



Veyo / Total Transit Update

March 9, 2018

Introduction

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President

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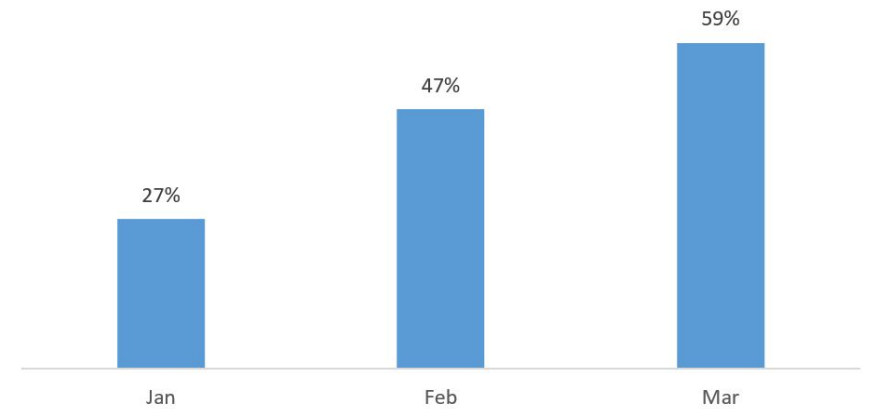
Connecticut Market Director

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Operational Updates

- Preferred Providers have been requested for 59% of trips booked for March, up from 47% in February
- We are continuing to hold providers accountable for service quality. Actions include the distribution of warning emails and corrective action plans. Actions are taken when the following KPIs are not met:
 - At least 95% of the trips completed will be on-time
 - Less than 0.1% of total trips accepted will have a substantiated grievance
 - At least 95% of the trips offered will be accepted
 - At least 95% of trips are confirmed with 48 hours (or more) notice until the pick-up time
- After hours processes have been updated and clarified
- Trip volume is now beyond pre-launch expectations
- Updated FAQs and Veyo's policies and procedures are now available on Veyo's website
- Additional clinical coordinator has been hired, starts this month
- Executive presence has continued on the ground in Connecticut


Preferred Provider Trips



Community Engagement

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

- Connecticut Hospital Association
- Residential Care Facilities
- Children's Hospital Association
- AMR
- Nursing Homes
- Dialysis Centers
- Yale New Haven Hospital Group
- ASOs
- Cornell Scott
- APT Foundation

A photograph of a middle-aged Black man with a grey beard and mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a seatbelt. He is holding a tablet computer in his left hand, which is on the steering wheel. His right hand is on the gear shift. The background shows green foliage outside the car window.

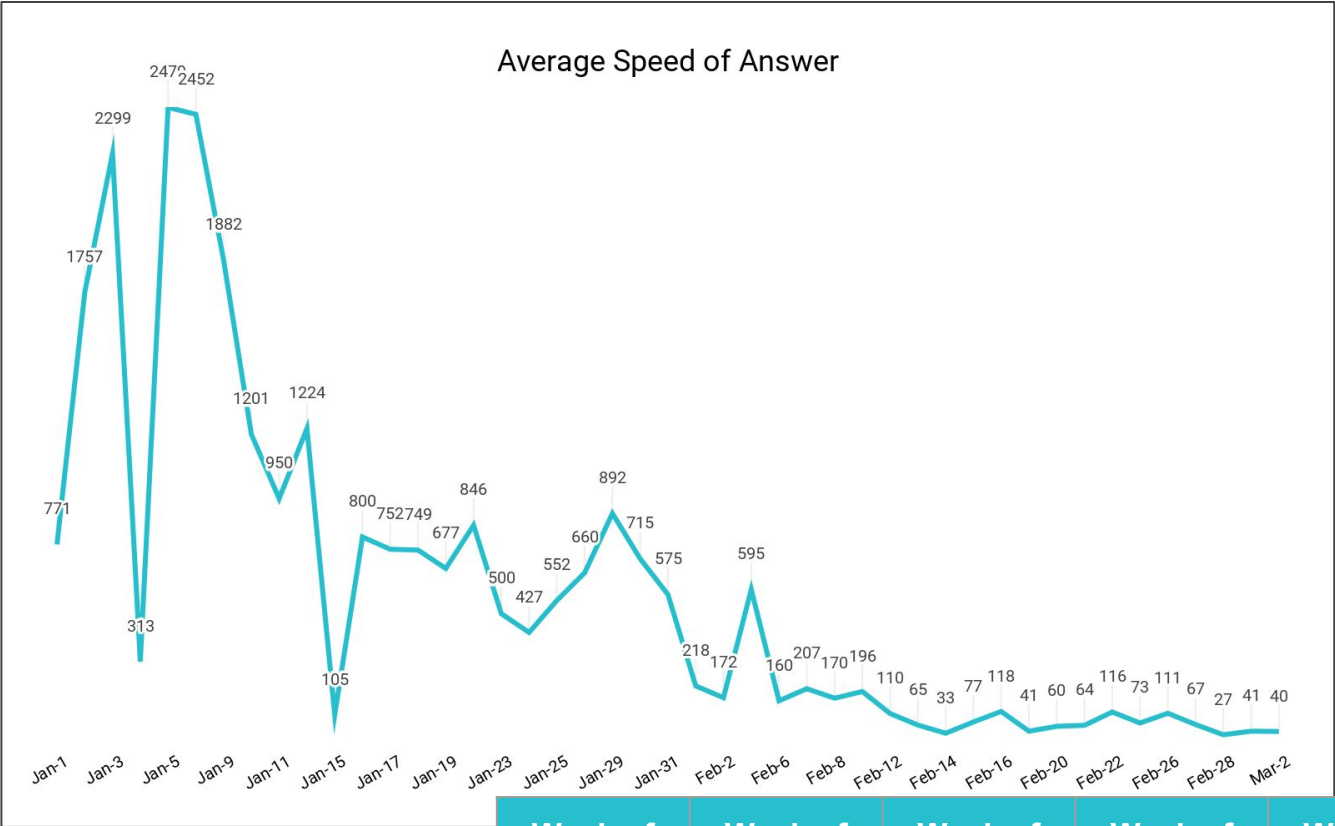
January / February Metrics

Call Center Summary

Call volumes continue to normalize. We have added significant additional resources (over 60 additional FTE, close to 100% additional to budgeted resources) which has allowed us to operate at a level consistent with the Service Level terms of the contract and to ensure dedicated resources for facilities, escalations, and data entry.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 02/25
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241

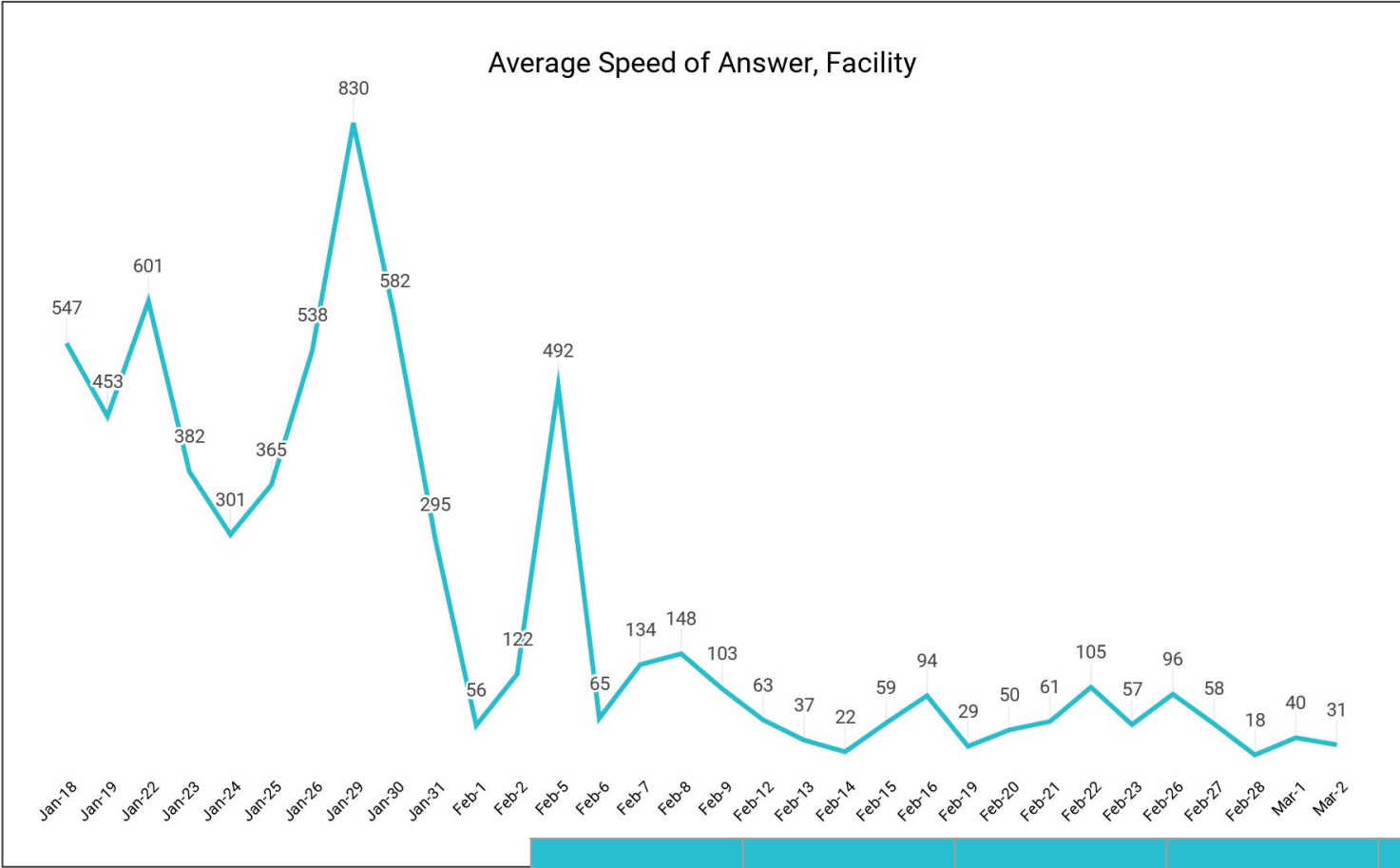
Average Speed of Answer



- Hold times continue to decrease, with average speed of answer dropping to 60 seconds the week of 2/25.
- The longest speed of answer was 29 minutes and 4 seconds.
- 13% of the contact center is fluent in Spanish.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241
Avg Speed of Answer (seconds)	1,671	1,526	608	591	520	261	80	71	60

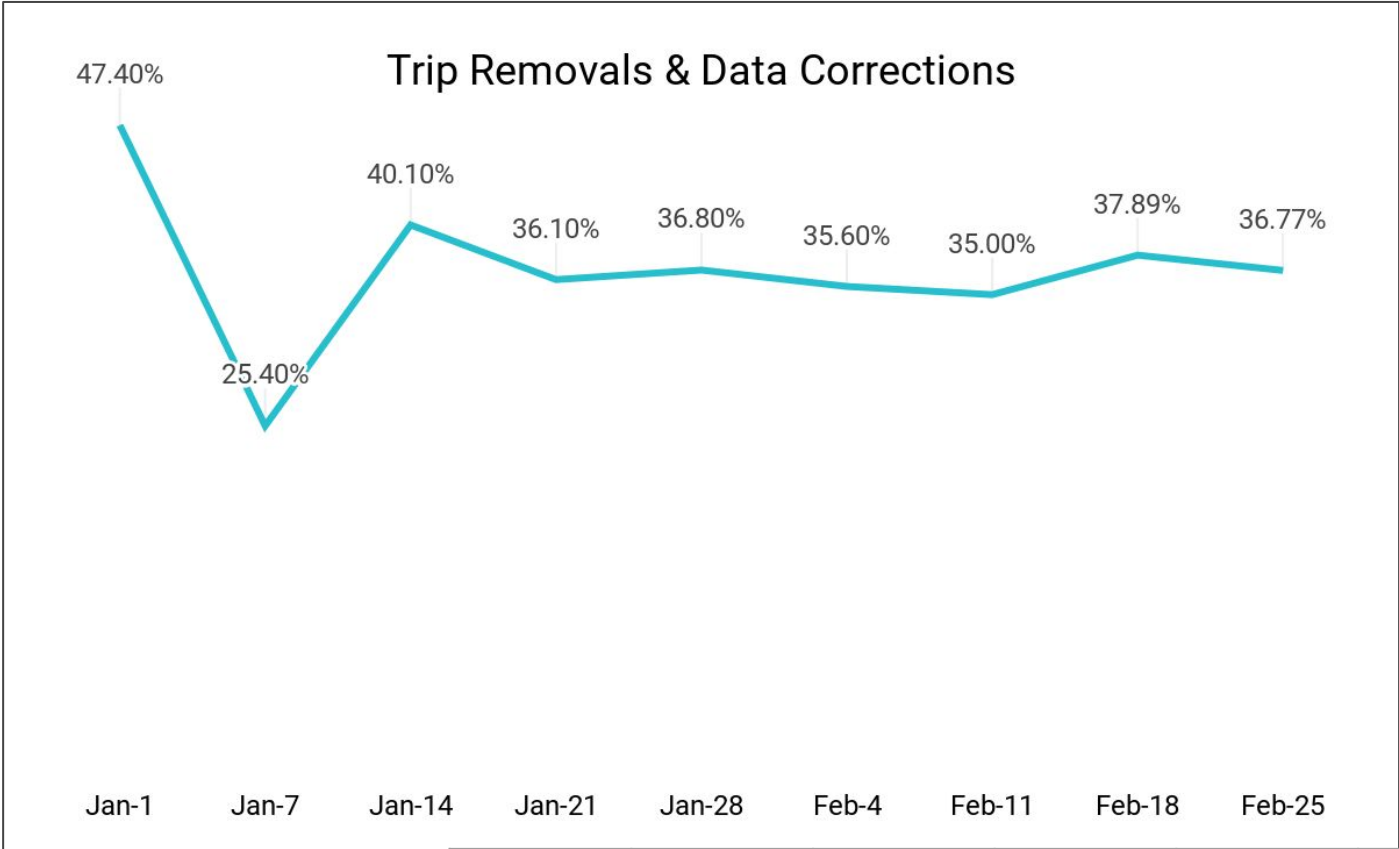
Average Speed of Answer, Facility



Hold times on the dedicated facility line continue to decrease, with the average speed of answer dropping to just under a minute by the week of 2/25.

	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25
Total Calls Received	962	2,214	2,301	2,165	2,195	2,064	2,210
Avg Speed of Answer (seconds)	497	430	378	182	53	62	50

Trip Removals & Data Corrections



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

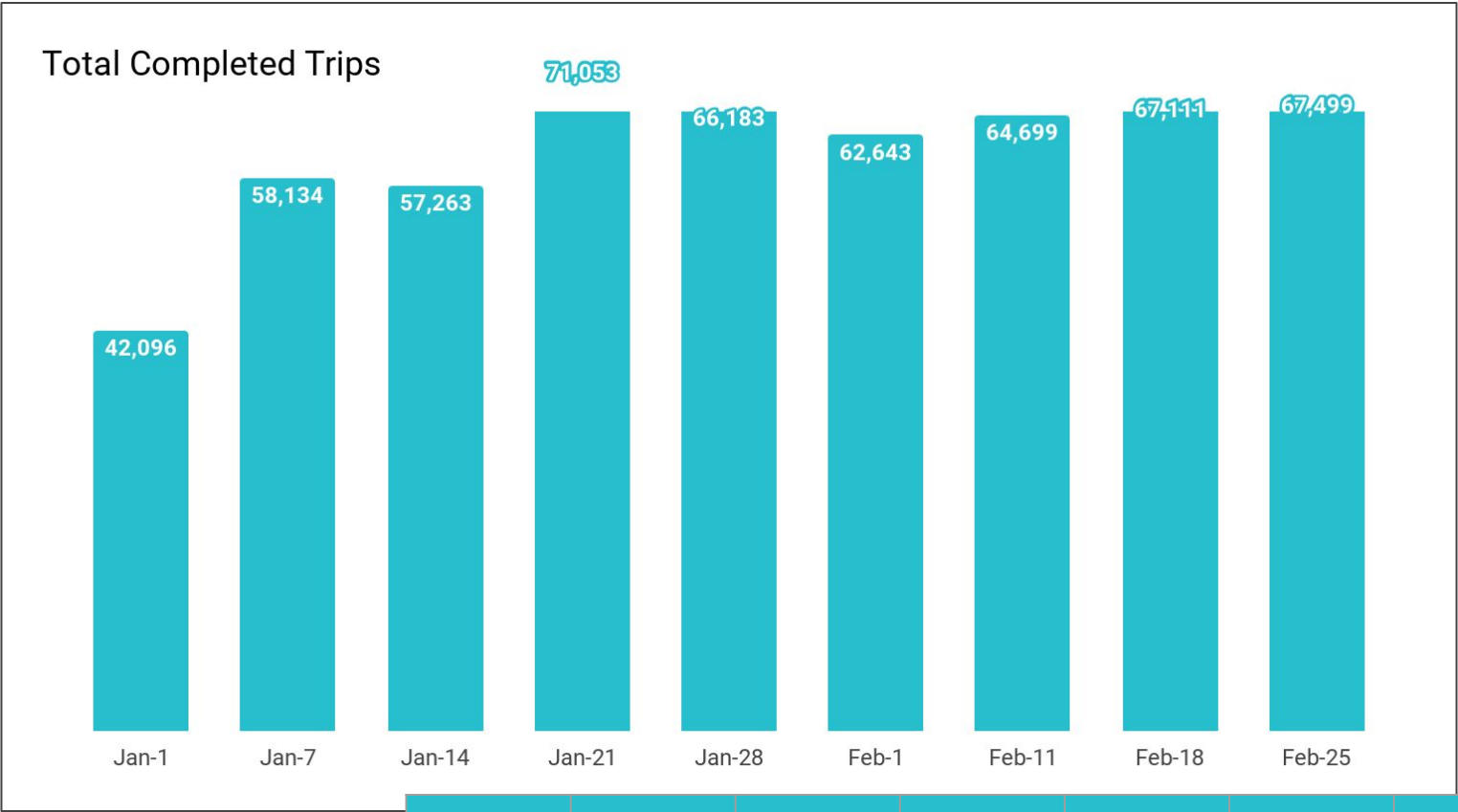
We are still in the process of identifying and cleaning the system of reservations where transportation isn't needed.



	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25
Rate of Trip Removals & Data Corrections	47.41%	25.37%	40.07%	36.12%	36.82%	35.62%	35.05%	37.89%	36.77%

Note: Rates adjust over time as trips are finalized. The data shown represents the most up-to-date data.

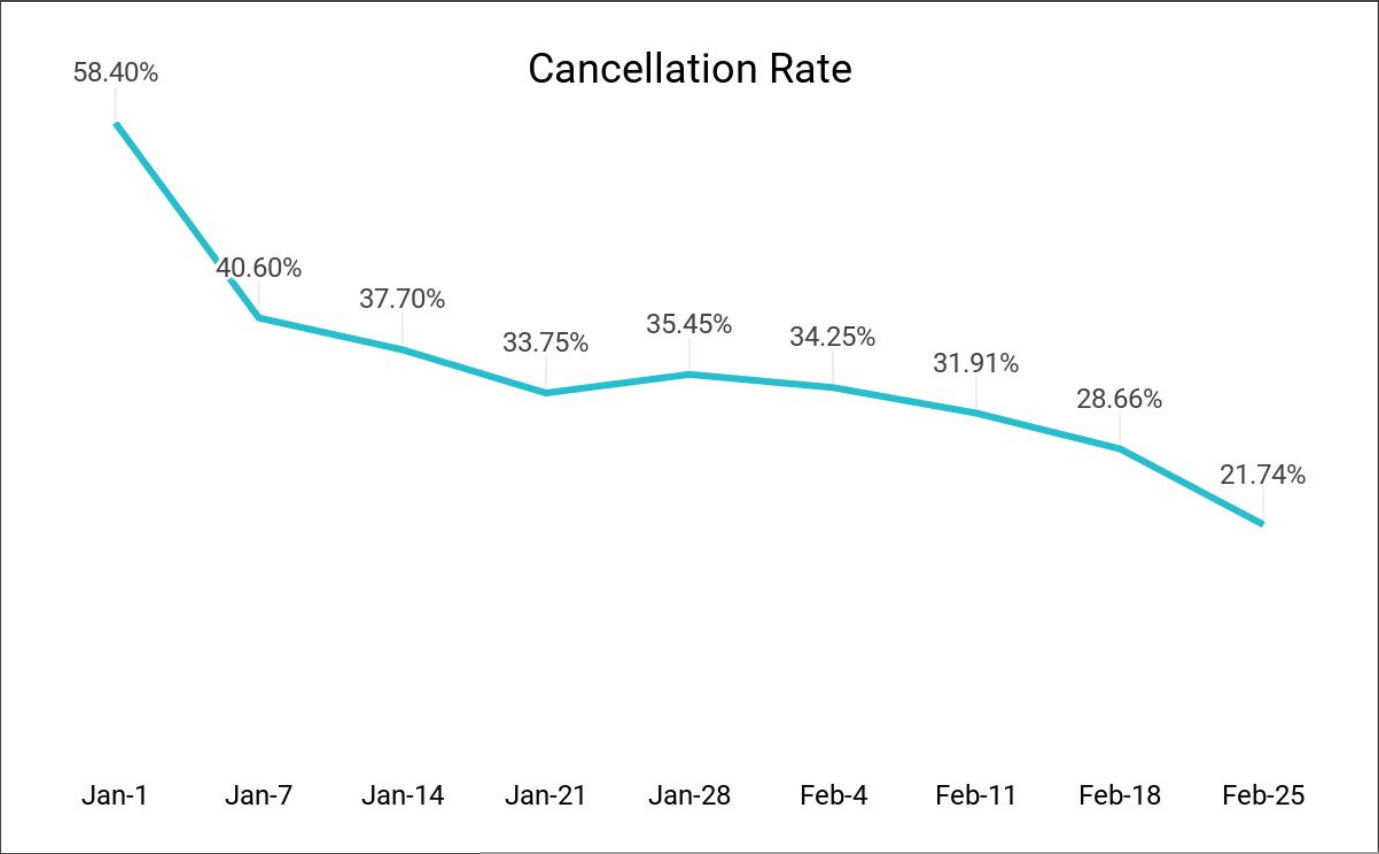
Total Completed Trips



Ambulatory and wheelchair trip volumes trending higher than historical claims data.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Total
Completed Trips	42,096	58,134	57,263	71,053	66,183	62,643	64,699	67,111	67,499	556,681

Cancellation Rate



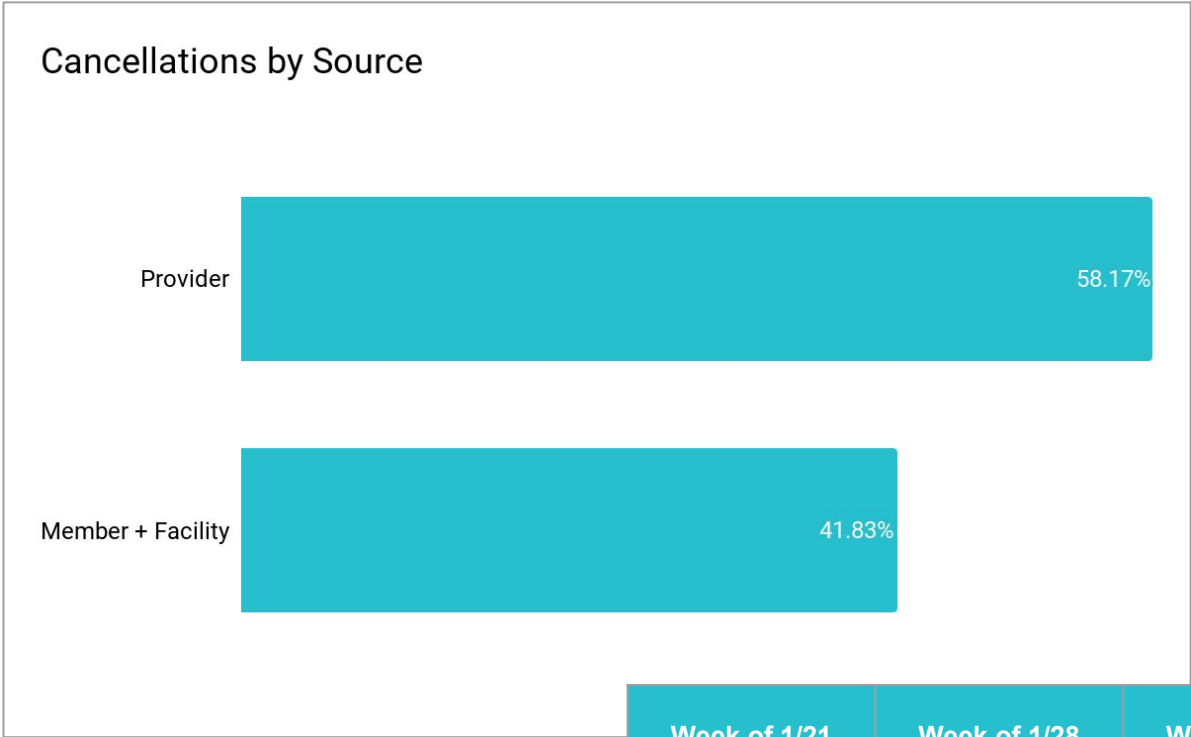
Cancellation rates continued to decline as we remove “bad” trips from the system.



	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25
Cancellation Rate	58.39%	40.58%	37.75%	33.75%	35.45%	34.25%	31.91%	28.66%	21.74%

Note: Cancellation Rates adjust over time as trips are finalized. The data shown represents the most up-to-date data.

Cancellation Rate by Source



	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25
Provider Cancellations	10,224	10,438	9,692	7,921	5,907	5,207
Member + Facility Cancellations via the Contact Center	5,479	5,420	5,598	6,691	6,506	3,948
Total Cancelled Trips	15,703	15,858	15,290	14,612	12,413	9,155



Thank You