



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **October 2018**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **October 2018**

Veyo Healthcare Logistics

## Call Center Summary

November 9, 2018

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

## Call Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756
Avg Daily Calls Received	4,985	4,012	3,905	3,783	3,355	3,095	3,100	3,254	3,247	3,714
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%	95.1%	94.1%	94.2%

## Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9	41.0	42.6	53.2	53.7

## Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024	5,934	6,845
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%	5.0%	4.9%	5.9%	5.8%

## Average Handle Time Summary

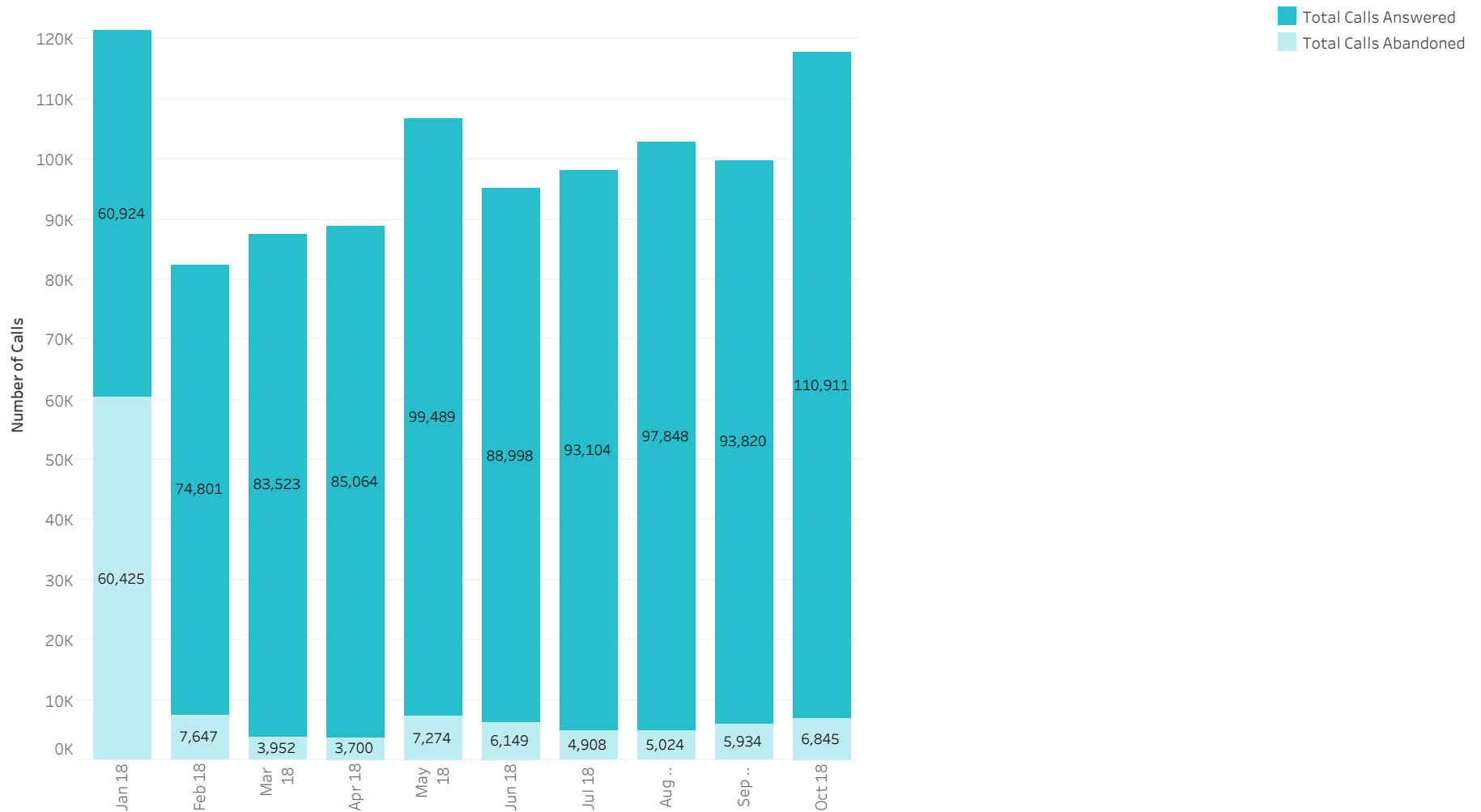
	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4	4.9	4.9	5.1	5.3

## Service Level Summary

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Handled Within Service Level	9,635	56,423	77,596	79,524	86,665	79,380	86,900	91,777	85,926	99,645
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481	9,213	9,109	11,471	15,489
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%	91.0%	88.2%	86.5%

## Answered Calls

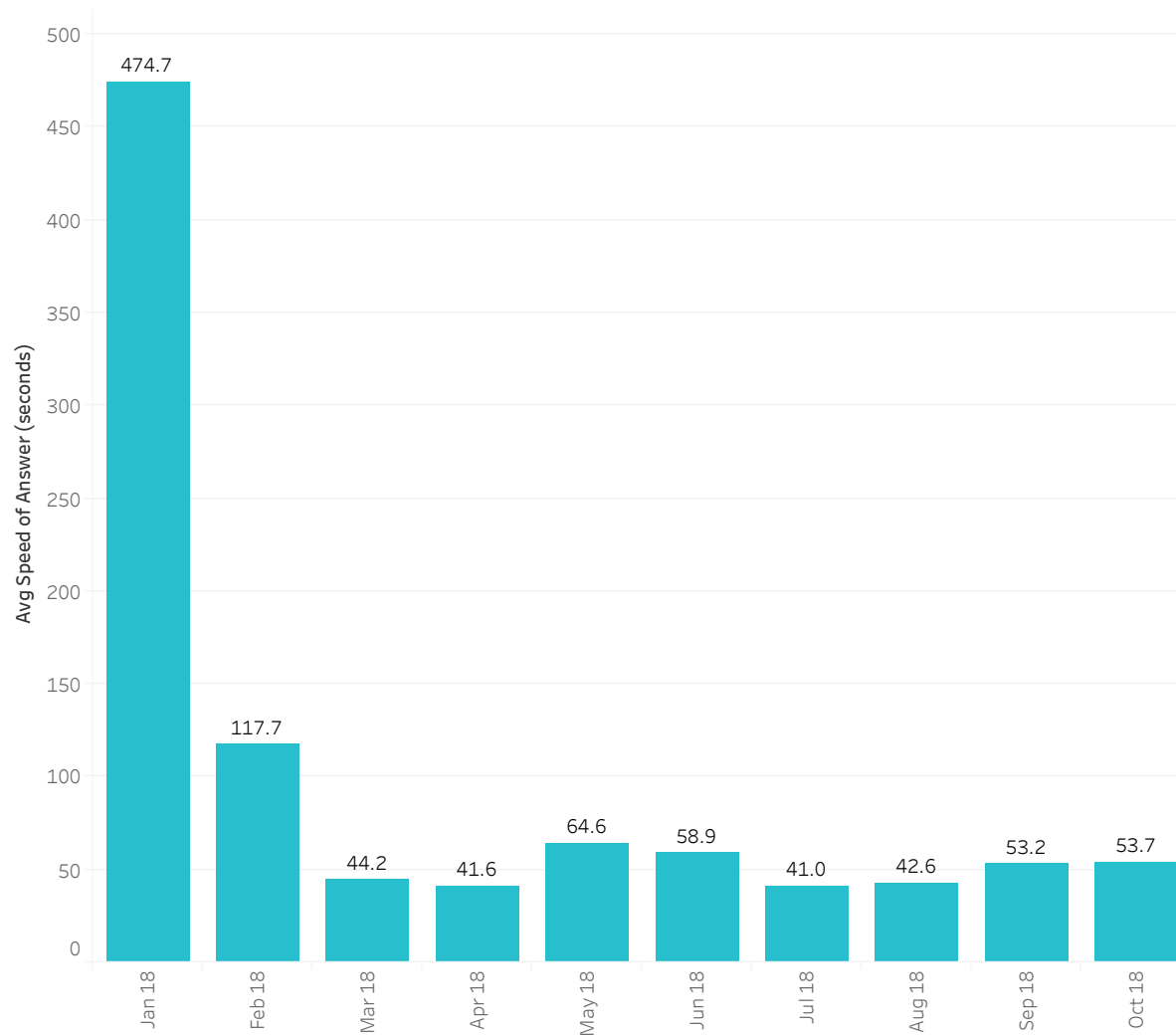
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%	93.5%	95.0%	95.1%	94.1%	94.2%
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024	5,934	6,845
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%	6.5%	5.0%	4.9%	5.9%	5.8%
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756

## Average Speed of Answer

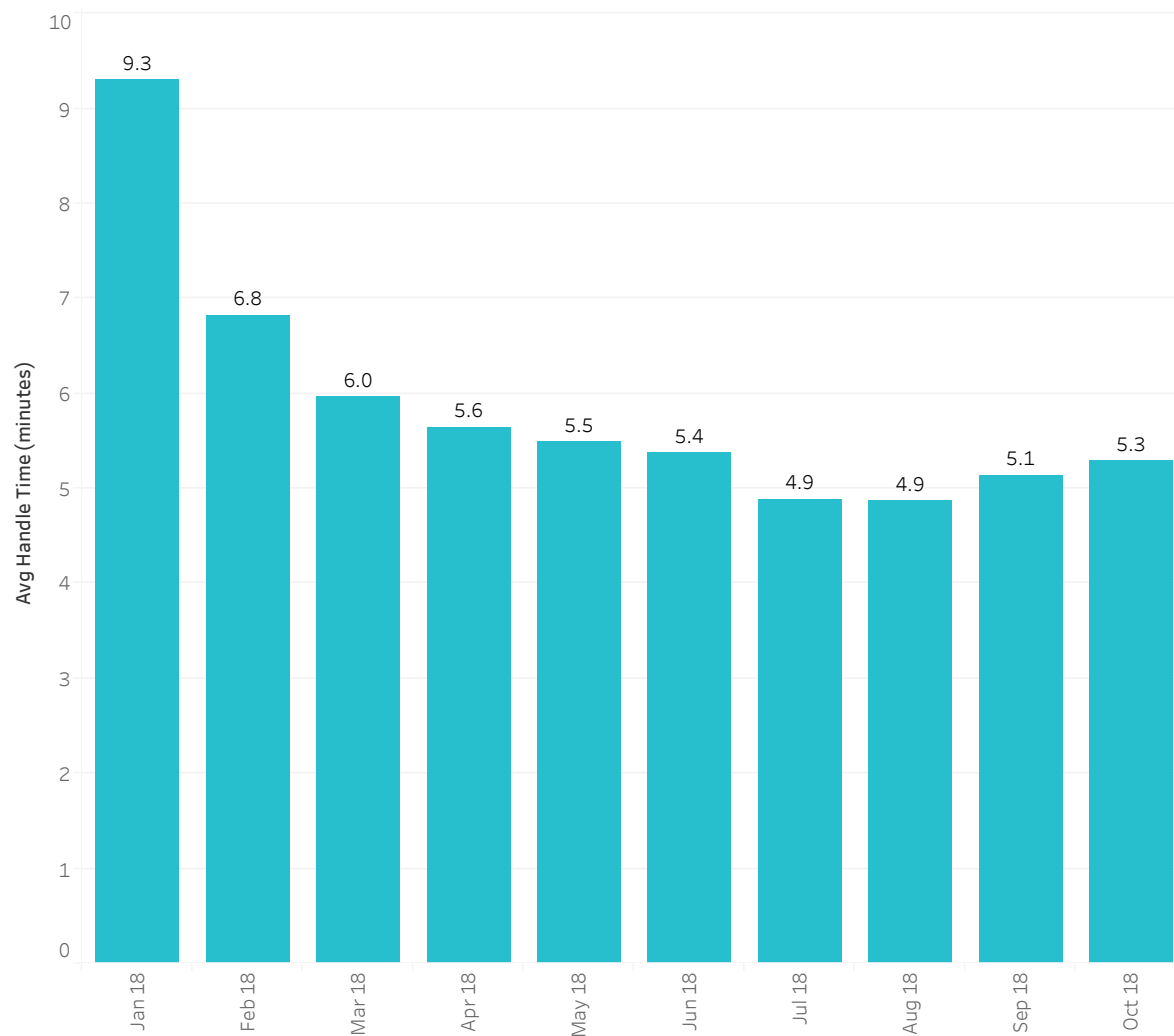
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6	58.9	41.0	42.6	53.2	53.7

## Average Handle Time

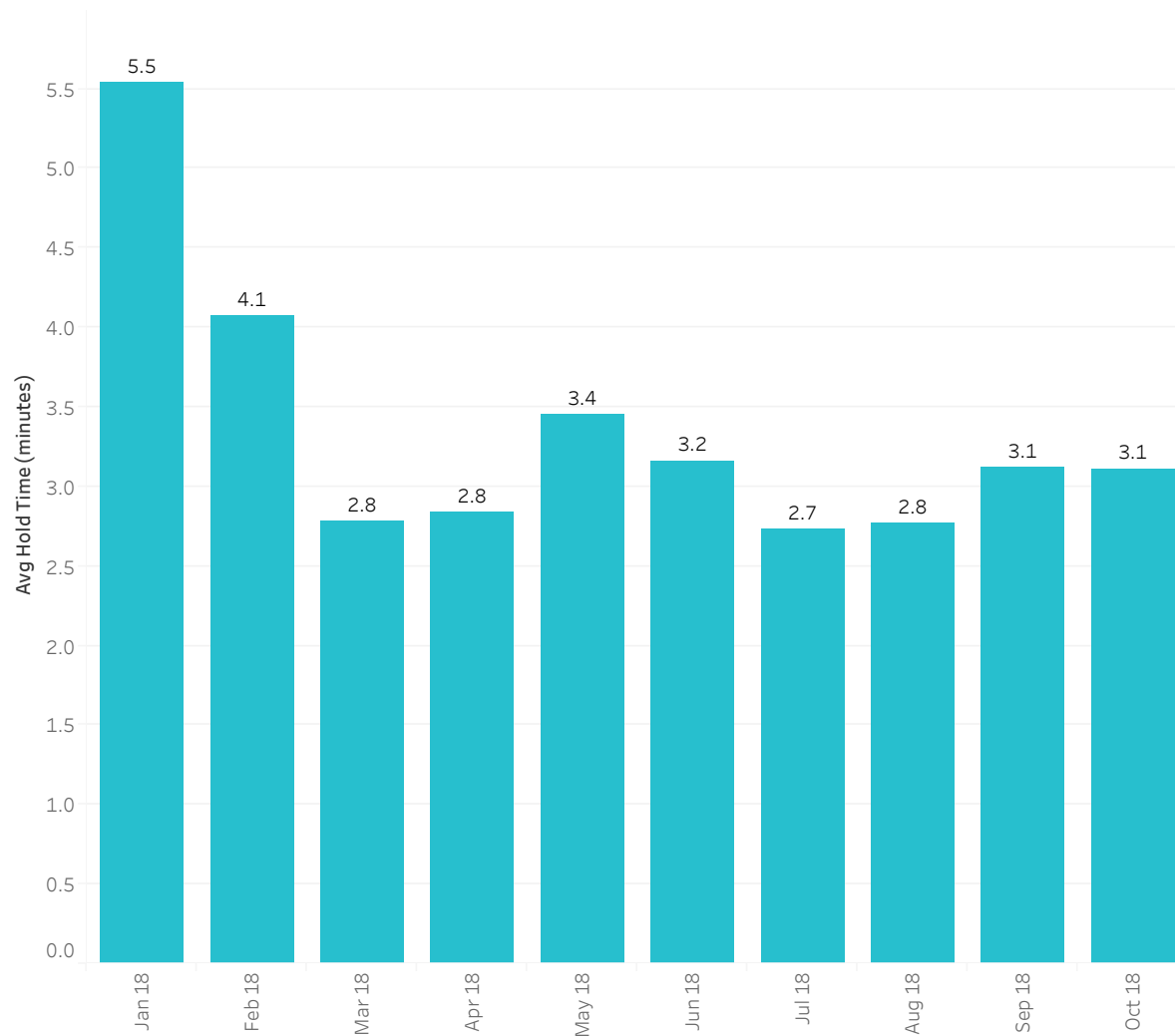
November 9, 2018



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Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5	5.4	4.9	4.9	5.1	5.3

## Average Hold Time

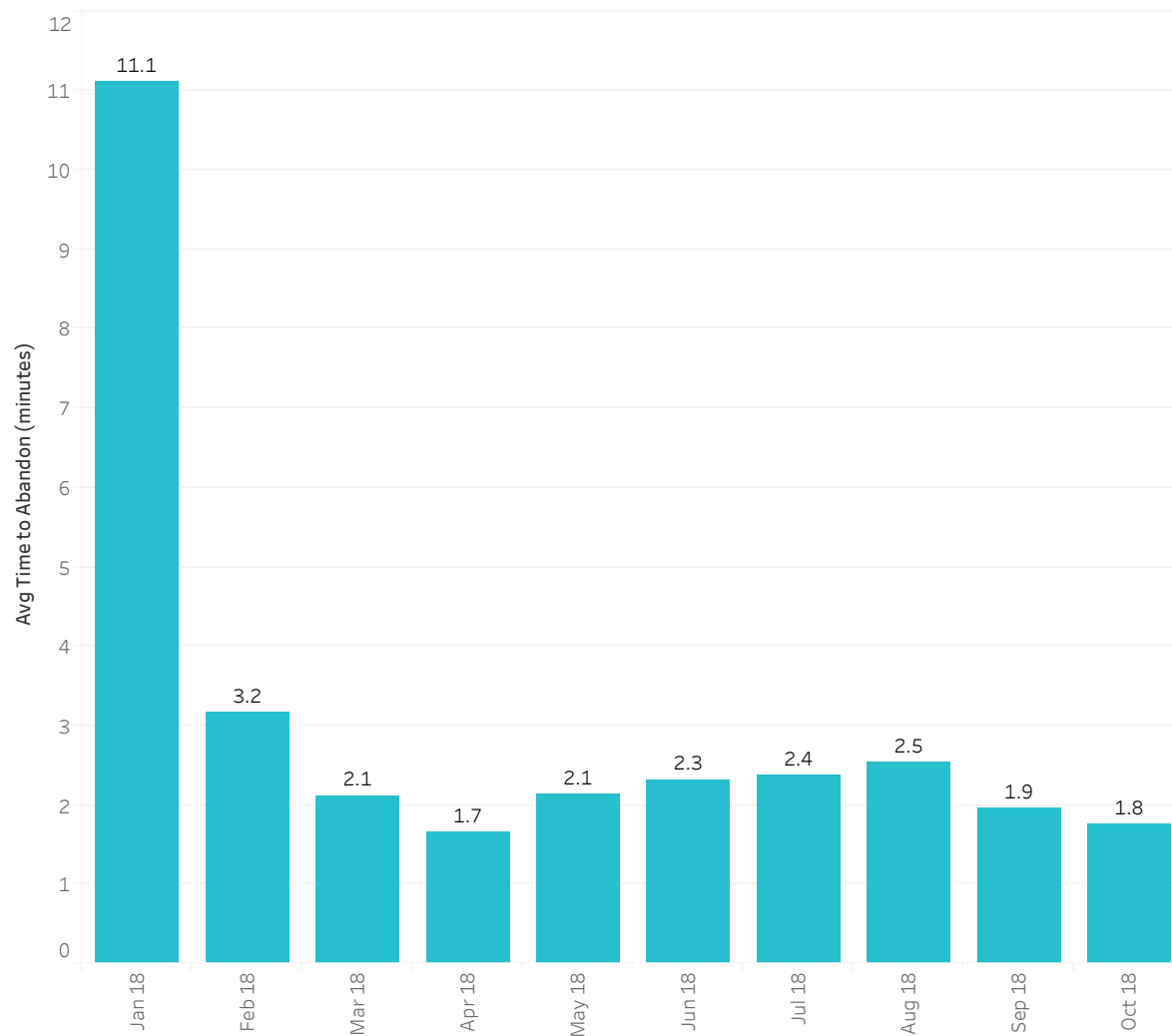
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Answered	60,924	74,801	83,523	85,064	99,489	88,998	93,104	97,848	93,820	110,911
Avg Hold Time (minutes)	5.5	4.1	2.8	2.8	3.4	3.2	2.7	2.8	3.1	3.1

## Average Time to Abandon

November 9, 2018

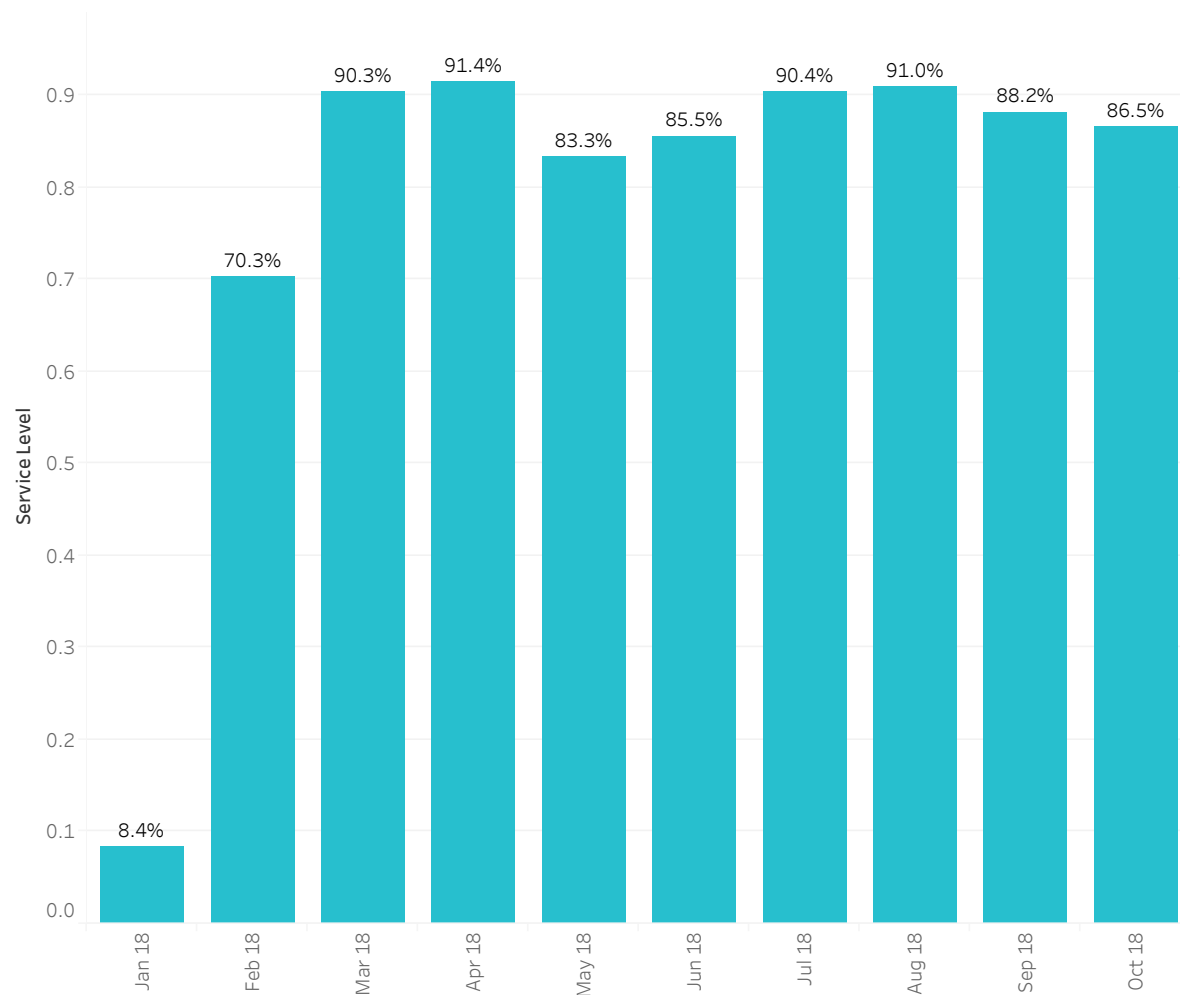


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274	6,149	4,908	5,024	5,934	6,845
Avg Time to Abandon (minutes)	11.1	3.2	2.1	1.7	2.1	2.3	2.4	2.5	1.9	1.8



## Service Level

November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Handled Within Service Level	9,635	56,423	77,596	79,524	86,665	79,380	86,900	91,777	85,926	99,645
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343	13,481	9,213	9,109	11,471	15,489
Total Calls Received	121,349	82,448	87,475	88,764	106,763	95,147	98,012	102,872	99,754	117,756
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%	85.5%	90.4%	91.0%	88.2%	86.5%

## Call Center Summary, Facility

November 9, 2018

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

## Call Count Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598
Avg Daily Calls Received	380	428	426	415	402	415	387	389	455	500
Total Calls Answered	3,788	8,122	9,064	8,490	8,850	8,295	7,896	8,671	8,707	10,977
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%	96.5%	96.3%	94.9%	94.6%

## Average Speed Of Answer Summary (Facility)

	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9	38.9	41.1	56.4	57.5

## Average Abandon Rate Summary (Facility)

	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598
Total Calls Abandoned	1,213	513	367	300	475	486	289	331	470	621
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%	3.5%	3.7%	5.1%	5.4%

## Average Handle Time Summary (Facility)

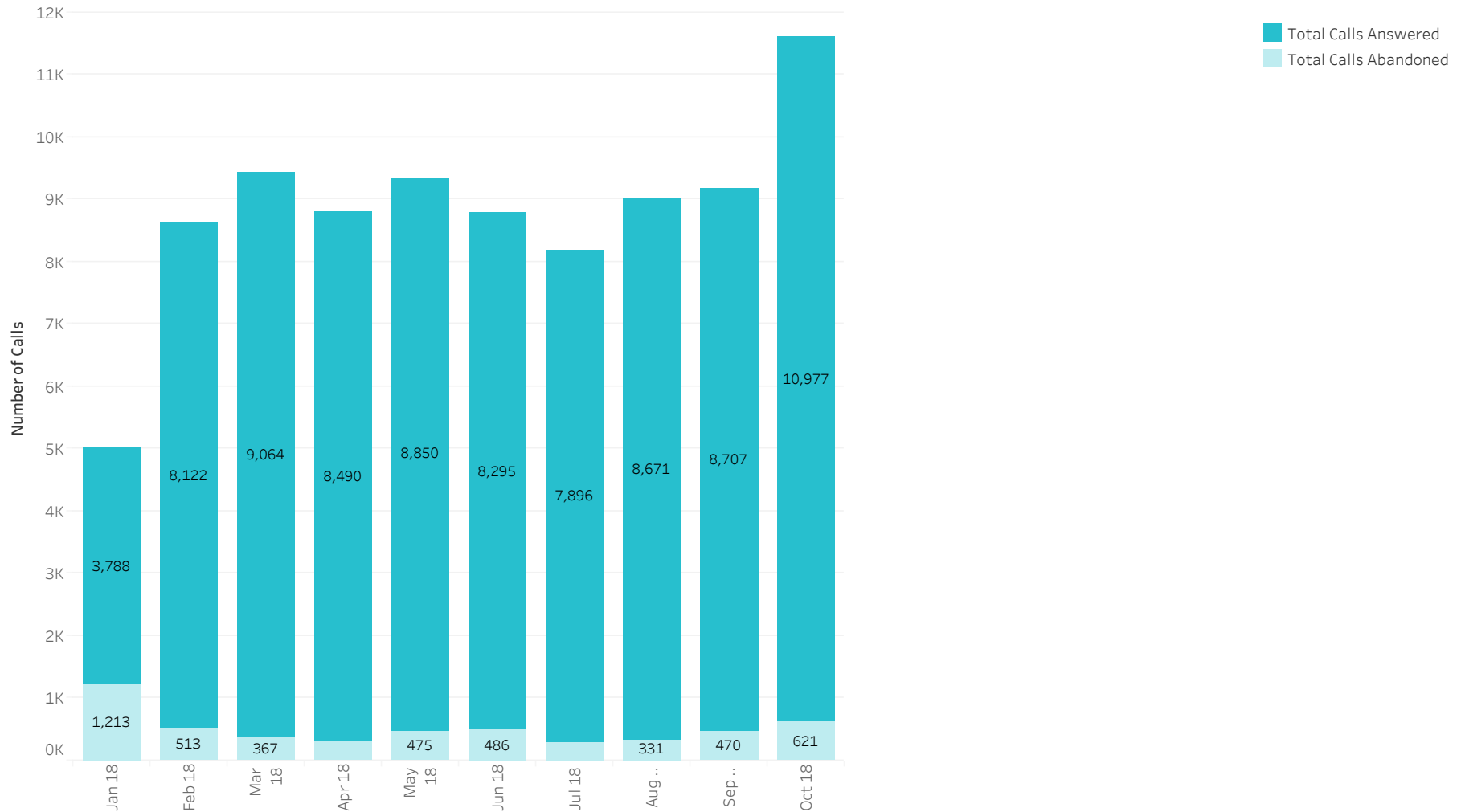
	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Total Calls Answered	3,788	8,122	9,064	8,490	8,850	8,295	7,896	8,671	8,707	10,977
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2	5.3	5.7	6.1	6.0

## Service Level Summary (Facility)

	January ..	February ..	March 20..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Handled Within Service Level	1,024	6,737	8,487	7,988	7,726	7,394	7,406	8,177	7,907	9,811
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327	722	767	1,191	1,695
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%	91.1%	91.4%	86.9%	85.3%

# Answered Calls, Facility

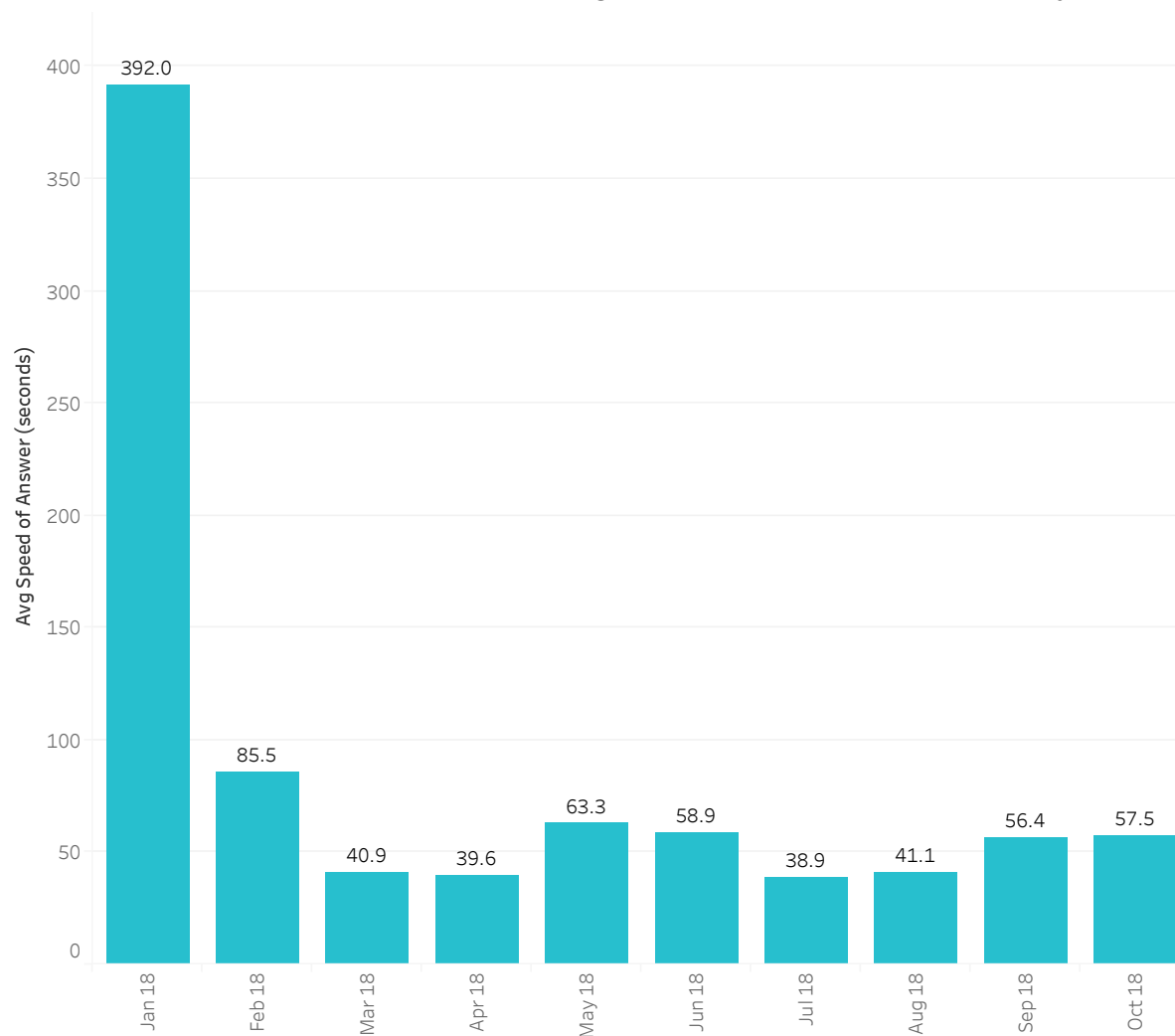
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Answered	3,788	8,122	9,064	8,490	8,850	8,295	7,896	8,671	8,707	10,977
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%	94.5%	96.5%	96.3%	94.9%	94.6%
Total Calls Abandoned	1,213	513	367	300	475	486	289	331	470	621
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%	5.5%	3.5%	3.7%	5.1%	5.4%
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598

## Average Speed of Answer, Facility

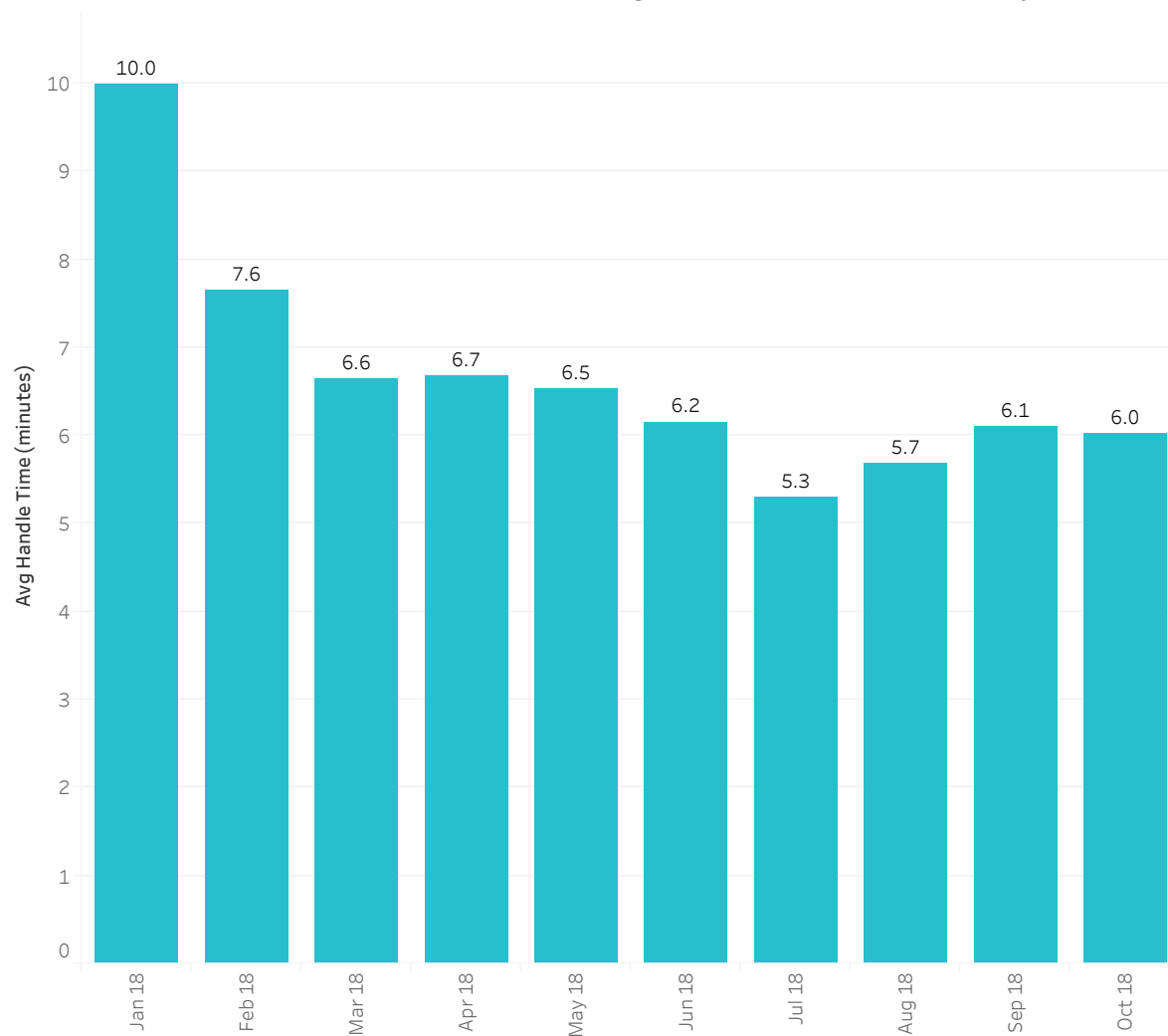
November 9, 2018



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Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3	58.9	38.9	41.1	56.4	57.5

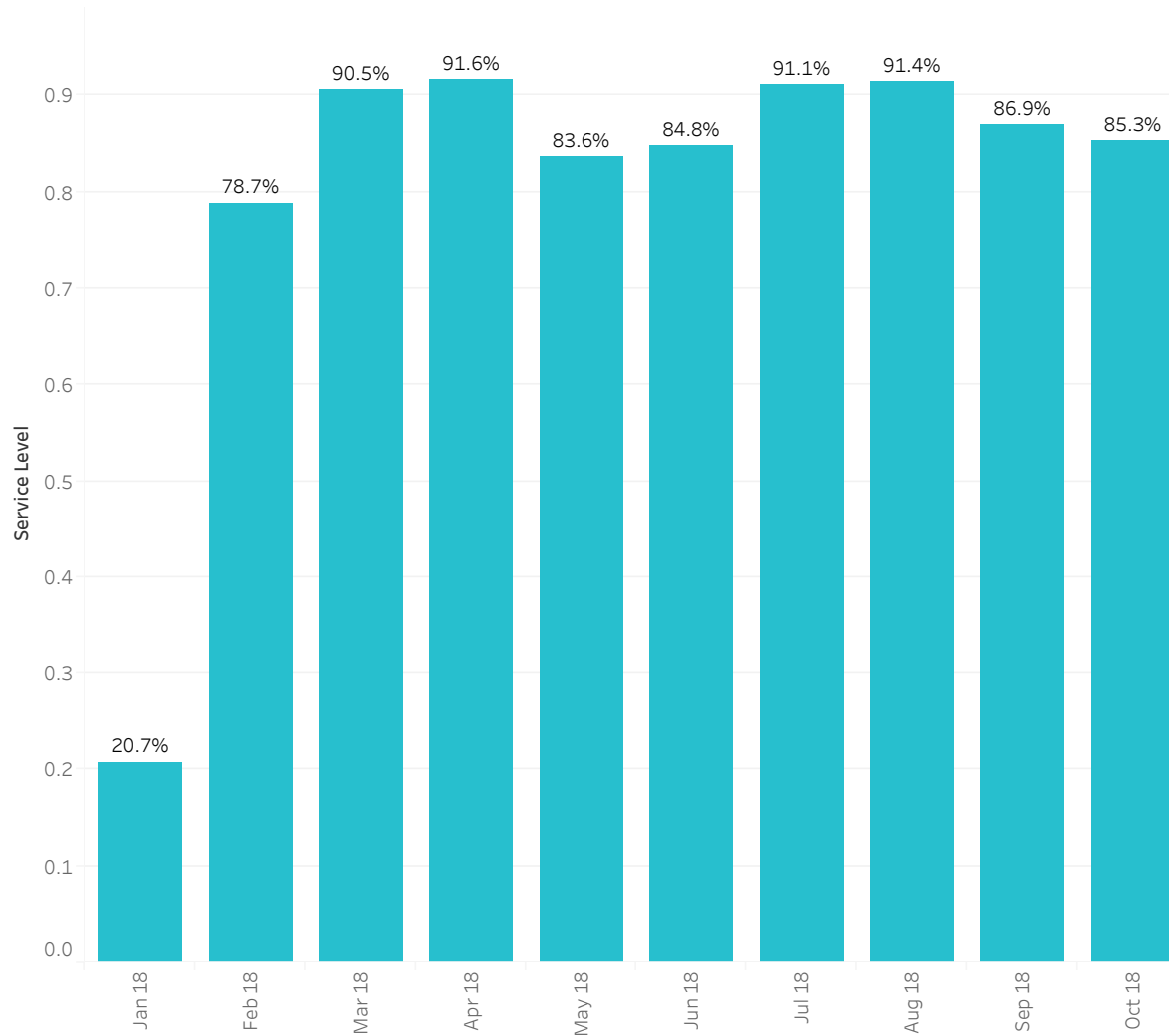
## Average Handle Time, Facility

November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Total Calls Answered	3,788	8,122	9,064	8,490	8,850	8,295	7,896	8,671	8,707	10,977
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5	6.2	5.3	5.7	6.1	6.0

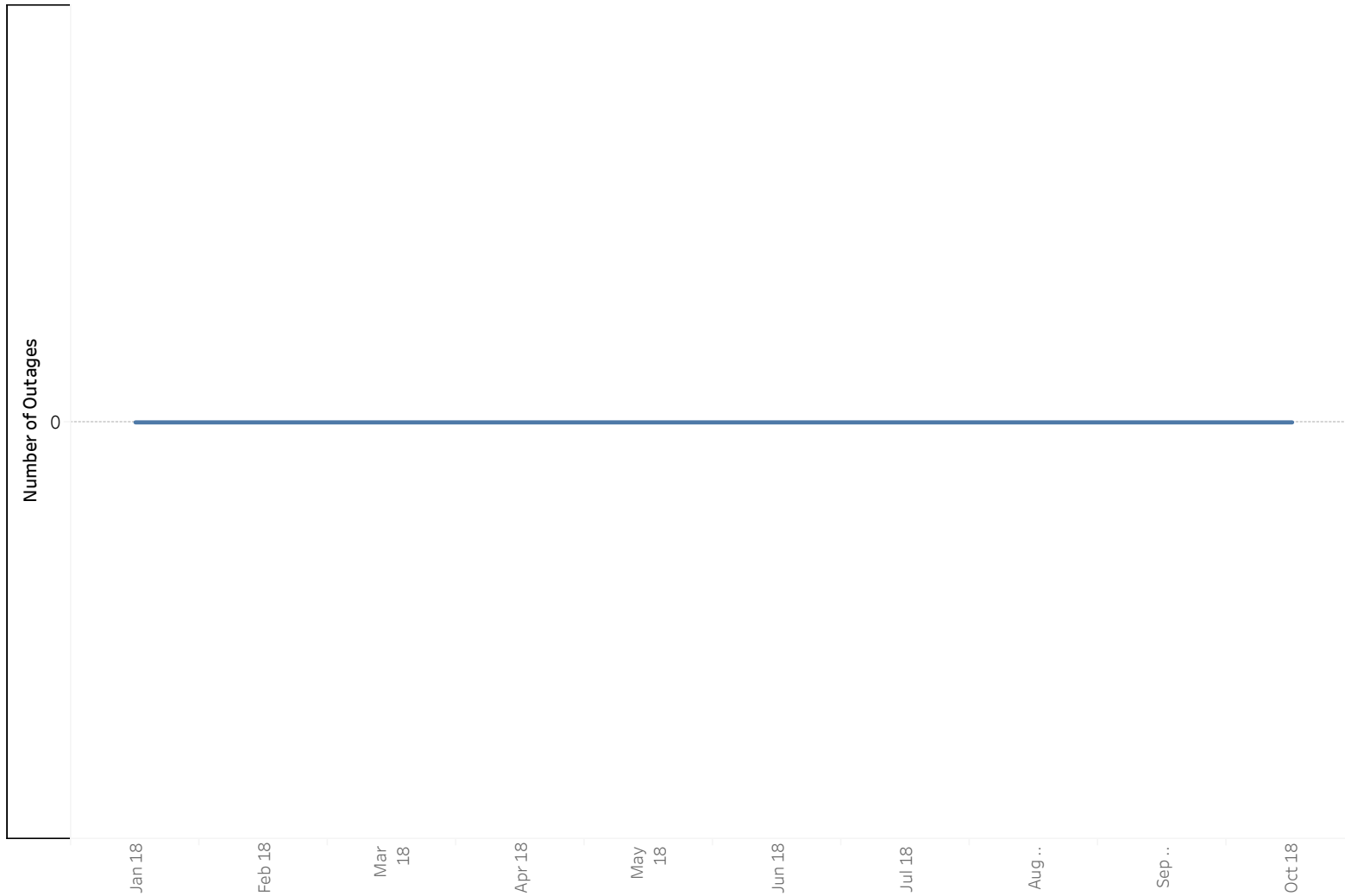
## Service Level, Facility



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Handled Within Service Level	1,024	6,737	8,487	7,988	7,726	7,394	7,406	8,177	7,907	9,811
Handled Outside Service Level	3,922	1,820	888	729	1,514	1,327	722	767	1,191	1,695
Total Calls Received	5,001	8,635	9,431	8,790	9,325	8,781	8,185	9,002	9,177	11,598
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%	84.8%	91.1%	91.4%	86.9%	85.3%

## Outages Greater Than One Hour

November 9, 2018



	January..	Februa..	March ..	April 20..	May 20..	June 20..	July 20..	August ..	Septem..	Octobe..
Call Center Outages Greater Than 1 Hour	0	0	0	0	0	0	0	0	0	0



## Monthly Trip Report

Connecticut Medicaid

Reporting Period: **October 2018**

Veyo Healthcare Logistics



## Trip Executive Summary

Completed Trip Count Summary

	January 2..	February ..	March 2018	April 2018	May 2018	June 2018	July 2018	August 20..	Septembe..	October 2..
Completed	296,052	272,394	295,395	319,803	365,564	354,630	365,030	378,920	340,548	383,890

### On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
On Time Trip Percentage	86.77%	88.20%	88.98%	89.17%	88.21%	88.66%	88.12%	88.90%	88.61%	89.00%

\* Excludes Public Transit and Mileage Reimbursement

### Member No Show Summary

	January 2..	February ..	March 2018	April 2018	May 2018	June 2018	July 2018	August 20..	Septembe..	October 2..
Member No-Show Count	13,249	8,628	9,330	10,666	11,418	10,507	11,872	15,529	11,589	12,679
No-Shows + Completed*	127,635	133,369	142,734	147,467	160,470	152,932	149,996	166,797	146,799	168,752
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.91%	9.31%	7.89%	7.51%

\* Excludes Public Transit and Mileage Reimbursement

### Trip Volume and Complaint % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
Completed Trips	296,052	272,394	295,395	319,803	365,564	354,630	365,030	378,920	340,548	383,890
Substantiated Complaints	298	225	138	187	312	315	273	309	199	138
Unsubstantiated Complaint	475	330	467	191	154	140	118	175	243	417
Total Complaint Count	773	555	605	378	466	455	391	484	442	555
Complaint %	0.26%	0.20%	0.20%	0.12%	0.13%	0.13%	0.11%	0.13%	0.13%	0.14%

## Trip Executive Summary Cont.

### Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
Completed Trips	296,052	272,394	295,395	319,803	365,564	354,630	365,030	378,920	340,548	383,890
Total Mileage	2,005,682	1,905,225	2,035,096	2,175,348	2,491,075	2,444,815	2,448,384	2,596,780	2,327,303	2,594,981
Avg. Mileage	6.77	6.99	6.89	6.80	6.81	6.89	6.71	6.85	6.83	6.76

### Trip % Distance Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
0-10 Miles	80.09%	78.75%	78.88%	78.93%	79.05%	79.00%	79.22%	78.53%	78.68%	79.08%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.02%	14.30%	14.25%	14.83%	14.65%	14.50%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.23%	4.15%	4.16%	4.07%	3.87%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.51%	1.54%	1.67%	1.59%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%	0.59%	0.61%	0.63%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%	0.35%	0.32%	0.33%

### Completed Trips by Mode

	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018	August 20..	September..	October 20..
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026	197,379	219,952
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,504	109,757	120,038	107,528	124,916
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,719	24,769	22,107	25,175
Mileage Reimbursement	1,145	2,216	3,773	4,017	5,654	6,110	6,919	8,626	7,959	7,865
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143	4,647	3,890	4,156
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,321	1,576	1,282	1,354
Stretcher	1,773	146	95	29	25	66	22	32	161	265
Ambulance - ALS	68	129	138	117	197	220	149	196	202	191
Bariatric Stretcher	200	157	81	47	22	11	13	10	40	16
Other	0	1	0	0	0	0				

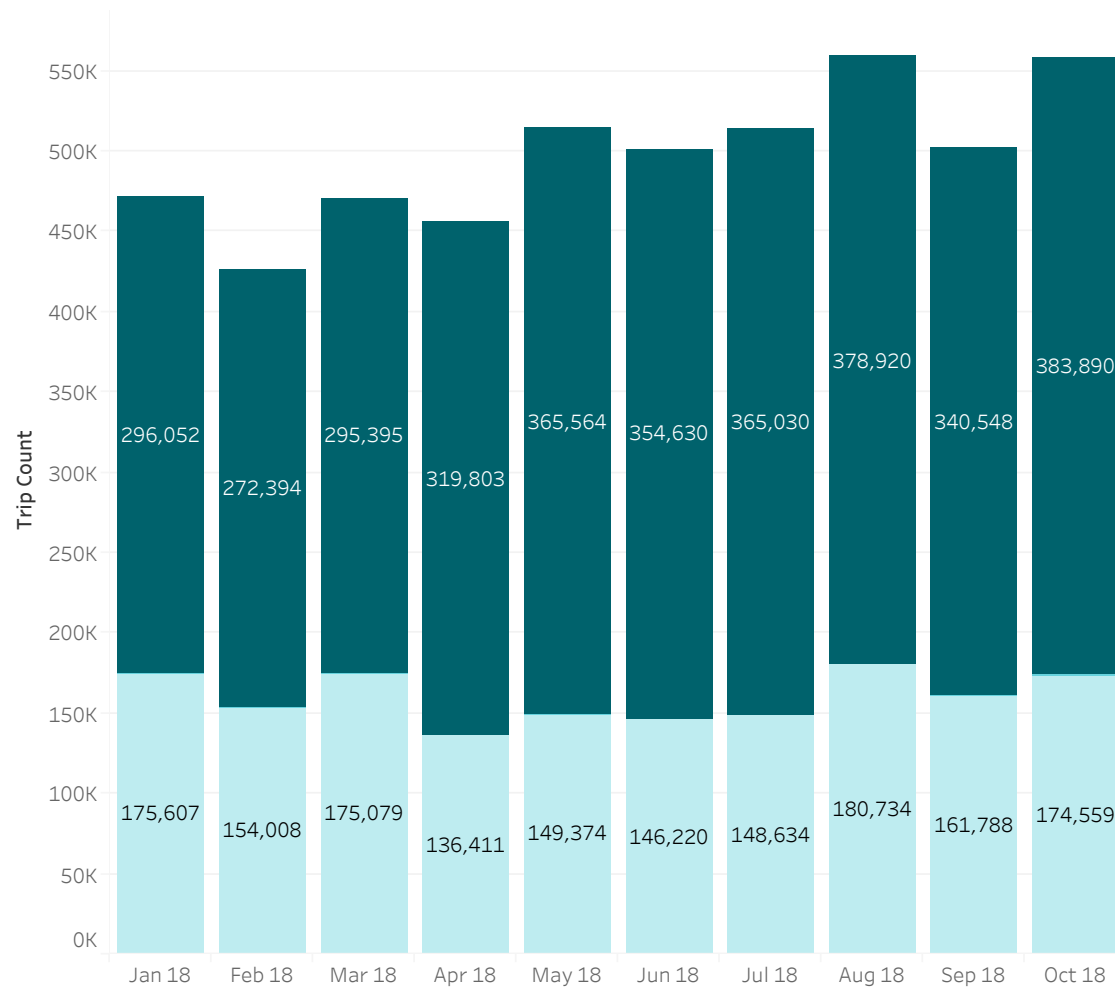
## Total Trips Booked

November 9, 2018

Cancelled, Deleted, Denied, Not Confirmed

Confirmed

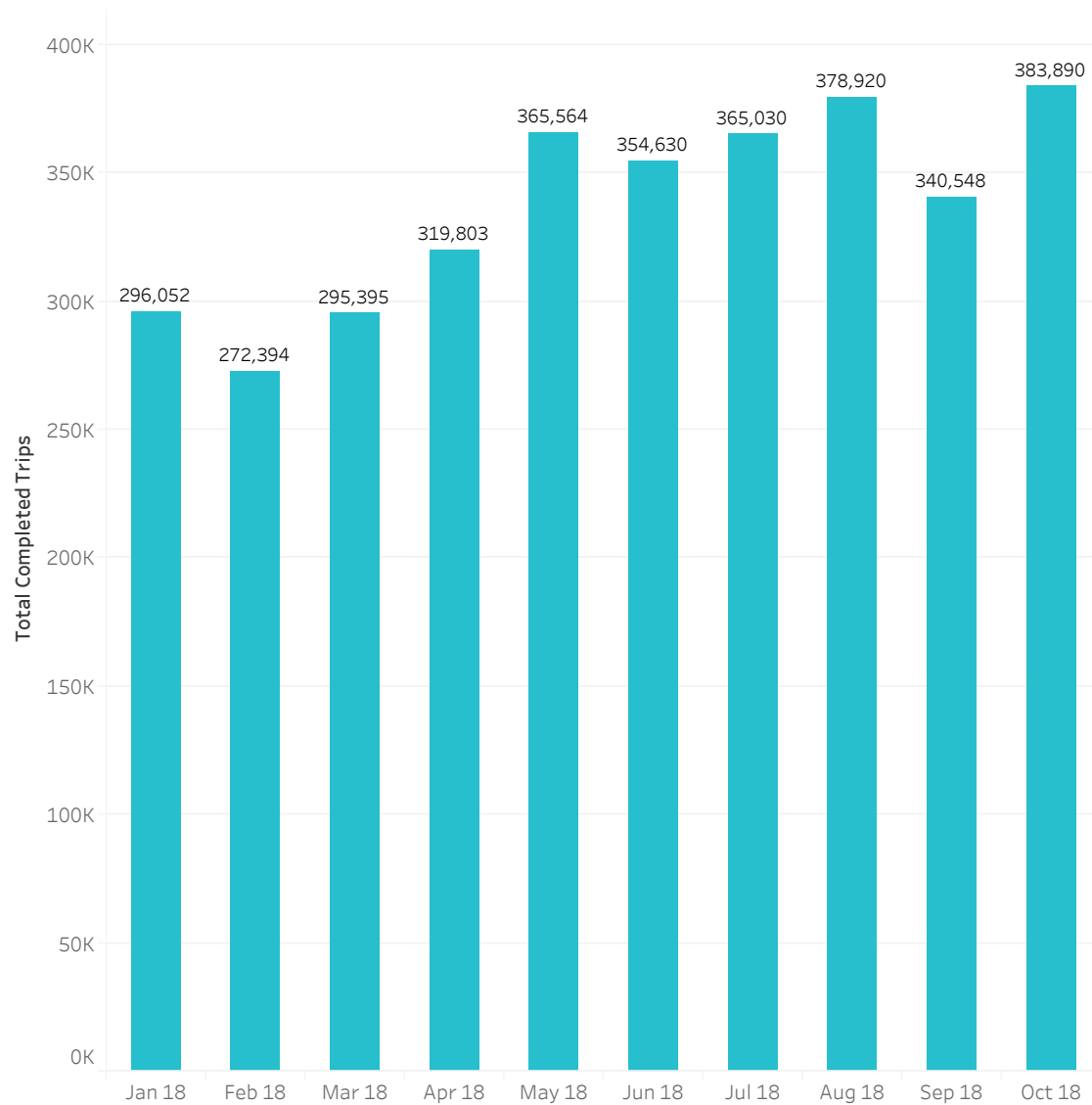
Completed



	Januar..	Februa..	March ..	April 20..	May 20..	June 20..	July 20..	August ..	Septem..	Octobe..
Total Trips Booked	471,681	426,406	470,502	456,214	515,014	500,850	513,664	559,654	502,337	558,454

## Total Completed Trips

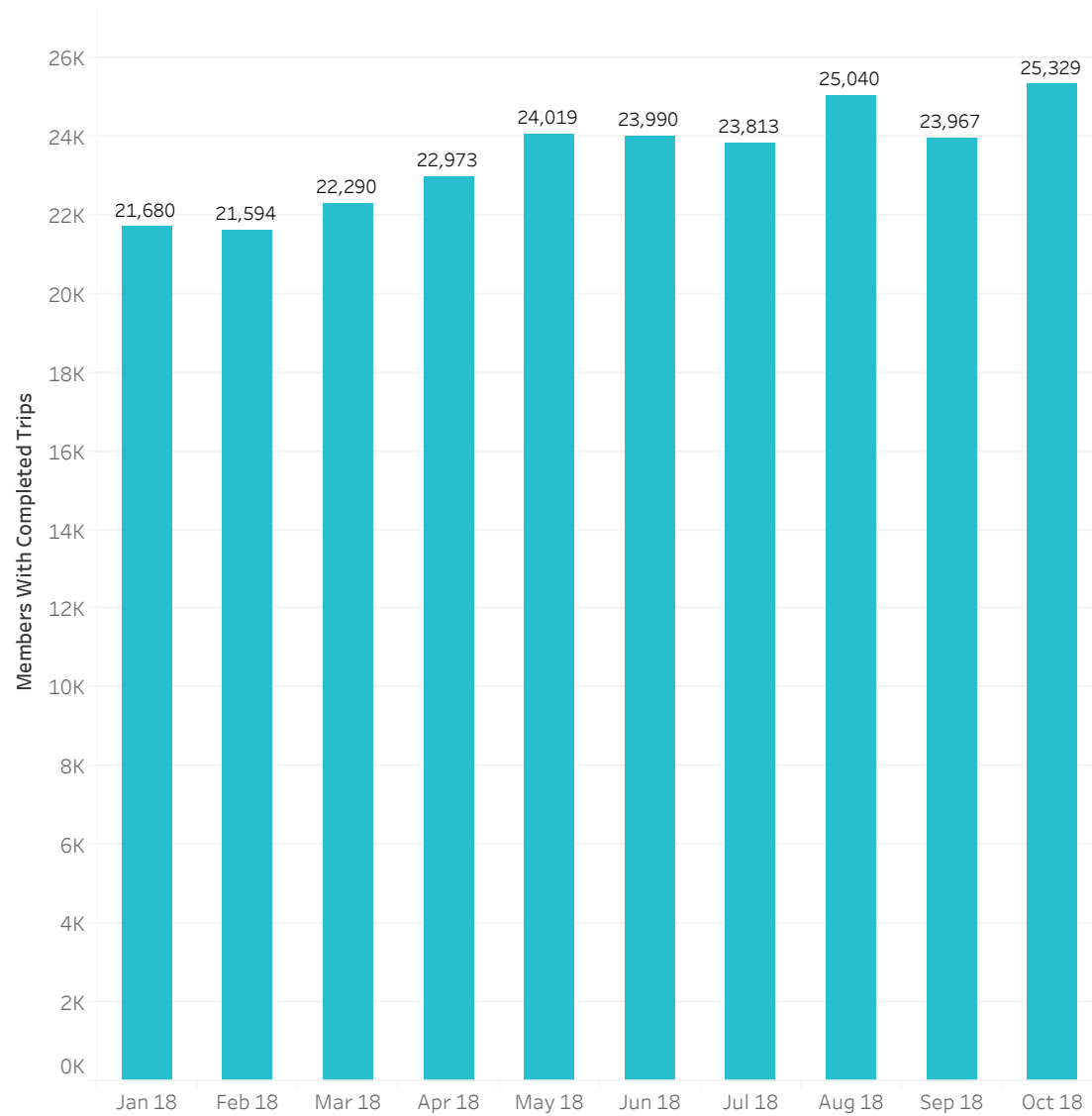
November 9, 2018



	Januar..	Februa..	March ..	April 2..	May 2..	June 2..	July 2..	Augus..	Septe..	Octob..
Completed	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####

## Members With Completed Trips

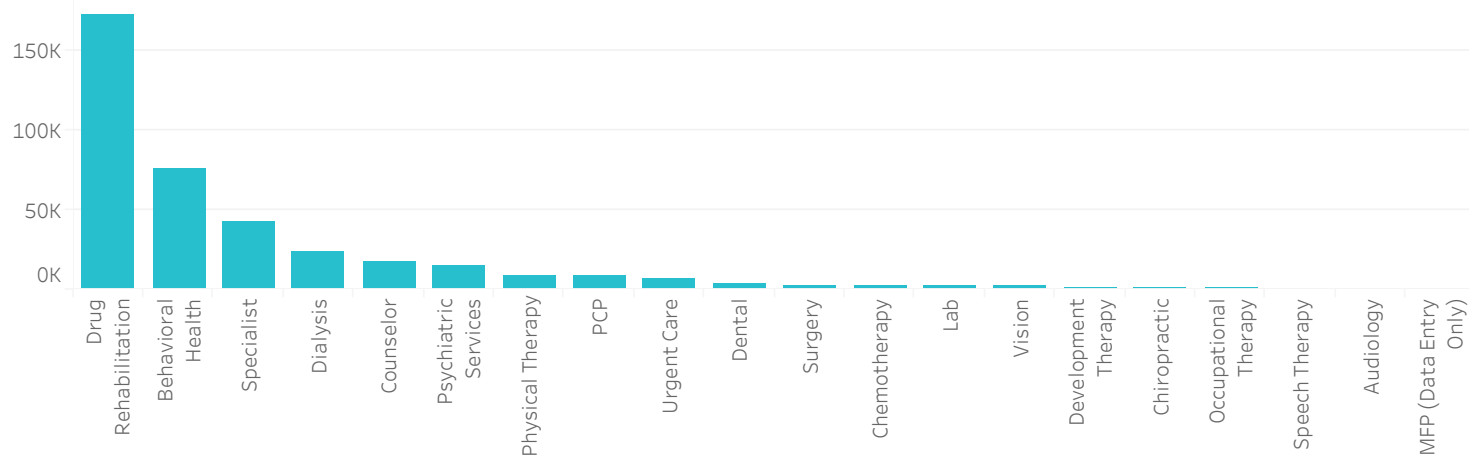
November 9, 2018



	Januar..	Febru..	March ..	April 2..	May 2..	June 2..	July 2..	Augus..	Septe..	Octob..
Completed	21,680	21,594	22,290	22,973	24,019	23,990	23,813	25,040	23,967	25,329

## Total Completed Trips by Reason

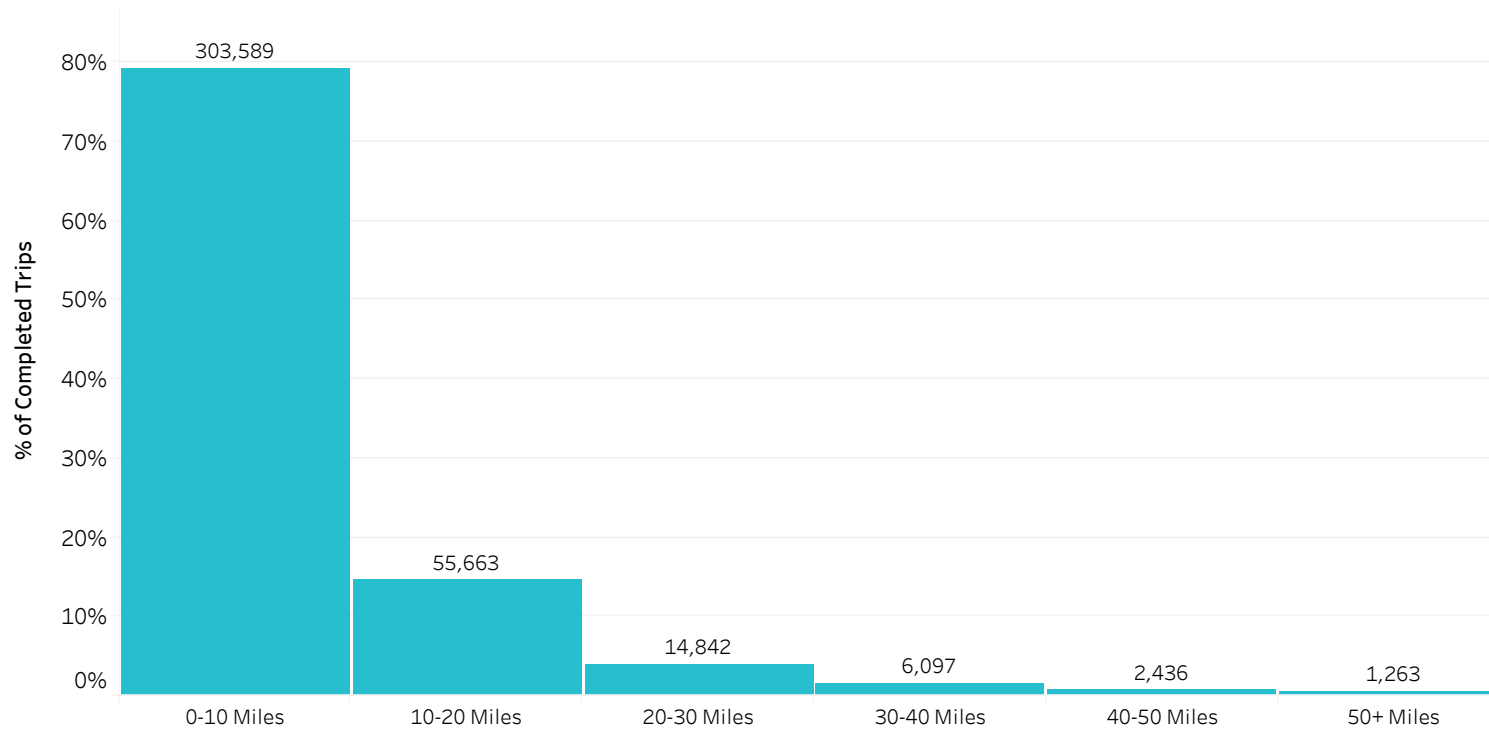
November 9, 2018



	Janua..	Febru..	Marc..	April ..	May 2..	June ..	July 2..	Augu..	Septe..	Octob..
Drug Rehabilitation	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Behavioral Health	47,367	39,268	43,106	49,197	60,269	57,667	62,889	68,260	62,728	76,036
Specialist	31,753	33,830	39,653	38,511	41,716	38,748	38,023	43,294	37,563	42,710
Dialysis	20,048	20,189	22,489	21,248	23,601	22,830	22,831	24,164	21,820	23,500
Counselor	4,947	6,707	12,973	14,820	16,374	16,320	17,293	16,459	14,948	17,060
Psychiatric Services	7,951	10,144	10,588	11,619	13,868	12,962	13,299	14,776	12,741	14,564
PCP	7,514	8,602	8,794	8,623	9,336	9,255	9,232	8,812	7,811	8,859
Physical Therapy	4,129	5,260	6,100	6,494	7,096	7,446	7,625	8,543	7,379	8,970
Urgent Care	1,813	2,323	3,252	3,802	4,060	4,404	4,815	5,532	5,141	6,068
Dental	1,929	2,228	2,464	2,604	2,699	2,479	2,352	2,761	2,298	2,671
Surgery	1,307	1,512	1,765	1,675	2,020	1,718	1,740	1,928	1,907	2,427
Vision	1,305	1,384	1,575	1,677	1,841	1,587	1,643	1,664	1,490	1,732
Chemotherapy	1,120	1,242	1,508	1,307	1,356	1,289	1,250	1,539	1,515	2,045
Lab	779	910	1,046	1,118	1,329	1,418	1,494	1,600	1,594	1,803
Development Therapy	1,181	1,050	966	1,006	1,053	953	1,115	1,191	877	905
Occupational Therapy	268	339	397	380	521	569	501	525	507	623
Chiropractic	136	246	348	357	408	401	422	526	489	708
Speech Therapy	129	173	179	236	237	235	233	277	254	300
Audiology	150	159	123	105	140	118	177	222	164	153
MFP (Data Entry Only)	19	8	40	54	64	65	30	45	59	56

## Total Completed Trips by Distance %

November 9, 2018



	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
0-10 Miles	80.09%	78.75%	78.88%	78.93%	79.05%	79.00%	79.22%	78.53%	78.68%	79.08%
10-20 Miles	12.51%	13.69%	13.95%	14.22%	14.02%	14.30%	14.25%	14.83%	14.65%	14.50%
20-30 Miles	4.48%	4.51%	4.32%	4.24%	4.24%	4.23%	4.15%	4.16%	4.07%	3.87%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.69%	1.56%	1.51%	1.54%	1.67%	1.59%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%	0.56%	0.54%	0.59%	0.61%	0.63%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%	0.36%	0.32%	0.35%	0.32%	0.33%

### Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,139	16,924	16,862	19,417	24,402
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,501	8,928	7,909	9,855	11,209
SAFE TRANSPORTATION CT	4,780	7,280	9,079	9,814	12,295
PARK CITY LIVERY	4,389	4,745	5,045	5,306	5,372
DRM TRANSIT LLC: NEW HAVEN		2,136	4,292	4,948	4,781
EXECUTIVE 2000	4,895	5,051	4,600	4,736	5,018
NORWICH TAXI, LLC	3,656	3,597	4,157	4,607	5,466
DRM TRANSIT LLC: HARTFORD/TORRINGTON		2,268	4,198	4,906	4,928
MAFFEI TAXI SERVICE	3,423	3,088	3,608	3,779	3,863
VALLEY CAB	2,924	2,623	2,621	3,141	3,993
AMBASSADOR WHEELCHAIR SERVICES	2,472	2,719	2,948	3,280	3,487
ACE TRANSPORTATION	4,566	5,012	4,404	2,254	273
CAMPION AMBULANCE	2,319	2,832	2,585	2,515	2,998
BETHEL AMBULETTE INC.	2,301	2,375	2,604	2,467	2,809
JAQUAR LIMO, LLC	596	1,223	1,580	2,597	3,341
SUBURBAN LIVERY SERVICE LLC	1,923	1,667	2,207	2,534	3,173
GRIFFIN TRANSPORT	2,158	1,811	1,899	1,981	2,476
ON TIME LIMOUSINE, LLC	1,749	1,976	2,930	2,741	2,853
VEYO CONNECTICUT IDPS	933	2,045	2,153	2,260	2,345
SOUTHERN HOME CARE SERVICE	1,920	2,578	2,668	2,883	3,107
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213	2,171
RELIABLE TRANSPORTATION LLC	1,089	1,331	1,786	2,194	2,665
A CAB COMPANY	1,489	1,427	1,473	1,916	2,383
MED-X TRANS, INC.	2,108	2,570	2,306	2,307	2,507
CT TAXI, LLC (CT LIVERY)	1,054	1,134	1,381	1,802	1,932
BEST CHOICE TRANSPORTATION	1,328	731	723	1,353	1,898
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243	1,290
AMERICAN CHAIRCAR SERVICES, LLC	1,762	1,622	1,791	1,406	1,525
AMERICAN MEDICAL RESPONSE OF CT	713	914	1,177	1,360	1,489
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335	
GREGORY BURRUS & SON LLC	876	977	1,110	939	1,020
GOOGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044	1,136
CT HANDIVAN	1,082	1,473	1,638	1,594	1,185
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	508	1,227
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006	1,254
PATRIOT TAXI	918	848	852	905	945
A&Z TRANSPORTATION, LLC				247	1,260
ESSEX LIMOUSINE SERVICE	768	790	939	1,008	969
PUTNAM TAXI LLC	635	714	720	718	749
LEILA TRANSPORTATION	2,245	2,389	2,527	813	100
K&E TRANSPORTATION LLC	731	38	456	982	1,127
LUCKY LIVERY	524	602	497	377	554
WMC EXPRESS CORP			601	325	736
BDL LIVERY	59	132	214	749	902
ROYAL RS	696	526	680	806	686
ALL STAR LIMO LLC		126	199	280	557
NM TAXI COMPANY	431	614	695	676	714
KAYBELLA TRANSPORTATION LLC	537	453	451	341	277
THE YELLOW CAB CO. INC.	3,778	1,486			
ALLIED TRANSPORTATION	415	550	550	515	510
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	481	495	523	523	585
AETNA AMBULANCE SERVICE	644	502	429	434	506
HARRY'S LIVERY LLC	1,121	1,277	1,820	639	
DANBURY AMBULANCE	412	359	396	383	539
NORWICH TRANSPORTATION, LLC	297	422	377	394	409
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405	469
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513	496
COMFORT CARE TRANSPORTATION	409	442	316	425	450
AMERICAN LIMO, LLC	805	803	968	828	346
VALLEY TRANSIT DISTRICT	318	347	307	330	392
BRISTOL HOSPITAL EMS	240	323	384	245	415
TAGCO LIVERY SERVICES, LLC	381	300	392	204	331
ZOLI TRANSPORTATION	1,354	994	279	135	
MILFORD TRANSIT DISTRICT	122	118	247	325	361
SUPREME LIMO	372	355	221	207	308
ACME TRANSPORTATION	272	293	308	337	503
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342	272
MY TAXI, LLC	546	508	600	330	



### Total Completed Trips by Provider

	June 2018	July 2018	August 2018	September 2018	October 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	22,245	21,916	24,665	25,462	29,727
VALLEY CAB (SUBURBAN TRANSPORTATION)	9,629	9,751	9,358	8,217	10,428
SAFE TRANSPORTATION CT	11,226	7,214	7,787	6,185	6,906
PARK CITY LIVERY	5,481	5,466	5,955	5,261	5,866
DRM TRANSIT LLC: NEW HAVEN	5,800	5,942	6,862	7,338	7,812
EXECUTIVE 2000	4,927	4,935	4,937	4,437	4,702
NORWICH TAXI, LLC	5,031	4,769	5,073	3,948	4,914
DRM TRANSIT LLC: HARTFORD/TORRINGTON	5,418	5,256	6,132	5,641	6,458
MAFFEI TAXI SERVICE	3,471	2,956	3,089	2,625	2,796
VALLEY CAB	3,495	3,080	3,352	2,983	3,563
AMBASSADOR WHEELCHAIR SERVICES	3,371	3,159	3,337	2,838	3,225
ACE TRANSPORTATION	1,689	2,218	3,409	2,699	3,088
CAMPION AMBULANCE	2,800	2,891	3,252	2,854	3,258
BETHEL AMBULETTE INC.	2,637	2,658	2,876	2,681	2,963
JAQUAR LIMO, LLC	3,125	3,258	3,912	3,227	3,184
SUBURBAN LIVERY SERVICE LLC	2,809	2,436	2,609	2,579	3,125
GRIFFIN TRANSPORT	2,463	2,760	3,038	2,873	3,484
ON TIME LIMOUSINE, LLC	2,717	2,704	2,678	2,028	2,131
VEYO CONNECTICUT IDPS	2,291	2,476	2,619	2,759	3,968
SOUTHERN HOME CARE SERVICE	3,257	3,343	3,642		
DRM TRANSIT LLC: NEW LONDON	2,111	2,037	2,848	2,612	2,911
RELIABLE TRANSPORTATION LLC	2,413	2,480	3,012	2,610	3,135
A CAB COMPANY	2,370	1,966	2,346	2,229	2,495
MED-X TRANS, INC.	1,969	1,804	1,643	818	831
CT TAXI, LLC (CT LIVERY)	1,754	1,707	1,871	1,790	2,206
BEST CHOICE TRANSPORTATION	1,773	2,023	2,560	2,124	1,935
HUNTERS AMBULANCE	1,023	929	928	859	963
AMERICAN CHAIRCAR SERVICES, LLC	1,651	1,569	1,593	1,257	1,412
AMERICAN MEDICAL RESPONSE OF CT	1,445	1,408	1,793	1,435	1,537
PEOPLES TRANSIT LLC					
GREGORY BURRUS & SON LLC	838	1,044	993	1,107	1,694
GOUGE WHEELCHAIR AND LIVERY SERVICE	1,098	1,076	1,155	930	1,009
CT HANDIVAN	693	665	706	597	628
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	974	865	900	871	978
WRIGHT TRANSPORTATION, INC.	1,121	988	1,056	1,026	1,029
PATRIOT TAXI	940	977	999	956	1,004
A&Z TRANSPORTATION, LLC	1,711	1,635	1,532	1,321	1,431
ESSEX LIMOUSINE SERVICE	945	869	983	738	918
PUTNAM TAXI LLC	958	964	1,148	1,017	1,266
LEILA TRANSPORTATION	100	125	138	84	92
K&E TRANSPORTATION LLC	983	901	933	907	1,133
LUCKY LIVERY	752	1,078	1,293	1,218	1,260
WMC EXPRESS CORP	776	1,126	725	1,573	1,382
BDL LIVERY	806	836	1,016	987	1,057
ROYAL RS	641	690	677	586	416
ALL STAR LIMO LLC	531	879	1,139	1,123	1,455
NM TAXI COMPANY	685	608	607	461	547
KAYBELLA TRANSPORTATION LLC	391	489	696	713	1,020
THE YELLOW CAB CO. INC.					
ALLIED TRANSPORTATION	504	560	521	475	623
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	588	443	501	506	567
AETNA AMBULANCE SERVICE	573	553	537	487	517
HARRY'S LIVERY LLC					
DANBURY AMBULANCE	515	488	446	380	536
NORWICH TRANSPORTATION, LLC	428	464	465	440	544
AMBULANCE SERVICE OF MANCHESTER	468	479	569	472	481
AMERICAN AMBULANCE SERVICE, INC (CT)	398	298	298	257	327
COMFORT CARE TRANSPORTATION	352	312	357	361	518
AMERICAN LIMO, LLC					
VALLEY TRANSIT DISTRICT	355	296	361	340	370
BRISTOL HOSPITAL EMS	387	269	303	289	311
TAGCO LIVERY SERVICES, LLC	257	313	401	152	383
ZOLI TRANSPORTATION					
MILFORD TRANSIT DISTRICT	302	290	299	300	287
SUPREME LIMO	173	178	236	239	338
ACME TRANSPORTATION	439	380			
MID-FAIRFIELD CHILD GUIDANCE CENTER	133	114	48	171	189
MY TAXI, LLC					

### Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
STARTIRE LIVERY LLC	421	295	322	99	63
HARRY'S TAXI INC	38	746	816	304	
CT TRANSPORTATION SERVICES				71	85
AFI HEALING HANDS INTERNATIONAL LLC	59	131	158	121	174
TIX TRANSPORTATION	388	470	439	229	
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123	127
FIVE DIAMOND LIMOUSINE LLC	334	481	410	203	
HARTFORD LIVERY, LLC	386	402	407	152	
RIDE WITH CARE					
W&E TRANSPORTATION					
TRI STATE RIDE SERVICES	236	301	399	232	
D & R TRANSPORTATION	44	49	81	86	134
STATEWIDE B TRANSPORTATION, LLC					
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39	
ROSE CITY TAXI LLC	171	107	89	33	
A&M LIMO	107	129	90	49	
PREMIER TRANSPORTATION					
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48	53
ALLIED TRANSPORT					
RED & WHITE TAXI, LLC		129	71	13	
CHARLIE'S AIRPORT TRANSPORT LLC					
AVON TRANSPORTATION					61
ABOVE AVERAGE TRANSPORTATION	30	59	75	16	2
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110				
CASABLANCA LIMO, LLC	14	6			
CONNECTICUT TRANSPORTATION SOLUTIONS	16				14
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12			
CARE ACCESS, LLC					
TRUTH SPACE, LLC					
AMERICAN AIRPORT LIMO, LLC			4	1	
PIGGYBACK RIDES, LLC					
EVEREADY TRANSPORTATION					
VEYO ARIZONA					
Grand Total	114,386	124,741	133,404	136,801	149,052

### Total Completed Trips by Provider

	June 2018	July 2018	August 2018	September 2018	October 2018
STARTIRE LIVERY LLC	309	346	99		
HARRY'S TAXI INC					
CT TRANSPORTATION SERVICES	132	175	407	366	666
AFI HEALING HANDS INTERNATIONAL LLC	151	172	189	161	226
TIX TRANSPORTATION					
DUNBAR PATIENT TRANSPORT CORP	134	138	264	267	360
FIVE DIAMOND LIMOUSINE LLC					
HARTFORD LIVERY, LLC					
RIDE WITH CARE	131	148	259	325	363
W&E TRANSPORTATION		130	344	282	445
TRI STATE RIDE SERVICES					
D & R TRANSPORTATION	128	118	130	72	65
STATEWIDE B TRANSPORTATION, LLC	175	331	120		
FOUR FELLAS TRANSPORTATION, LLC					
ROSE CITY TAXI LLC					
A&M LIMO					
PREMIER TRANSPORTATION					363
PREMIER AMBULETTE TRANSPORTATION, INC	49	40	32	35	12
ALLIED TRANSPORT		69	121	123	
RED & WHITE TAXI, LLC					
CHARLIE'S AIRPORT TRANSPORT LLC				67	130
AVON TRANSPORTATION	6	51	72		
ABOVE AVERAGE TRANSPORTATION		2			4
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)					
CASABLANCA LIMO, LLC				17	68
CONNECTICUT TRANSPORTATION SOLUTIONS	4	38	12		19
ALTERNATIVE TRANSPORTATION SOLUTIONS					
CARE ACCESS, LLC				42	
TRUTH SPACE, LLC					18
AMERICAN AIRPORT LIMO, LLC					
PIGGYBACK RIDES, LLC			5		
EVEREADY TRANSPORTATION		3			
VEYO ARIZONA					1
Grand Total	142,425	138,124	151,268	135,210	156,073

### Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	144	324	209	181	376
SAFE TRANSPORTATION CT	50	57	57	44	103
ACE TRANSPORTATION	83	186	43	8	
Null	64	51	41	30	40
VALLEY CAB (SUBURBAN TRANSPORTATION)	28	35	24	30	34
MED-X TRANS, INC.	22	19	25	43	24
PARK CITY LIVERY	13	13	17	11	15
BEST CHOICE TRANSPORTATION	13	12		4	3
DRM TRANSIT LLC: HARTFORD/TORRINGTON		15	11	14	12
THE YELLOW CAB CO. INC.	78	33			
DRM TRANSIT LLC: NEW HAVEN		4	17	11	16
VALLEY CAB	21	12	12	8	8
SUBURBAN LIVERY SERVICE LLC	18	2	14	12	4
ALL STAR LIMO LLC		4	3	5	8
EXECUTIVE 2000	1	2	23		4
NORWICH TAXI, LLC	12	7	13	6	2
ROYAL RS	10	2	2	6	3
K&E TRANSPORTATION LLC	2	2	10	2	5
WMC EXPRESS CORP			14	3	5
DRM TRANSIT LLC: NEW LONDON	17	2	2	1	3
GREGORY BURRUS & SON LLC	5	4	8		4
PEOPLES TRANSIT LLC	11	13	9		
AMERICAN CHAIRCAR SERVICES, LLC	2		12	5	7
CAMPION AMBULANCE	1	3	1	3	9
GRIFFIN TRANSPORT	7	9	5		4
JAQUAR LIMO, LLC	1			13	4
CT TAXI, LLC (CT LIVERY)	1	5	4	5	
CT TRANSPORTATION SERVICES					3
LUCKY LIVERY		8	3	2	2
ON TIME LIMOUSINE, LLC	4		3	4	5
SOUTHERN HOME CARE SERVICE	2	1	4	1	2
AMBASSADOR WHEELCHAIR SERVICES	2	1	6	1	5
STARTIRE LIVERY LLC	4	8	5	1	
PUTNAM TAXI LLC	4	2	1	4	2
HARRY'S LIVERY LLC	5	8	3	1	
TAGCO LIVERY SERVICES, LLC	2	4	6	2	
HARRY'S TAXI INC		5	11		
SUPREME LIMO	3	6			5
ZOLI TRANSPORTATION	1	10	3		
A CAB COMPANY	4	2	1		3
AMERICAN MEDICAL RESPONSE OF CT			2		4
BETHEL AMBULETTE INC.			9		1
HUNTERS AMBULANCE	4	5	1		
NM TAXI COMPANY	4		2	2	1
RELIABLE TRANSPORTATION LLC		1	3	4	1
ALLIED TRANSPORTATION			2	2	1
CT HANDIVAN		3			4
LEILA TRANSPORTATION	1		7		
TRI STATE RIDE SERVICES	4		6		
A&Z TRANSPORTATION, LLC					1
DANBURY AMBULANCE					2
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE		2		1	2
VALLEY TRANSIT DISTRICT		1	1	2	2
AMERICAN LIMO, LLC	3		4		
BDL LIVERY	2			2	3
CONNECTICUT TRANSPORTATION SOLUTIONS	3			2	
FIVE DIAMOND LIMOUSINE LLC	2	3	2		
MAFFEI TAXI SERVICE			1		
W&E TRANSPORTATION					
A&M LIMO	2	2	2		
TEST 3PO OPERATOR CT	4				
COMFORT CARE TRANSPORTATION			2	2	
STATEWIDE B TRANSPORTATION, LLC					
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	4				
BRISTOL HOSPITAL EMS					4
CARE ACCESS, LLC					
GOOGE WHEELCHAIR AND LIVERY SERVICE		2	2		
MILFORD TRANSIT DISTRICT				2	

### Provider No-Show Count by Provider

	June 2018	July 2018	August 2018	September 2018	October 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	167	116	82	124	138
SAFE TRANSPORTATION CT	41	57	68	82	106
ACE TRANSPORTATION	9	3	9	15	8
Null	17	12	7	26	26
VALLEY CAB (SUBURBAN TRANSPORTATION)	14	18	20	14	19
MED-X TRANS, INC.	14	31	30	17	1
PARK CITY LIVERY	13	9	22	8	13
BEST CHOICE TRANSPORTATION	8	2	28	41	5
DRM TRANSIT LLC: HARTFORD/TORRINGTON	17	5	15	11	12
THE YELLOW CAB CO. INC.					
DRM TRANSIT LLC: NEW HAVEN	15	7	9	12	9
VALLEY CAB	8	3	6	6	16
SUBURBAN LIVERY SERVICE LLC	9	7	4	2	6
ALL STAR LIMO LLC	13	5	8	3	23
EXECUTIVE 2000	14	6	3	10	6
NORWICH TAXI, LLC			8	2	7
ROYAL RS	7	11	6	2	8
K&E TRANSPORTATION LLC	12	2	3	7	6
WMC EXPRESS CORP		8	6	7	5
DRM TRANSIT LLC: NEW LONDON	2	2		5	5
GREGORY BURRUS & SON LLC	4	6	2		4
PEOPLES TRANSIT LLC					
AMERICAN CHAIRCAR SERVICES, LLC	1	4			
CAMPION AMBULANCE	2	2	5	4	1
GRIFFIN TRANSPORT					2
JAQUAR LIMO, LLC	2	4	2	1	
CT TAXI, LLC (CT LIVERY)		3	2	1	2
CT TRANSPORTATION SERVICES	4	4	4	4	3
LUCKY LIVERY	2	1		2	1
ON TIME LIMOUSINE, LLC	2	1			2
SOUTHERN HOME CARE SERVICE	2	4	5		
AMBASSADOR WHEELCHAIR SERVICES	1				3
STARTIRE LIVERY LLC	1				
PUTNAM TAXI LLC		1		2	2
HARRY'S LIVERY LLC					
TAGCO LIVERY SERVICES, LLC	2		1		
HARRY'S TAXI INC					
SUPREME LIMO			1		
ZOLI TRANSPORTATION					
A CAB COMPANY	3				
AMERICAN MEDICAL RESPONSE OF CT		2	2	2	1
BETHEL AMBULETTE INC.	1				
HUNTERS AMBULANCE				1	
NM TAXI COMPANY	2				
RELIABLE TRANSPORTATION LLC		1		1	
ALLIED TRANSPORTATION	2		2		1
CT HANDIVAN	1		2		
LEILA TRANSPORTATION	2				
TRI STATE RIDE SERVICES					
A&Z TRANSPORTATION, LLC	3	4		1	
DANBURY AMBULANCE	6				
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	3				
VALLEY TRANSIT DISTRICT					2
AMERICAN LIMO, LLC					
BDL LIVERY					
CONNECTICUT TRANSPORTATION SOLUTIONS					2
FIVE DIAMOND LIMOUSINE LLC					
MAFFEI TAXI SERVICE	1		3		2
W&E TRANSPORTATION			5		2
A&M LIMO					
TEST 3PO OPERATOR CT	2				
COMFORT CARE TRANSPORTATION		1			
STATEWIDE B TRANSPORTATION, LLC	2	3			
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)					
BRISTOL HOSPITAL EMS					
CARE ACCESS, LLC				4	
GOOGE WHEELCHAIR AND LIVERY SERVICE					
MILFORD TRANSIT DISTRICT					2

### Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
MY TAXI, LLC		2	2		
AETNA AMBULANCE SERVICE		2			
AFI HEALING HANDS INTERNATIONAL LLC				1	
CHARLIE'S AIRPORT TRANSPORT LLC					
DUNBAR PATIENT TRANSPORT CORP					
ESSEX LIMOUSINE SERVICE					
RIDE WITH CARE					
ROSE CITY TAXI LLC			3		
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1	
ABOVE AVERAGE TRANSPORTATION					
ACME TRANSPORTATION				2	
ALTERNATIVE TRANSPORTATION SOLUTIONS		2			
BRADLEY LIVERY, LLC			2		
PARATRANSIT HARTFORD					
PATRIOT TAXI		1			
PIGGYBACK RIDES, LLC					
RED & WHITE TAXI, LLC		2			
VEYO CONNECTICUT PUBLIC TRANSIT	2				
AMERICAN AMBULANCE SERVICE, INC (CT)					1
KAYBELLA TRANSPORTATION LLC			1		
Grand Total	670	899	678	484	747

### Provider No-Show Count by Provider

	June 2018	July 2018	August 2018	September 2018	October 2018
MY TAXI, LLC					
AETNA AMBULANCE SERVICE			1		
AFI HEALING HANDS INTERNATIONAL LLC				2	
CHARLIE'S AIRPORT TRANSPORT LLC				1	2
DUNBAR PATIENT TRANSPORT CORP					3
ESSEX LIMOUSINE SERVICE	1	2			
RIDE WITH CARE		2			1
ROSE CITY TAXI LLC					
SMOOTH LINE LIMOUSINE AND TRANSPORTATION					
ABOVE AVERAGE TRANSPORTATION					2
ACME TRANSPORTATION					
ALTERNATIVE TRANSPORTATION SOLUTIONS					
BRADLEY LIVERY, LLC					
PARATRANSIT HARTFORD					2
PATRIOT TAXI				1	
PIGGYBACK RIDES, LLC			2		
RED & WHITE TAXI, LLC					
VEYO CONNECTICUT PUBLIC TRANSIT					
AMERICAN AMBULANCE SERVICE, INC (CT)					
KAYBELLA TRANSPORTATION LLC					
Grand Total	432	349	373	421	461

## Late Trip Count by Provider

	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	1,419	11.76%	1,980	13.62%	1,671	11.71%	2,060	12.50%	3,100	15.15%
PARK CITY LIVERY	683	17.46%	883	20.23%	950	20.21%	1,185	24.01%	1,159	23.06%
JAGUAR LIMO, LLC	7	1.50%	25	2.23%	25	1.73%	89	3.67%	994	30.75%
MAFFEI TAXI SERVICE	726	21.86%	615	20.73%	684	19.67%	678	18.45%	655	17.49%
MED-X TRANS, INC.	483	24.01%	737	30.47%	750	34.55%	929	42.58%	914	38.47%
EXECUTIVE 2000	658	14.70%	626	13.40%	720	16.82%	490	11.05%	579	12.41%
NORWICH TAXI, LLC	441	12.91%	369	11.04%	483	12.60%	574	13.66%	651	12.94%
VALLEY CAB (SUBURBAN TRANSPORTATION)	551	6.83%	64	0.75%	37	0.50%	39	0.42%	29	0.27%
ON TIME LIMOUSINE, LLC	260	16.35%	328	18.11%	716	26.20%	674	26.55%	755	28.37%
AMBASSADOR WHEELCHAIR SERVICES	369	16.04%	457	17.78%	516	18.82%	708	22.88%	700	21.16%
CAMPION AMBULANCE	410	20.12%	508	19.62%	452	19.10%	333	13.99%	489	17.62%
A CAB COMPANY	256	17.56%	252	18.35%	249	17.33%	280	15.27%	341	14.95%
SUBURBAN LIVERY SERVICE LLC	304	16.74%	243	15.48%	409	19.94%	431	18.05%	580	19.08%
CT TAXI, LLC (CT LIVERY)	255	26.05%	224	21.83%	299	23.90%	400	24.66%	370	21.06%
AMERICAN CHAIRCAR SERVICES, LLC	253	15.83%	256	16.85%	381	22.99%	270	20.44%	290	20.55%
BETHEL AMBULETTE INC.	198	9.58%	249	11.44%	286	11.77%	289	12.31%	308	11.48%
GRIFFIN TRANSPORT	281	13.50%	243	14.06%	172	9.42%	224	11.72%	286	12.07%
SOUTHERN HOME CARE SERVICE	189	11.06%	280	11.49%	344	13.73%	334	12.20%	349	11.68%
VALLEY CAB	338	12.34%	204	8.17%	233	9.43%	289	9.67%	380	9.99%
ACE TRANSPORTATION	586	14.70%	682	16.26%	391	10.82%	209	10.60%	36	16.98%
RELIABLE TRANSPORTATION LLC	99	9.83%	115	9.26%	187	11.17%	244	11.55%	275	10.87%
A&Z TRANSPORTATION, LLC							84	34.43%	359	29.79%
GREGORY BURRUS & SON LLC	163	21.25%	172	19.35%	209	20.00%	174	19.84%	222	22.38%
SAFE TRANSPORTATION CT	748	17.02%	473	7.12%	62	0.74%	61	0.68%	87	0.78%
PUTNAM TAXI LLC	110	18.77%	127	19.04%	135	20.61%	121	18.67%	154	22.06%
CT HANDIVAN	148	17.39%	241	18.57%	312	21.93%	286	20.36%	210	20.49%
BEST CHOICE TRANSPORTATION	134	10.73%	41	7.00%	22	4.46%	110	10.27%	167	9.59%
PEOPLES TRANSIT LLC	525	17.52%	361	12.73%	437	14.28%	172	13.30%		
PATRIOT TAXI	119	13.40%	122	14.88%	128	15.76%	107	12.56%	118	13.00%
WMC EXPRESS CORP					54	10.06%	24	8.16%	217	31.04%
BDL LIVERY	0	0.00%	1	0.90%	14	8.38%	34	4.94%	24	2.76%
LUCKY LIVERY	59	12.61%	100	17.61%	86	17.77%	108	28.95%	150	27.73%
NM TAXI COMPANY	51	12.11%	47	7.85%	84	12.48%	95	14.20%	107	15.18%
THE YELLOW CAB CO. INC.	774	23.87%	182	15.48%	0					
GOOGE WHEELCHAIR AND LIVERY SERVICE	82	9.89%	111	11.80%	92	9.16%	83	8.38%	96	8.87%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	52	4.80%	46	4.61%	62	6.58%	76	17.59%	93	8.67%
HARRY'S LIVERY LLC	165	15.99%	200	16.67%	324	19.03%	120	19.67%	0	
AMERICAN LIMO, LLC	111	14.57%	182	23.45%	235	25.77%	206	25.75%	69	20.47%
NORWICH TRANSPORTATION, LLC	59	20.77%	90	22.44%	79	21.70%	77	20.37%	99	24.69%
ALLIED TRANSPORTATION	57	14.69%	95	17.82%	104	19.70%	89	18.35%	89	18.50%
CT TRANSPORTATION SERVICES							2	3.33%	0	0.00%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	58	12.47%	69	14.14%	80	15.69%	72	14.55%	68	12.06%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	4	0.39%	19	0.94%	40	1.14%	51	1.35%	55	1.03%
WRIGHT TRANSPORTATION, INC.	51	7.36%	39	5.48%	66	8.47%	80	8.55%	84	7.29%
HUNTERS AMBULANCE	177	8.71%	121	5.45%	96	4.27%	64	3.31%	35	3.41%
VALLEY TRANSIT DISTRICT	68	24.73%	63	20.32%	57	20.36%	63	21.36%	79	23.44%
VEYO CONNECTICUT IDPS	38	4.72%	55	3.08%	75	4.04%	93	4.70%	80	3.85%
KAYBELLA TRANSPORTATION LLC	81	16.10%	67	15.37%	82	18.98%	47	14.69%	19	7.63%
DRM TRANSIT LLC: NEW HAVEN	0		34	1.76%	16	0.39%	30	0.63%	28	0.61%
MILFORD TRANSIT DISTRICT	10	8.33%	5	4.55%	8	3.42%	28	9.03%	97	27.79%
ZOLI TRANSPORTATION	213	16.32%	202	21.15%	74	28.57%	38	29.23%		
SUPREME LIMO	72	21.05%	47	14.37%	38	19.39%	59	31.55%	79	26.78%
ESSEX LIMOUSINE SERVICE	79	10.87%	35	4.76%	64	7.26%	46	4.73%	43	4.65%
COMFORT CARE TRANSPORTATION	9	2.37%	74	17.33%	43	14.58%	45	11.45%	44	10.16%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	0		23	1.10%	22	0.54%	11	0.23%	109	2.33%
DRM TRANSIT LLC: NEW LONDON	161	5.28%	30	2.06%	2	0.18%	32	1.47%	60	2.87%
RIDE WITH CARE										
TIX TRANSPORTATION	92	25.41%	116	26.67%	68	15.93%	28	12.28%		
ACME TRANSPORTATION	22	8.98%	37	13.50%	41	14.34%	61	19.24%	68	14.69%
HARRY'S TAXI INC	2	5.56%	102	14.91%	110	15.32%	45	15.90%	0	
AFI HEALING HANDS INTERNATIONAL LLC	9	15.52%	24	20.51%	26	18.18%	19	18.63%	46	28.22%
AMERICAN AMBULANCE SERVICE, INC (CT)	34	9.07%	37	9.89%	21	7.19%	23	6.17%	25	7.49%
LEILA TRANSPORTATION	62	2.86%	56	2.44%	44	1.81%	24	3.07%	5	5.26%
BRISTOL HOSPITAL EMS	21	10.66%	24	9.38%	32	11.03%	26	11.87%	20	6.15%
ALL STAR LIMO LLC			9	7.89%	0	0.00%	2	0.82%	0	0.00%
MY TAXI, LLC	56	10.83%	31	6.35%	33	5.82%	26	8.10%		



## Late Trip Count by Provider

	Month of Trip Date									
	Jun 18		Jul 18		Aug 18		Sep 18		Oct 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	2,375	12.45%	2,391	12.74%	2,208	10.75%	2,478	11.34%	2,649	10.36%
PARK CITY LIVERY	1,037	20.30%	1,028	19.81%	1,348	24.19%	1,198	24.29%	1,479	26.36%
JAGUAR LIMO, LLC	1,081	35.54%	1,129	35.54%	1,343	35.09%	1,229	38.60%	1,252	39.80%
MAFFEI TAXI SERVICE	620	18.40%	565	19.66%	755	24.99%	626	24.04%	693	25.04%
MED-X TRANS, INC.	533	29.46%	649	38.27%	677	43.43%	279	35.59%	193	23.77%
EXECUTIVE 2000	650	14.03%	646	13.80%	514	11.09%	482	11.34%	522	11.49%
NORWICH TAXI, LLC	492	10.59%	436	10.02%	752	16.31%	664	17.97%	904	19.31%
VALLEY CAB (SUBURBAN TRANSPORTATION)	706	7.67%	1,444	15.28%	955	10.76%	961	11.98%	777	7.61%
ON TIME LIMOUSINE, LLC	652	25.87%	646	25.29%	562	22.44%	448	22.75%	348	17.19%
AMBASSADOR WHEELCHAIR SERVICES	550	17.09%	534	17.61%	352	10.98%	360	12.99%	445	14.08%
CAMPION AMBULANCE	420	16.09%	381	14.20%	471	15.65%	424	16.02%	512	16.78%
A CAB COMPANY	361	16.85%	368	19.77%	402	18.08%	429	20.18%	513	21.35%
SUBURBAN LIVERY SERVICE LLC	436	15.95%	243	10.13%	212	8.25%	237	9.31%	135	4.38%
CT TAXI, LLC (CT LIVERY)	311	19.34%	300	18.99%	319	18.95%	373	22.31%	367	17.43%
AMERICAN CHAIRCAR SERVICES, LLC	357	23.24%	308	20.75%	355	23.79%	238	20.14%	337	25.06%
BETHEL AMBULETTE INC.	330	13.00%	251	9.84%	353	12.75%	354	13.66%	311	10.85%
GRIFFIN TRANSPORT	261	11.04%	375	14.08%	374	12.89%	265	9.49%	339	9.91%
SOUTHERN HOME CARE SERVICE	372	11.89%	365	11.19%	423	11.94%	0			
VALLEY CAB	245	7.39%	207	7.02%	232	7.25%	256	8.95%	266	7.73%
ACE TRANSPORTATION	215	14.47%	264	13.62%	25	0.82%	5	0.20%	14	0.48%
RELIABLE TRANSPORTATION LLC	293	12.60%	263	10.87%	306	10.53%	271	10.75%	331	10.85%
A&Z TRANSPORTATION, LLC	355	22.00%	387	24.62%	340	23.04%	391	30.15%	342	24.34%
GREGORY BURRUS & SON LLC	201	24.60%	180	17.79%	177	19.14%	169	15.93%	295	17.95%
SAFE TRANSPORTATION CT	60	0.60%	63	0.96%	94	1.34%	72	1.26%	197	3.02%
PUTNAM TAXI LLC	199	22.90%	212	23.69%	252	23.27%	235	23.88%	277	22.74%
CT HANDIVAN	102	18.92%	115	22.33%	126	24.90%	116	26.01%	96	20.56%
BEST CHOICE TRANSPORTATION	159	10.79%	161	9.12%	272	11.82%	298	15.76%	132	7.38%
PEOPLES TRANSIT LLC										
PATRIOT TAXI	137	14.76%	137	14.09%	174	17.59%	201	21.41%	155	15.52%
WMC EXPRESS CORP	121	16.35%	171	15.70%	72	10.99%	183	12.06%	199	14.63%
BDL LIVERY	112	14.95%	132	16.71%	170	17.28%	216	22.34%	314	30.28%
LUCKY LIVERY	111	15.46%	113	11.11%	96	7.91%	94	7.97%	91	7.38%
NM TAXI COMPANY	127	18.96%	147	24.34%	134	22.67%	75	16.48%	90	16.70%
THE YELLOW CAB CO. INC.										
GOOGE WHEELCHAIR AND LIVERY SERVICE	116	10.76%	89	8.44%	104	9.21%	71	7.80%	66	6.65%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	95	11.50%	90	11.72%	117	15.21%	136	17.78%	143	17.02%
HARRY'S LIVERY LLC										
AMERICAN LIMO, LLC										
NORWICH TRANSPORTATION, LLC	111	26.62%	94	20.80%	63	14.38%	49	11.29%	52	9.89%
ALLIED TRANSPORTATION	56	11.74%	86	15.84%	46	9.24%	56	12.20%	83	13.72%
CT TRANSPORTATION SERVICES	36	34.95%	101	63.13%	179	46.86%	166	50.61%	270	42.72%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	101	17.81%	80	18.39%	78	15.89%	69	13.94%	69	12.39%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	75	1.28%	102	1.52%	129	1.54%	103	1.35%	103	1.38%
WRIGHT TRANSPORTATION, INC.	74	7.09%	73	7.90%	54	5.50%	59	6.06%	69	6.95%
HUNTERS AMBULANCE	27	3.26%	14	1.83%	29	3.85%	31	4.43%	54	6.49%
VALLEY TRANSIT DISTRICT	60	18.63%	54	19.78%	56	17.23%	60	18.52%	85	23.68%
VEYO CONNECTICUT IDPS	62	3.01%	58	2.60%	36	1.57%	55	2.23%	92	2.54%
KAYBELLA TRANSPORTATION LLC	36	9.76%	49	10.52%	80	11.87%	64	9.28%	88	8.94%
DRM TRANSIT LLC: NEW HAVEN	45	0.80%	72	1.24%	102	1.54%	122	1.69%	111	1.43%
MILFORD TRANSIT DISTRICT	77	25.75%	39	13.68%	58	19.86%	95	32.09%	117	41.34%
ZOLI TRANSPORTATION										
SUPREME LIMO	42	25.00%	20	11.76%	12	5.36%	44	18.88%	29	8.73%
ESSEX LIMOUSINE SERVICE	37	4.15%	17	2.01%	21	2.25%	38	5.30%	18	2.03%
COMFORT CARE TRANSPORTATION	37	10.98%	43	14.24%	28	8.14%	14	3.95%	15	2.99%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	37	0.70%	28	0.55%	46	0.77%	30	0.54%	33	0.52%
DRM TRANSIT LLC: NEW LONDON	30	1.46%	0	0.00%	1	0.04%	0	0.00%	16	0.56%
RIDE WITH CARE	35	32.41%	43	32.09%	50	22.22%	92	30.98%	92	27.22%
TIX TRANSPORTATION										
ACME TRANSPORTATION	48	11.74%	21	5.80%	0					
HARRY'S TAXI INC	0									
AFI HEALING HANDS INTERNATIONAL LLC	23	16.20%	20	12.35%	22	12.15%	33	21.29%	34	15.81%
AMERICAN AMBULANCE SERVICE, INC (CT)	27	10.47%	13	7.30%	18	12.86%	18	14.06%	16	8.94%
LEILA TRANSPORTATION	7	7.22%	2	1.60%	10	7.69%	6	8.00%	9	9.89%
BRISTOL HOSPITAL EMS	32	10.03%	14	6.57%	8	3.72%	16	6.99%	11	4.55%
ALL STAR LIMO LLC	0	0.00%	6	0.74%	4	0.37%	0	0.00%	171	13.02%
MY TAXI, LLC										

## Late Trip Count by Provider

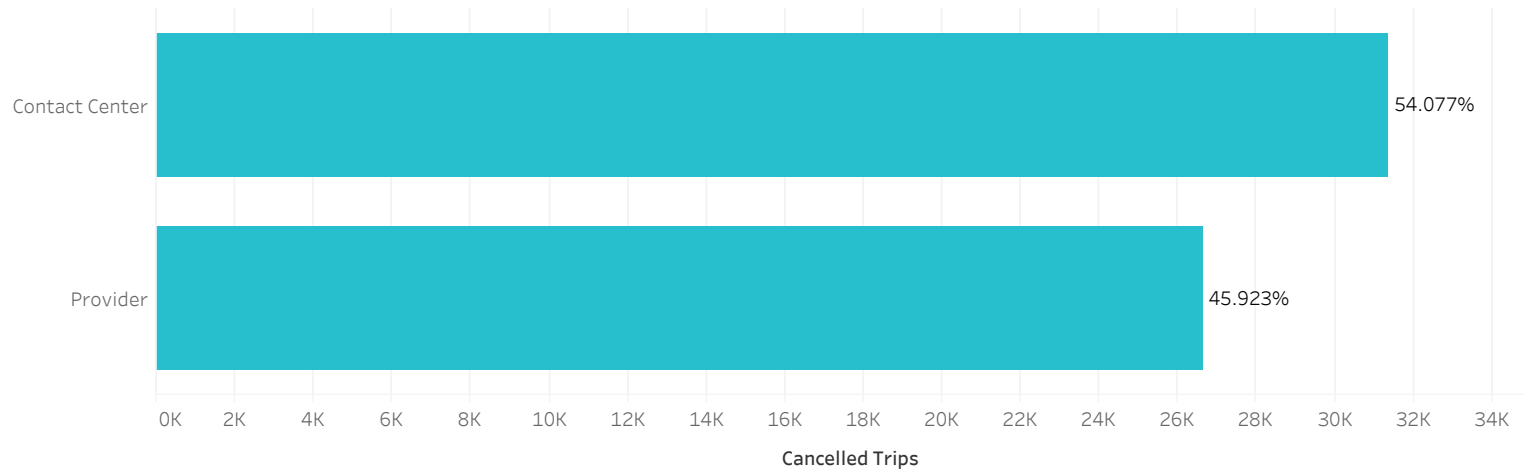
	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
TAGCO LIVERY SERVICES, LLC	4	1.24%	3	1.33%	0	0.00%	2	1.40%	1	0.38%
PREMIER AMBULETTE TRANSPORTATION, INC	0		1	50.00%	13	30.23%	25	56.82%	18	36.73%
FIVE DIAMOND LIMOUSINE LLC	46	15.44%	45	10.07%	18	4.75%	6	3.19%		
W&E TRANSPORTATION										
ROYAL RS	4	0.63%	0	0.00%	2	0.32%	21	2.78%	3	0.45%
DUNBAR PATIENT TRANSPORT CORP	0	0.00%	0	0.00%	0	0.00%	20	16.81%	16	13.56%
HARTFORD LIVERY, LLC	38	10.47%	22	5.74%	21	5.66%	8	5.44%		
A&M LIMO	6	7.89%	28	26.17%	30	37.50%	19	50.00%		
AMERICAN MEDICAL RESPONSE OF CT	4	0.89%	23	3.37%	3	0.53%	2	0.32%	0	0.00%
PREMIER TRANSPORTATION										
STARTIRE LIVERY LLC	33	9.09%	0	0.00%	1	0.32%	0	0.00%	1	1.85%
TRI STATE RIDE SERVICES	2	0.90%	24	8.73%	10	2.70%	22	9.65%		
CHARLIE'S AIRPORT TRANSPORT LLC										
FOUR FELLAS TRANSPORTATION, LLC	15	10.95%	12	8.00%	13	10.32%	3	7.69%		
ALLIED TRANSPORT										
ABOVE AVERAGE TRANSPORTATION	8	40.00%	12	31.58%	11	17.74%	1	7.14%	0	
D & R TRANSPORTATION	1	2.38%	2	4.44%	3	4.11%	2	2.41%	6	4.48%
RED & WHITE TAXI, LLC			15	14.71%	10	18.18%	1	7.69%		
AVON TRANSPORTATION							0		2	4.08%
AETNA AMBULANCE SERVICE	8	2.20%	9	2.96%	0	0.00%	0	0.00%	0	0.00%
CARE ACCESS, LLC										
AMBULANCE SERVICE OF MANCHESTER	6	4.26%	0	0.00%	0	0.00%	1	0.33%	0	0.00%
CONNECTICUT TRANSPORTATION SOLUTIONS	1	7.14%	0		0		0		1	7.69%
MID-FAIRFIELD CHILD GUIDANCE CENTER	8	1.88%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CASABLANCA LIMO, LLC	5	50.00%	1	16.67%						
K&E TRANSPORTATION LLC	2	0.29%	0	0.00%	0	0.00%	1	0.11%	0	0.00%
DANBURY AMBULANCE	3	0.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
STATEWIDE B TRANSPORTATION, LLC										
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	3	2.78%								
ROSE CITY TAXI LLC	0	0.00%	3	4.00%	0	0.00%	0	0.00%		
ALTERNATIVE TRANSPORTATION SOLUTIONS	1	4.35%	1	8.33%						
Null	0		0		0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY	0									
AMERICAN AIRPORT LIMO, LLC					0	0.00%	0	0.00%		
ANGELS ON THE GO										
BRADLEY LIVERY, LLC					0				0	
BRIGHT TRANSPORTATION	0									
CITY CARS 21	0									
FERMED SOLUTION TRANSPORT	0									
JDF VAN SERVICE LLC	0									
METRO 21, INC.	0									
MICHIGAN PARATRANSIT SERVICES, LLC	0									
PARATRANSIT HARTFORD										
PARATRANSIT NEW HAVEN										
PIGGYBACK RIDES, LLC										
TEST 3PO OPERATOR CT	0		0		0		0		0	
TEST BAD DATA OPERATOR	0		0							
TRUTH SPACE, LLC										
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0		0		0	

## Late Trip Count by Provider

	Month of Trip Date									
	Jun 18		Jul 18		Aug 18		Sep 18		Oct 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
TAGCO LIVERY SERVICES, LLC	0	0.00%	17	6.54%	18	5.42%	13	11.93%	87	27.02%
PREMIER AMBULETTE TRANSPORTATION, INC	24	51.06%	16	42.11%	16	50.00%	21	70.00%	10	83.33%
FIVE DIAMOND LIMOUSINE LLC										
W&E TRANSPORTATION			2	1.64%	30	8.96%	45	16.25%	33	7.42%
ROYAL RS	1	0.16%	0	0.00%	0	0.00%	1	0.18%	71	18.07%
DUNBAR PATIENT TRANSPORT CORP	4	3.15%	7	5.47%	4	1.71%	10	4.08%	30	9.09%
HARTFORD LIVERY, LLC										
A&M LIMO										
AMERICAN MEDICAL RESPONSE OF CT	2	0.30%	6	0.98%	2	0.24%	4	0.59%	36	5.05%
PREMIER TRANSPORTATION									67	20.00%
STARTIRE LIVERY LLC	11	3.77%	17	5.17%	3	3.23%				
TRI STATE RIDE SERVICES										
CHARLIE'S AIRPORT TRANSPORT LLC							23	38.98%	33	27.05%
FOUR FELLAS TRANSPORTATION, LLC										
ALLIED TRANSPORT			5	13.51%	14	13.21%	16	15.24%		
ABOVE AVERAGE TRANSPORTATION	0		0		0		0		0	0.00%
D & R TRANSPORTATION	7	5.60%	4	3.39%	4	3.08%	1	1.39%	2	3.08%
RED & WHITE TAXI, LLC										
AVON TRANSPORTATION	1	16.67%	13	26.53%	9	13.85%	0			
AETNA AMBULANCE SERVICE	0	0.00%	0	0.00%	1	0.38%	1	0.39%	0	0.00%
CARE ACCESS, LLC							10	26.32%	0	
AMBULANCE SERVICE OF MANCHESTER	2	0.78%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CONNECTICUT TRANSPORTATION SOLUTIONS	0	0.00%	3	10.00%	0	0.00%	0		4	21.05%
MID-FAIRFIELD CHILD GUIDANCE CENTER	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CASABLANCA LIMO, LLC							0	0.00%	0	0.00%
K&E TRANSPORTATION LLC	1	0.11%	1	0.11%	1	0.11%	0	0.00%	0	0.00%
DANBURY AMBULANCE	0	0.00%	1	0.25%	0	0.00%	0	0.00%	0	0.00%
STATEWIDE B TRANSPORTATION, LLC	3	2.38%	0	0.00%	1	1.10%				
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)										
ROSE CITY TAXI LLC										
ALTERNATIVE TRANSPORTATION SOLUTIONS										
Null	0		0		0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY										
AMERICAN AIRPORT LIMO, LLC										
ANGELS ON THE GO			0							
BRADLEY LIVERY, LLC	0		0		0					
BRIGHT TRANSPORTATION										
CITY CARS 21										
FERMED SOLUTION TRANSPORT										
JDF VAN SERVICE LLC										
METRO 21, INC.										
MICHIGAN PARATRANSIT SERVICES, LLC										
PARATRANSIT HARTFORD									0	
PARATRANSIT NEW HAVEN									0	
PIGGYBACK RIDES, LLC					0	0.00%				
TEST 3PO OPERATOR CT	0		0		0		0		0	
TEST BAD DATA OPERATOR										
TRUTH SPACE, LLC									0	0.00%
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0		0		0	

## Cancellations by Source

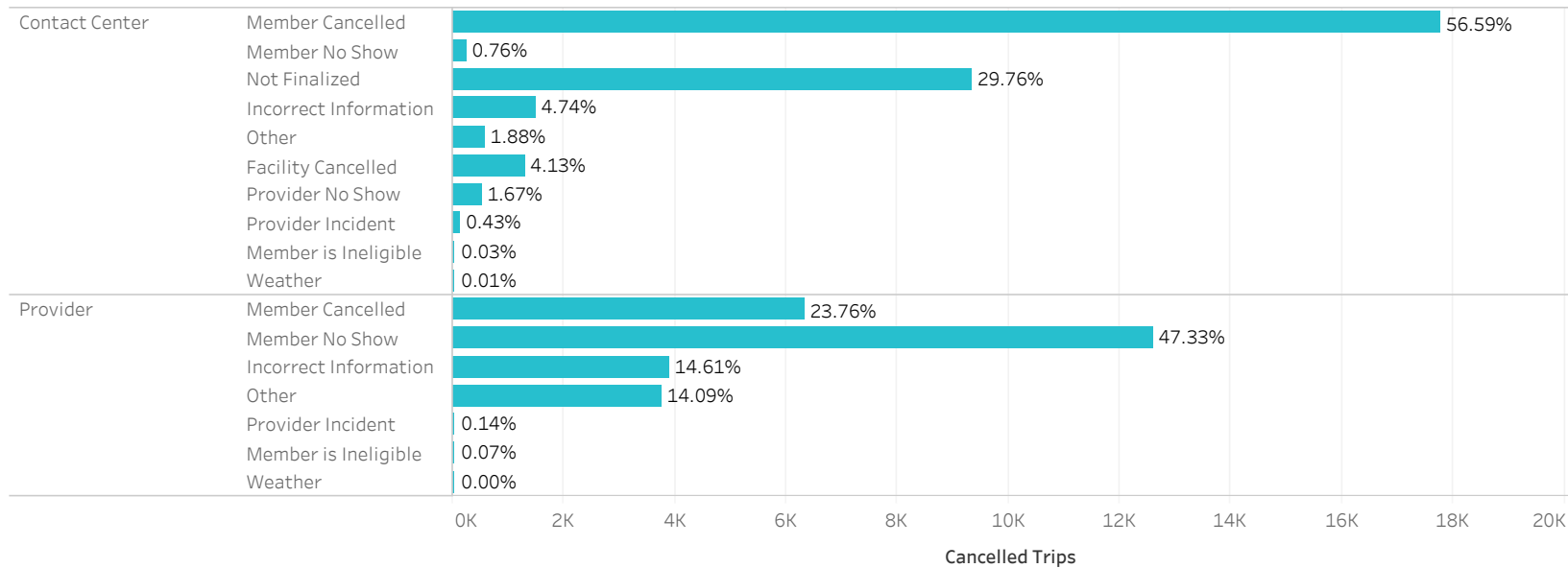
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Provider	52,055	31,561	26,648	23,209	24,978	23,850	26,990	31,314	24,968	26,649	6,341	
Contact Center	20,744	22,404	28,198	22,566	22,482	20,703	22,362	23,773	25,643	31,399	6,431	0
Total Cancelled	72,799	53,965	54,846	45,775	47,460	44,553	49,352	55,087	50,611	58,048	12,772	0

## Cancellations by Reason

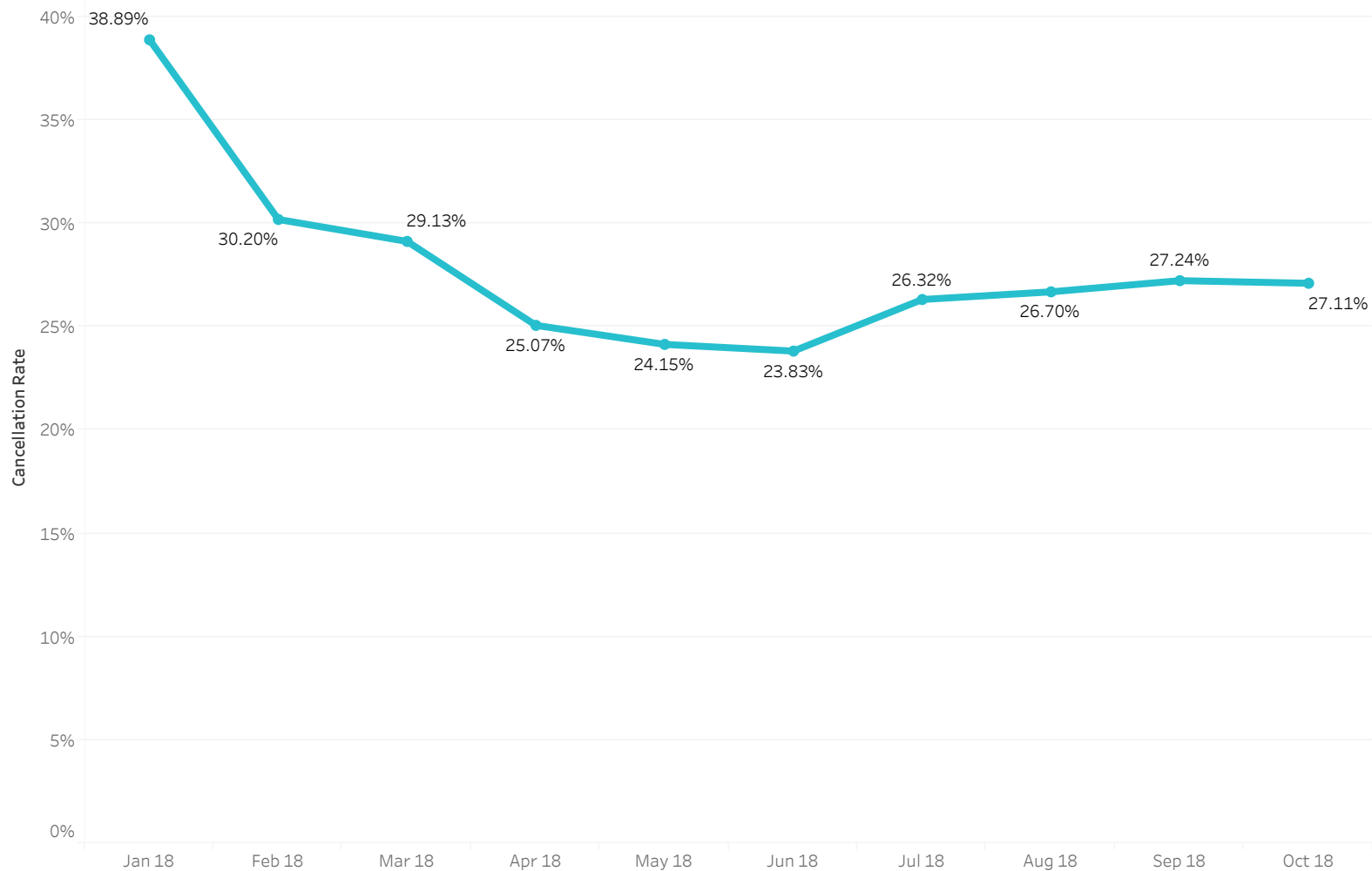
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member Cancelled	24,344	21,711	20,218	18,464	19,287	18,848	19,980	23,541	22,063	24,101	6,423	0
Member No Show	13,581	8,903	9,504	10,791	11,611	10,705	12,036	15,672	11,754	12,851	3,093	0
Not Finalized	11,809	8,278	10,414	7,598	6,302	5,875	8,108	6,565	7,025	9,345	340	
Other	13,789	9,198	6,494	4,015	4,150	3,581	3,826	3,588	4,179	4,344	1,200	0
Incorrect Information	4,772	2,963	2,495	3,112	4,076	3,860	3,961	4,199	3,913	5,383	1,273	0
Facility Cancelled	1,147	1,194	1,213	915	945	974	828	851	968	1,298	341	0
Weather	2,299	423	3,473	120	14	3	5	2	6	3	5	
Provider No Show	762	990	748	531	808	472	394	424	481	523	156	
Provider Incident	232	270	226	169	239	203	165	121	155	173	28	
Member is Ineligible	64	35	61	60	28	32	49	124	67	27	11	0
Grand Total	72,799	53,965	54,846	45,775	47,460	44,553	49,352	55,087	50,611	58,048	12,870	0

\* 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.

## Cancellation Rate

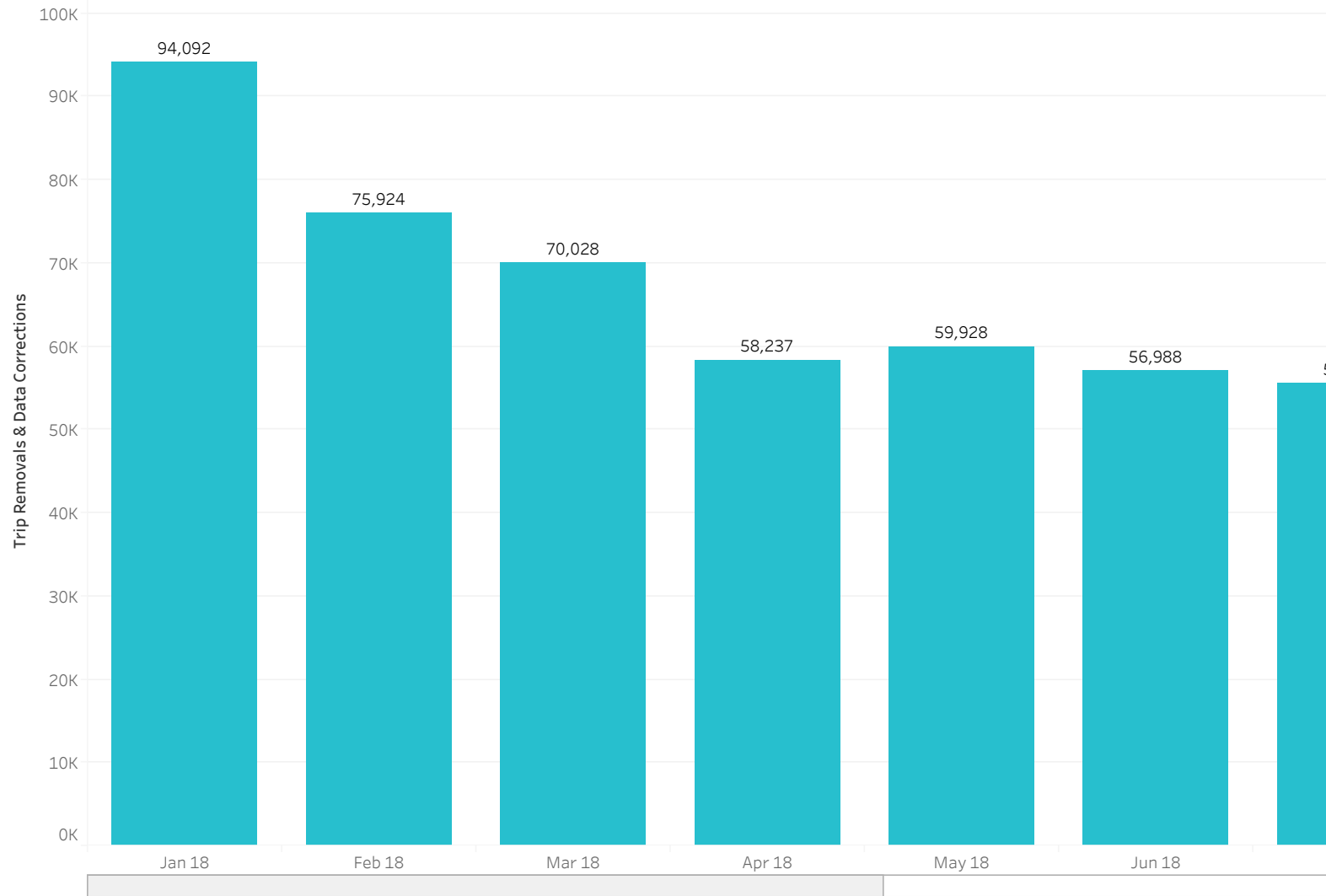


	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Cancelled Trips	72,799	53,965	54,846	45,775	47,460	44,553	49,352	55,087	50,611	58,048
Cancelled + Completed*	187,185	178,706	188,250	182,576	196,512	186,978	187,476	206,355	185,821	214,126
Cancellation Rate	38.89%	30.20%	29.13%	25.07%	24.15%	23.83%	26.32%	26.70%	27.24%	27.11%

\*Excludes Public Transit and Mileage Reimbursement

\* Excludes Public Transit and Mileage Reimbursement

# Trip Removals & Data Corrections

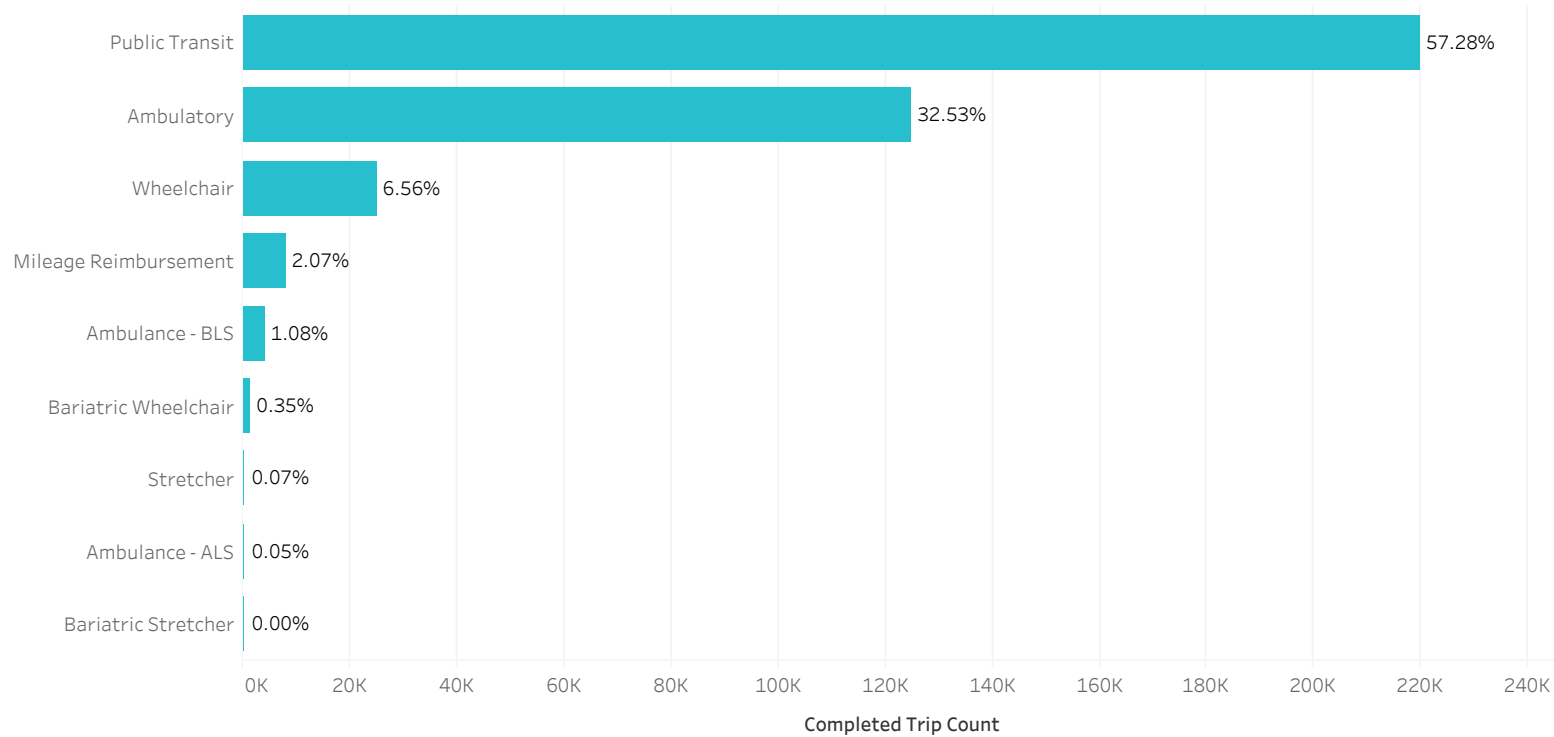


	January 20..	February 2..	March 2018	April 2018	May 2018	June 2018	July 2018	August 20..	September ..	October 20..
<b>Trips Re..</b>	94,092	75,924	70,028	58,237	59,928	56,988	55,540	54,311	47,049	63,018

\*Excludes Public Transit and Mileage Reimbursement

\*Excludes Public Transit and Mileage Reimbursement

# Transportation by Mode

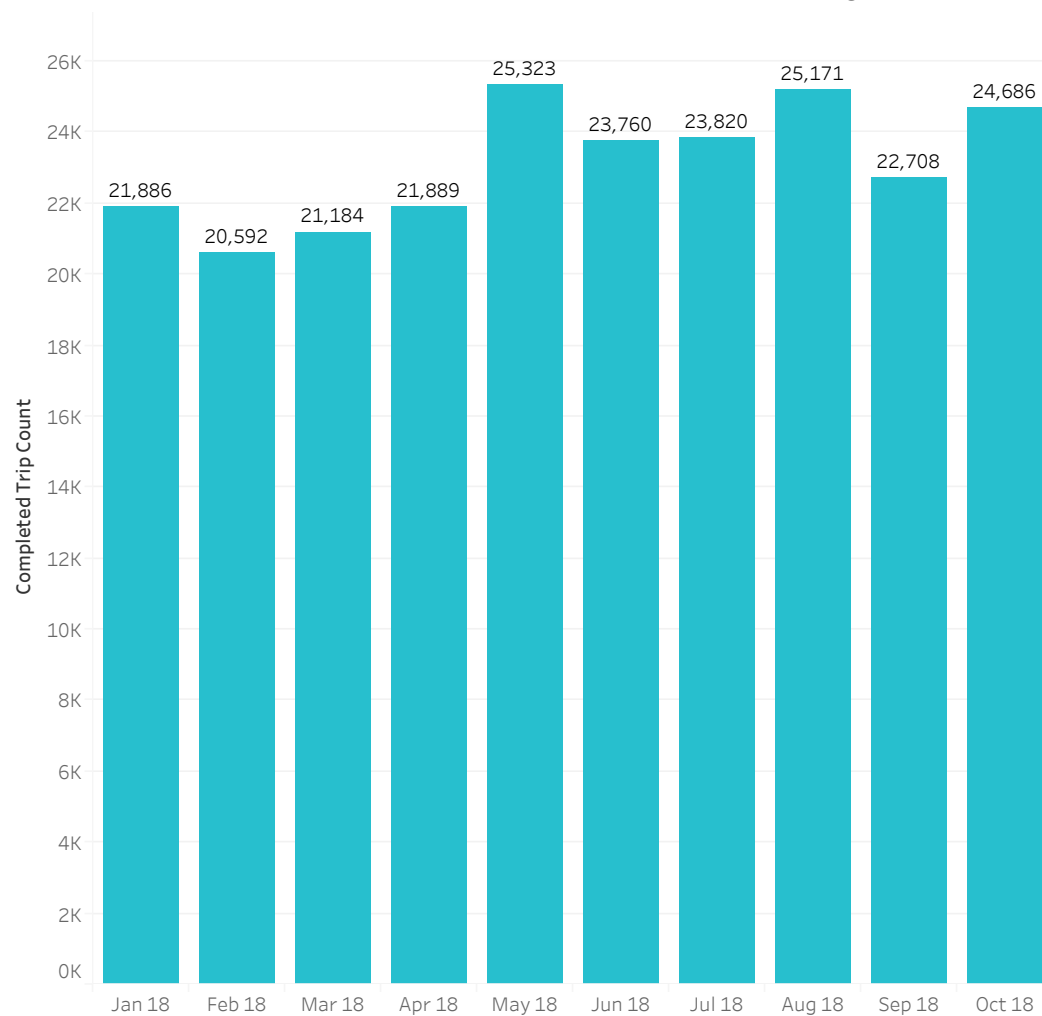


	January ..	February..	March 2..	April 2018	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Public Transit	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026	197,379	219,952
Ambulatory	89,543	98,287	105,606	110,073	119,204	113,504	109,757	120,038	107,528	124,916
Wheelchair	19,434	21,145	22,598	22,220	23,965	23,298	22,719	24,769	22,107	25,175
Mileage Reimbursement	1,145	2,216	3,773	4,017	5,654	6,110	6,919	8,626	7,959	7,865
Ambulance - BLS	1,708	3,375	3,339	2,766	4,312	4,084	4,143	4,647	3,890	4,156
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327	1,242	1,321	1,576	1,282	1,354
Stretcher	1,773	146	95	29	25	66	22	32	161	265
Ambulance - ALS	68	129	138	117	197	220	149	196	202	191
Bariatric Stretcher	200	157	81	47	22	11	13	10	40	16
Other	0	1	0	0	0	0				



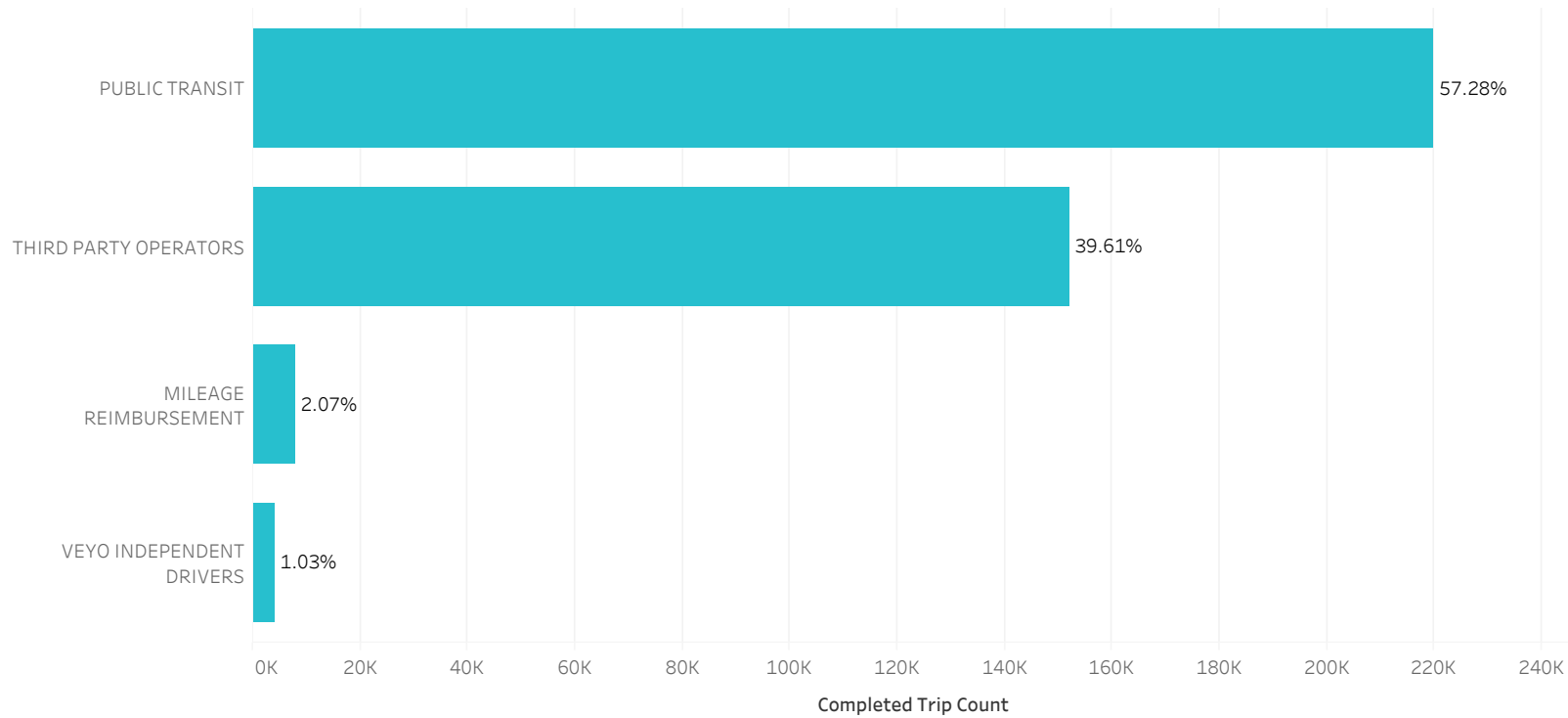
## Trips Exceeding 20 Miles

November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Trips Exceeding 20 Miles	21,886	20,592	21,184	21,889	25,323	23,760	23,820	25,171	22,708	24,686

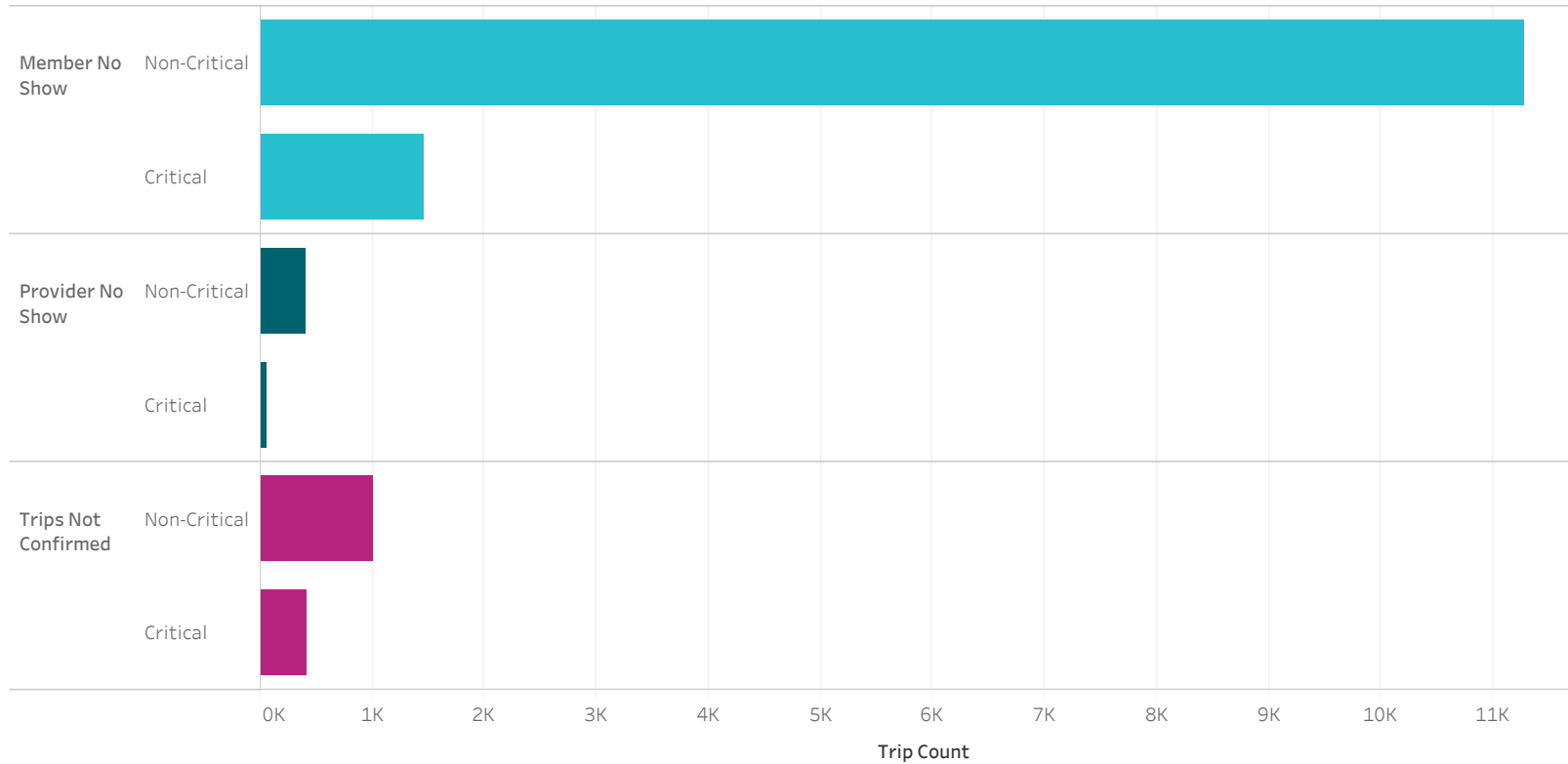
# Provider Mix



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
PUBLIC TRANSIT	180,521	145,437	158,218	178,985	210,858	206,095	219,987	219,026	197,379	219,952
THIRD PARTY OPERATORS	113,453	122,697	131,251	134,541	146,708	140,134	135,648	148,649	132,451	152,109
MILEAGE REIMBURSEMENT	1,145	2,215	3,773	4,017	5,653	6,110	6,919	8,626	7,959	7,947
VEYO INDEPENDENT DRIVERS	933	2,045	2,153	2,260	2,345	2,291	2,476	2,619	2,759	3,969

## Unfulfilled Trip Counts

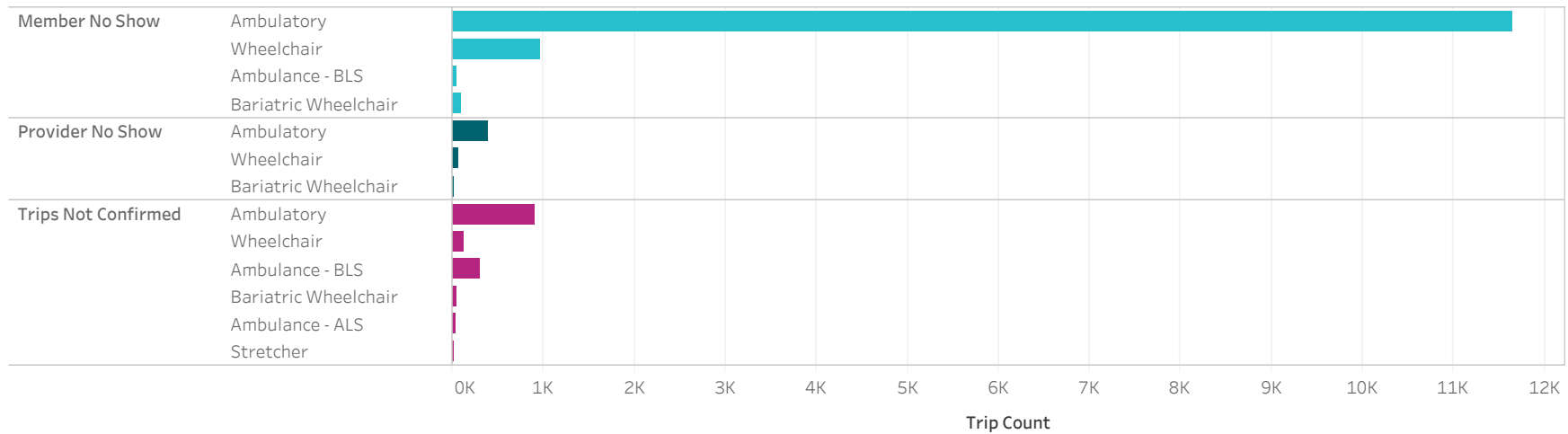
November 9, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Member No Show	Critical	1,192	976	1,031	1,192	1,295	1,294	1,302	1,370	1,212	1,458
	Non-Critical	11,751	8,579	10,237	10,227	10,199	9,528	12,426	15,503	10,260	11,284
Provider No Show	Critical	69	79	61	54	77	54	31	25	65	53
	Non-Critical	493	645	552	400	490	310	250	323	348	398
Trips Not Confirmed	Critical	610	280	275	273	316	383	248	236	284	421
	Non-Critical	1,472	307	245	273	287	244	349	258	567	998
Total Unfulfilled		15,587	10,866	12,401	12,419	12,664	11,813	14,606	17,715	12,736	14,612

## Unfulfilled Trips by Mode

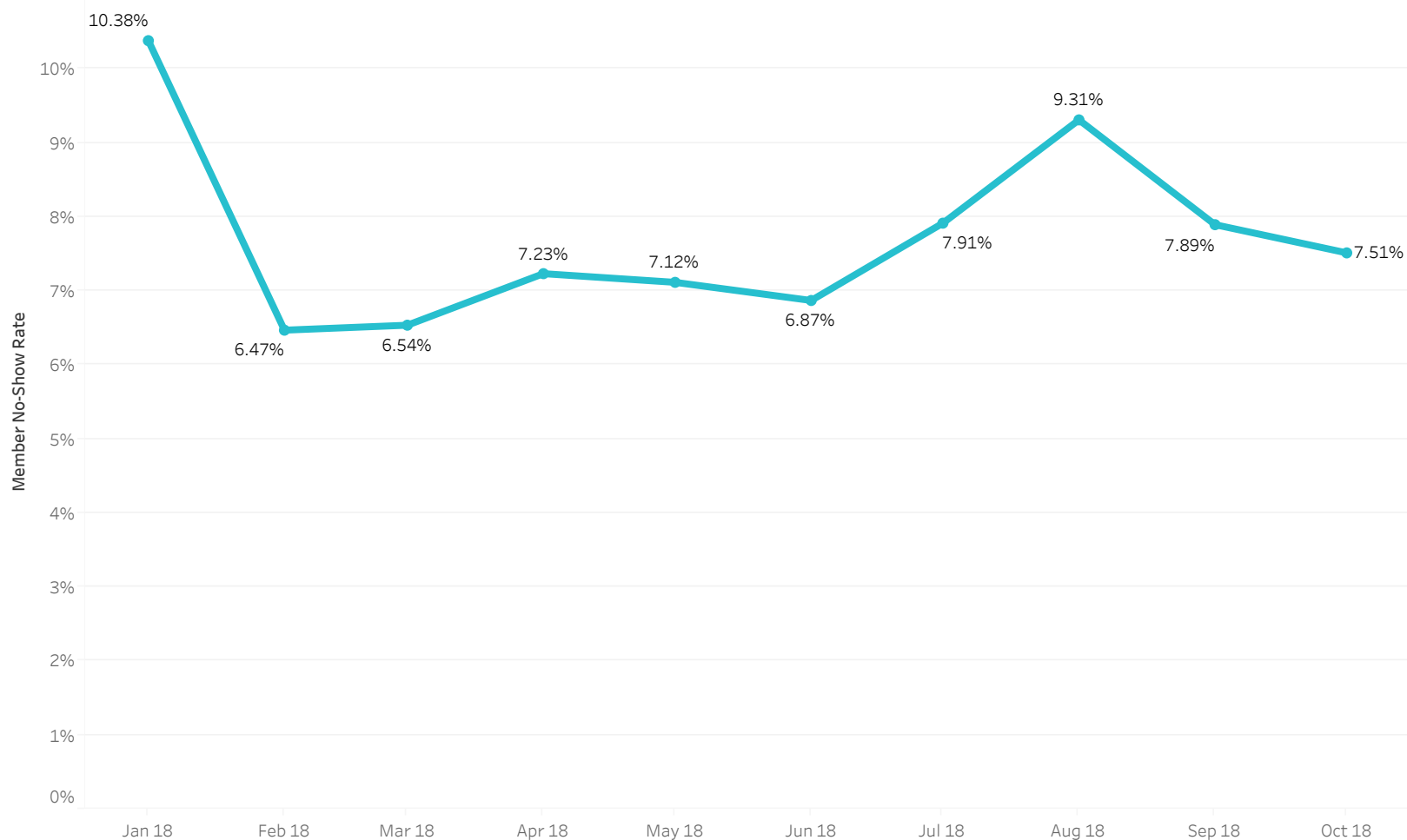
November 9, 2018



		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Member No Show	Ambulance - ALS			2							
	Ambulance - BLS	4	17	5	4	44	23	27	18	21	40
	Ambulatory	12,146	8,928	10,569	10,651	10,566	9,807	12,795	15,844	10,565	11,643
	Bariatric Stretcher			2		2					
	Bariatric Wheelchair	53	42	33	42	49	38	93	73	45	93
	Stretcher	6	1	1	1			2		1	
	Wheelchair	734	567	656	721	833	954	811	938	840	966
Provider No Show	Ambulance - BLS		2	2	10	13	4	2			
	Ambulatory	476	625	530	386	431	286	236	301	358	390
	Bariatric Stretcher	4									
	Bariatric Wheelchair	1	4	8	2	11	4	4	4	12	4
	Other				1						
	Stretcher	2		2							
	Wheelchair	79	93	71	55	112	70	39	43	43	57
Trips Not Confirmed	Ambulance - ALS	7	6	14	10	11	9	9	3	14	24
	Ambulance - BLS	51	112	139	170	146	178	159	98	168	305
	Ambulatory	1,227	218	193	217	263	255	282	238	505	894
	Bariatric Stretcher	23	6	12	5		1	2		4	
	Bariatric Wheelchair	66	25	25	16	48	65	30	48	64	54
	Other	288	107	62	42	16	2				
	Stretcher	157	18	11	7	3	6	5	8	1	
	Wheelchair	263	95	64	79	116	111	110	99	95	134

## Member No-Shows

November 9, 2018

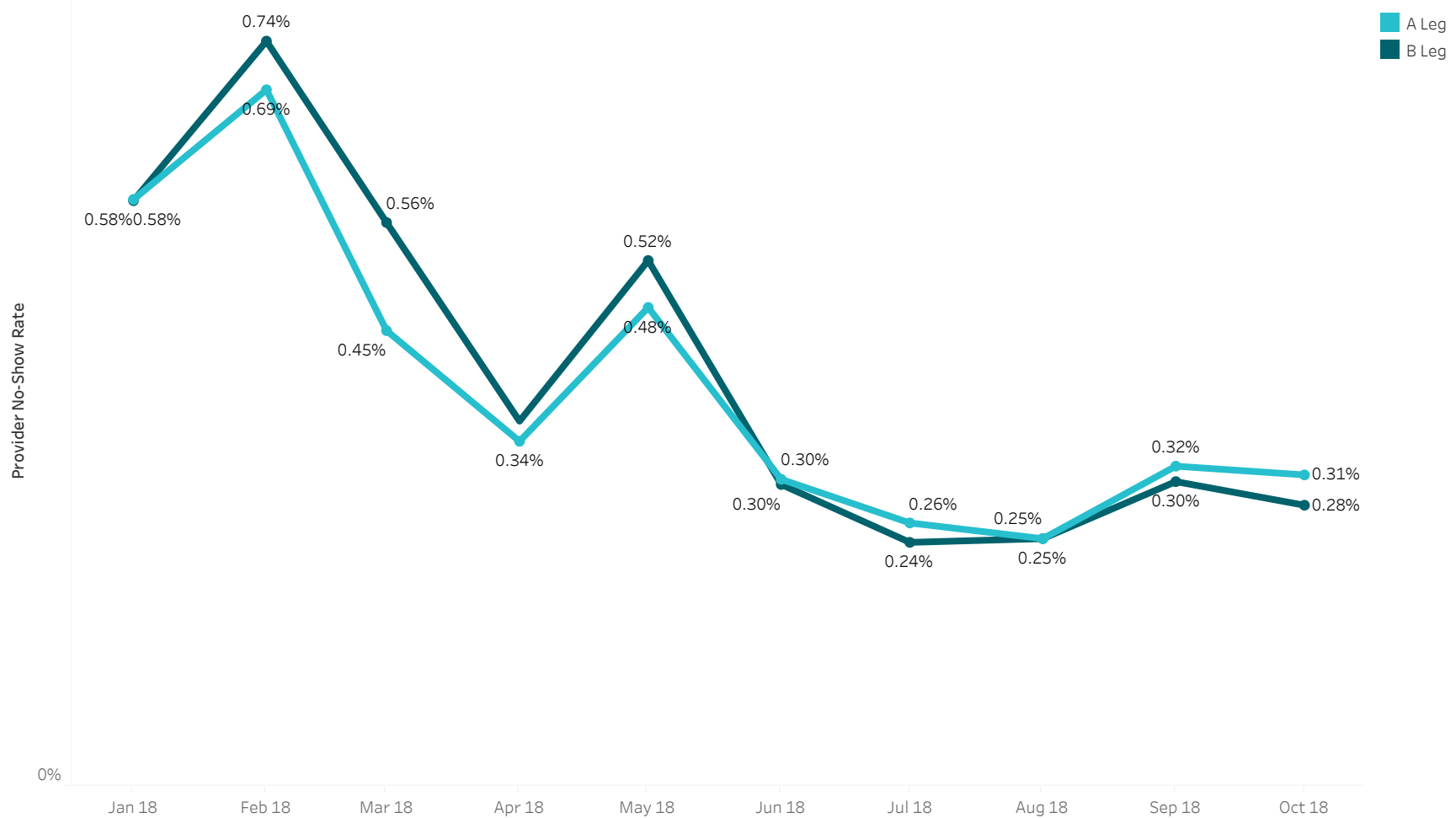


	January ..	Februar..	March 2..	April 20..	May 2018	June 20..	July 2018	August ..	Septem..	October ..
Member No-Show Count	13,249	8,628	9,330	10,666	11,418	10,507	11,872	15,529	11,589	12,679
No-Shows + Completed*	127,635	133,369	142,734	147,467	160,470	152,932	149,996	166,797	146,799	168,752
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%	6.87%	7.91%	9.31%	7.89%	7.51%

\* Excludes Public Transit and Mileage Reimbursement

## Provider No-Shows

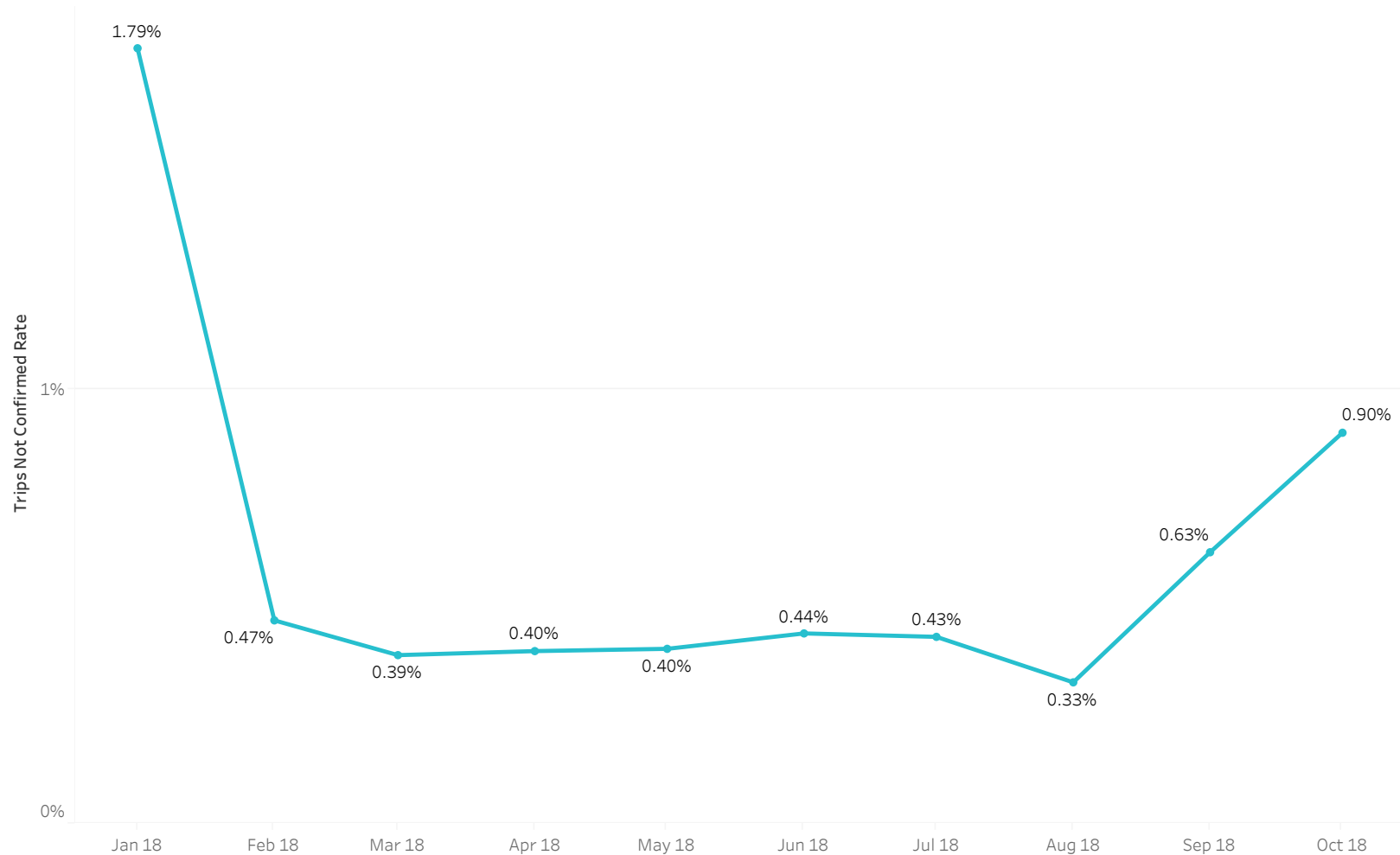
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Provider No-Show Count	670	899	678	484	747	432	349	373	421	461
No-Show + Completed*	115,056	125,640	134,082	137,285	149,799	142,857	138,473	151,641	135,631	156,539
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%	0.50%	0.30%	0.25%	0.25%	0.31%	0.29%

\* Excludes Public Transit and Mileage Reimbursement

## Trips Not Confirmed



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Not Confirmed	2,082	587	520	546	603	627	597	494	851	1,419
Not Confirmed + Completed*	116,480	125,328	133,943	137,347	149,710	143,052	138,721	151,762	136,062	157,496
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.40%	0.44%	0.43%	0.33%	0.63%	0.90%

\* Excludes Public Transit and Mileage Reimbursement



# Monthly Complaints Report

Connecticut Medicaid

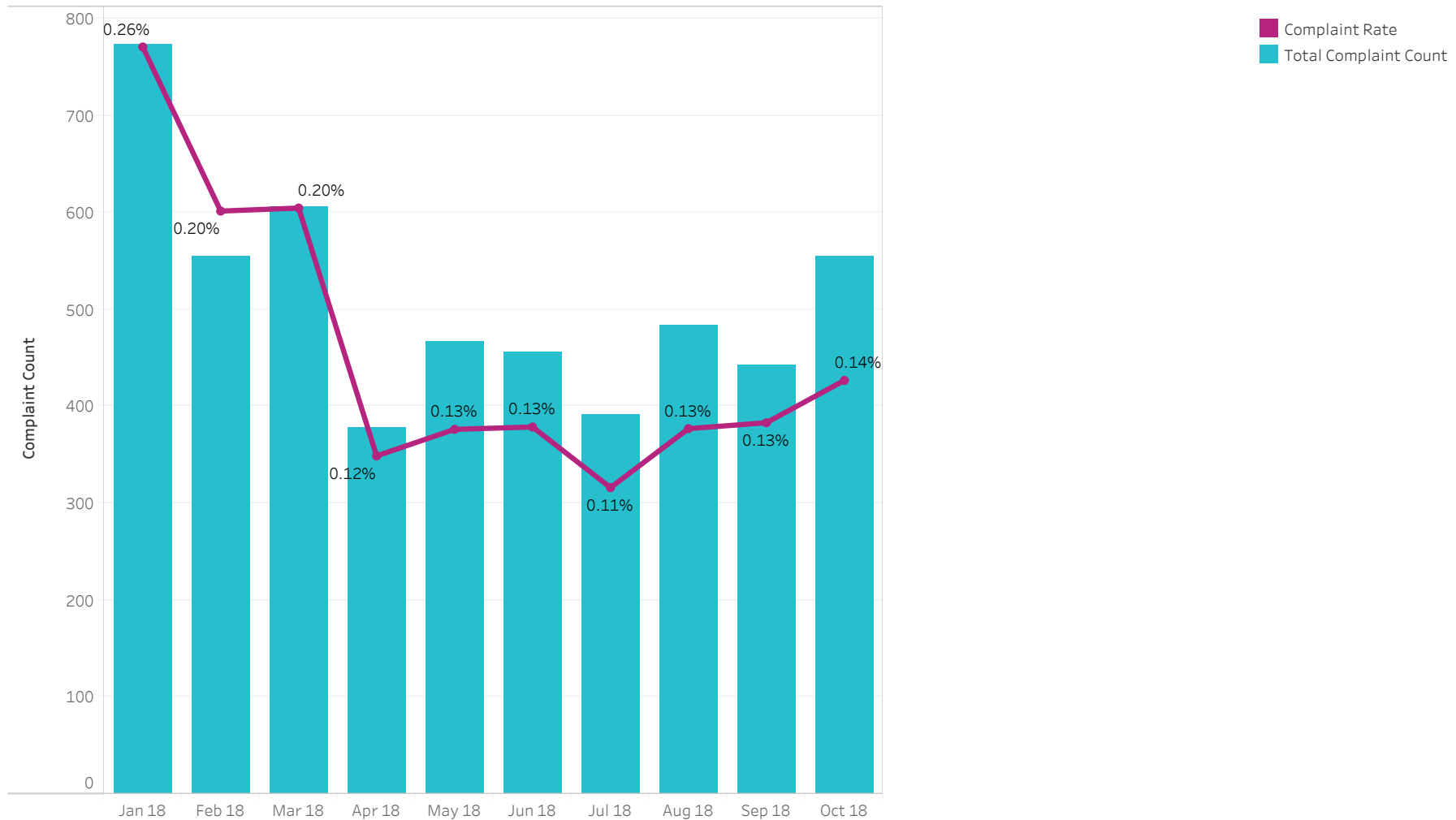
Reporting Period: **October 2018**

Veyo Healthcare Logistics



## Total Complaints

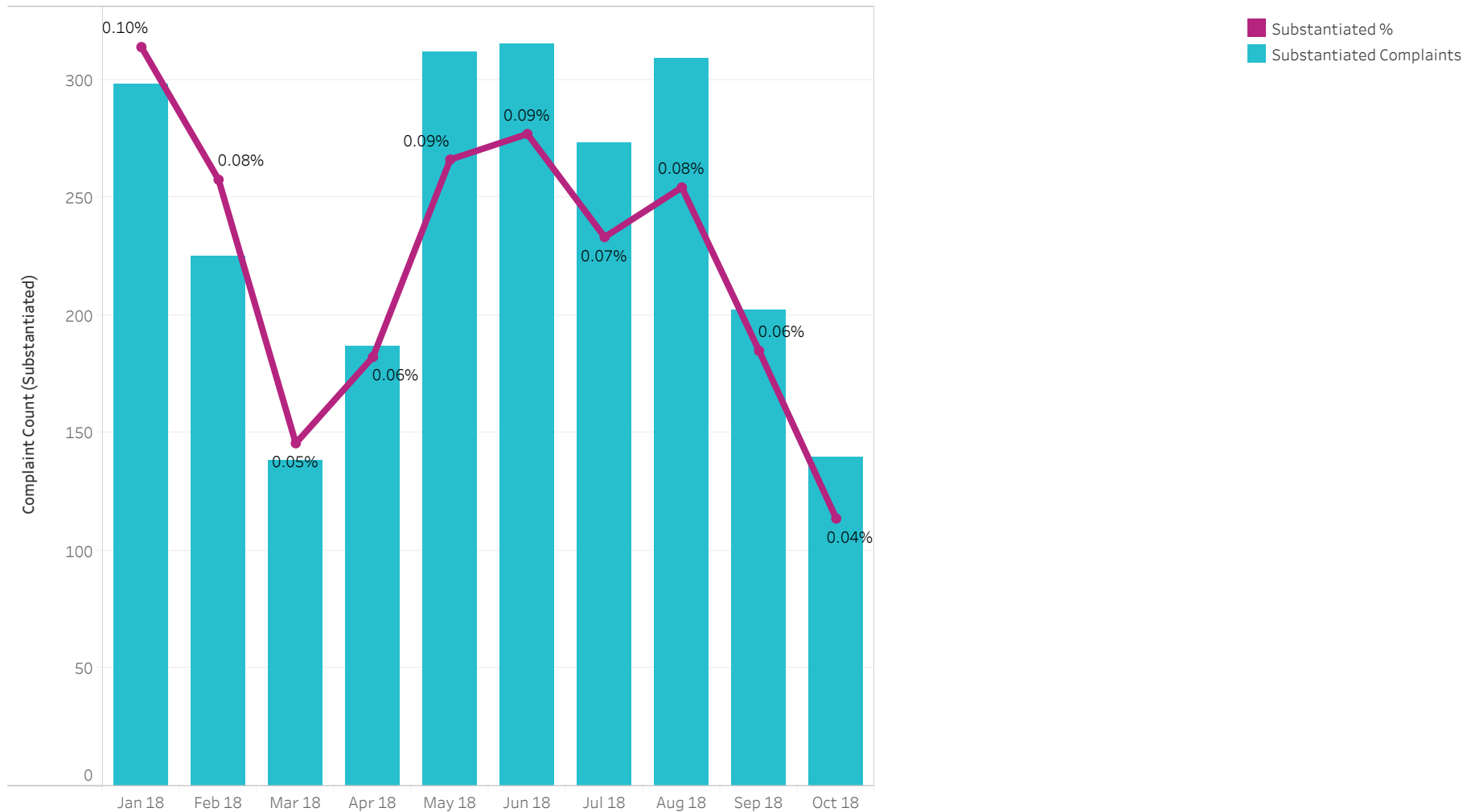
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Completed Trips	296,052	272,394	295,395	319,803	365,564	354,630	365,030	378,920	340,548	383,890
Total Complaint Count	773	555	605	378	466	455	391	484	442	555
Complaint %	0.26%	0.20%	0.20%	0.12%	0.13%	0.13%	0.11%	0.13%	0.13%	0.14%

## Substantiated Complaints

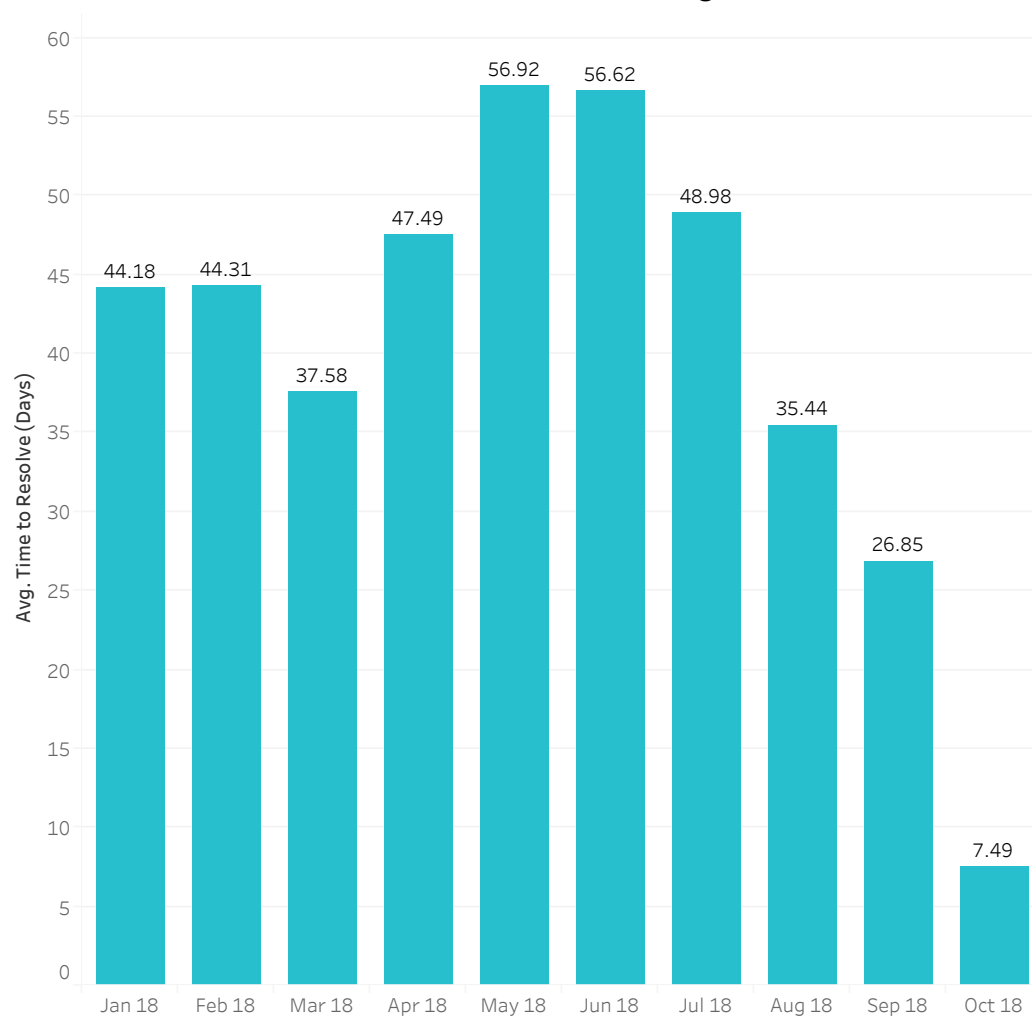
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Completed Trips	296,052	272,394	295,395	319,803	365,564	354,630	365,030	378,920	340,548	383,890
Substantiated Complaints	298	225	138	187	312	315	273	309	202	140
Substantiated Complaint %	0.10%	0.08%	0.05%	0.06%	0.09%	0.09%	0.07%	0.08%	0.06%	0.04%

## Average Time to Resolve

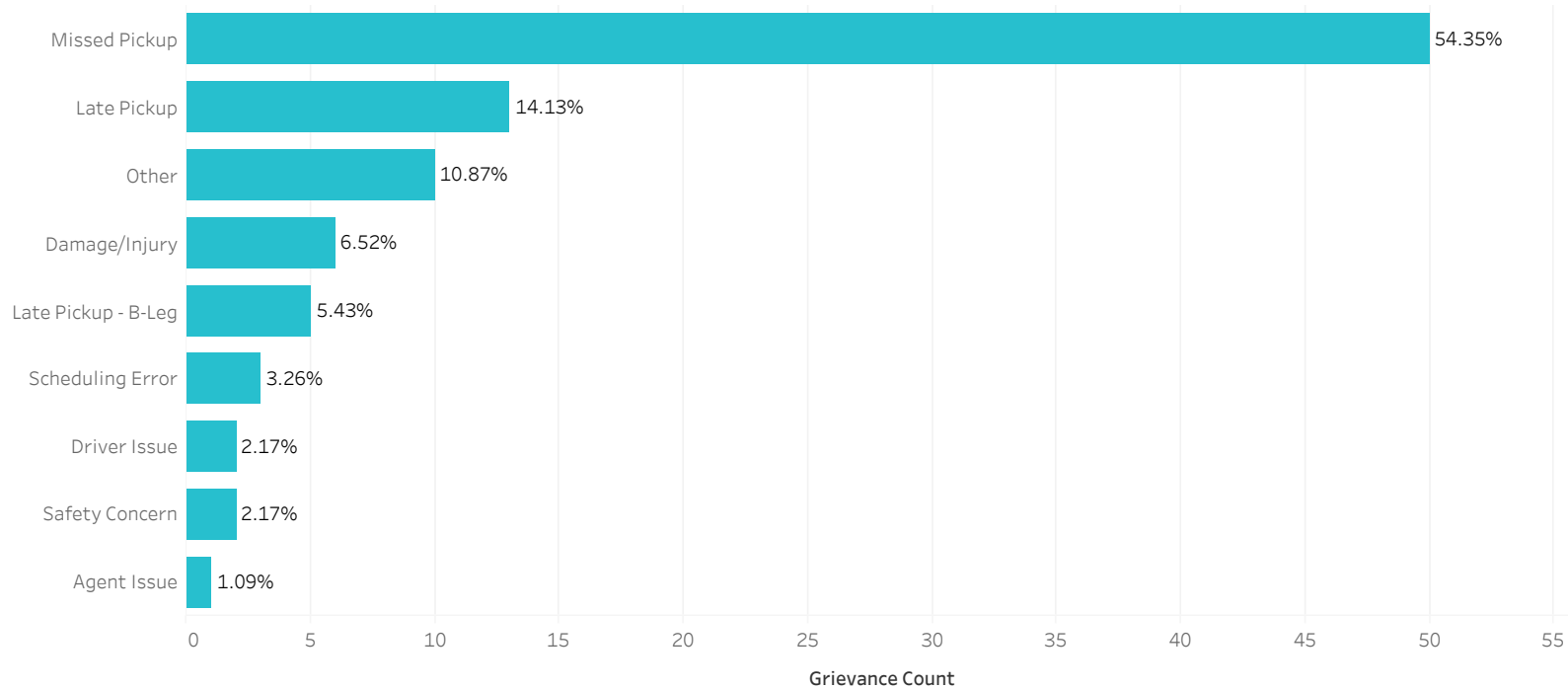
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Grievance Count	773	555	605	378	466	455	391	484	442	555
Resolved Count	773	555	605	378	466	455	391	409	268	216
Avg. Time to Resolve (Days)	44.18	44.31	37.58	47.49	56.92	56.62	48.98	35.44	26.85	7.49

## Substantiated Complaints by Subcategory

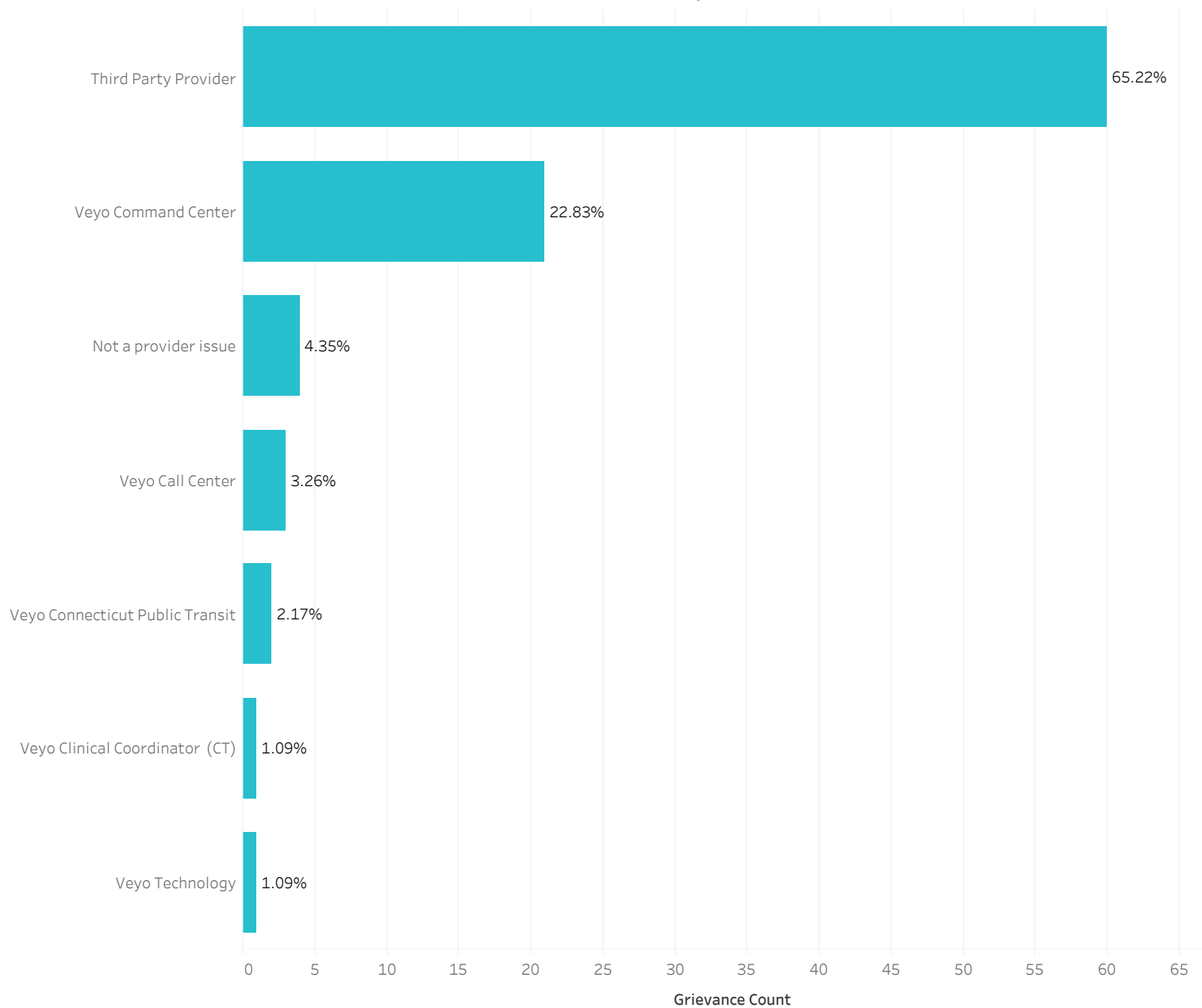
November 9, 2018



	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018
Missed Pickup	181	130	56	98	167	182	112	139	100	77
Late Pickup	43	45	34	37	79	64	82	78	48	26
Driver Issue	17	10	4	21	23	24	23	18	10	2
Other	17	10	20	13	12	9	20	16	14	13
Late Pickup - B-Leg	6	9	6	6	21	15	23	33	13	8
Scheduling Error	20	11	9	5	3	8	5	5	6	5
Safety Concern	6	4	1	2	3	7	5	12	4	2
Agent Issue		1	2	2	1	2	1	3	3	1
Damage/Injury	1	2			1				4	6
Early Arrival	1	2	1	2		2	2	4		
Vehicle Issue		2	2	1	2	2		1		
Technical Issue	7	1								

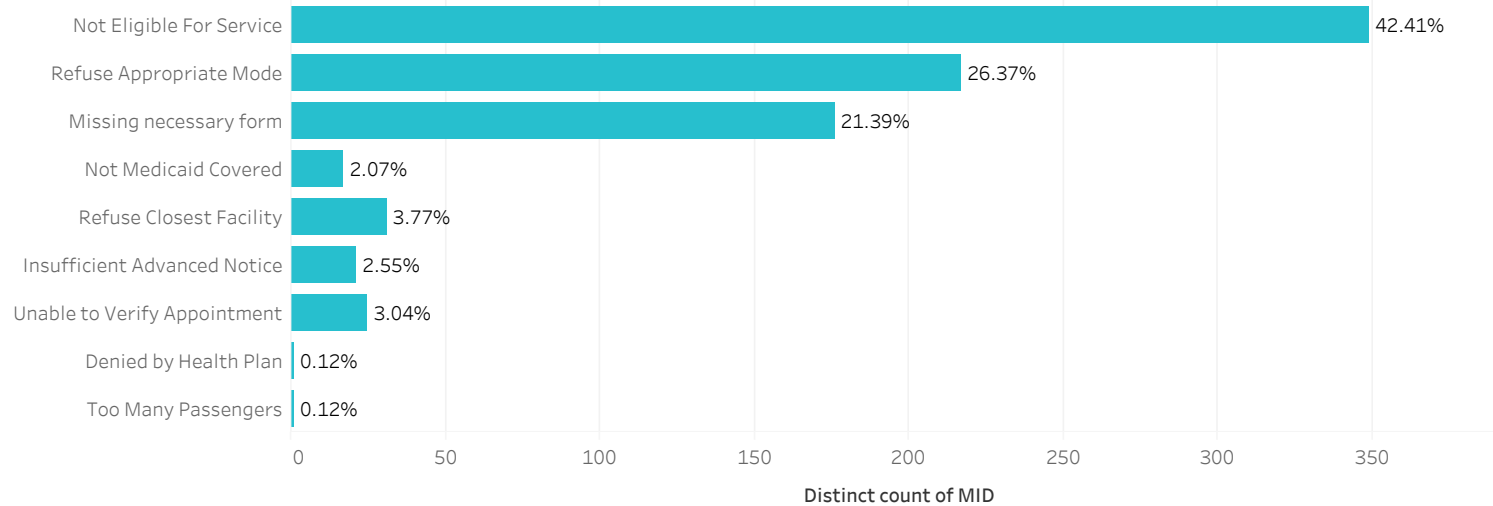
## Substantiated Complaints by Provider

November 9, 2018



## Members With Denied Trips

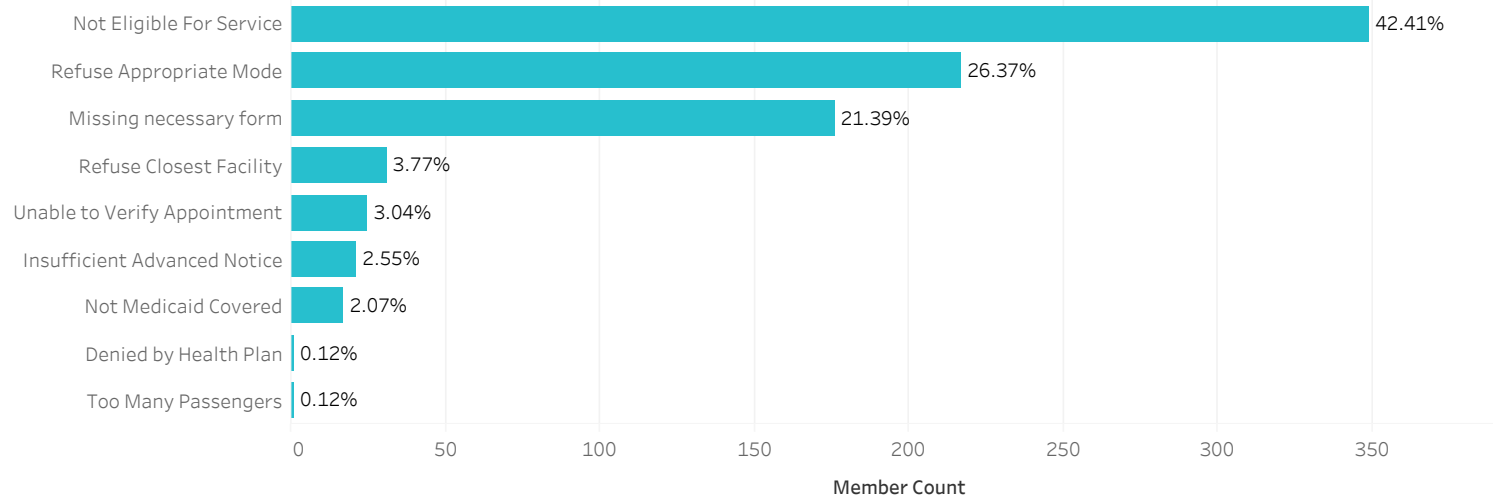
November 9, 2018



		Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Unique Requests	Not Eligible For Service	16	16	18	9	28	27	22	21	14	26
	Refuse Appropriate Mode	307	140	167	165	106	140	124	112	65	130
	Missing necessary form	26	26	93	173	201	219	162	101	75	137
	Not Medicaid Covered	2	4	1	3	2	1	4	2	1	3
	Unable to Verify Appointment	6	6	5	7	2	1		2	1	4
	Refuse Closest Facility	67	13	7	20	29	29	43	23	10	29
	Insufficient Advanced Notice	30	36	20	18	17	14	29	28	23	21
	Too Many Passengers	1		1	1	1	1	1			1
	<b>Total</b>	<b>452</b>	<b>241</b>	<b>307</b>	<b>386</b>	<b>376</b>	<b>421</b>	<b>375</b>	<b>284</b>	<b>189</b>	<b>343</b>
Trips Under Recurring Schedule	Not Eligible For Service	55	131	198	188	266	307	271	293	287	327
	Refuse Appropriate Mode	33	30	24	20	29	75	246	305	145	90
	Missing necessary form	15	9	7	14	162	230	156	42	18	39
	Not Medicaid Covered	3	5	3	13	36	22	29	17	4	14
	Unable to Verify Appointment	1	1		8	9				2	21
	Refuse Closest Facility		1	2	3	1		2	3	2	2
	Insufficient Advanced Notice		3	2	3		1	2	3	3	
	Too Many Passengers	1									
	Denied by Health Plan										1
	<b>Total</b>	<b>108</b>	<b>180</b>	<b>236</b>	<b>248</b>	<b>502</b>	<b>623</b>	<b>692</b>	<b>654</b>	<b>456</b>	<b>488</b>

## Members Receiving Notices of Action

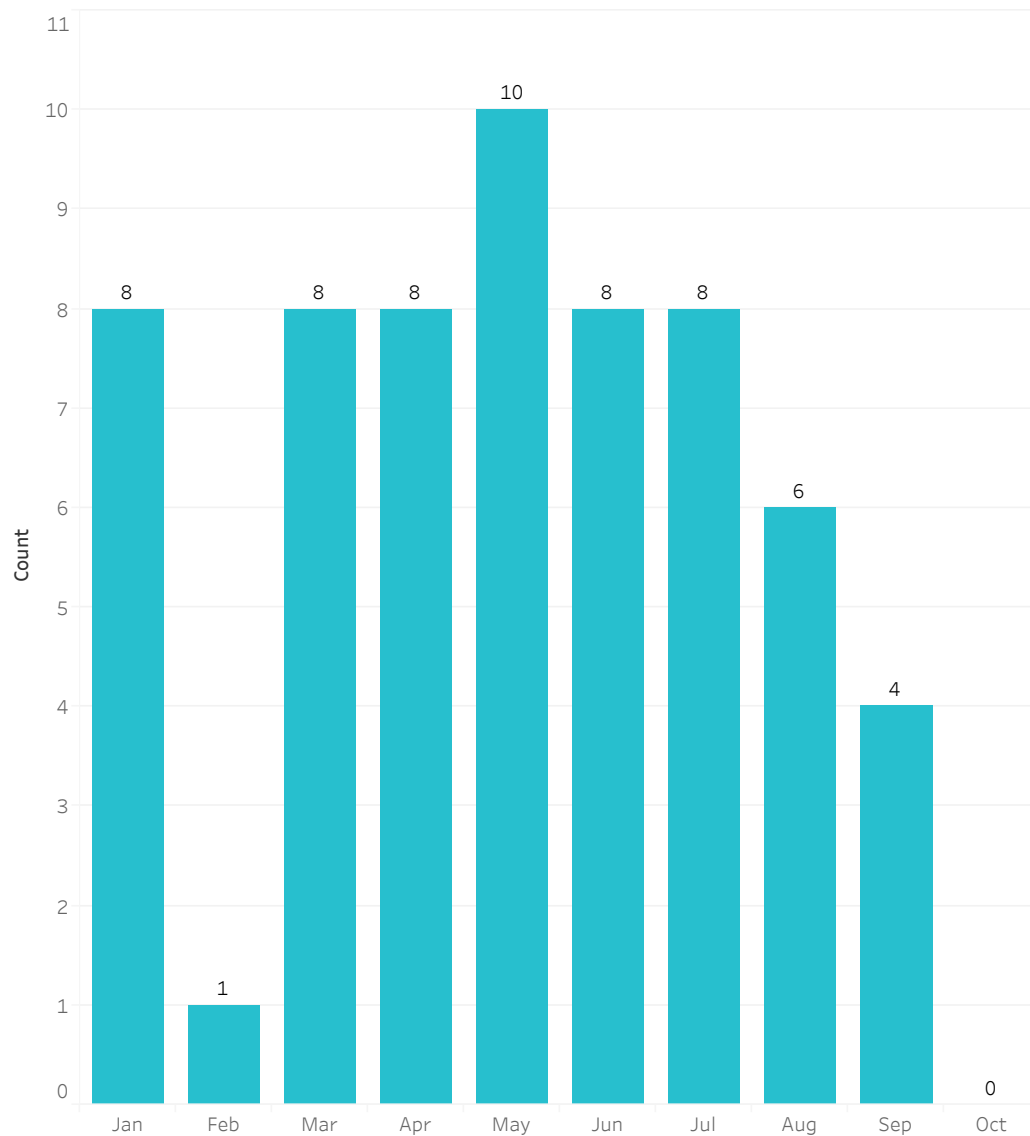
November 9, 2018



	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Refuse Appropriate Mode	340	170	191	185	135	214	369	401	210	217
Missing necessary form	41	35	100	187	363	448	317	143	93	176
Not Eligible For Service	71	146	215	196	294	333	292	313	299	349
Refuse Closest Facility	67	14	9	23	30	29	45	26	12	31
Insufficient Advanced Notice	30	39	22	21	17	15	31	31	26	21
Not Medicaid Covered	5	9	4	16	38	23	33	19	5	17
Unable to Verify Appointment	7	7	5	15	11	1		2	3	25
Too Many Passengers	2		1	1	1	1	1			1
Denied by Health Plan										1
<b>Total</b>	<b>560</b>	<b>419</b>	<b>542</b>	<b>632</b>	<b>877</b>	<b>1,039</b>	<b>1,061</b>	<b>919</b>	<b>642</b>	<b>823</b>

## Admin Hearing Requests

November 9, 2018



	January ..	Februar..	March 2..	April 20..	May 2018	June 2018	July 2018	August 2..	Septemb..	October ..
Received Requests	8	1	8	8	10	8	8	6	4	0



## Documentation

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 includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. 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.