



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **June 2022**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **June 2022**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

July 20, 2022

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

Call Count Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	53,818	54,355	55,235	66,909	54,116	56,810	55,274
Avg Daily Calls Received	2,340	2,588	2,762	2,909	2,577	2,582	2,512
Total Calls Answered	51,733	52,398	53,252	64,685	52,864	56,378	53,990
Answered %	96.1%	96.4%	96.4%	96.7%	97.7%	99.2%	97.7%

Average Speed Of Answer Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	53,818	54,355	55,235	66,909	54,116	56,810	55,274
Avg Speed of Answer (seconds)	101.0	83.3	84.5	76.0	59.0	25.4	45.8

Average Abandon Rate Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	53,818	54,355	55,235	66,909	54,116	56,810	55,274
Total Calls Abandoned	2,059	1,938	1,944	2,204	1,234	421	1,261
Abandon %	3.8%	3.6%	3.5%	3.3%	2.3%	0.7%	2.3%

Average Handle Time Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Handle Time Minutes	247,684	244,504	267,891	319,498	250,447	258,682	258,522
Total Calls Answered	51,733	52,398	53,252	64,685	52,864	56,378	53,990
Avg Handle Time (minutes)	4.788	4.666	5.031	4.939	4.738	4.588	4.788

Service Level Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Handled Within Service Level	40,665	45,188	44,579	55,542	46,956	54,065	50,092
Handled Outside Service Level	13,153	9,167	10,656	11,367	7,160	2,745	5,182
Total Calls Received	53,818	54,355	55,235	66,909	54,116	56,810	55,274
Service Level	75.6%	83.1%	80.7%	83.0%	86.8%	95.2%	90.6%

Call Center Summary, Facility (Business Hours)

July 20, 2022

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

Call Count Summary (Facility)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	10,134	10,301	10,751	13,024	10,994	11,920	12,420
Avg Daily Calls Received	461	491	538	566	524	542	565
Total Calls Answered	9,634	9,778	10,233	12,463	10,627	11,785	11,987
Answered %	95.1%	94.9%	95.2%	95.7%	96.7%	98.9%	96.5%

Average Speed Of Answer Summary (Facility)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	10,134	10,301	10,751	13,024	10,994	11,920	12,420
Avg Speed of Answer (seconds)	101.7	82.3	85.8	76.3	58.8	24.1	45.3

Average Abandon Rate Summary (Facility)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	10,134	10,301	10,751	13,024	10,994	11,920	12,420
Total Calls Abandoned	500	523	518	561	367	135	433
Abandon %	4.9%	5.1%	4.8%	4.3%	3.3%	1.1%	3.5%

Average Handle Time Summary (Facility)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Answered	9,634	9,778	10,233	12,463	10,627	11,785	11,987
Avg Handle Time (minutes)	5.4	5.2	5.5	5.5	5.2	5.0	5.1

Service Level Summary (Facility)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Handled Within Service Level	7,573	8,452	8,531	10,703	9,455	11,374	11,125
Handled Outside Service Level	2,561	1,849	2,220	2,321	1,539	546	1,295
Total Calls Received	10,134	10,301	10,751	13,024	10,994	11,920	12,420
Service Level	74.7%	82.1%	79.4%	82.2%	86.0%	95.4%	89.6%

Call Center Summary, Spanish (Business Hours)

July 20, 2022

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

Call Count Summary (Spanish)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	3,230	3,509	3,431	3,907	3,080	3,127	2,852
Avg Daily Calls Received	140	167	172	170	147	142	130
Total Calls Answered	3,151	3,480	3,401	3,804	3,029	3,110	2,832
Answered %	97.6%	99.2%	99.1%	97.4%	98.3%	99.5%	99.3%

Average Speed Of Answer Summary (Spanish)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	3,230	3,509	3,431	3,907	3,080	3,127	2,852
Avg Speed of Answer (seconds)	56.8	31.0	33.1	42.2	39.5	22.6	16.5

Average Abandon Rate Summary (Spanish)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Received	3,230	3,509	3,431	3,907	3,080	3,127	2,852
Total Calls Abandoned	77	29	29	101	51	16	19
Abandon %	2.4%	0.8%	0.8%	2.6%	1.7%	0.5%	0.7%

Average Handle Time Summary (Spanish)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Calls Answered	3,151	3,480	3,401	3,804	3,029	3,110	2,832
Avg Handle Time (minutes)	3.6	4.0	4.0	4.1	4.0	4.1	3.9

Service Level Summary (Spanish)

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Handled Within Service Level	2,850	3,312	3,235	3,519	2,801	3,008	2,786
Handled Outside Service Level	380	197	196	388	279	119	66
Total Calls Received	3,230	3,509	3,431	3,907	3,080	3,127	2,852
Service Level	88.2%	94.4%	94.3%	90.1%	90.9%	96.2%	97.7%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **June 2022**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Completed Trips	184,974	142,293	140,187	177,719	159,920	135,404	137,372

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
A Leg	90.91%	91.24%	91.60%	92.35%	93.00%	92.19%	92.32%
B Leg	96.77%	97.18%	97.14%	97.72%	98.24%	97.95%	97.72%
Both Legs	93.61%	93.99%	94.14%	94.82%	95.41%	94.85%	94.84%

* 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

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Member No-Show Count	9,221	8,644	9,045	11,643	10,202	10,271	21,039
No-Shows + Completed*	125,334	111,006	116,390	148,057	137,185	138,404	151,205
Member No-Show Rate	7.36%	7.79%	7.77%	7.86%	7.44%	7.42%	13.91%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Trips Booked	265,849	239,731	233,619	275,974	244,118	230,144	226,210

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Total Mileage	1,294,301	1,055,242	1,091,323	1,379,921	1,274,821	1,202,148	1,261,495
Avg. Mileage	7.00	7.42	7.78	7.76	7.97	8.88	9.18

Trip % Distance Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
0-10 Miles	78.58%	76.14%	74.58%	75.06%	74.17%	69.40%	68.35%
10-20 Miles	14.04%	15.99%	16.76%	16.44%	16.97%	20.24%	20.54%
20-30 Miles	4.97%	5.19%	5.62%	5.56%	5.71%	6.78%	7.15%
30-40 Miles	1.31%	1.43%	1.60%	1.58%	1.73%	1.98%	2.19%
40-50 Miles	0.60%	0.64%	0.76%	0.69%	0.74%	0.83%	0.92%
50+ Miles	0.49%	0.61%	0.68%	0.67%	0.68%	0.78%	0.86%

Completed Trips by Mode

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Ambulatory	95,212	84,290	88,061	112,335	104,604	105,222	106,387
Mileage Reimbursement	5,437	4,917	4,933	5,670	5,711	5,547	5,764
Public Transit	63,450	35,039	27,945	35,663	27,288	1,755	1,493
Wheelchair	20,873	18,044	19,239	24,044	22,313	22,872	23,724

Members with Completed Trips Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Completed Trips	14,490	13,007	14,054	15,486	14,300	13,845	14,200

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Drug Rehabilitation	72,876	54,859	52,291	68,790	64,259	52,444	52,762
Behavioral Health	44,273	30,700	26,734	32,094	27,923	16,936	16,861
Specialist	23,524	18,764	20,939	26,655	23,010	22,205	22,994
Dialysis	17,828	15,915	16,278	18,684	18,348	18,211	18,280
Urgent Care	7,018	6,827	7,045	8,687	7,789	7,901	8,393
PCP	4,376	3,593	4,151	5,795	4,531	4,511	4,449
Physical Therapy	4,285	3,227	3,460	5,179	4,519	4,001	4,174
Psychiatric Services	2,578	1,679	2,115	2,836	1,755	1,301	1,340
Dental	1,360	1,153	1,326	1,755	1,430	1,425	1,465
Surgery	1,191	1,054	1,150	1,633	1,366	1,623	1,877
Counselor	1,965	1,256	1,280	1,606	1,459	1,203	1,098
Chemotherapy	1,163	892	956	1,277	1,073	1,157	1,170
Vision	756	664	777	945	837	827	819
Lab	640	575	654	856	746	856	756
Chiropractic	301	268	239	301	301	224	268
Occupational Therapy	192	197	158	145	134	150	202
COVID-19 Vaccine - Drop Off	250	210	117	90	96	50	43
Speech Therapy	138	98	130	143	88	116	139
Development Therapy	111	51	86	58	80	81	95
COVID-19 Testing - Standalone	62	70	102	56	66	66	99
COVID-19	32	177	130	11	19	49	31
Audiology	36	35	63	112	83	60	38
MFP (Data Entry Only)	28	28	45	35	66	39	55
COVID-19 Testing - Drive Thru	19	29	6	11	8	7	19

Transportation Provider Summary

July 20, 2022

Number of Providers

Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
79	81	82	79	80	86	87

Provider No-Show Count

Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
576	530	638	764	564	603	535

Provider Mix Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
CONTRACTED PROVIDERS	76,081	66,100	67,060	85,406	80,537	81,332	84,422
VEYO INDEPENDENT DRIVERS	33,473	30,582	33,227	41,573	38,346	38,766	38,980
PUBLIC TRANSIT	63,450	35,039	27,945	35,663	27,288	1,755	1,493
MILEAGE REIMBURSEMENT	5,437	4,917	4,931	5,670	5,711	5,547	5,764

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

July 20, 2022

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Approval Response Not Received					1		
COVID-19	382	2,785	2,820	720	262	557	600
Doesn't meet transportation protocols		1					
Driver or Member Safety	10	37	14	19	9	15	19
Facility Cancelled	13,711	14,272	14,540	14,848	16,260	15,635	13,439
Incorrect Information	14,508	13,554	15,288	19,099	18,872	16,154	14,498
Insufficient Advanced Notice	451	402	458	895	1,004	1,092	1,255
Issue with Member's Equipment	14	14	33	81	41	6	8
Member Cancelled	28,054	29,980	27,701	29,027	26,968	27,020	24,543
Member is Ineligible	243	369	269	655	692	538	409
Member No Show	3,694	3,640	3,797	5,321	4,637	4,533	16,319
Not Eligible For Service	43	48	39	80	57	72	87
Not Finalized	3,458	4,003	2,578	3,558	3,010	3,007	3,020
Not Medicaid Covered	12	12	21	36	40	30	9
Other	10,962	9,367	8,319	9,102	7,463	8,780	8,892
Parcel returned to Veyo after fulfillment		2	2		2		
Provider No Show	597	549	651	787	580	633	569
Refuse Appropriate Mode	616	581	486	690	780	804	776
Refuse Closest Facility	78	68	80	97	72	64	88
Rural Mileage Limit	101	121	148	217	152	135	145
SMS	5,536	5,101	5,577	6,027	5,570	5,990	5,729
System Error	30	27	16	29	17	34	26
Too Many Passengers			2	1	2		
Unable to Verify Appointment	5,092	4,098	3,634	3,960	4,388	3,824	3,194
Urban Mileage Limit	310	297	376	489	478	559	523
Veyo Operations Cancelled	1,268	1,335	2,428	2	617	1,454	552
Grand Total	89,170	90,663	89,277	95,740	91,974	90,936	94,700

Same Day Cancellation Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Cancelled Trips	22,191	22,797	19,895	24,142	21,728	22,346	13,691
Cancelled + Completed*	138,278	125,134	127,204	160,528	148,649	150,448	143,806
Cancellation Rate	16.05%	18.22%	15.64%	15.04%	14.62%	14.85%	9.52%

*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 Cancellations Provider Source

July 20, 2022

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
COVID-19	61	76	14	4	8	17	9
Driver or Member Safety	47	256	264	98	80	77	57
Incorrect Information	462	444	503	718	426	295	230
Issue with Member's Equipment	36	19	18	25	39	38	45
Member Cancelled	6,832	7,356	6,592	6,991	6,504	6,860	5,960
Member is Ineligible	2	6		41	8	89	93
Member No Show	5,527	5,004	5,248	6,322	5,565	5,738	4,720
Other	2,170	3,169	2,155	1,843	3,136	3,693	2,746
Grand Total	15,137	16,330	14,794	16,042	15,766	16,807	13,860

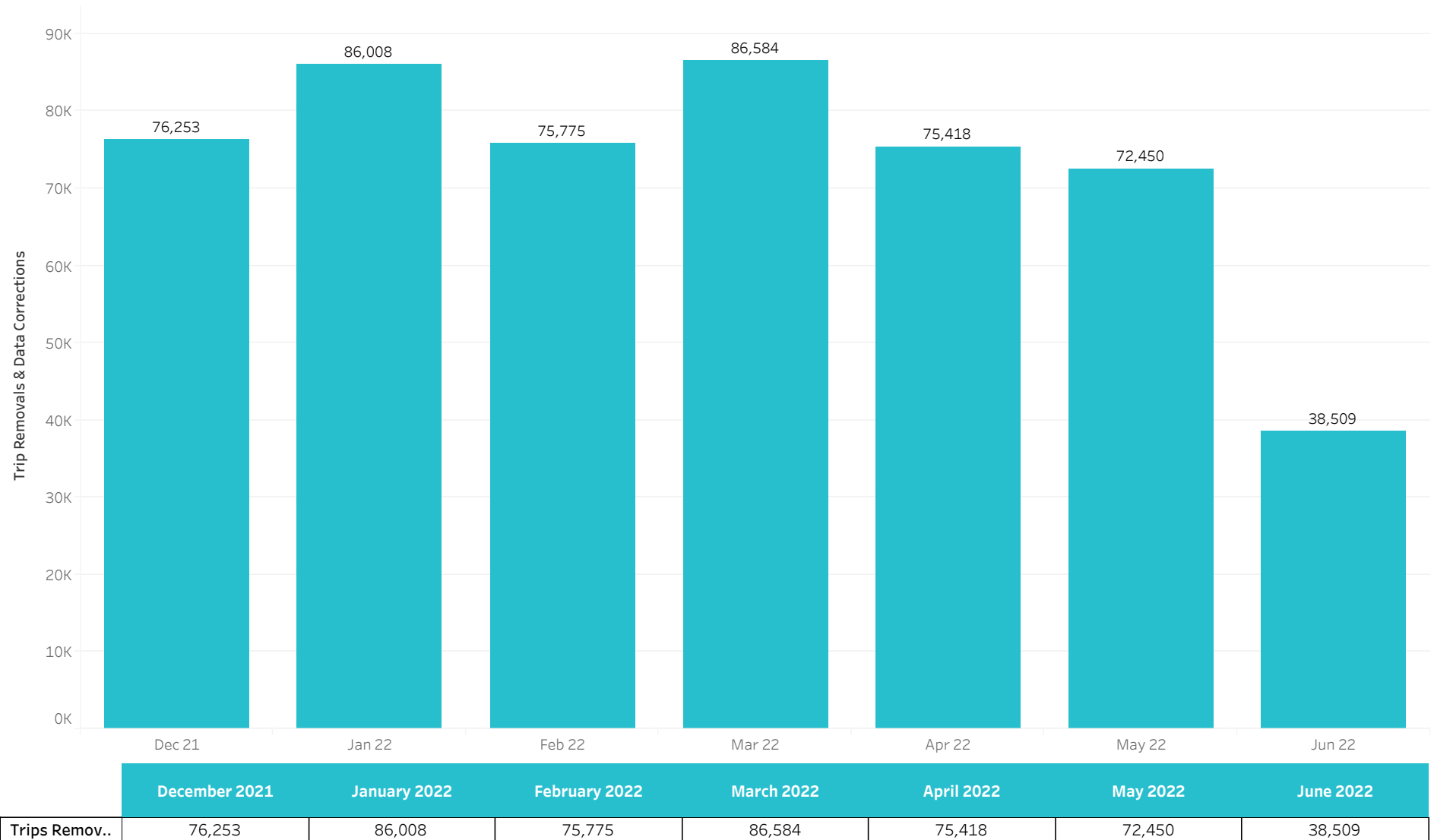
*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

* 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 & Data Corrections

July 20, 2022



*Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts

July 20, 2022

		Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Member No Show	Critical	1,947	1,742	1,886	2,534	2,199	2,198	3,421
	Non-Critical	7,274	6,902	7,159	9,109	8,003	8,073	17,618
Provider No Show	Critical	128	121	134	176	158	162	130
	Non-Critical	469	428	517	611	422	471	439
Trips Not Confirmed	Critical	365	424	413	473	366	449	362
	Non-Critical	902	1,313	840	748	547	525	625
Total Unfulfilled		11,085	10,930	10,949	13,651	11,695	11,878	22,595

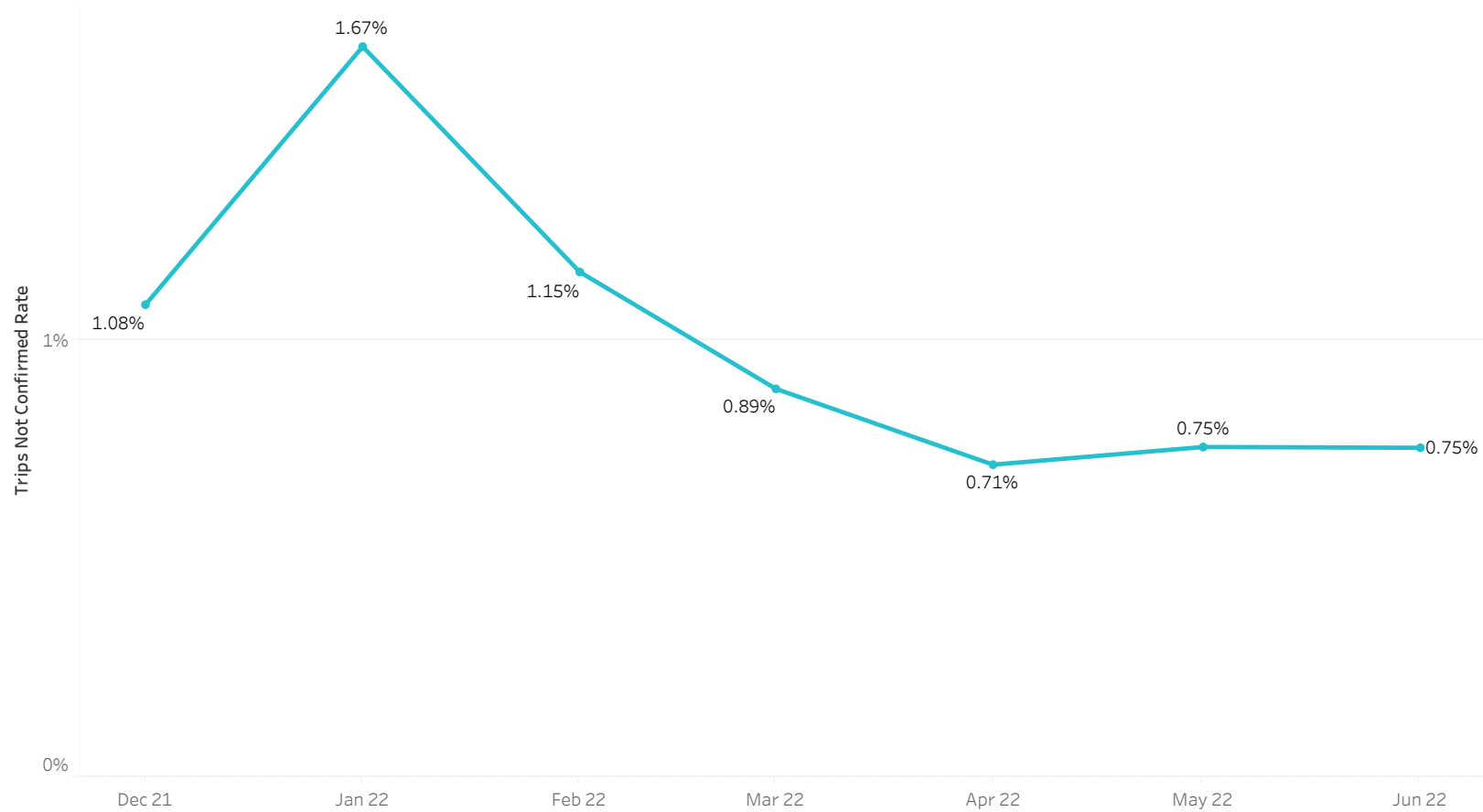
*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

Unfulfilled Trips by Mode Summary

		Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Member No Show	Ambulatory	8,829	8,282	8,724	11,200	9,773	9,823	19,673
	Bariatric Wheelchair	29	16	17	36	27	26	122
	Wheelchair	363	346	304	407	402	422	1,244
Provider No Show	Ambulatory	531	497	563	690	478	546	471
	Bariatric Wheelchair	11	3	8	11	13	5	10
	Wheelchair	55	49	80	86	89	82	88
Trips Not Confirmed	Ambulatory	1,123	1,566	1,065	1,014	726	809	866
	Bariatric Wheelchair	21	20	15	23	19	11	5
	Wheelchair	123	151	173	184	168	154	116
Total Unfulfilled		11,085	10,930	10,949	13,651	11,695	11,878	22,595

Unconfirmed Trips

July 20, 2022



	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Not Confirmed	1,267	1,737	1,253	1,221	913	974	987
Not Confirmed + Completed*	117,353	104,071	108,553	137,600	127,830	129,068	131,098
Not Confirmed Rate	1.08%	1.67%	1.15%	0.89%	0.71%	0.75%	0.75%

* 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: **June 2022**

Veyo Healthcare Logistics

Total Complaints

July 20, 2022

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Completed Trips	184,974	142,293	140,187	177,719	159,920	135,404	137,372
Total Complaint Count	678	496	730	999	675	614	539
Complaint %	0.37%	0.35%	0.52%	0.56%	0.42%	0.45%	0.39%

Substantiated Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Completed Trips	184,974	142,293	140,187	177,719	159,920	135,404	137,372
Substantiated Complaints	149	84	129	161	117	91	71
Substantiated Complaint %	0.08%	0.06%	0.09%	0.09%	0.07%	0.07%	0.05%

Days To Resolve

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Grievance Count	678	496	730	999	675	614	539
Resolved Count	189	113	161	203	151	115	90
Avg. Time to Resolve (Days)	78.22	67.90	32.70	24.88	15.07	9.83	6.76

First Call Resolutions

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
First Call Resolutions	22	104	124	137	92	94	75

Complaints Category Summary

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Missed Pickup	82	39	43	63	37	19	15
Driver Issue	12	14	28	45	36	32	33
Safety Concern	21	14	26	21	25	21	14
Late Pickup	20	13	14	11	10	8	5
Late Pickup - B-Leg	7	3	10	14	4	7	3
Scheduling Error	2	1	2	1	3	3	
Damage/Injury	1		2	5		1	
Other	1		2		1		1
Agent Issue	1			1	1		
Vehicle Issue	1	1	1				
Early Arrival			1				

Denied Trip Requests

July 20, 2022

		Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Unique Requests	Unable to Verify Appointment	17	4	7	16	21	28	26
	Refuse Appropriate Mode	322	308	279	417	425	436	433
	Insufficient Advanced Notice	206	202	251	458	515	548	615
	Urban Mileage Limit	136	121	151	197	213	257	242
	Rural Mileage Limit	53	58	70	98	70	67	71
	Refuse Closest Facility	36	31	40	47	35	31	43
	Not Eligible For Service	20	23	21	34	21	33	34
	Not Medicaid Covered	3	6	7	9	8	14	5
	Too Many Passengers			1	1	1		
	Approval Response Not Received					1		
	Doesn't meet transportation protocols		1					
	Total	756	716	784	1,202	1,224	1,311	1,376
Trips Under Recurring Schedule	Unable to Verify Appointment	214	187	144	180	165	185	161
	Refuse Appropriate Mode	14	21	14	24	25	31	18
	Insufficient Advanced Notice	1	1		2			1
	Urban Mileage Limit	13	5	14	15	15	7	11
	Rural Mileage Limit		4	3	6	5	3	1
	Refuse Closest Facility	3	1		2		1	2
	Not Eligible For Service	3	3	1	4	4	4	2
	Not Medicaid Covered	2	1	1	2	2		
	Total	249	220	177	234	216	229	196
Grand Total		997	934	957	1,433	1,429	1,524	1,562

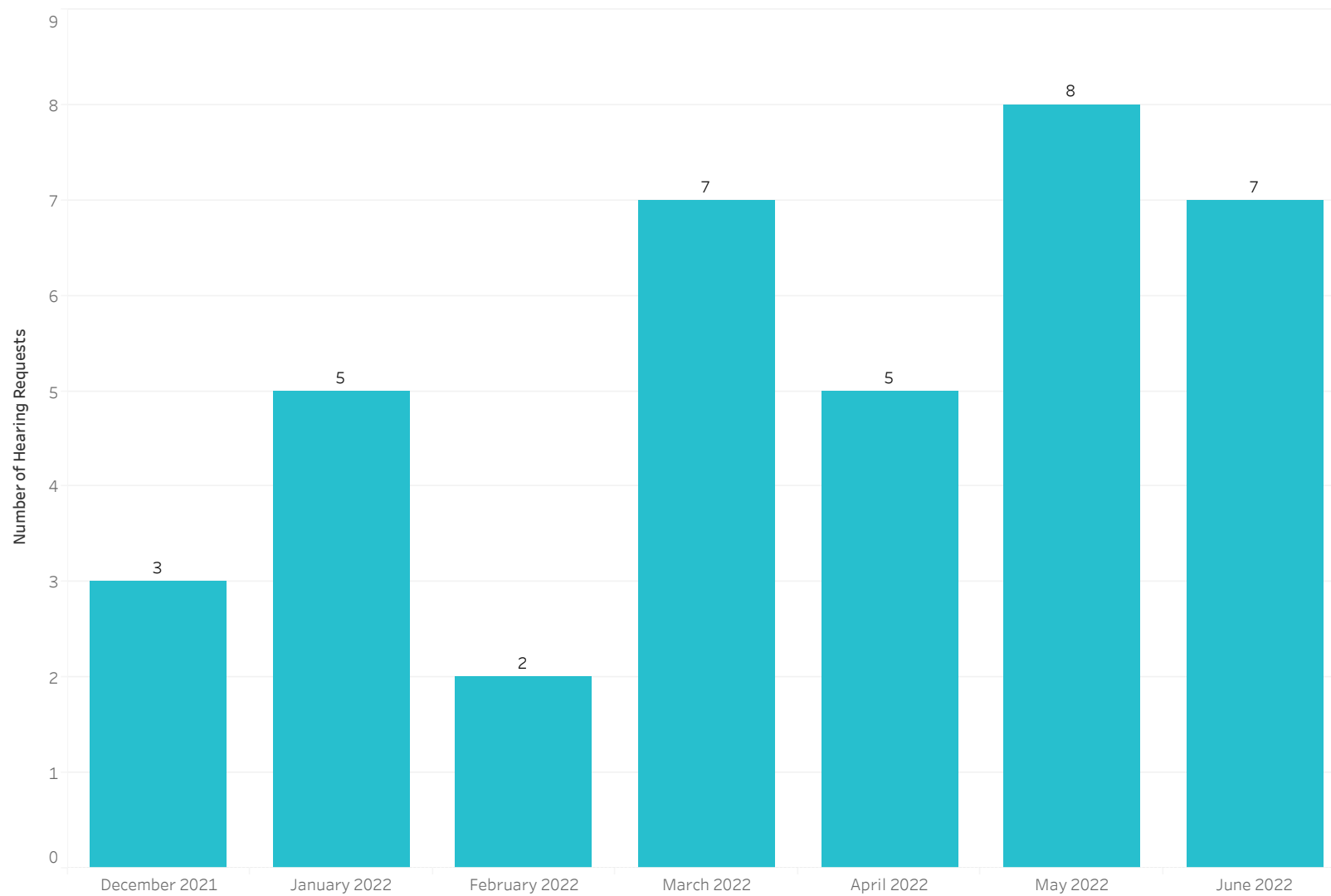
Notice of Actions Issued

July 20, 2022

	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Refuse Appropriate Mode	336	329	293	441	448	463	448
Insufficient Advanced Notice	207	203	251	460	515	548	616
Urban Mileage Limit	148	125	164	212	227	264	253
Unable to Verify Appointment	231	191	151	196	186	212	187
Rural Mileage Limit	53	62	73	104	75	70	72
Refuse Closest Facility	39	32	40	49	35	32	45
Not Eligible For Service	23	26	22	38	25	37	35
Not Medicaid Covered	5	7	8	11	10	14	5
Too Many Passengers			1	1	1		
Approval Response Not Received					1		
Doesn't meet transportation protocols		1					
Total	997	934	957	1,433	1,429	1,524	1,562

Admin Hearing Requests

July 20, 2022



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 (within 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.