



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **July 2019**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **July 2019**

Veyo Healthcare Logistics

## Call Center Summary

August 23, 2019

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

## Call Count Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	112,637	95,622	101,546	101,862	96,204	85,415	97,490
Avg Daily Calls Received	3,554	3,353	3,208	3,349	3,041	2,817	3,096
Total Calls Answered	106,395	90,500	93,828	97,353	90,451	83,211	92,169
Answered %	94.5%	94.6%	92.4%	95.6%	94.0%	97.4%	94.5%

## Average Speed Of Answer Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	112,637	95,622	101,546	101,862	96,204	85,415	97,490
Avg Speed of Answer (seconds)	56.5	67.8	90.6	53.5	61.6	30.8	63.2

## Average Abandon Rate Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	112,637	95,622	101,546	101,862	96,204	85,415	97,490
Total Calls Abandoned	3,613	3,195	5,483	3,018	3,676	1,233	3,675
Abandon %	3.2%	3.3%	5.4%	3.0%	3.8%	1.4%	3.8%

## Average Handle Time Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Answered	106,395	90,500	93,828	97,353	90,451	83,211	92,169
Avg Handle Time (minutes)	5.1	4.9	5.0	4.6	4.7	4.5	4.7

## Service Level Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Handled Within Service Level	95,327	79,952	75,501	87,456	79,378	80,049	81,405
Handled Outside Service Level	14,854	13,928	23,943	13,017	14,879	4,469	14,567
Total Calls Received	112,637	95,622	101,546	101,862	96,204	85,415	97,490
Service Level	86.5%	85.2%	75.9%	87.0%	84.2%	94.7%	84.8%

## Call Center Summary, Facility

August 23, 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)

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	10,628	9,931	6,561	6,411	6,423	5,826	6,864
Avg Daily Calls Received	457	492	309	289	276	290	296
Total Calls Answered	10,141	9,401	6,112	6,123	6,011	5,685	6,439
Answered %	95.4%	94.7%	93.2%	95.5%	93.6%	97.6%	93.8%

## Average Speed Of Answer Summary (Facility)

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	10,628	9,931	6,561	6,411	6,423	5,826	6,864
Avg Speed of Answer (seconds)	45.7	53.0	71.9	45.4	56.1	25.1	58.7

## Average Abandon Rate Summary (Facility)

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Received	10,628	9,931	6,561	6,411	6,423	5,826	6,864
Total Calls Abandoned	217	277	289	161	247	65	282
Abandon %	2.0%	2.8%	4.4%	2.5%	3.8%	1.1%	4.1%

## Average Handle Time Summary (Facility)

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Calls Answered	10,141	9,401	6,112	6,123	6,011	5,685	6,439
Avg Handle Time (minutes)	6.0	6.0	6.2	6.1	6.0	5.8	5.8

## Service Level Summary (Facility)

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Handled Within Service Level	9,431	8,672	5,206	5,623	5,376	5,555	5,774
Handled Outside Service Level	1,080	1,165	1,290	728	982	247	1,038
Total Calls Received	10,628	9,931	6,561	6,411	6,423	5,826	6,864
Service Level	89.7%	88.2%	80.1%	88.5%	84.6%	95.7%	84.8%

## 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: **July 2019**

Veyo Healthcare Logistics

## Trip Executive Summary

### Completed Trip Count Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Completed Trips	390,326	359,798	398,727	405,372	422,829	386,969	424,089

\* Includes Public Transit and Mileage Reimbursement

### On Time % Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
A Leg	89.48%	88.77%	87.87%	88.22%	89.38%	89.86%	89.99%
B Leg	94.83%	94.63%	94.36%	94.86%	95.16%	95.69%	95.67%
Both Legs	92.12%	91.66%	91.05%	91.47%	92.23%	92.73%	92.78%

\* 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

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Member No-Show Count	13,534	12,083	14,778	14,875	17,056	16,006	16,024
No-Shows + Completed*	162,379	150,187	166,752	162,776	163,295	147,661	153,281
Member No-Show Rate	8.33%	8.05%	8.86%	9.14%	10.44%	10.84%	10.45%

\* Excludes Public Transit and Mileage Reimbursement

### Booked Trip Count Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Trips Booked	481,680	445,628	493,330	500,497	515,618	468,708	509,425

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Total Mileage	2,658,650	2,471,360	2,693,434	2,649,392	2,678,148	2,441,596	2,604,266
Avg. Mileage	6.81	6.87	6.76	6.54	6.33	6.31	6.14

### Trip % Distance Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
0-10 Miles	78.83%	78.35%	79.09%	80.54%	81.29%	81.18%	82.00%
10-20 Miles	14.63%	14.92%	14.29%	13.16%	13.04%	13.34%	12.99%
20-30 Miles	3.97%	4.11%	4.09%	3.96%	3.55%	3.50%	3.24%
30-40 Miles	1.61%	1.66%	1.64%	1.48%	1.35%	1.27%	1.08%
40-50 Miles	0.62%	0.61%	0.58%	0.55%	0.48%	0.43%	0.40%
50+ Miles	0.35%	0.35%	0.31%	0.31%	0.28%	0.28%	0.28%

### Completed Trips by Mode

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Ambulatory	124,061	115,478	126,793	122,000	120,465	107,827	111,661
Mileage Reimbursement	11,303	10,766	12,514	13,505	14,937	14,787	15,322
Public Transit	230,177	210,928	234,239	243,966	261,653	240,527	271,510
Wheelchair	24,784	22,626	25,181	25,901	25,774	23,828	25,596

### Members with Completed Trips Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Completed Trips	23,987	23,680	24,398	24,218	24,330	23,539	23,770

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Drug Rehabilitation	175,525	160,846	180,443	178,707	186,443	173,754	186,141
Behavioral Health	86,922	82,530	93,170	99,738	106,551	95,863	108,768
Specialist	40,174	36,921	39,178	39,441	39,848	36,263	40,174
Dialysis	20,884	19,264	21,566	21,619	22,017	20,317	21,889
Counselor	16,431	15,045	16,000	16,407	16,774	14,452	15,659
Psychiatric Services	15,391	13,010	13,955	14,319	14,942	13,324	15,180
Physical Therapy	9,241	8,832	9,456	9,739	10,428	8,968	10,221
PCP	8,037	7,077	7,505	7,413	7,373	6,792	7,280
Urgent Care	4,870	4,367	4,719	4,846	5,673	5,475	5,568
Dental	2,711	2,316	2,527	2,614	2,350	2,214	2,347
Chemotherapy	1,929	1,839	2,006	2,278	1,984	1,991	2,153
Surgery	2,171	1,836	1,889	1,918	2,080	1,978	2,258
Vision	1,557	1,631	1,713	1,815	1,815	1,632	1,835
Lab	1,533	1,657	1,813	1,718	1,646	1,371	1,632
Chiropractic	840	753	742	779	800	706	863
Development Therapy	909	762	832	685	682	595	657
Occupational Therapy	616	572	621	685	748	635	812
Speech Therapy	365	318	335	370	403	377	363
Audiology	165	174	180	214	203	204	192
MFP (Data Entry Only)	55	48	77	67	69	58	79
Other							18

# Transportation Provider Summary

August 23, 2019

## Number of Providers

Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
74	71	71	75	77	77	76

## Provider No-Show Count

Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
329	309	380	260	268	264	259

## Provider Mix Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
PUBLIC TRANSIT	230,177	210,928	234,239	243,966	261,653	240,527	271,510
CONTRACTED PROVIDERS	143,135	132,265	143,912	136,947	133,824	116,290	117,724
MILEAGE REIMBURSEMENT	11,303	10,766	12,514	13,505	14,937	14,787	15,322
VEYO INDEPENDENT DRIVERS	5,710	5,839	8,062	10,954	12,415	15,365	19,533

## Late Trip Count by Provider

Jan 2019		Feb 2019		Mar 2019		Apr 2019		May 2019		Jun 2019		Jul 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
27,740	18.67%	26,535	19.25%	32,182	21.22%	29,673	20.09%	28,326	19.39%	24,368	18.52%	24,270	17.70%

\*Excludes Public Transit and Mileage Reimbursement

# Trip Cancellations

## Cancellation Reason Summary

		Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Call Center	Member Cancelled	16,439	13,100	11,402	9,007	11,348
	Member No Show	3,079	3,522	4,568	3,854	3,817
	Not Finalized	8,872	8,815	8,067	7,344	6,752
	Other	2,361	1,746	1,445	990	888
	Incorrect Information	968	882	511	801	759
	Facility Cancelled	1,193	1,082	979	705	711
	Provider No Show	383	260	269	267	270
	Provider Incident	140	115	110	164	128
	Weather	103	1			1
	Member is Ineligible	1	2	5	1	7
Transportation Provider	Member Cancelled	6,373	6,801	6,730	5,384	5,008
	Member No Show	11,921	11,656	12,872	12,498	12,627
	Other	4,172	3,569	3,735	2,711	3,175
	Incorrect Information	3,865	3,551	3,515	3,007	2,771
	Provider Incident	30	93	72	92	108
	Weather	266	6	8	13	19
	Member is Ineligible	9	6	10	52	80
Grand Total		60,175	55,207	54,298	46,890	48,469

## Same Day Cancellation Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Cancelled Trips	55,318	54,902	60,175	55,207	54,298	46,890	48,469
Cancelled + Completed*	204,163	193,006	212,149	203,108	200,537	178,545	185,726
Cancellation Rate	27.10%	28.45%	28.36%	27.18%	27.08%	26.26%	26.10%

\*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

August 23, 2019

		Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Member No Show	Critical	1,260	1,472	1,500	1,889	1,974	2,090
	Non-Critical	12,287	13,360	13,185	14,508	13,345	13,846
	Ineligible	24	104	81	92	84	86
Provider No Show	Critical	20	43	23	23	25	26
	Non-Critical	260	299	205	188	183	218
	Ineligible				3	2	
Trips Not Confirmed	Critical	95	139	155	91	44	48
	Non-Critical	353	494	386	149	86	25
	Ineligible	3	4	2	1	2	
Total Unfulfilled		14,302	15,915	15,537	16,944	15,745	16,339

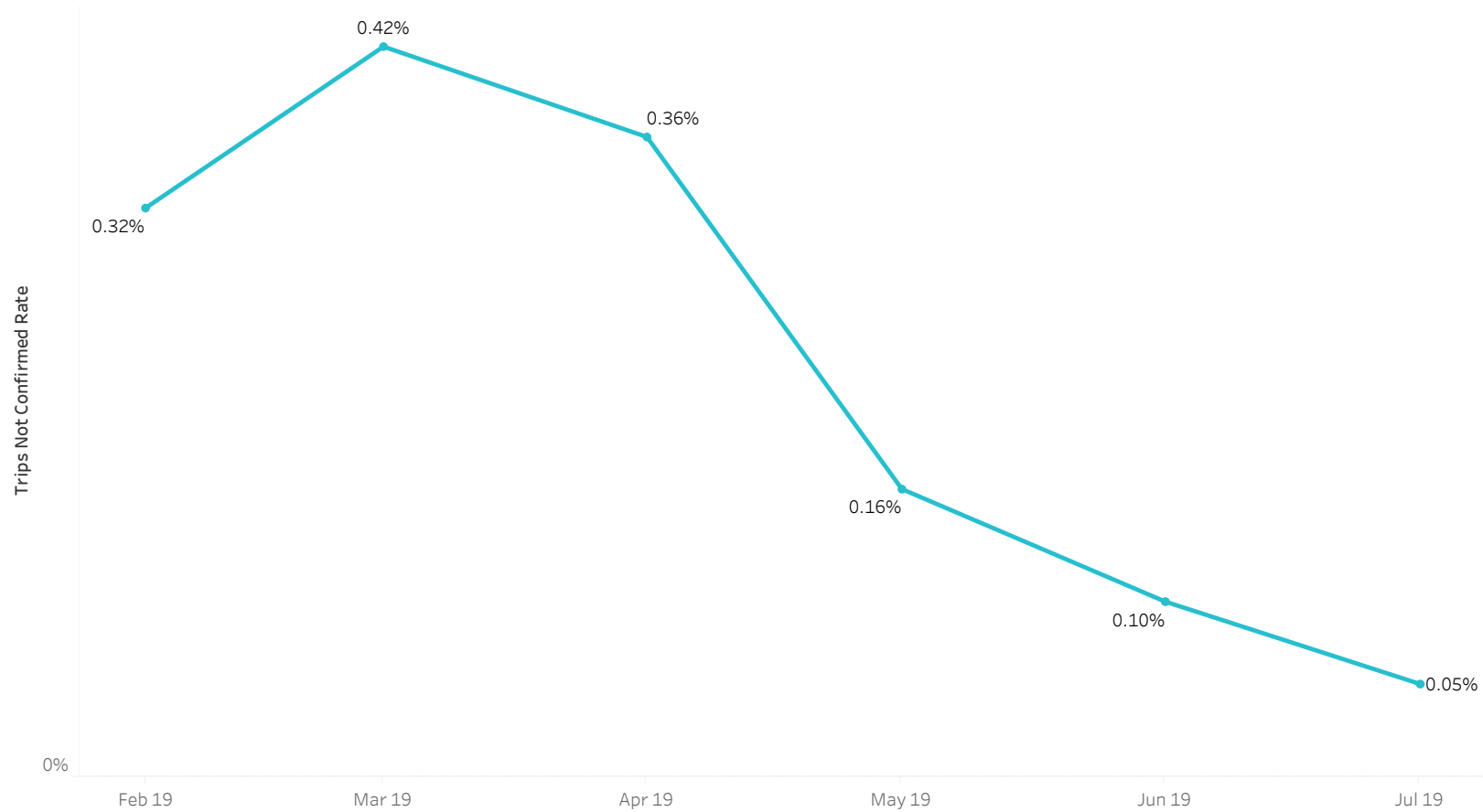
\*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

## Unfulfilled Trips by Mode Summary

		Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Member No Show	Ambulance - BLS		2	2	2		
	Ambulatory	12,518	13,683	13,505	15,152	14,164	14,573
	Bariatric Wheelchair	66	90	87	59	46	45
	Wheelchair	987	1,161	1,172	1,276	1,193	1,404
Provider No Show	Ambulance - BLS			2			
	Ambulatory	261	297	192	180	177	230
	Bariatric Wheelchair	2	6		3	2	
	Stretcher		2				
	Wheelchair	17	37	34	31	31	14
Trips Not Confirmed	Ambulance - ALS				1		
	Ambulance - BLS	45	43	52	54	2	1
	Ambulatory	300	433	335	123	92	54
	Bariatric Stretcher	4		5		1	
	Bariatric Wheelchair	33	52	35	15	5	1
	Stretcher	5	4	2	13	2	1
	Wheelchair	64	105	114	35	30	16
Total Unfulfilled		14,302	15,915	15,537	16,944	15,745	16,339

## Unconfirmed Trips

August 23, 2019



	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Not Confirmed	451	637	543	241	132	73
Not Confirmed + Completed*	139,466	153,468	149,293	147,187	132,241	137,703
Not Confirmed Rate	0.32%	0.42%	0.36%	0.16%	0.10%	0.05%

\* 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: **July 2019**

Veyo Healthcare Logistics

## Total Complaints

August 23, 2019

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Completed Trips	390,326	359,798	398,727	405,372	422,829	386,969	424,089
Total Complaint Count	389	456	489	373	404	387	572
Complaint %	0.10%	0.13%	0.12%	0.09%	0.10%	0.10%	0.13%

## Substantiated Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Completed Trips	390,326	359,798	398,727	405,372	422,829	386,969	424,089
Substantiated Complaints	275	316	318	244	254	196	107
Substantiated Complaint %	0.07%	0.09%	0.08%	0.06%	0.06%	0.05%	0.03%

## Days To Resolve

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Grievance Count	456	489	373	404	387	572
Resolved Count	456	489	372	403	328	193
Avg. Time to Resolve (Days)	24.34	31.78	34.71	32.92	27.18	10.87

## Complaints Category Summary

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Missed Pickup	153	170	107	115	80	32
Late Pickup	82	62	63	67	45	28
Driver Issue	21	24	35	28	23	14
Late Pickup - B-Leg	25	29	14	12	24	7
Other	13	16	14	14	8	13
Safety Concern	15	7	5	5	5	7
Agent Issue	1	4	4	4	3	
Scheduling Error	3	3		2	3	2
Damage/Injury			1	3	3	2
Early Arrival		2	1	1	1	1
Vehicle Issue	2			2	1	1
Technical Issue	1	1		1		

## Denied Trip Requests

		Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Unique Requests	Not Eligible For Service	55	56	35	64	50	70	91
	Refuse Closest Facility	50	34	78	226	99	57	60
	Refuse Appropriate Mode	132	69	104	127	135	95	150
	Not Medicaid Covered	4	8	2	1	2	4	3
	Missing necessary form	28	1					
	Unable to Verify Appointment	4			3	3	3	5
	Insufficient Advanced Notice	18	9	13	8	10	4	9
	Urban Mileage Limit							155
	Rural Mileage Limit							21
	Too Many Passengers	1	1		1			2
	<b>Total</b>	<b>288</b>	<b>177</b>	<b>230</b>	<b>425</b>	<b>296</b>	<b>231</b>	<b>488</b>
Trips Under Recurring Schedule	Not Eligible For Service	689	689	704	834	903	890	962
	Refuse Closest Facility	31	15	382	1,100	323	233	125
	Refuse Appropriate Mode	203	147	98	101	32	32	35
	Not Medicaid Covered	14	8	7	11	11	7	13
	Missing necessary form	26	11	11	5			
	Unable to Verify Appointment	2	5	12	12	14	13	13
	Insufficient Advanced Notice		1	1	1	1		
	Urban Mileage Limit							12
	Rural Mileage Limit							5
	Too Many Passengers		1	1	3	1		
	<b>Total</b>	<b>954</b>	<b>872</b>	<b>1,206</b>	<b>2,028</b>	<b>1,273</b>	<b>1,165</b>	<b>1,152</b>
<b>Grand Total</b>		<b>1,231</b>	<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>



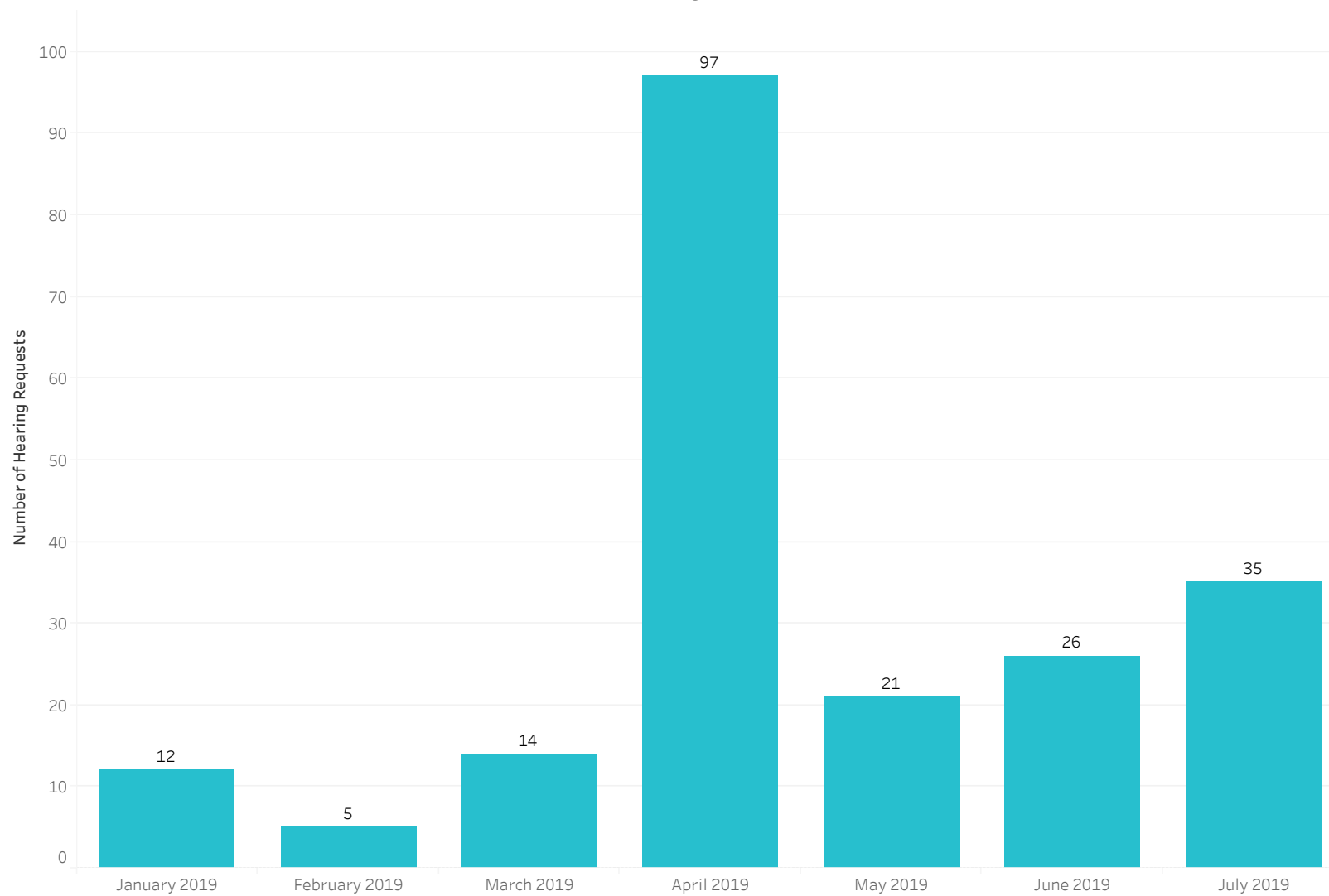
## Notice of Actions Issued

August 23, 2019

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Not Eligible For Service	740	743	733	887	944	952	1,041
Refuse Closest Facility	81	49	458	1,308	417	287	182
Refuse Appropriate Mode	333	216	202	227	166	126	185
Urban Mileage Limit							165
Insufficient Advanced Notice	18	10	14	9	11	4	9
Not Medicaid Covered	18	16	9	12	13	11	16
Missing necessary form	53	12	11	5			
Unable to Verify Appointment	6	5	12	15	16	16	17
Rural Mileage Limit							26
Too Many Passengers	1	2	1	4	1		2
<b>Total</b>	<b>1,231</b>	<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>

## Admin Hearing Requests

August 23, 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.

**On Time Performance:** Metric includes Meter Off and Operator Confirmed trips. MRB and public transit are not included. For the A Leg only the drop off is considered, there is no penalty for being early/late to pickup. There is an exclusion to filter out trips that were rapidly completed (withing 5 minutes), and trips with 0 reported travelled miles, so as to exclude trips where there is poor app usage/data.