



Veyo / Total Transit Update

September 12, 2018

Introduction

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Contact Center Trainings and Improvements

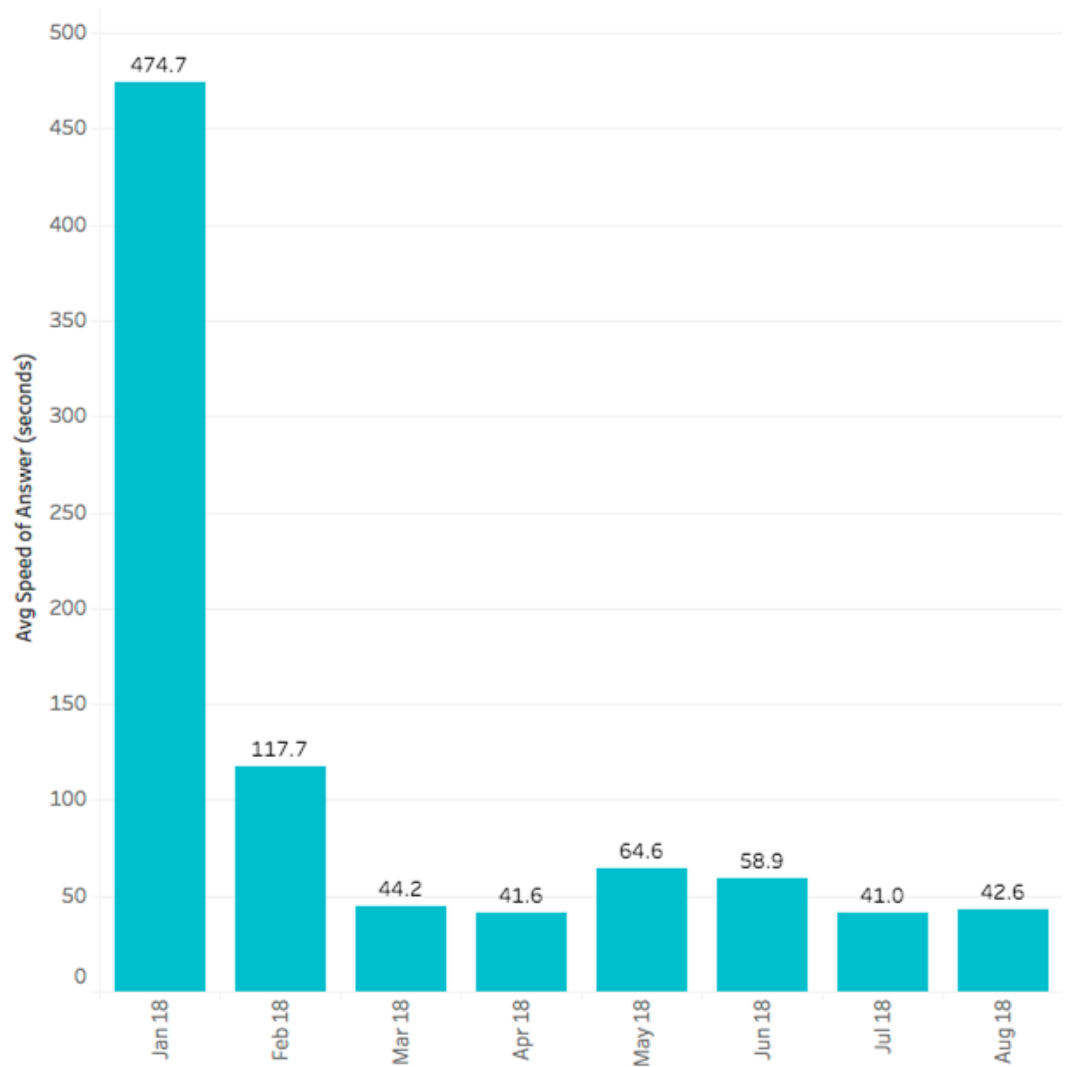
- **Connecticut Account Training** - 4 week intensive re-training for all agents handling calls for Connecticut. (**August 2018**)
- **Customer Service** - 1 hour customer service retraining for continuous quality improvement. (**August 2018**)
- **ADA Sensitivity Training** - How to improve services to the most vulnerable populations. (**August 2018**)
- **Most Appropriate Modes** - All agents were trained and advised on all levels of service offered and how Clinical Coordinators make determinations for medically necessary modes. (**August 2018**)
- **Estimated Time of Arrival (ETA) and Will-Call Trips** - Agents were trained to better answer questions for ETAs and Will-Call trips. Internal processes were modified to get most updated times. (**August 2018**)
- **Wheelchair** - When members are unable to provide their own wheelchair, agents have been trained on our new and updated policies for trips requiring wheelchair provision. (**August 2018**)
- Continuous **call monitoring** and retraining of any agents who do not meet the standards. (**July 2018**)

Contact Center Metrics

Contractual Performance Obligations	Veyo Performance (August 2018)
Call Center Abandonment Rates less than 5%.	4.9%
Average Speed to Answer less than 180 seconds.	42.6 seconds
Service Level Key Performance Indicator is 80%	91%



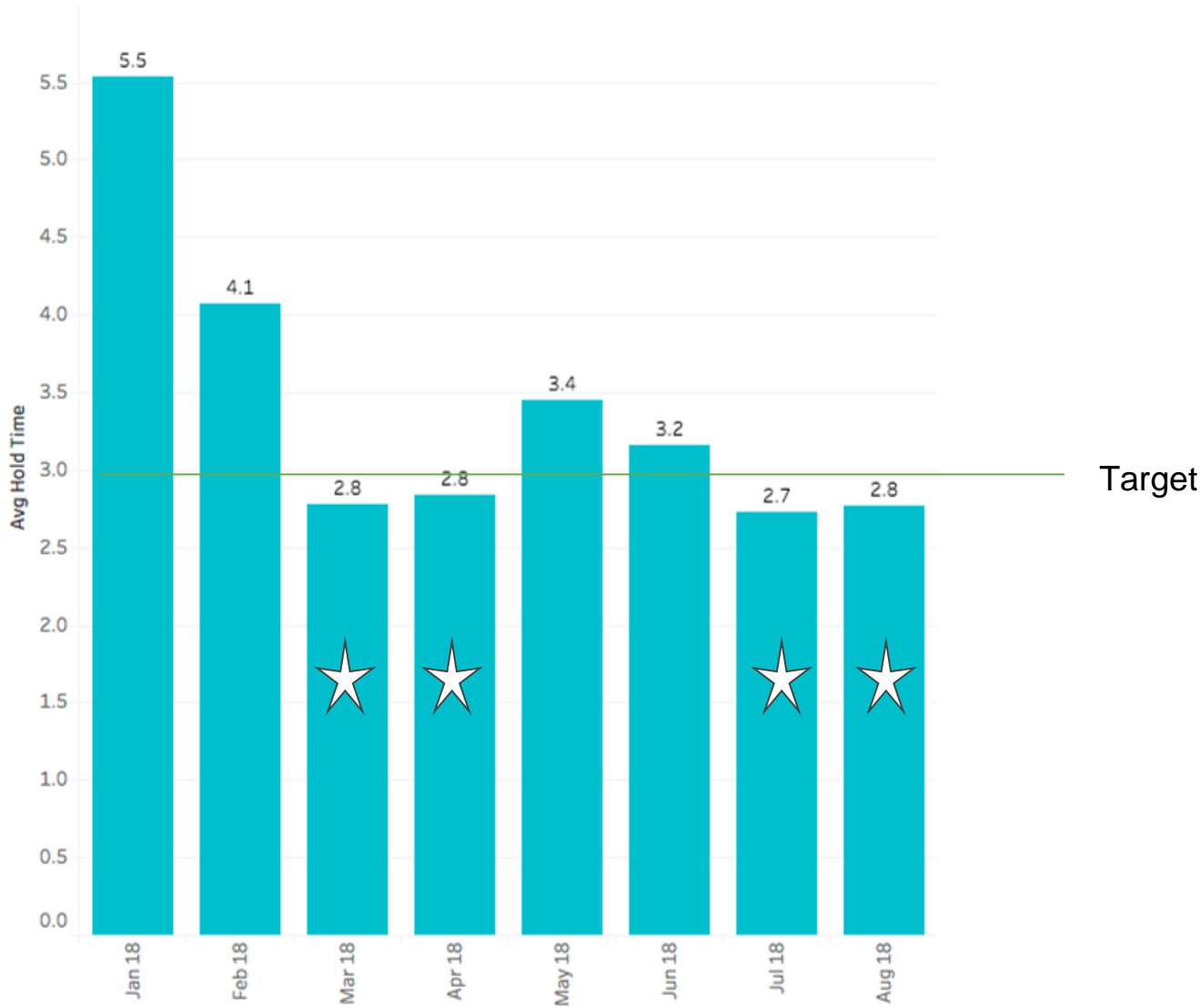
Average Speed of Answer



- Calls are being answered in less than a minute.
- Approximately 8500 calls are received specifically on the **Facility** line.
- Average Speed of Answer for facility calls is **41 seconds**.

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

Average Hold Times (minutes)



Hold times are back within acceptable levels

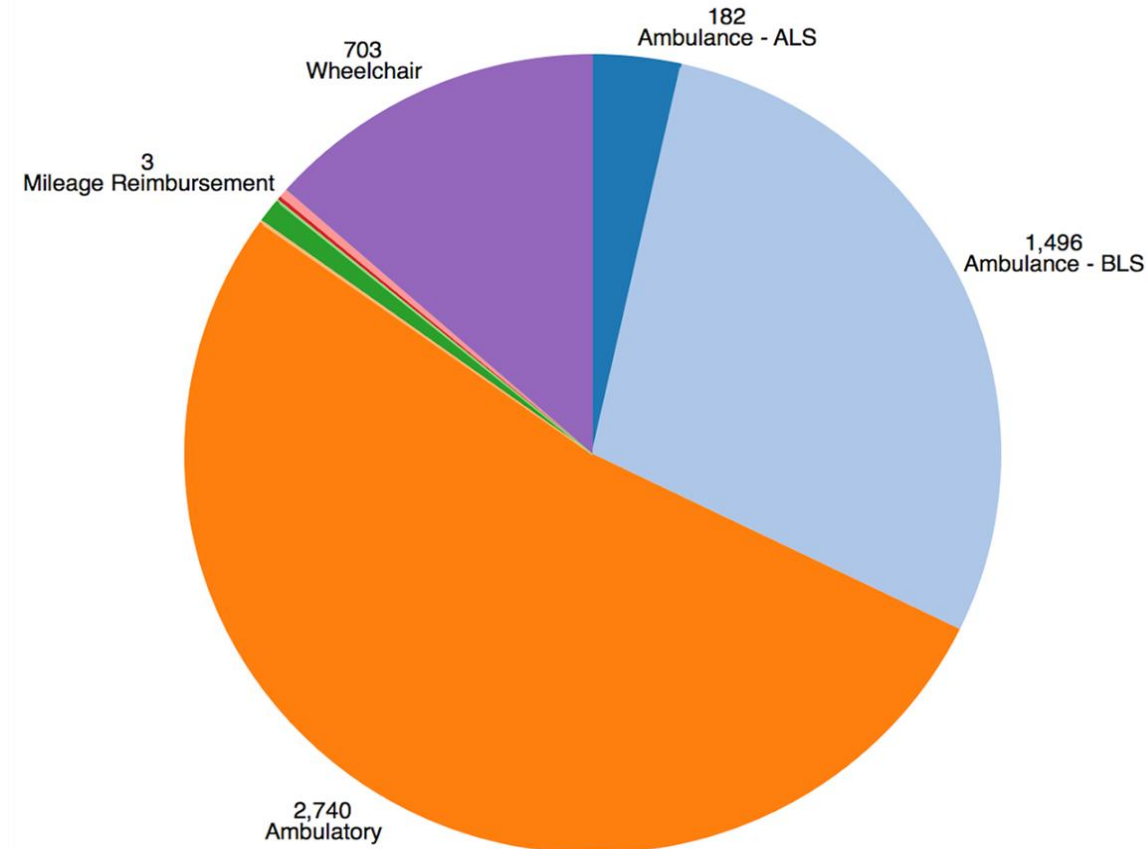
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492	88,998	93,105	97,849
Avg Hold Time	5.5	4.1	2.8	2.8	3.4	3.2	2.7	2.8

Facility Outreach

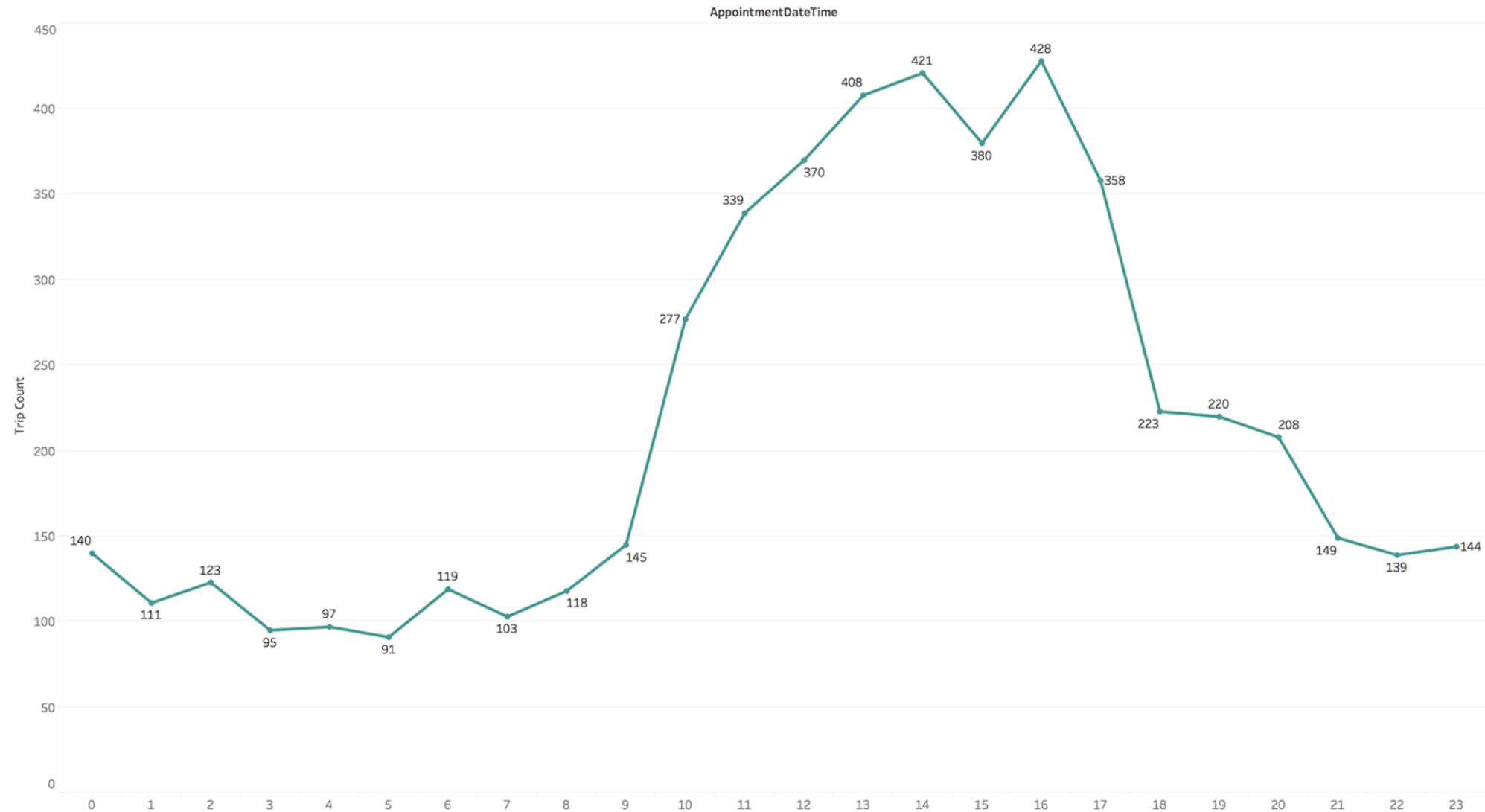
- Approximately **300 facilities** contacted on a monthly basis by the 3 Clinical Coordinators to gather feedback on all Veyo functions.
- **Dialysis** facilities are contacted on a weekly and sometimes daily basis to assist with any concerns.
- **Engaging** major hospitals and health systems along with Connecticut Hospital Association to troubleshoot concerns.
- Organizing **meetings** with facilities and nursing homes to improve service delivery.
- Using the new **Specialized Transportation Form** that streamlines all the other forms used by facilities .
- Clinical Coordinators have begun **reviewing forms** that are expiring between Sept - Dec. **Members** are being sent a letter and are provided with a new form to be submitted for evaluation to ensure continuity of care.

Hospital Discharge Improvements

- Specific contacts for after-hours **hospital discharges** have been established.
- Approximately **70%** of hospital discharges are between 7AM - 6PM.
- **Data are being collected daily** to ensure pickups are within a 3 hour timeframe, and corrective action is being taken if any gaps are found.
- Veyo will continue expanding the providers and modifying processes as needed.
- On Time Performance - Goal 95%, **Actual 97.23%**



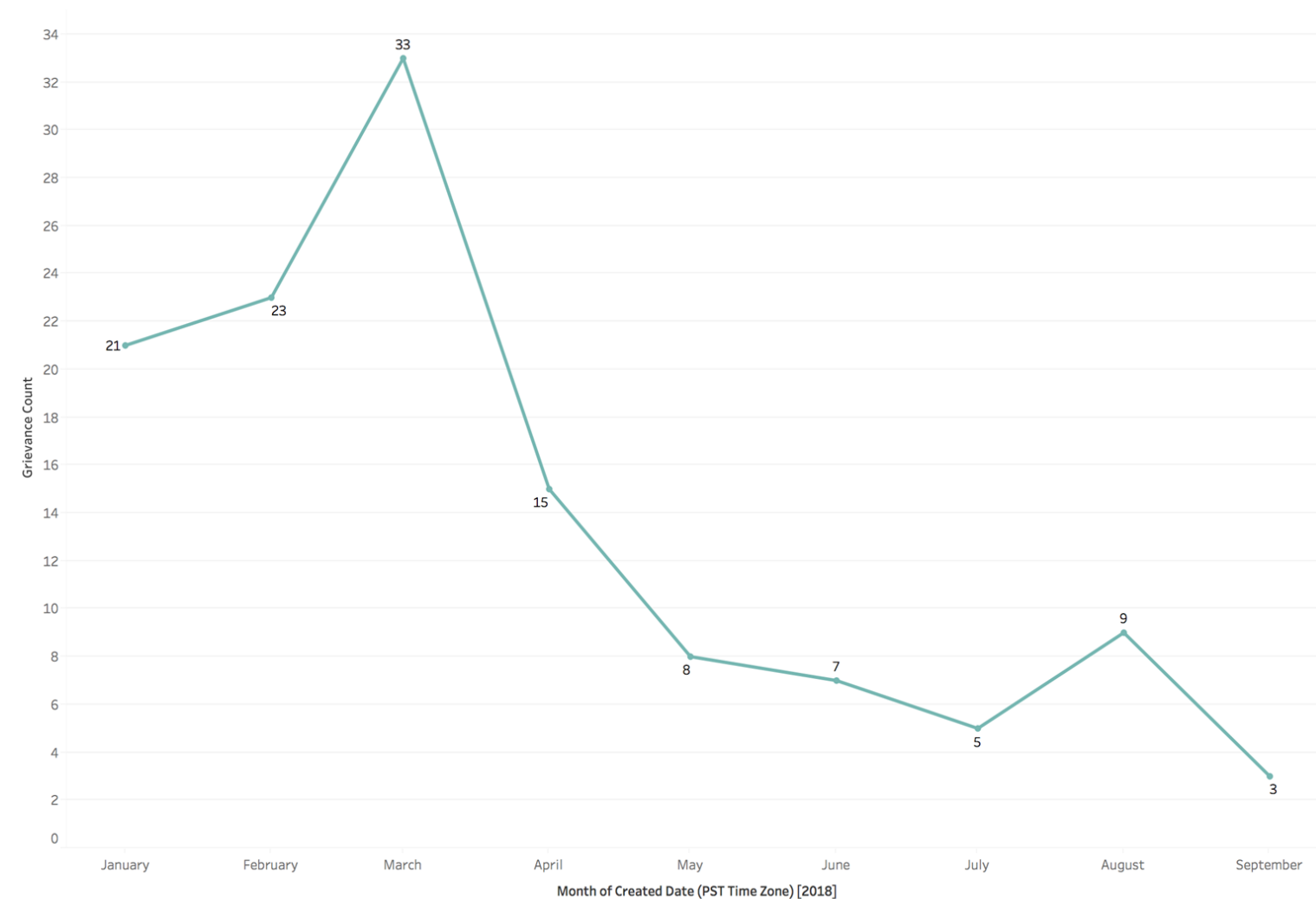
Volume of Hospital Discharges by time - August '18



Bus Passes

- Approximately 4660 members are now using the CTGO SmartCard. The cards were distributed by Veyo in partnership with CTTransit.
- Veyo's Public Transit team continues to verify addresses to ensure members are receiving the accurate passes.
- Public Transit related complaints continue to decline.

Public Transit Complaint Count



Wheelchair (Durable Medical Equipment)

Month	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
July	209	170	37	2
August	269	217	52	0

- Modification to internal processes for trips where a wheelchair is required continue to have a positive impact on services.
- **Over 90% of the requests received are between 7AM to 6PM**, during normal business hours.
- Currently contracted with **21 providers** that are able to provide wheelchairs if requested.
- **13 Providers are available 24/7** covering all counties of the state.

Dialysis Data

Month of Trip	Completed Trip Count	Provider No-Shows	On Time Percentage
July	22809	7	91.24%
August	24228	12	91.34%

- Lead Clinical Coordinator checking in with dialysis facilities on a daily and weekly basis to address any issues or concerns. Common **issues** include -
 - Accommodating trips with transportation providers that the members prefer and are timely.
 - Changes in eligibility
 - Changes in members schedules.
- **Meetings** have either been held or are being scheduled actively with all dialysis facilities.
- Most dialysis trips are now assigned to **providers that are requested by the facilities or members.**

Complaint Process

- Complaints can be made on Veyo's website ct.ridewithveyo.com/contact.
- Complaints can also be made by phone on **855.478.7350**. If you are looking to make a complaint, you will be transferred to an escalations agent.
- For facilities that would like to request for an outcome of a complaint, please specify that in your complaint along with the best number to reach.
- The following information is usually extremely helpful to investigate complaints:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue

Website

Complaints can be made on - <https://ct.ridewithveyo.com/contact/>

Contact Us

Our goal at Veyo is to ensure that transportation is safe, reliable, and on-time. In the event the service did not meet your expectations, please feel free to speak with our Quality Assurance staff at 855-478-7350 or submit your comments using the online comment form.

- For more information about HUSKY Health Medicaid, visit www.ct.gov/husky
- For questions about the privacy of your information or fraud, waste and abuse, contact us at compliance@veyo.com

I am a: *

Member/Rider

Name: *

First

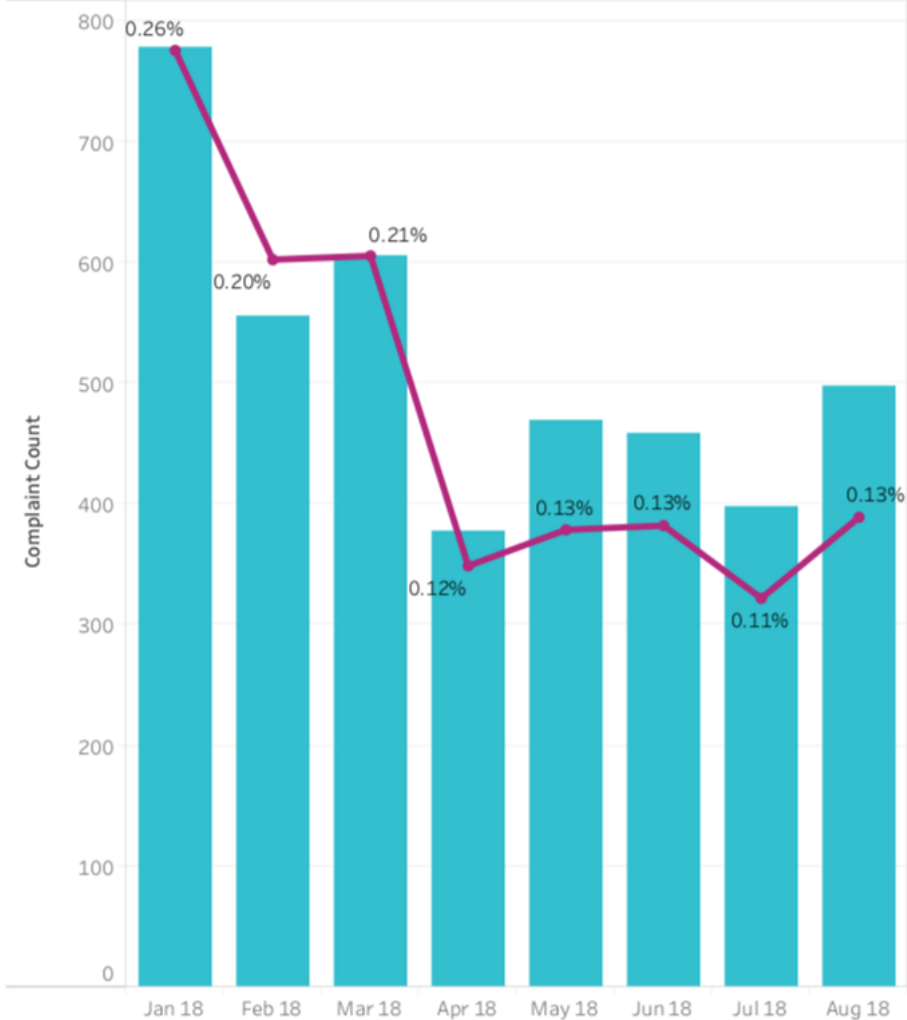
Last

Email Address: *

Phone Number: *

Reason for writing: *

Complaints Data

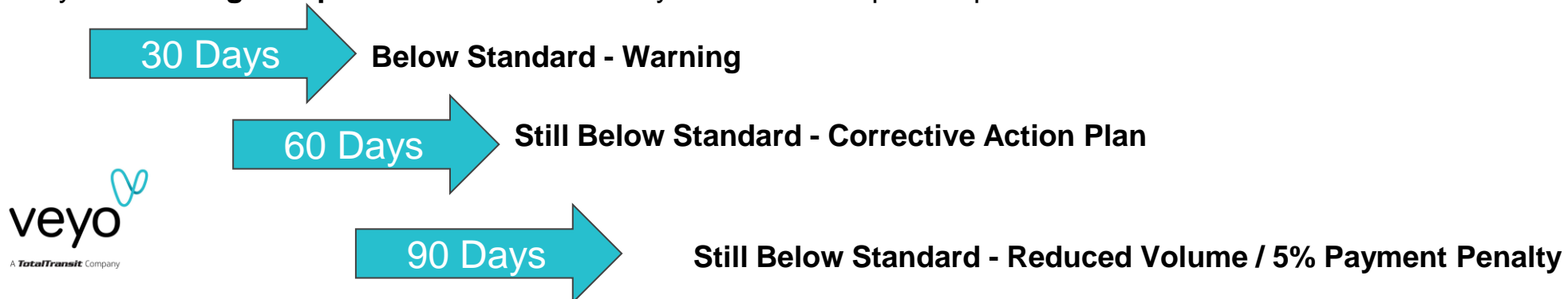


- Complaint Rate continues to remain **under 1%**.
- Approximately **70%** of total complaints received are via **Escalation** calls.

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018
Completed Trips	296,048	272,386	295,345	319,713	365,422	354,365	364,644	376,946
Total Complaint Count	778	556	606	378	469	459	398	497
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%	0.13%	0.11%	0.13%

Network Accountability

- **Key Performance Indicators**
 - At least 95% of the trips completed will be on-time
 - Less than 0.1% of total trips accepted will have a substantiated complaint
 - At least 95% of the trips offered will be accepted
 - At least 95% of trips are confirmed with 48 hours (or more) notice until the pick-up time
- Providers have received their **performance scorecards** for the month of June, July, and August.
- 5 Lowest performing providers who received a Corrective Action Plan in July have now received **5% Payment Penalties** for continued non-compliance with performance metrics as noted in their contract. Trips have been redistributed to high performing providers.
- **Weekly check-ins and meetings** continue to take place as we move towards stabilizing the network.
- Actively **contracting new providers** to maintain a dynamic and competitive provider network and maintain excess vehicle capacity.



Transportation Provider Volume

County	Total Trips Completed (Daily Average)	Total Contracted Fleet Size
Fairfield County	400	70 Ambulatory 35 WC 15 Ambulance
Litchfield County	215	45 Ambulatory 19 WC 7 Ambulance
New Haven County	1000	300 Ambulatory 50 WC 80 Ambulance
Middlesex County	600	60 Ambulatory 13 WC 5 Ambulance
Tolland County	210	40 Ambulatory 12 WC 3 Ambulance
New London County	615	90 Ambulatory 15 WC 7 Ambulance
Windham County	205	42 Ambulatory 7 WC 1 Ambulance
Hartford County	850	400 Ambulatory 80 WC 50 Ambulance

In Progress

- Member Advisory Committee - Tentative meeting date 9/27/2018
- Complaints data is consistently analyzed to make sure we're improving service delivery and outcomes.
- Continuing with our Network Health and Quality Plan to improve performance standards.
- Increasing community engagement by meeting facilities and problem-solving.



Thank You