



Veyo / Total Transit Update

October 10, 2018

Introduction

- **Facility Outreach Update**
- **Member Advisory Committee**
- **Specialized Transportation Form Update**
- **Notice of Action / Denied Trips**
 - Explanation of Denials and NOA Policy
 - Examples for the following cases -
 - Not eligible for service
 - Missing necessary form
 - Refused appropriate mode
- **Data Analysis**
 - Wheelchair
 - Dialysis

Facility Outreach Update

- Veyo is continuing to meet with facilities to resolve ongoing concerns and gather feedback. In the last month Clinical Coordinators have met with the following facilities -
 - UCFS Healthcare, Norwich
 - New Horizons Village, Unionville
 - Jewish Senior Services, Bridgeport
 - Saint Mary Home, West Hartford
 - Cherry Brook Health Care Center, Canton
 - Autumn Lake Healthcare, New Britain
 - Wheeler Clinic, Plainville
 - Backus Hospital, Norwich
 - Community Mental Health Affiliates, Waterbury
 - Institute of Living, Hartford
- Veyo also participated in the following conferences -
 - Fourth Annual iCan Conference on September 27, Hartford
 - CT Methadone Treatment Directors Meeting on September 28, Manchester

Member Advisory Committee

- Veyo held the first Member Advisory Committee on 9/27.
- Members were given a detailed presentation on Veyo's policies and procedures, and invited to share their ideas and feedback to help improve service quality and delivery.
- Common topics outlined were -
 - Specific concerns regarding a Transportation Provider
 - Improving Communication between members and Veyo agents
 - Being able to have consistent transportation with Preferred Providers
- Next meeting to be held at the end of the month, with the following topics to be discussed
 - How does Veyo credential providers?
 - How are trips dispatched within the Veyo Command Center?
- Veyo is open to suggestions from this committee on any topics or issues that are currently identified for discussion at the next meeting.

Specialized Transportation Form Update

- **3,296 members** with forms expiring from August 2018 to December 2018 have been reached.
- Members are sent a letter and the Specialized Transportation Form to their eligibility address on file with Veyo and DSS.
- If the letter is undeliverable, Veyo then makes a second attempt to see check the member's active trips in the system, and a letter is sent to their home address or mailing address if provided.
- Clinical Coordinators are working with Nursing Homes to process the expiring forms.
- The Clinical Coordination Team is working diligently to ensure all forms are processed within the 15 day timeframe.

Sample Letter

PO Box 1070
Windsor, CT 06095

Member Name
MID
Member Address

Dear Sir or Madam, Date of
Override Expiration

We wanted to reach out to you and let you know that your Medical Override will be expiring at the end of the month. Please contact your medical provider and have them fill out the attached form on your behalf as soon as possible, for the Clinical Coordinators to re-evaluate and place overrides into your member profile accordingly.

Failure to have the form re-submitted on your behalf, could result in cancellation of scheduled trips or place you in a transportation mode that may not be medically appropriate for you.

We thank you for your time and understanding in the matter, and any questions, please don't hesitate to reach out to ctcc@veyo.com for any questions related to form processing and/or override placement.

Thank you!
Veyo Clinical Coordination Department



Notices of Action - Denial Reasons

Not Eligible for Service

- When a member is **not eligible for Medicaid** services.
- **Regs. Conn. State Agencies § 17-134d-33 (e) (1) (B)** - Payment for transportation may be made for eligible recipients under the Medicaid program, except as otherwise provided in these regulations, when needed to obtain necessary medical services covered by Medicaid, and when it is not available from volunteer organizations, other agencies, personal resources, or is not included in the medical provider's Medicaid rate.

Missing Necessary Form

- The **required documentation to support your level of NEMT need, or other supporting documentation was not received.**
- **Regs. Conn. State Agencies § 17b-262-528(d)** - In order to receive payment from the department a provider shall comply with all prior authorization requirements. The department in its sole discretion determines what information is necessary in order to approve a prior authorization request. Prior authorization does not, however, guarantee payment unless all other requirements for payment are met.

Refused Appropriate Mode

- There is **another type of transportation that is less costly and as effective.**
- **Conn. Gen. Stat. 17b-259b(a)** - "Medically necessary" and "medical necessity" defined. Notice of denial of services. Regulations.
- **Conn. Agencies Regs. § 17-134d-33 (e)(2)(C)** - The Department may pay for only the least expensive appropriate method of transportation, depending on the availability of the service and the physical and medical, circumstances of the patient

Denial Reasons Examples

Not Eligible for Service

- If a member has a regular trips such as dialysis, but loses insurance coverage in the middle of the month, the trips will be denied until the member is eligible again. A notice of action will be sent out.

Missing Necessary Form

- If a member requests to travel over 40 miles without a Specialized Transportation Form on file, the trip will be denied after 15 days of courtesy if forms have not been sent in. For example, a member in Windham county requests a trip over 40 miles. The mileage limit that is currently established for rural areas is 20 miles. Medical necessity needs to be established.

Refused Appropriate Mode

- Any mode reductions would be categorized under this. For example, if a member does not have a medical necessity for using livery service, and qualifies for Public Transit, they will receive an NOA for this category.

Dialysis Data

Month	Completed Number of Trips	Number of Provider No-Shows	Number of Rescue Trips
August	24228	12	10
September	21857	21	14

- 71% of total trips completed for Dialysis are completed by a member’s listed preferred provider.
- 54% of all trips across regions and modes are completed by a member’s listed preferred provider.
- If a provider has been reported as a no-show for a dialysis trip more than once, all efforts are made to move the member to a reliable preferred provider.
- Veyo also works with dialysis facilities to ensure preferred providers or high performing providers to reduce the number of provider no-shows.

Next Steps

- Focusing on improving on-time performance across the market from 88% to 95%.
- Continuing outreach to facilities via email, as well as in-person meetings. Our goal is to ensure at least 6 meetings every week across the state.
- Continue Member Advisory Committee held monthly.
- Veyo is continuing to monitor data on discharges and trips requiring durable medical equipment to reduce wait times and improve member satisfaction.



Thank You