



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **July 2023**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **July 2023**

Veyo Healthcare Logistics

## Call Center Summary (Business Hours)

August 21, 2023

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

### Call Count Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	64,661	59,035	67,046	58,289	58,169	54,907	54,084
Avg Daily Calls Received	2,939	2,952	2,915	2,914	2,529	2,496	2,575
Total Calls Answered	63,978	58,745	66,053	53,929	56,292	53,185	48,762
Answered %	98.9%	99.5%	98.5%	92.5%	96.8%	96.9%	90.2%

### Average Speed Of Answer Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	64,661	59,035	67,046	58,289	58,169	54,907	54,084
Avg Speed of Answer (seconds)	20.8	6.7	16.2	113.1	43.4	36.7	126.1

### Average Abandon Rate Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	64,661	59,035	67,046	58,289	58,169	54,907	54,084
Total Calls Abandoned	474	75	362	3,292	1,173	1,132	3,983
Abandon %	0.7%	0.1%	0.5%	5.6%	2.0%	2.1%	7.4%

### Average Handle Time Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Handle Time Minutes	300,433	275,609	303,763	256,928	256,844	241,408	227,865
Total Calls Answered	63,978	58,745	66,053	53,929	56,292	53,185	48,762
Avg Handle Time (minutes)	4.696	4.692	4.599	4.764	4.563	4.539	4.673

### Service Level Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Handled Within Service Level	62,588	58,527	64,647	42,887	52,223	50,119	37,764
Handled Outside Service Level	1,866	293	1,769	14,345	5,244	4,207	14,994
Total Calls Received	64,661	59,035	67,046	58,289	58,169	54,907	54,084
Service Level	97.1%	99.5%	97.3%	74.9%	90.9%	92.3%	71.6%

### 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)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,880	4,943	5,347	4,599	4,562	4,500	4,250
Avg Daily Calls Received	222	247	232	230	198	205	202
Total Calls Answered	4,856	4,924	5,318	4,336	4,465	4,407	3,945
Answered %	99.5%	99.6%	99.5%	94.3%	97.9%	97.9%	92.8%

#### Average Speed Of Answer Summary (Facility)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,880	4,943	5,347	4,599	4,562	4,500	4,250
Avg Speed of Answer (seconds)	20.3	7.2	14.8	122.1	43.7	36.1	135.2

#### Average Abandon Rate Summary (Facility)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,880	4,943	5,347	4,599	4,562	4,500	4,250
Total Calls Abandoned	19	6	19	202	63	72	233
Abandon %	0.4%	0.1%	0.4%	4.4%	1.4%	1.6%	5.5%

#### Average Handle Time Summary (Facility)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Answered	4,856	4,924	5,318	4,336	4,465	4,407	3,945
Avg Handle Time (minutes)	5.2	5.2	5.0	5.0	4.8	4.7	4.9

#### Service Level Summary (Facility)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Handled Within Service Level	4,761	4,905	5,209	3,396	4,130	4,155	2,996
Handled Outside Service Level	114	25	128	1,142	398	325	1,184
Total Calls Received	4,880	4,943	5,347	4,599	4,562	4,500	4,250
Service Level	97.7%	99.5%	97.6%	74.8%	91.2%	92.7%	71.7%

## 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)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,152	3,940	4,495	3,715	4,161	3,995	3,909
Avg Daily Calls Received	189	197	195	186	181	182	186
Total Calls Answered	4,114	3,928	4,444	3,621	4,075	3,891	3,611
Answered %	99.1%	99.7%	98.9%	97.5%	97.9%	97.4%	92.4%

### Average Speed Of Answer Summary (Spanish)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,152	3,940	4,495	3,715	4,161	3,995	3,909
Avg Speed of Answer (seconds)	17.0	5.6	12.6	53.5	37.6	39.9	114.9

### Average Abandon Rate Summary (Spanish)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Received	4,152	3,940	4,495	3,715	4,161	3,995	3,909
Total Calls Abandoned	30	3	12	67	37	67	215
Abandon %	0.7%	0.1%	0.3%	1.8%	0.9%	1.7%	5.5%

### Average Handle Time Summary (Spanish)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Total Calls Answered	4,114	3,928	4,444	3,621	4,075	3,891	3,611
Avg Handle Time (minutes)	4.4	4.3	4.4	4.9	4.8	4.8	5.0

### Service Level Summary (Spanish)

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Handled Within Service Level	4,022	3,919	4,430	3,346	3,878	3,667	2,926
Handled Outside Service Level	122	12	26	343	235	293	900
Total Calls Received	4,152	3,940	4,495	3,715	4,161	3,995	3,909
Service Level	97.1%	99.7%	99.4%	90.7%	94.3%	92.6%	76.5%



# Monthly Trip Report

Connecticut Medicaid

Reporting Period: **July 2023**

Veyo Healthcare Logistics

# Trip Executive Summary

## Completed Trip Count Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Completed Trips</b>	144,297	133,634	162,917	170,340	200,559	182,817	193,733

\* Includes Public Transit and Mileage Reimbursement

## On Time % Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>A Leg</b>	91.50%	91.82%	91.88%	91.61%	90.95%	92.06%	90.70%
<b>B Leg</b>	97.68%	97.59%	97.57%	97.46%	96.93%	97.45%	97.09%
<b>Both Legs</b>	<b>94.36%</b>	<b>94.47%</b>	<b>94.48%</b>	<b>94.30%</b>	<b>93.70%</b>	<b>94.56%</b>	<b>93.69%</b>

\* 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

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Member No-Show Count</b>	12,085	11,952	14,752	12,343	12,747	11,644	11,858
<b>No-Shows + Completed*</b>	150,686	140,443	170,141	153,096	170,021	163,027	158,262
<b>Member No-Show Rate</b>	8.02%	8.51%	8.67%	8.06%	7.50%	7.14%	7.49%

\* Excludes Public Transit and Mileage Reimbursement

## Booked Trip Count Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Total Trips Booked</b>	224,198	212,119	248,185	261,116	310,368	299,804	280,438

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Total Mileage</b>	1,304,344	1,197,986	1,437,797	1,359,791	1,535,410	1,470,217	1,452,925
<b>Avg. Mileage</b>	9.04	8.96	8.83	7.98	7.66	8.04	7.50

### Trip % Distance Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>0-10 Miles</b>	67.69%	68.22%	69.10%	73.22%	74.59%	72.72%	75.85%
<b>10-20 Miles</b>	21.73%	21.56%	21.11%	18.22%	17.45%	18.57%	16.40%
<b>20-30 Miles</b>	7.12%	6.77%	6.43%	5.71%	5.44%	5.87%	5.15%
<b>30-40 Miles</b>	1.98%	2.00%	1.84%	1.63%	1.38%	1.63%	1.47%
<b>40-50 Miles</b>	0.73%	0.73%	0.77%	0.63%	0.58%	0.58%	0.54%
<b>50+ Miles</b>	0.75%	0.74%	0.75%	0.59%	0.56%	0.63%	0.59%

### Completed Trips by Mode

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Ambulatory</b>	116,521	107,090	130,081	117,877	131,381	126,736	122,871
<b>Mileage Reimbursement</b>	5,201	4,626	5,417	4,493	4,785	4,569	4,147
<b>Public Transit</b>	517	549	2,314	25,260	38,630	26,949	43,272
<b>Wheelchair</b>	22,050	21,358	25,098	22,710	25,755	24,557	23,442

### Members with Completed Trips Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Completed Trips</b>	15,048	14,951	16,274	16,299	17,715	17,170	17,513

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Drug Rehabilitation	57,034	50,976	62,932	70,244	81,380	72,221	81,790
Behavioral Health	18,935	17,990	22,684	28,569	37,171	32,512	35,957
Specialist	23,991	23,543	29,162	26,351	30,273	28,980	27,383
Dialysis	17,675	16,451	18,724	17,757	19,520	19,033	19,227
Urgent Care	8,502	7,420	8,436	7,483	8,590	8,357	8,212
PCP	4,734	4,598	5,403	5,107	6,191	5,753	6,054
Physical Therapy	3,947	3,662	4,897	4,529	5,423	4,972	4,831
Dental	1,484	1,558	1,903	1,815	2,104	1,897	1,754
Psychiatric Services	1,405	1,262	1,720	1,588	1,831	1,889	1,702
Surgery	1,634	1,590	1,673	1,416	1,888	1,621	1,483
Chemotherapy	1,435	1,132	1,261	1,406	1,668	1,486	1,213
Counselor	945	963	1,232	1,446	1,570	1,317	1,434
Vision	832	855	972	937	1,081	919	888
Lab	718	708	878	818	803	801	897
Chiropractic	278	317	413	281	335	324	296
Occupational Therapy	357	264	270	251	336	353	241
Speech Therapy	190	192	220	195	251	237	183
MFP (Data Entry Only)	30	43	210	166	138	90	91
Development Therapy	32	41	48	66	69	76	144
Audiology	70	45	63	59	57	52	40
COVID-19 Testing - Standalone	58	32	14	9	8	2	
COVID-19 Vaccine - Drop Off	19	15	8	7	2	4	4
COVID-19	21	16		2	8	11	
COVID-19 Testing - Drive Thru	1	4	4	4			

# Transportation Provider Summary

Number of Providers

Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
90	87	86	87	87	87	86

Provider No-Show Count

Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
486	412	522	548	615	691	620

Provider Mix Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>CONTRACTED PROVIDERS</b>	85,456	78,075	93,689	83,357	93,519	89,662	85,975
<b>VEYO INDEPENDENT DRIVERS</b>	45,901	43,104	52,085	46,251	50,929	50,755	49,514
<b>PUBLIC TRANSIT</b>	517	549	2,314	25,260	38,630	26,949	43,272
<b>MILEAGE REIMBURSEMENT</b>	5,201	4,626	5,417	4,493	4,785	4,569	4,147

\*Excludes Public Transit and Mileage Reimbursement

## Trip Cancellations Call Center Source

August 21, 2023

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
COVID-19	1,009	844	528	399	361	276	179
Driver or Member Safety	25	32	32	51	71	27	28
Facility Cancelled	16,900	15,332	17,744	16,717	18,460	15,824	13,888
Incorrect Information	17,241	17,173	19,918	20,351	23,262	20,639	18,031
Insufficient Advanced Notice	1,316	1,037	1,305	1,157	1,291	1,476	1,242
Issue with Member's Equipment	18	10	22	6	16	39	30
Member Cancelled	29,905	27,832	30,955	26,838	30,489	27,860	25,821
Member is Ineligible	519	804	720	392	1,010	2,502	1,960
Member No Show	5,458	5,506	6,685	6,366	6,439	5,485	5,532
Missing necessary form	4						
Not Eligible For Service	71	84	47	73	323	582	571
Not Finalized	1,905	3,217	3,406	2,003	2,482	2,219	2,346
Not Medicaid Covered	16	12	36	68	48	54	49
Other	5,694	5,156	6,719	7,665	10,111	8,679	7,186
Parcel returned to Veyo after fulfillment				1		1	
Provider No Show	504	420	559	612	657	719	644
Refuse Appropriate Mode	966	1,112	1,303	1,034	1,042	833	785
Refuse Closest Facility	127	67	62	70	123	130	88
Rural Mileage Limit	238	236	256	213	276	212	232
SMS	7,231	8,042	8,992	8,461	7,785	6,335	6,623
System Error	36	45	48	76	58	54	35
Too Many Passengers		2	3	2	2		
Unable to Verify Appointment	3,070	2,719	4,103	15,469	20,011	12,449	7,748
Urban Mileage Limit	747	717	751	565	721	757	653
Veyo Operations Cancelled	5,777	5,992	259	1,690	2,500	2,320	2,739
<b>Grand Total</b>	<b>98,777</b>	<b>96,391</b>	<b>104,453</b>	<b>110,279</b>	<b>127,538</b>	<b>109,472</b>	<b>96,410</b>

## Same Day Cancellation Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Cancelled Trips	20,389	21,742	24,672	19,687	22,017	20,480	17,398
Cancelled + Completed*	158,968	150,201	179,858	160,274	179,161	171,779	163,712
Cancellation Rate	12.83%	14.48%	13.72%	12.28%	12.29%	11.92%	10.63%

\*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

August 21, 2023

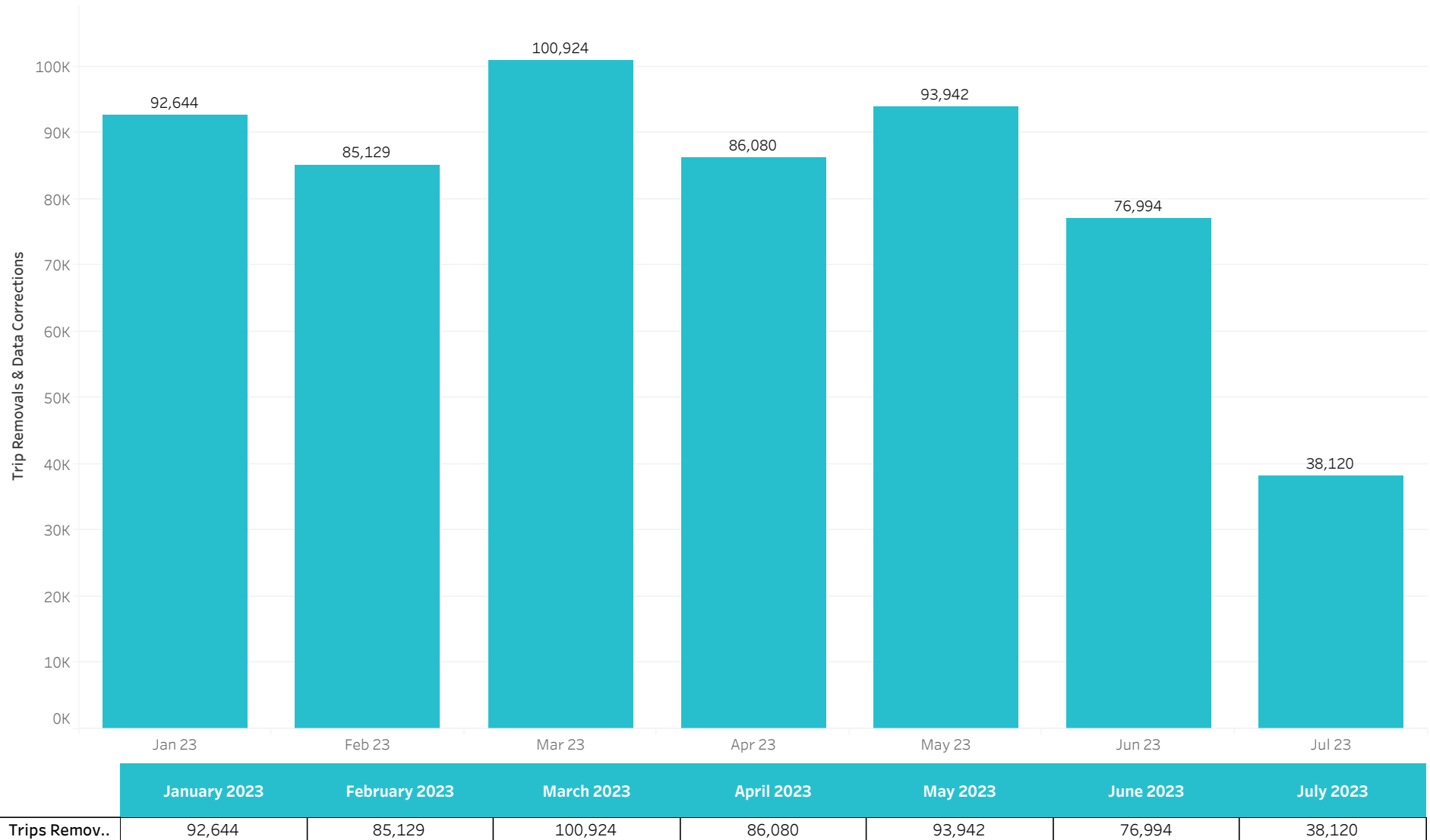
	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
COVID-19	20	2	6	8	4	4	1
Driver or Member Safety	183	268	313	116	87	117	126
Incorrect Information	309	367	431	323	369	372	350
Issue with Member's Equipment	18	34	45	31	42	48	35
Member Cancelled	7,394	8,060	9,306	6,329	6,768	7,034	6,607
Member is Ineligible	39	32	60	16	9	13	49
Member No Show	6,627	6,446	8,067	5,977	6,308	6,159	6,326
Other	2,821	3,037	2,284	1,726	1,763	1,732	1,773
<b>Grand Total</b>	<b>17,411</b>	<b>18,246</b>	<b>20,512</b>	<b>14,526</b>	<b>15,350</b>	<b>15,479</b>	<b>15,267</b>

\*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

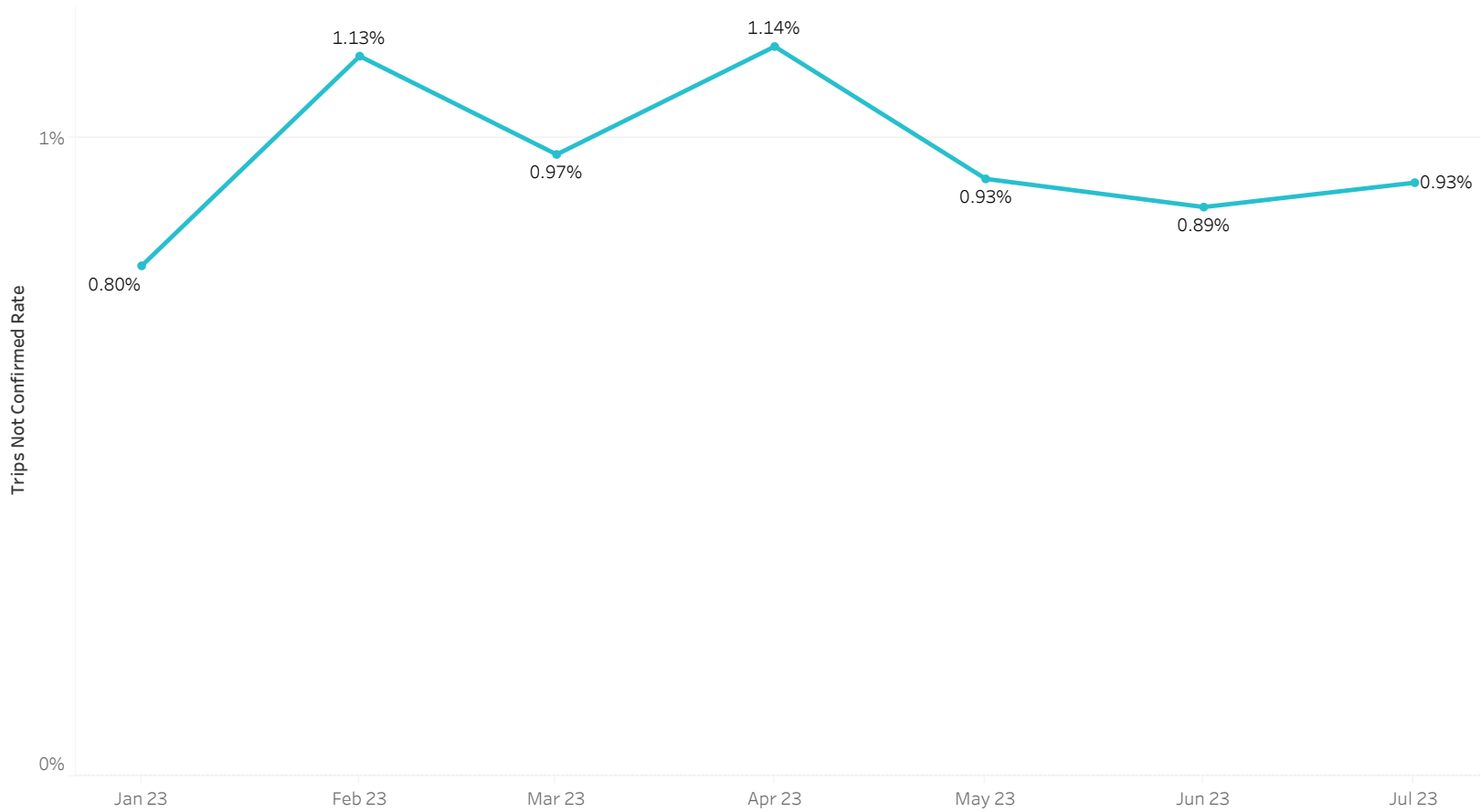
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Member No Show	Critical	2,404	2,293	2,611	2,546	2,813	2,451	2,371
	Non-Critical	9,681	9,659	12,141	9,797	9,934	9,193	9,487
Provider No Show	Critical	118	89	118	118	140	152	127
	Non-Critical	386	331	441	494	517	567	517
Trips Not Confirmed	Critical	359	377	446	426	418	388	396
	Non-Critical	757	1,087	1,079	1,198	1,065	972	976
<b>Total Unfulfilled</b>		<b>13,705</b>	<b>13,836</b>	<b>16,836</b>	<b>14,579</b>	<b>14,887</b>	<b>13,723</b>	<b>13,874</b>

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

### Unfulfilled Trips by Mode Summary

		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Member No Show	Ambulatory	11,596	11,521	14,168	11,860	12,185	11,179	11,344
	Bariatric Wheelchair	67	60	61	38	67	59	59
	Wheelchair	422	371	523	445	495	406	455
Provider No Show	Ambulatory	431	337	493	522	595	666	576
	Bariatric Wheelchair	7	11	12	14	10	11	8
	Wheelchair	66	72	54	76	52	42	60
Trips Not Confirmed	Ambulatory	967	1,303	1,342	1,434	1,308	1,200	1,199
	Bariatric Wheelchair	20	18	24	30	14	28	18
	Wheelchair	129	143	159	160	161	132	155
<b>Total Unfulfilled</b>		<b>13,705</b>	<b>13,836</b>	<b>16,836</b>	<b>14,579</b>	<b>14,887</b>	<b>13,723</b>	<b>13,874</b>

# Unconfirmed Trips



	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
<b>Not Confirmed</b>	1,116	1,464	1,525	1,624	1,483	1,360	1,372
<b>Not Confirmed + Completed*</b>	139,687	129,912	156,704	142,211	158,619	152,662	147,686
<b>Not Confirmed Rate</b>	0.80%	1.13%	0.97%	1.14%	0.93%	0.89%	0.93%

\* 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: **July 2023**

Veyo Healthcare Logistics



# Total Complaints

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Completed Trips	144,297	133,634	162,917	170,340	200,559	182,817	193,733
Total Complaint Count	615	643	706	643	721	593	492
Complaint %	0.43%	0.48%	0.43%	0.38%	0.36%	0.32%	0.25%

## Substantiated Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Completed Trips	144,297	133,634	162,917	170,340	200,559	182,817	193,733
Substantiated Complaints	476	483	563	506	552	426	358
Substantiated Complaint %	0.33%	0.36%	0.35%	0.30%	0.28%	0.23%	0.18%

## Days To Resolve

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Grievance Count	615	643	706	643	721	593	492
Resolved Count	615	643	706	643	721	593	492
Avg. Time to Resolve (Days)	30.98	21.61	15.15	8.68	10.04	8.47	3.36

## First Call Resolutions

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
First Call Resolutions	105	101	106	112	97	88	18

## Complaints Category Summary

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Missed Pickup	270	247	305	288	260	228	209
Late Pickup	51	87	77	73	91	62	43
Driver Issue	54	51	71	51	81	53	42
Late Pickup - B-Leg	37	46	43	30	42	30	27
Safety Concern	21	21	20	13	21	11	10
Scheduling Error	15	6	14	21	20	11	9
Other	5	8	9	9	7	17	5
Agent Issue	6	3	9	7	13	6	6
Early Arrival	8	6	6	7	7	1	
Vehicle Issue	3	3	3	7	5	6	7
Damage/Injury	3	4	4		3		
Technical Issue	3	1	2		2	1	

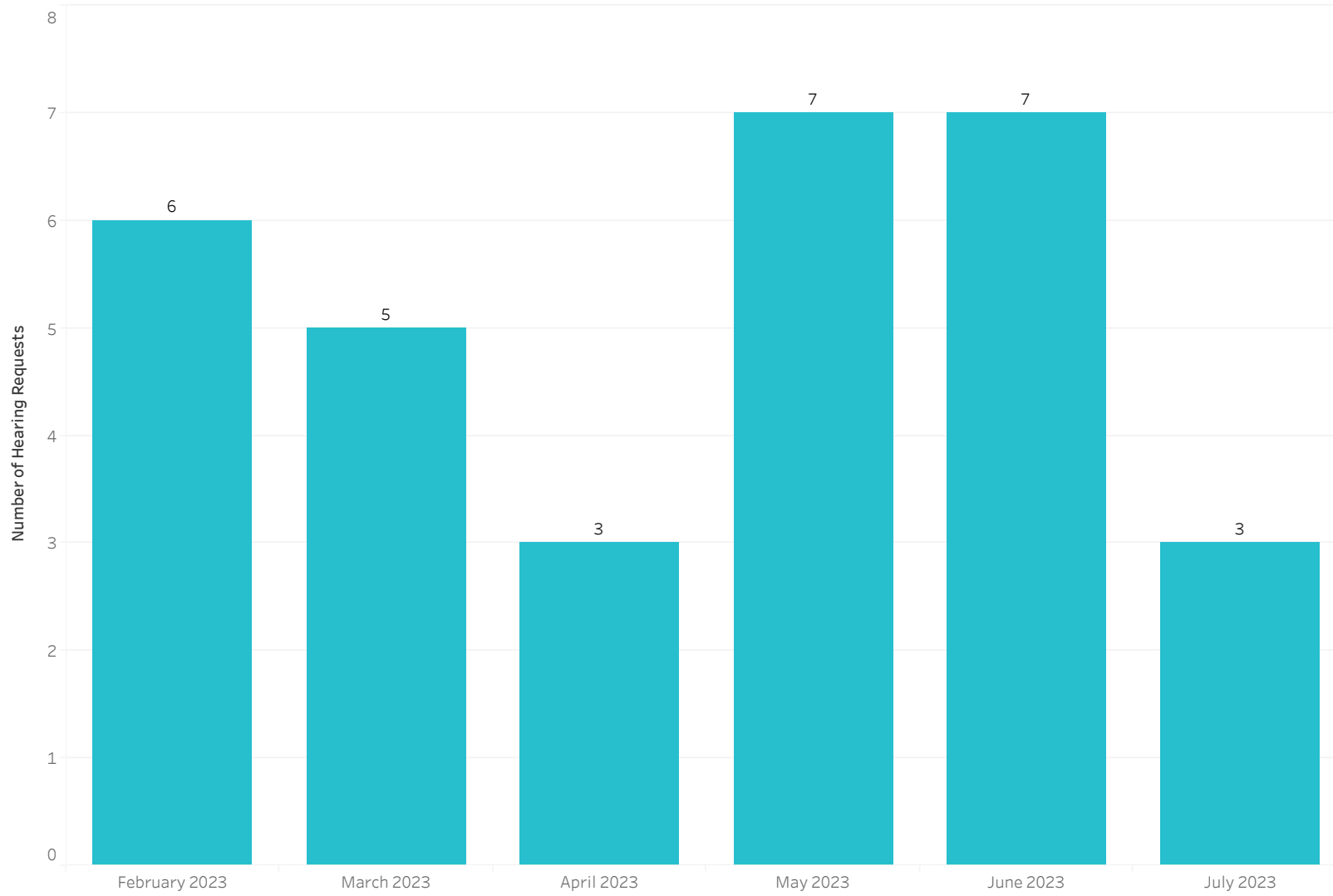
## Denied Trip Requests

		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Unique Requests	Unable to Verify Appointment	6	4	8	9	5	21	12
	Insufficient Advanced Notice	645	524	647	580	640	713	626
	Refuse Appropriate Mode	518	586	693	545	542	430	396
	Urban Mileage Limit	325	327	335	246	323	331	272
	Not Eligible For Service	19	26	24	25	33	63	48
	Rural Mileage Limit	100	112	115	99	126	103	108
	Refuse Closest Facility	65	35	32	32	46	31	33
	Not Medicaid Covered	8	6	13	10	12	17	19
	Too Many Passengers		1	2	1	1		
	<b>Total</b>	<b>1,555</b>	<b>1,480</b>	<b>1,718</b>	<b>1,446</b>	<b>1,613</b>	<b>1,593</b>	<b>1,414</b>
Trips Under Recurring Schedule	Unable to Verify Appointment	118	118	251	663	836	607	373
	Insufficient Advanced Notice	2	1	2	2	4	4	4
	Refuse Appropriate Mode	29	36	50	41	25	28	28
	Urban Mileage Limit	18	12	23	18	21	16	21
	Not Eligible For Service	2	2	2	2	94	101	91
	Rural Mileage Limit	9	5	10	8	10	5	13
	Refuse Closest Facility			2	3	3	3	2
	Not Medicaid Covered			1	2	3	6	4
	Missing necessary form	2						
<b>Total</b>	<b>179</b>	<b>173</b>	<b>337</b>	<b>737</b>	<b>995</b>	<b>765</b>	<b>530</b>	
<b>Grand Total</b>	<b>1,726</b>	<b>1,642</b>	<b>2,035</b>	<b>2,155</b>	<b>2,575</b>	<b>2,336</b>	<b>1,921</b>	

## Notice of Actions Issued

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Insufficient Advanced Notice	647	525	649	582	644	717	630
Refuse Appropriate Mode	546	619	739	585	565	458	421
Urban Mileage Limit	342	339	357	264	344	347	292
Unable to Verify Appointment	124	122	259	672	841	628	385
Rural Mileage Limit	109	117	123	107	136	107	121
Not Eligible For Service	21	28	26	27	126	162	139
Refuse Closest Facility	65	35	34	35	49	34	35
Not Medicaid Covered	8	6	14	11	15	23	23
Too Many Passengers		1	2	1	1		
Missing necessary form	2						
<b>Total</b>	<b>1,726</b>	<b>1,642</b>	<b>2,035</b>	<b>2,155</b>	<b>2,575</b>	<b>2,336</b>	<b>1,921</b>

# 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.