



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **February 2019**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **February 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

	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%

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)

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	9,309	11,656	10,475	9,051	10,628	9,419
Avg Daily Calls Received	462	503	471	428	457	491
Total Calls Answered	8,839	11,035	9,927	8,814	10,141	8,916
Answered %	95.0%	94.7%	94.8%	97.4%	95.4%	94.7%

Average Speed Of Answer Summary (Facility)

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	9,309	11,656	10,475	9,051	10,628	9,419
Avg Speed of Answer (seconds)	56.3	57.4	50.2	20.7	45.7	53.2

Average Abandon Rate Summary (Facility)

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	9,309	11,656	10,475	9,051	10,628	9,419
Total Calls Abandoned	260	352	298	58	217	265
Abandon %	2.8%	3.0%	2.8%	0.6%	2.0%	2.8%

Average Handle Time Summary (Facility)

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Answered	8,839	11,035	9,927	8,814	10,141	8,916
Avg Handle Time (minutes)	6.1	6.0	5.9	6.1	6.0	6.0

Service Level Summary (Facility)

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Handled Within Service Level	8,033	9,867	9,005	8,707	9,431	8,211
Handled Outside Service Level	1,197	1,697	1,360	274	1,080	1,119
Total Calls Received	9,309	11,656	10,475	9,051	10,628	9,419
Service Level	87.0%	85.3%	86.9%	96.9%	89.7%	88.0%



Monthly Trip Report

Connecticut Medicaid

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Trip Executive Summary

Completed Trip Count 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	358,994

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
A Leg	67.94%	69.83%	66.65%	69.58%	70.79%	69.75%
B Leg	91.33%	91.19%	89.29%	92.11%	92.30%	92.17%
Both Legs	79.40%	80.25%	77.70%	80.59%	81.33%	80.75%

* 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

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Member No-Show Count	11,567	12,702	11,251	12,468	13,533	12,082
No-Shows + Completed*	142,531	164,357	147,553	147,062	162,380	150,186
Member No-Show Rate	8.12%	7.73%	7.63%	8.48%	8.33%	8.04%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Trips Booked	403,090	461,933	430,890	436,181	481,679	445,627

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Mileage	2,297,354	2,588,770	2,384,350	2,390,361	2,651,656	2,461,860
Avg. Mileage	6.82	6.78	6.71	6.78	6.80	6.86

Trip % Distance Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
0-10 Miles	78.68%	78.83%	79.11%	78.86%	78.89%	78.44%
10-20 Miles	14.71%	14.80%	14.65%	14.66%	14.58%	14.85%
20-30 Miles	4.06%	3.87%	3.87%	4.04%	3.95%	4.09%
30-40 Miles	1.64%	1.57%	1.46%	1.52%	1.61%	1.66%
40-50 Miles	0.59%	0.61%	0.57%	0.59%	0.62%	0.61%
50+ Miles	0.32%	0.32%	0.34%	0.33%	0.35%	0.34%

Completed Trips by Mode

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Ambulatory	107,530	125,101	112,346	111,722	124,061	115,478
Mileage Reimbursement	8,715	10,463	9,850	10,325	10,811	9,964
Public Transit	197,379	219,952	209,025	207,825	230,177	210,928
Wheelchair	23,434	26,554	23,956	22,872	24,786	22,626

Members with Completed Trips Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	22,681	24,138	22,894	22,338	23,973	23,656

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Drug Rehabilitation	159,933	174,768	162,872	164,329	175,085	160,262
Behavioral Health	62,733	76,178	73,685	75,190	86,902	82,454
Specialist	36,635	41,972	37,288	34,231	40,160	36,875
Dialysis	20,351	22,065	20,469	21,053	20,886	19,260
Counselor	14,956	17,088	15,855	14,860	16,422	15,039
Psychiatric Services	12,733	14,609	13,203	13,348	15,391	12,986
Physical Therapy	7,379	8,992	8,546	8,239	9,239	8,813
PCP	7,728	8,809	7,250	6,515	8,033	7,060
Urgent Care	3,794	4,555	4,425	4,047	4,870	4,367
Dental	2,287	2,657	2,117	2,075	2,709	2,316
Surgery	1,716	2,225	1,994	1,792	2,171	1,836
Chemotherapy	1,453	1,929	1,786	1,763	1,929	1,825
Vision	1,479	1,723	1,671	1,405	1,557	1,627
Lab	1,537	1,748	1,523	1,440	1,533	1,655
Development Therapy	877	905	825	738	909	762
Chiropractic	489	708	635	748	838	753
Occupational Therapy	505	629	528	496	616	566
Speech Therapy	252	300	322	311	365	318
Audiology	164	153	120	107	165	174
MFP (Data Entry Only)	57	57	63	57	55	48

Transportation Provider Summary

Number of Providers

Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
68	71	69	69	74	71

Provider No-Show Count

Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
420	459	471	363	329	309

Provider Mix Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
PUBLIC TRANSIT	197,379	219,952	209,025	207,825	230,177	210,928
CONTRACTED PROVIDERS	128,205	147,686	132,775	130,529	143,137	132,265
MILEAGE REIMBURSEMENT	8,715	10,463	9,850	10,325	10,811	9,964
VEYO INDEPENDENT DRIVERS	2,759	3,969	3,527	4,065	5,710	5,839

Late Trip Count by Provider

Sep 2018		Oct 2018		Nov 2018		Dec 2018		Jan 2019		Feb 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
26,909	20.60%	29,876	19.75%	30,329	22.30%	26,076	19.41%	27,741	18.67%	26,535	19.25%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Call Center	Member Cancelled	17,695	16,435	13,915	14,934	15,588
	Member No Show	238	310	2,376	3,087	2,265
	Not Finalized	9,171	8,705	8,582	8,814	8,691
	Other	573	1,613	1,732	2,117	1,923
	Incorrect Information	1,469	1,195	779	914	720
	Facility Cancelled	1,223	1,217	1,005	1,189	1,231
	Provider No Show	520	514	364	329	309
	Weather	2	97	0	34	372
	Provider Incident	134	122	103	106	75
	Member is Ineligible	8	5	1	2	3
Transportation Provider	Member Cancelled	6,260	5,514	5,514	5,770	6,101
	Member No Show	12,636	11,068	10,146	10,477	9,930
	Other	3,447	2,871	2,786	3,385	3,741
	Incorrect Information	3,883	3,470	3,175	3,508	3,220
	Weather	1	33		64	193
	Provider Incident	37	11	20	11	18
	Member is Ineligible	18	31	10	15	5
Grand Total		57,315	53,211	50,508	54,756	54,385

Same Day Cancellation Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Cancelled Trips	49,986	57,315	53,211	50,508	54,756	54,385
Cancelled + Completed*	180,950	208,970	189,513	185,102	203,603	192,489
Cancellation Rate	27.62%	27.43%	28.08%	27.29%	26.89%	28.25%

*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

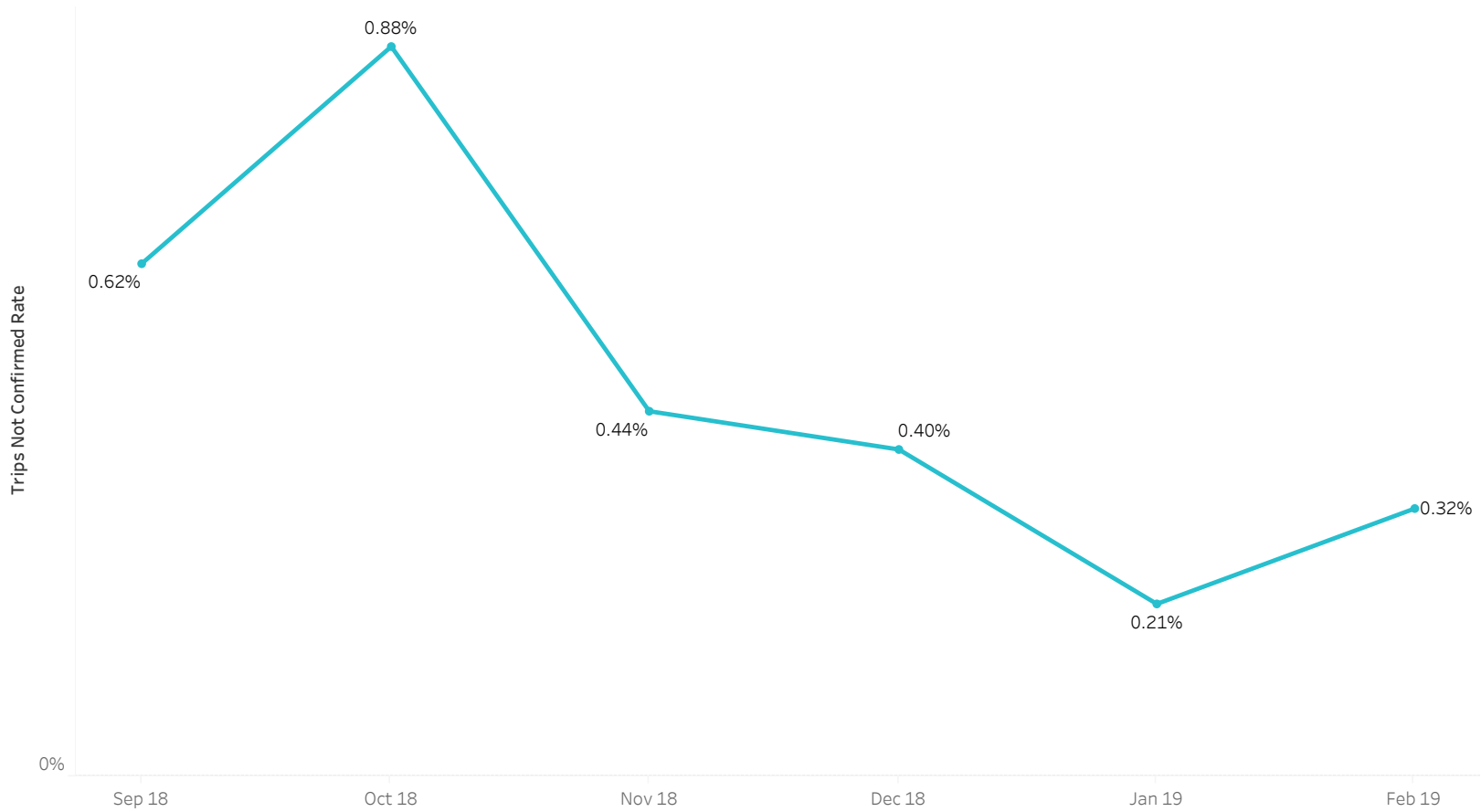
		Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Member No Show	Critical	1,197	1,453	1,396	1,318	1,302	1,242
	Non-Critical	10,078	11,150	10,455	11,729	13,393	12,119
	Ineligible	197	180	164	162	191	209
Provider No Show	Critical	65	53	70	42	29	20
	Non-Critical	346	393	386	289	249	258
	Ineligible	2	5	5	5	9	2
Trips Not Confirmed	Critical	277	391	173	253	123	96
	Non-Critical	558	972	444	295	190	353
	Ineligible	11	32	9	5	2	4
Total Unfulfilled		12,731	14,629	13,102	14,098	15,488	14,303

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

Unfulfilled Trips by Mode Summary

		Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Member No Show	Ambulance - ALS			1			
	Ambulance - BLS	21	41	33	13	14	
	Ambulatory	10,565	11,683	10,938	12,237	13,707	12,517
	Bariatric Wheelchair	45	93	107	88	72	66
	Stretcher	1				1	
	Wheelchair	840	966	936	871	1,092	987
Provider No Show	Ambulance - BLS			10	5		
	Ambulatory	358	390	389	286	235	261
	Bariatric Wheelchair	12	4	8	2	2	2
	Stretcher			2			
	Wheelchair	43	57	52	43	50	17
Trips Not Confirmed	Ambulance - ALS	14	24	13	5	2	
	Ambulance - BLS	163	296	185	150	67	45
	Ambulatory	505	886	298	256	148	302
	Bariatric Stretcher	4		9		5	4
	Bariatric Wheelchair	64	52	44	37	33	33
	Stretcher	1	7	2	8	8	5
	Wheelchair	95	130	75	97	52	64
Total Unfulfilled		12,731	14,629	13,102	14,098	15,488	14,303

Unconfirmed Trips



	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Not Confirmed	846	1,395	626	553	315	453
Not Confirmed + Completed*	136,116	157,681	141,397	139,515	150,580	139,468
Not Confirmed Rate	0.62%	0.88%	0.44%	0.40%	0.21%	0.32%

* 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: **February 2019**

Veyo Healthcare Logistics

Total Complaints

	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

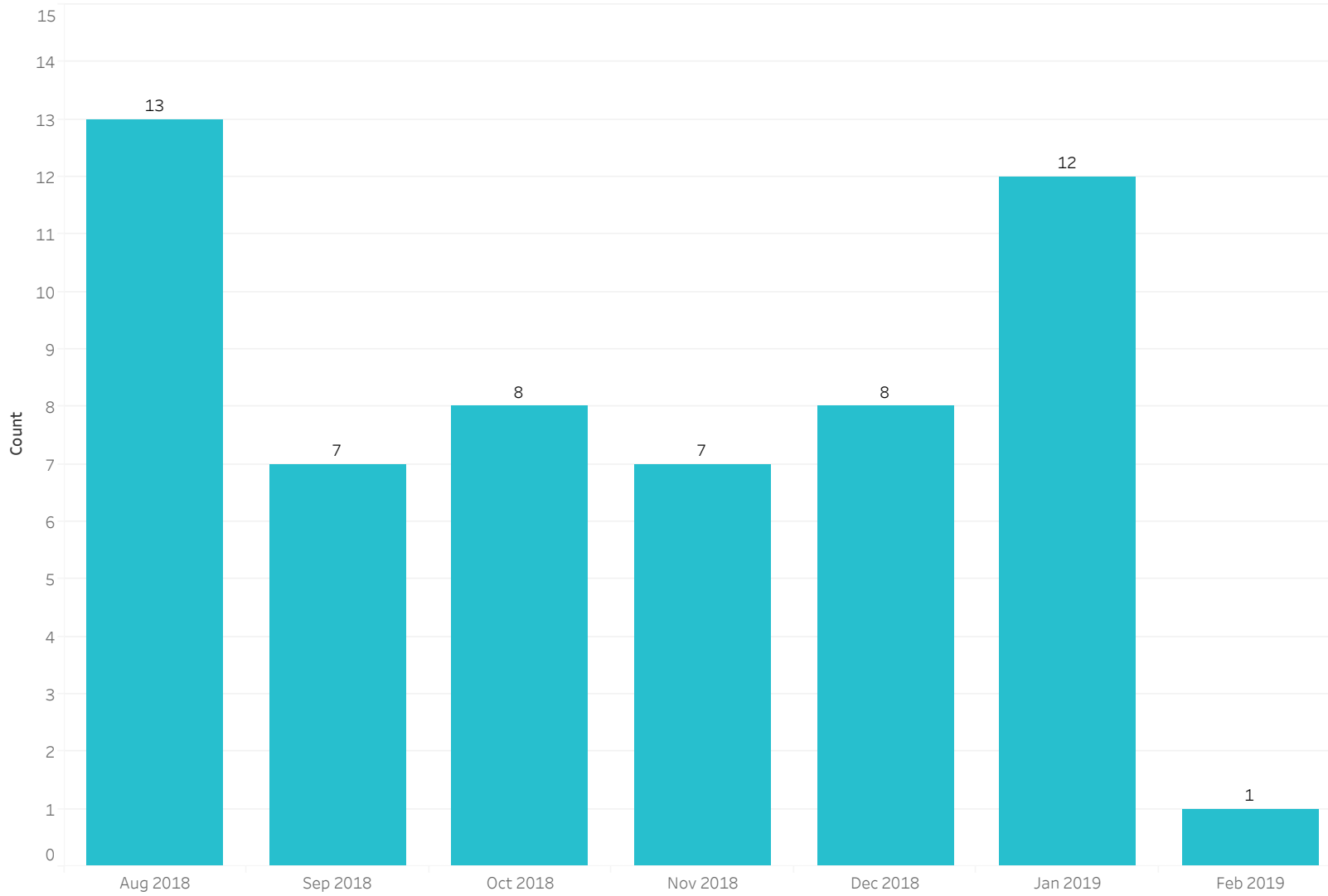
Denied Trip Requests

		Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Unique Requests	Not Eligible For Service	14	26	23	19	55	56
	Refuse Appropriate Mode	65	129	157	114	132	69
	Missing necessary form	73	131	81	71	28	1
	Refuse Closest Facility	10	29	24	22	50	34
	Not Medicaid Covered	1	3	1	1	4	8
	Unable to Verify Appointment	1	3	5	2	4	
	Insufficient Advanced Notice	19	18	18	32	18	9
	Too Many Passengers		1		1	1	1
	Total	183	332	307	259	288	177
Trips Under Recurring Schedule	Not Eligible For Service	283	324	381	660	689	689
	Refuse Appropriate Mode	145	90	124	158	203	147
	Missing necessary form	18	38	22	35	26	11
	Refuse Closest Facility	2	2	11	5	31	15
	Not Medicaid Covered	4	14	12	18	14	8
	Unable to Verify Appointment	2	21	3	2	2	5
	Insufficient Advanced Notice	3		1			1
	Too Many Passengers						1
	Denied by Health Plan		1				
Total	452	484	546	865	954	872	
Grand Total	633	808	848	1,119	1,231	1,047	

Notice of Actions Issued

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Not Eligible For Service	295	346	403	676	740	743
Refuse Appropriate Mode	210	216	278	272	333	216
Missing necessary form	91	169	103	106	53	12
Refuse Closest Facility	12	31	35	27	81	49
Insufficient Advanced Notice	22	18	19	32	18	10
Unable to Verify Appointment	3	24	7	4	6	5
Not Medicaid Covered	5	17	13	19	18	16
Too Many Passengers		1		1	1	2
Denied by Health Plan		1				
Total	633	808	848	1,119	1,231	1,047

Admin Hearing Requests



	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Received Requests	13	7	8	7	8	12	1

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 includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. 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.