



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **May 2019**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **May 2019**

Veyo Healthcare Logistics

Call Center Summary

June 20, 2019

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

Call Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204
Avg Daily Calls Received	3,509	3,108	3,554	3,353	3,208	3,349	3,041
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353	90,451
Answered %	93.8%	96.8%	94.5%	94.6%	92.4%	95.6%	94.0%

Average Speed Of Answer Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204
Avg Speed of Answer (seconds)	57.1	28.4	56.5	67.8	90.6	53.5	61.6

Average Abandon Rate Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204
Total Calls Abandoned	4,090	1,404	3,613	3,195	5,483	3,018	3,676
Abandon %	3.8%	1.4%	3.2%	3.3%	5.4%	3.0%	3.8%

Average Handle Time Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353	90,451
Avg Handle Time (minutes)	5.1	5.1	5.1	4.9	5.0	4.6	4.7

Service Level Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Handled Within Service Level	88,871	92,073	95,327	79,952	75,501	87,456	79,378
Handled Outside Service Level	16,387	4,271	14,854	13,928	23,943	13,017	14,879
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204
Service Level	84.4%	95.6%	86.5%	85.2%	75.9%	87.0%	84.2%

Call Center Summary, Facility

June 20, 2019

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

Call Count Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423
Avg Daily Calls Received	471	428	457	492	309	289	276
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123	6,011
Answered %	94.8%	97.4%	95.4%	94.7%	93.2%	95.5%	93.6%

Average Speed Of Answer Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423
Avg Speed of Answer (seconds)	50.2	20.7	45.7	53.0	71.9	45.4	56.1

Average Abandon Rate Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423
Total Calls Abandoned	298	58	217	277	289	161	247
Abandon %	2.8%	0.6%	2.0%	2.8%	4.4%	2.5%	3.8%

Average Handle Time Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123	6,011
Avg Handle Time (minutes)	5.9	6.1	6.0	6.0	6.2	6.1	6.0

Service Level Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Handled Within Service Level	9,005	8,707	9,431	8,672	5,206	5,623	5,376
Handled Outside Service Level	1,360	274	1,080	1,165	1,290	728	982
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423
Service Level	86.9%	96.9%	89.7%	88.2%	80.1%	88.5%	84.6%

KPIs

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



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **May 2019**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Completed Trips	355,249	352,912	390,213	359,690	398,613	405,050	421,918

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
A Leg	66.65%	69.58%	70.79%	69.75%	66.46%	68.17%	69.09%
B Leg	89.29%	92.11%	92.30%	92.17%	91.75%	92.28%	92.63%
Both Legs	77.70%	80.59%	81.33%	80.75%	78.78%	79.91%	80.61%

* Excludes Public Transit and Mileage Reimbursement

A-Leg is the first part of a round trip or and B-Leg is the return trip

Member No Show Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Member No-Show Count	11,251	12,468	13,534	12,083	14,778	14,875	17,056
No-Shows + Completed*	147,553	147,064	162,379	150,187	166,752	162,776	163,295
Member No-Show Rate	7.63%	8.48%	8.33%	8.05%	8.86%	9.14%	10.44%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Trips Booked	430,890	436,181	481,679	445,627	493,330	500,497	515,618

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Total Mileage	2,385,038	2,392,338	2,656,470	2,472,121	2,696,741	2,644,137	2,664,579
Avg. Mileage	6.71	6.78	6.81	6.87	6.77	6.53	6.32

Trip % Distance Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
0-10 Miles	79.10%	78.83%	78.85%	78.37%	79.11%	80.56%	81.36%
10-20 Miles	14.65%	14.69%	14.62%	14.91%	14.28%	13.16%	13.02%
20-30 Miles	3.87%	4.04%	3.96%	4.10%	4.08%	3.95%	3.52%
30-40 Miles	1.46%	1.52%	1.61%	1.67%	1.64%	1.48%	1.34%
40-50 Miles	0.57%	0.59%	0.62%	0.61%	0.58%	0.55%	0.49%
50+ Miles	0.34%	0.33%	0.35%	0.35%	0.31%	0.30%	0.27%

Completed Trips by Mode

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Ambulatory	112,346	111,722	124,061	115,478	126,793	122,000	120,465
Mileage Reimbursement	9,922	10,491	11,191	10,658	12,400	13,183	14,026
Public Transit	209,025	207,825	230,177	210,928	234,239	243,966	261,653
Wheelchair	23,956	22,874	24,784	22,626	25,181	25,901	25,774

Members with Completed Trips Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Completed Trips	22,897	22,344	23,984	23,677	24,395	24,208	24,305

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Drug Rehabilitation	162,940	164,473	175,415	160,750	180,339	178,486	185,818
Behavioral Health	73,685	75,200	86,922	82,522	93,168	99,720	106,459
Specialist	37,290	34,236	40,172	36,921	39,178	39,403	39,783
Dialysis	20,469	21,054	20,884	19,264	21,566	21,619	22,007
Counselor	15,855	14,860	16,430	15,045	16,000	16,404	16,765
Psychiatric Services	13,203	13,348	15,391	13,010	13,947	14,291	14,892
Physical Therapy	8,546	8,239	9,241	8,832	9,456	9,739	10,418
PCP	7,252	6,515	8,037	7,077	7,505	7,403	7,359
Urgent Care	4,425	4,047	4,870	4,367	4,719	4,846	5,669
Dental	2,117	2,075	2,711	2,316	2,527	2,612	2,344
Surgery	1,994	1,792	2,171	1,836	1,889	1,918	2,076
Chemotherapy	1,786	1,763	1,929	1,839	2,006	2,278	1,982
Vision	1,671	1,405	1,557	1,627	1,713	1,815	1,815
Lab	1,523	1,442	1,533	1,657	1,813	1,716	1,638
Development Therapy	825	738	909	762	832	685	678
Chiropractic	635	748	840	753	742	779	792
Occupational Therapy	528	496	616	572	621	685	748
Speech Therapy	322	317	365	318	335	370	403
Audiology	120	107	165	174	180	214	203
MFP (Data Entry Only)	63	57	55	48	77	67	69

Transportation Provider Summary

June 20, 2019

Number of Providers

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
69	69	74	71	71	75	77

Provider No-Show Count

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
471	363	329	309	380	260	268

Provider Mix Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
PUBLIC TRANSIT	209,025	207,825	230,177	210,928	234,239	243,966	261,653
CONTRACTED PROVIDERS	132,775	130,531	143,135	132,265	143,912	136,947	133,824
MILEAGE REIMBURSEMENT	9,922	10,491	11,191	10,658	12,400	13,183	14,026
VEYO INDEPENDENT DRIVERS	3,527	4,065	5,710	5,839	8,062	10,954	12,415

Late Trip Count by Provider

Nov 2018		Dec 2018		Jan 2019		Feb 2019		Mar 2019		Apr 2019		May 2019	
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	Late Trips	% of Trips Late	Late Trips	% of Trips Late
30,329	22.30%	26,076	19.41%	27,740	18.67%	26,535	19.25%	32,182	21.22%	29,673	20.09%	28,326	19.39%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

June 20, 2019

Cancellation Reason Summary

		Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Call Center	Member Cancelled	14,934	15,588	16,439	13,100	11,402
	Member No Show	3,087	2,265	3,079	3,522	4,568
	Not Finalized	8,814	8,691	8,872	8,815	8,067
	Other	2,678	2,433	2,361	1,746	1,445
	Incorrect Information	914	720	968	882	511
	Facility Cancelled	1,189	1,231	1,193	1,082	979
	Provider No Show	329	309	383	260	269
	Weather	34	372	103	1	
	Provider Incident	106	75	140	115	110
	Member is Ineligible	2	3	1	2	5
Transportation Provider	Member Cancelled	5,770	6,101	6,373	6,801	6,730
	Member No Show	10,478	9,931	11,921	11,656	12,872
	Other	3,385	3,741	4,172	3,569	3,735
	Incorrect Information	3,508	3,222	3,865	3,551	3,515
	Weather	64	193	266	6	8
	Provider Incident	11	18	30	93	72
	Member is Ineligible	15	5	9	6	10
Grand Total		55,318	54,898	60,175	55,207	54,298

Same Day Cancellation Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Cancelled Trips	53,678	51,132	55,318	54,898	60,175	55,207	54,298
Cancelled + Completed*	189,980	185,728	204,163	193,002	212,149	203,108	200,537
Cancellation Rate	28.25%	27.53%	27.10%	28.44%	28.36%	27.18%	27.08%

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

* Cancellations categorized as contact center are those that are being cancelled with Veyo's contact center

* Cancellations categorized as provider are those that are being cancelled with the network providers

Unfulfilled Trip Counts

June 20, 2019

		Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Member No Show	Critical	1,341	1,324	1,265	1,478	1,506	1,904
	Non-Critical	11,868	13,563	12,306	13,458	13,260	14,585
Provider No Show	Critical	42	31	20	43	23	23
	Non-Critical	294	256	260	299	205	191
Trips Not Confirmed	Critical	254	123	96	141	157	92
	Non-Critical	299	192	357	496	386	149
Total Unfulfilled		14,098	15,489	14,304	15,915	15,537	16,944

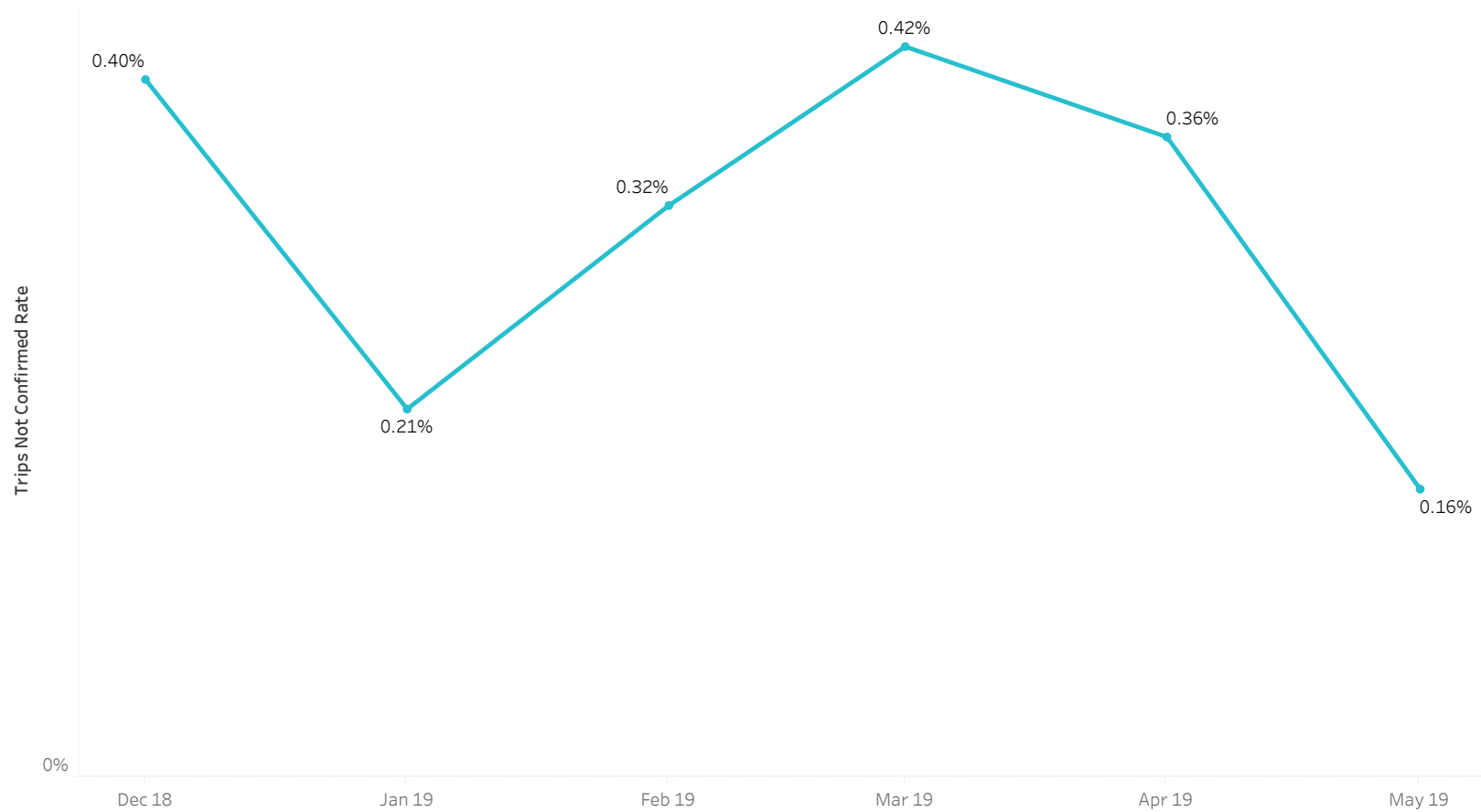
*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

Unfulfilled Trips by Mode Summary

		Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Member No Show	Ambulance - BLS	13	14		2	2	2
	Ambulatory	12,237	13,708	12,518	13,683	13,505	15,152
	Bariatric Wheelchair	88	72	66	90	87	59
	Stretcher		1				
	Wheelchair	871	1,092	987	1,161	1,172	1,276
Provider No Show	Ambulance - BLS	5				2	
	Ambulatory	286	235	261	297	192	180
	Bariatric Wheelchair	2	2	2	6		3
	Stretcher				2		
	Wheelchair	43	50	17	37	34	31
Trips Not Confirmed	Ambulance - ALS	5	2				1
	Ambulance - BLS	150	67	45	43	52	54
	Ambulatory	256	148	302	433	335	123
	Bariatric Stretcher		5	4		5	
	Bariatric Wheelchair	37	33	33	52	35	15
	Stretcher	8	8	5	4	2	13
	Wheelchair	97	52	64	105	114	35
Total Unfulfilled		14,098	15,489	14,304	15,915	15,537	16,944

Unconfirmed Trips

June 20, 2019



	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Not Confirmed	553	315	453	637	543	241
Not Confirmed + Completed*	139,517	150,578	139,468	153,468	149,293	147,187
Not Confirmed Rate	0.40%	0.21%	0.32%	0.42%	0.36%	0.16%

* Excludes Public Transit and Mileage Reimbursement

* Unconfirmed trips are a result of situations such as lack of provider availability for short notice trips



Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **May 2019**

Veyo Healthcare Logistics

Total Complaints

June 20, 2019

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Completed Trips	355,249	352,912	390,213	359,690	398,613	405,050	421,918
Total Complaint Count	474	369	389	456	489	376	407
Complaint %	0.13%	0.10%	0.10%	0.13%	0.12%	0.09%	0.10%

Substantiated Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Completed Trips	355,249	352,912	390,213	359,690	398,613	405,050	421,918
Substantiated Complaints	342	260	275	315	315	181	132
Substantiated Complaint %	0.10%	0.07%	0.07%	0.09%	0.08%	0.04%	0.03%

Days To Resolve

	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Grievance Count	369	389	456	489	376	407
Resolved Count	369	389	456	483	284	232
Avg. Time to Resolve (Days)	39.96	27.72	24.34	31.05	21.21	9.46

Complaints Category Summary

	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Missed Pickup	143	143	152	170	83	71
Late Pickup	52	58	82	61	51	29
Driver Issue	21	28	21	23	19	10
Late Pickup - B-Leg	17	16	25	29	8	4
Other	15	9	13	16	13	10
Safety Concern	3	11	15	7	3	3
Scheduling Error	3	6	3	3		1
Agent Issue			1	4	2	3
Vehicle Issue	5	1	2			
Early Arrival		3		2	1	
Damage/Injury	1				1	1
Technical Issue			1	1		

Denied Trip Requests

June 20, 2019

		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Unique Requests	Not Eligible For Service	23	19	55	56	35	64	50
	Refuse Appropriate Mode	157	114	132	69	104	127	135
	Refuse Closest Facility	24	22	50	34	78	226	99
	Missing necessary form	81	71	28	1			
	Not Medicaid Covered	1	1	4	8	2	1	2
	Unable to Verify Appointment	5	2	4			3	3
	Insufficient Advanced Notice	18	32	18	9	13	8	10
	Too Many Passengers		1	1	1		1	
	Total	307	259	288	177	230	425	296
Trips Under Recurring Schedule	Not Eligible For Service	381	660	689	689	704	834	903
	Refuse Appropriate Mode	124	158	203	147	98	101	32
	Refuse Closest Facility	11	5	31	15	382	1,100	323
	Missing necessary form	22	35	26	11	11	5	
	Not Medicaid Covered	12	18	14	8	7	11	11
	Unable to Verify Appointment	3	2	2	5	12	12	14
	Insufficient Advanced Notice	1			1	1	1	1
	Too Many Passengers				1	1	3	1
	Total	546	865	954	872	1,206	2,028	1,273
Grand Total		848	1,119	1,231	1,047	1,427	2,417	1,551

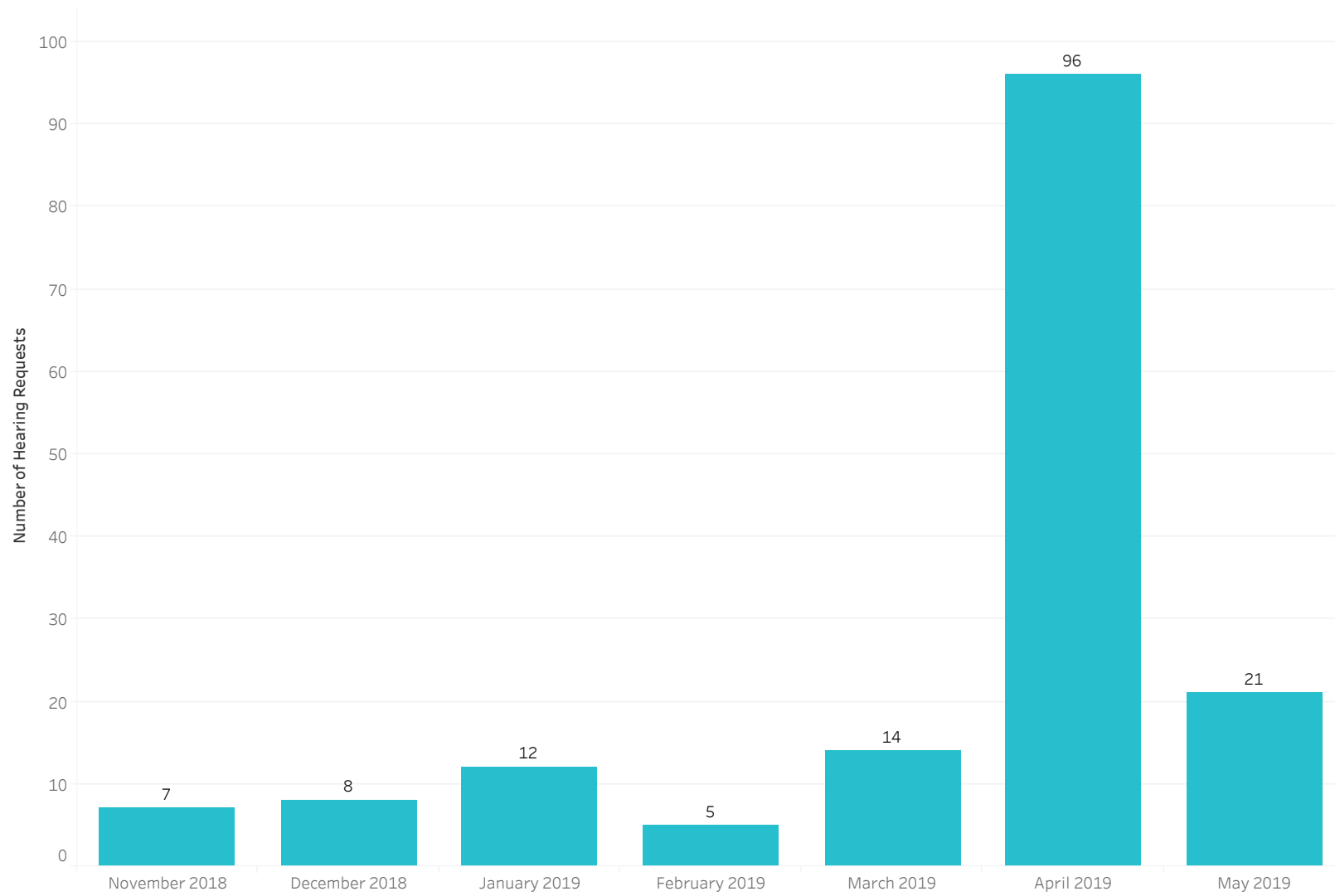
Notice of Actions Issued

June 20, 2019

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Not Eligible For Service	403	676	740	743	733	887	944
Refuse Closest Facility	35	27	81	49	458	1,308	417
Refuse Appropriate Mode	278	272	333	216	202	227	166
Missing necessary form	103	106	53	12	11	5	
Insufficient Advanced Notice	19	32	18	10	14	9	11
Not Medicaid Covered	13	19	18	16	9	12	13
Unable to Verify Appointment	7	4	6	5	12	15	16
Too Many Passengers		1	1	2	1	4	1
Total	848	1,119	1,231	1,047	1,427	2,417	1,551

Admin Hearing Requests

June 20, 2019



Definitions

Please note, the data points represented in this report are intended to be viewed as a snapshot of the information we have in the Veyo system at the time the report was created.

Trips Booked: Count of trips in the system broken down by the requested trip date. This 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.

Transportation Performance Requirements: Applies only to ambulatory, wheelchair, and bariatric wheelchair modes. The waiting time for a scheduled pickup going to an appointment (A leg) should not exceed fifteen (15) minutes before and fifteen (15) minutes after the scheduled pickup time. Members must arrive on-time for their appointments. The waiting time for a scheduled return trip shall not exceed thirty (30) minutes. Members being discharged from hospitals or emergency departments must be picked up within three (3) hours of receipt of request. Will-call trips must be picked up within one (1) hour from when the member notifies he/she is ready.