



# STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105

May 8, 2018

Mr. Dave Coppock  
Manager  
Veyo, A Total Transit Company  
425 Day Hill Road  
Windsor, CT 06095

RE: Letter of Concern

Dear Mr. Coppock:

This letter is to provide formal written notification regarding a number of our concerns pertaining to Veyo's performance under the terms of the Non-Emergency Medical Transportation contract. This letter provides Veyo an opportunity to address these concerns, to the Department's satisfaction, prior to the Department's implementation of required corrective actions or, if applicable, the implementation of sanctions pursuant to Section XIV "Performance Standards," subsection 1, "Failure to meet standards will result in a sanction against the Contractor."

Specifically, the Department's concerns are as follows:

1. Lack of timeliness in responding to complaints from the Department. Since the start of Veyo's operation of the NEMT program, we have had countless discussions regarding Veyo's responsiveness to complaints directed to Veyo from the Department. There are numerous complaints that have been submitted to Veyo for which the Department has no record of a response from Veyo meaning that Veyo has failed to meet a standard which will result in an imposition of a sanction. Section XIV "Performance Sanctions," subsection 7B on page 51 of the contract states:

If the Contractor fails to record or respond to a complaint as required in the contract, the Department will impose a sanction of \$500 per occurrence.

2. Lack of required communication with the Department regarding policies and procedures. Section IX – "Policies and Procedures Manual," subsection 1 on page 38 of the contract states:

The Contractor shall establish written policies and/or procedures, **subject to Department review and advance approval.** All such policies and procedures shall be posted on the Contractor's website in a prominent location.

Since the start of Veyo's performance under the contract, there have been several occasions where Veyo has established policies or procedures and has communicated such policies and procedures to members, providers, and/or facilities, without the Department's approval or knowledge of the policies and procedures. Specifically, it is our understanding that information regarding paratransit was directed to facilities and/or members, yet such information was never shared with or approved by the Department. Other examples include the communication to members about the transition to the SmartCard, and Call Center messaging around the provision of wheelchairs.

Failure to inform the Department and receive the Department's approval on policies and procedures related to the operation of the Department's NEMT program is unacceptable. It is the Department's expectation that Veyo will inform and involve the Department in any external communication involving the operation of the Department's NEMT program, including, but not limited to communications pertaining to the development and/or implementation of a policy or procedure.

3. Lack of response to and follow up on member complaints. The Department has received information, from external sources representing our clients, suggesting that Veyo is not responding to, nor following up, on complaints received from members. The Department will be reviewing and revisiting Veyo's policy and procedures pertaining to the handling of complaints to ensure that such policies and procedures include a timeframe for responses.
4. Lack of timeliness to respond to Department requests. There have been multiple instances where Veyo has failed to respond to the Department in a timely manner with requests for information and/or clarification. Specific recent occasions include the timely submission of Veyo's MAPOC presentation for the Department's review and the Department's request for a response addressing the discrepancies found in the March 2018 monthly report.
5. Lack of timely pick up of members. The Department continues to receive a myriad of complaints from members and providers stating that Veyo has failed to ensure that members are picked up timely. Section XIV "Performance Sanctions," subsection 7G on page 52 of the contract states:

If a member is waiting over one (1) hour for a pick up or over three (3) in the case of a hospital discharge, the Department will impose a sanction of \$500 not to exceed \$10,000 per month.

Veyo's performance in each of the areas cited above is unacceptable. Veyo's failure to respond to, resolve and follow up with complaints from members, providers, facilities and the Department in a timely manner damages the integrity and operation of the program causing great stress and concern for our members, our Medicaid providers and their representatives and advocates.



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While the Department remains committed to working with Veyo to address operational issues and concerns, Veyo must, at a minimum, immediately address and improve the timeliness and content of responses to complaints and requests for information. With the Department's concerns on the record, it is our hope that we can have a complete and comprehensive discussion on how these matters will be addressed to the Department's satisfaction.

I look forward to your acknowledgment and response by **4:00 p.m. ET tomorrow, May 9, 2018**. Failure to respond to the Department's satisfaction will result in the Department exercising its contractual rights to impose sanctions.

Sincerely,



Roderick M. Winstead  
Integrated Care Manager  
Division of Health Services  
Department of Social Services

CC: Josh Komenda, Veyo  
Kathleen Brennan, Deputy Commissioner, DSS  
Kate McEvoy, Director, DSS Division of Health Services  
Robert Zavoski, M.D.  
William Halsey