



Weekly Service Report

Connecticut Medicaid

Reporting Period: Week Ending **Mar 17, 2018**

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

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	21,048	19,523	20,241	19,305	20,205
Total Calls Answered	19,827	18,343	19,135	18,853	19,341
Answered %	94.2%	94.0%	94.5%	97.7%	95.7%

Average Speed Of Answer Summary

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	21,048	19,523	20,241	19,305	20,205
Avg Speed of Answer (seconds)	80	71	60	25	45

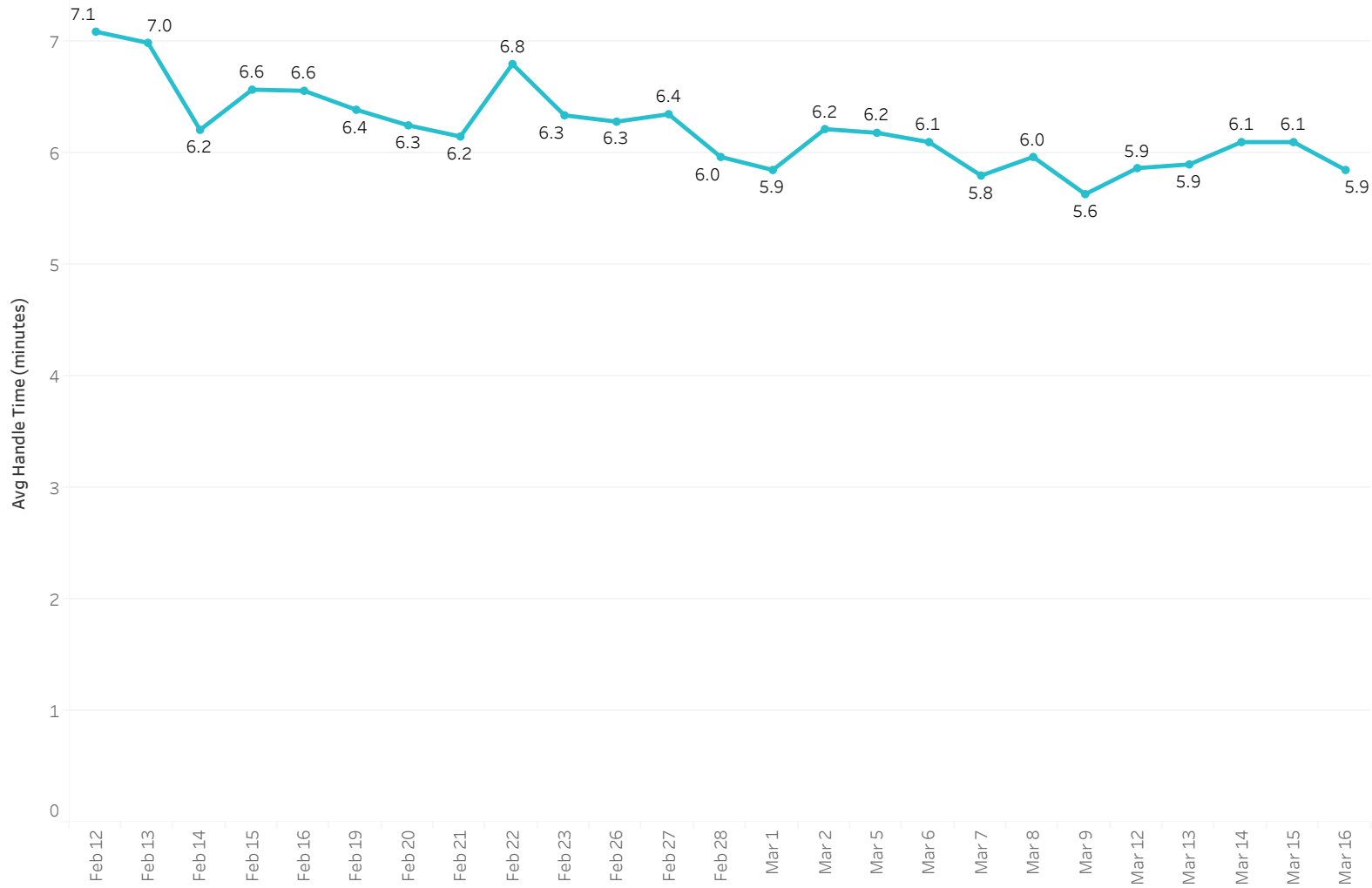
Average Abandon Rate Summary

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	21,048	19,523	20,241	19,305	20,205
Total Calls Abandoned	1,221	1,180	1,106	452	864
Abandon %	5.8%	6.0%	5.5%	2.3%	4.3%

Average Handle Time Summary

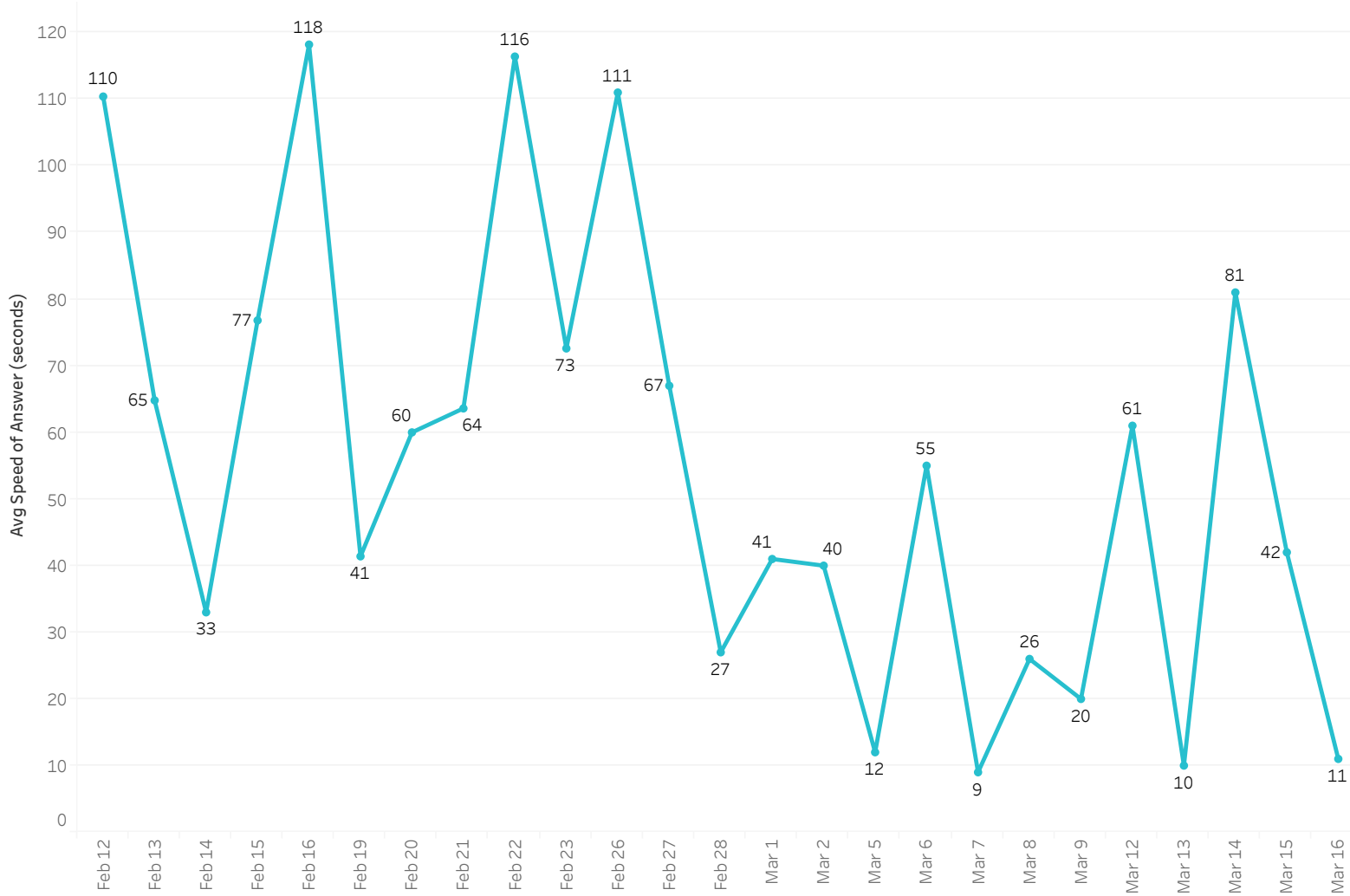
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Answered	19,827	18,343	19,135	18,853	19,341
Avg Handle Time (minutes)	6.70	6.39	6.14	5.95	5.97

Average Handle Time



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Answered	19,827	18,343	19,135	18,853	19,341
Avg Handle Time (minutes)	6.70	6.39	6.14	5.95	5.97

Average Speed of Answer



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	21,048	19,523	20,241	19,305	20,205
Avg Speed of Answer (seconds)	80	71	60	25	45

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)

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	2,195	2,064	2,210	2,110	2,145
Total Calls Answered	2,106	1,960	2,115	2,075	2,053
Answered %	95.9%	95.0%	95.7%	98.3%	95.7%

Average Speed Of Answer Summary (Facility)

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	2,195	2,064	2,210	2,110	2,145
Avg Speed of Answer (seconds)	53	62	50	20	42

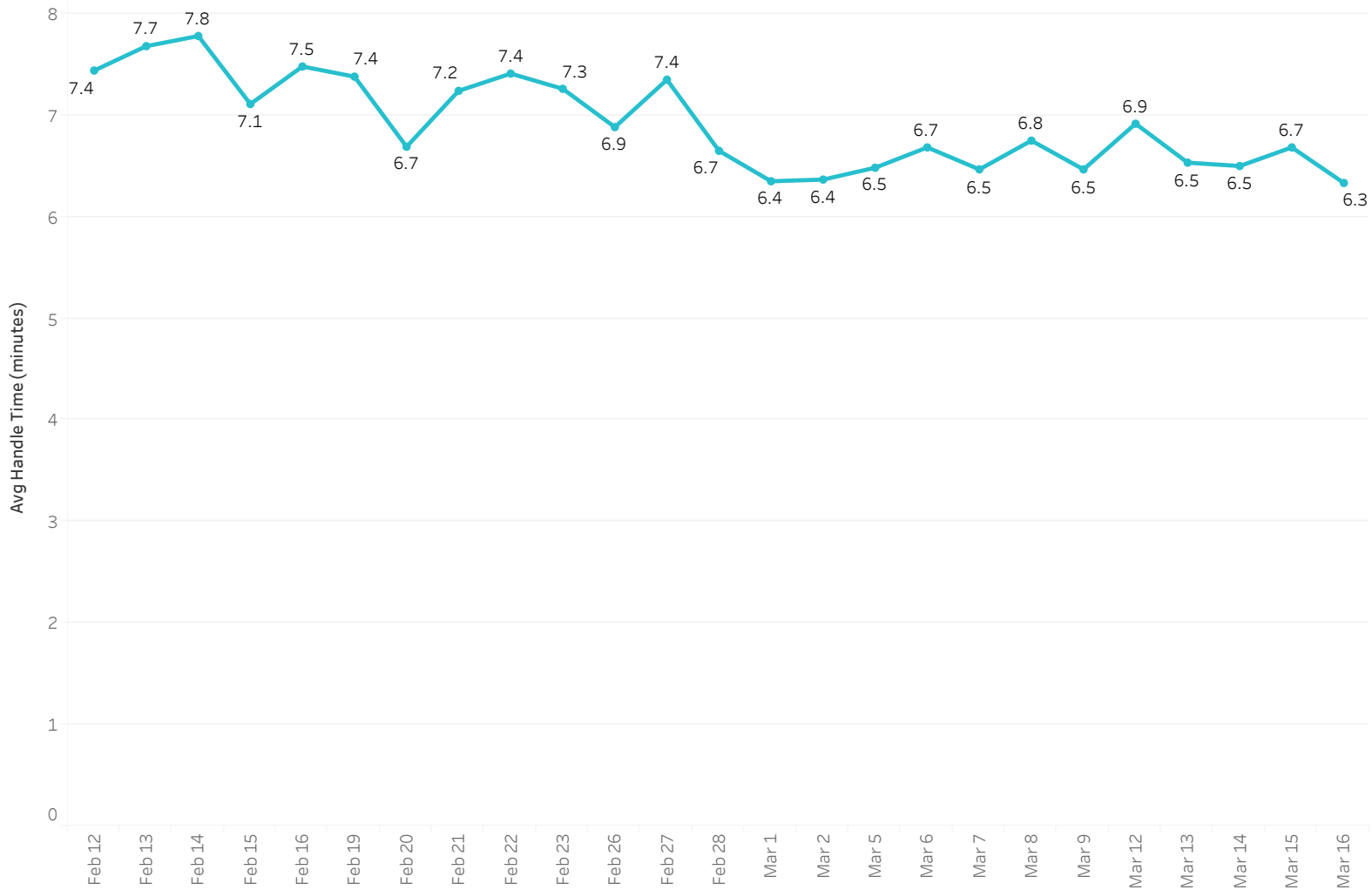
Average Abandon Rate Summary (Facility)

	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	2,195	2,064	2,210	2,110	2,145
Total Calls Abandoned	89	104	95	35	92
Abandon %	4.1%	5.0%	4.3%	1.7%	4.3%

Average Handle Time Summary (Facility)

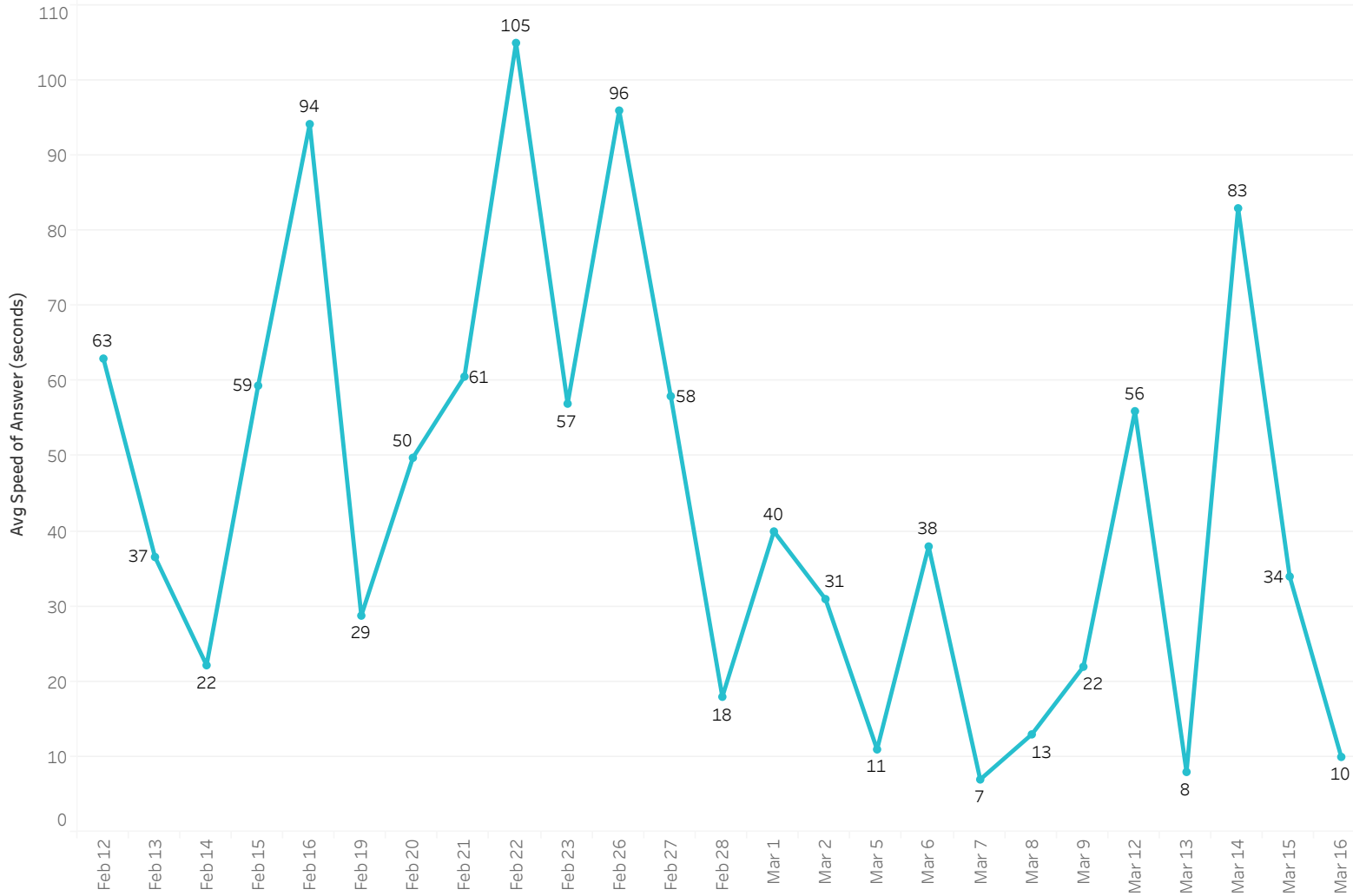
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Answered	2,106	1,960	2,115	2,075	2,053
Avg Handle Time (minutes)	7.50	7.19	6.73	6.58	6.61

Average Handle Time, Facility



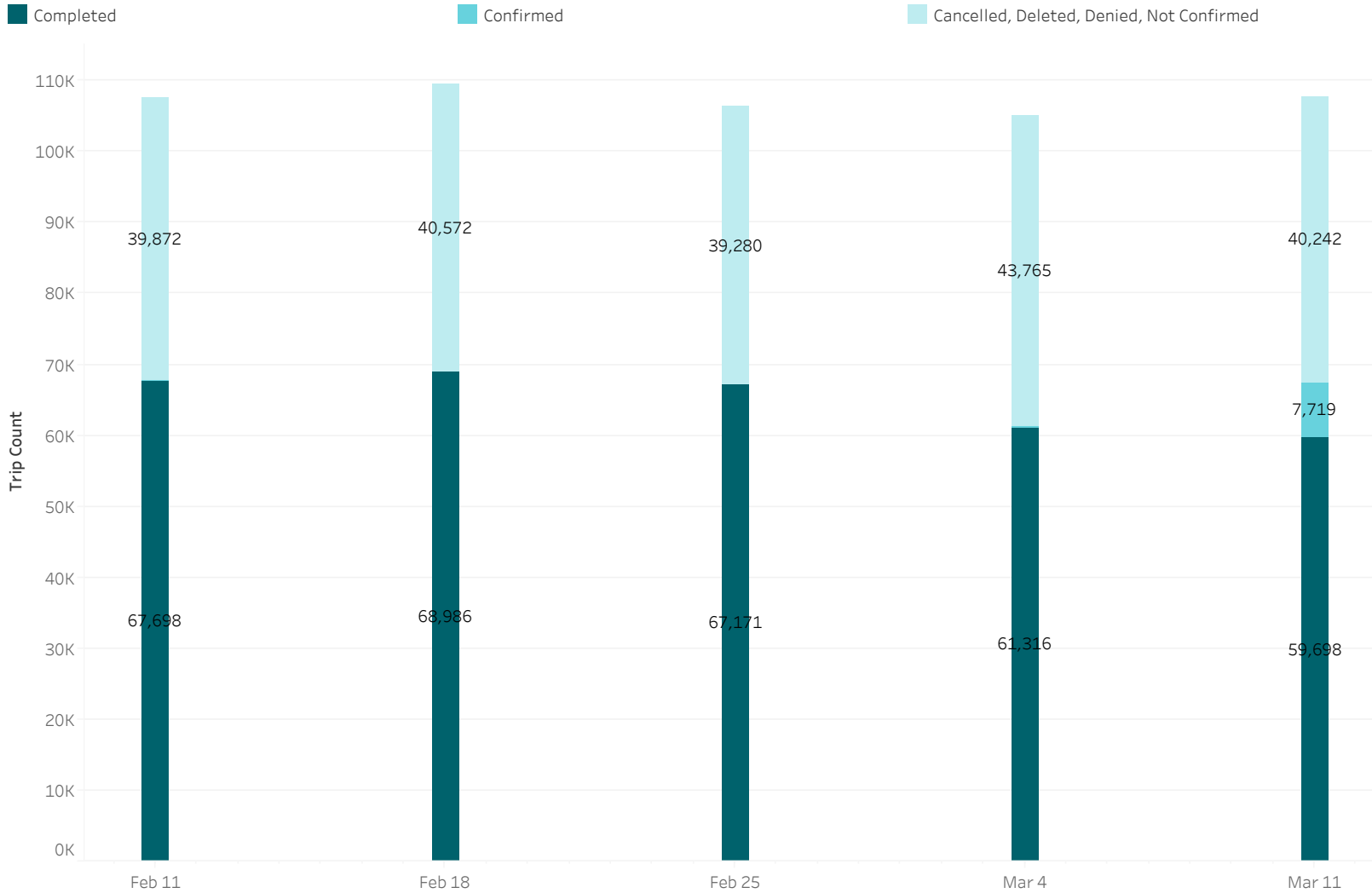
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Answered	2,106	1,960	2,115	2,075	2,053
Avg Handle Time (minutes)	7.50	7.19	6.73	6.58	6.61

Average Speed of Answer, Facility



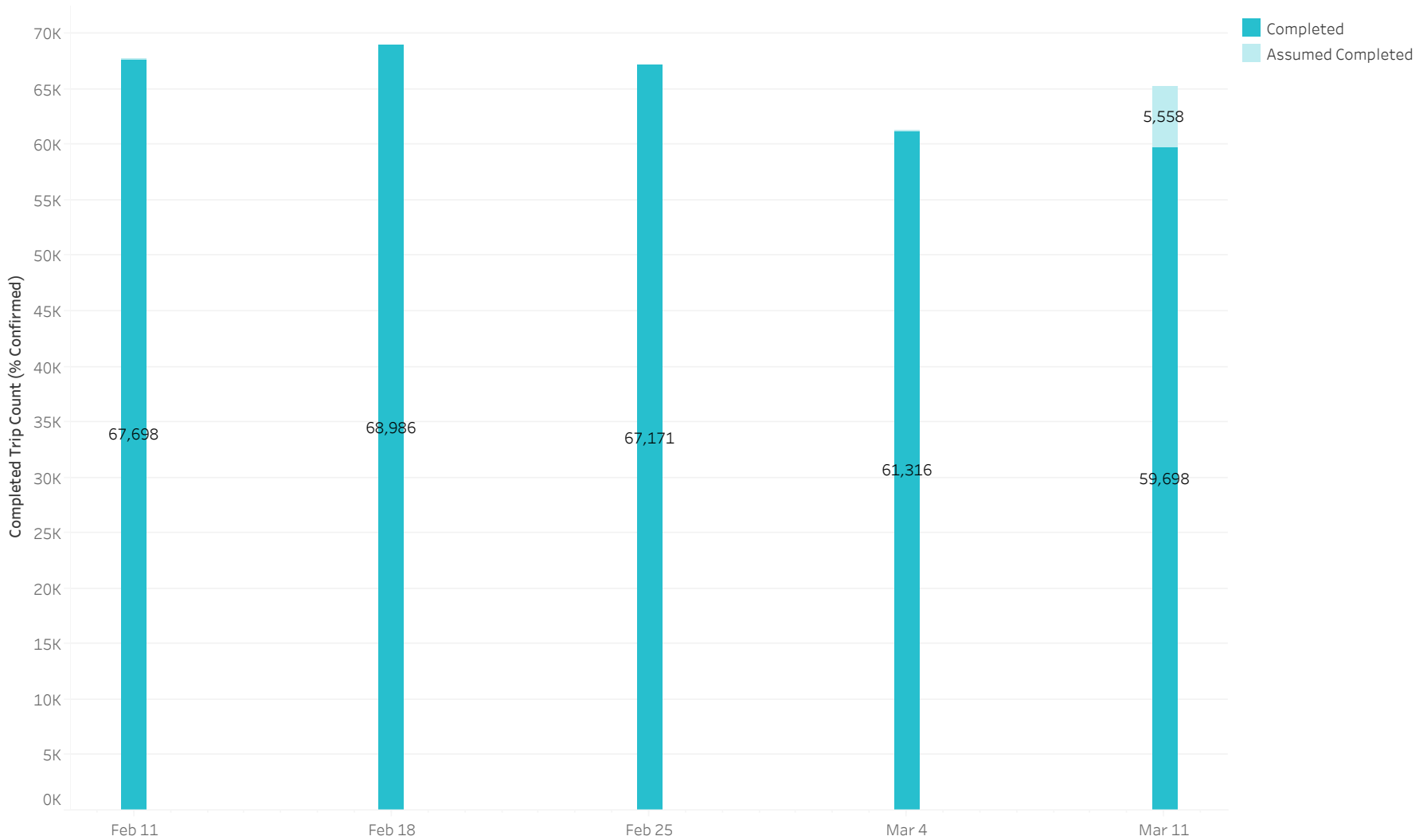
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Calls Received	2,195	2,064	2,210	2,110	2,145
Avg Speed of Answer (seconds)	53	62	50	20	42

Total Trips Booked



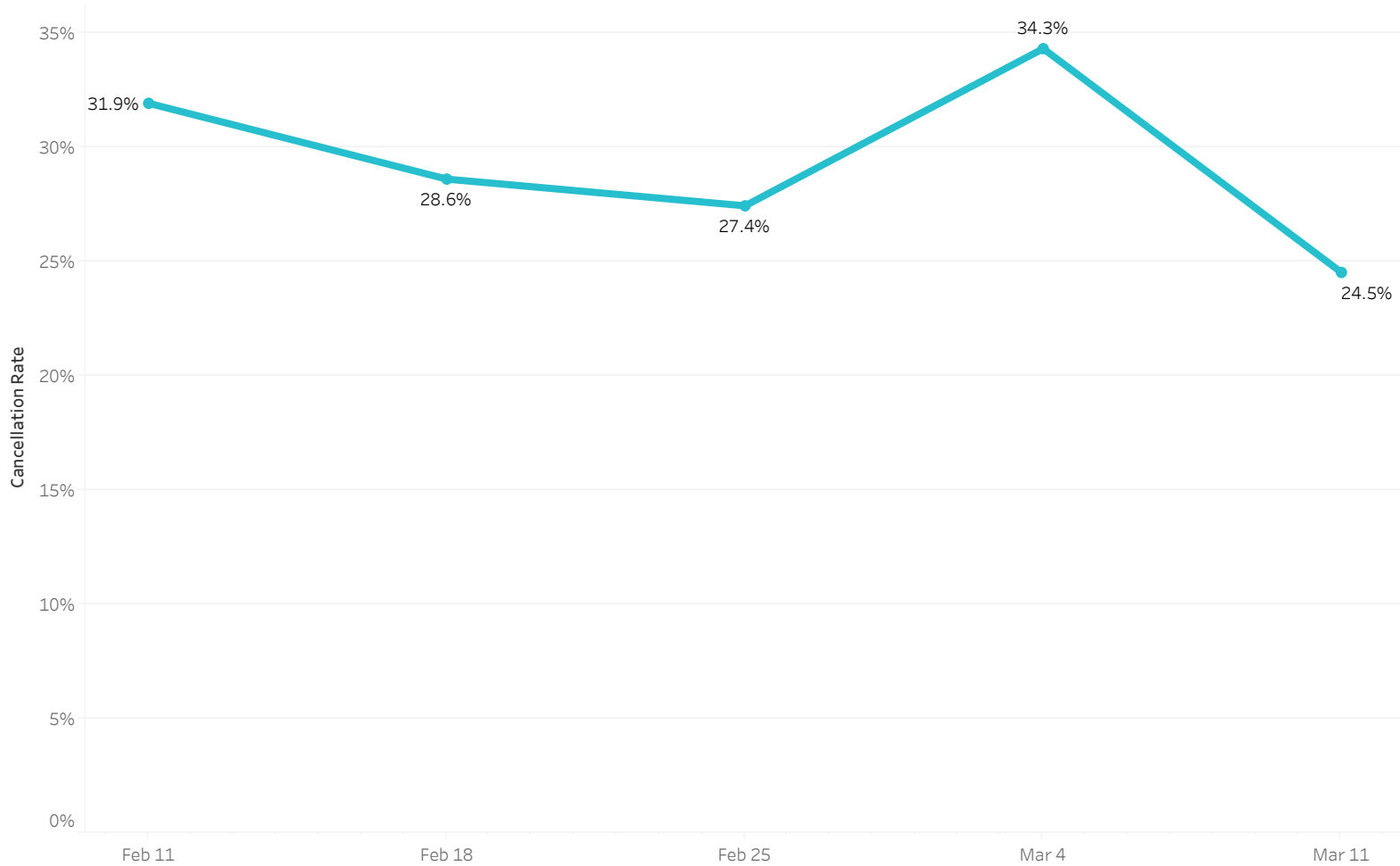
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Total Trips Booked	107,572	109,558	106,451	105,083	107,659

Total Completed Trips



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Completed	67,698	68,986	67,171	61,316	59,698
Assumed Completed	1			1	5,558

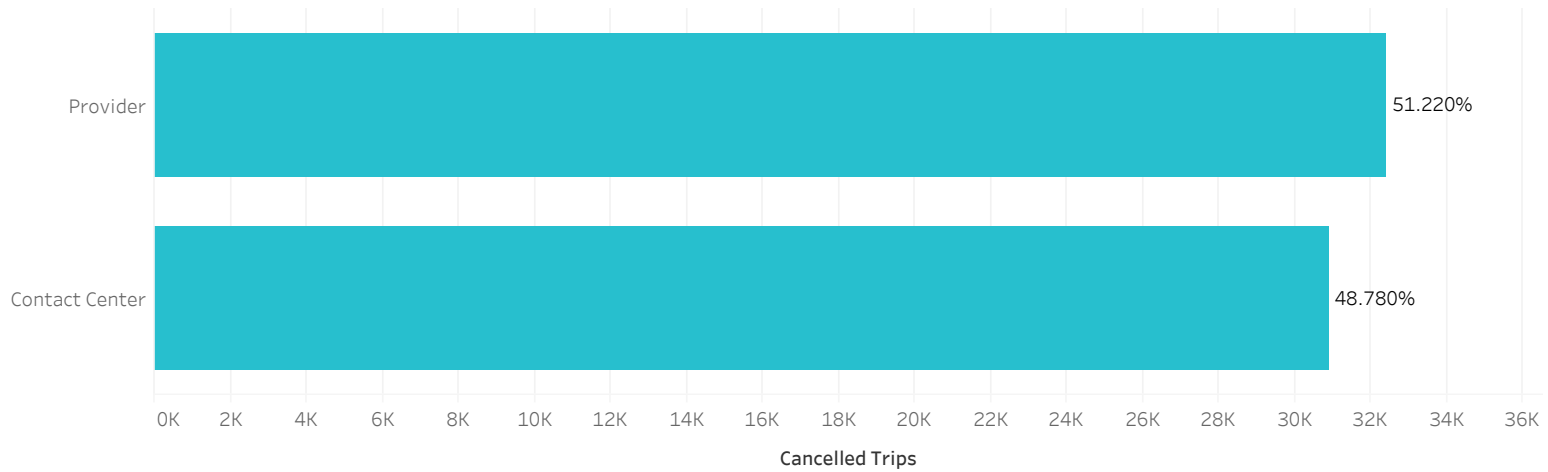
Cancellation Rate



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Cancelled Trips	14,625	12,395	12,116	14,521	9,646
Cancelled + Assumed Completed*	45,804	43,322	44,149	42,309	39,327
Cancellation Rate	31.93%	28.61%	27.44%	34.32%	24.53%

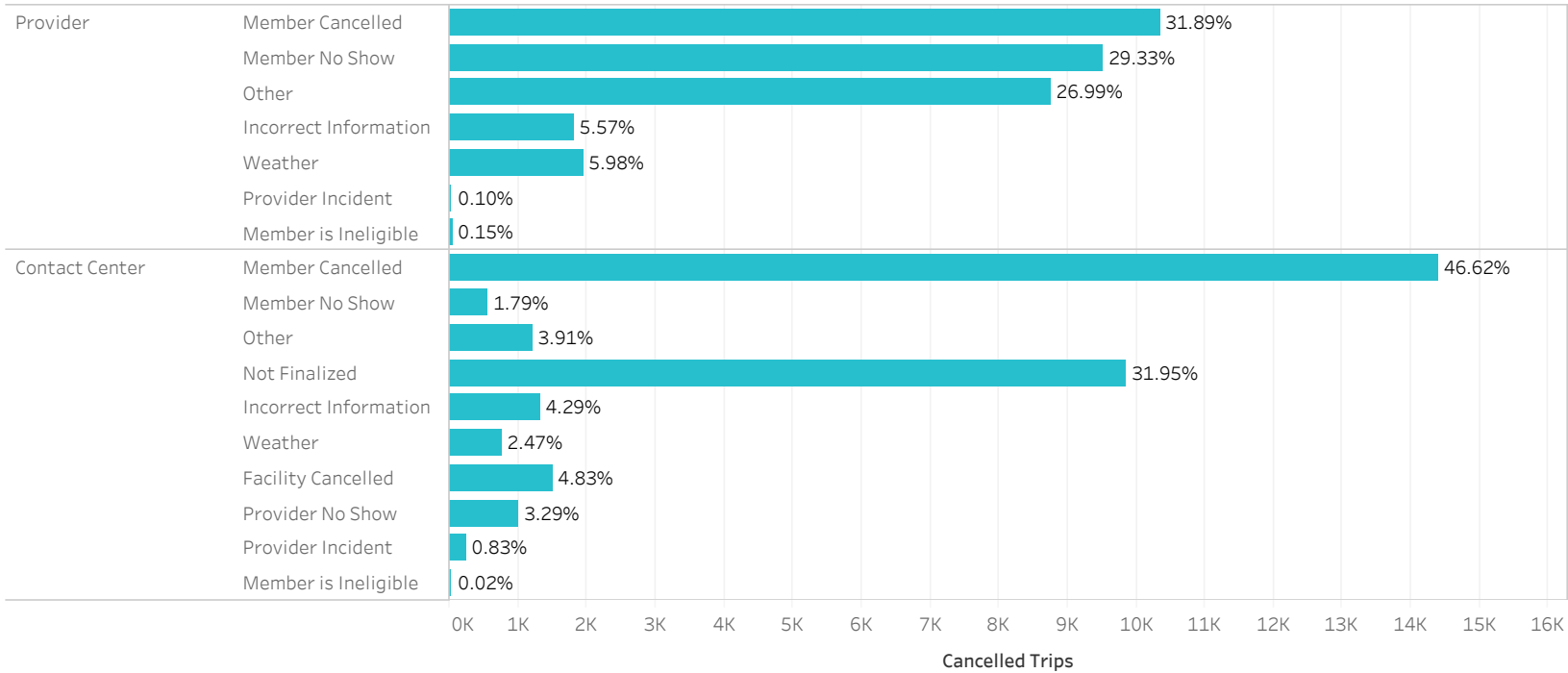
*Excludes Public Transit and Mileage Reimbursement

Cancellations by Source



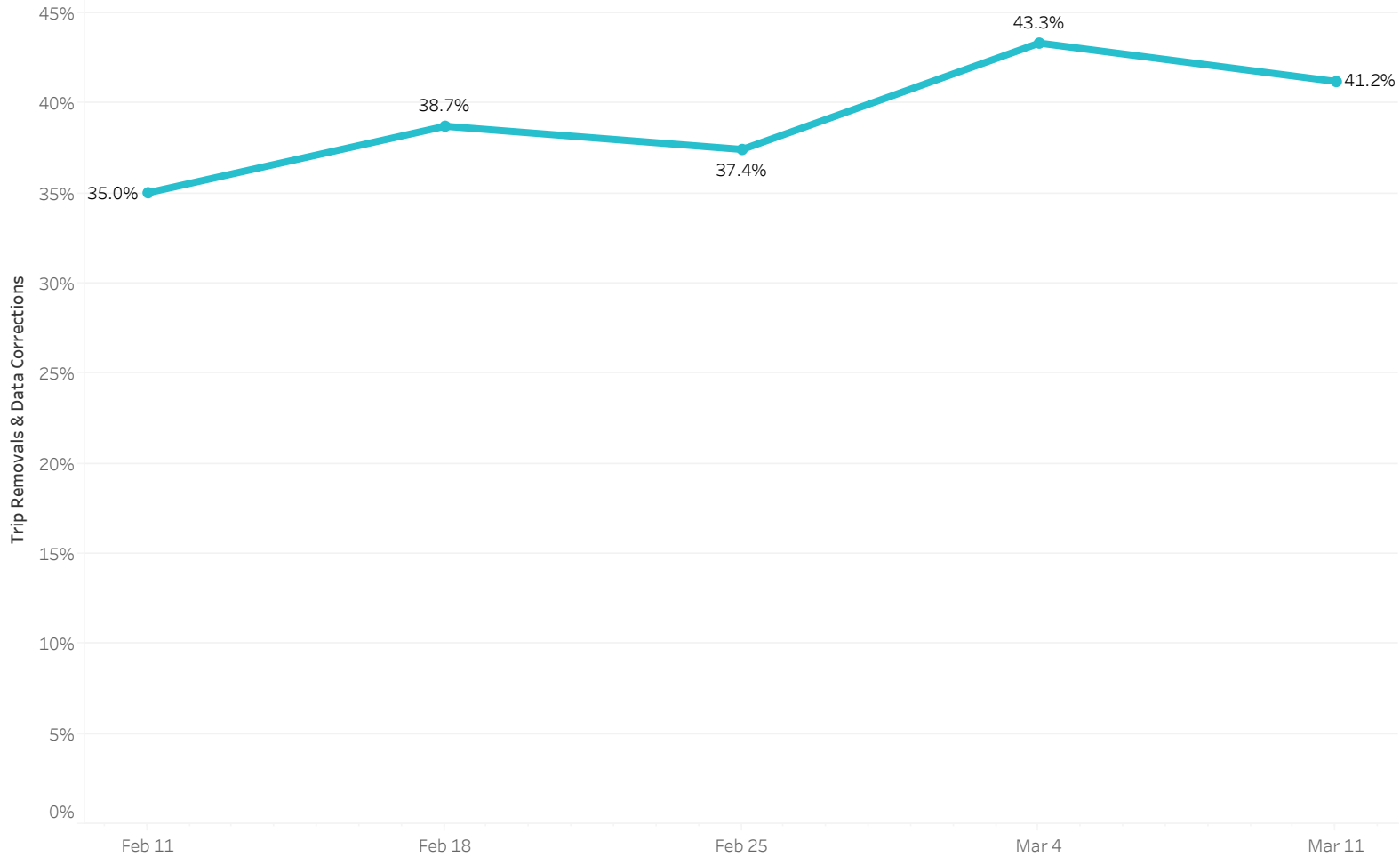
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Provider	7,921	5,909	6,093	7,049	5,452
Contact Center	6,704	6,486	6,023	7,472	4,194
Total Cancelled	14,625	12,395	12,116	14,521	9,646

Cancellations by Reason



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Member Cancelled	6,204	4,733	4,456	5,027	4,317
Member No Show	2,416	1,959	2,134	2,082	1,471
Other	2,034	2,047	2,302	2,299	1,275
Not Finalized	2,703	2,281	2,071	2,810	
Incorrect Information	629	818	548	620	516
Weather	27	1	41	1,092	1,540
Facility Cancelled	289	294	305	332	271
Provider No Show	224	192	217	203	181
Provider Incident	91	60	32	46	57
Member is Ineligible	8	10	10	10	18
Grand Total	14,625	12,395	12,116	14,521	9,646

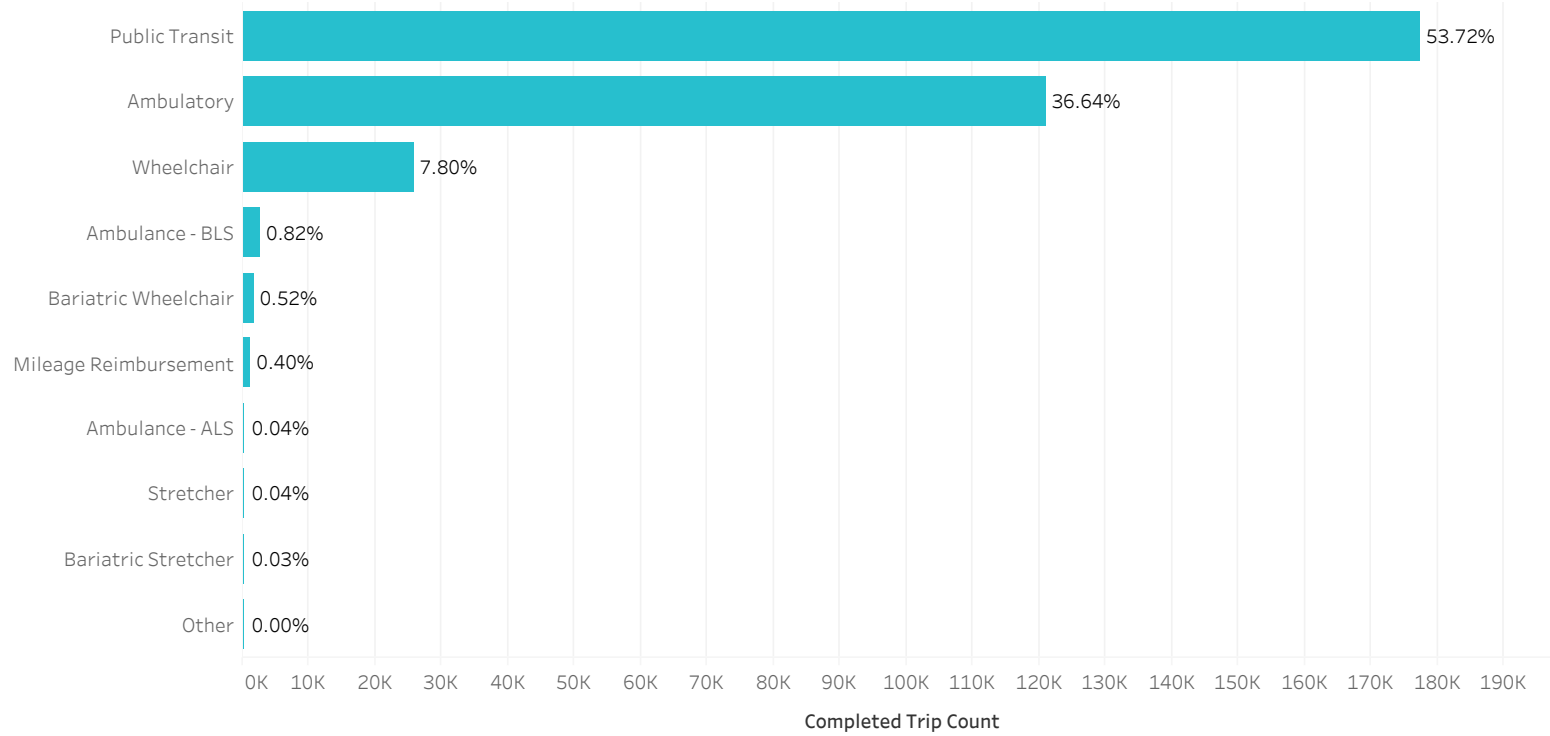
Trip Removals & Data Corrections



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Trips Removed	16,818	19,551	19,173	21,261	20,806
Removed + Assumed Completed*	47,997	50,478	51,206	49,049	50,487
Removal Rate	35.04%	38.73%	37.44%	43.35%	41.21%

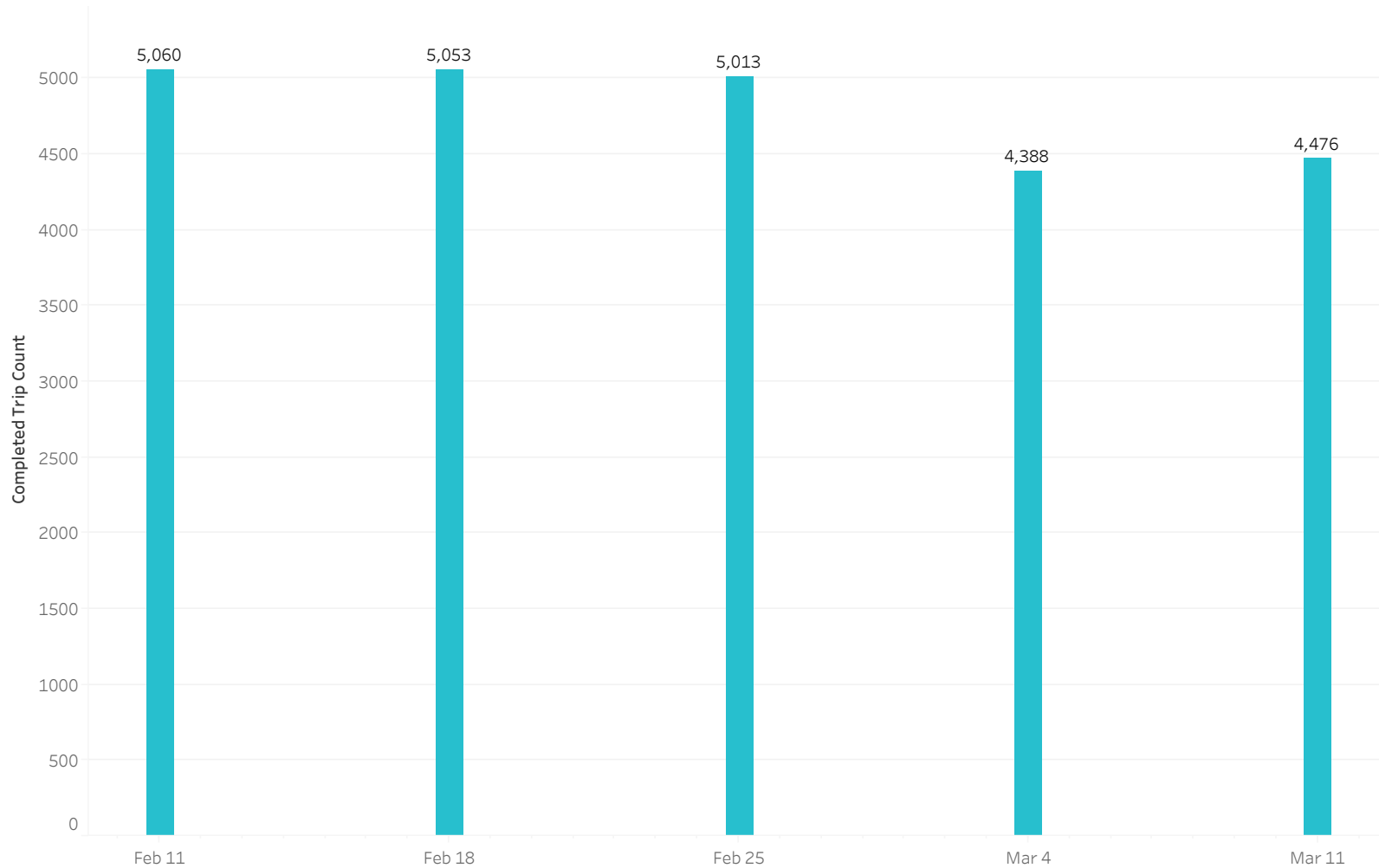
*Excludes Public Transit and Mileage Reimbursement

Transportation by Mode



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Public Transit	36,228	37,755	34,854	33,254	35,411
Ambulatory	25,045	24,721	25,684	22,059	23,575
Wheelchair	5,317	5,339	5,428	4,765	4,927
Ambulance - BLS	366	449	549	570	762
Bariatric Wheelchair	388	360	317	318	324
Mileage Reimbursement	292	304	284	275	163
Ambulance - ALS	22	14	31	32	30
Stretcher	16	17	10	27	49
Bariatric Stretcher	25	27	14	17	14
Other	0	0	0	0	0

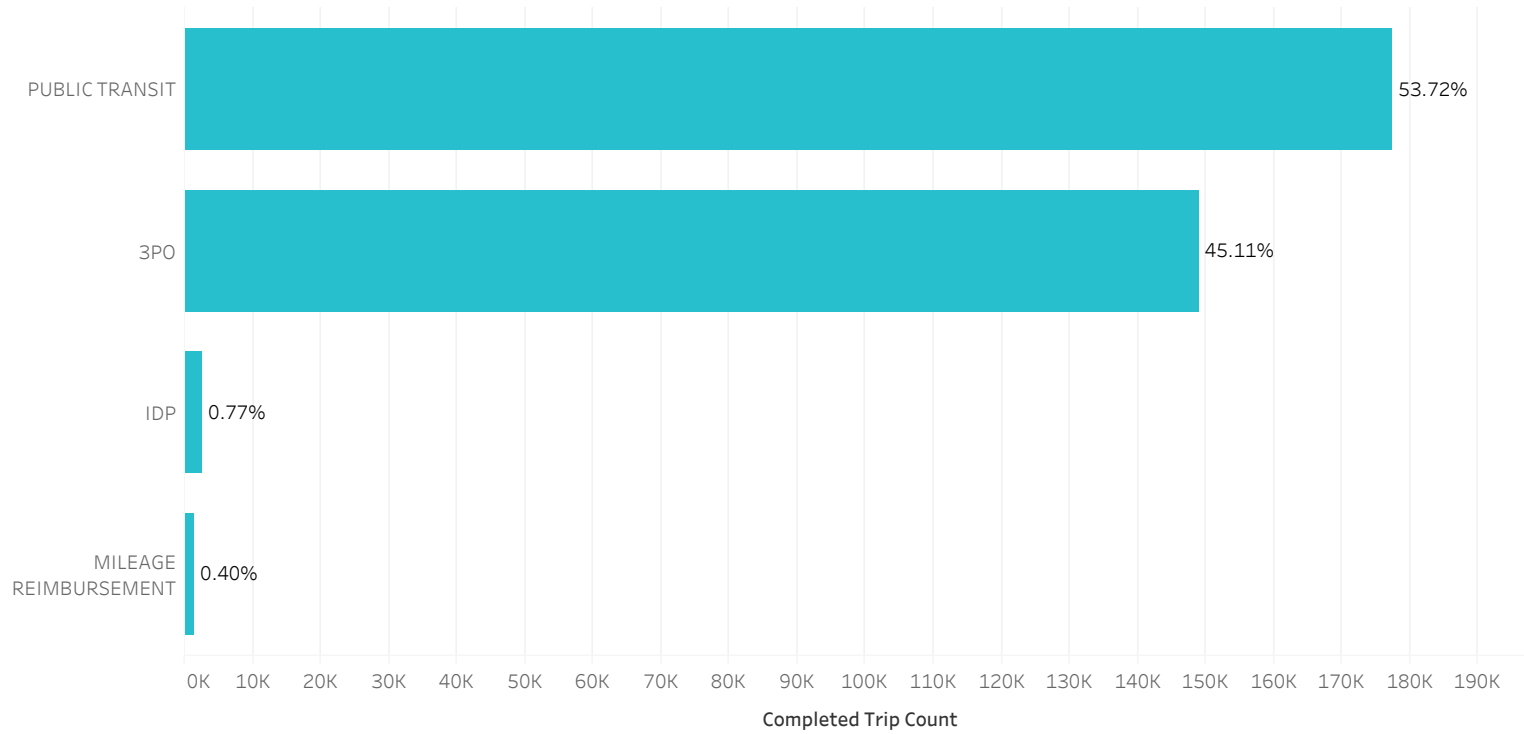
Trips Exceeding 20 Miles



Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
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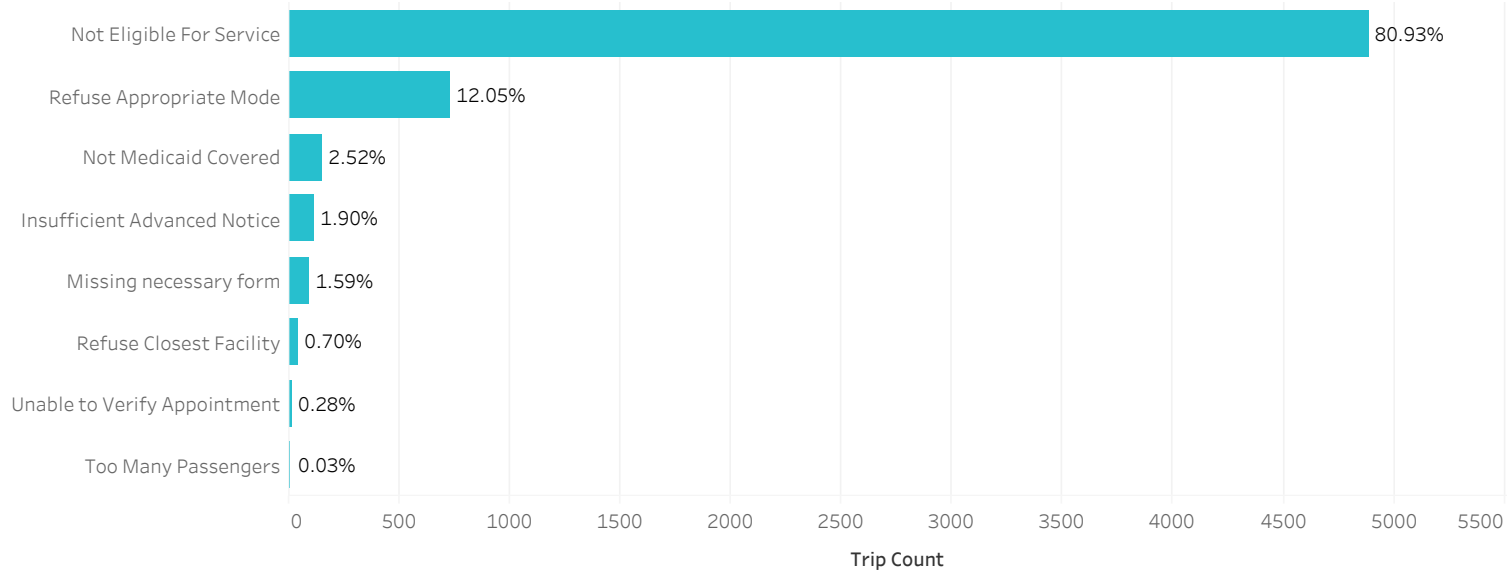
Trips Exceeding 20 Miles	5,060	5,053	5,013	4,388	4,476
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Provider Mix



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
PUBLIC TRANSIT	36,228	37,755	34,854	33,255	35,421
3PO	30,630	30,348	31,469	27,384	29,226
IDP	551	579	564	403	450
MILEAGE REIMBURSE..	290	304	284	275	159

Denied Trips

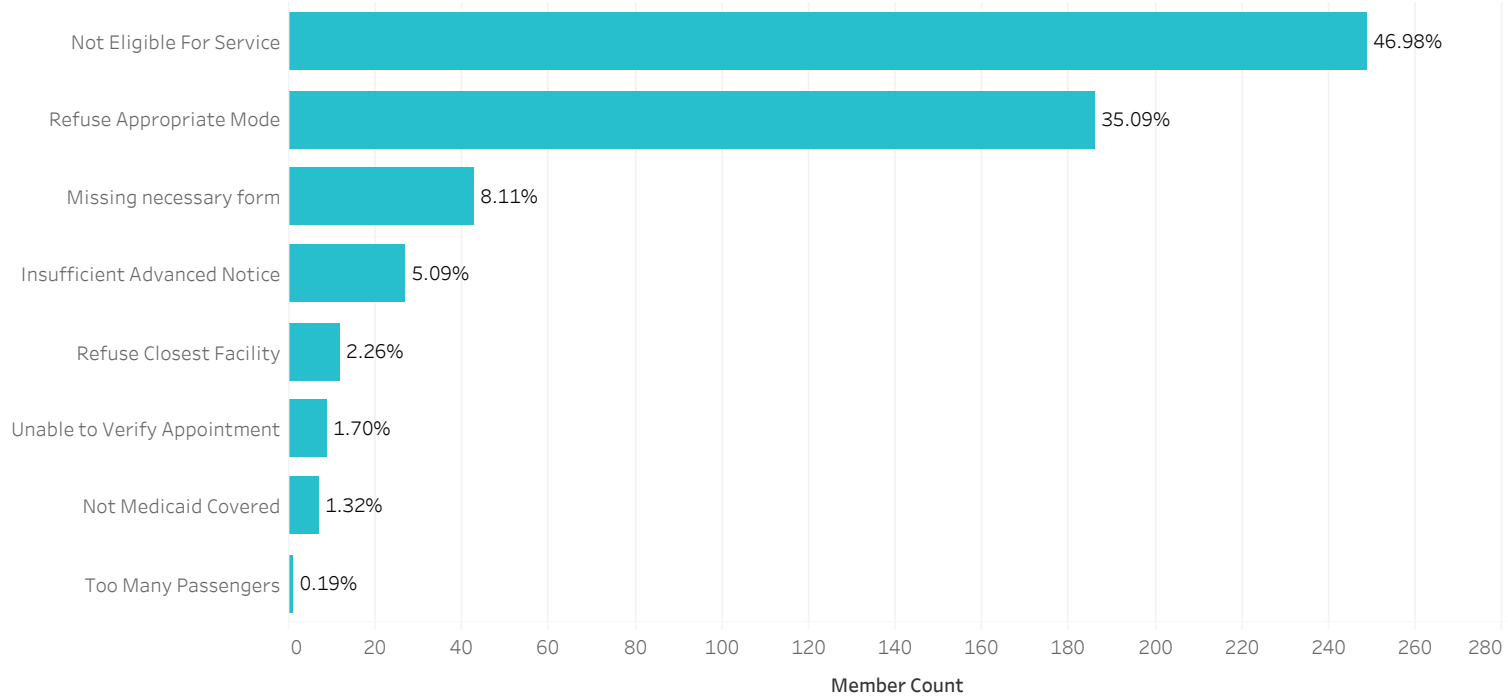


	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Not Eligible For Service	923	918	793	855	1,400
Refuse Appropriate Mode	153	156	172	119	128
Not Medicaid Covered	42	42	34	24	10
Insufficient Advanced Notice	26	12	25	22	30
Missing necessary form	10	12	30	20	24
Refuse Closest Facility	14	8	4	6	10
Unable to Verify Appointment		4	6	2	5
Too Many Passengers					2
Total Denied Trips	1,168	1,152	1,064	1,048	1,609

* Refuse Appropriate Mode refers to denials where a member requests a mode higher than what has been determined to be medically necessary.

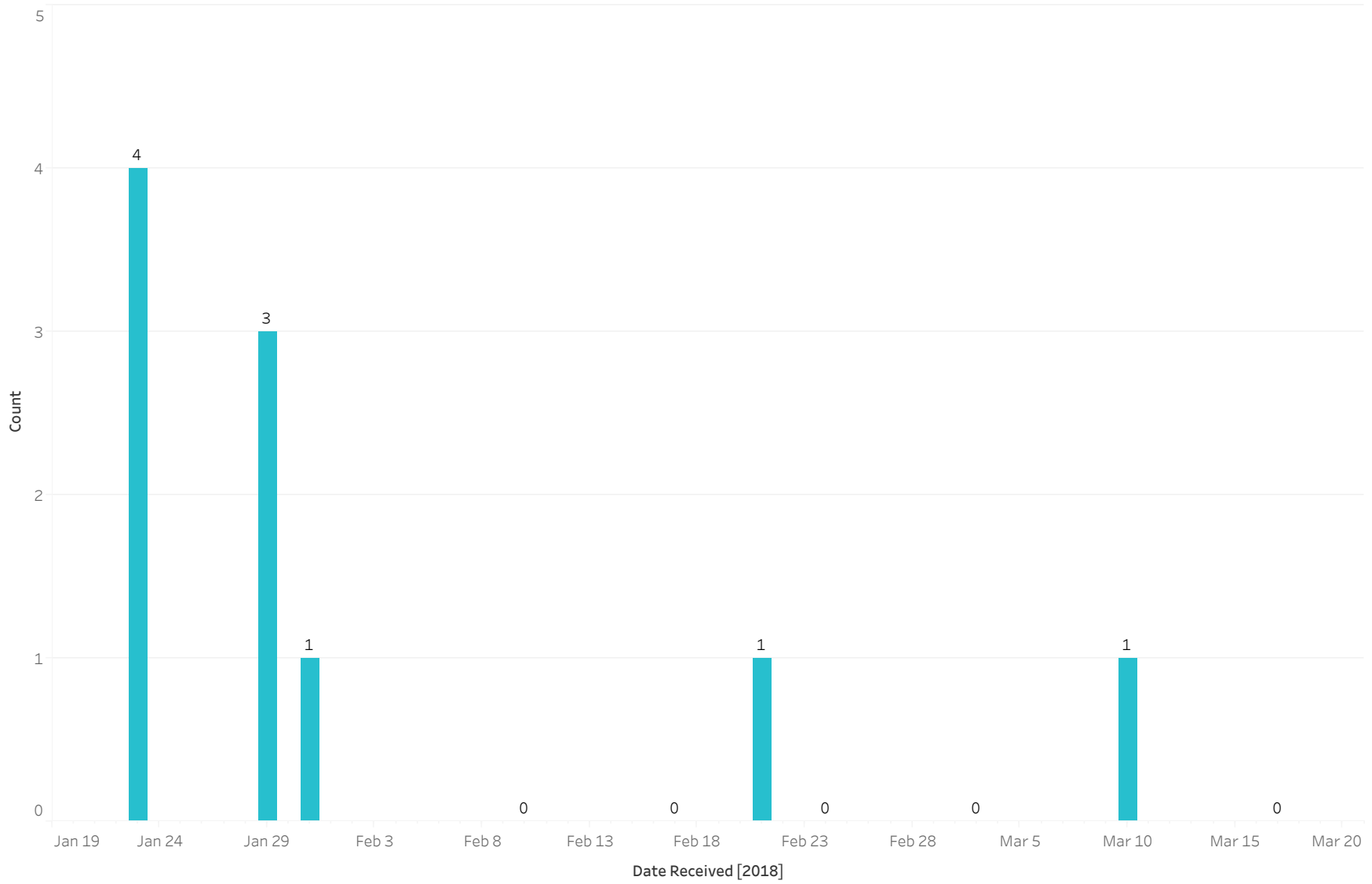
* Refuse Closest Facility refers to denials where a member requests transportation to a health care provider outside the established mileage limits without medical justification.

Members Receiving Notices of Action



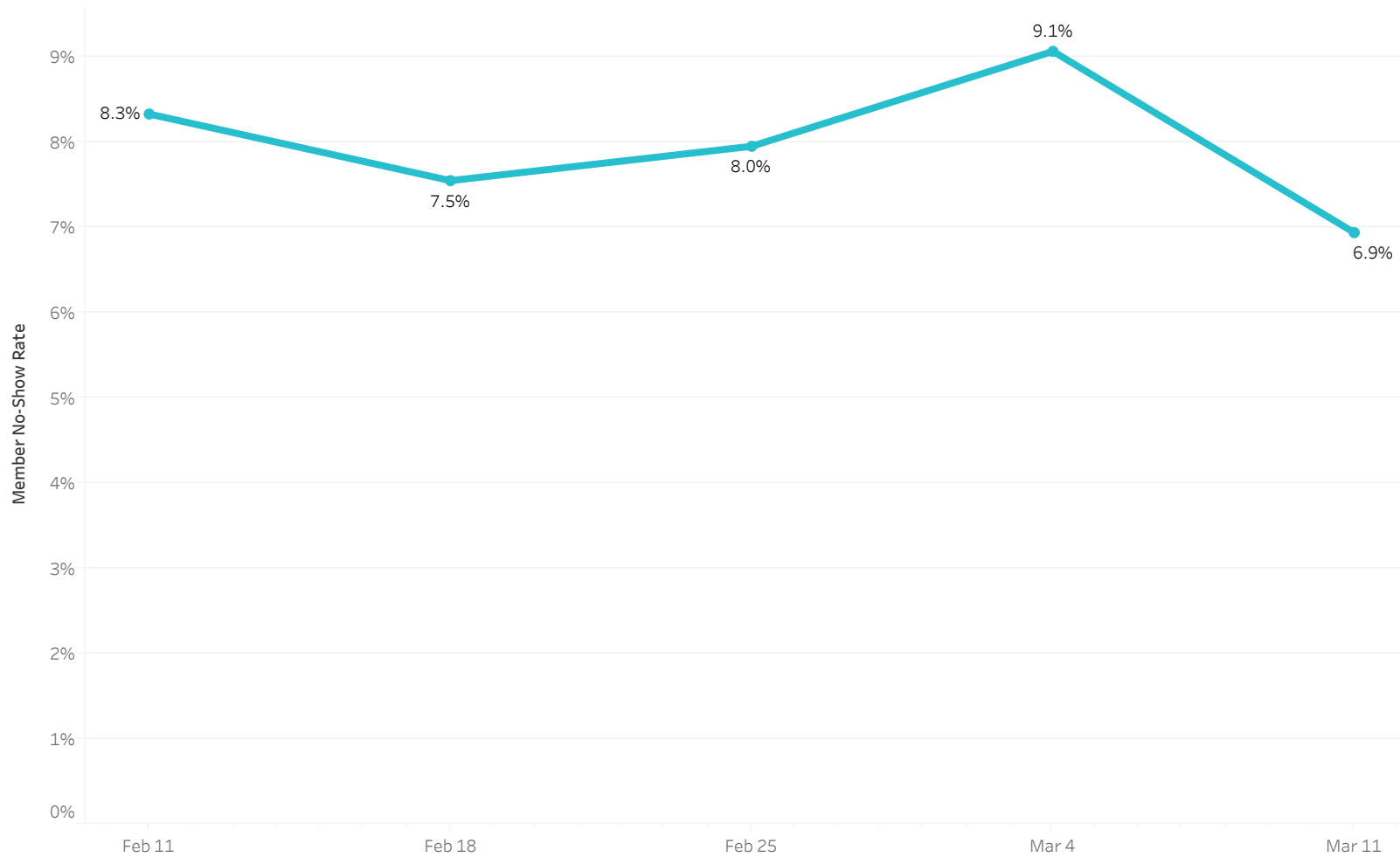
	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Not Eligible For Service	131	132	129	174	203
Refuse Appropriate Mode	48	50	55	38	42
Missing necessary form	4	6	15	10	12
Insufficient Advanced Notice	11	4	7	4	8
Refuse Closest Facility	6	3	1	2	4
Unable to Verify Appointment		2	3	1	3
Not Medicaid Covered	6	6	5	3	1
Too Many Passengers					1
Total Members Receiving NOAs	206	202	214	232	273

Admin Hearing Requests



	Week of 01/21	Week of 01/28	Week of 02/04	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Received Requests	4	4	0	0	1	0	1	0

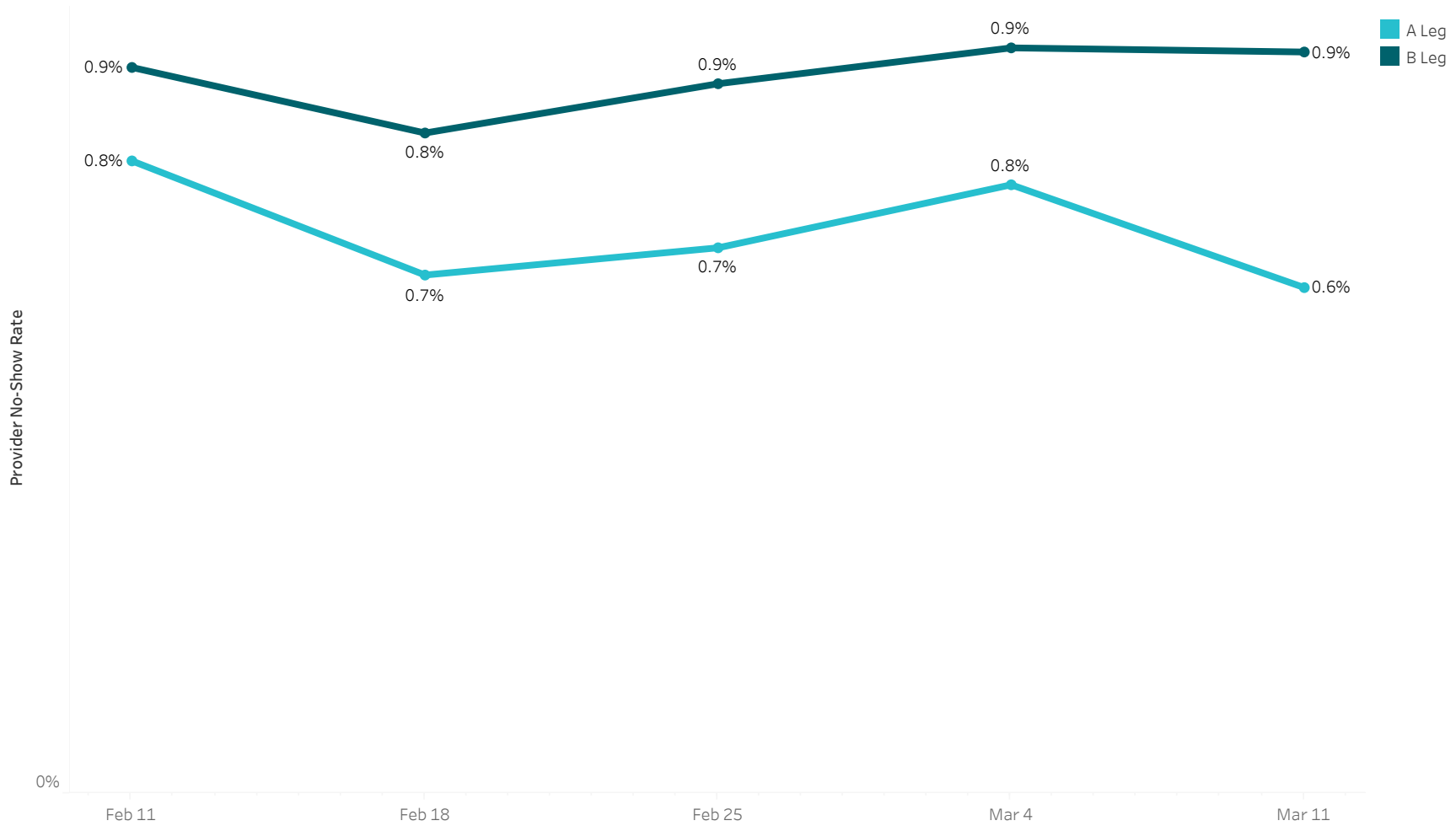
Member No-Shows



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Member No-Show Count	2,833	2,525	2,767	2,770	2,213
No-Shows + Assumed Completed*	34,012	33,452	34,800	30,558	31,894
Member No-Show Rate	8.33%	7.55%	7.95%	9.06%	6.94%

* Excludes Public Transit and Mileage Reimbursement

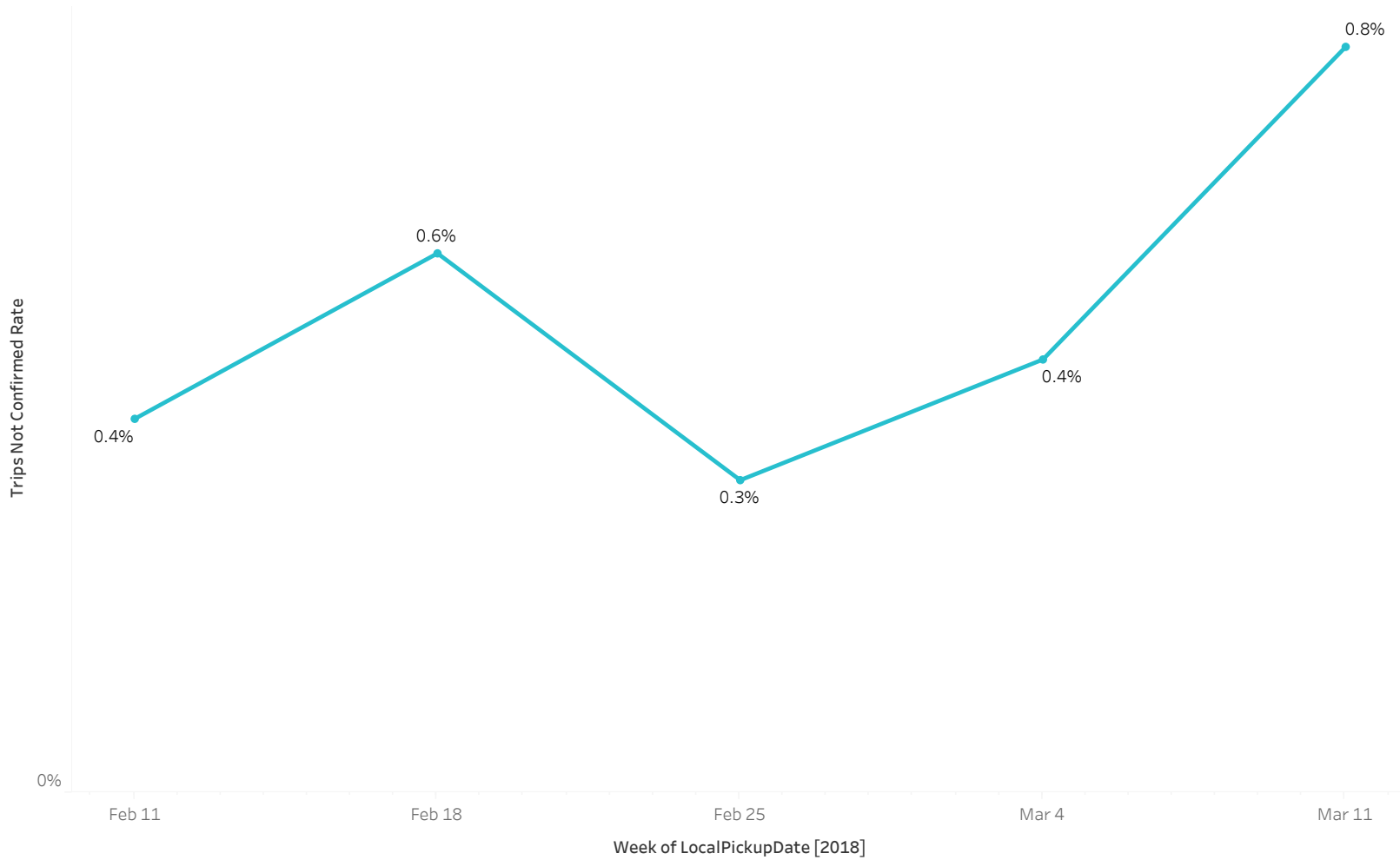
Provider No-Shows



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Provider No-Show Count	269	231	255	239	235
No-Show + Assumed Completed*	31,448	31,158	32,288	28,027	29,916
Provider No-Show Rate	0.86%	0.74%	0.79%	0.85%	0.79%

* Excludes Public Transit and Mileage Reimbursement

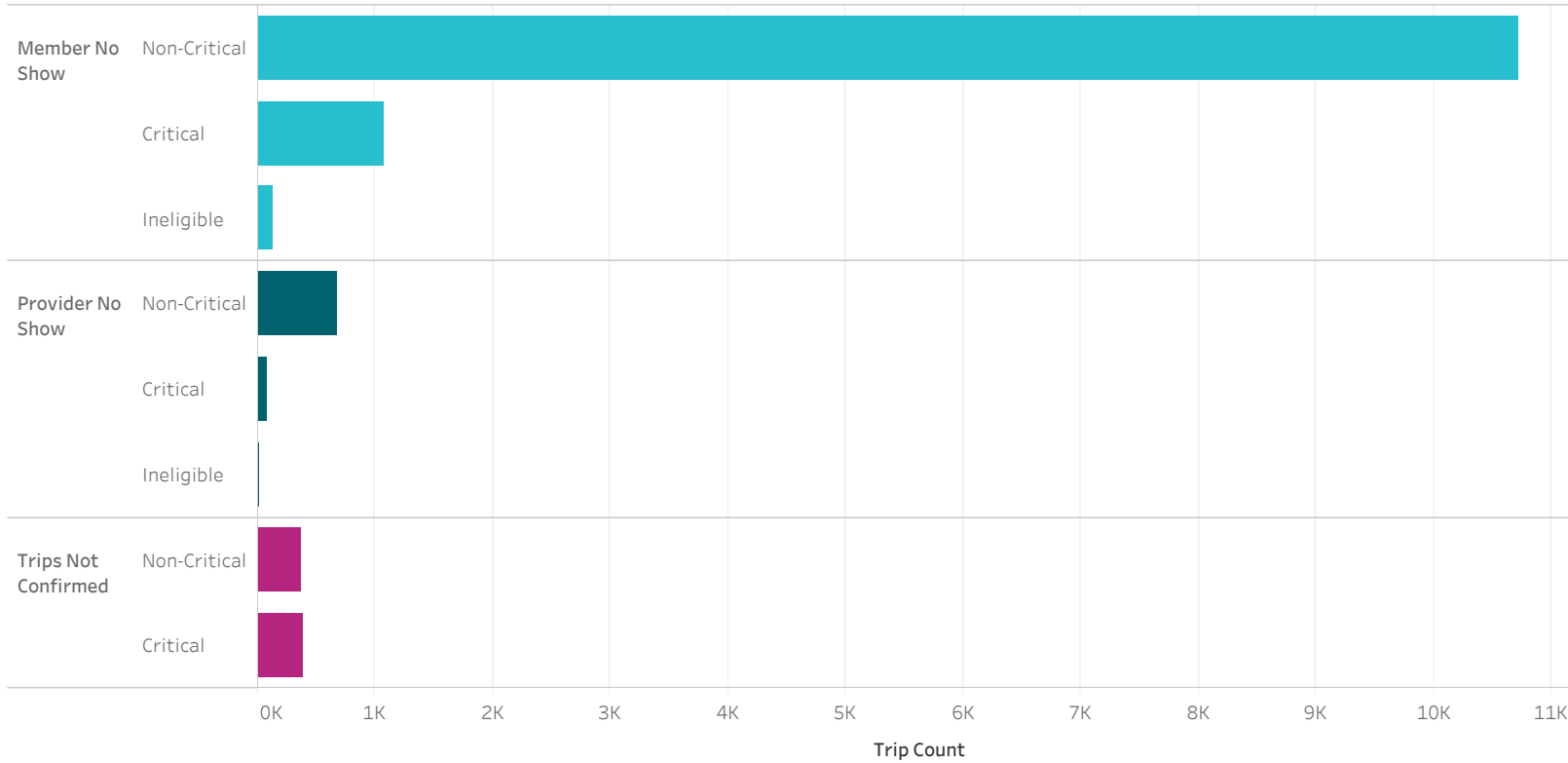
Trips Not Confirmed



	Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Not Confirmed	120	172	103	124	228
Not Confirmed + Assumed Completed*	31,299	31,099	32,136	27,912	29,811
Not Confirmed Rate	0.38%	0.55%	0.32%	0.44%	0.76%

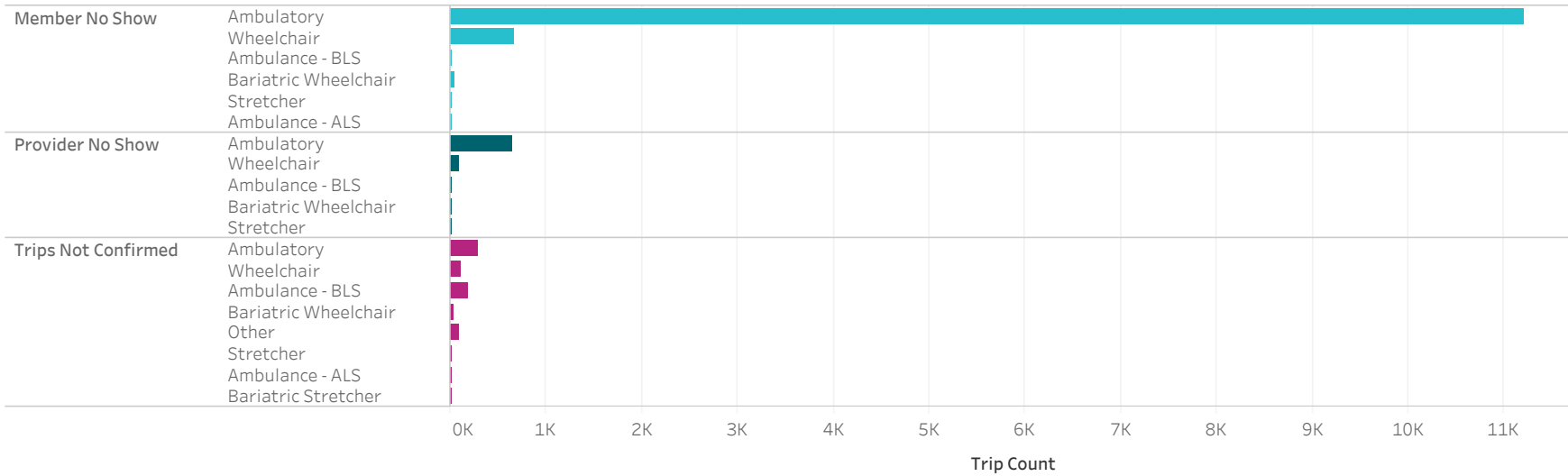
* Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts



		Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Member No Show	Critical	279	227	165	223	180
	Non-Critical	2,239	2,055	2,311	2,338	1,779
	Ineligible	31	22	38	34	7
Provider No Show	Critical	17	19	12	21	14
	Non-Critical	143	122	139	126	146
	Ineligible				1	
Trips Not Confirmed	Critical	44	91	47	65	135
	Non-Critical	76	81	56	59	93
Total Unfulfilled		2,829	2,617	2,768	2,867	2,354

Unfulfilled Trips by Mode



		Week of 02/11	Week of 02/18	Week of 02/25	Week of 03/04	Week of 03/11
Member No Show	Ambulance - ALS				2	
	Ambulance - BLS	2	2	3	1	
	Ambulatory	2,389	2,140	2,364	2,446	1,863
	Bariatric Wheelchair	15	4	11	10	9
	Stretcher		1			
	Wheelchair	143	157	136	136	94
Provider No Show	Ambulance - BLS	2	2		2	
	Ambulatory	136	120	139	135	123
	Bariatric Wheelchair	2				4
	Stretcher					2
	Wheelchair	20	19	12	11	31
Trips Not Confirmed	Ambulance - ALS	1	3	3	2	6
	Ambulance - BLS	23	41	22	35	56
	Ambulatory	36	72	35	50	86
	Bariatric Stretcher	4		5		6
	Bariatric Wheelchair	10	2	3	5	17
	Other	24	20	18	16	14
	Stretcher	2	6	4	3	5
	Wheelchair	20	28	13	13	38
Total Unfulfilled		2,829	2,617	2,768	2,867	2,354



Documentation

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. There may be slight variations as providers continue to finalize trips.

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.

Assumed Completion: All rates and trip counts use an "assumed completion" count. The assumed completion count consists of all Completed trips, plus 72% of all trips that were confirmed by the provider, but have not yet been finalized. This 72% is based on the average trip finalization rate by providers across all markets.

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. Due to the timing requirement for finalization, "Not Finalized" trips will not be included until after the 5th of the following month (March 6th for February).

Trip Removal & Data Correction: These are trips that have been cancelled prior to the requested trip date. 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.

Complaints: All complaint counts include both resolved and unresolved complaints, based on the date the complaint was reported. Because complaints take time to investigate, we do not yet know the outcome or category of all of the complaints in this report. 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.

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.