



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **September 2019**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **September 2019**

Veyo Healthcare Logistics

## Call Center Summary

October 22, 2019

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

## Call Count Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	99,349	100,406	94,157	84,466	95,881	94,399	96,850
Avg Daily Calls Received	3,205	3,347	3,037	2,816	3,093	3,045	3,228
Total Calls Answered	93,828	97,353	90,451	83,211	92,169	89,813	94,541
Answered %	94.4%	97.0%	96.1%	98.5%	96.1%	95.1%	97.6%

## Average Speed Of Answer Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	99,349	100,406	94,157	84,466	95,881	94,399	96,850
Avg Speed of Answer (seconds)	98.1	56.0	65.5	31.6	66.9	72.5	41.8

## Average Abandon Rate Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	99,349	100,406	94,157	84,466	95,881	94,399	96,850
Total Calls Abandoned	5,483	3,018	3,676	1,233	3,675	4,544	2,300
Abandon %	5.5%	3.0%	3.9%	1.5%	3.8%	4.8%	2.4%

## Average Handle Time Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Answered	93,828	97,353	90,451	83,211	92,169	89,813	94,541
Avg Handle Time (minutes)	5.0	4.6	4.7	4.5	4.7	4.6	4.6

## Service Level Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Handled Within Service Level	75,501	87,456	79,378	80,049	81,405	77,356	88,374
Handled Outside Service Level	23,848	12,950	14,779	4,417	14,476	17,043	8,476
Total Calls Received	99,349	100,406	94,157	84,466	95,881	94,399	96,850
Service Level	76.0%	87.1%	84.3%	94.8%	84.9%	81.9%	91.2%

## Call Center Summary, Facility

October 22, 2019

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

## Call Count Summary (Facility)

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	6,401	6,284	6,258	5,750	6,721	5,967	5,846
Avg Daily Calls Received	305	286	272	288	292	271	278
Total Calls Answered	6,112	6,123	6,011	5,685	6,439	5,703	5,751
Answered %	95.5%	97.4%	96.1%	98.9%	95.8%	95.6%	98.4%

## Average Speed Of Answer Summary (Facility)

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	6,401	6,284	6,258	5,750	6,721	5,967	5,846
Avg Speed of Answer (seconds)	77.2	47.6	59.9	25.7	62.6	63.6	33.1

## Average Abandon Rate Summary (Facility)

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Received	6,401	6,284	6,258	5,750	6,721	5,967	5,846
Total Calls Abandoned	289	161	247	65	282	264	95
Abandon %	4.5%	2.6%	3.9%	1.1%	4.2%	4.4%	1.6%

## Average Handle Time Summary (Facility)

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Calls Answered	6,112	6,123	6,011	5,685	6,439	5,703	5,751
Avg Handle Time (minutes)	6.2	6.1	6.0	5.8	5.8	5.7	5.8

## Service Level Summary (Facility)

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Handled Within Service Level	5,206	5,623	5,376	5,555	5,774	5,028	5,479
Handled Outside Service Level	1,195	661	882	195	947	939	367
Total Calls Received	6,401	6,284	6,258	5,750	6,721	5,967	5,846
Service Level	81.3%	89.5%	85.9%	96.6%	85.9%	84.3%	93.7%

## KPIs

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



# Monthly Trip Report

Connecticut Medicaid

Reporting Period: **September 2019**

Veyo Healthcare Logistics

## Trip Executive Summary

### Completed Trip Count Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Completed Trips	398,918	405,614	423,044	387,276	424,974	422,190	397,385

\* Includes Public Transit and Mileage Reimbursement

### On Time % Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
A Leg	87.87%	88.22%	89.38%	89.86%	89.99%	88.64%	88.31%
B Leg	94.36%	94.86%	95.16%	95.69%	95.67%	94.78%	94.50%
Both Legs	91.05%	91.47%	92.23%	92.73%	92.78%	91.62%	91.30%

\* Excludes Public Transit and Mileage Reimbursement

A-Leg is the first part of a round trip or and B-Leg is the return trip

### Member No Show Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Member No-Show Count	14,778	14,875	17,056	16,006	16,024	16,123	13,920
No-Shows + Completed*	166,765	162,822	163,304	147,680	153,304	154,448	142,675
Member No-Show Rate	8.86%	9.14%	10.44%	10.84%	10.45%	10.44%	9.76%

\* Excludes Public Transit and Mileage Reimbursement

### Booked Trip Count Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Trips Booked	493,330	500,497	515,618	468,708	509,425	501,240	471,214

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Total Mileage	2,696,485	2,652,359	2,680,604	2,444,984	2,618,380	2,560,206	2,381,868
Avg. Mileage	6.76	6.54	6.34	6.31	6.16	6.06	5.99

### Trip % Distance Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
0-10 Miles	79.06%	80.52%	81.28%	81.17%	81.93%	82.50%	82.77%
10-20 Miles	14.31%	13.17%	13.05%	13.35%	13.03%	12.71%	12.50%
20-30 Miles	4.10%	3.97%	3.55%	3.50%	3.26%	3.14%	3.19%
30-40 Miles	1.64%	1.48%	1.35%	1.26%	1.09%	0.98%	0.91%
40-50 Miles	0.58%	0.55%	0.48%	0.43%	0.41%	0.37%	0.36%
50+ Miles	0.31%	0.31%	0.28%	0.28%	0.29%	0.30%	0.28%

### Completed Trips by Mode

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Ambulatory	126,805	122,025	120,470	107,833	111,669	112,774	104,797
Mileage Reimbursement	12,692	13,701	15,143	15,075	16,184	16,094	14,684
Public Transit	234,239	243,966	261,653	240,527	271,510	267,771	253,946
Wheelchair	25,182	25,922	25,778	23,841	25,611	25,551	23,958

### Members with Completed Trips Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Completed Trips	24,402	24,223	24,336	23,547	23,798	23,787	23,667

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Drug Rehabilitation	180,614	178,852	186,586	173,886	186,607	187,018	171,535
Behavioral Health	93,180	99,799	106,609	95,925	108,935	106,262	99,230
Specialist	39,182	39,457	39,851	36,294	40,257	38,810	36,865
Dialysis	21,569	21,631	22,018	20,321	21,933	22,209	20,526
Counselor	16,002	16,407	16,776	14,454	15,677	15,121	13,987
Psychiatric Services	13,955	14,320	14,944	13,349	15,192	14,719	13,137
Physical Therapy	9,456	9,741	10,428	8,971	10,259	9,436	9,419
Urgent Care	4,720	4,849	5,674	5,476	5,569	9,040	14,427
PCP	7,505	7,415	7,374	6,810	7,293	6,808	6,360
Dental	2,527	2,614	2,352	2,214	2,353	2,421	2,220
Chemotherapy	2,006	2,278	1,984	2,007	2,174	2,207	1,992
Surgery	1,889	1,918	2,080	1,981	2,261	2,234	2,182
Vision	1,713	1,815	1,817	1,638	1,836	1,673	1,625
Lab	1,813	1,718	1,646	1,373	1,633	1,567	1,451
Chiropractic	742	779	800	706	863	765	731
Occupational Therapy	621	685	748	635	812	758	609
Development Therapy	832	685	682	597	668	578	512
Speech Therapy	335	370	403	377	363	316	317
Audiology	180	214	203	204	192	154	129
MFP (Data Entry Only)	77	67	69	58	79	76	131
Other					18	18	

# Transportation Provider Summary

October 22, 2019

## Number of Providers

Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
72	76	77	78	76	67	70

## Provider No-Show Count

Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
380	260	268	264	259	332	381

## Provider Mix Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
PUBLIC TRANSIT	234,239	243,966	261,653	240,527	271,510	267,771	253,946
CONTRACTED PROVIDERS	143,899	136,937	133,805	116,302	117,706	115,741	105,719
VEYO INDEPENDENT DRIVERS	8,088	11,010	12,443	15,372	19,574	22,584	23,036
MILEAGE REIMBURSEMENT	12,692	13,701	15,143	15,075	16,184	16,094	14,684

## Late Trip Count by Provider

Mar 2019		Apr 2019		May 2019		Jun 2019		Jul 2019		Aug 2019		Sep 2019	
Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
32,187	21.22%	29,687	20.10%	28,330	19.39%	24,373	18.53%	24,271	17.70%	23,152	16.76%	21,669	16.86%

\*Excludes Public Transit and Mileage Reimbursement

# Trip Cancellations

October 22, 2019

## Cancellation Reason Summary

		May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Call Center	Member No Show	4,568	3,854	3,817	4,438	2,817
	Member Cancelled	11,402	9,007	11,348	11,073	11,391
	Not Finalized	8,067	7,342	6,750	6,209	6,782
	Other	1,445	990	950	995	917
	Incorrect Information	511	801	759	578	1,059
	Facility Cancelled	979	705	711	657	809
	Provider No Show	269	267	270	333	383
	Provider Incident	110	164	128	163	143
	Member is Ineligible	5	1	7	5	7
	Weather			1	3	2
Transportation Provider	Member No Show	12,872	12,498	12,627	12,344	11,749
	Member Cancelled	6,730	5,384	5,008	4,845	4,958
	Other	3,737	2,711	3,175	3,007	3,316
	Incorrect Information	3,515	3,007	2,773	2,588	2,232
	Provider Incident	72	92	108	138	83
	Member is Ineligible	10	52	80	11	11
	Weather	8	13	19	20	17
Grand Total		54,300	46,888	48,531	47,407	46,676

## Same Day Cancellation Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Cancelled Trips	60,170	55,206	54,300	46,888	48,531	47,407	46,676
Cancelled + Completed*	212,157	203,153	200,548	178,562	185,811	185,732	175,431
Cancellation Rate	28.36%	27.17%	27.08%	26.26%	26.12%	25.52%	26.61%

\*Cancelled trips reported are trips that are cancelled on or after the day of the trip. Public transit and mileage reimbursement are excluded.

\* Cancellations categorized as contact center are those that are being cancelled with Veyo's contact center

\* Cancellations categorized as provider are those that are being cancelled with the network providers

## Unfulfilled Trip Counts

October 22, 2019

		Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Member No Show	Critical	1,506	1,904	1,987	2,158	2,467	2,606
	Non-Critical	13,260	14,585	13,416	13,893	14,049	11,980
Provider No Show	Critical	23	23	25	26	44	45
	Non-Critical	205	191	185	218	203	211
Trips Not Confirmed	Critical	157	92	44	49	52	52
	Non-Critical	386	147	88	25	20	50
Total Unfulfilled		15,537	16,942	15,745	16,369	16,835	14,944

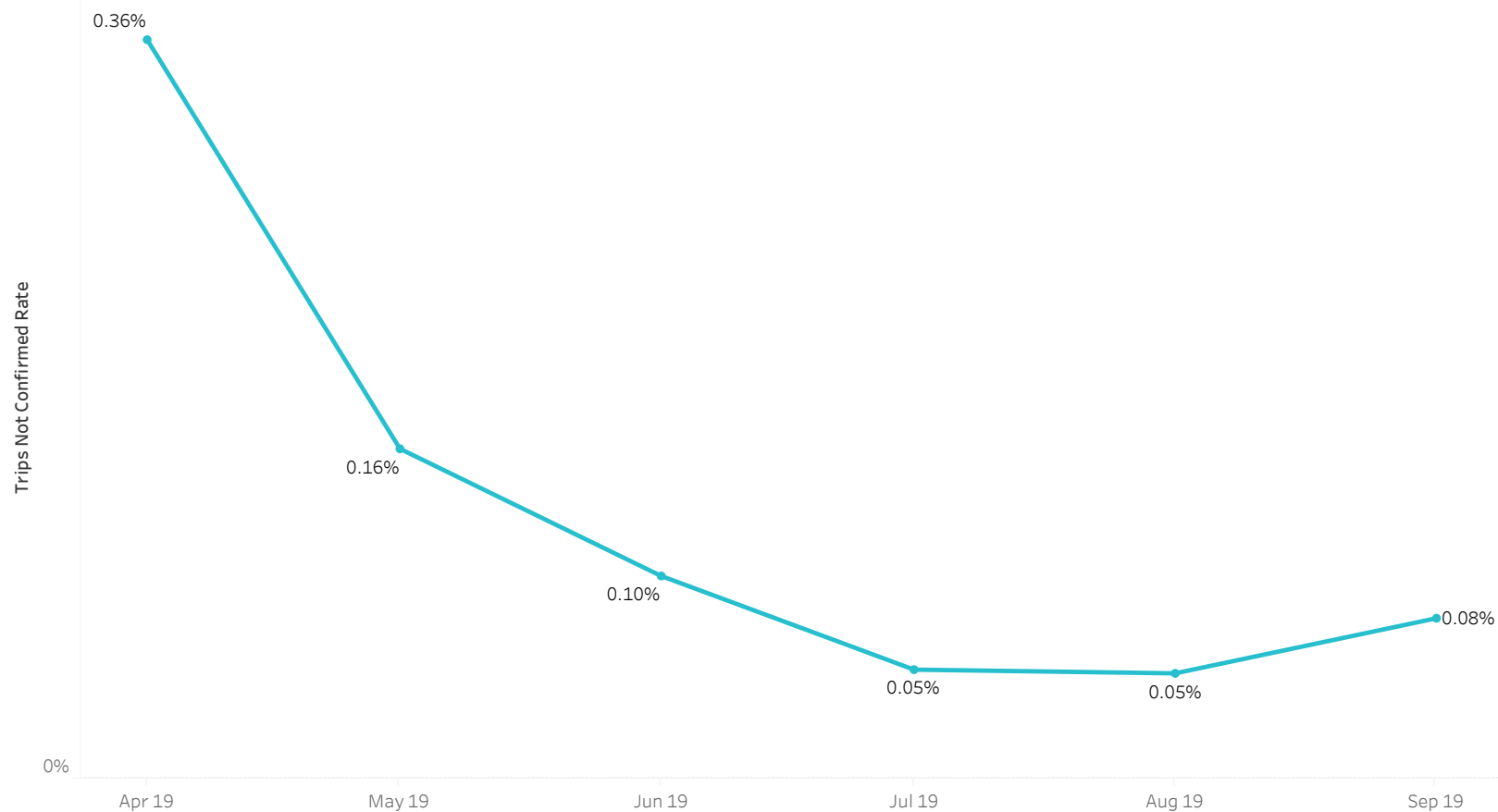
\*Critical trips include trips for chemotherapy, dialysis, urgent care, and surgery

## Unfulfilled Trips by Mode Summary

		Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Member No Show	Ambulance - BLS	2	2				
	Ambulatory	13,505	15,152	14,164	14,598	14,969	13,403
	Bariatric Wheelchair	87	59	46	45	36	49
	Wheelchair	1,172	1,276	1,193	1,408	1,511	1,134
Provider No Show	Ambulance - BLS	2					
	Ambulatory	192	180	177	230	219	229
	Bariatric Wheelchair		3	2		1	2
	Wheelchair	34	31	31	14	27	25
Trips Not Confirmed	Ambulance - ALS		1				
	Ambulance - BLS	52	54	2	1	2	
	Ambulatory	335	121	92	54	55	62
	Bariatric Stretcher	5		1			
	Bariatric Wheelchair	35	15	5	1	3	4
	Stretcher	2	13	2	1	4	5
	Wheelchair	114	35	30	17	8	31
Total Unfulfilled		15,537	16,942	15,745	16,369	16,835	14,944

## Unconfirmed Trips

October 22, 2019



	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Not Confirmed	543	239	132	74	72	102
Not Confirmed + Completed*	149,339	147,194	132,260	137,727	138,672	129,077
Not Confirmed Rate	0.36%	0.16%	0.10%	0.05%	0.05%	0.08%

\* Excludes Public Transit and Mileage Reimbursement

\* Unconfirmed trips are a result of situations such as lack of provider availability for short notice trips



# Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **September 2019**

Veyo Healthcare Logistics

## Total Complaints

October 22, 2019

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Completed Trips	398,918	405,614	423,044	387,276	424,974	422,190	397,385
Total Complaint Count	489	373	404	386	566	575	597
Complaint %	0.12%	0.09%	0.10%	0.10%	0.13%	0.14%	0.15%

## Substantiated Summary

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Completed Trips	398,918	405,614	423,044	387,276	424,974	422,190	397,385
Substantiated Complaints	318	244	256	234	300	223	174
Substantiated Complaint %	0.08%	0.06%	0.06%	0.06%	0.07%	0.05%	0.04%

## Days To Resolve

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Grievance Count	373	404	386	566	575	597
Resolved Count	372	403	386	432	343	243
Avg. Time to Resolve (Days)	34.71	32.92	32.95	40.52	24.55	9.48

## Complaints Category Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Missed Pickup	107	116	93	111	89	60
Late Pickup	63	68	59	96	63	44
Driver Issue	35	28	28	36	30	17
Late Pickup - B-Leg	14	12	28	18	16	16
Other	14	14	7	20	11	7
Safety Concern	5	5	8	9	7	21
Scheduling Error		2	3	4	5	1
Agent Issue	4	4	3	1		2
Damage/Injury	1	3	3	2	1	4
Early Arrival	1	1	1	2	1	2
Vehicle Issue		2	1	1		
Technical Issue		1				

## Denied Trip Requests

October 22, 2019

		Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Unique Requests	Not Eligible For Service	35	64	50	70	91	56	57
	Refuse Closest Facility	78	226	99	57	60	49	27
	Refuse Appropriate Mode	104	127	135	95	150	137	94
	Unable to Verify Appointment		3	3	3	5	7	4
	Not Medicaid Covered	2	1	2	4	3	3	2
	Urban Mileage Limit					155	311	195
	Insufficient Advanced Notice	13	8	10	4	9	1	12
	Rural Mileage Limit					21	36	23
	Too Many Passengers		1			2		
	<b>Total</b>	<b>230</b>	<b>425</b>	<b>296</b>	<b>231</b>	<b>488</b>	<b>589</b>	<b>407</b>
Trips Under Recurring Schedule	Not Eligible For Service	704	834	903	890	962	770	565
	Refuse Closest Facility	382	1,100	323	233	125	13	6
	Refuse Appropriate Mode	98	101	32	32	35	14	14
	Unable to Verify Appointment	12	12	14	13	13	9	8
	Not Medicaid Covered	7	11	11	7	13	11	15
	Urban Mileage Limit					12	29	22
	Missing necessary form	11	5					
	Insufficient Advanced Notice	1	1	1				
	Rural Mileage Limit					5	4	3
	Too Many Passengers	1	3	1				
	<b>Total</b>	<b>1,206</b>	<b>2,028</b>	<b>1,273</b>	<b>1,165</b>	<b>1,152</b>	<b>848</b>	<b>629</b>
<b>Grand Total</b>		<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>	<b>1,425</b>	<b>1,023</b>



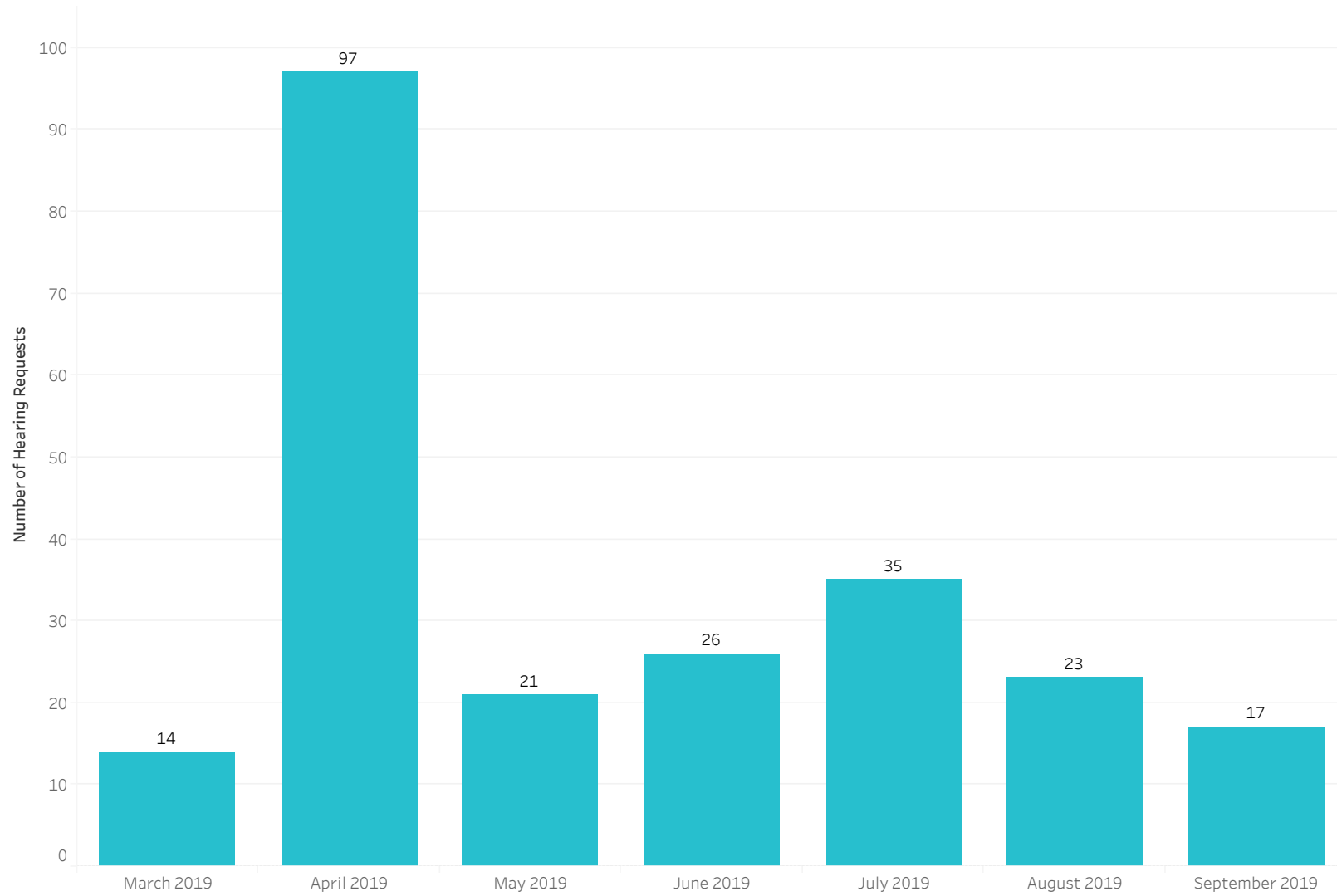
## Notice of Actions Issued

October 22, 2019

	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Not Eligible For Service	733	887	944	952	1,041	818	612
Refuse Closest Facility	458	1,308	417	287	182	62	33
Refuse Appropriate Mode	202	227	166	126	185	151	108
Urban Mileage Limit					165	339	217
Rural Mileage Limit					26	40	26
Insufficient Advanced Notice	14	9	11	4	9	1	12
Not Medicaid Covered	9	12	13	11	16	14	17
Unable to Verify Appointment	12	15	16	16	17	16	12
Missing necessary form	11	5					
Too Many Passengers	1	4	1		2		
<b>Total</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	<b>1,619</b>	<b>1,425</b>	<b>1,023</b>

## Admin Hearing Requests

October 22, 2019



## Definitions

Please note, the data points represented in this report are intended to be viewed as a snapshot of the information we have in the Veyo system at the time the report was created.

**Trips Booked:** Count of trips in the system broken down by the requested trip date. This does not include deleted or removed trips, but does include all other trip statuses. The other metrics displayed in this report are not necessarily mutually exclusive.

**Cancelled Trips:** Trips cancelled on or after the date of the requested trip are considered in our cancellation trip counts and rates. We do not include trips cancelled prior to the trip date because these trips do not have the same impact as trips that were cancelled after being sent to and confirmed by the provider.

**Cancellation Rate:** For all rate calculations, we take the numerator (in this case cancelled trips) and add it to the number of completed or assumed completed trips for the denominator. We are excluding Public Transit and Mileage Reimbursement in these calculations.

**Cancellations by Source:** This shows a breakdown of who the trip was cancelled by or how the trip was cancelled. The Contact Center category includes Member and Facility cancellations.

**Cancellations by Reason:** This shows a breakdown of reason for cancellation. For example, if the member called the provider to cancel a trip, this trip would show the provider as being the cancellation source and Member Cancelled would be the cancellation reason. Trips that are cancelled under the reason "Not Finalized" are trips that were not finalized by the provider by the deadline and therefore cancelled. Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.

**Trip Removal & Data Correction:** These are trips that have been cancelled prior to the requested trip date. During the implementation phase, many of these trips are invalid trips that get cancelled during our data cleaning process in an attempt to reduce the number of "bad trips" being sent to providers. These trips are not included in the other metrics shown in this report, and they are grouped based on the date of cancellation as opposed to the date of the trip.

**Complaints:** All complaint counts include both resolved and unresolved complaints, based on the date the complaint was reported. All complaints are reported by or on behalf of the member.

**Denied Trips and Notices of Action:** One NOA is sent for every denied trip booking request. For example, if a member requests a 5 day per week standing order trip that is denied, this would show as 5 trip denials for the week in question, but only 1 NOA would be sent to this member for this trip booking request. This report shows the number of members who have received NOAs; however, if a member gets denied on multiple requests, they could receive multiple NOAs. Members may also exist in multiple NOA buckets; however, each individual member will only appear in the "Total Members Receiving NOAs" count once.

**Unfulfilled Trips:** This metric is representative of all valid trip requests that did not get fulfilled either as a result of a member no-show, a provider no-show, or trips that did not get matched to a provider (shows as **Trips Not Confirmed**). We have further broken down this metric into three buckets: 1. Critical, e.g. Chemotherapy, Dialysis, etc. 2. Non-critical, e.g. all other appointment types 3. Ineligible; trips booked for members who are no longer eligible for the service, meaning the trip is no longer valid. Please note that unfulfilled trips and cancelled trips are not mutually exclusive.

**Transportation Performance Requirements:** Applies only to ambulatory, wheelchair, and bariatric wheelchair modes. The waiting time for a scheduled pickup going to an appointment (A leg) should not exceed fifteen (15) minutes before and fifteen (15) minutes after the scheduled pickup time. Members must arrive on-time for their appointments. The waiting time for a scheduled return trip shall not exceed thirty (30) minutes. Members being discharged from hospitals or emergency departments must be picked up within three (3) hours of receipt of request. Will-call trips must be picked up within one (1) hour from when the member notifies he/she is ready.

**On Time Performance:** Metric includes Meter Off and Operator Confirmed trips. MRB and public transit are not included. For the A Leg only the drop off is considered, there is no penalty for being early/late to pickup. There is an exclusion to filter out trips that were rapidly completed (withing 5 minutes), and trips with 0 reported travelled miles, so as to exclude trips where there is poor app usage/data.