



Veyo / Total Transit Update

April 12, 2019

Introduction

- 2018 Overview
- Review of 2018 Initiatives and Improvements
- Overview of Upcoming 2019 Initiatives and Improvements

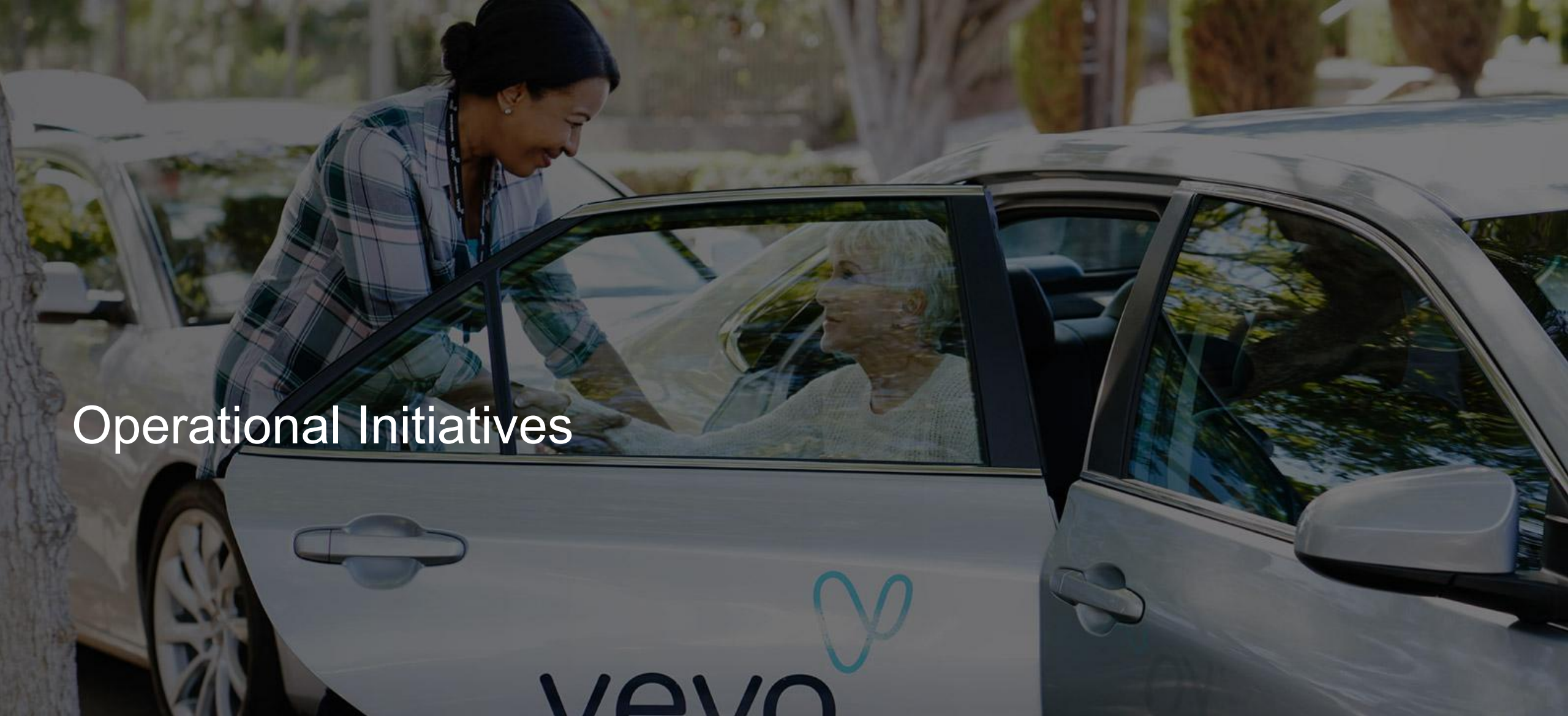
2018 Overview

- Since January 1, 2018, Veyo has completed over 4,075,319 trips in CT, with an average of 350,000 completed trips each month, a 16% year over year (YOY) increase from 2017
- In the month of December 2018, Veyo completed 356,249 trips with a total grievance rate of just 0.10% (half our target rate of 0.2%) and a substantiated grievance rate of just 0.03% (substantiated grievances are complaints that can be authenticated with evidence)
- Veyo has partnered with over 80 commercial providers (managing over 1400 commercial vehicles) and 250 independent driver-providers in the state of Connecticut
- Veyo Call Center agents answer an average of 4,000 calls each day with an average handle time of under 5 minutes.
- While we faced challenges upon launch, complaints have decreased 49% YOY and we're receiving positive feedback from the CT community

Performance Improvements

Over the past 14 months, we have launched several initiatives to improve the performance and service for HUSKY Health Medicaid Members, including but not limited to:


- Employee training refresher program
- Expansion of our clinical coordinator team
- Creation of dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Optimization of our integrated voice response program and member survey program
- Simplified member-facing forms/communications
- Partnership with Beacon, the CT Department of Social Services, Administrative Service Organization
- Ongoing and targeted healthcare facility outreach
- Removal of 18 under performing providers from our transportation network and the addition of 17 new providers to the network
- Introduction of monthly provider scorecards
- Launch of the Go CT Smartcard Program for members eligible for mass transit
- Launch of the Members Advisory Committee
- Launch of our real-time trip rescue program
- Community outreach

A photograph showing a woman in a plaid shirt leaning into the open door of a white car to assist an elderly woman. The car has the 'vevo' logo and a blue infinity symbol on its side. The background is a blurred outdoor setting with trees.

Operational Initiatives

Connecticut Team Growth + Training

- Added over 60 FTEs to the Connecticut Contact Center to better handle call volume
- Launched a training refresher program in August 2018 for all Contact Center Employees
- Created dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Expanded of our Clinical Coordinator team, which consists of Registered Nurses with BSN degrees.



88%
decrease
in average speed of
answer



93%
decrease
in abandoned calls



45%
decrease in average
handle time

Continued Focus on Transportation Provider Network Health

- Veyo met with 103 providers to review performance, discuss issues, answer questions, and retrain drivers
- Network Optimization:
 - Removed 18 underperforming providers
 - Placed 14 underperforming providers placed on a corrective action plan
 - Added 17 new providers
- Introduced monthly reporting scorecards
- Wrote 18 letters of support to the DOT to help providers expand their fleet



Ongoing Facility Outreach

In 2018, Veyo conducted in-person visits to over 180 CT healthcare facilities, and continues to reach out to new and existing facilities each month, offering support, training, and the opportunity for feedback. In March we worked with the following facilities:

- Saint Mary Home, West Hartford
- Bridgeport Hospital Primary Care Center, Bridgeport
- New Horizons, Unionville
- Davita Dialysis, Hartford
- APT Foundation, New Haven
- Fernwood Rest Home, Litchfield
- Yale New Haven Health System, New Haven
- ROOT, Willimantic
- Evergreen Health Care Center, Stafford Springs
- Cornell Scott, New Haven
- Autumn Lake, New Britain
- Valerie Manor, Torrington
- LifeBridge, Bridgeport
- ROOT, Hartford
- Davita Dialysis, New Haven,
- Avantus Renal Therapy, New Haven
- CHR, Enfield
- SOLNIT, Middletown

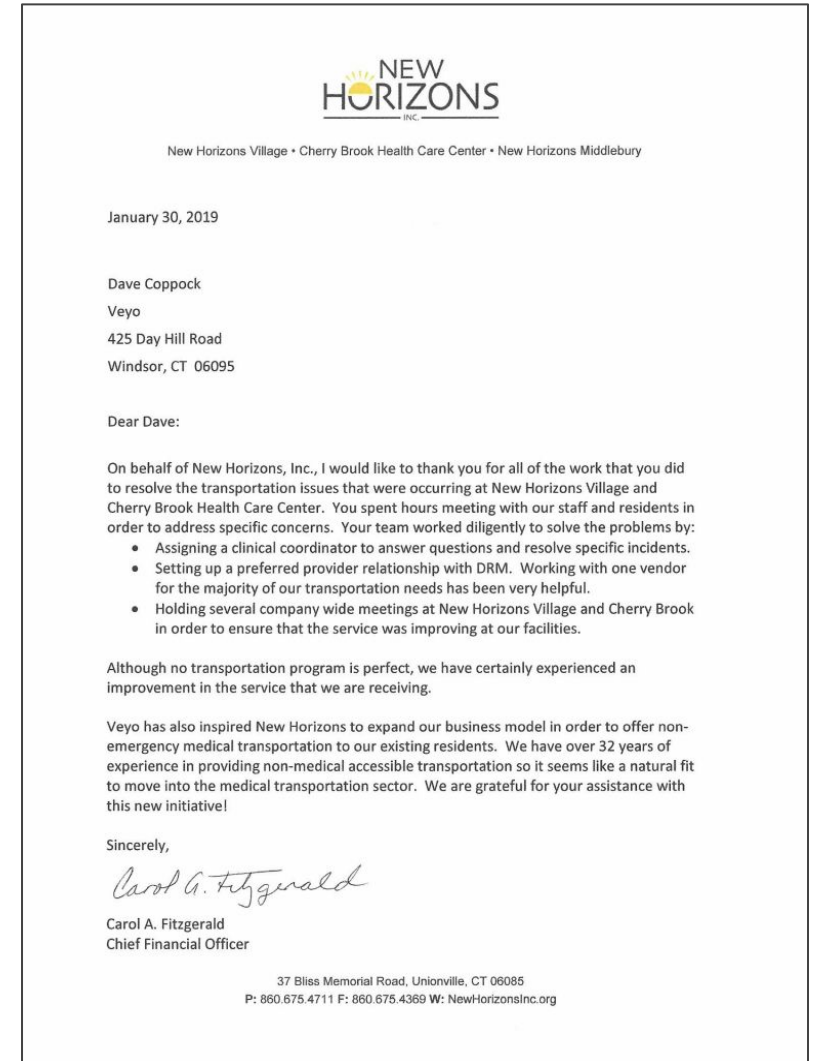
Community Feedback

We have continually received positive feedback from members, facilities, providers, and stakeholders in the community.

"Anita...was very patient and wonderful, and I appreciate the time she took with me. Anita read everything back to me correctly and I thank her sincerely for that. I have very fast speech and sometimes agents get frustrated with me...thank you so much for the service you provide."
-HUSKY Health member

"(I am) so appreciative that Olga went the extra mile to resolve my transportation needs. She took the time and I just had to say Thank YOU!"
-HUSKY Health member

"I want to share about the positive service we have received from Veyo over the past month. ...[Our facility] had a significant flood that caused the evacuation of 60 of our residents. As we slowly put the pieces back together and began readmitting back from our sister centers Veyo was very supportive. We were calling in several instances with relatively short notice to Veyo requesting return transport. In each case [we] explained the unusual circumstances and in all instances transportation was provided with no delay."
- Peter Mongillo, Center Executive Director, Genesis Healthcare-The Willows



A photograph of a smiling man with grey hair and a beard, wearing a light blue button-down shirt, sitting in the driver's seat of a car. He is holding a tablet computer in his left hand and has his right hand on the steering wheel. The car's interior is visible, including the headrest and dashboard. The background shows a blurred view of green foliage outside the car window.

Technology Initiatives

Complete Route Tracking

- Tracking from start to finish
- Date, time, and location of both pickup and drop-off
- Trip duration (time and mileage)
- Member and driver information
- Up-to-date driver credentials
- Modes of transportation
- Eligibility/plan perimeters
- Car/driver identifier
- Full communication history
- Automated flags for suspicious activity/FWA

veyo

Dashboard

Trips

Reservations

Drivers

Passengers

Tickets

Vehicles

Fleets

Fares

Promotions

Adjustments

Batches

Reports

Manage

Administration

TRIP #00000

MAP

GENERAL

Created At	Reported Duration	Estimated Duration	Traveled Duration	Operator	Completed At	Reported Mileage	Estimated Mileage	Traveled Mileage	Fleet	Type	Priority	Reservation Time	Reservation
Nov 5, 2015 10:36 AM	7 minutes	6 minutes	6 minutes		Nov 5, 2015 10:50 AM	1.79 Miles	1.29 Miles	1.29 Miles		ASAP	5	On Demand	#545821

LOCATIONS

Accepted	Arrived	Picked Up (Actual)	Dropped Off (Actual)
000 South Pioneer, Gilbert, AZ 85233, US Nov 5, 2015 10:36 AM	000 East University Drive, Mesa, AZ 85203, US Nov 5, 2015 10:43 AM	000 East University Drive, Mesa, AZ 85203, US Nov 5, 2015 10:43 AM	000 South Fraser Drive, Mesa, AZ 85204, US Nov 5, 2015 10:50 AM

DRIVER

JILL SMITH
1.123.123.4567

NAME: John Doe
Email: jdoe123@gmail.com
Contact Phone: 1.123.123.4567
Application: Total Transit Android Driver Application 1.0.0
OS: Android 5.1.1-22
Device: Nexus 5
Vehicle: Other Hyundai Accent #12345
Base: Mesa

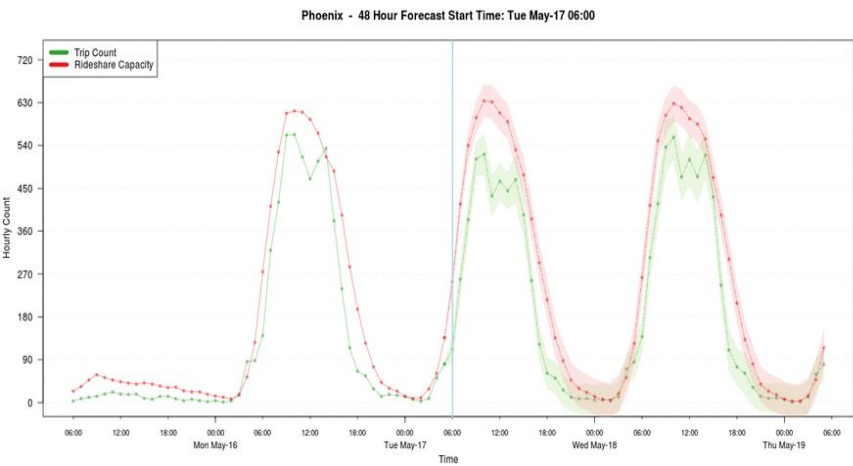
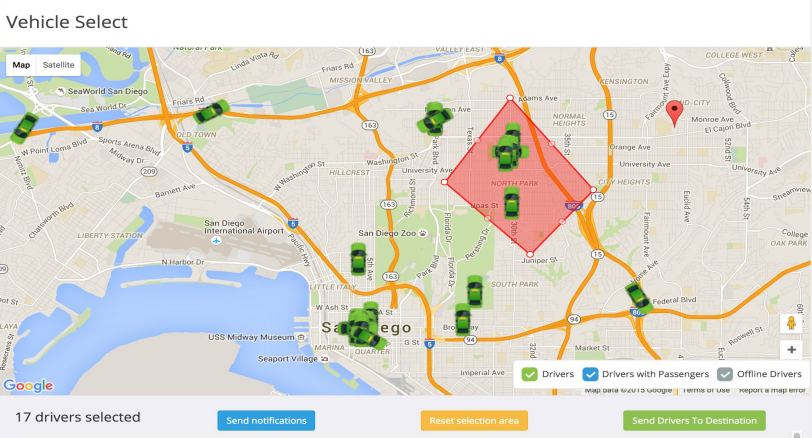
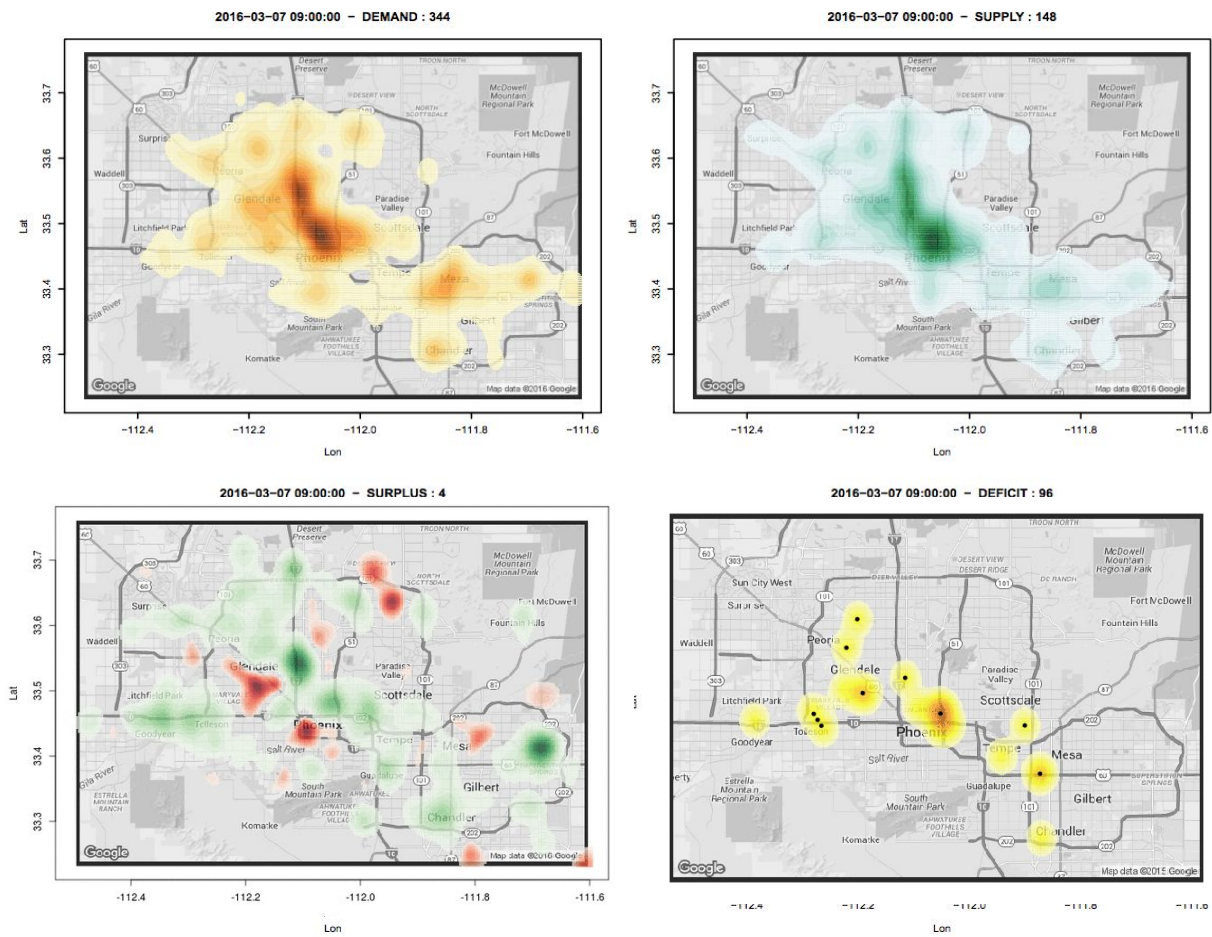
PAYMENT DETAILS

Payment System	TTI Accounting	Cashiering System	TTI Accounting	Billing Account	1206
\$0.00	\$4.80	\$0.00	\$4.80	\$0.00	\$4.80

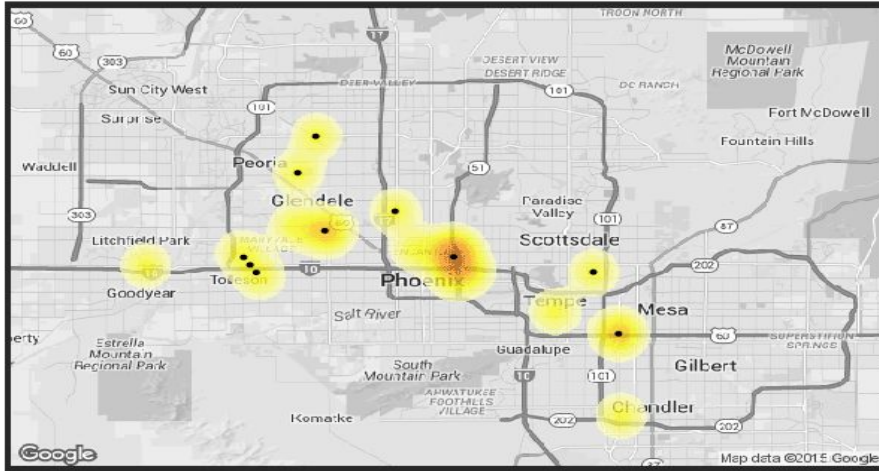
NET ALLOCATION DETAILS

Transaction Status	2PB Master Account	Operator Account	Driver Account	Driver Cashiering Type
NON-BATCHED	\$0.00	\$0.00	\$4.80	Through Operator

Predictive Analytics: Matching supply to demand



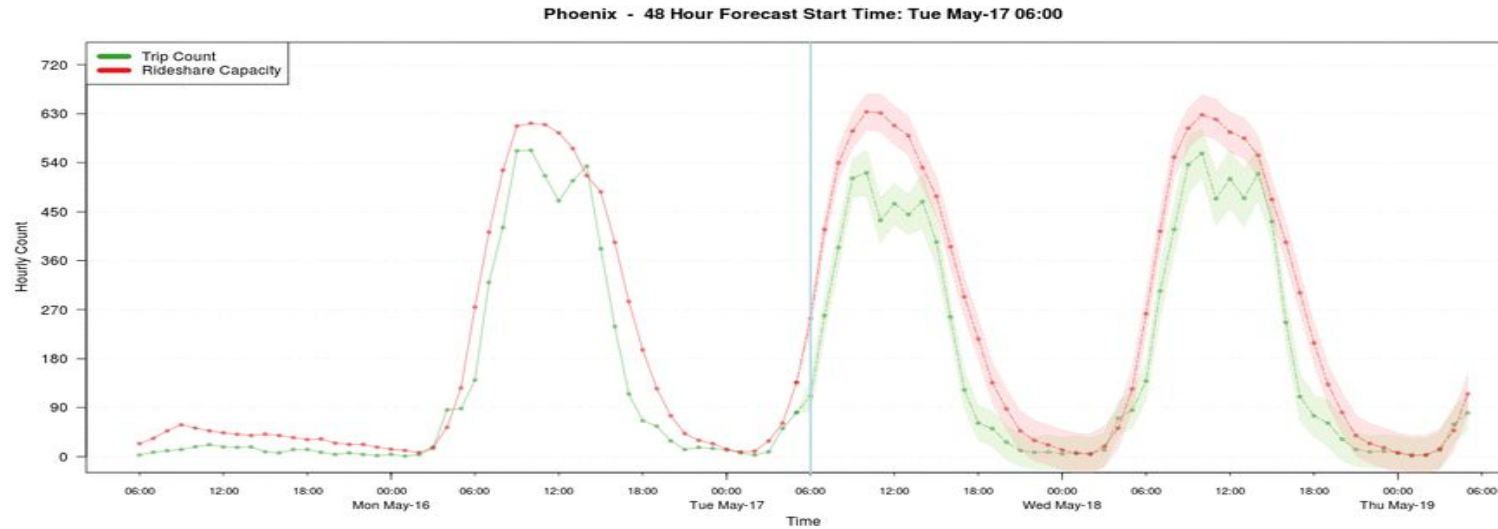
Demand Analysis: Placing vehicles where they're needed



Demand Analysis provides:

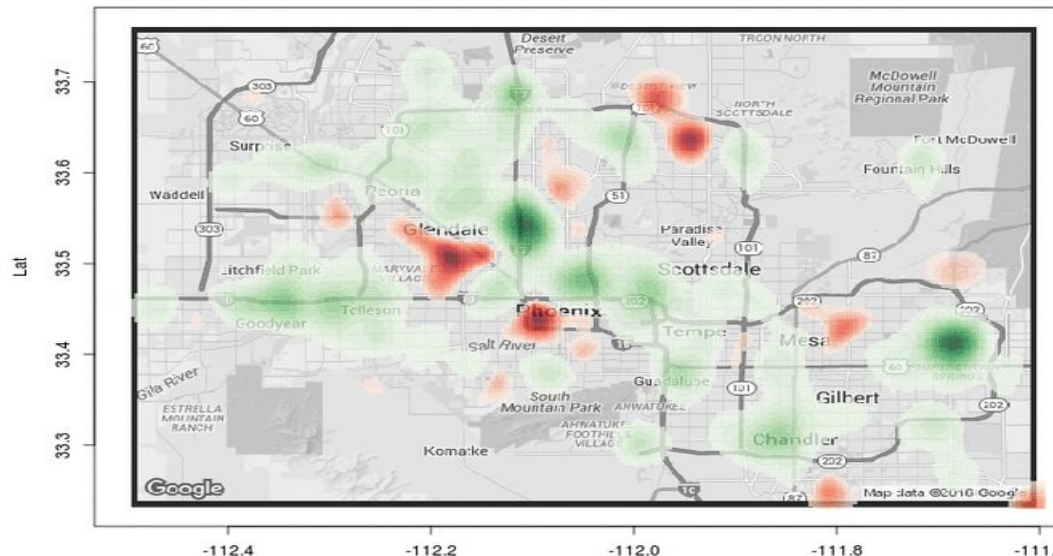
- Trip distribution heatmap
- Driver distribution heatmap
- Trip cancellation analysis
- Match rate analysis

Predictive Data Analysis



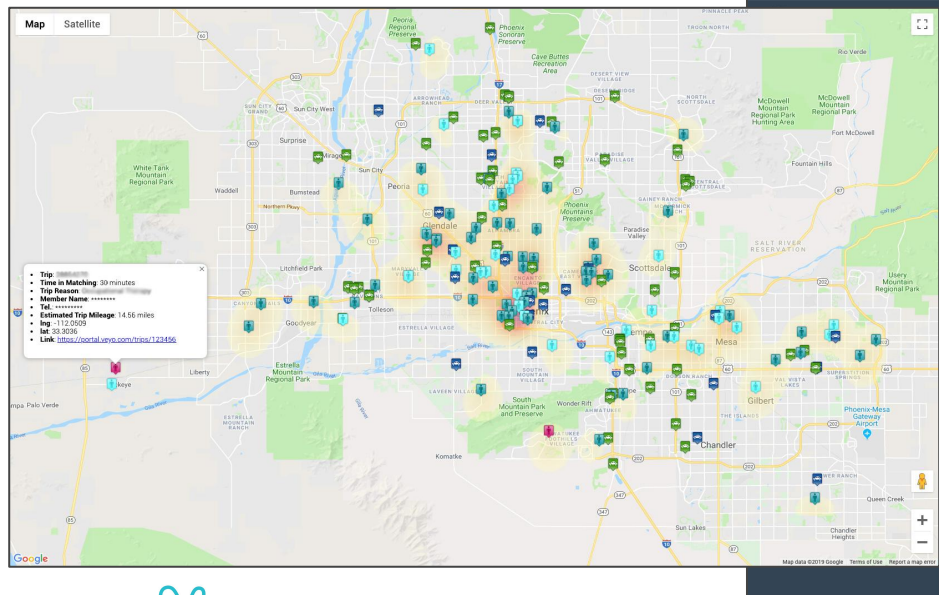
Predictive analysis provides:

- Visibility into future capacity
- Identification of deficits and surpluses
- Driver reward recommendation
- Driver recruitment recommendation
- Pre-match recommendation



Rescue Dispatch: Real-time trip rescue

Real-time rescue for any trips that are in danger of falling behind schedule due to weather, traffic, etc.



VEYO

Dashboards

Trips

Members

Clinical Coordinator

Approval Manager

Reservations

Dispatch

Rescue Dispatch

Trips in OnDemand

Trips in Manual

RESCUE DISPATCH > TRIPS IN ONDEMAND

Rescue Dispatch

Filter Trips: Pickup Date 02/27/2019 Market Arizona On Demand Status Matching

35 Trips

Filter Trips

CANCEL TRIP

UPDATE PICKUP TIME

SEND TO MANUAL

<input type="checkbox"/> Assigned	Trip Id	Member	Confirmation #	T-Match	Pickup Date/Time	Appointment Date/Time	Schedule Type	Member ID	Reason	Account	Acct. IDP Pref.	Pickup Address
<input checked="" type="checkbox"/>	#123456	James Bailey	W78011600123	30 Mins	02/27/2019 9:31 AM (MT)	02/27/2019 10:31 AM (MT)	WillCall	A78011600123	Dialysis	Mercy Care	Idp Preferred	5500 N 17TH AVE PHOENIX
<input type="checkbox"/>	#123457	Rebecca Thompson	W88011601234	30 Mins	02/27/2019 9:40 AM (MT)	N/A	Scheduled	A78011601234	Behavioral Health	Arizona Complete Hea...	No Preference	200 W HERMOSA DR, SUITE 210
<input checked="" type="checkbox"/>	#123458	Christopher Evans	W88811123456	11 Mins	02/27/2019 9:45 AM (MT)	02/27/2019 10:15 AM (MT)	WillCall	A78011601234	Specialist	Steward Health Choice...	No Preference	7700 W THUNDER RD, PHOENIX
<input type="checkbox"/>	#123459	Juanita Peterson	N/A	10 Min	02/27/2019 10:05 AM (MT)	02/27/2019 10:35 AM (MT)	Scheduled	A78011601234	Dialysis	Mercy Care	Idp Preferred	10000 W STREET NAME, SUITE
<input type="checkbox"/>	#123460	James Bailey	W78011667368	10 Min	02/27/2019 10:10 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled	A78011667368	Specialist	Mercy Care	Idp Preferred	5500 N 17TH AVE PHOENIX
<input type="checkbox"/>	#123461	John Thompson	W86778876984	10 Min	02/27/2019 10:15 AM (MT)	02/27/2019 11:35 AM (MT)	WillCall	A78011667368	Specialist	Arizona Complete Hea...	No Preference	200 W HERMOSA DR, SUITE 210
<input type="checkbox"/>	#123462	Bob Johnson	W89984978771	9 Min	02/27/2019 10:25 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled	A78011667368	N/A	Steward Health Choice...	No Preference	88000 W THUNDER RD, PHOENIX
<input type="checkbox"/>	#123463	Juanita Peterson	W94953858399	8 Min	02/27/2019 10:30 AM (MT)	02/27/2019 11:30 AM (MT)	Scheduled	A78011667368	Behavioral Health	Mercy Care	Idp Preferred	10000 W STREET NAME, SUITE
<input type="checkbox"/>	#123464	James Bailey	W60123489887	6 Min	02/27/2019 10:31 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled	A78011667368	Dialysis	Arizona Complete Hea...	No Preference	200 W HERMOSA DR, SUITE 210
<input type="checkbox"/>	#123465	Rebecca Thompson	W99989903456	6 Min	02/27/2019 10:40 AM (MT)	02/27/2019 11:45 AM (MT)	Scheduled	A78011667368	Specialist	Steward Health Choice...	No Preference	7700 W THUNDER RD, PHOENIX
<input type="checkbox"/>	#123466	Christopher Evans	W78988999887	5 Min	02/27/2019 10:45 AM (MT)	02/27/2019 11:35 AM (MT)	Scheduled	A78011667368	Specialist	Steward Health Choice...	No Preference	10000 W STREET NAME, SUITE
<input type="checkbox"/>	#123467	Juanita Peterson	W88011601234	5 Min	02/27/2019 11:05 AM (MT)	02/27/2019 12:00 AM (MT)	Scheduled	A78011667368	N/A	Arizona Complete Hea...	No Preference	5500 N 17TH AVE PHOENIX
<input type="checkbox"/>	#123468	James Bailey	W89900009916	4 Min	02/27/2019 11:10 AM (MT)	02/27/2019 11:45 AM (MT)	Scheduled	A78011667368	N/A	Steward Health Choice...	No Preference	200 W HERMOSA DR, SUITE 210
<input type="checkbox"/>	#123469	Rebecca Thompson	W121387878765	3 Min	02/27/2019 11:15 AM (MT)	02/27/2019 12:15 AM (MT)	WillCall	A78011667368	Specialist	Steward Health Choice...	No Preference	88000 W THUNDER RD, PHOENIX
<input type="checkbox"/>	#123470	Christopher Evans	W88011601234	2 Min	02/27/2019 11:20 AM (MT)	02/27/2019 12:15 AM (MT)	Scheduled	A78011667368	Specialist	Mercy Care	Idp Preferred	10000 W STREET NAME, SUITE

Items per page: 15 1 - 15 of 36

Rescue Dispatch: Finding the closest provider

The screenshot shows the Veyo dispatch interface. On the left is a sidebar with navigation links: Dashboards, Trips, Members, Clinical Coordinator, Approval Manager, Reservations, Dispatch, Public Transit, Markets, Products, Drivers, Passengers, Tickets, Fleets, Fares, Promotions, Adjustments, Batches, Reports, Manage, and Administration. The main area displays a map of Phoenix, Arizona, with a green circle indicating a 7-mile search radius. A dropdown menu shows 'Available', 'Busy', and 'Unavailable' status filters. Below the map, a 'GENERAL' section contains trip details: Created At (Apr 9, 2019 7:36 AM), Actual Estimate... (Google Route) 1:17 Miles, Estimated Mile... (Google Route) 1:17 Miles, Market (Arizona), Product (Ambulatory), Service Area (Arizona State), Type (Advanced Order), Schedule Type (Medical), Priority (5), Trip Reason (Mercy Care Eligible Trip), Appointment TL... (Apr 9, 2019 11:45 AM), and MNA Trip (No). A 'LOCATIONS' section shows 'Picked Up (Requested)' and 'Dropped Off (Requested)' locations with green markers.

Trips can be rerouted to the next closest provider with a few simple clicks.

The screenshot shows the Veyo dispatch interface with a 22-mile search radius. A pop-up window displays driver information: Driver (Redacted), Email (@gmail.com), Phone (+1602-...), and Miles Away (9.9 Miles). The 'GENERAL' section contains trip details: Created At (Apr 9, 2019 7:36 AM), Actual Estimate... (Google Route) 1:17 Miles, Estimated Mile... (Google Route) 1:17 Miles, Market (Arizona), Product (Ambulatory), Service Area (Arizona State), Type (Advanced Order), Schedule Type (Medical), Priority (5), Trip Reason (Mercy Care Eligible Trip), Appointment TL... (Apr 9, 2019 11:45 AM), and MNA Trip (No). The 'LOCATIONS' section shows 'Picked Up (Requested)' and 'Dropped Off (Requested)' locations with green markers.

2019 Initiatives: Facility Portal Launch

- Allows healthcare facilities to book and manage transportation for several health plans from one easy location
- Easily accessible via a browser window
- Real-time trip information
- Contact information for each provider
- Supports multiple facility locations

The screenshot displays the RIDEVIEW Facility Portal interface. The top navigation bar includes the RIDEVIEW logo, a menu icon, and links for TRIP LIST, MANAGE USERS, and a user profile (email@email.com). The main content area is divided into two sections: 'Your Facility's Trips' and a detailed trip view.

Filter Trips: A sidebar on the left allows filtering by Facility (STARR Boise), MID, First Name, Last Name, DOB, Confirmation #, Start Date, and End Date. There are 'RESET' and 'APPLY' buttons at the bottom.

Your Facility's Trips: This section shows a list of trips. The first trip is highlighted, showing details for a 'Non-Repeating Trip' on Nov 10 at 10:30 AM for Carolina Blackwood. The trip details include the operator (Tom's Transport), driver (Tom Hanks), vehicle (Purple Mazda), license (PD3920), and phone (*****). The pickup location is Home (994 Big Rock Canyon Dr., Duncanville, CA 90290) and the dropoff is Care Center (143 Weshire Blvd., Santa Monica, CA 90401). A map shows the route between these locations. There are buttons for 'REQUEST TRIP', 'VIEW YOUR PASSENGER'S TRIPS', 'GENERATE NUMBER', and 'CANCEL'.

Trips List: Below the detailed view, a table lists other trips for Nov 10:

Date/Time	Passenger Name	MID	DOB	Conf.#	Actions
Nov 10 9:10 AM	Stanford Virgo	MID: 8302799DH2	DOB: 08/20/1967	Conf.#: 478HJK	[Link] [Map] [Dropdown]
Nov 10 9:10 AM	Hayden Normanson	MID: 738DHEJ736	DOB: 04/19/1975	Conf.#: 09D73	[Link] [Map] [Dropdown]
Nov 10 9:15 AM	Jason Blackwood	MID: 0283HD7EJ2	DOB: 09/10/1984	Conf.#: JD8E7G5	[Link] [Map] [Dropdown]
Nov 10 9:20 AM	John Smith	MID: 73846182D	DOB: 10/11/1987	Conf.#: 8ERJ23	[Link] [Map] [Dropdown]
Nov 10 9:20 AM	Lloyd Miles	MID: HD8EY73H40	DOB: 03/24/1978	Conf.#: 90DHE7	[Link] [Map] [Dropdown]
Nov 10 9:30 AM	Charley Milford	MID: SJ837HD33	DOB: 10/14/1977	Conf.#: JDS873H	[Link] [Map] [Dropdown]
Nov 10 9:30 AM	James Karolak	MID: 893HDYE72H	DOB: 11/12/1985	Conf.#: KSDHF8	[Link] [Map] [Dropdown]

2019 Initiatives: Facility Portal Launch

- Eligibility verification
- Trip booking includes support for:
 - Specific needs (e.g. oxygen tank)
 - Recurring trips
 - Driver notes
- Facilities can request immediate transportation for a member that needs to be picked up

The screenshot displays the Rideview Facility Portal interface. The top navigation bar includes the Rideview logo, a menu icon, and links for 'TRIP LIST', 'MANAGE USERS', a user profile 'email@email.com', and a settings gear. The left sidebar, titled 'NEW ITINERARY', shows a progress flow: 'Passenger Lookup' (checked), 'Itinerary Details' (checked), 'Appointment' (12/12/2019 at 2:00 PM), 'Repeating Weekly' (Monday, Wednesday, Friday until 12/12/2020), 'Trip 1' (selected), and 'Review'. The main content area is titled 'Booking for Carolina Blackwood' and features a 'CHANGE PASSENGER' button. The booking form includes sections for 'Trip 1' details: 'Origin and Destination' (750 B Street to 1801 Mission Avenue), 'Date and Time' (Departs Immediately), and 'Trip Details' (Ambulatory Pharmacy Trip). The 'Passenger Details' section prompts for driver information and includes fields for 'Primary Contact (Optional)', 'Additional Passengers' (0), and 'Specific Needs (Optional)'. A 'Driver Notes (Optional)' field and an 'ADD ANOTHER NOTE' button are also present. At the bottom right, there are 'PREVIOUS' and 'REVIEW ITINERARY' buttons.

Q1 Updates

Contact Center Summary

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Daily Calls Received	3,278	3,723	3,509	3,108	3,554	3,307
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Answered %	94.1%	94.2%	93.8%	96.8%	94.5%	94.6%

Average Speed Of Answer Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Speed of Answer (seconds)	53.2	53.7	57.1	28.4	56.5	68.2

Average Abandon Rate Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Total Calls Abandoned	3,433	4,026	4,090	1,404	3,613	3,069
Abandon %	3.4%	3.4%	3.8%	1.4%	3.2%	3.4%

Average Handle Time Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Avg Handle Time (minutes)	5.1	5.3	5.1	5.1	5.1	4.9

Service Level Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Handled Within Service Level	86,804	99,918	88,871	92,073	95,327	75,882
Handled Outside Service Level	11,540	15,506	16,387	4,271	14,854	13,410
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Service Level	88.3%	86.6%	84.4%	95.6%	86.5%	85.0%

Complaints Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Total Complaint Count	442	555	480	369	390	467
Complaint %	0.13%	0.15%	0.14%	0.10%	0.10%	0.13%

Substantiated Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Substantiated Complaints	326	382	342	257	226	225
Substantiated Complaint %	0.10%	0.10%	0.10%	0.07%	0.06%	0.06%

Days To Resolve

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Grievance Count	442	555	480	369	390	467
Resolved Count	440	551	474	364	316	314
Avg. Time to Resolve (Days)	45.84	42.73	38.74	39.23	18.30	9.23

Complaints Category Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Missed Pickup	158	210	201	143	123	115
Late Pickup	80	86	70	50	47	49
Late Pickup - B-Leg	26	27	26	17	10	18
Driver Issue	20	17	15	21	20	13
Other	19	21	15	14	9	13
Safety Concern	8	3	7	3	9	11
Scheduling Error	8	6	3	3	6	3
Agent Issue	3	5	2			1
Damage/Injury	4	6		1		
Vehicle Issue		2	2	5	1	1
Early Arrival					1	
Technical Issue						1

Wheelchair (Durable Medical Equipment) Data

	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
February	324	258	65	1
March	291	230	60	1

Dialysis Data

	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
February	19784	14	11
March	21637	14	8

- Veyo continues to gather feedback regularly from dialysis facility via in person meetings, emails, and monthly reports.
- Veyo's Clinical Coordinators and Dispatch agents work regularly with facilities to troubleshoot any real-time concerns.

Member Advisory Committee

During our March 2019 Member Advisory Committee, the following topics were discussed:

- Recent **transportation concerns** - providers showing up late and safety concerns around wheelchair transportation.
- Contractual guidelines on **booking trips within 48 hours**, unless urgent.
- Feedback on the new **IVR system** - largely positive since it eases workflow.
- **Post Call Survey** - ensuring members are aware of the post call survey and quarterly survey to help improve member experience.



Thank You