



Veyo / Total Transit Update

Nov 27, 2019

Introduction

- 2019 YTD Overview
- Review of 2019 Initiatives and Improvements
- Overview of Upcoming 2020 Initiatives and Improvements

2019 Overview - Year to Date

- Since January 1, 2019, Veyo has completed over 4,265,782 trips in CT, with an average of 387,000 completed trips each month. On track to be a record high year.
- In 2019, Veyo has completed **over 4.2 million trips** with a total grievance rate of 0.13% and a **substantiated grievance rate of just 0.06%** (substantiated grievances are complaints that can be authenticated with evidence)
- Veyo is currently partnered with over **70 commercial providers** (managing over 1,500 commercial vehicles) and **750 independent driver-providers** in the state of Connecticut
- Veyo Call Center agents answer an average of **3,500 calls each day** with an average handle time of under 5 minutes.

Performance Improvements

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

- The removal of 13 under-performing providers from our transportation network and the addition of 9 new providers to the network.
- Increasing our network of Independent Driver-Providers to supplement the traditional provider network.
- The launch of a pilot program that uses independent drivers with fixed and scheduled routes to complete trips in rural areas.
- The launch of a quarterly Transportation Provider meeting to ensure Providers are getting the support they need.
- Increasing our community outreach and engagement through local volunteering events, conferences, and meetings.
- The launch of our new Facility Portal: Rideview.
- Increasing the utilization of Veyo's Driver App to track more than 70% trips in real time.
- The launch of our Automated Speech Recognition system, allowing members to interact with the IVR system through voice or touch tone options.
- The hiring of a Client Services Manager, who is the point of contact for all facilities and the program manager for the implementation of Rideview.

A photograph of a smiling man with grey hair and a beard, wearing a light blue button-down shirt, sitting in the driver's seat of a car. He is holding a tablet computer in his left hand and has his right hand on the steering wheel. The car's interior is visible, including the headrest and window. The background shows green foliage outside the car window.

Technology Initiatives

2019 Initiatives: Facility Portal Launch

- RideView allows healthcare facilities to book and manage transportation for their patients from one easy location
- Easily accessible via a browser window
- Real-time trip information
- Contact information for each provider/driver
- Supports multiple facility locations

The screenshot displays the RideView Facility Portal interface. The top navigation bar includes the RideView logo, a 'TRIP LIST' menu, a 'MANAGE USERS' button, and a user profile section with the email 'email@email.com' and a settings gear icon.

On the left, a 'FILTER TRIPS' sidebar contains input fields for 'Facility' (set to 'STARR Boise'), 'MID', 'First Name', 'Last Name', 'DOB', 'Confirmation #', 'Start Date', and 'End Date'. At the bottom of this sidebar are 'RESET' and 'APPLY' buttons.

The main content area is titled 'Your Facility's Trips' and includes a 'REQUEST TRIP' button and a 'VIEW YOUR PASSENGER'S TRIPS' link. Below this, a detailed view for a specific trip is shown for 'Carolina Blackwood' (MID: 12345678, DOB: 02/15/1952, Conf.#: 12345678). The trip is a 'Non-Repeating Trip' with a status of 'Trip In Progress'. It includes details for the operator (Tom's Transport), driver (Tom Hanks), vehicle (Purple Mazda), and license (PD3920). The pickup location is 'Home' (994 Big Rock Canyon Dr., Duncanville, CA 90290) and the dropoff is 'Care Center' (143 Weshire Blvd., Santa Monica, CA 90401). A map shows the route between these locations. A 'GENERATE NUMBER' button and a 'CANCEL' button are also present.

Below the detailed trip view is a table listing other trips for November 10th:

Date	Time	Passenger Name	MID	DOB	Conf.#	Actions
Nov 10	9:10 AM	Stanford Virgo	8302799DH2	08/20/1967	478HJK	[Link] [Map] [Dropdown]
Nov 10	9:10 AM	Hayden Normanson	738DHEJ736	04/19/1975	09D73	[Link] [Map] [Dropdown]
Nov 10	9:15 AM	Jason Blackwood	0283HD7EJ2	09/10/1984	JD8E7G5	[Link] [Map] [Dropdown]
Nov 10	9:20 AM	John Smith	73846182D	10/11/1987	8ERJ23	[Link] [Map] [Dropdown]
Nov 10	9:20 AM	Lloyd Miles	HD8EY73H40	03/24/1978	90DHE7	[Link] [Map] [Dropdown]
Nov 10	9:30 AM	Charley Milford	SJ837HD33	10/14/1977	JD5873H	[Link] [Map] [Dropdown]
Nov 10	9:30 AM	James Karolak	893HDYE72H	11/12/1985	KSDHF8	[Link] [Map] [Dropdown]

2019 Initiatives: Facility Portal Launch

- Automated eligibility verification
- Trip booking includes support for:
 - Specific needs (e.g. oxygen tank)
 - Recurring trips
 - Additional passengers (i.e. aide or parent)
 - Driver notes

The screenshot displays the Rideview Facility Portal interface. The top navigation bar includes the Rideview logo, a menu icon, and links for 'TRIP LIST' and 'MANAGE USERS'. A user profile icon with the email 'email@email.com' and a settings gear are on the right. The main content area is titled 'Booking for Carolina Blackwood' and features a 'CHANGE PASSENGER' button. On the left, a 'NEW ITINERARY' sidebar shows a progress bar with steps: 'Passenger Lookup' (checked), 'Itinerary Details' (checked), 'Appointment' (12/12/2019 at 2:00 PM), 'Repeating Weekly' (Monday, Wednesday, Friday until 12/12/2020), 'Trip 1' (selected), and 'Review'. The main form contains the following sections: 'Trip 1' with 'Origin and Destination' (750 B Street to 1801 Mission Avenue), 'Date and Time' (Departs Immediately), and 'Trip Details' (Ambulatory Pharmacy Trip). The 'Passenger Details' section asks for driver-specific information and includes fields for 'Primary Contact (Optional)', 'Additional Passengers' (0), and 'Specific Needs (Optional)'. A 'Driver Notes (Optional)' field and an 'ADD ANOTHER NOTE' button are also present. At the bottom right, there are 'PREVIOUS' and 'REVIEW ITINERARY' buttons.

Performance Data

Contact Center Summary

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

Call Count Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Avg Daily Calls Received	3,347	3,037	2,816	3,093	3,045	3,228	3,589
Total Calls Answered	97,353	90,451	83,211	92,169	89,813	94,541	105,815
Answered %	97.0%	96.1%	98.5%	96.1%	95.1%	97.6%	95.1%

Average Speed Of Answer Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Avg Speed of Answer (seconds)	56.0	65.5	31.6	66.9	72.5	41.8	76.9

Average Abandon Rate Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Total Calls Abandoned	3,018	3,676	1,233	3,675	4,544	2,300	5,424
Abandon %	3.0%	3.9%	1.5%	3.8%	4.8%	2.4%	4.9%

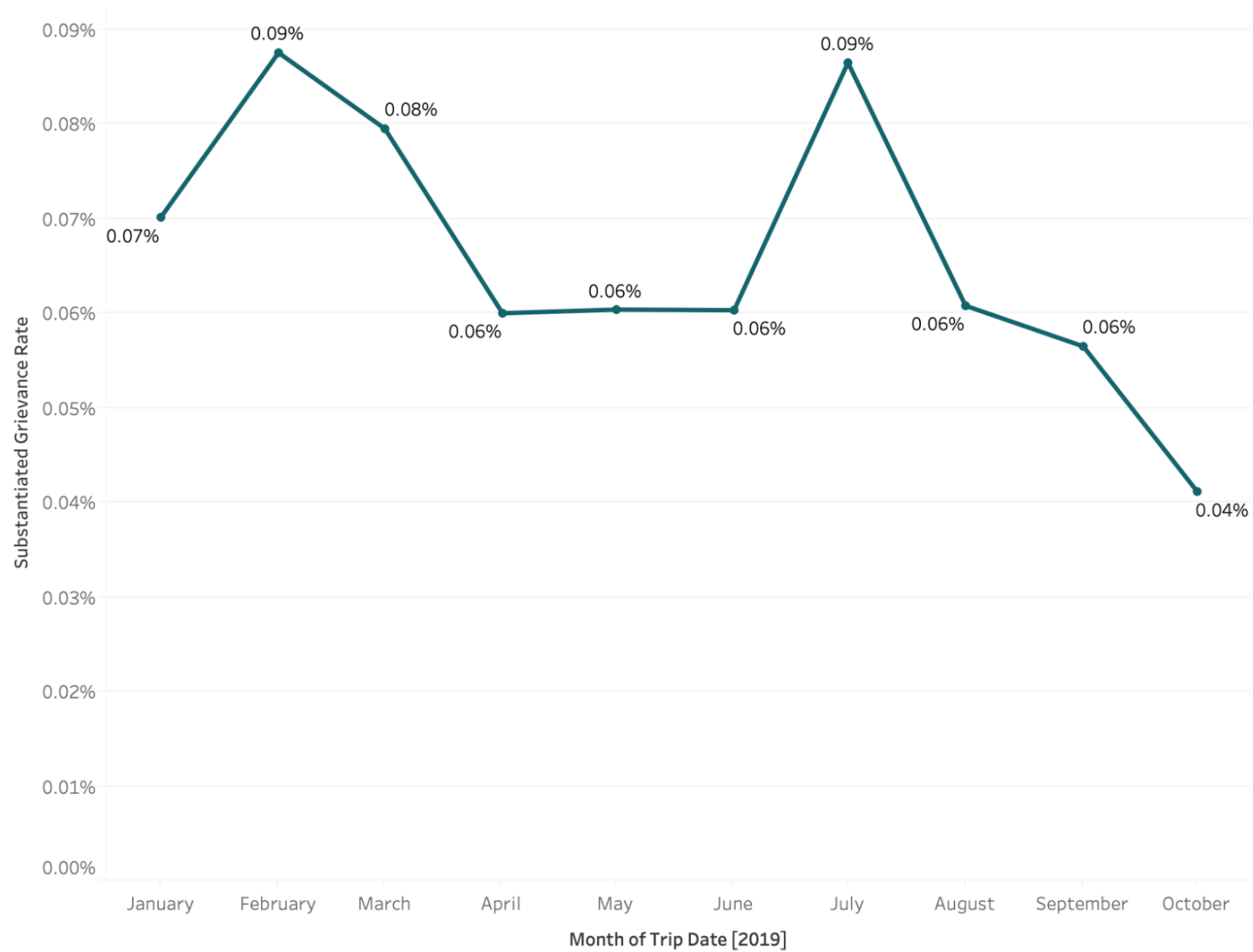
Average Handle Time Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Answered	97,353	90,451	83,211	92,169	89,813	94,541	105,815
Avg Handle Time (minutes)	4.6	4.7	4.5	4.7	4.6	4.6	4.6

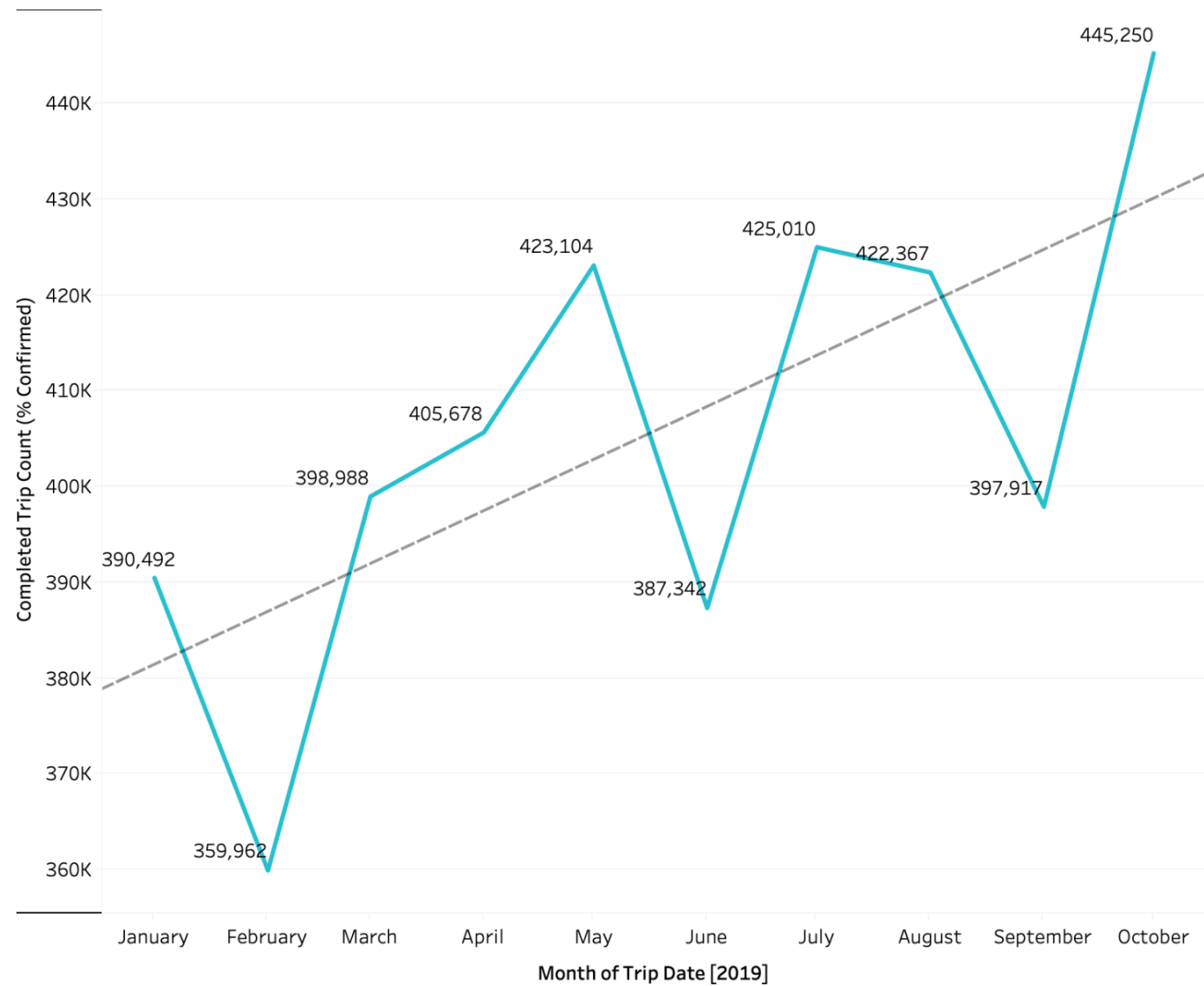
Service Level Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Handled Within Service Level	87,456	79,378	80,049	81,405	77,356	88,374	89,352
Handled Outside Service Level	12,950	14,779	4,417	14,476	17,043	8,476	21,897
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Service Level	87.1%	84.3%	94.8%	84.9%	81.9%	91.2%	80.3%

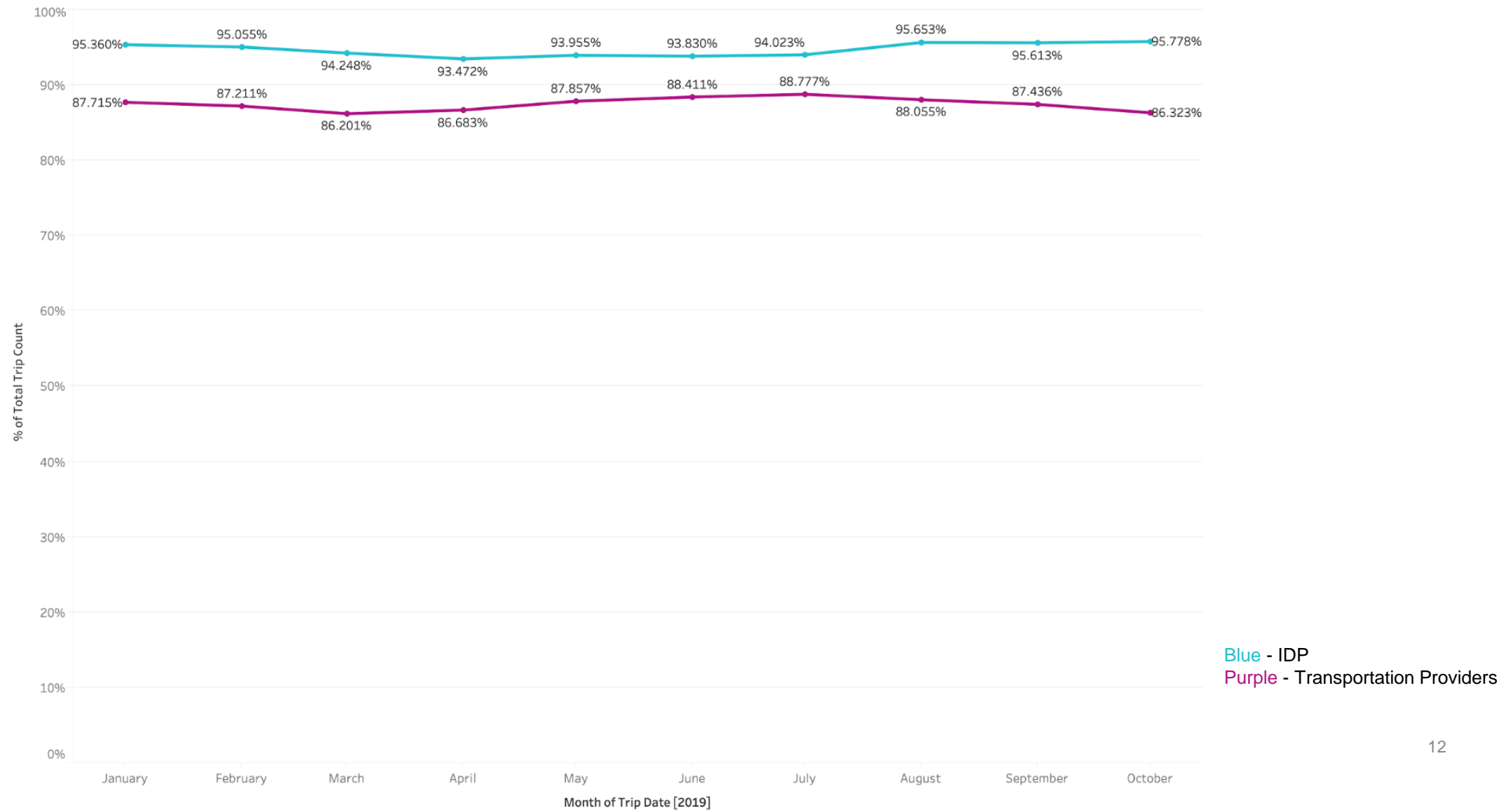
Complaints Summary



Completed Trip Count



On Time Performance



Wheelchair (Durable Medical Equipment) Data

	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
September	377	292	81	1
October	362	269	92	1

Dialysis Data

	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
September	20,675	22	18
October	21,987	15	11



Site Visit

- ❖ Veyo and DSS staff
- ❖ Multiple site visits
- ❖ Monitored trips
- ❖ Spoke with residents and transportation providers
- ❖ Issues identified:
 - Resident waiting for a ride provided by another program
 - Member informed driver after arrival she was not going to go to the appointment

A photograph of a woman in a plaid shirt leaning into the open door of a white car to assist an elderly woman. The car has the 'vevo' logo on its side. The scene is set outdoors with trees in the background.

Thank You