



Veyo / Total Transit Update

July 25, 2018

Introduction

At this meeting, Veyo will be providing detailed information on the following topics:

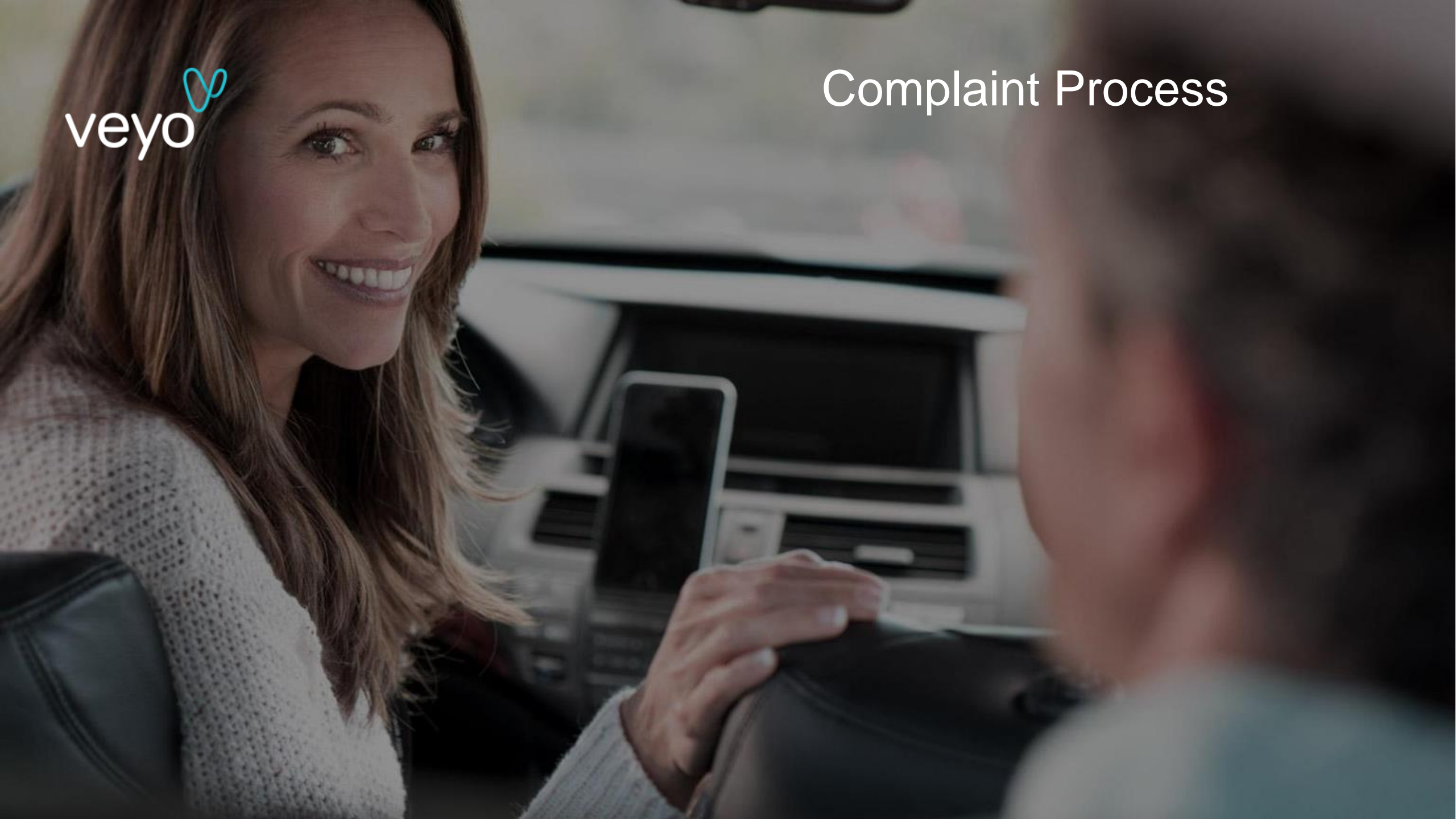
- **Complaint Process**
- **Transportation Provider Network Health**
- **Wheelchair Data**
- **Dialysis Data**

Update from meeting on 5/23

- **After-hours calling of transportation providers** - All providers have been contacted to update their operation hours, phone numbers, trip capacity volume, and service areas.
- **Tutorial for monthly reports** - Veyo is working on creating a document that defines contractual terms and how to analyze the data on the monthly reports.
- **Complaint Process** - All complaints can be made via email, web-form, Quality Assurance line, as well as the Transportation line. Each complaint is entered onto a tool called Salesforce and is investigated as per contractual guidelines.



Complaint Process



Complaint Process

- Complaints can be made by members, healthcare providers, and case managers on Veyo's website ct.ridewithveyo.com/contact.
- Complaints can also be made by phone on **855.478.7350**. Please request for an Escalation agents to file a grievance or a complaint.
- The following information is usually extremely helpful to investigate grievances:
 - Member's first name
 - Member's last name
 - Member's Medicaid ID #
 - The date of the member's trip
 - A description of the problem
 - Any additional information that can help Veyo investigate the issue

Website

Complaints can be made on - <https://ct.ridewithveyo.com/contact/>

Contact Us

Our goal at Veyo is to ensure that transportation is safe, reliable, and on-time. In the event the service did not meet your expectations, please feel free to speak with our Quality Assurance staff at 855-478-7350 or submit your comments using the online comment form.

- For more information about HUSKY Health Medicaid, visit www.ct.gov/husky
- For questions about the privacy of your information or fraud, waste and abuse, contact us at compliance@veyo.com

I am a: *

Member/Rider

Name: *

First

Last

Email Address: *

Phone Number: *

Reason for writing: *



Transportation Provider Network Health

Transportation Provider Network Health

- Providers have received their performance scorecards for the month of July.
- Lowest performing providers have received a Corrective Action Plans based on their Key Performance Indicators to help improve their service delivery.
- Optimizing trip volume for better performing providers in the network to ensure safe and timely transportation of providers.
- Commencing Quarterly meetings with Providers to go over data, performance, and troubleshoot any concerns or issues.
- Collective effort to contract new providers to maintain a dynamic and competitive provider network and maintain excess vehicle capacity.

A photograph of an older Black man with a grey beard and mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a black lanyard with a badge. He is holding a tablet computer in his left hand and the steering wheel with his right hand. The car's interior and a view of greenery outside the window are visible.

Wheelchair Data

Trips requiring Durable Medical Equipment in June '18

- **191 requests** for discharges were processed for June 2018 wherein a wheelchair was needed to be provided.
- **155 trips** were successfully completed by transportation providers.
- **35 trips** were cancelled. Cancellation reasons included -
 - Facility cancelled
 - Member cancelled
 - Member found their own transportation home
 - Member no-show
 - Incorrect Information
- **1 trip** could not have transportation coordinated after all providers in the service area were contacted.
 - In such cases Veyo will be working with DSS to use higher mode if necessary to accommodate discharges.

Deep Dive - Wheelchair trips

- **161 Requests** received from 7 AM to 5 PM.
- **27 Requests** received from 6 PM to 11 PM.
- **3 Requests** received from 12 AM to 7 AM.
- Currently contracted with **21 providers** that are able to provide wheelchairs if requested.
- **13 Providers are available 24/7** covering all counties of the state.

A photograph of a woman in a plaid shirt assisting an elderly woman into a white van. The van has the 'vevo' logo and a blue infinity symbol on its side. The scene is outdoors with trees in the background.

Dialysis Data

Deep Dive - Dialysis trips

Month of Trip	Completed Trip Count	Average Minutes Late on A-Leg	Average Minutes Late on B-Leg	Provider No-Shows
May 2018	22190	3.34 minutes	7.46 minutes	34
June 2018	21642	3.18 minutes	5.56 minutes	16

*Data does not include willcalls on B-legs that have an hour to be accommodated

- 98% of the trips were completed on-time in the months of May and June.
- Veyo Clinical Coordinators and Dispatch teams are working to schedule dialysis trips only with providers that have been consistently performing well and provide timely transportation.
- 22 members called in informing us that a provider did not transport them and still needed transportation, and were provided with rescue rides in the months of May and June.