



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **May 2020**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **May 2020**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

June 30, 2020

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

Call Count Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	84,055	88,386	98,237	85,768	66,251	25,698	26,476
Avg Daily Calls Received	4,003	4,018	4,271	4,288	3,011	1,168	1,261
Total Calls Answered	82,417	86,781	94,233	84,471	66,038	25,686	26,381
Answered %	98.1%	98.2%	95.9%	98.5%	99.7%	100.0%	99.6%

Average Speed Of Answer Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	84,055	88,386	98,237	85,768	66,251	25,698	26,476
Avg Speed of Answer (seconds)	52.2	38.9	59.8	35.9	12.4	3.1	10.0

Average Abandon Rate Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	84,055	88,386	98,237	85,768	66,251	25,698	26,476
Total Calls Abandoned	1,628	1,599	3,994	1,290	209	11	93
Abandon %	1.9%	1.8%	4.1%	1.5%	0.3%	0.0%	0.4%

Average Handle Time Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Answered	82,417	86,781	94,233	84,471	66,038	25,686	26,381
Avg Handle Time (minutes)	5.0	4.8	4.7	4.6	4.3	4.0	4.0

Service Level Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Handled Within Service Level	75,918	80,498	81,927	80,323	65,578	25,651	26,170
Handled Outside Service Level	8,137	7,888	16,310	5,445	673	47	306
Total Calls Received	84,055	88,386	98,237	85,768	66,251	25,698	26,476
Service Level	90.3%	91.1%	83.4%	93.7%	99.0%	99.8%	98.8%

Call Center Summary, Facility (Business Hours)

June 30, 2020

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 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	7,018	8,036	8,575	7,486	5,981	2,556	2,456
Avg Daily Calls Received	334	365	373	374	272	116	117
Total Calls Answered	6,840	7,873	8,157	7,325	5,960	2,554	2,447
Answered %	97.5%	98.0%	95.1%	97.8%	99.6%	99.9%	99.6%

Average Speed Of Answer Summary (Facility)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	7,018	8,036	8,575	7,486	5,981	2,556	2,456
Avg Speed of Answer (seconds)	50.9	35.6	57.7	37.9	12.8	2.8	10.1

Average Abandon Rate Summary (Facility)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	7,018	8,036	8,575	7,486	5,981	2,556	2,456
Total Calls Abandoned	178	163	418	161	21	2	9
Abandon %	2.5%	2.0%	4.9%	2.2%	0.4%	0.1%	0.4%

Average Handle Time Summary (Facility)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Answered	6,840	7,873	8,157	7,325	5,960	2,554	2,447
Avg Handle Time (minutes)	6.2	5.9	5.5	5.5	5.3	4.8	4.7

Service Level Summary (Facility)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Handled Within Service Level	6,327	7,339	7,184	6,947	5,910	2,551	2,431
Handled Outside Service Level	691	697	1,391	539	71	5	25
Total Calls Received	7,018	8,036	8,575	7,486	5,981	2,556	2,456
Service Level	90.2%	91.3%	83.8%	92.8%	98.8%	99.8%	99.0%

Call Center Summary, Spanish (Business Hours)

June 30, 2020

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

Call Count Summary (Spanish)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	4,647	5,058	5,790	4,992	3,454	935	1,063
Avg Daily Calls Received	221	230	252	250	157	43	51
Total Calls Answered	4,481	4,893	5,715	4,971	3,445	930	1,059
Answered %	96.4%	96.7%	98.7%	99.6%	99.7%	99.5%	99.6%

Average Speed Of Answer Summary (Spanish)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	4,647	5,058	5,790	4,992	3,454	935	1,063
Avg Speed of Answer (seconds)	78.7	58.7	29.1	17.4	9.9	7.3	5.5

Average Abandon Rate Summary (Spanish)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Received	4,647	5,058	5,790	4,992	3,454	935	1,063
Total Calls Abandoned	163	164	74	20	9	5	4
Abandon %	3.5%	3.2%	1.3%	0.4%	0.3%	0.5%	0.4%

Average Handle Time Summary (Spanish)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Calls Answered	4,481	4,893	5,715	4,971	3,445	930	1,059
Avg Handle Time (minutes)	5.0	4.7	4.8	4.5	4.0	3.7	4.1

Service Level Summary (Spanish)

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Handled Within Service Level	3,859	4,431	5,494	4,941	3,434	924	1,057
Handled Outside Service Level	788	627	296	51	20	11	6
Total Calls Received	4,647	5,058	5,790	4,992	3,454	935	1,063
Service Level	83.0%	87.6%	94.9%	99.0%	99.4%	98.8%	99.4%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **May 2020**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Completed Trips	408,773	414,230	430,345	389,835	383,249	300,322	287,573

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
A Leg	86.19%	85.55%	89.65%	91.00%	90.32%	88.95%	88.31%
B Leg	92.56%	92.88%	94.32%	95.32%	95.55%	95.30%	95.01%
Both Legs	89.24%	89.07%	91.88%	93.04%	92.81%	92.03%	91.61%

* 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 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Member No-Show Count	12,859	13,555	13,212	10,940	11,108	6,482	5,056
No-Shows + Completed*	141,902	141,092	159,624	149,046	128,156	60,467	56,372
Member No-Show Rate	9.06%	9.61%	8.28%	7.34%	8.67%	10.72%	8.97%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Trips Booked	483,462	495,840	513,729	468,343	461,919	357,594	337,267

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Total Mileage	2,443,389	2,416,001	2,575,898	2,278,431	2,075,750	1,384,479	1,332,661
Avg. Mileage	5.98	5.83	5.99	5.84	5.42	4.61	4.63

Trip % Distance Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
0-10 Miles	83.31%	84.01%	83.63%	84.48%	86.60%	90.72%	90.55%
10-20 Miles	11.75%	11.27%	11.31%	10.83%	9.54%	6.87%	6.97%
20-30 Miles	3.20%	3.08%	3.28%	3.10%	2.59%	1.64%	1.72%
30-40 Miles	1.08%	1.06%	1.10%	0.99%	0.84%	0.54%	0.49%
40-50 Miles	0.36%	0.33%	0.39%	0.34%	0.25%	0.13%	0.17%
50+ Miles	0.29%	0.25%	0.28%	0.25%	0.18%	0.11%	0.10%

Completed Trips by Mode

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Ambulatory	104,591	103,169	119,642	112,937	95,295	41,258	39,449
Mileage Reimbursement	15,498	14,081	12,414	8,009	6,363	3,208	2,534
Public Transit	264,232	272,612	271,519	243,720	259,838	243,129	233,723
Wheelchair	24,281	24,243	26,716	25,152	21,743	12,724	11,856

Members with Completed Trips Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Completed Trips	23,969	23,338	25,020	24,233	21,485	13,335	13,220

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Drug Rehabilitation	182,533	187,775	190,789	176,765	180,116	143,470	138,048
Behavioral Health	103,685	107,204	111,544	101,772	103,716	89,694	85,635
Specialist	38,300	37,167	40,132	29,646	22,548	10,312	10,173
Dialysis	20,948	21,130	20,541	19,951	20,933	18,676	17,507
Counselor	13,885	13,943	14,658	13,119	13,385	11,742	11,037
Psychiatric Services	13,221	13,320	14,286	12,832	12,133	9,186	8,512
Physical Therapy	9,729	9,280	10,529	9,403	8,684	6,091	5,755
Urgent Care	8,322	7,735	7,777	7,233	6,997	3,964	3,889
PCP	6,820	6,208	7,577	7,225	5,450	2,093	1,996
Chemotherapy	2,090	1,974	2,198	2,021	2,009	1,675	1,441
Surgery	1,995	1,981	2,543	2,424	1,734	628	594
Dental	2,104	1,864	2,376	2,272	1,295	242	292
Lab	1,401	1,235	1,291	1,219	963	681	737
Vision	1,439	1,194	1,747	1,493	958	142	272
Chiropractic	746	700	665	646	636	560	568
Development Therapy	544	550	572	652	734	555	556
Occupational Therapy	586	544	583	602	472	352	344
Speech Therapy	281	288	340	361	287	164	135
Audiology	144	138	197	199	199	95	82
MFP (Data Entry Only)	103	112	169	173	92	30	21

Transportation Provider Summary

June 30, 2020

Number of Providers

Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
73	78	75	76	73	64	64

Provider No-Show Count

Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
292	529	369	296	208	145	196

Provider Mix Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
PUBLIC TRANSIT	264,232	272,612	271,519	243,720	259,838	243,129	233,723
CONTRACTED PROVIDERS	103,001	102,714	113,142	103,819	87,937	42,451	41,666
VEYO INDEPENDENT DRIVERS	26,042	24,823	33,270	34,287	29,111	11,521	9,648
MILEAGE REIMBURSEMENT	15,498	14,081	12,414	8,009	6,363	3,208	2,534

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Call Center	Member Cancelled	7,786	8,672	11,576	11,754	12,903	5,401	4,761
	Member No Show	2,821	3,367	2,613	2,100	2,703	2,145	1,745
	Not Finalized	7,116	6,598	5,673	5,627	6,147	5,390	3,452
	Other	961	1,456	1,211	1,622	1,877	1,365	894
	Incorrect Information	1,849	1,820	1,716	1,327	1,310	1,753	1,340
	IVR	4,139	5,110	1,208				
	Facility Cancelled	693	930	764	710	911	271	206
	COVID-19					156	244	90
	SMS				961	625	771	641
	Provider No Show	296	534	375	298	209	147	197
	Provider Incident	232	206	146	128	110	51	79
	Weather	1	322	0	4	1		
	Member is Ineligible	1	6	3	9	7	2	0
	Issue with Member's Equ..							0
Transportation Provider	Member Cancelled	4,906	5,865	5,497	5,249	6,973	5,812	5,168
	Member No Show	10,756	10,990	11,524	9,714	9,860	5,558	3,925
	Other	3,941	4,709	3,407	3,046	3,761	3,270	2,326
	Incorrect Information	1,634	1,630	1,972	1,073	1,350	1,383	1,175
	COVID-19					489	1,159	1,149
	Provider Incident	52	62	82	71	66	69	67
	Weather	16	309	33	29	58	24	1
	Member is Ineligible	3	5	16	3	23	8	3
	Issue with Member's Equ..							1
Grand Total		47,203	52,591	47,816	43,725	49,539	34,823	27,220

Same Day Cancellation Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Cancelled Trips	47,203	52,591	47,816	43,725	49,539	34,823	29,274
Cancelled + Completed*	176,246	180,128	194,228	181,831	166,587	88,808	80,590
Cancellation Rate	26.78%	29.20%	24.62%	24.05%	29.74%	39.21%	36.32%

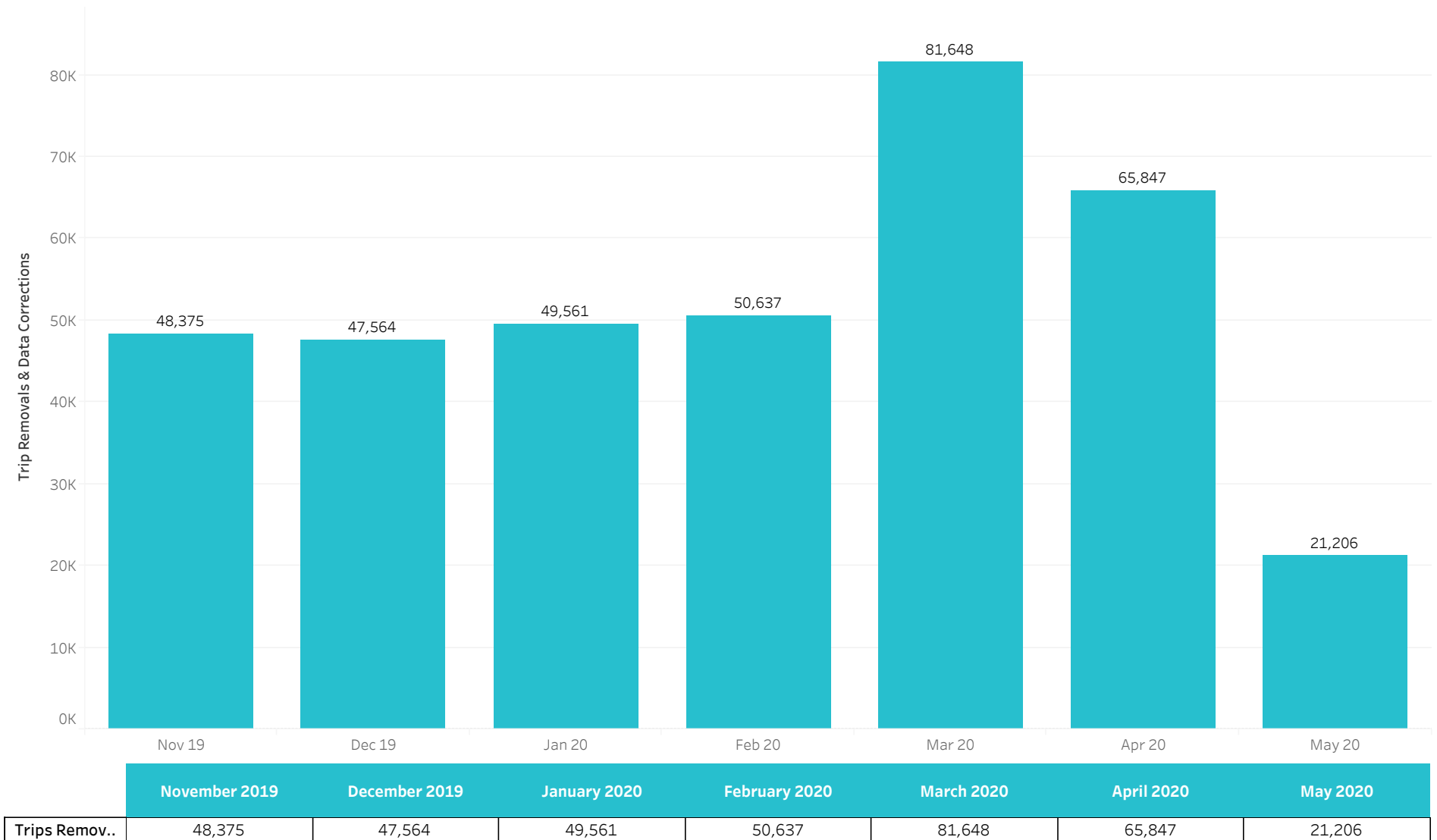
*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

* 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

Trip Removals & Data Corrections

June 30, 2020



*Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts

		Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Member No Show	Critical	2,072	2,147	1,826	1,541	1,516	1,372	1,215
	Non-Critical	10,922	11,041	11,554	9,957	10,740	6,846	4,924
Provider No Show	Critical	42	72	33	27	22	12	28
	Non-Critical	140	303	248	153	99	109	183
Trips Not Confirmed	Critical	46	116	65		39	41	32
	Non-Critical	74	152	125	4	87	61	68
Total Unfulfilled		13,296	13,831	13,851	11,682	12,503	8,441	6,450

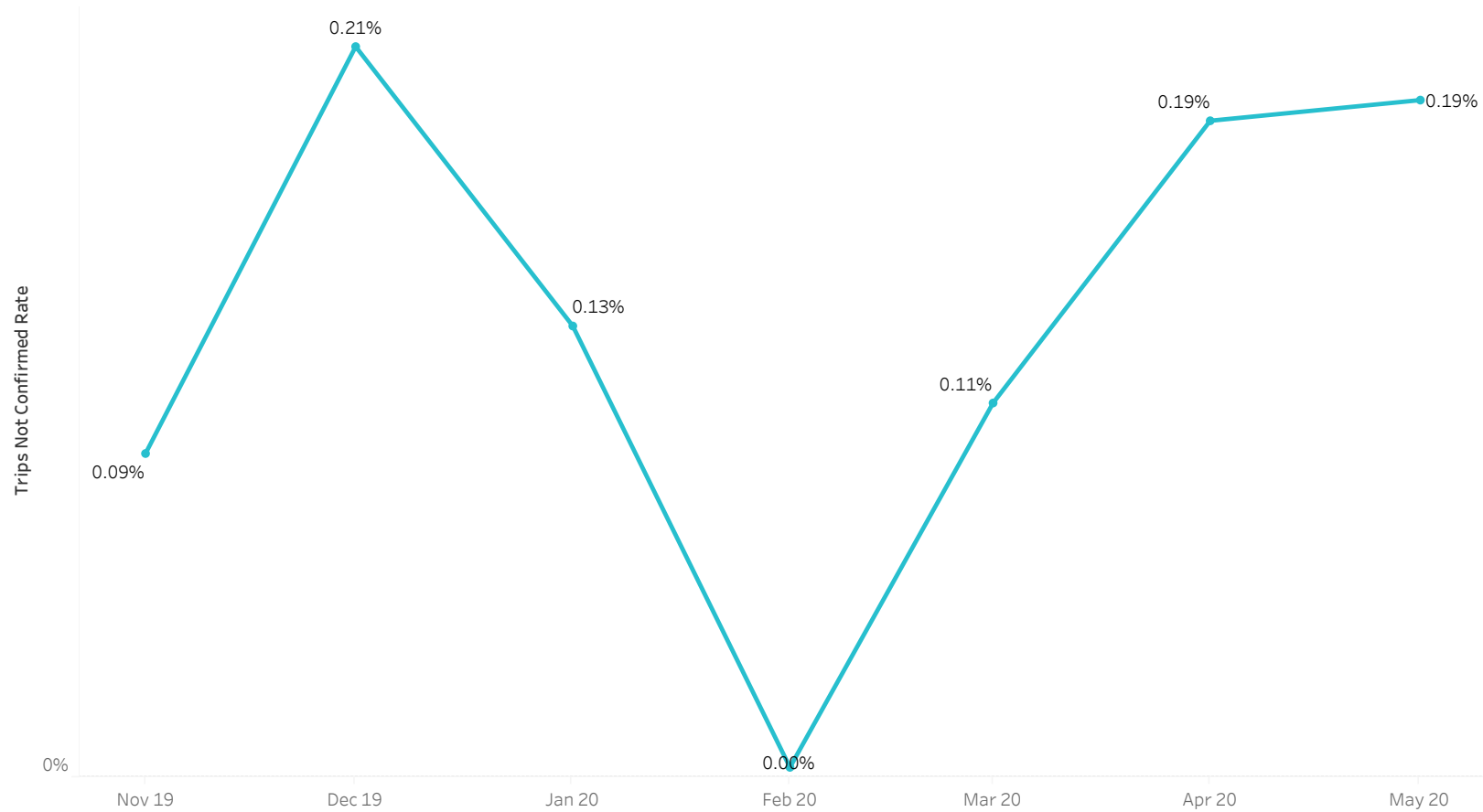
*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

Unfulfilled Trips by Mode Summary

		Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Member No Show	Ambulatory	12,068	12,192	12,420	10,786	11,463	7,561	5,707
	Bariatric Wheelchair	24	53	70	52	51	30	12
	Wheelchair	902	943	890	660	742	627	420
Provider No Show	Ambulatory	149	335	253	162	102	115	201
	Bariatric Wheelchair	4	6		2	2		
	Wheelchair	29	34	28	16	17	6	10
Trips Not Confirmed	Ambulatory	99	201	140		90	64	76
	Bariatric Wheelchair	6	16	9		8	7	4
	Other			4	4	8	10	8
	Wheelchair	15	51	37		20	21	12
Total Unfulfilled		13,296	13,831	13,851	11,682	12,503	8,441	6,450

Unconfirmed Trips

June 30, 2020



	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Not Confirmed	120	268	190	4	126	102	100
Not Confirmed + Completed*	128,992	127,680	146,548	138,093	117,167	54,084	51,405
Not Confirmed Rate	0.09%	0.21%	0.13%	0.00%	0.11%	0.19%	0.19%

* 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 2020**

Veyo Healthcare Logistics

Total Complaints

June 30, 2020

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Completed Trips	408,773	414,230	430,345	389,835	383,249	300,322	287,573
Total Complaint Count	696	792	694	636	380	174	266
Complaint %	0.17%	0.19%	0.16%	0.16%	0.10%	0.06%	0.09%

Substantiated Summary

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Completed Trips	408,773	414,230	430,345	389,835	383,249	300,322	287,573
Substantiated Complaints	439	511	431	389	236	106	147
Substantiated Complaint %	0.11%	0.12%	0.10%	0.10%	0.06%	0.04%	0.05%

Days To Resolve

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Grievance Count	792	694	636	380	174	266	477
Resolved Count	792	694	636	380	174	266	265
Avg. Time to Resolve (Days)	48.89	28.12	19.37	14.55	10.20	12.67	9.38

Complaints Category Summary

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Missed Pickup	147	153	159	86	40	53
Late Pickup	205	125	81	55	22	48
Late Pickup - B-Leg	49	47	36	27	11	18
Driver Issue	34	34	42	35	10	8
Other	32	29	23	3	9	7
Safety Concern	13	23	25	13	10	6
Scheduling Error	11	7	4	5	1	3
Damage/Injury	9	4	4	3	3	
Early Arrival	5	3	6	7		
Agent Issue	5	4	5	2		3
Vehicle Issue		1	4			
Technical Issue	1	1				1

Denied Trip Requests

June 30, 2020

		Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Unique Requests	Not Eligible For Service	40	54	63	55	66	30	1
	Refuse Appropriate Mode	76	91	109	133	152	28	28
	Unable to Verify Appointment	87	10	13	5	6	4	
	Urban Mileage Limit	119	103	98	128	122	34	29
	Rural Mileage Limit	38	42	23	46	29	8	12
	Not Medicaid Covered	2	1	7	5	3	3	
	Refuse Closest Facility	11	7	6	9	17	9	2
	Insufficient Advanced Notice	42	22	25	13	18	9	4
	Too Many Passengers	2						
	Total	399	321	336	382	400	125	74
Trips Under Recurring Schedule	Not Eligible For Service	480	514	632	364	460	226	4
	Refuse Appropriate Mode	11	12	349	338	7	3	3
	Unable to Verify Appointment	202	72	79	17	1	1	1
	Urban Mileage Limit	19	82	17	15	9	3	3
	Rural Mileage Limit	4	7	4	1	3	2	2
	Not Medicaid Covered	7	6	2	1	2	3	
	Refuse Closest Facility	1	1	1	3	1	35	
	Insufficient Advanced Notice	3			2	1		
	Too Many Passengers	1		1				
	Total	717	685	1,077	737	482	273	13
Grand Total		1,097	996	1,403	1,109	869	394	86

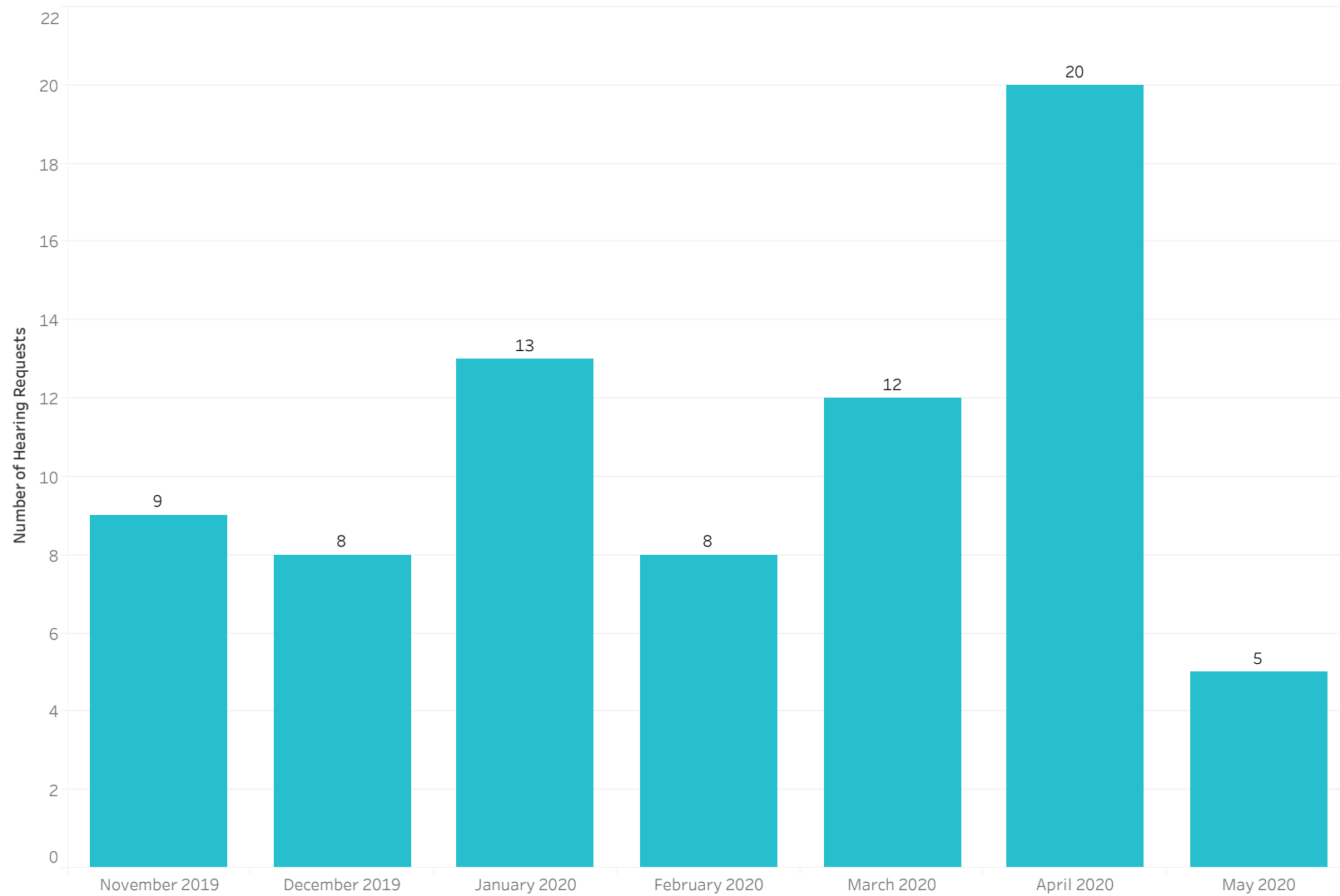
Notice of Actions Issued

June 30, 2020

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Not Eligible For Service	512	561	689	411	514	252	5
Refuse Appropriate Mode	86	103	455	471	159	31	30
Urban Mileage Limit	138	185	115	143	131	37	32
Unable to Verify Appointment	284	82	91	22	7	5	1
Rural Mileage Limit	41	49	27	47	32	10	14
Insufficient Advanced Notice	45	22	25	15	19	9	4
Refuse Closest Facility	12	8	7	12	18	44	2
Not Medicaid Covered	9	7	9	6	5	6	
Too Many Passengers	3		1				
Total	1,097	996	1,403	1,109	869	394	86

Admin Hearing Requests

June 30, 2020



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 does not include deleted or removed trips, but does include all other trip statuses. 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. These products are not included (Ambulance - ALS, Ambulance - BLS, Bariatric Stretcher, Stretcher). For Will Call trips we have 1 hour to pickup. For Immediate trips we have 3 hours to pickup. For scheduled trips: On the A leg the member must be to their appointment by the appointment time, and cannot be earlier than 30 minutes. On the B leg the member must be picked up no more than 30 minutes after the requested pickup time.