



May 9, 2018

Roderick Winstead
Manager, Integrated Care Unit
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CT Department of Social Services
55 Farmington Avenue
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Tel: (860) 424-5922

Via email: Roderick.Winstead@ct.gov

Re: Veyo Response to DSS Letter of Concern dated 5/8/2018

Dear Mr. Winstead:

We received the Department of Social Services (Department or DSS) Letter of Concern dated May 8, 2018. Veyo appreciates the opportunity to formally respond to each of the concerns outlined in the letter. At the outset, Veyo reiterates its commitment to successfully performing under the terms of the Non-Emergency Medical Transportation Contract and fully understands the requirements set forth by the contract.

The following will address each of the concern in the same order as the Department's letter:

1. Lack of timeliness in responding to complaints from the Department

Veyo documents all member complaints within the Veyo Salesforce platform. Veyo Call Center Escalations agents are trained to identify and enter complaints directly into this system. When the CTQA team receives an email from a Connecticut legislator or a DSS staff member, the complaint is entered into the Veyo Salesforce platform. DSS staff also have direct access to enter complaints into the Veyo Salesforce platform for investigation and resolution. All complaints received by Veyo are recorded within the Veyo Salesforce platform. Each complaint has a unique case number. Each case includes detailed member information, detailed complaint and resolution information. The Department's staff has access to this system at all times, and are able to submit complaints through the system, as well as view complaints and resolution information. Monthly standard reporting includes all complaint information and statistics.

The Veyo QA team prioritizes certain complaints in accordance with the contractual guidelines. Any complaints which relate to a member's safety, a member's health, multi-loading of a member in a way prohibited by the Contract, or a possible violation of the law is prioritized as an expedited grievance. The Veyo QA team also does prioritize complaints or inquiries from the DSS staff.

When the CTQA team receives an email from DSS staff pertaining to a specific complaint, the team will acknowledge the receipt of the email and indicate that the information related to the complaint is available within the Salesforce platform. When requested by the DSS staff, Veyo can provide a formal letter response to any critical complaint, which is an additional step to its current standard operating procedures.

The Veyo QA team is committed to resolving grievances in a timely manner. At the beginning of implementation, there were some delays in ensuring that grievances were resolved timely. The Veyo CTQA team has made significant efforts to resolve these delays. Veyo can provide an update about any aged complaints to DSS during the weekly call.

2. Lack of required communication with the Department regarding policies and procedures.

Veyo understands and acknowledges the requirements of the contract under Section IX - Policies and Procedures Manual. Please note that Veyo has not implemented or edited any of the formal policies available on its website since receiving approval from the Department. All member facing communication is communicated to the Department for review and approval. This is a process that Veyo has been following since pre-launch and will continue to follow. The Department's letter specifically notes concerns about communication related to paratransit, and member communication related to SmartCard and Call Center messaging around the provision of wheelchairs, and are addressed below.

Smart Card: Members of the Department's staff were invited to have an in person meeting with Veyo on 3/16/18 to discuss the new Smart Card process that CT Transit has chosen to implement with Veyo. Bill Halsey, Roderick Winstead and Kristen Hunter from the Department were in attendance for this meeting. During the meeting, Veyo's staff including Dave Coppock, Melissa Passenti and Jacky Gibs discussed the new process, the implementation plan and advised the Department that a chosen number of members from a particular facility were going to be part of the pilot group. The Department was in agreement with Veyo's plan. Since this initial meeting, Veyo's Public Transit Supervisor, Melissa Passenti, has submitted all documentation for this process to be reviewed and approved by Rod Winstead and/or any other member of DSS as required before full implementation of the Smart Card program. To date, Veyo is waiting for the Department's response and approval of the letters Veyo plans to send to members about this process.

Call Center messaging around provision of wheelchairs: No specific member communication was changed. Call Center agents were advised not to deny the trips based on Veyo's leadership decision to accommodate these specific trips until further notice. As mentioned above, Veyo will commit to sending any changes to the CT Account Guidelines to DSS for their review and approval when it occurs.

Paratransit: In reference to this process, Dave Coppock met with Kristen Hunter in person to discuss at a high level the paratransit process and how Veyo's plans for implementation. Dave Coppock did reach out to the Department to set up a follow up meeting but has yet to receive a response. However, Veyo did contact some members in order to analyze how long it would take to assist the member in filling out the online application for Paratransit evaluation. Veyo needed this information in order to access how much staff we would need in order to provide this type of service to the members. We have not sent out any written communication to members or facilities at this time and will not do so until the Department has had the opportunity to review and approve the communication.

In addition, updates to the policies and procedures that are then added to the CT Account Guidelines are also discussed with the Department via telephone or email communication. Going forward, Veyo will commit to providing a copy of the CT Account Guidelines to the Department for every change made affecting member or other external communication for their review and contribution. Veyo understands the importance of making sure that both the Department and Veyo are communicating the same message to the members as stated in the policies and procedures.

3. Lack of response to and follow up on member complaints.

As stated in response to the first concern, all member complaints are documented and investigated by the Veyo CTQA team. During the investigation and resolution process, a Quality Assurance Coordinator will attempt to reach the member to discuss the issue. If the member cannot be reached after several attempts, the Coordinator will document the outreach attempts and close the complaint.

Veyo aims to respond to every member complaint in a timely manner. When a complaint is received by Veyo, Veyo attempts to resolve the complaint within a reasonable amount of time. The internal standard operating procedure which has been established by Veyo outlines that all complaints should be resolved within 15 business days. As noted in response to the first concern, there were delays in resolving all complaints during the first three months of implementation. The Veyo CTQA team has made significant efforts to resolve these delays. Veyo can provide an update about any aged complaints to DSS during the weekly call.

4. Lack of timeliness to respond to Department requests.

Response to Department requests for information/and or clarifications has been and will continually be prioritized. We will be working with the Department to ensure streamlined communications through the form of in-person meetings, and increased cadence of weekly calls if need be. Going forward, depending on the nature of the request, the Department can



communicate the necessary timelines for the information needed on a weekly basis. If more time is required to fulfil the requests, the need for an extension will be communicated by Veyo.

The specific example noted in the Department's letter was the MAPOC presentation. The MAPOC presentation was submitted on the morning of Monday 5/7/2018, instead of close of business on 5/4/2018. It was initially communicated to Veyo that the presentation was to be submitted to the Department by 5/9/2018 through the NEMT Call Agenda. During the weekly call on 5/2/2018, Veyo was informed that we would need to submit it earlier than expected. We regret the inconvenience this caused the Department, but Veyo needed additional time to prepare the MAPOC presentation and did not anticipate the change in the submission date.

In addition, as of yesterday morning, the response to the March 2018 report discrepancies has been submitted. It was mentioned to the Department during the NEMT weekly call on 5/2/2018 that some of the data was being reviewed by the Data Science team, and we wanted to ensure that we were able to review it as thoroughly as possible, requiring considerable time, before submitting our response to the Department. Veyo will continue to keep the Department apprised of any time needed for responding to requests.

5. Lack of timely pick up of members.

All member complaints regarding the timeliness of transportation is documented by the CTQA team as discussed above. Each of these complaints are investigated thoroughly, and the member is informed of the outcome. If a member has had multiple issues, the team takes an additional step to ensure that they are set up with a reliable transportation provider. Each month, the Supply team reviews the performance metrics for transportation providers and takes appropriate actions to ensure compliance with Veyo's key performance indicators. Since launch, we have worked to ensure a healthy network of well performing transportation providers, and taken necessary steps in ensuring safe and timely transportation for all the members. Veyo is committed to making sure that member transportation needs are met. In the case of ambulance transports, where Veyo is not able to hold them accountable for their response times, performance levels, as well as timeliness of trips, we need the Department's guidance and collaboration on establishing a process for appropriate recourse.

Please contact me if you have any questions.

Sincerely,

Joanne Watson
Director & Counsel, Legal Affairs and Compliance

cc: Josh Komenda, Veyo President



David Coppock, Veyo CT Market Director
Michael Coleman, Veyo EVP Operations
Charlie Cavolina, Veyo VP of Market Operations