



**Statement about transition of NEMT services to Veyo  
January 12, 2018**

Thank you for the opportunity to correct several inaccurate and misleading statements by the current broker. At LogistiCare, we believe every member and ride matters. Keeping this guiding principle in mind, we have worked in a professional, collaborative and expeditious manner with DSS and Veyo for months to ensure the transition would be as seamless as possible and would not adversely impact members and other key stakeholders.

During the transition, we provided all of the required data to successfully manage the state's NEMT program. In November, we sent program information to Veyo weekly, and then began making daily data transfers which continued into this year.

We provided Veyo accurate and current member files starting in November and continued to send them daily through January 5. This data included volumes, trips, levels of service, complaints, mileage, no-show reports, denials, re-routes and ineligible riders. The claim that we did not provide all of the information needed to successfully transition the NEMT program is categorically false.

Likewise, all of the monthly call volume data was provided for all queues to the department and the current broker. We do believe call volume spiked upon start-up, as we have experienced similar instances during every new transition in the 44 states in which we operate. That's why we overstaff by approximately 25 percent in every new transition during the first few months. The fact call volume spiked 17 percent in the first nine days is well within the industry's expectations, and we suggest that does not reflect on the accurate data provided by LogistiCare as the problem. This was a staffing issue on the new broker's side.

We also want to address Veyo's inaccurate assertions about B-leg trips. We provided them with files containing approximately 50 data elements that define a prescheduled trip. We believe the issue arose from our assumption that Veyo understood this to be a round-trip, since none of the trip definitions we provided included a duplicate entry for the return leg. If they didn't treat these as round trip definitions, we aren't certain why they didn't escalate this issue in November when we began sending the files. The standing order files that were sent to Veyo are a standard template and require them to build the data points into their system. This was discussed on one of the implementation calls and agreed upon by all parties.

In sum, LogistiCare went above and beyond during the transition to ensure Veyo and DSS received all of the necessary information to manage the state's NEMT program. We answered their numerous questions, remained in constant contact, worked together for many months and have documented information to verify the points we have noted here. We remain willing to support this transition if necessary, and in fact, George Sousa, LogistiCare's Connecticut general manager, personally contacted Veyo's Connecticut manager on January 10 after learning of the issues to offer assistance. As of January 12, we have not heard back from Veyo's local manager. Additionally, we have been fielding numerous complaint calls from members, facilities and transportation providers and are still working diligently to point those to DSS and the new broker for assistance. While we are not collecting revenue for the complaints, we are glad to assist.

In closing, we agree with the current broker's statement, "The ultimate responsibility to quickly correct service issues lies with Veyo/Total Transit." This is a much better and more accurate quote than deflecting blame to LogistiCare.