



Veyo / Total Transit Update

April 12, 2019

Introduction

- 2018 Overview
- Review of 2018 Initiatives and Improvements
- Overview of Upcoming 2019 Initiatives and Improvements

2018 Overview

- Since January 1, 2018, Veyo has completed over 4,075,319 trips in CT, with an average of 350,000 completed trips each month, a 16% year over year (YOY) increase from 2017
- In the month of December 2018, Veyo completed 356,249 trips with a total grievance rate of just 0.10% (half our target rate of 0.2%) and a substantiated grievance rate of just 0.03% (substantiated grievances are complaints that can be authenticated with evidence)
- Veyo has partnered with over 80 commercial providers (managing over 1400 commercial vehicles) and 250 independent driver-providers in the state of Connecticut
- Veyo Call Center agents answer an average of 4,000 calls each day with an average handle time of under 5 minutes.
- While we faced challenges upon launch, complaints have decreased 49% YOY and we're receiving positive feedback from the CT community

Performance Improvements

Over the past 14 months, we have launched several initiatives to improve the performance and service for HUSKY Health Medicaid Members, including but not limited to:

- Employee training refresher program
- Expansion of our clinical coordinator team
- Creation of dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Optimization of our integrated voice response program and member survey program
- Simplified member-facing forms/communications
- Partnership with Beacon, the CT Department of Social Services, Administrative Service Organization
- Ongoing and targeted healthcare facility outreach
- Removal of 18 under performing providers from our transportation network and the addition of 17 new providers to the network
- Introduction of monthly provider scorecards
- Launch of the Go CT Smartcard Program for members eligible for mass transit
- Launch of the Members Advisory Committee
- Launch of our real-time trip rescue program
- Community outreach



Operational Initiatives

Connecticut Team Growth + Training

- Added over 60 FTEs to the Connecticut Contact Center to better handle call volume
- Launched a training refresher program in August 2018 for all Contact Center Employees
- Created dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Expanded of our Clinical Coordinator team, which consists of Registered Nurses with BSN degrees.



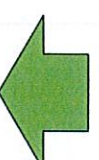
88%

decrease
in average speed of
answer



93%

decrease
in abandoned calls



45%

decrease in average
handle time

Continued Focus on Transportation Provider Network Health

- Veyo met with 103 providers to review performance, discuss issues, answer questions, and retrain drivers
- Network Optimization:
 - Removed 18 underperforming providers
 - Placed 14 underperforming providers placed on a corrective action plan
 - Added 17 new providers
- Introduced monthly reporting scorecards
- Wrote 18 letters of support to the DOT to help providers expand their fleet



Ongoing Facility Outreach

In 2018, Veyo conducted in-person visits to over 180 CT healthcare facilities, and continues to reach out to new and existing facilities each month, offering support, training, and the opportunity for feedback. In March we worked with the following facilities:

- | | |
|---|------------------------------------|
| • Saint Mary Home, West Hartford | • Cornell Scott, New Haven |
| • Bridgeport Hospital Primary Care Center, Bridgeport | • Autumn Lake, New Britain |
| • New Horizons, Unionville | • Valerie Manor, Torrington |
| • Davita Dialysis, Hartford | • LifeBridge, Bridgeport |
| • APT Foundation, New Haven | • ROOT, Hartford |
| • Fernwood Rest Home, Litchfield | • Davita Dialysis, New Haven, |
| • Yale New Haven Health System, New Haven | • Avantus Renal Therapy, New Haven |
| • ROOT, Willimantic | • CHR, Enfield |
| • Evergreen Health Care Center, Stafford Springs | • SOLNIT, Middletown |

Community Feedback

We have continually received positive feedback from members, facilities, providers, and stakeholders in the community.

"Anita... was very patient and wonderful, and I appreciate the time she took with me. Anita read everything back to me correctly and I thank her sincerely for that. I have very fast speech and sometimes agents get frustrated with me...thank you so much for the service you provide."
-HUSKY Health member

"(I am) so appreciative that Olga went the extra mile to resolve my transportation needs. She took the time and I just had to say Thank YOU!"
-HUSKY Health member

"I want to share about the positive service we have received from Veyo over the past month...[Our facility] had a significant flood that caused the evacuation of 60 of our residents. As we slowly put the pieces back together and began readmitting back from our sister centers Veyo was very supportive. We were calling in several instances with relatively short notice to Veyo requesting return transport. In each case [we] explained the unusual circumstances and in all instances transportation was provided with no delay."
- Peter Mongillo, Center Executive Director, Genesis Healthcare-The Willows



New Horizons Village - Cherry Brook Health Care Center - New Horizons Middlebury

January 30, 2019

Dave Coppock
Veyo
425 Day Hill Road
Windsor, CT 06095

Dear Dave:

On behalf of New Horizons, Inc., I would like to thank you for all of the work that you did to resolve the transportation issues that were occurring at New Horizons Village and Cherry Brook Health Care Center. You spent hours meeting with our staff and residents in order to address specific concerns. Your team worked diligently to solve the problems by:

- Assigning a clinical coordinator to answer questions and resolve specific incidents.
- Setting up a preferred provider relationship with DRM. Working with one vendor for the majority of our transportation needs has been very helpful.
- Holding several company wide meetings at New Horizons Village and Cherry Brook in order to ensure that the service was improving at our facilities.

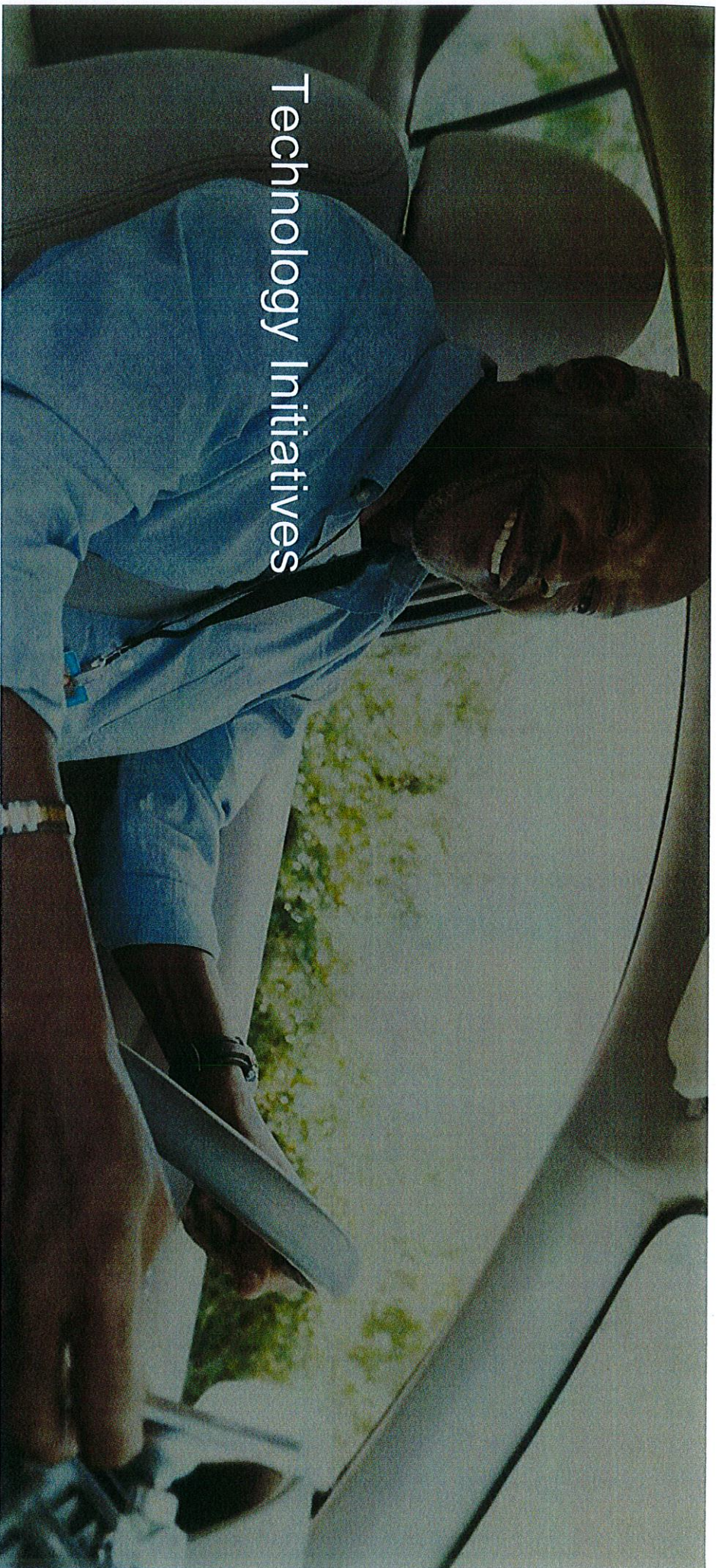
Although no transportation program is perfect, we have certainly experienced an improvement in the service that we are receiving.

Veyo has also inspired New Horizons to expand our business model in order to offer non-emergency medical transportation to our existing residents. We have over 32 years of experience in providing non-medical accessible transportation so it seems like a natural fit to move into the medical transportation sector. We are grateful for your assistance with this new initiative!

Sincerely,

Carol A. Fitzgerald
Chief Financial Officer

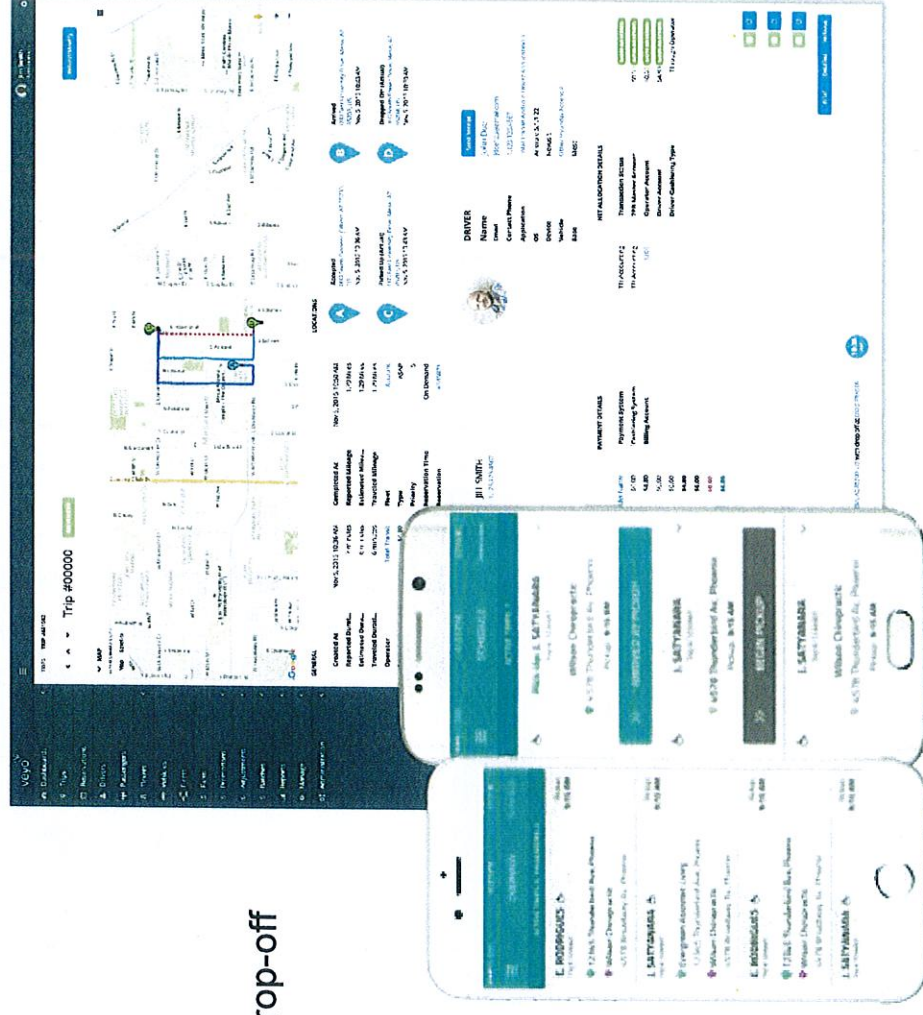
37 Bliss Memorial Road, Unquowa, CT 06085
P: 860.675.4711 F: 860.675.4350 W: NewHorizonsInc.org



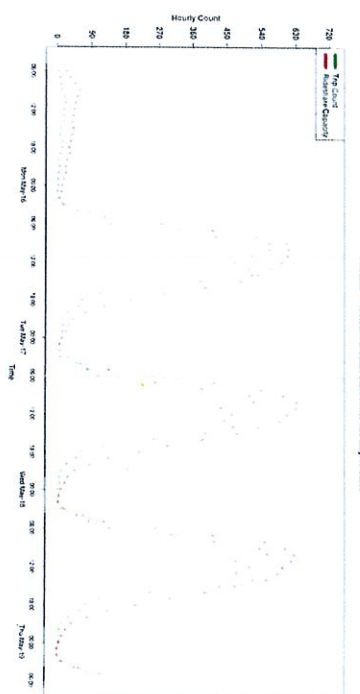
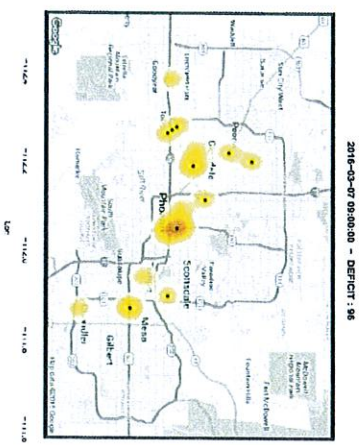
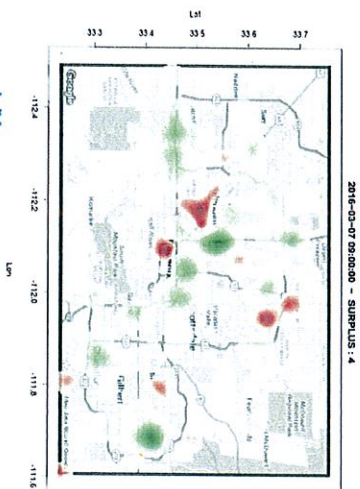
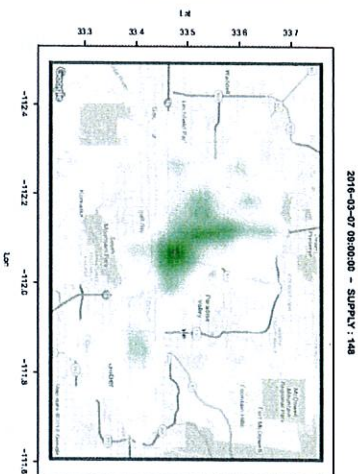
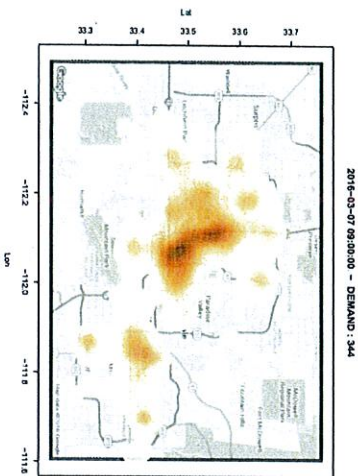
Technology Initiatives

Complete Route Tracking

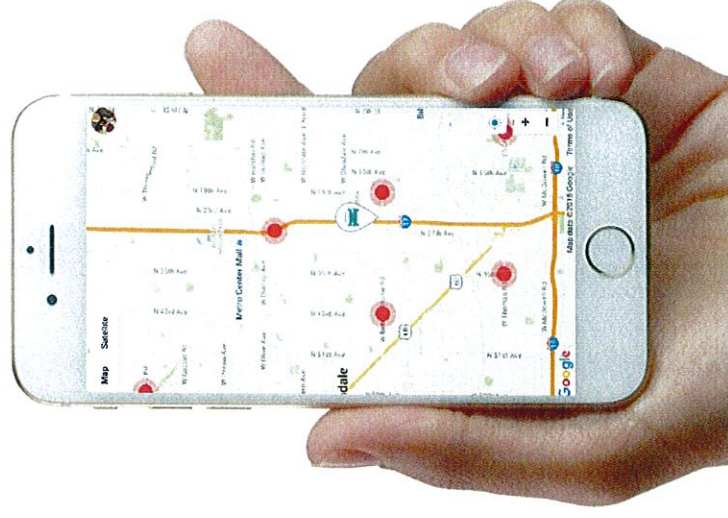
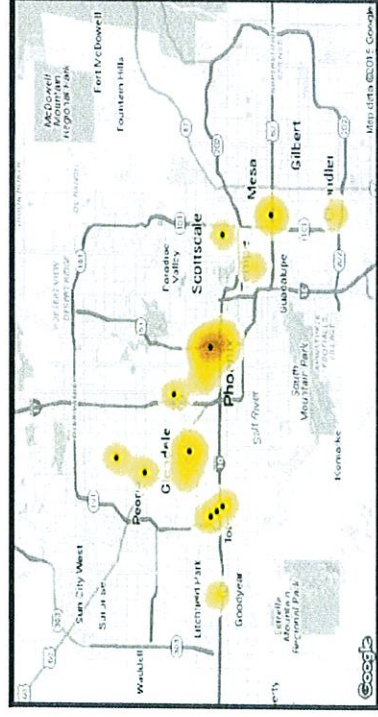
- Tracking from start to finish
- Date, time, and location of both pickup and drop-off
- Trip duration (time and mileage)
- Member and driver information
- Up-to-date driver credentials
- Modes of transportation
- Eligibility/plan parameters
- Car/driver identifier
- Full communication history
- Automated flags for suspicious activity/FWA



Predictive Analytics: Matching supply to demand



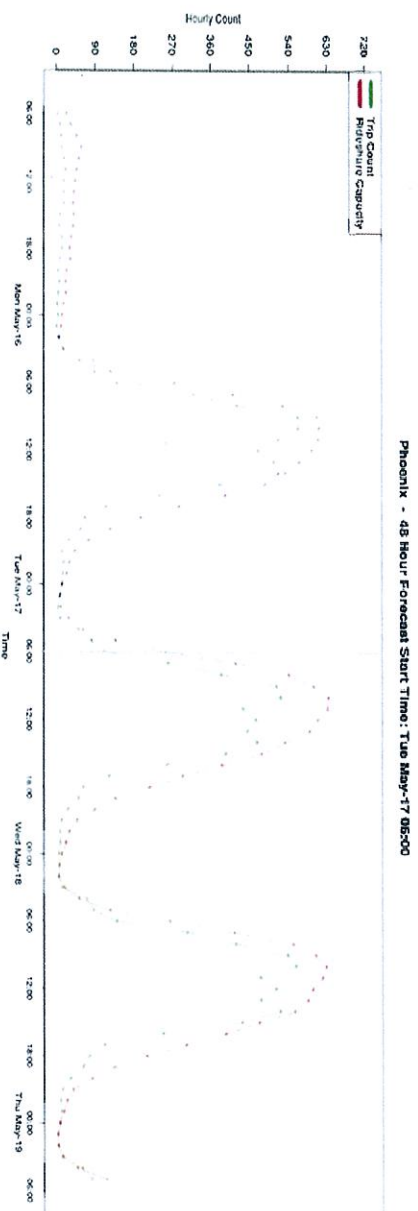
Demand Analysis: Placing vehicles where they're needed



Demand Analysis provides:

- Trip distribution heatmap
- Driver distribution heatmap
- Trip cancellation analysis
- Match rate analysis

Predictive Data Analysis



Predictive analysis provides:

- Visibility into future capacity
- Identification of deficits and surpluses
- Driver reward recommendation
- Driver recruitment recommendation
- Pre-match recommendation

Rescue Dispatch: Real-time trip rescue

Real-time rescue for any trips that are in danger of falling behind schedule due to weather, traffic, etc.

VEYO

Dashboard

Trips

Managers

Critical Coordinator

Approval Manager

Reservations

Dispatch

Real-time Dispatch

Trips in Demand

Map Satellite

RESCUE DISPATCH - TRIPS IN DEMAND

Rescue Dispatch

Filter Trips

Period Date: 02/27/2019

Market: All Trips

On-Demand Status: Matching

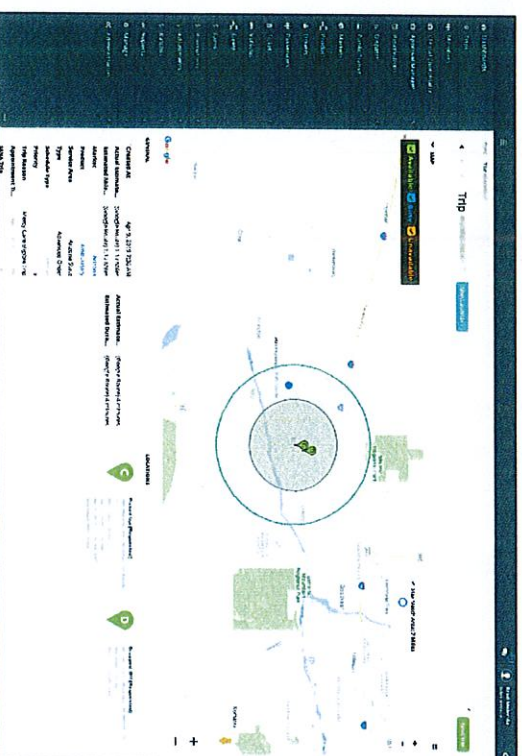
35 Trips

Request	Log ID	Vehicle	Destination	ETA	Driver	Phone Number	Appointment Date/Time	Vehicle Type	Member ID	Member Name	Member Email	Member Phone	Member Address
VE0011600123	VE0011600123	VE0011600123	VE0011600123	VE0011600123	VE0011600123	VE0011600123	02/27/2019 10:30 AM (GMT)	VE0011600123	VE0011600123	VE0011600123	VE0011600123	VE0011600123	VE0011600123
VE0011600124	VE0011600124	VE0011600124	VE0011600124	VE0011600124	VE0011600124	VE0011600124	02/27/2019 10:30 AM (GMT)	VE0011600124	VE0011600124	VE0011600124	VE0011600124	VE0011600124	VE0011600124
VE0011600125	VE0011600125	VE0011600125	VE0011600125	VE0011600125	VE0011600125	VE0011600125	02/27/2019 10:30 AM (GMT)	VE0011600125	VE0011600125	VE0011600125	VE0011600125	VE0011600125	VE0011600125
VE0011600126	VE0011600126	VE0011600126	VE0011600126	VE0011600126	VE0011600126	VE0011600126	02/27/2019 10:30 AM (GMT)	VE0011600126	VE0011600126	VE0011600126	VE0011600126	VE0011600126	VE0011600126
VE0011600127	VE0011600127	VE0011600127	VE0011600127	VE0011600127	VE0011600127	VE0011600127	02/27/2019 10:30 AM (GMT)	VE0011600127	VE0011600127	VE0011600127	VE0011600127	VE0011600127	VE0011600127
VE0011600128	VE0011600128	VE0011600128	VE0011600128	VE0011600128	VE0011600128	VE0011600128	02/27/2019 10:30 AM (GMT)	VE0011600128	VE0011600128	VE0011600128	VE0011600128	VE0011600128	VE0011600128
VE0011600129	VE0011600129	VE0011600129	VE0011600129	VE0011600129	VE0011600129	VE0011600129	02/27/2019 10:30 AM (GMT)	VE0011600129	VE0011600129	VE0011600129	VE0011600129	VE0011600129	VE0011600129
VE0011600130	VE0011600130	VE0011600130	VE0011600130	VE0011600130	VE0011600130	VE0011600130	02/27/2019 10:30 AM (GMT)	VE0011600130	VE0011600130	VE0011600130	VE0011600130	VE0011600130	VE0011600130
VE0011600131	VE0011600131	VE0011600131	VE0011600131	VE0011600131	VE0011600131	VE0011600131	02/27/2019 10:30 AM (GMT)	VE0011600131	VE0011600131	VE0011600131	VE0011600131	VE0011600131	VE0011600131
VE0011600132	VE0011600132	VE0011600132	VE0011600132	VE0011600132	VE0011600132	VE0011600132	02/27/2019 10:30 AM (GMT)	VE0011600132	VE0011600132	VE0011600132	VE0011600132	VE0011600132	VE0011600132
VE0011600133	VE0011600133	VE0011600133	VE0011600133	VE0011600133	VE0011600133	VE0011600133	02/27/2019 10:30 AM (GMT)	VE0011600133	VE0011600133	VE0011600133	VE0011600133	VE0011600133	VE0011600133
VE0011600134	VE0011600134	VE0011600134	VE0011600134	VE0011600134	VE0011600134	VE0011600134	02/27/2019 10:30 AM (GMT)	VE0011600134	VE0011600134	VE0011600134	VE0011600134	VE0011600134	VE0011600134
VE0011600135	VE0011600135	VE0011600135	VE0011600135	VE0011600135	VE0011600135	VE0011600135	02/27/2019 10:30 AM (GMT)	VE0011600135	VE0011600135	VE0011600135	VE0011600135	VE0011600135	VE0011600135
VE0011600136	VE0011600136	VE0011600136	VE0011600136	VE0011600136	VE0011600136	VE0011600136	02/27/2019 10:30 AM (GMT)	VE0011600136	VE0011600136	VE0011600136	VE0011600136	VE0011600136	VE0011600136
VE0011600137	VE0011600137	VE0011600137	VE0011600137	VE0011600137	VE0011600137	VE0011600137	02/27/2019 10:30 AM (GMT)	VE0011600137	VE0011600137	VE0011600137	VE0011600137	VE0011600137	VE0011600137
VE0011600138	VE0011600138	VE0011600138	VE0011600138	VE0011600138	VE0011600138	VE0011600138	02/27/2019 10:30 AM (GMT)	VE0011600138	VE0011600138	VE0011600138	VE0011600138	VE0011600138	VE0011600138
VE0011600139	VE0011600139	VE0011600139	VE0011600139	VE0011600139	VE0011600139	VE0011600139	02/27/2019 10:30 AM (GMT)	VE0011600139	VE0011600139	VE0011600139	VE0011600139	VE0011600139	VE0011600139
VE0011600140	VE0011600140	VE0011600140	VE0011600140	VE0011600140	VE0011600140	VE0011600140	02/27/2019 10:30 AM (GMT)	VE0011600140	VE0011600140	VE0011600140	VE0011600140	VE0011600140	VE0011600140
VE0011600141	VE0011600141	VE0011600141	VE0011600141	VE0011600141	VE0011600141	VE0011600141	02/27/2019 10:30 AM (GMT)	VE0011600141	VE0011600141	VE0011600141	VE0011600141	VE0011600141	VE0011600141
VE0011600142	VE0011600142	VE0011600142	VE0011600142	VE0011600142	VE0011600142	VE0011600142	02/27/2019 10:30 AM (GMT)	VE0011600142	VE0011600142	VE0011600142	VE0011600142	VE0011600142	VE0011600142
VE0011600143	VE0011600143	VE0011600143	VE0011600143	VE0011600143	VE0011600143	VE0011600143	02/27/2019 10:30 AM (GMT)	VE0011600143	VE0011600143	VE0011600143	VE0011600143	VE0011600143	VE0011600143
VE0011600144	VE0011600144	VE0011600144	VE0011600144	VE0011600144	VE0011600144	VE0011600144	02/27/2019 10:30 AM (GMT)	VE0011600144	VE0011600144	VE0011600144	VE0011600144	VE0011600144	VE0011600144
VE0011600145	VE0011600145	VE0011600145	VE0011600145	VE0011600145	VE0011600145	VE0011600145	02/27/2019 10:30 AM (GMT)	VE0011600145	VE0011600145	VE0011600145	VE0011600145	VE0011600145	VE0011600145
VE0011600146	VE0011600146	VE0011600146	VE0011600146	VE0011600146	VE0011600146	VE0011600146	02/27/2019 10:30 AM (GMT)	VE0011600146	VE0011600146	VE0011600146	VE0011600146	VE0011600146	VE0011600146
VE0011600147	VE0011600147	VE0011600147	VE0011600147	VE0011600147	VE0011600147	VE0011600147	02/27/2019 10:30 AM (GMT)	VE0011600147	VE0011600147	VE0011600147	VE0011600147	VE0011600147	VE0011600147
VE0011600148	VE0011600148	VE0011600148	VE0011600148	VE0011600148	VE0011600148	VE0011600148	02/27/2019 10:30 AM (GMT)	VE0011600148	VE0011600148	VE0011600148	VE0011600148	VE0011600148	VE0011600148
VE0011600149	VE0011600149	VE0011600149	VE0011600149	VE0011600149	VE0011600149	VE0011600149	02/27/2019 10:30 AM (GMT)	VE0011600149	VE0011600149	VE0011600149	VE0011600149	VE0011600149	VE0011600149
VE0011600150	VE0011600150	VE0011600150	VE0011600150	VE0011600150	VE0011600150	VE0011600150	02/27/2019 10:30 AM (GMT)	VE0011600150	VE0011600150	VE0011600150	VE0011600150	VE0011600150	VE0011600150

veyo
A Rediffrential Company

15

Rescue Dispatch: Finding the closest provider



Trips can be rerouted to the next closest provider with a few simple clicks.



2019 Initiatives: Facility Portal Launch

- Allows healthcare facilities to book and manage transportation for several health plans from one easy location
- Easily accessible via a browser window
- Real-time trip information
- Contact information for each provider
- Supports multiple facility locations

The screenshot displays the Veyo Facility Portal interface. At the top, there's a navigation bar with 'RIDEVIEW', 'TRIP LIST', and 'MANAGE USERS' (with an email icon). Below this, the 'Your Facility's Trips' section shows a filter for 'STARR Boise' and a 'REQUEST TRIP' button. A map shows a route from a pickup point to a dropoff point. Below the map, trip details are listed: Trip 1, Status: In Progress, Date: 11/10/2017, Pickup Time: 9:45 AM, Primary Contact: 115551862-4492. A 'GENERATE NUMBER' button is also present. The bottom section, 'Your Facility's Trips', lists various trips with columns for Confirmation #, Start Date, End Date, and a list of providers with their contact information (DOB, MID, Name, Phone).

Confirmation #	Start Date	End Date	Provider	DOB	MID	Name	Phone
478NJK	09/20/1967	04/19/1975	Stanford Virgo	09/20/1967	133027990H2	Stanford Virgo	478NJK
09073	04/19/1975	09/10/1984	Hyden Norman	04/19/1975	738DHEJ736	Hyden Norman	09073
J08E705	09/10/1984	10/11/1987	Jason Blackwood	09/10/1984	0283HDEJ2	Jason Blackwood	J08E705
8ERJ23	10/11/1987	03/24/1978	John Smith	10/11/1987	73846182D	John Smith	8ERJ23
90DHE7	03/24/1978	10/14/1977	Lloyd Miller	03/24/1978	H08EY73H40	Lloyd Miller	90DHE7
JDS73H	10/14/1977	11/12/1985	Charley Milford	10/14/1977	SJES7H033	Charley Milford	JDS73H
KSDHF8	11/12/1985		James Karolik	11/12/1985	893H0YE72H	James Karolik	KSDHF8

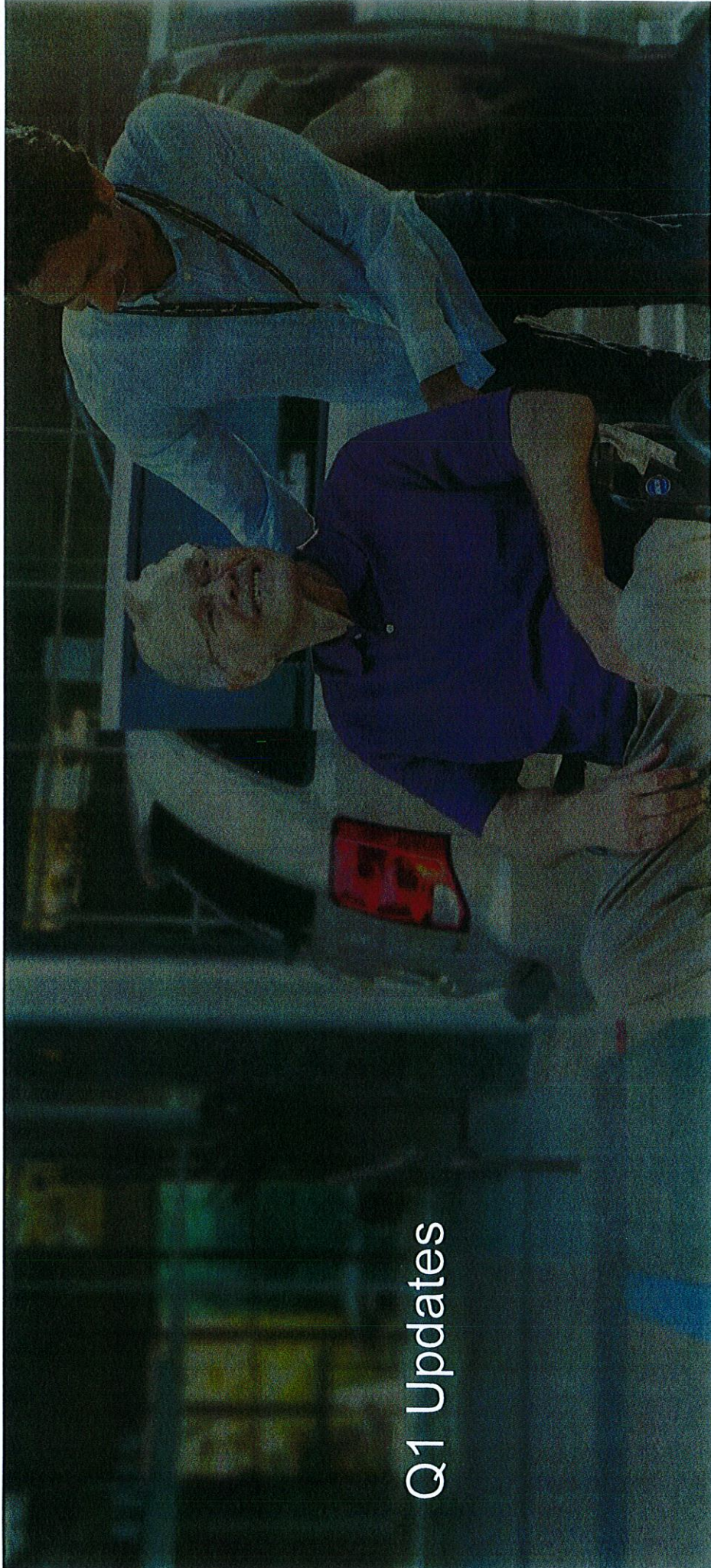
2019 Initiatives: Facility Portal Launch

- Eligibility verification
- Trip booking includes support for:
 - Specific needs (e.g. oxygen tank)
 - Recurring trips
 - Driver notes
- Facilities can request immediate transportation for a member that needs to be picked up

The screenshot displays the 'NEW ITINERARY' form in the Facility Portal. The form is titled 'Booking for Carolina Blackwood' and includes a 'CHANGE PASSENGER' button. The form is divided into several sections:

- NEW ITINERARY**: A green checkmark icon and the text 'Passenger Lookup' are visible.
- TRIP LIST**: A list of trips is shown, including 'Trip 1' with a blue dot icon.
- MANAGE USERS**: A user icon and the text 'email@mail.com' are visible.
- Booking for Carolina Blackwood**: The main title of the form.
- Trip 1**: The first trip in the list.
- Origin and Destination**: A text input field with the value '750 H Street in 1801 Madison Avenue'.
- Date and Time**: A text input field with the value 'Tuesday 10/10/2018'.
- Trip Details**: A text input field with the value 'Arbuckle Pharmacy Trip'.
- Passenger Details**: A text input field with the value 'What passenger needs for information and the driver need to know about?'
- Primary Contact (Optional)**: A text input field with the value '0'.
- Additional Passengers**: A text input field with the value '0'.
- Specific Needs (Optional)**: A text input field with the value '0'.
- Driver Notes (Optional)**: A text input field with the value '0'.
- Buttons**: 'PREVIOUS', 'REVIEW ITINERARY', and 'ADD ANOTHER NOTE' buttons are located at the bottom right.

Q1 Updates



Contact Center Summary

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

Call Count Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Daily Calls Received	3,278	3,723	3,509	3,108	3,554	3,307
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Answered %	94.1%	94.2%	93.8%	96.8%	94.5%	94.6%

Average Speed Of Answer Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Speed of Answer (seconds)	53.2	53.7	57.1	28.4	56.5	68.2

Average Abandon Rate Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Total Calls Abandoned	3,433	4,026	4,090	1,404	3,613	3,069
Abandon %	3.4%	3.4%	3.8%	1.4%	3.2%	3.4%

Average Handle Time Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Avg Handle Time (minutes)	5.1	5.3	5.1	5.1	5.1	4.9

Service Level Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Handled Within Service Level	86,804	99,918	88,871	92,073	95,327	75,882
Handled Outside Service Level	11,540	15,506	16,387	4,271	14,854	13,410
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Service Level	88.3%	86.6%	84.4%	95.6%	86.5%	85.0%

Complaints Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Total Complaint Count	442	555	480	369	390	467
Complaint %	0.13%	0.15%	0.14%	0.10%	0.10%	0.13%

Substantiated Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Substantiated Complaints	326	382	342	257	226	225
Substantiated Complaint %	0.10%	0.10%	0.10%	0.07%	0.06%	0.06%

Days To Resolve

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Grievance Count	442	555	480	369	390	467
Resolved Count	440	551	474	364	316	314
Avg. Time to Resolve (Days)	45.84	42.73	38.74	39.23	18.30	9.23

Complaints Category Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Missed Pickup	158	210	201	143	123	115
Late Pickup	80	86	70	50	47	49
Late Pickup - B-Leg	26	27	26	17	10	18
Driver Issue	20	17	15	21	20	13
Other	19	21	15	14	9	13
Safety Concern	8	3	7	3	9	11
Scheduling Error	8	6	3	3	6	3
Agent Issue	3	5	2			1
Damage/Injury	4	6		1		
Vehicle Issue		2	2	5	1	1
Early Arrival					1	
Technical Issue						1

Wheelchair (Durable Medical Equipment) Data

	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
February	324	258	65	1
March	291	230	60	1

Dialysis Data

	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
February	19784	14	11
March	21637	14	8

- Veyo continues to gather feedback regularly from dialysis facility via in person meetings, emails, and monthly reports.
- Veyo's Clinical Coordinators and Dispatch agents work regularly with facilities to troubleshoot any real-time concerns.

Member Advisory Committee

During our March 2019 Member Advisory Committee, the following topics were discussed:

- Recent **transportation concerns** - providers showing up late and safety concerns around wheelchair transportation.
- Contractual guidelines on **booking trips within 48 hours**, unless urgent.
- Feedback on the new **IVR system** - largely positive since it eases workflow.
- **Post Call Survey** - ensuring members are aware of the post call survey and quarterly survey to help improve member experience.



Thank You

