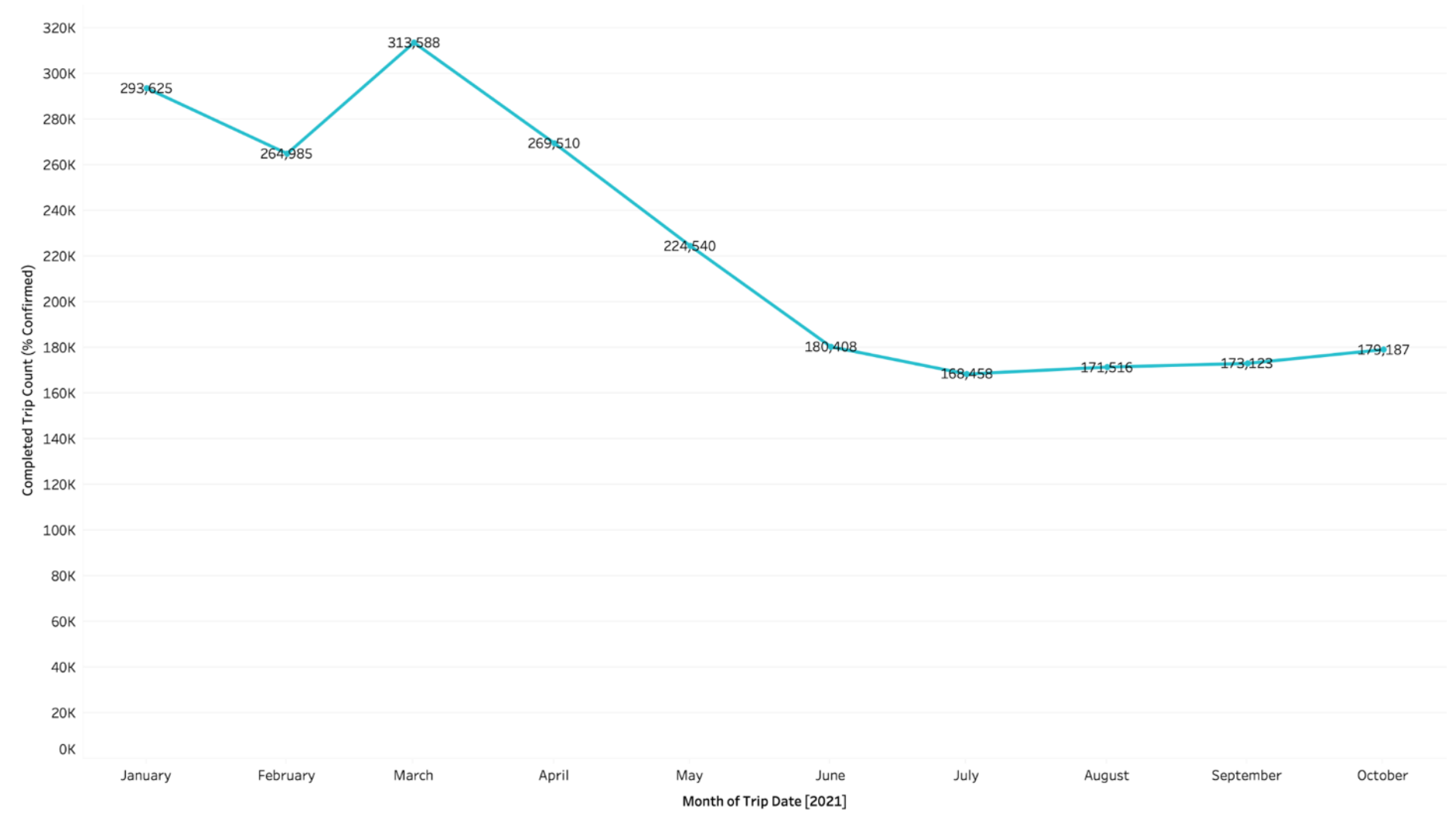


Veyo: NEMT Updates

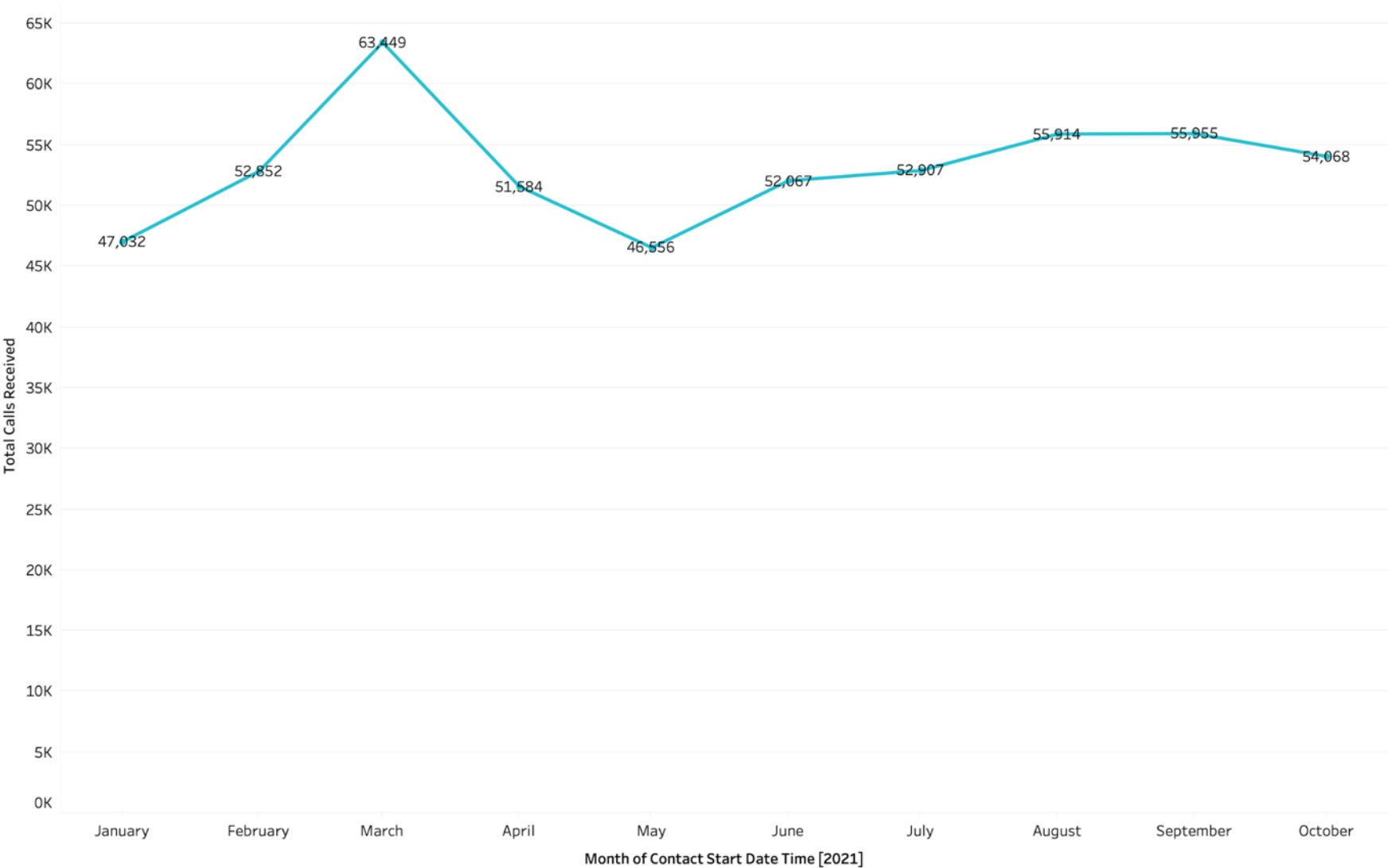
Agenda:

- Metrics
 - Trip Volume
 - Call Volume
 - On-Time Performance
 - New Transportation Providers and IDPs
- Member Portal Demo
- General Updates

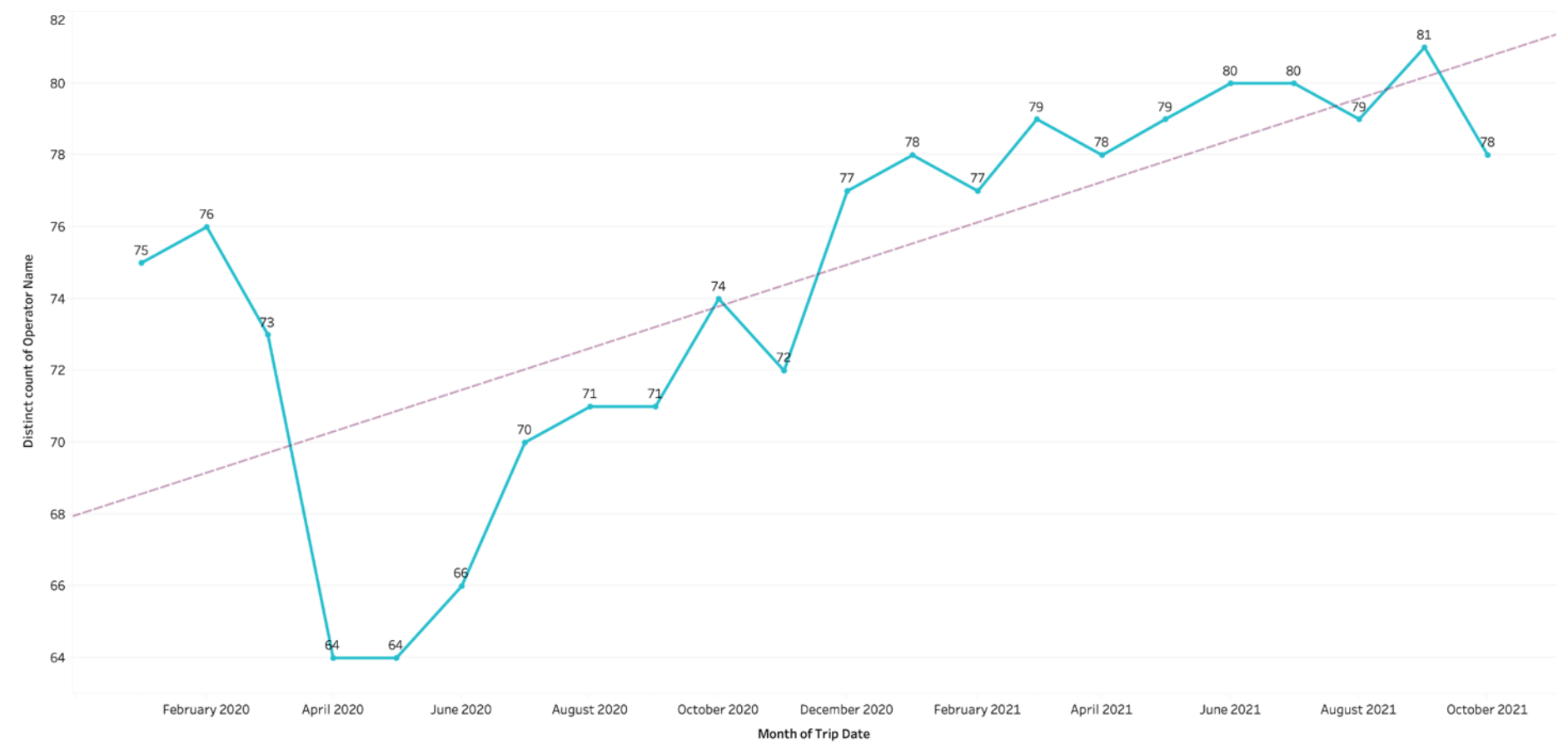
Metrics - Trip Volume



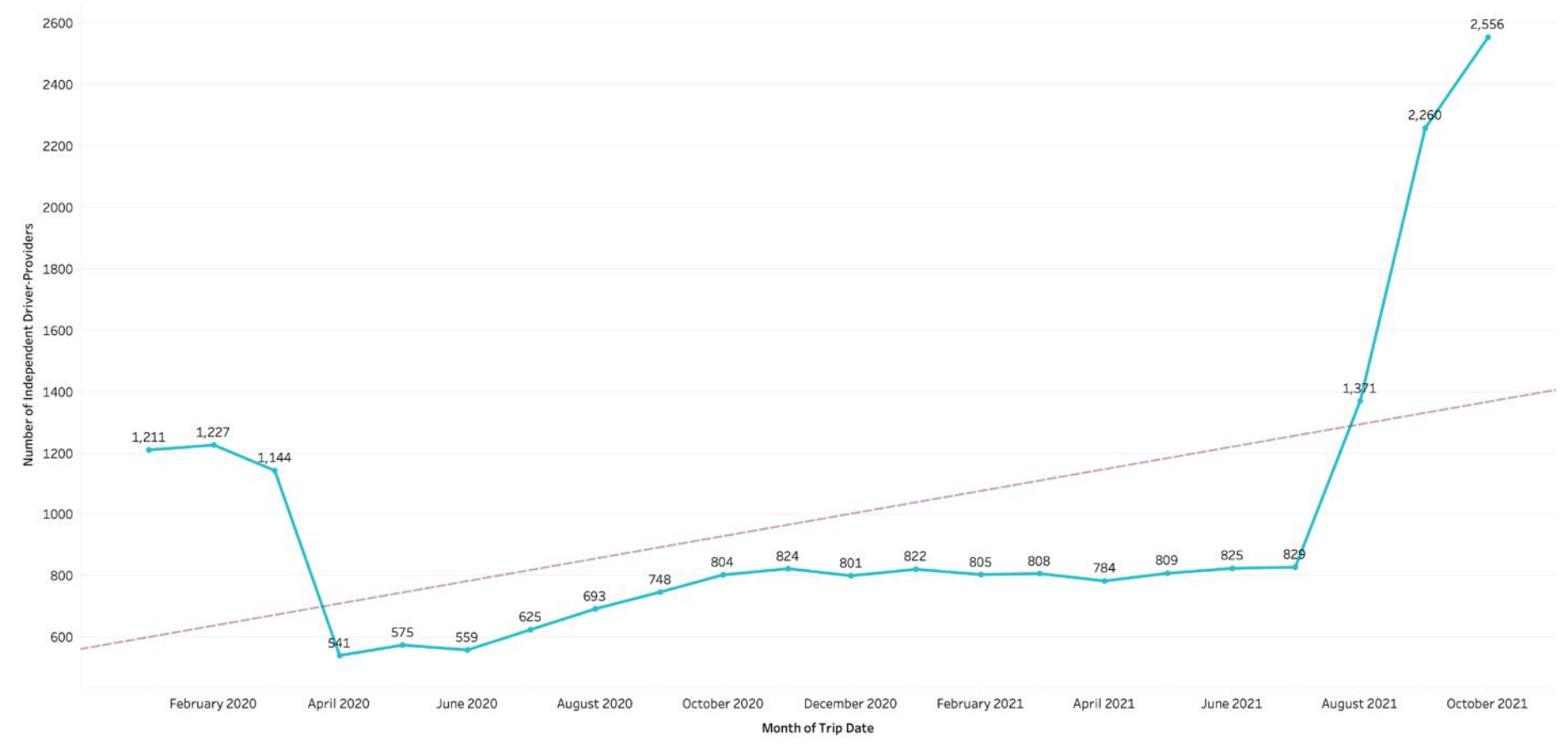
Metrics - Call Volume



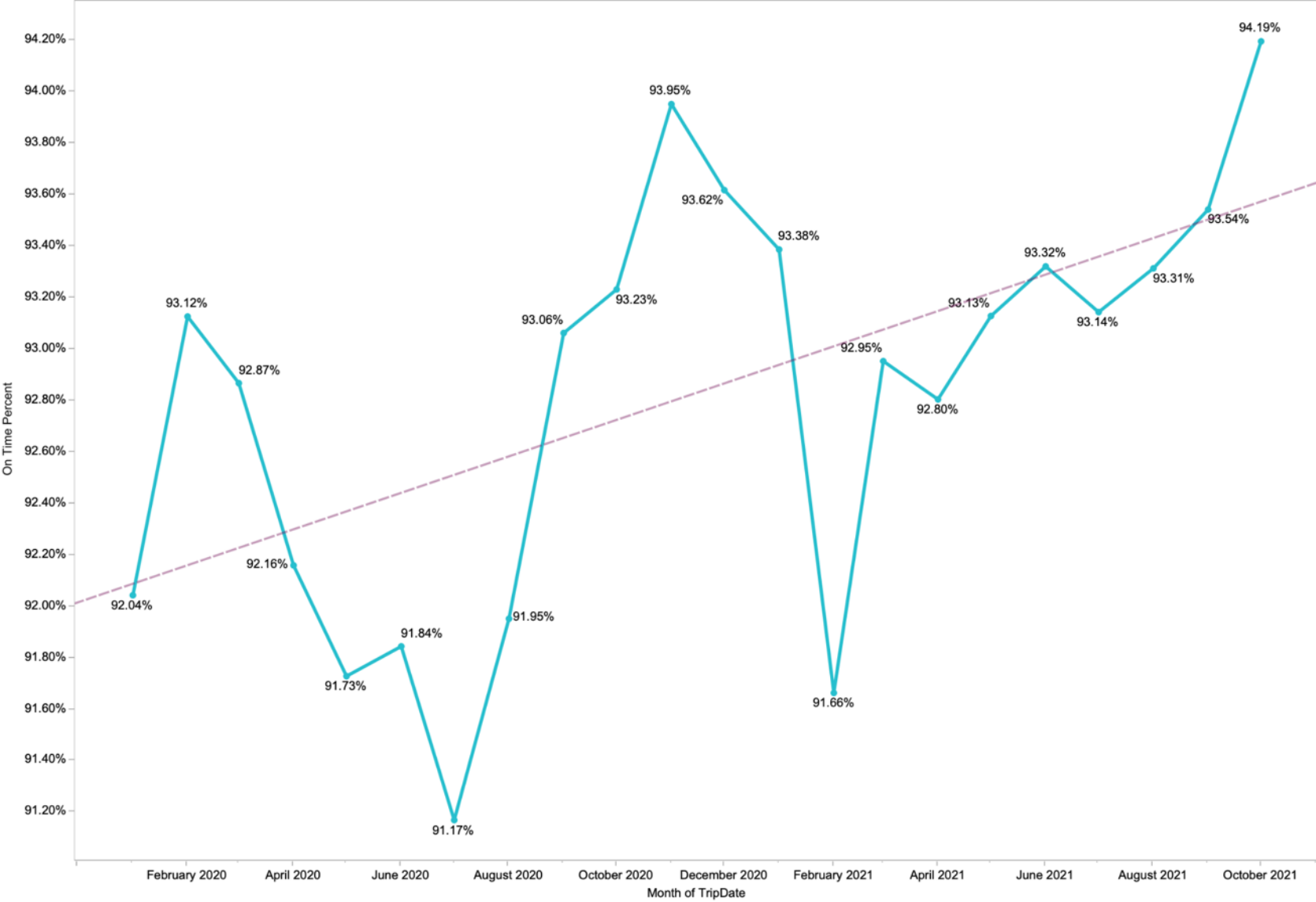
Metrics - Transportation Provider Network



Metrics - Independent Driver-Provider Network



Metrics - On-Time Performance



Member Portal Demo

←

SCHEDULE TRIP

Physical Therapy

Round Trip

Car / Van

Schedule First Trip

● 1234 Sun Valley Rd, Del Mar, CA 92014

● 5677 W Clarkson St, San Diego, CA 92101

Appointment date (MM/DD/YYYY)

📅

Appointment time

Pickup time

*Automatically calculated

Schedule Return Trip

● 5677 W Clarkson St, San Diego, CA 92101

● 1234 Sun Valley Rd, Del Mar, CA 92014

☐ I'll notify you when I'm ready

Pickup time

CANCEL

CONTINUE

✕

UPCOMING TRIPS

If any of the trips below need to be updated, please call the Call Center at [\(760\)123-4567](tel:760123-4567)

Tue, Mar 30: Chiropractor

Round Trip

Car / Van

9:00 AM | Pickup

123 Hawthorn St, San Diego, CA 92101

9:30 AM | Appointment

San Diego Chiropractic

1399 9th Ave, San Diego, CA 92101

Notify us when ready for pickup

Wed, Mar 31: Development Therapy

One Way

Car / Van

9:00 AM | Pickup

1399 9th Ave, San Diego, CA 92101

10:00 AM | Appointment

MemorialCare Medical Group

29472 Avenida De Las Banderas STE

14500, Rancho Santa Margarita, CA

92688-1234

Thu, Apr 1: Development Therapy

Round Trip

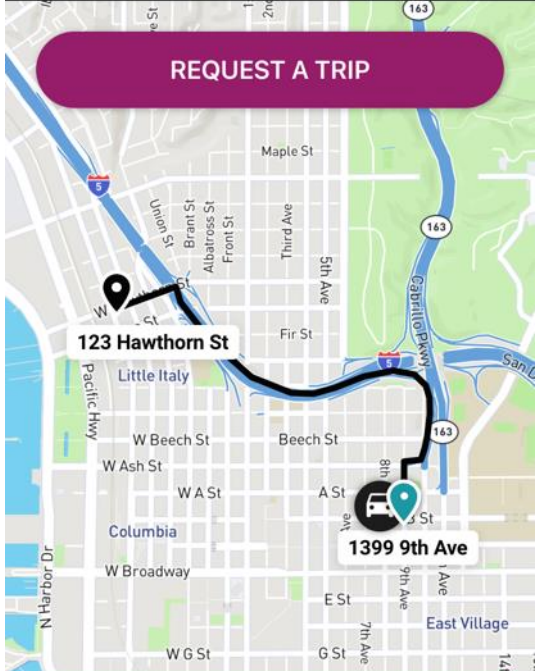
Mileage Reimbursement

1399 9th Ave, San Diego, CA 92101

☰

MEMBER PORTAL


REQUEST A TRIP



📍

Your driver has arrived

▼



Look for **Joe Jones**
driving a red Honda Civic
License Plate #: 7BHN40


📞

[\(760\) 350-4345](tel:760350-4345)


ℹ️

MORE UPCOMING TRIPS

Member Portal Demo



MEMBER PORTAL



Sign in or create a new account

View, Manage and Book Veyo Trips.
Directly from your phone.

SIGN IN

CREATE ACCOUNT

12:18

member.test.veyo.com/mem

MEMBER PORTAL

REQUEST A TRIP

Next Trip

Fri, Sep 3: Dental

One Way

Car/Van

12:50 PM | Pickup

Suite 250, 4875 Eastgate Mall, San Diego, CA 92121

1:30 PM | Appointment

Peregrine Facility

1450, 750 B St, San Diego, CA 92101

CANCEL TRIP

MORE UPCOMING TRIPS

General Updates

- Veyo continues to transport members to vaccination appointments including booster shots.
- Members that are symptomatic, exposed to COVID-19, or have tested positive for COVID-19 continue to use the COVID-19 Specialized Fleet for transportation to healthcare appointments.
 - To book a trip with the specialized fleet, Medicaid members should have their healthcare provider email ctfacility@veyo.com.
- Veyo is slowly introducing multi-loading back into the network.
 - 2 members maximum per vehicle
 - All occupants must wear masks
 - Only short distance trips (under 30 minutes)
 - Immunocompromised members and minors will not be multi-loaded



Thank You!