



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **August 2023**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **August 2023**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

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

Call Count Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	59,035	67,046	58,289	58,169	54,907	54,084	59,240
Avg Daily Calls Received	2,952	2,915	2,914	2,529	2,496	2,575	2,576
Total Calls Answered	58,745	66,053	53,929	56,292	53,185	48,762	54,342
Answered %	99.5%	98.5%	92.5%	96.8%	96.9%	90.2%	91.7%

Average Speed Of Answer Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	59,035	67,046	58,289	58,169	54,907	54,084	59,240
Avg Speed of Answer (seconds)	6.7	16.2	113.1	43.4	36.7	126.1	113.9

Average Abandon Rate Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	59,035	67,046	58,289	58,169	54,907	54,084	59,240
Total Calls Abandoned	75	362	3,292	1,173	1,132	3,983	3,432
Abandon %	0.1%	0.5%	5.6%	2.0%	2.1%	7.4%	5.8%

Average Handle Time Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Handle Time Minutes	275,609	303,763	256,928	256,844	241,408	227,865	252,285
Total Calls Answered	58,745	66,053	53,929	56,292	53,185	48,762	54,342
Avg Handle Time (minutes)	4.692	4.599	4.764	4.563	4.539	4.673	4.643

Service Level Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Handled Within Service Level	58,527	64,647	42,887	52,223	50,119	37,764	42,677
Handled Outside Service Level	293	1,769	14,345	5,244	4,207	14,994	15,107
Total Calls Received	59,035	67,046	58,289	58,169	54,907	54,084	59,240
Service Level	99.5%	97.3%	74.9%	90.9%	92.3%	71.6%	73.9%

Call Center Summary, Facility (Business Hours)

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

Call Count Summary (Facility)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	4,943	5,347	4,599	4,562	4,500	4,250	4,527
Avg Daily Calls Received	247	232	230	198	205	202	197
Total Calls Answered	4,924	5,318	4,336	4,465	4,407	3,945	4,245
Answered %	99.6%	99.5%	94.3%	97.9%	97.9%	92.8%	93.8%

Average Speed Of Answer Summary (Facility)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	4,943	5,347	4,599	4,562	4,500	4,250	4,527
Avg Speed of Answer (seconds)	7.2	14.8	122.1	43.7	36.1	135.2	121.5

Average Abandon Rate Summary (Facility)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	4,943	5,347	4,599	4,562	4,500	4,250	4,527
Total Calls Abandoned	6	19	202	63	72	233	211
Abandon %	0.1%	0.4%	4.4%	1.4%	1.6%	5.5%	4.7%

Average Handle Time Summary (Facility)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Answered	4,924	5,318	4,336	4,465	4,407	3,945	4,245
Avg Handle Time (minutes)	5.2	5.0	5.0	4.8	4.7	4.9	5.0

Service Level Summary (Facility)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Handled Within Service Level	4,905	5,209	3,396	4,130	4,155	2,996	3,254
Handled Outside Service Level	25	128	1,142	398	325	1,184	1,203
Total Calls Received	4,943	5,347	4,599	4,562	4,500	4,250	4,527
Service Level	99.5%	97.6%	74.8%	91.2%	92.7%	71.7%	73.0%

Call Center Summary, Spanish (Business Hours)

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

Call Count Summary (Spanish)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	3,940	4,495	3,715	4,161	3,995	3,909	4,093
Avg Daily Calls Received	197	195	186	181	182	186	178
Total Calls Answered	3,928	4,444	3,621	4,075	3,891	3,611	3,911
Answered %	99.7%	98.9%	97.5%	97.9%	97.4%	92.4%	95.6%

Average Speed Of Answer Summary (Spanish)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	3,940	4,495	3,715	4,161	3,995	3,909	4,093
Avg Speed of Answer (seconds)	5.6	12.6	53.5	37.6	39.9	114.9	85.4

Average Abandon Rate Summary (Spanish)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Received	3,940	4,495	3,715	4,161	3,995	3,909	4,093
Total Calls Abandoned	3	12	67	37	67	215	128
Abandon %	0.1%	0.3%	1.8%	0.9%	1.7%	5.5%	3.1%

Average Handle Time Summary (Spanish)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Calls Answered	3,928	4,444	3,621	4,075	3,891	3,611	3,911
Avg Handle Time (minutes)	4.3	4.4	4.9	4.8	4.8	5.0	5.1

Service Level Summary (Spanish)

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Handled Within Service Level	3,919	4,430	3,346	3,878	3,667	2,926	3,359
Handled Outside Service Level	12	26	343	235	293	900	680
Total Calls Received	3,940	4,495	3,715	4,161	3,995	3,909	4,093
Service Level	99.7%	99.4%	90.7%	94.3%	92.6%	76.5%	83.2%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **August 2023**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Completed Trips	133,634	162,917	170,340	200,559	182,907	194,071	231,136

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
A Leg	91.82%	91.88%	91.61%	90.95%	92.05%	90.70%	90.26%
B Leg	97.59%	97.57%	97.46%	96.93%	97.45%	97.09%	96.97%
Both Legs	94.47%	94.48%	94.30%	93.70%	94.55%	93.69%	93.39%

* 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

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Member No-Show Count	11,952	14,752	12,343	12,747	11,644	11,858	15,533
No-Shows + Completed*	140,443	170,141	153,096	170,021	163,077	158,262	180,944
Member No-Show Rate	8.51%	8.67%	8.06%	7.50%	7.14%	7.49%	8.58%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Trips Booked	212,119	248,185	261,116	310,368	299,804	280,438	316,015

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Total Mileage	1,197,986	1,437,797	1,359,791	1,535,410	1,470,841	1,459,484	1,654,575
Avg. Mileage	8.96	8.83	7.98	7.66	8.04	7.52	7.16

Trip % Distance Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
0-10 Miles	68.22%	69.10%	73.22%	74.59%	72.72%	75.74%	77.42%
10-20 Miles	21.56%	21.11%	18.22%	17.45%	18.57%	16.49%	15.45%
20-30 Miles	6.77%	6.43%	5.71%	5.44%	5.87%	5.16%	4.63%
30-40 Miles	2.00%	1.84%	1.63%	1.38%	1.62%	1.48%	1.42%
40-50 Miles	0.73%	0.77%	0.63%	0.58%	0.58%	0.54%	0.55%
50+ Miles	0.74%	0.75%	0.59%	0.56%	0.63%	0.60%	0.53%

Completed Trips by Mode

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Ambulatory	107,090	130,081	117,877	131,381	126,786	122,871	139,445
Mileage Reimbursement	4,626	5,417	4,493	4,785	4,609	4,485	4,085
Public Transit	549	2,314	25,260	38,630	26,949	43,272	61,750
Wheelchair	21,358	25,098	22,710	25,755	24,557	23,442	25,851

Members with Completed Trips Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Completed Trips	14,951	16,274	16,299	17,715	17,170	17,520	18,878

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Drug Rehabilitation	50,976	62,932	70,244	81,380	72,273	81,980	96,917
Behavioral Health	17,990	22,684	28,569	37,171	32,527	35,989	45,884
Specialist	23,543	29,162	26,351	30,273	28,991	27,391	32,379
Dialysis	16,451	18,724	17,757	19,520	19,041	19,231	20,021
Urgent Care	7,420	8,436	7,483	8,590	8,357	8,274	10,074
PCP	4,598	5,403	5,107	6,191	5,755	6,054	7,179
Physical Therapy	3,662	4,897	4,529	5,423	4,972	4,841	5,859
Dental	1,558	1,903	1,815	2,104	1,897	1,756	2,080
Psychiatric Services	1,262	1,720	1,588	1,831	1,889	1,702	2,535
Surgery	1,590	1,673	1,416	1,888	1,621	1,511	1,725
Chemotherapy	1,132	1,261	1,406	1,668	1,486	1,213	1,695
Counselor	963	1,232	1,446	1,570	1,317	1,434	1,691
Vision	855	972	937	1,081	919	888	1,065
Lab	708	878	818	803	801	897	1,093
Chiropractic	317	413	281	335	324	296	311
Occupational Therapy	264	270	251	336	353	241	264
Speech Therapy	192	220	195	251	239	185	190
MFP (Data Entry Only)	43	210	166	138	90	91	115
Development Therapy	41	48	66	69	76	144	108
Audiology	45	63	59	57	52	40	64
COVID-19 Testing - Standalone	32	14	9	8	2		
COVID-19 Vaccine - Drop Off	15	8	7	2	4	4	2
COVID-19	16		2	8	11		
COVID-19 Testing - Drive Thru	4	4	4				

Transportation Provider Summary

Number of Providers

Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
87	86	87	87	87	86	85

Provider No-Show Count

Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
412	522	548	615	690	620	1,069

Provider Mix Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
CONTRACTED PROVIDERS	78,075	93,689	83,357	93,519	89,712	85,975	94,272
VEYO INDEPENDENT DRIVERS	43,104	52,085	46,251	50,929	50,755	49,514	57,624
PUBLIC TRANSIT	549	2,314	25,260	38,630	26,949	43,272	61,750
MILEAGE REIMBURSEMENT	4,626	5,417	4,493	4,785	4,609	4,485	4,085

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

October 30, 2023

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
COVID-19	844	528	399	361	276	179	145
Driver or Member Safety	32	32	51	71	27	28	41
Facility Cancelled	15,332	17,744	16,717	18,460	15,824	13,888	14,951
Inadequate Capacity							1
Incorrect Information	17,173	19,918	20,351	23,262	20,639	18,031	19,609
Insufficient Advanced Notice	1,037	1,305	1,157	1,291	1,476	1,242	1,667
Issue with Member's Equipment	10	22	6	16	39	30	32
Member Cancelled	27,832	30,955	26,838	30,489	27,860	25,821	32,788
Member is Ineligible	804	720	392	1,010	2,502	1,960	2,170
Member No Show	5,506	6,685	6,366	6,439	5,485	5,532	7,086
Not Eligible For Service	84	47	73	323	582	571	885
Not Finalized	3,217	3,406	2,003	2,482	2,190	2,346	2,770
Not Medicaid Covered	12	36	68	48	54	49	44
Other	5,156	6,719	7,665	10,111	8,679	7,186	7,360
Parcel returned to Veyo after fulfillment			1		1		
Provider No Show	420	559	612	657	718	644	1,133
Refuse Appropriate Mode	1,112	1,303	1,034	1,042	833	785	693
Refuse Closest Facility	67	62	70	123	130	88	106
Rural Mileage Limit	236	256	213	276	212	232	289
SMS	8,042	8,992	8,461	7,785	6,335	6,623	8
System Error	45	48	76	58	54	35	48
Too Many Passengers	2	3	2	2			2
Unable to Verify Appointment	2,719	4,103	15,469	20,011	12,449	7,748	3,634
Urban Mileage Limit	717	751	565	721	757	653	687
Veyo Operations Cancelled	5,992	259	1,690	2,500	2,313	2,739	170
Grand Total	96,391	104,453	110,279	127,538	109,435	96,410	96,319

Same Day Cancellation Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Cancelled Trips	21,742	24,672	19,687	22,017	20,444	20,053	21,836
Cancelled + Completed*	150,201	179,858	160,274	179,161	171,793	166,367	187,137
Cancellation Rate	14.48%	13.72%	12.28%	12.29%	11.90%	12.05%	11.67%

*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

Trip Cancellations Provider Source

October 30, 2023

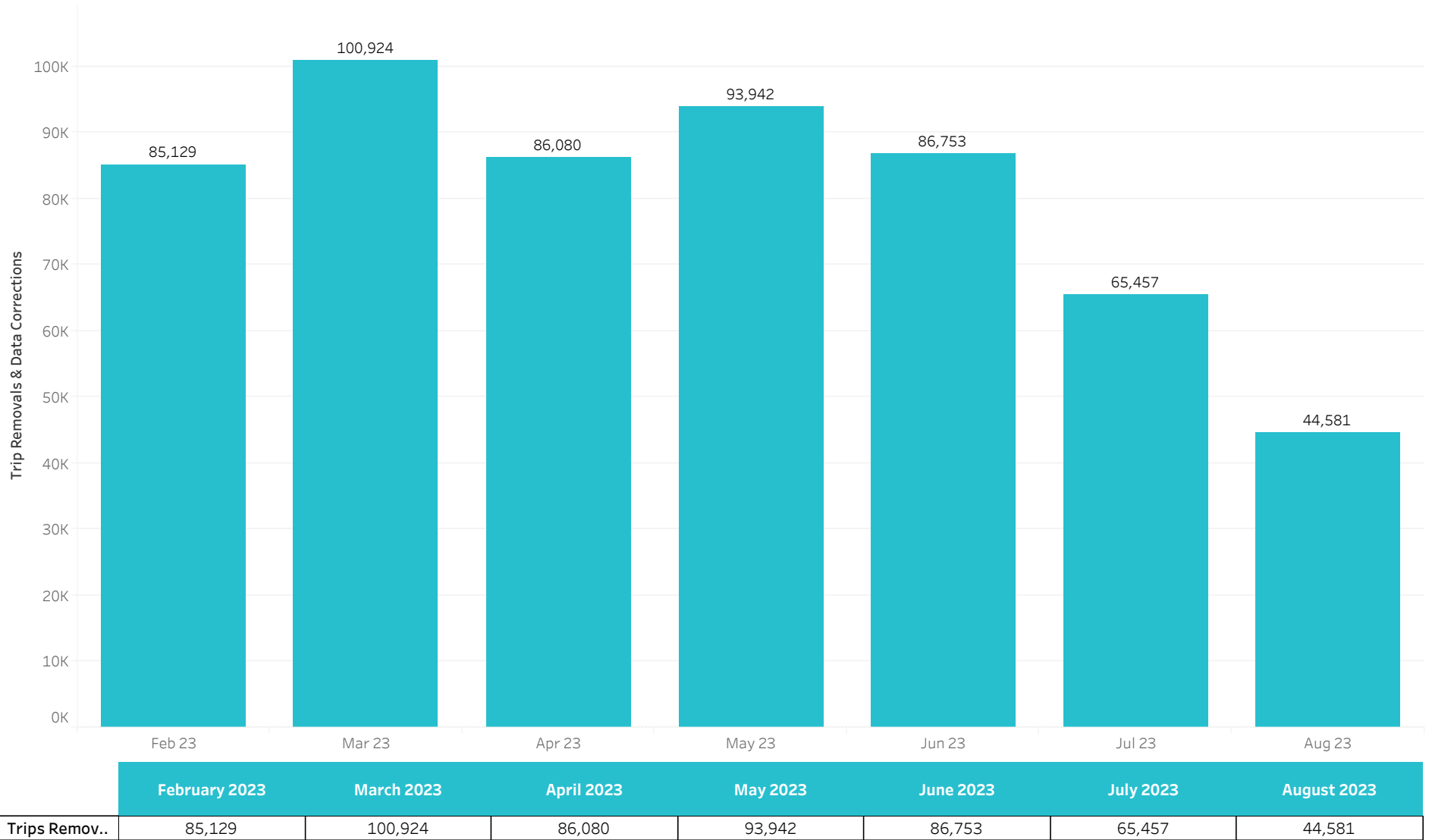
	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
COVID-19	2	6	8	4	4	1	19
Driver or Member Safety	268	313	116	87	117	126	177
Incorrect Information	367	431	323	369	372	350	338
Issue with Member's Equipment	34	45	31	42	48	35	32
Member Cancelled	8,060	9,306	6,329	6,768	7,033	6,607	9,090
Member is Ineligible	32	60	16	9	13	49	45
Member No Show	6,446	8,067	5,977	6,308	6,159	6,326	8,447
Other	3,037	2,284	1,726	1,763	1,733	1,773	2,191
Grand Total	18,246	20,512	14,526	15,350	15,479	15,267	20,339

*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

Trip Removals & Data Corrections



*Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts

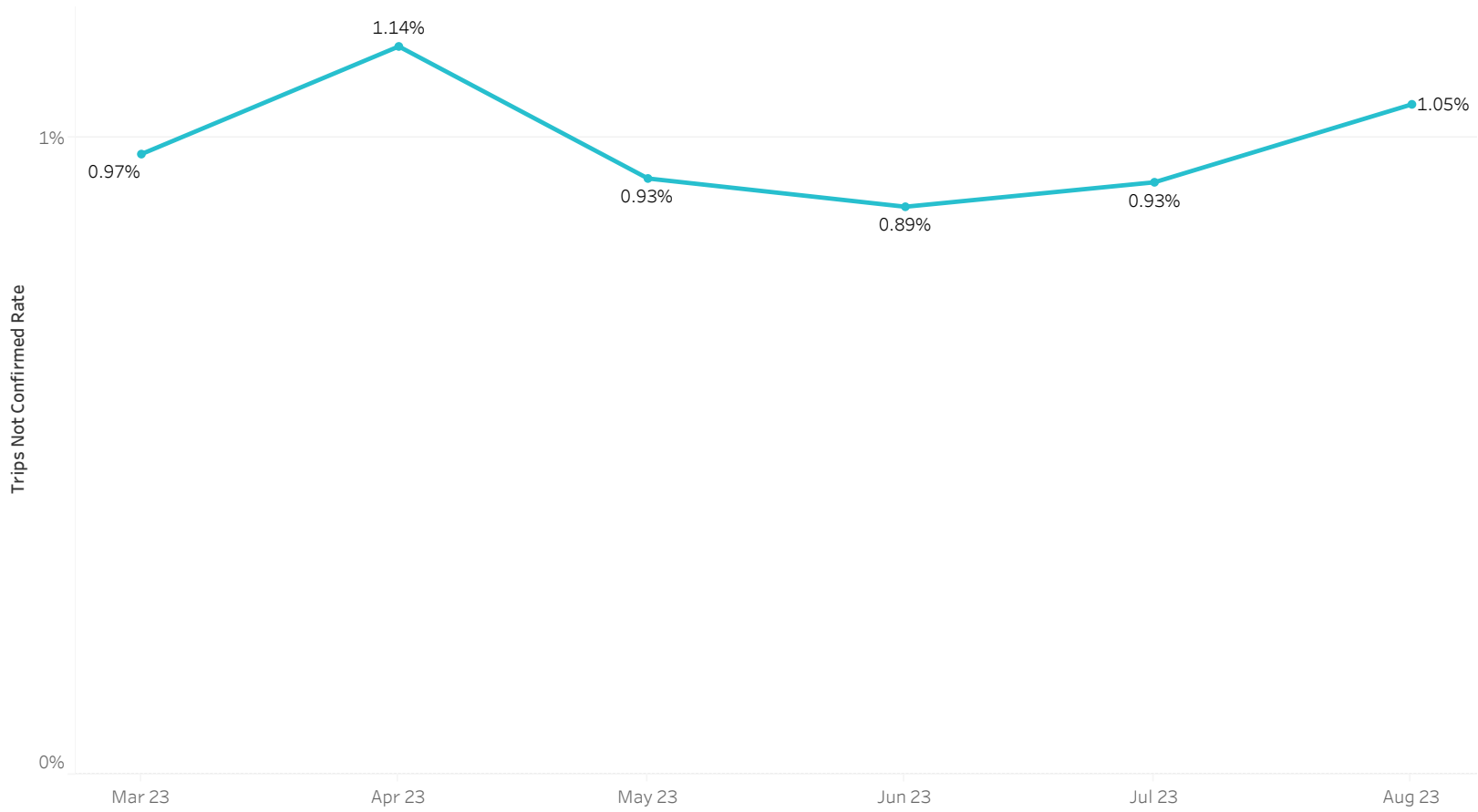
		Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Member No Show	Critical	2,611	2,546	2,813	2,451	2,371	2,795
	Non-Critical	12,141	9,797	9,934	9,193	9,487	12,738
Provider No Show	Critical	118	118	140	152	127	234
	Non-Critical	441	494	517	566	517	899
Trips Not Confirmed	Critical	446	426	418	388	396	418
	Non-Critical	1,079	1,198	1,065	972	976	1,338
Total Unfulfilled		16,836	14,579	14,887	13,722	13,874	18,422

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

Unfulfilled Trips by Mode Summary

		Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Member No Show	Ambulatory	14,168	11,860	12,185	11,179	11,344	14,961
	Bariatric Wheelchair	61	38	67	59	59	56
	Wheelchair	523	445	495	406	455	516
Provider No Show	Ambulatory	493	522	595	665	576	1,050
	Bariatric Wheelchair	12	14	10	11	8	10
	Wheelchair	54	76	52	42	60	73
Trips Not Confirmed	Ambulatory	1,342	1,434	1,308	1,200	1,199	1,533
	Bariatric Wheelchair	24	30	14	28	18	39
	Wheelchair	159	160	161	132	155	184
Total Unfulfilled		16,836	14,579	14,887	13,722	13,874	18,422

Unconfirmed Trips



	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Not Confirmed	1,525	1,624	1,483	1,360	1,372	1,756
Not Confirmed + Completed*	156,704	142,211	158,619	152,703	147,686	167,052
Not Confirmed Rate	0.97%	1.14%	0.93%	0.89%	0.93%	1.05%

* 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: **August 2023**

Veyo Healthcare Logistics

Total Complaints

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Completed Trips	133,634	162,917	170,340	200,559	182,907	194,071	231,136
Total Complaint Count	643	706	643	721	593	492	578
Complaint %	0.48%	0.43%	0.38%	0.36%	0.32%	0.25%	0.25%

Substantiated Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Completed Trips	133,634	162,917	170,340	200,559	182,907	194,071	231,136
Substantiated Complaints	483	563	506	552	426	358	424
Substantiated Complaint %	0.36%	0.35%	0.30%	0.28%	0.23%	0.18%	0.18%

Days To Resolve

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Grievance Count	643	706	643	721	593	492	578
Resolved Count	643	706	643	721	593	492	578
Avg. Time to Resolve (Days)	21.61	15.15	8.68	10.04	8.47	3.36	2.49

First Call Resolutions

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
First Call Resolutions	101	106	112	97	88	18	11

Complaints Category Summary

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Missed Pickup	247	305	288	260	228	209	221
Late Pickup	87	77	73	91	62	43	64
Driver Issue	51	71	51	81	53	42	60
Late Pickup - B-Leg	46	43	30	42	30	27	21
Safety Concern	21	20	13	21	11	10	4
Scheduling Error	6	14	21	20	11	9	15
Other	8	9	9	7	17	5	10
Agent Issue	3	9	7	13	6	6	6
Vehicle Issue	3	3	7	5	6	7	7
Early Arrival	6	6	7	7	1		8
Damage/Injury	4	4		3			4
Technical Issue	1	2		2	1		4

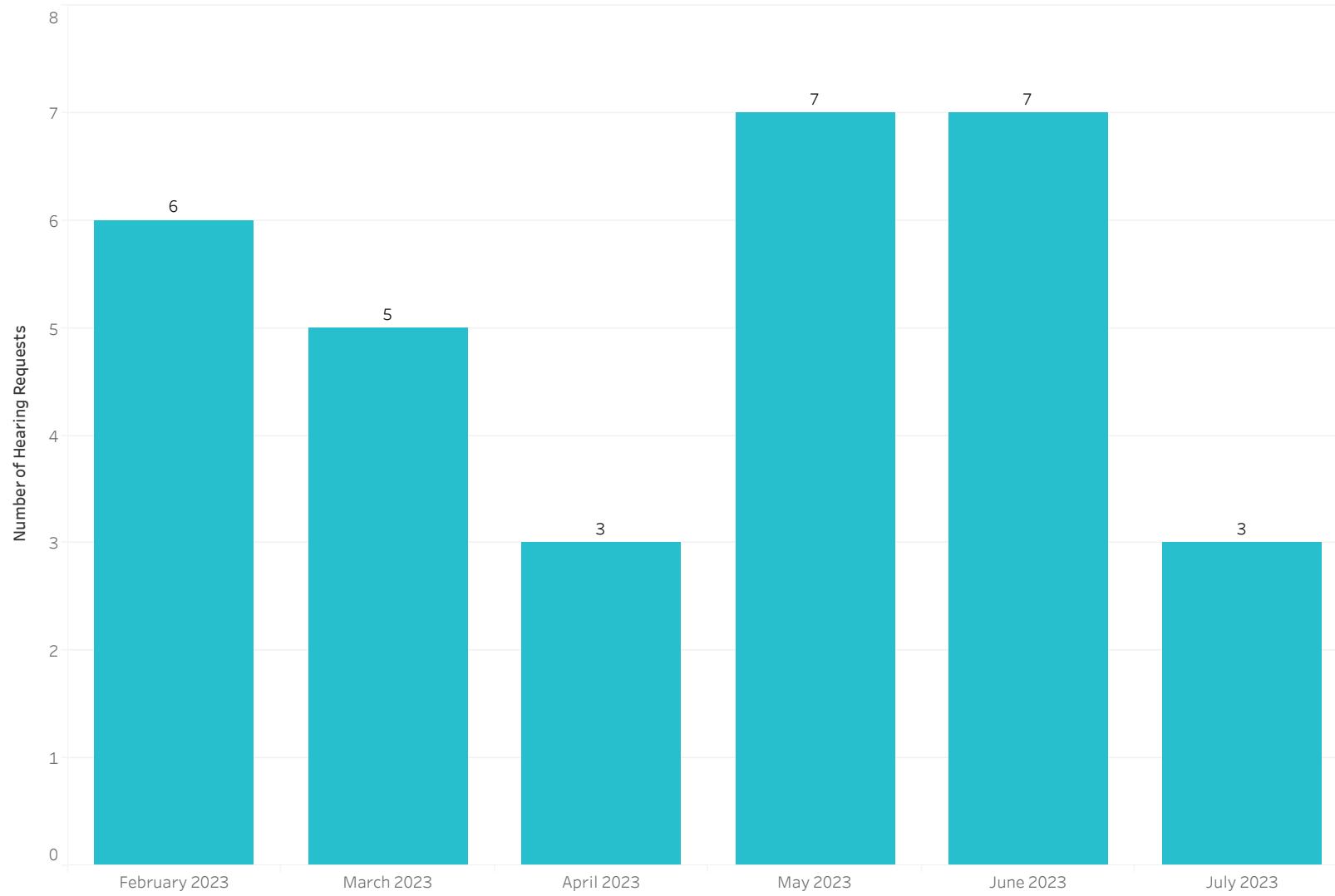
Denied Trip Requests

		Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Unique Requests	Unable to Verify Appointment	4	8	9	5	21	12	10
	Insufficient Advanced Notice	524	647	580	640	713	626	804
	Refuse Appropriate Mode	586	693	545	542	430	396	381
	Urban Mileage Limit	327	335	246	323	331	272	310
	Not Eligible For Service	26	24	25	33	63	48	55
	Rural Mileage Limit	112	115	99	126	103	108	132
	Refuse Closest Facility	35	32	32	46	31	33	50
	Not Medicaid Covered	6	13	10	12	17	19	20
	Too Many Passengers	1	2	1	1			1
	Total	1,480	1,718	1,446	1,613	1,593	1,414	1,647
Trips Under Recurring Schedule	Unable to Verify Appointment	118	251	663	836	607	373	190
	Insufficient Advanced Notice	1	2	2	4	4	4	3
	Refuse Appropriate Mode	36	50	41	25	28	28	20
	Urban Mileage Limit	12	23	18	21	16	21	13
	Not Eligible For Service	2	2	2	94	101	91	97
	Rural Mileage Limit	5	10	8	10	5	13	8
	Refuse Closest Facility		2	3	3	3	2	
	Not Medicaid Covered		1	2	3	6	4	2
Total	173	337	737	995	765	530	331	
Grand Total	1,642	2,035	2,155	2,575	2,336	1,921	1,964	

Notice of Actions Issued

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Insufficient Advanced Notice	525	649	582	644	717	630	807
Refuse Appropriate Mode	619	739	585	565	458	421	401
Urban Mileage Limit	339	357	264	344	347	292	322
Unable to Verify Appointment	122	259	672	841	628	385	199
Rural Mileage Limit	117	123	107	136	107	121	140
Not Eligible For Service	28	26	27	126	162	139	150
Refuse Closest Facility	35	34	35	49	34	35	50
Not Medicaid Covered	6	14	11	15	23	23	22
Too Many Passengers	1	2	1	1			1
Total	1,642	2,035	2,155	2,575	2,336	1,921	1,964

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. These products are not included (Ambulance - ALS, Ambulance - BLS, Bariatric Stretcher, Stretcher). For Will Call trips we have 1 hour to pickup. For Immediate trips we have 3 hours to pickup. For scheduled trips: On the A leg the member must be to their appointment by the appointment time, and cannot be earlier than 30 minutes. On the B leg the member must be picked up no more than 30 minutes after the requested pickup time.