



MAPOC Follow-Up Questions

October 2019

Mileage – Urban and Rural

- Section I.3. B of the contract establishes the local community mileage for both urban and rural areas of the state.
- The Connecticut Office of Rural Health Map is utilized to identify which cities and towns are urban or rural.
- Members may travel outside of their local community when medically necessary. Documentation from a healthcare provider that supports the medical necessity of the member to travel outside of their local community needs to be completed and submitted by Veyo.
- Veyo's system automatically recognizes each city and town's designation as rural or urban. Approved trips outside of the member's local community are also recorded in Veyo's system.

Mileage – Urban and Rural

NEMT Contract

Section I, 3.

B. The Contractor shall ensure that trips provided outside of a Member's local community (more than 10 miles if the Member resides in an urban town or city and more than 20 miles if the Member resides in a rural town) are only provided if medically necessary because the required healthcare service is not available within the Member's local community. In determining which towns and cities are rural, the Contractor shall use the Connecticut Office of Rural Health's designation of rural towns dated November 2014. (Exhibit A). The Contractor shall authorize trips to providers outside of a Member's local community, when medically necessary.

Mileage Guidelines Exceptions

Section XII of the contract further addresses reasons that a trip outside of a member's local community may be approved. In brief they include:

- The healthcare service required is not available within the local community.
- Documentation from the member's healthcare provider verifying the medical necessity of the member to be served by a healthcare provider outside of the local community.
- The total cost including transportation to the Department is lower when the healthcare service is obtained outside of the Member's local community.
- The transportation to a provider outside the Member's local community is required due to a specific medical condition or current ongoing course of treatment which requires continuity of care

Member No-Shows

Providers are required in their contract to wait 5 minutes after the pickup time for a member.

A transportation provider is required to do one or more of the following (dependent on the situation) prior to marking a trip as a member no show:

- Call the member multiple times
- Knocked on the door and/or ring the door bell
- Go inside the facility to try and locate/identify the member

Provider No-Shows

- Provider No-Shows are reported by the member when they believe their ride hasn't shown up and it is beyond the pickup window of time. If a member is still able to be seen at the appointment or if it is the ride home after the appointment, Veyo will create a "rescue" trip in order to provide transportation to the member as quickly as possible.
- Provider No-Shows don't necessarily mean that the trip is missed - Veyo attempts to rescue every such trip, as long as the member still needs transportation.
- Provider No Shows are addressed with providers monthly. If a Provider has recurring no-shows, Veyo will develop a corrective action plan for them. Providers are usually given a warning for their first offense, a 5% payment penalty for the second, and a Corrective Action Plan for their third. Providers may also be suspended or terminated based upon performance.

Provider No-Shows rates increasing can depend on multiple factors such as:

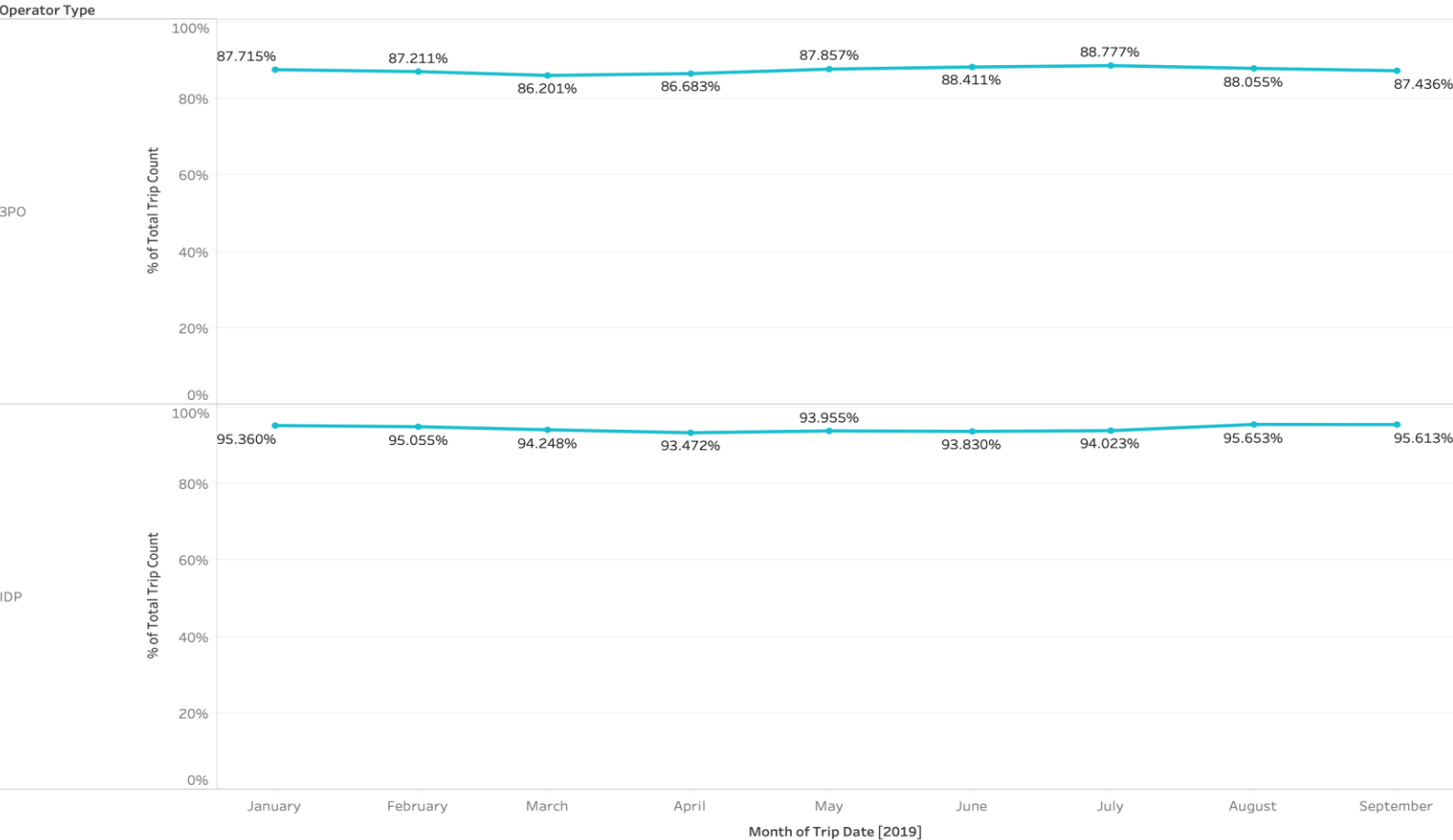
- New Providers in the network
- Provider facing delays due to external factors including traffic
- A provider has made an error in scheduling trips for their drivers

Providers

- Veyo removed multiple low-performing providers within the network in July. Veyo is constantly monitoring On-Time Performance data for providers. Strategies include:
 - Extensive training on the Driver's app to ensure that drivers are swiping at the correct time and location.
 - Optimizing pickup times for member to give more time for the provider to get there, as well as help members get to their appointment earlier than the recorded appointment time.
- Data is stratified based on critical and non-critical trips under "Unfulfilled Trips". Critical Trips include trips for Chemotherapy, Dialysis, Urgent Care, and Surgery.
- DOT is responsible for granting the Taxi and Livery plates to the providers. DOT also ensures that companies are in compliance with the state's regulations.

OTP Performance

On Time Performance



***3PO** – Third Party Operators (Transportation Providers)

IDP – Independent Driver-Provider