DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **October 2019**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **October 2019**

Veyo Healthcare Logistics

Call 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

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Avg Daily Calls Received	3,347	3,037	2,816	3,093	3,045	3,228	3,589
Total Calls Answered	97,353	90,451	83,211	92,169	89,813	94,541	105,815
Answered %	97.0%	96.1%	98.5%	96.1%	95.1%	97.6%	95.1%

Average Speed Of Answer Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Avg Speed of Answer (seconds)	56.0	65.5	31.6	66.9	72.5	41.8	76.9

Average Abandon Rate Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Total Calls Abandoned	3,018	3,676	1,233	3,675	4,544	2,300	5,424
Abandon %	3.0%	3.9%	1.5%	3.8%	4.8%	2.4%	4.9%

Average Handle Time Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Answered	97,353	90,451	83,211	92,169	89,813	94,541	105,815
Avg Handle Time (minutes)	4.6	4.7	4.5	4.7	4.6	4.6	4.6

Service Level Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Handled Within Service Level	87,456	79,378	80,049	81,405	77,356	88,374	89,352
Handled Outside Service Level	12,950	14,779	4,417	14,476	17,043	8,476	21,897
Total Calls Received	100,406	94,157	84,466	95,881	94,399	96,850	111,249
Service Level	87.1%	84.3%	94.8%	84.9%	81.9%	91.2%	80.3%

Call Center Summary, Facility

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

Call Count Summary (Facility)

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	6,284	6,258	5,750	6,721	5,967	5,846	7,650
Avg Daily Calls Received	286	272	288	292	271	278	333
Total Calls Answered	6,123	6,011	5,685	6,439	5,703	5,751	7,253
Answered %	97.4%	96.1%	98.9%	95.8%	95.6%	98.4%	94.8%

Average Speed Of Answer Summary (Facility)

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	6,284	6,258	5,750	6,721	5,967	5,846	7,650
Avg Speed of Answer (seconds)	47.6	59.9	25.7	62.6	63.6	33.1	81.0

Average Abandon Rate Summary (Facility)

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Received	6,284	6,258	5,750	6,721	5,967	5,846	7,650
Total Calls Abandoned	161	247	65	282	264	95	397
Abandon %	2.6%	3.9%	1.1%	4.2%	4.4%	1.6%	5.2%

Average Handle Time Summary (Facility)

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Calls Answered	6,123	6,011	5,685	6,439	5,703	5,751	7,253
Avg Handle Time (minutes)	6.1	6.0	5.8	5.8	5.7	5.8	5.9

Service Level Summary (Facility)

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Handled Within Service Level	5,623	5,376	5,555	5,774	5,028	5,479	6,026
Handled Outside Service Level	661	882	195	947	939	367	1,624
Total Calls Received	6,284	6,258	5,750	6,721	5,967	5,846	7,650
Service Level	89.5%	85.9%	96.6%	85.9%	84.3%	93.7%	78.8%

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: **October 2019**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Completed Trips	405,652	423,104	387,326	424,998	422,363	397,871	445,030

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
A Leg	88.22%	89.38%	89.86%	89.99%	88.64%	88.31%	87.11%
B Leg	94.86%	95.16%	95.69%	95.67%	94.78%	94.50%	93.60%
Both Legs	91.47%	92.23%	92.73%	92.78%	91.62%	91.30%	90.24%

* 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

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Member No-Show Count	14,875	17,056	16,006	16,024	16,123	13,920	14,978
No-Shows + Completed*	162,822	163,304	147,680	153,304	154,448	142,675	163,266
Member No-Show Rate	9.14%	10.44%	10.84%	10.45%	10.44%	9.76%	9.17%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Trips Booked	500,497	515,618	468,708	509,425	501,240	471,220	524,400

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Total Mileage	2,653,368	2,682,513	2,446,686	2,618,748	2,561,653	2,388,960	2,708,657
Avg. Mileage	6.54	6.34	6.32	6.16	6.07	6.00	6.09

Trip % Distance Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
0-10 Miles	80.51%	81.27%	81.16%	81.92%	82.51%	82.72%	82.51%
10-20 Miles	13.17%	13.05%	13.35%	13.04%	12.70%	12.52%	12.42%
20-30 Miles	3.97%	3.55%	3.50%	3.26%	3.14%	3.20%	3.32%
30-40 Miles	1.49%	1.36%	1.28%	1.09%	0.98%	0.92%	1.06%
40-50 Miles	0.55%	0.48%	0.43%	0.41%	0.37%	0.35%	0.37%
50+ Miles	0.31%	0.28%	0.28%	0.29%	0.30%	0.28%	0.31%

Completed Trips by Mode

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Ambulatory	122,025	120,470	107,833	111,669	112,774	104,797	120,679
Mileage Reimbursement	13,739	15,203	15,125	16,208	16,267	15,170	16,833
Public Transit	243,966	261,653	240,527	271,510	267,771	253,946	279,909
Wheelchair	25,922	25,778	23,841	25,611	25,551	23,958	27,609

Members with Completed Trips Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Completed Trips	24,225	24,337	23,548	23,798	23,789	23,681	24,886

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Drug Rehabilitation	178,854	186,586	173,886	186,627	187,074	171,847	186,669
Behavioral Health	99,825	106,665	95,975	108,935	106,350	99,267	111,028
Specialist	39,461	39,853	36,294	40,257	38,825	36,922	42,690
Dialysis	21,631	22,018	20,321	21,933	22,211	20,540	21,878
Counselor	16,407	16,776	14,454	15,681	15,121	14,001	15,178
Psychiatric Services	14,322	14,944	13,349	15,192	14,721	13,141	15,358
Physical Therapy	9,741	10,428	8,971	10,259	9,438	9,429	10,768
Urgent Care	4,849	5,674	5,476	5,569	9,040	14,441	20,298
PCP	7,415	7,376	6,810	7,293	6,810	6,364	7,583
Dental	2,614	2,352	2,214	2,353	2,421	2,232	2,576
Surgery	1,918	2,080	1,981	2,261	2,234	2,184	2,484
Chemotherapy	2,278	1,984	2,007	2,174	2,207	1,992	2,405
Vision	1,815	1,817	1,638	1,836	1,673	1,627	1,815
Lab	1,722	1,646	1,373	1,633	1,567	1,453	1,600
Chiropractic	779	800	706	863	765	731	747
Occupational Therapy	685	748	635	812	758	609	650
Development Therapy	685	682	597	668	584	514	650
Speech Therapy	370	403	377	363	316	317	336
Audiology	214	203	204	192	154	129	165
MFP (Data Entry Only)	67	69	58	79	76	131	151
Other				18	18		1

Transportation Provider Summary

Number of Providers

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

Provider No-Show Count

Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
260	268	264	259	332	381	410

Provider Mix Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
PUBLIC TRANSIT	243,966	261,653	240,527	271,510	267,771	253,946	279,909
CONTRACTED PROVIDERS	136,937	133,805	116,302	117,706	115,741	105,719	120,710
VEYO INDEPENDENT DRIVERS	11,010	12,443	15,372	19,574	22,584	23,036	27,577
MILEAGE REIMBURSEMENT	13,739	15,203	15,125	16,208	16,267	15,170	16,833

Late Trip Count by Provider

Apr 2019		May 2019		Jun 2019		Jul 2019		Aug 2019		Sep 2019		Oct 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
29,687	20.10%	28,330	19.39%	24,373	18.53%	24,271	17.70%	23,152	16.76%	21,669	16.86%	26,572	17.95%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Call Center	Member Cancelled	9,007	11,348	11,073	11,401	13,761
	Member No Show	3,854	3,817	4,438	2,817	3,007
	Not Finalized	7,342	6,750	6,209	6,782	6,696
	Other	990	950	995	917	839
	Incorrect Information	801	759	578	1,059	1,621
	Facility Cancelled	705	711	657	809	806
	Provider No Show	267	270	333	383	413
	Provider Incident	164	128	163	143	211
	Member is Ineligible	1	7	5	7	9
	Weather		1	3	2	1
Transportation Provider	Member Cancelled	5,384	5,008	4,845	4,958	5,416
	Member No Show	12,498	12,627	12,344	11,749	12,570
	Other	2,711	3,175	3,007	3,316	4,367
	Incorrect Information	3,007	2,773	2,588	2,232	2,070
	Provider Incident	92	108	138	83	114
	Member is Ineligible	52	80	11	11	7
	Weather	13	19	20	17	27
Grand Total		46,888	48,531	47,407	46,686	51,935

Same Day Cancellation Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Cancelled Trips	55,206	54,300	46,888	48,531	47,407	46,686	51,935
Cancelled + Completed*	203,153	200,548	178,562	185,811	185,732	175,441	200,223
Cancellation Rate	27.17%	27.08%	26.26%	26.12%	25.52%	26.61%	25.94%

*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

		May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Member No Show	Critical	1,904	1,987	2,158	2,467	2,606	2,672
	Non-Critical	14,585	13,416	13,893	14,049	11,980	12,251
Provider No Show	Critical	23	25	26	44	45	59
	Non-Critical	191	185	218	203	211	235
Trips Not Confirmed	Critical	92	44	49	52	52	41
	Non-Critical	147	88	25	20	50	55
Total Unfulfilled		16,942	15,745	16,369	16,835	14,944	15,313

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

Unfulfilled Trips by Mode Summary

		May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Member No Show	Ambulance - BLS	2					
	Ambulatory	15,152	14,164	14,598	14,969	13,403	14,038
	Bariatric Wheelchair	59	46	45	36	49	34
	Wheelchair	1,276	1,193	1,408	1,511	1,134	851
Provider No Show	Ambulatory	180	177	230	219	229	230
	Bariatric Wheelchair	3	2		1	2	
	Wheelchair	31	31	14	27	25	64
Trips Not Confirmed	Ambulance - ALS	1					
	Ambulance - BLS	54	2	1	2		
	Ambulatory	121	92	54	55	62	70
	Bariatric Stretcher		1				
	Bariatric Wheelchair	15	5	1	3	4	6
	Stretcher	13	2	1	4	5	
	Wheelchair	35	30	17	8	31	20
Total Unfulfilled		16,942	15,745	16,369	16,835	14,944	15,313

Unconfirmed Trips

0.16%

0.10%

0.08%

0.05%

0.05%

0.06%

Trips Not Confirmed Rate

0%

May 19   Jun 19   Jul 19   Aug 19   Sep 19   Oct 19
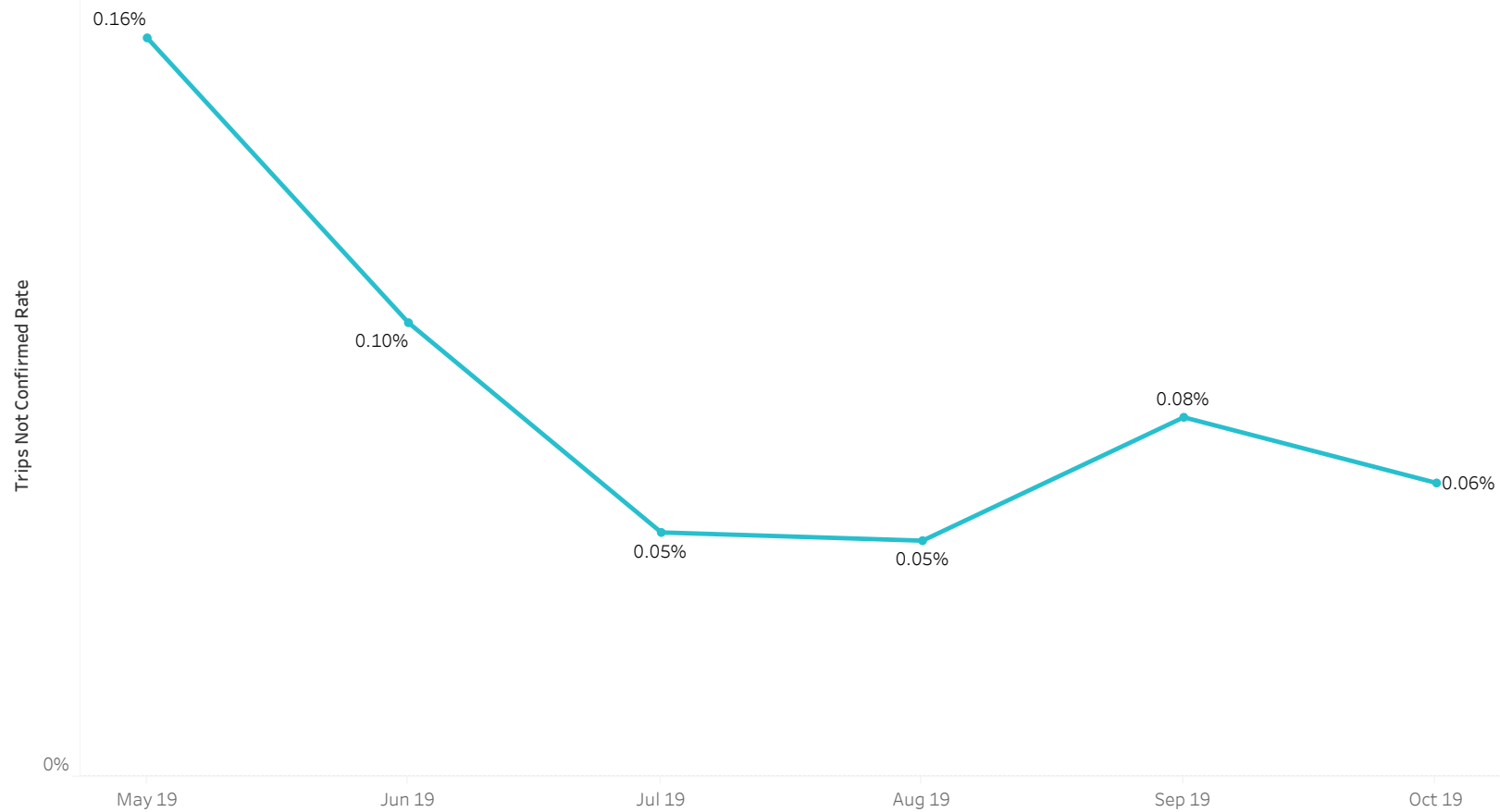
	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Not Confirmed	239	132	74	72	102	96
Not Confirmed + Completed*	147,194	132,260	137,727	138,672	129,077	148,622
Not Confirmed Rate	0.16%	0.10%	0.05%	0.05%	0.08%	0.06%

* 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: **October 2019**

Veyo Healthcare Logistics

Total Complaints

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Completed Trips	405,652	423,104	387,326	424,998	422,363	397,871	445,030
Total Complaint Count	373	404	386	565	574	591	802
Complaint %	0.09%	0.10%	0.10%	0.13%	0.14%	0.15%	0.18%

Substantiated Summary

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Completed Trips	405,652	423,104	387,326	424,998	422,363	397,871	445,030
Substantiated Complaints	244	256	234	357	250	214	154
Substantiated Complaint %	0.06%	0.06%	0.06%	0.08%	0.06%	0.05%	0.03%

Days To Resolve

	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Grievance Count	404	386	565	574	591	802
Resolved Count	403	386	520	378	297	254
Avg. Time to Resolve (Days)	32.92	32.95	53.13	29.24	16.81	10.37

Complaints Category Summary

	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Missed Pickup	116	93	132	96	68	70
Late Pickup	68	59	111	71	58	32
Driver Issue	28	28	38	33	18	10
Late Pickup - B-Leg	12	28	26	21	27	10
Other	14	7	24	12	8	13
Safety Concern	5	8	9	7	21	14
Scheduling Error	2	3	6	6	3	1
Agent Issue	4	3	4	2	3	2
Damage/Injury	3	3	2	1	4	1
Early Arrival	1	1	3	1	3	1
Vehicle Issue	2	1	1		1	
Null			1			
Technical Issue	1					

Denied Trip Requests

		Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Unique Requests	Not Eligible For Service	64	50	70	91	56	57	78
	Refuse Closest Facility	226	99	57	60	49	27	16
	Refuse Appropriate Mode	127	135	95	150	137	94	103
	Urban Mileage Limit				155	311	195	164
	Unable to Verify Appointment	3	3	3	5	7	4	12
	Not Medicaid Covered	1	2	4	3	3	2	3
	Rural Mileage Limit				21	36	23	43
	Insufficient Advanced Notice	8	10	4	9	1	12	18
	Too Many Passengers	1			2			
	Total	425	296	231	488	589	407	424
Trips Under Recurring Schedule	Not Eligible For Service	834	903	890	962	770	565	562
	Refuse Closest Facility	1,100	323	233	125	13	6	2
	Refuse Appropriate Mode	101	32	32	35	14	14	11
	Urban Mileage Limit				12	29	22	23
	Unable to Verify Appointment	12	14	13	13	9	8	9
	Not Medicaid Covered	11	11	7	13	11	15	15
	Rural Mileage Limit				5	4	3	4
	Insufficient Advanced Notice	1	1					
	Missing necessary form	5						
	Too Many Passengers	3	1					
	Total	2,028	1,273	1,165	1,152	848	629	622
	Grand Total	2,417	1,551	1,383	1,619	1,425	1,023	1,027

Notice of Actions Issued

	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Not Eligible For Service	887	944	952	1,041	818	612	624
Refuse Closest Facility	1,308	417	287	182	62	33	18
Refuse Appropriate Mode	227	166	126	185	151	108	113
Urban Mileage Limit				165	339	217	186
Rural Mileage Limit				26	40	26	47
Insufficient Advanced Notice	9	11	4	9	1	12	18
Unable to Verify Appointment	15	16	16	17	16	12	21
Not Medicaid Covered	12	13	11	16	14	17	18
Too Many Passengers	4	1		2			
Missing necessary form	5						
Total	**2,417**	**1,551**	**1,383**	**1,619**	**1,425**	**1,023**	**1,027**

Admin Hearing Requests
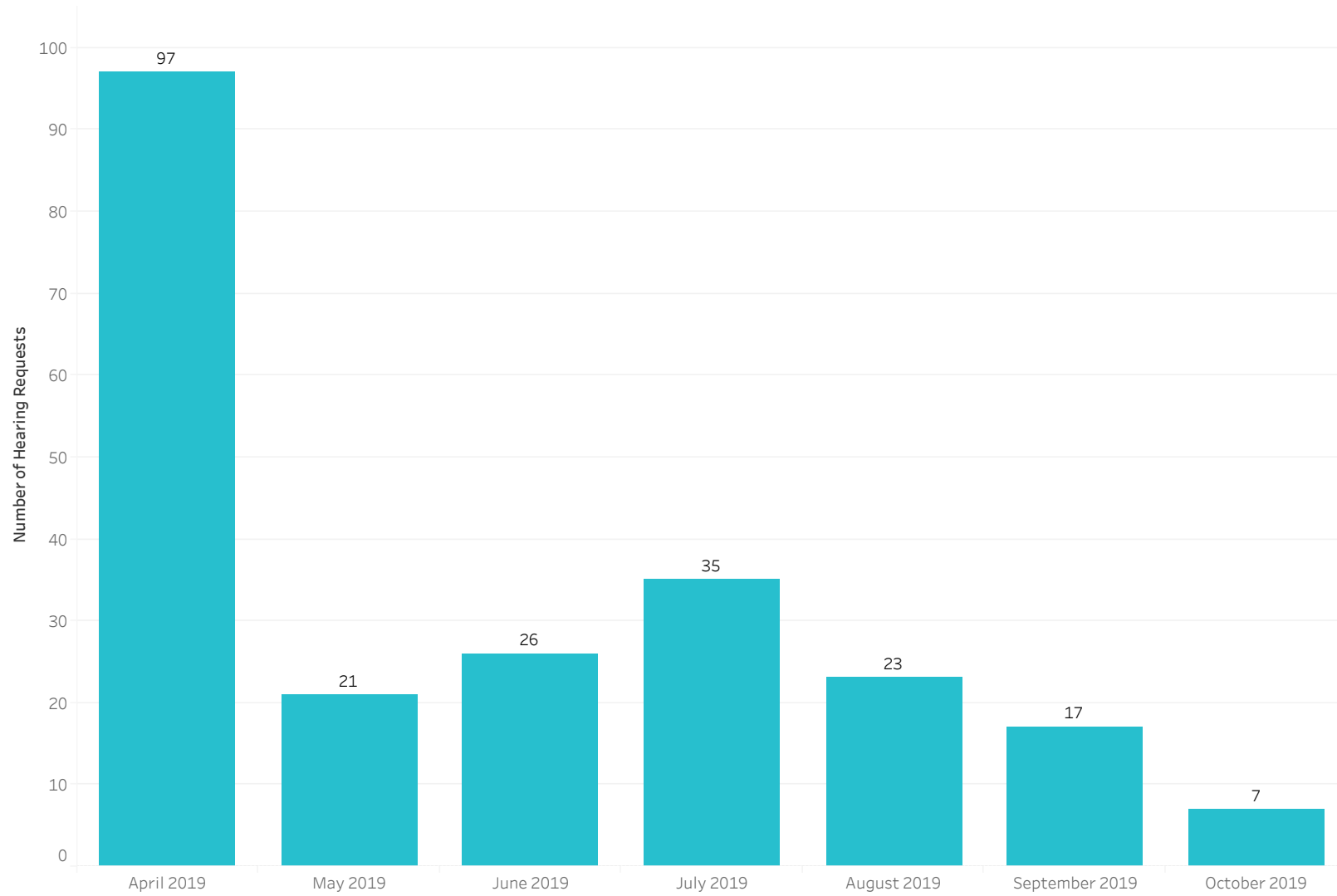
Definitions

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.