



Veyo / Total Transit Update

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Introduction

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Critical Care

In recognition of critical care challenges and the significance of ensuring services to these members, Veyo has implemented immediate process improvements, including:

- Adding command center agents and a Clinical Coordinator dedicated to solving critical care issues
- Activating a Preferred Provider option with reliable providers for these members
- Identifying and implementing an urgent internal rescue process

Community Engagement

We have engaged with a number of groups and associations to address specific challenges and needs, and will continue to do this throughout the life of the partnership. Groups that we have had the opportunity to partner or meet with so far include:

- CHA
- Residential Care Facilities
- Children's Hospital Association
- Ambulance Association
- Nursing Homes
- Dialysis Centers
- Yale New Haven Hospital Group
- ASOs

Operational Updates

- Veyo has quickly implemented a number of other operational process improvements including:
 - Activating a Preferred Provider option with reliable providers for members who have had transportation challenges
 - Implementing direct contact options for hospitals, facilities, and ASOs -- facility phone line, individual contacts
 - Activating a team to immediately investigate urgent issues through an escalation communication channel
- Increased provider training and holding providers accountable for service quality
- Rapidly investigating challenges and focusing on solving root issues -- e.g., a large number of complaints are emanating from a small number of providers
- Continued focus on eliminating bad data and missed trips - significant improvement noted
- Ambulatory and wheelchair trip volume has normalized to pre-launch expectations
- Veyo is recruiting an additional Clinical Coordinator
- Executive presence on the ground since launch

A photograph of a smiling man with grey hair and a goatee, wearing a light blue button-down shirt, driving a car. He is holding a tablet in his left hand. The background shows green foliage outside the car window.

January Metrics

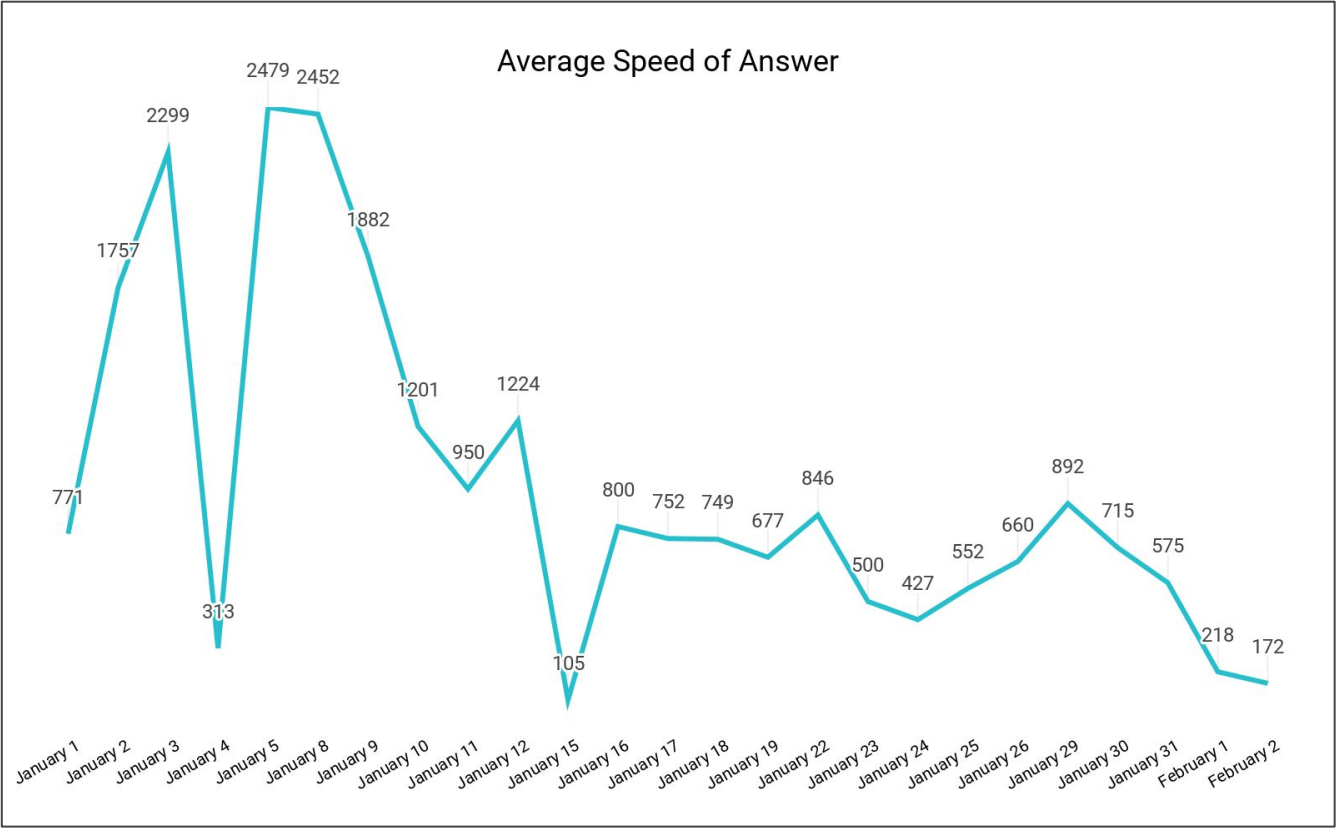
Call Center Summary

Call volumes are still higher than expected, but they are beginning to normalize. We have added significant additional resources (over 60 FTE, close to 100% additional to budgeted resources) which has allowed us to significantly reduce hold times for members as well as facilities via the direct facility line. We will continue to add resources throughout February.

	Week of 1/1	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28
Total Calls Received	30,086	29,349	22,183	23,459	23,272

- Hold times continue to decline
- All specific complaints of excessive hold times are researched and substantiated. Veyo’s systems enable verification of all data including hold times, handles times, and longest hold times, including the ability to research individual phone numbers and calls. Based on these capabilities Veyo is extremely confident there have been no excessively long hold times in the past 2 weeks.

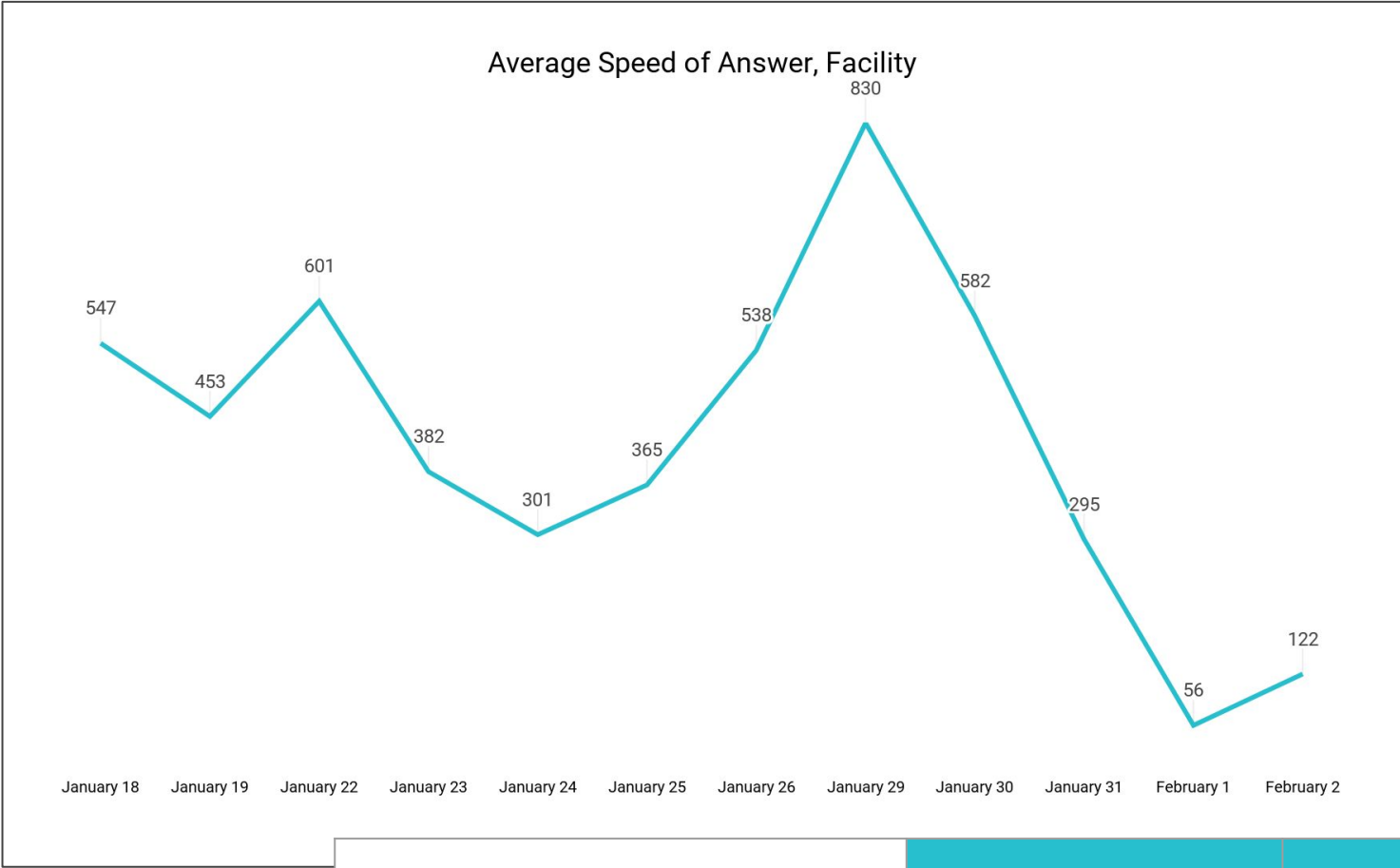
Average Speed of Answer



This week, hold times have averaged around 3 minutes.

	Week of 1/1	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28
Total Calls Received	30,086	29,349	22,183	23,459	23,272
Avg Speed of Answer (seconds)	1,671	1,526	608	591	520

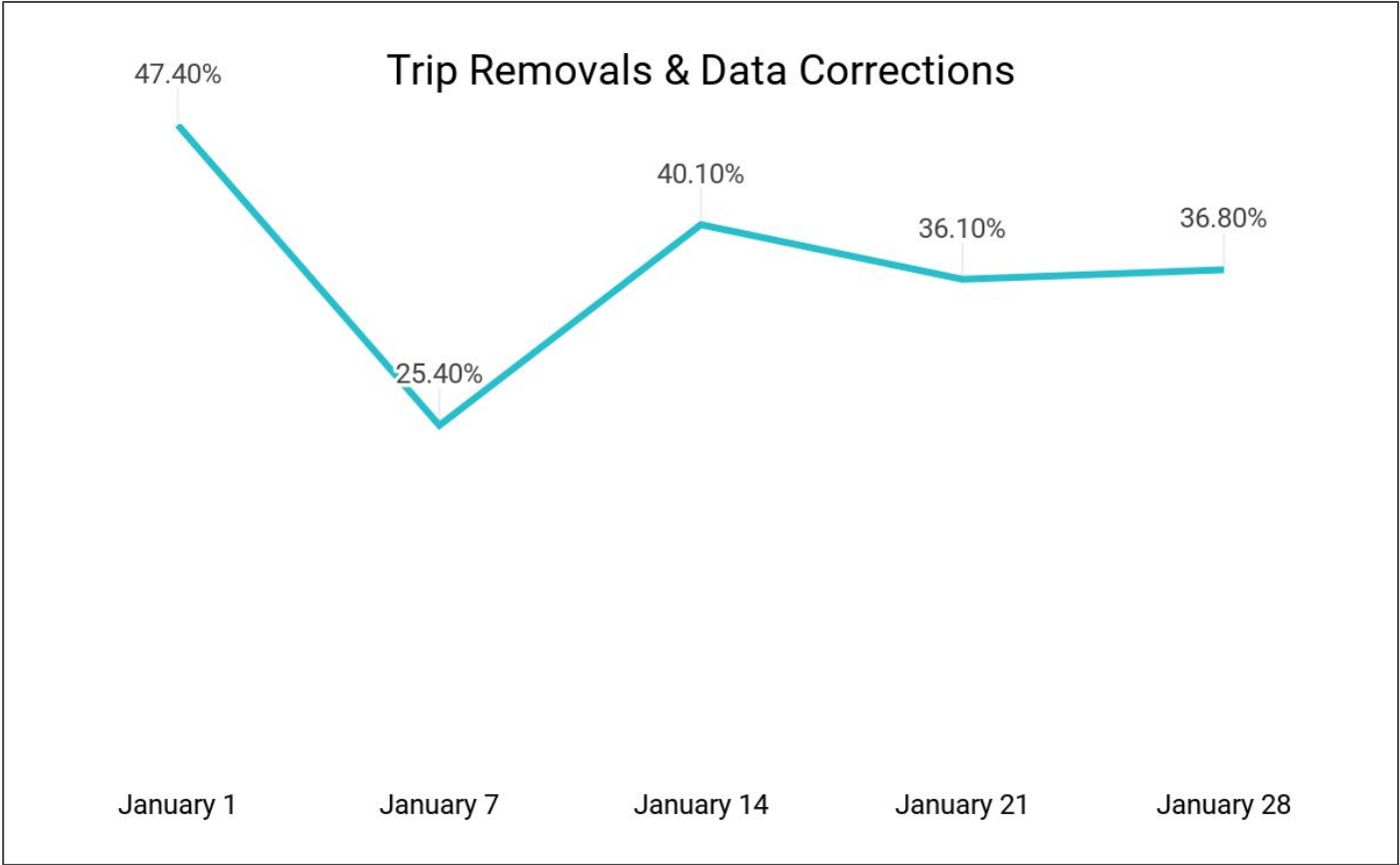
Average Speed of Answer, Facility



This week, hold times on the dedicated facility line are under 1-2 minutes on average.

	Week of 1/14	Week of 1/21	Week of 1/28
Total Calls Received	962	2,214	2,301
Avg Speed of Answer (seconds)	497	430	378

Trip Removals & Data Corrections



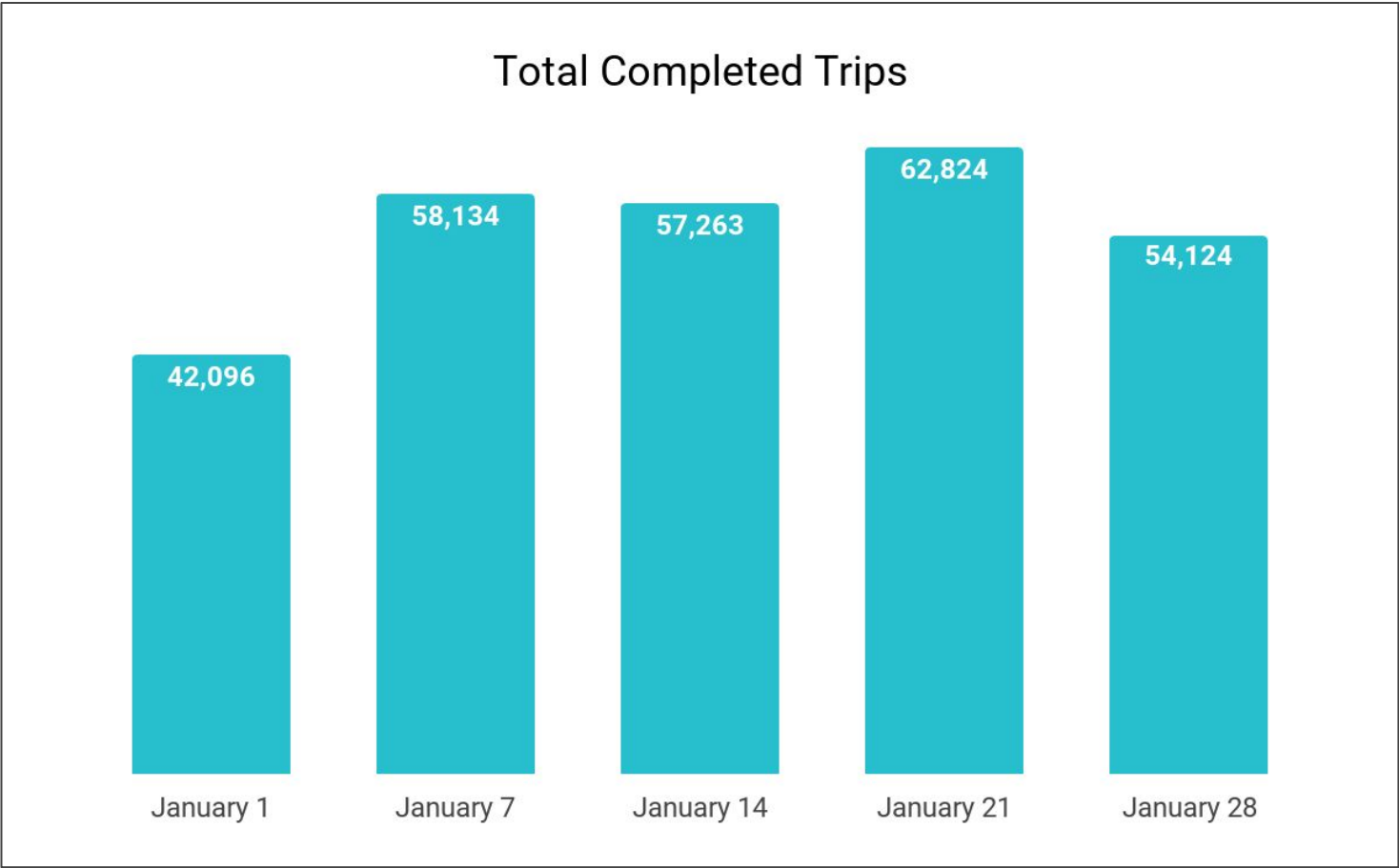
This data represents trips removed prior to dispatching to a transportation provider.

We are still in the process of identifying and cleaning the system of reservations where transportation isn't needed.



	Week of 1/1	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Total
Rate of Trip Removals & Data Corrections	47.41%	25.37%	40.07%	36.12%	36.82%	36.49%

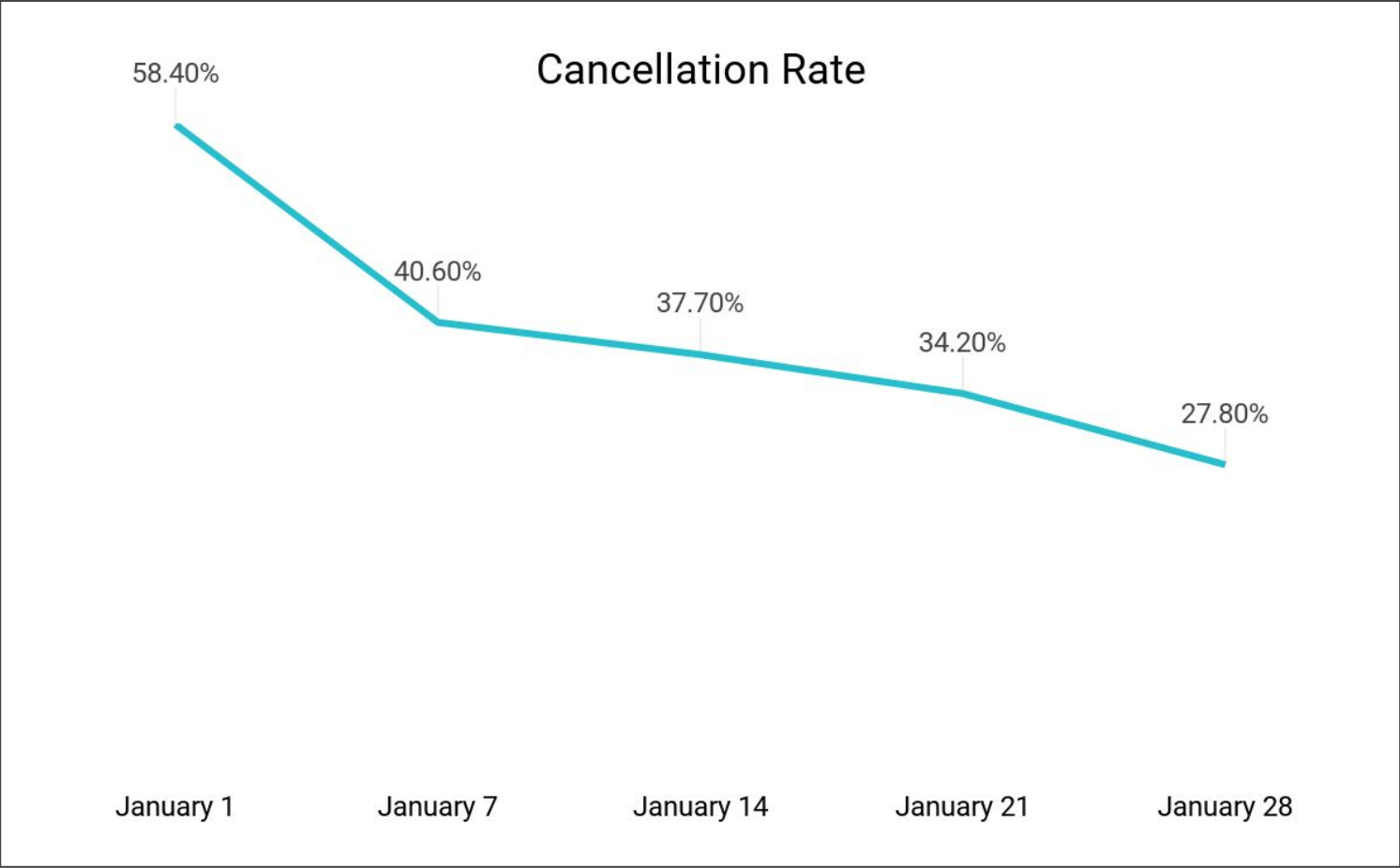
Total Completed Trips



Ambulatory and wheelchair trip volumes have normalized to historical claims data.

	Week of 1/1	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Total
Completed Trips	42,096	58,134	57,263	62,824	54,124	274,441

Cancellation Rate



Cancellation rates continued to decline as we remove “bad” trips from the system

	Week of 1/1	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Total
Rate of Trip Removals & Data Corrections	58.39%	40.58%	37.75%	34.24%	27.77%	38.48%



Thank You