



A TotalTransit Company

Veyo/Total Transit Update

January 12, 2018

Introduction

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About Veyo

Veyo is committed to bringing safer, smarter transportation to healthcare patients

- **Designed for Healthcare**

Veyo was designed, from the ground up, to be a healthcare ally, using data and technology to improve member outcomes.

- **Built for NEMT**

Our full service technology platform was built for the management of a state or health plan's Non-Emergency Medical Transportation (NEMT) benefit program.

- **All Modes, All Regions**

Our network includes transportation modes to serve the broad needs of Medicaid members, even those living in the most rural regions.



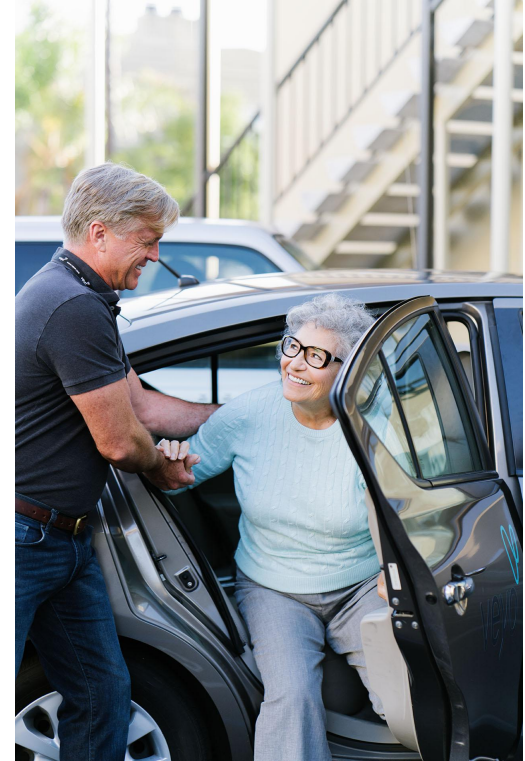
Timeline

- RFI due date - April 21, 2016
- RFP released - November 1, 2016
- RFP due date - January 10, 2017
- Contract award notification - June 8, 2017
- Contract signed - November 29, 2017
- Service start date - January 1, 2018



Our Commitment to Connecticut

- We understand the highly critical role that NEMT plays in the lives of many HUSKY Health members.
- Our mission is to serve the needs of the HUSKY Health members in Connecticut by getting them to their appointments on time.
- We understand the frustrations and pain felt during the first week of service. We are working around the clock to correct any issues that have occurred and quickly achieve the high quality, reliable service that HUSKY Health members deserve.



Our Commitment to Connecticut, Continued

- We are making significant progress with both members and providers and we expect things to normalize soon.
- We are continuing to add staff to our call center and we are already seeing an improvement in service times.
- There are a few root causes that led to issues during launch, but we understand that the ultimate responsibility to quickly correct service issues lies with the Veyo/Total Transit team, and we are committed to our mission.





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| Week 1 Metrics

Call Center - Week of January 1, 2018

- Expected Calls/Business Day(based on prior data): 4,500
- Total Calls in Week 1: 32,336 (over 8,000/business day)
- Call Volume by Day:
 - 1/1: 1,325
 - 1/2: 11,656
 - 1/3: 8,213
 - 1/4: 2,394
 - 1/5: 7,218
 - 1/6: 1,096
 - 1/7: 434
 - 1/8: 8,410
 - 1/9: 6,607

Call volumes are still higher than expected but normalizing and additional resources have allowed us to significantly reduce hold times for members as well as on the direct facility line.



Cancellation Rates

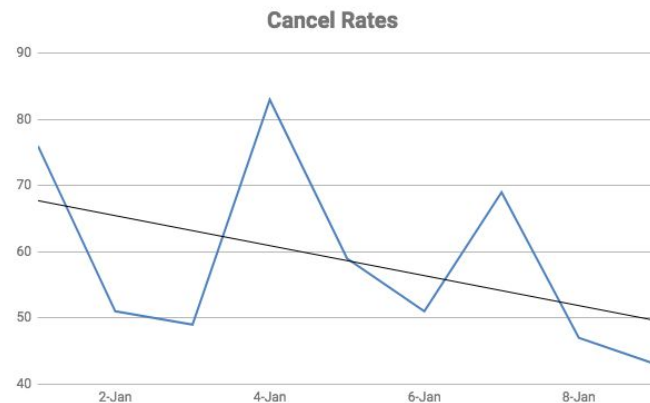
Cancellation Rates (estimates as providers finalize trips*)

Week 1 overall : 60%

- 1/1: 76%
- 1/2: 51%
- 1/3: 49%
- 1/4: 83%
- 1/5: 59%
- 1/6: 51%
- 1/7: 69%
- 1/8: 47%
- 1/9: 44%

Week 1 (<48 hours): 55%

- 1/1: 68%
- 1/2: 45%
- 1/3: 43%
- 1/4: 80%
- 1/5: 54%
- 1/6: 40%
- 1/7: 65%
- 1/8: 38%
- 1/9: 35%



Member no-show rate trending ~20% in Week 2 vs. 40%+ during Week 1.



*Note: Cancellation rates can change as providers complete the trip closeout process



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Data Quality Challenges

Data Quality Challenges

What Happened?

- 9,000 schedules were received from the prior broker between mid-November and 12/31/17.
- Veyo attempted to reach every member with a scheduled trip but was only able to verify 1,500 trips.
- Approximately 5% of schedules were cancelled during Veyo's outreach.
- 7,000 schedules were unable to be confirmed despite multiple outbound phone calls because members did not answer the phone, they did not return our calls, or we were not provided with current contact information.
- Approximately 50% of the schedules from the prior broker were without return trips (B legs).



Data Quality Challenges - Impact on Call Center

Impact

- The Veyo Call Center experienced call rates 4x higher than expected during week 1 (based on number of calls and handle time).
- Based on the trip and call volume we received, our requirements for customer service associates would have been 2.7x above what we were prepared to handle.

Action

- Increased pool of contact center agents within the first week by over 100%.

As data and service issues subside, expectation is that call volumes will normalize.



Additional Call Center Actions

Action

- We have added a dedicated prompt for facilities to help fast track their experience.
 - We received over 1,000 calls on this line during Week 1.
 - We are adding additional staff to answer these calls.
- We have implemented a temporary rescue process for medical providers to facilitate transportation directly with providers.
 - Information has been disseminated and Veyo is in direct communication with facilities to make sure the information and process is understood.



Data Quality Challenges - Impact on Providers

Impact

- During Week 1 we saw an overall cancellation rate of 60% (typical industry standard is 20-25%).
- A few of our large providers were reporting initial cancellation rates of over 80%.
- By January 8th, many providers were reporting that cancellation rates had dropped under 50%, while some were reporting even lower rates.

Action

- Provider and member feedback: The entire team at Veyo is dedicated to data integrity and ensuring accurate trip data. We expect significant improvement by next week.
- Veyo's no-show policy: Veyo is executing on a policy to remove invalid trips from the system once members have no-showed.





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| Transportation Provider Performance

Provider Performance

What Happened?

- Providers did not show or were late for valid trips
- In some cases, drivers called members and cancelled before arriving if the member did not answer

Impact

- Members were not picked up
- Members did not have a ride for the B leg of their trips
- Resources were reallocated for rescue trips
- Increased call volume for “Where’s my ride?”-type calls

Action

- We are collaborating with transportation partners and facilities to identify data quality issues and remove trips from the system that were created due to incorrect data. Our member no-show policy will enable cancellations rates to decrease and performance improvements to be realized.
- We are holding providers accountable for missed trips.
- We have established rescue providers with excess capacity for facilities to call directly.
- We are expanding trips for providers who have proven to be reliable.





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| Additional Information

Veyo/Total Transit CT Leadership Team

- [Dave Coppock - dcoppock@veyo.com](mailto:dcoppock@veyo.com)

Market Director

- [Jacky Gibbs - jgibs@veyo.com](mailto:jgibs@veyo.com)

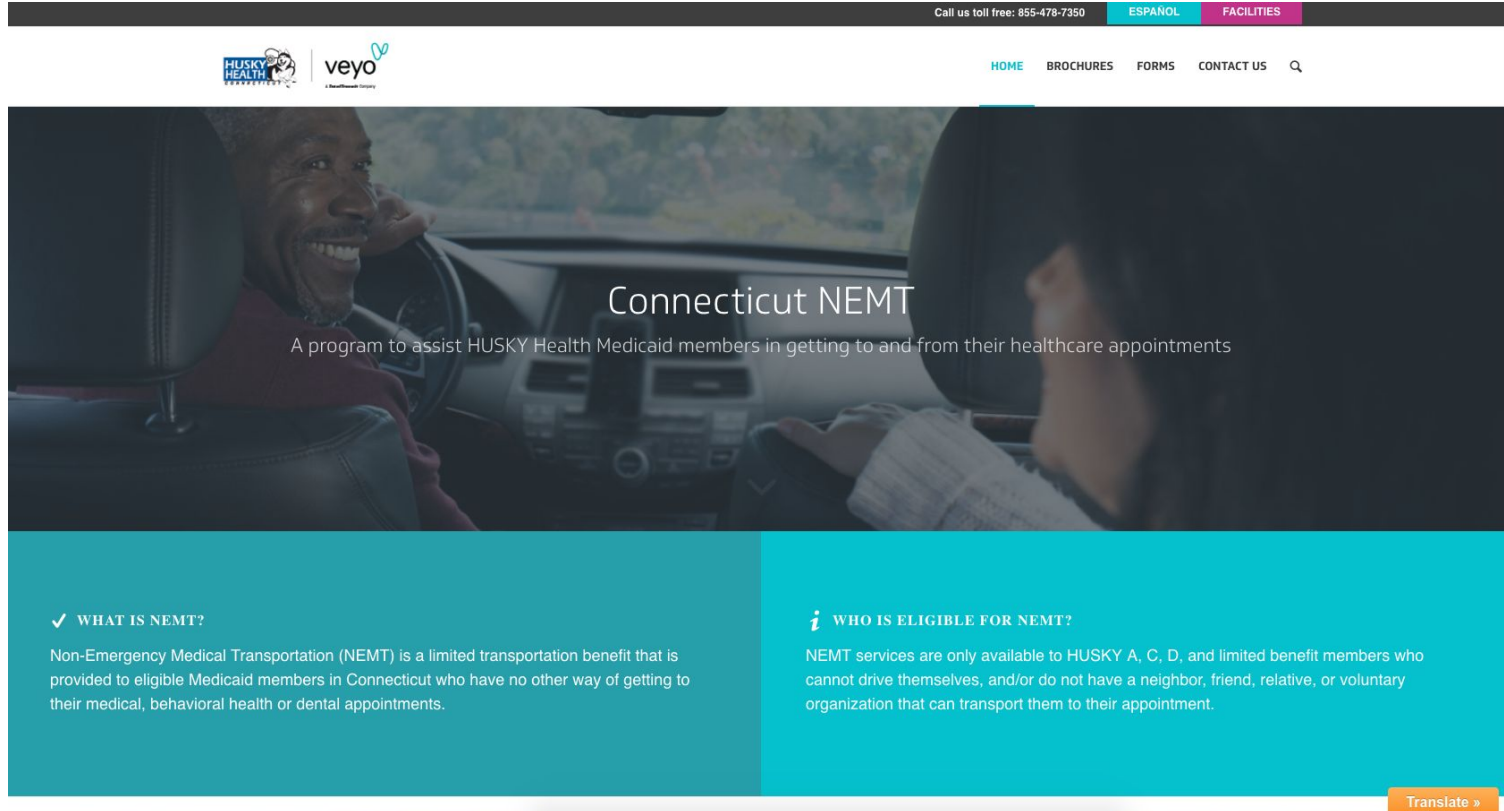
Contact Center Director

- [Michael Rivas - mrivas@veyo.com](mailto:mrivas@veyo.com)

Public Outreach Manager



Website



Veyo by the Numbers || Nationwide Data

35,000+

Average Trips Per Day

\$7 Million

in Savings Annually

7 Million+

Total Trips Completed (IDPs & 3POs)

2,500+

Active Independent
Driver-Providers

3.5 Million

Member Lives Served

500+

Veyo Employees

Three

State Medicaid
Contracts

8 States

Arizona, California, Colorado,
Connecticut, Florida, Michigan,
Texas, Virginia

Experience

Two Decades of experience as a
NEMT broker and provider

One of three largest NEMT Brokers
in the United States





For more information, please visit www.veyo.com
or www.ct.gov/dss/nemt.

