



# Weekly Service Report

Connecticut Medicaid

Reporting Period: Week Ending **Feb 10, 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 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	29,349	22,183	23,459	23,272	21,051
Total Calls Answered	11,720	14,573	15,995	17,117	17,616
Answered %	39.9%	65.7%	68.2%	73.6%	83.7%

## Average Speed Of Answer Summary

	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	29,349	22,183	23,459	23,272	21,051
Avg Speed of Answer (seconds)	1,526	608	591	520	261

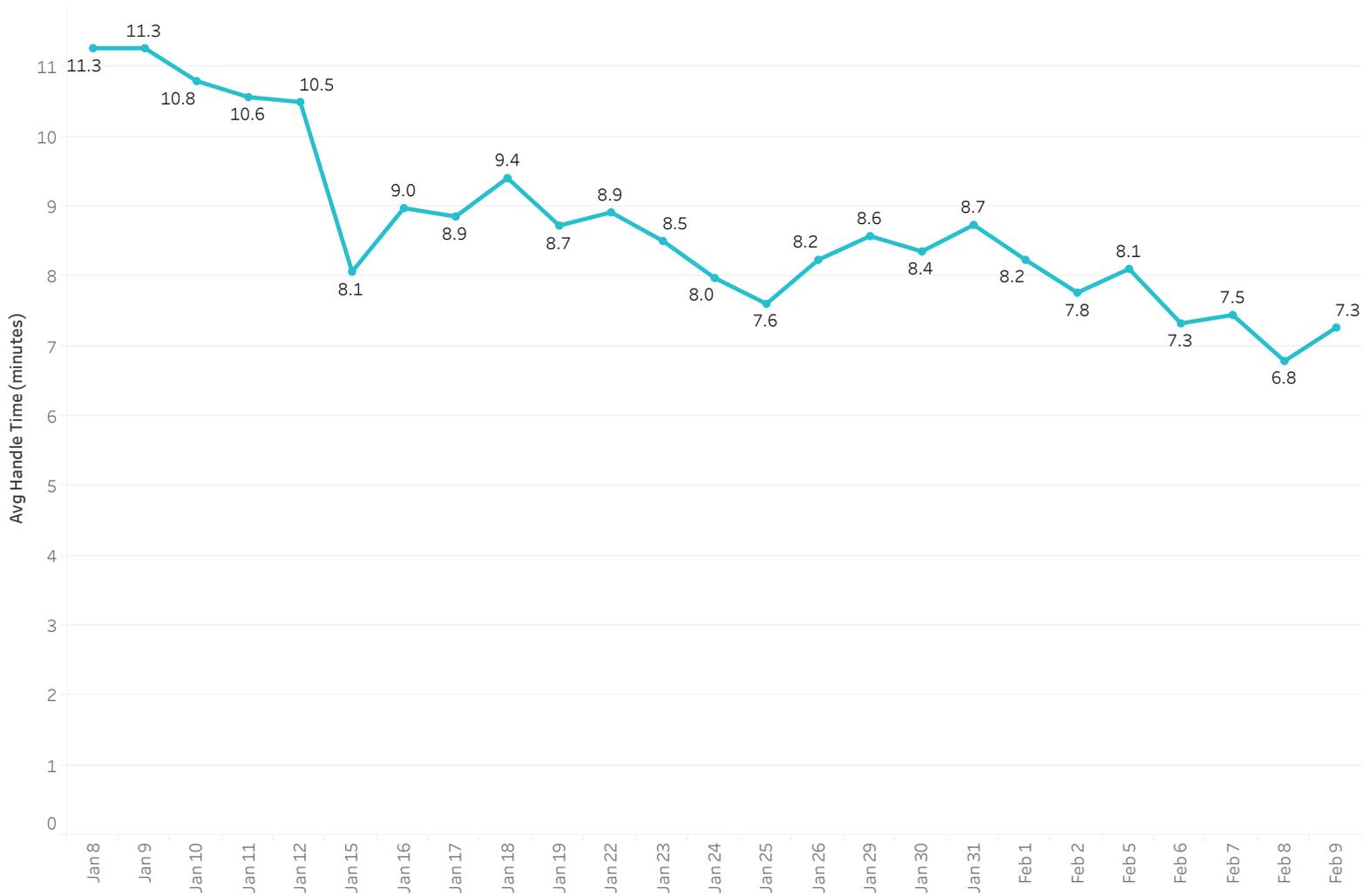
## Average Abandon Rate Summary

	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	29,349	22,183	23,459	23,272	21,051
Total Calls Abandoned	17,629	7,610	7,464	6,155	3,435
Abandon %	60.1%	34.3%	31.8%	26.4%	16.3%

## Average Handle Time Summary

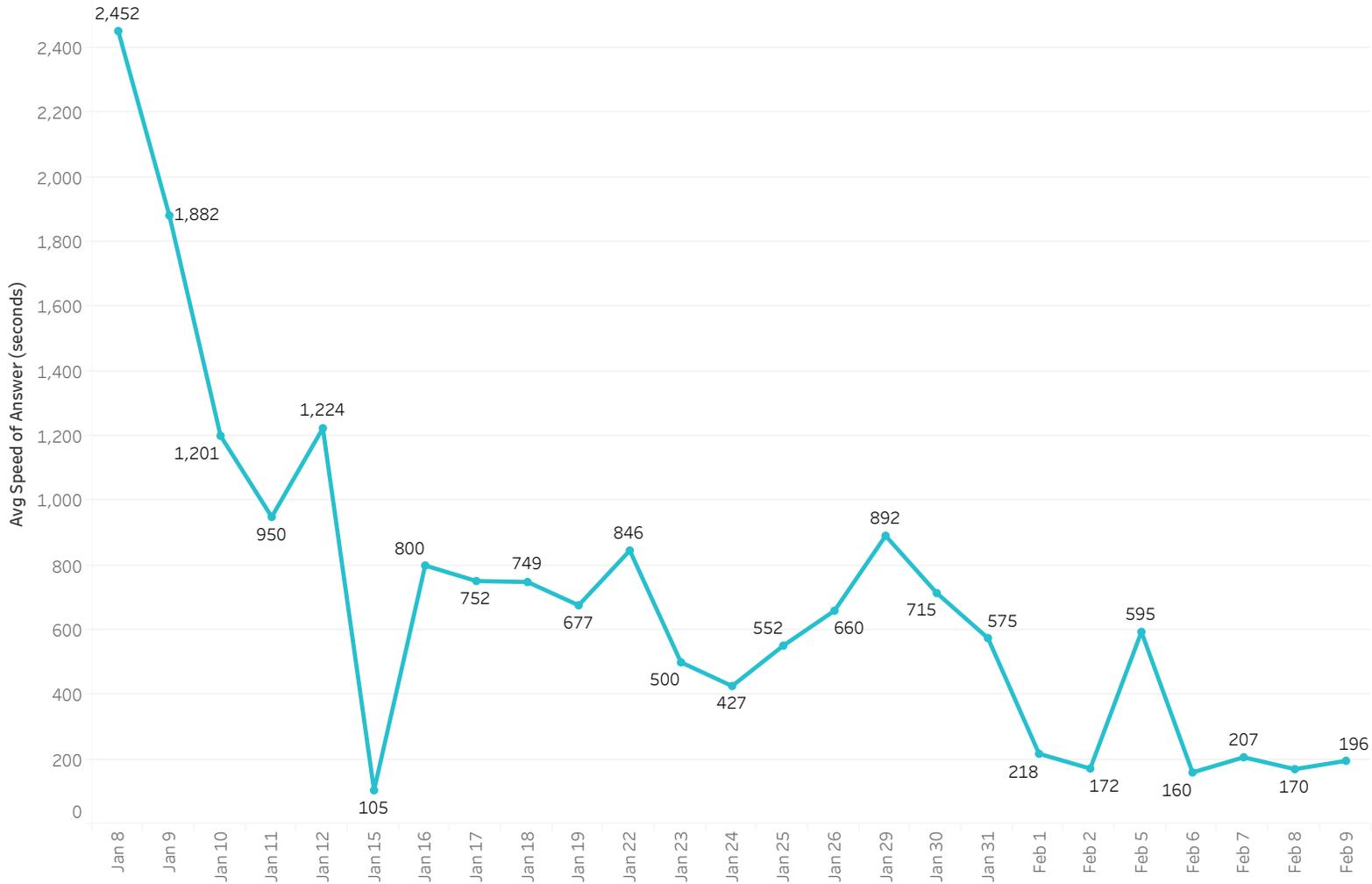
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Answered	11,720	14,573	15,995	17,117	17,616
Avg Handle Time (minutes)	10.88	8.80	8.25	8.34	7.37

# Average Handle Time



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Calls Answered</b>	11,720	14,573	15,995	17,117	17,616
<b>Avg Handle Time (minutes)</b>	10.88	8.80	8.25	8.34	7.37

# Average Speed of Answer



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Calls Received</b>	29,349	22,183	23,459	23,272	21,051
<b>Avg Speed of Answer (seconds)</b>	1,526	608	591	520	261

# 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 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	962	2,214	2,301	2,165
Total Calls Answered	739	1,747	1,899	1,976
Answered %	76.8%	78.9%	82.5%	91.3%

## Average Speed Of Answer Summary (Facility)

	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	962	2,214	2,301	2,165
Avg Speed of Answer (seconds)	497	430	378	182

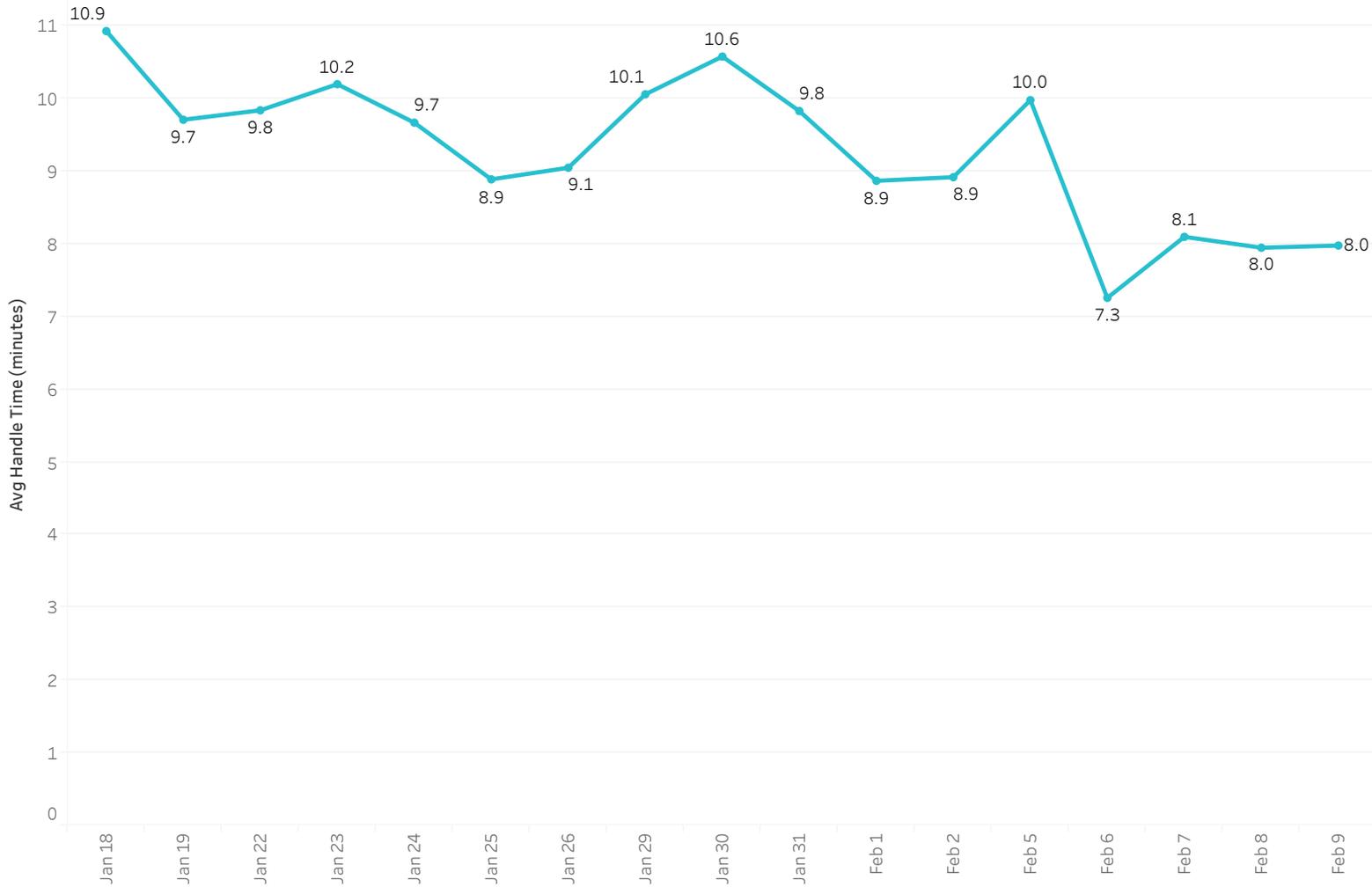
## Average Abandon Rate Summary (Facility)

	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Received	962	2,214	2,301	2,165
Total Calls Abandoned	223	467	402	189
Abandon %	23.2%	21.1%	17.5%	8.7%

## Average Handle Time Summary (Facility)

	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Total Calls Answered	739	1,747	1,899	1,976
Avg Handle Time (minutes)	10.28	9.53	9.65	8.21

# Average Handle Time, Facility



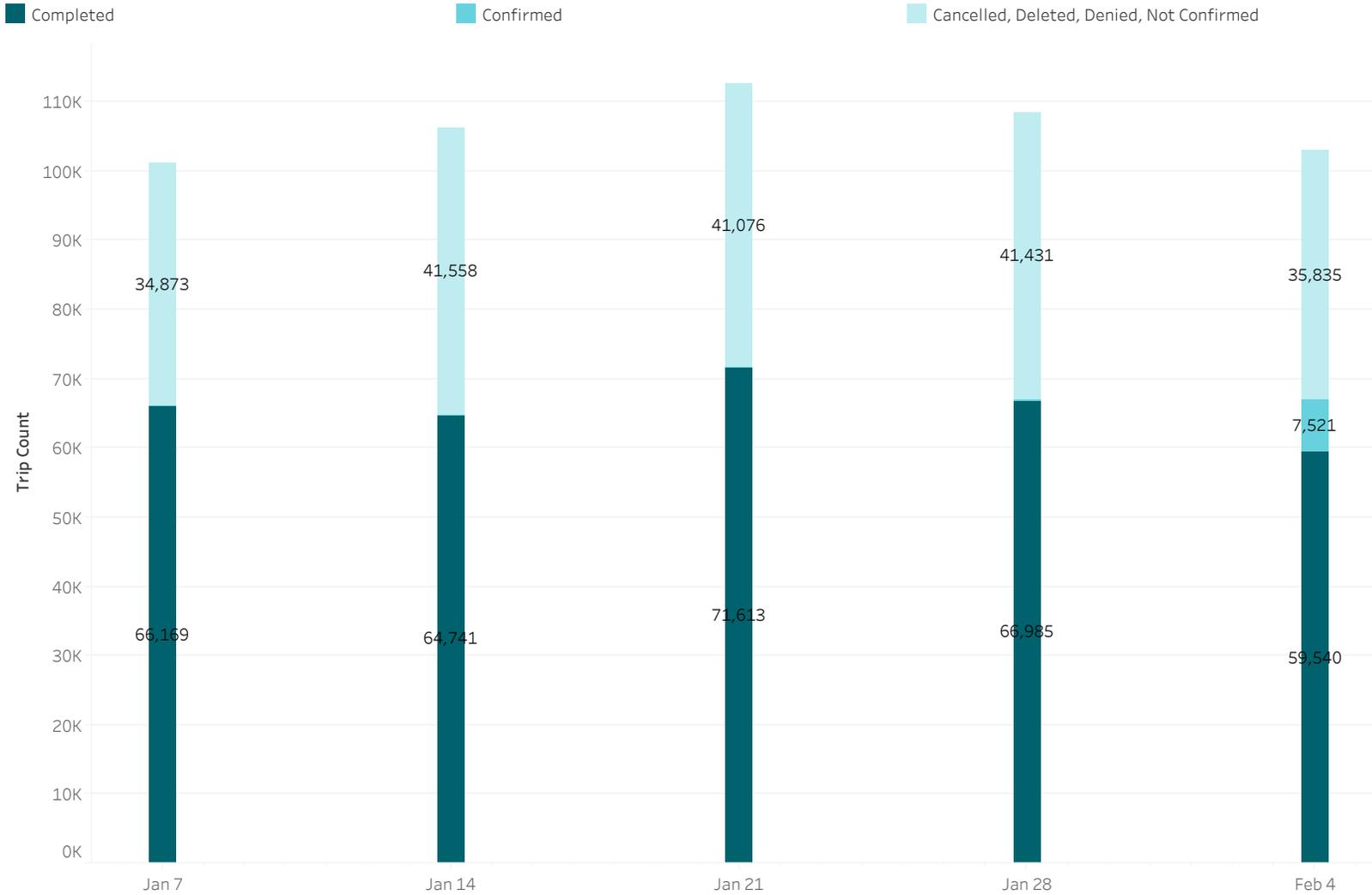
	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Calls Answered</b>	739	1,747	1,899	1,976
<b>Avg Handle Time (minutes)</b>	10.28	9.53	9.65	8.21

# Average Speed of Answer, Facility



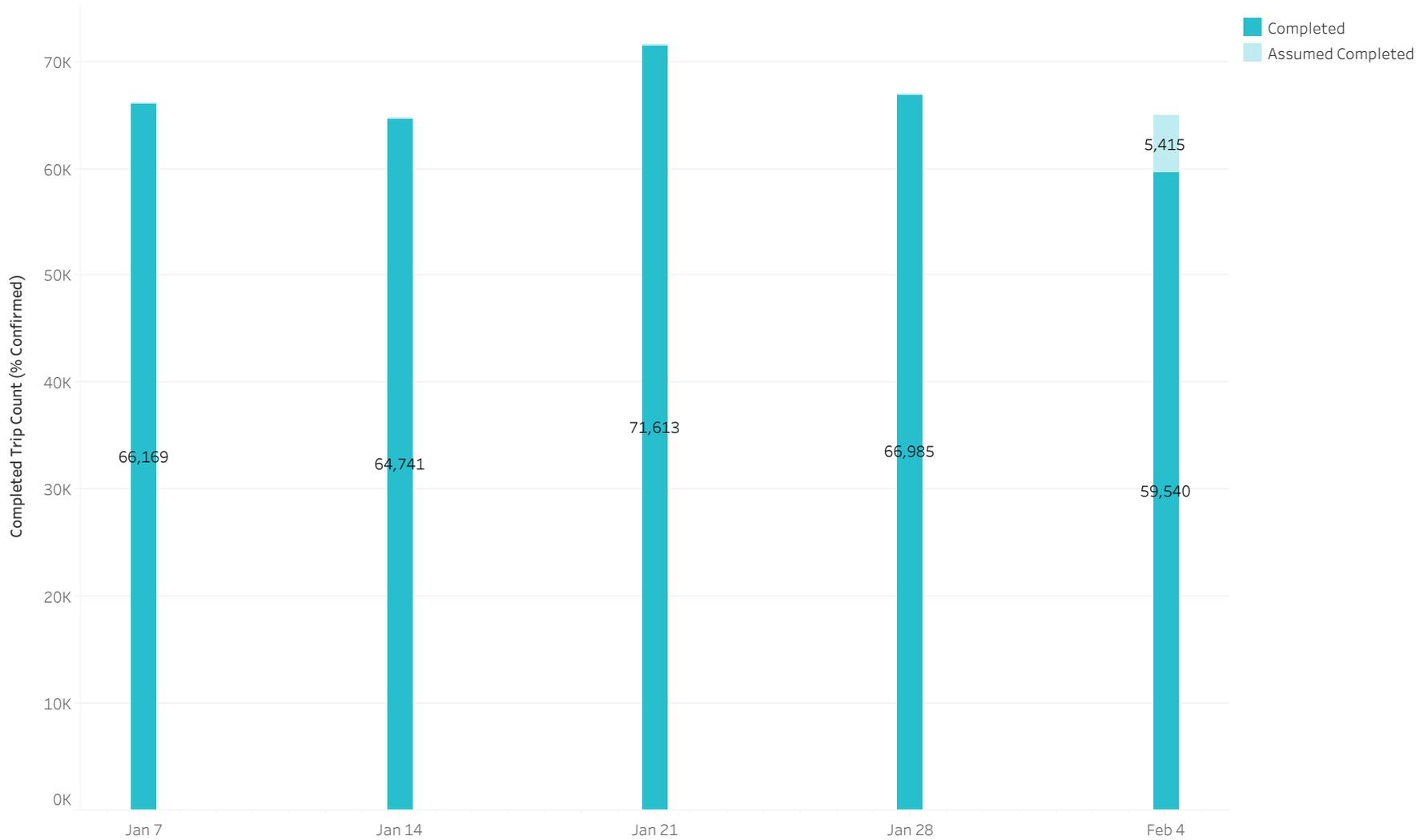
	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Calls Received</b>	962	2,214	2,301	2,165
<b>Avg Speed of Answer (seconds)</b>	497	430	378	182

# Total Trips Booked



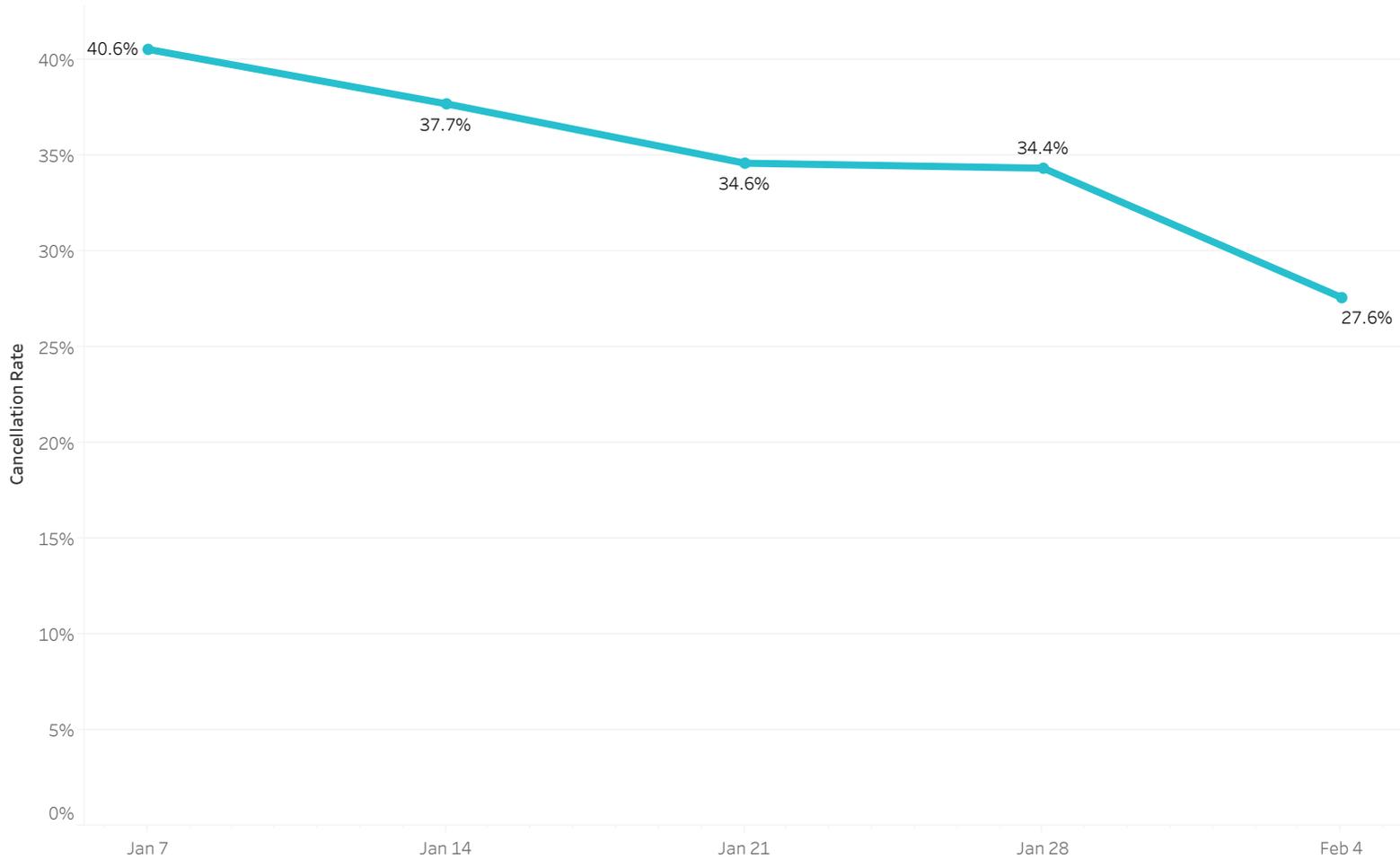
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Trips Booked</b>	101,046	106,301	112,691	108,446	102,896

# Total Completed Trips



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Completed	66,169	64,741	71,613	66,985	59,540
Assumed Completed	3	1	1	22	5,415

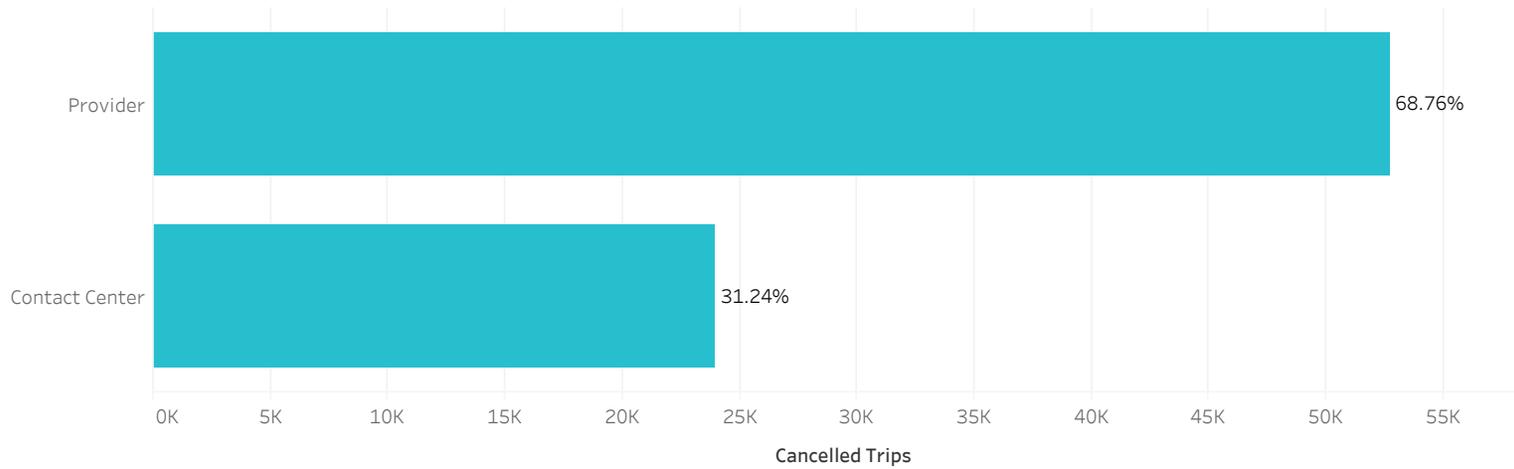
# Cancellation Rate



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Cancelled Trips</b>	18,494	15,109	16,115	15,112	11,824
<b>Cancelled + Assumed Completed*</b>	45,568	40,036	46,526	43,964	42,823
<b>Cancellation Rate</b>	40.59%	37.74%	34.64%	34.37%	27.61%

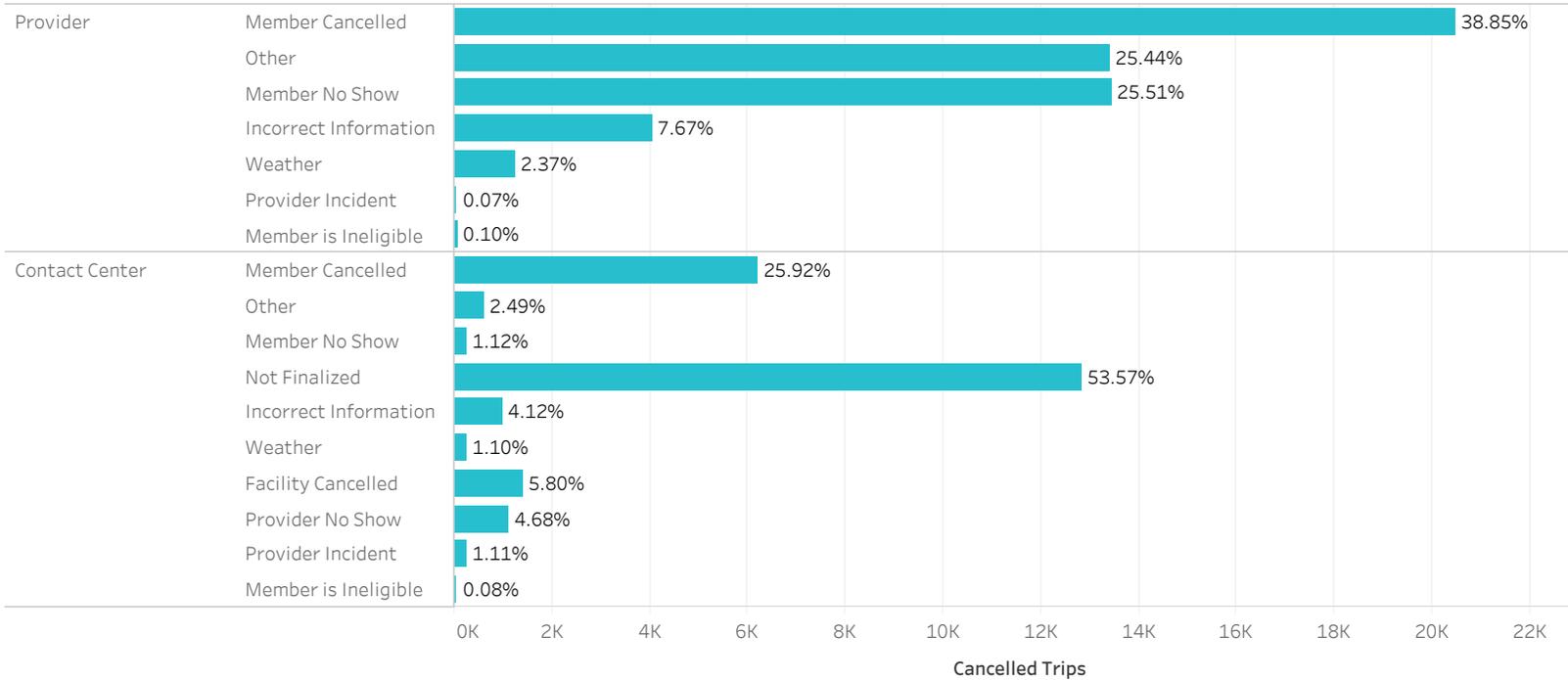
\* Excludes Public Transit and Mileage Reimbursement

# Cancellations by Source



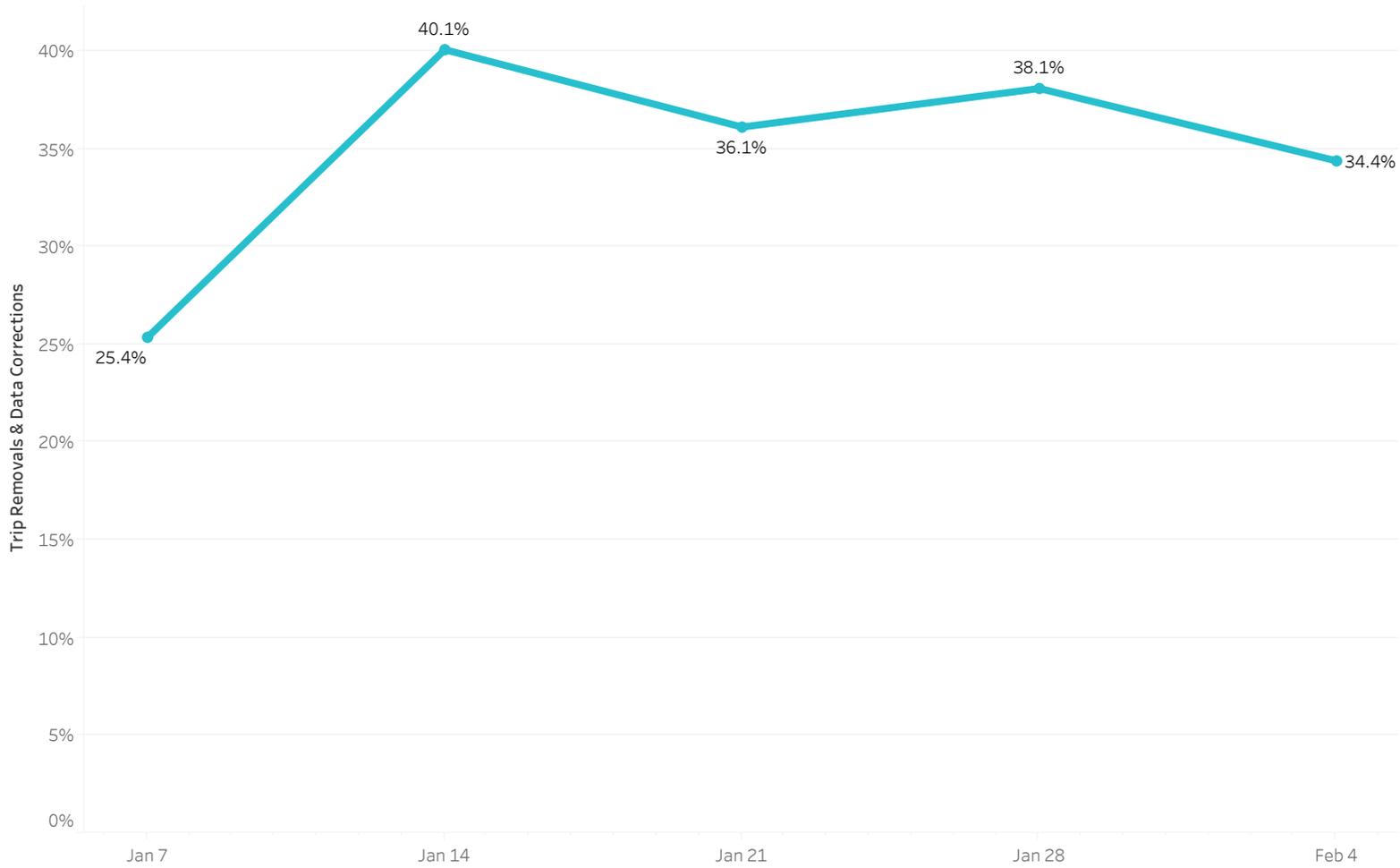
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Provider</b>	12,765	10,203	10,136	10,435	9,171
<b>Contact Center</b>	5,729	4,906	5,979	4,677	2,653
<b>Total Cancelled</b>	<b>18,494</b>	<b>15,109</b>	<b>16,115</b>	<b>15,112</b>	<b>11,824</b>

# Cancellations by Reason



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Member Cancelled</b>	5,548	5,076	5,018	5,590	5,451
<b>Other</b>	3,178	2,491	3,078	2,898	2,363
<b>Member No Show</b>	3,814	2,673	2,789	2,133	2,304
<b>Not Finalized</b>	3,965	2,886	3,737	2,238	
<b>Incorrect Information</b>	1,532	747	983	1,093	674
<b>Weather</b>	2	718	0	405	389
<b>Facility Cancelled</b>	225	311	257	315	280
<b>Provider No Show</b>	172	148	182	335	284
<b>Provider Incident</b>	44	49	53	85	70
<b>Member is Ineligible</b>	14	10	18	20	9
<b>Grand Total</b>	<b>18,494</b>	<b>15,109</b>	<b>16,115</b>	<b>15,112</b>	<b>11,824</b>

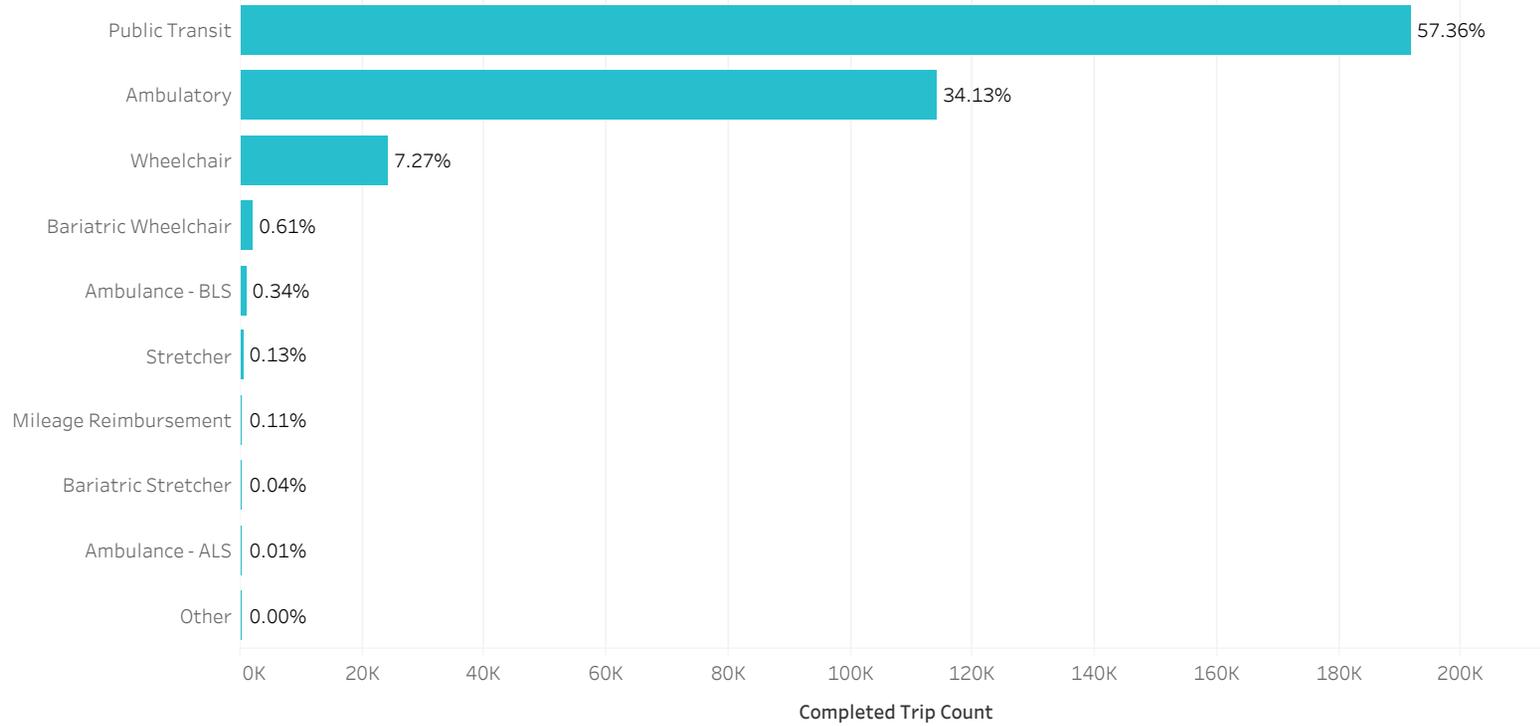
# Trip Removals & Data Corrections



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Trips Removed</b>	9,199	16,666	17,189	17,747	16,242
<b>Removed + Assumed Completed*</b>	36,273	41,593	47,600	46,599	47,241
<b>Removal Rate</b>	25.36%	40.07%	36.11%	38.08%	34.38%

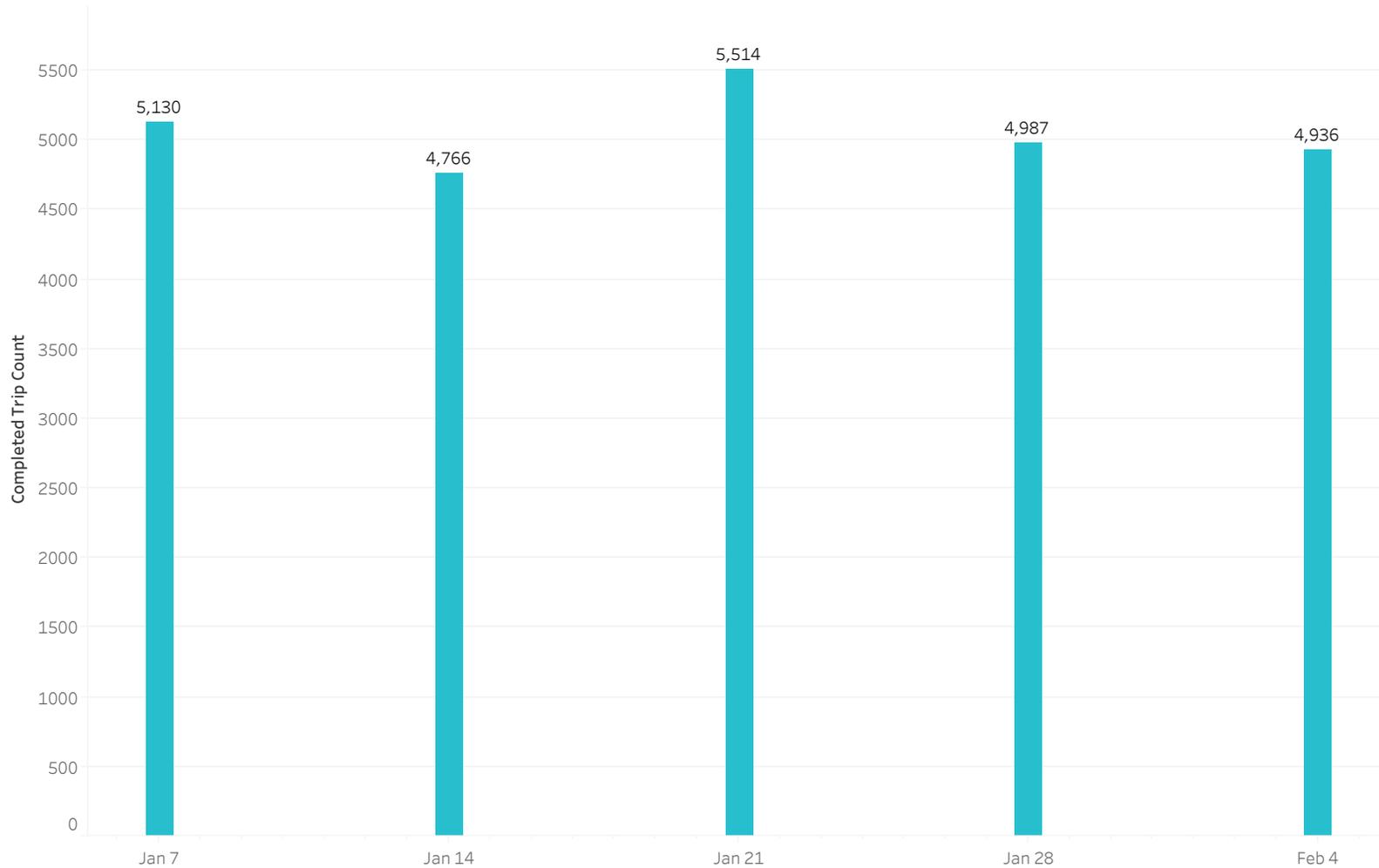
\* Excludes Public Transit and Mileage Reimbursement

# Transportation by Mode



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Public Transit</b>	39,048	39,771	41,130	38,038	33,863
<b>Ambulatory</b>	22,044	19,695	24,695	23,096	24,640
<b>Wheelchair</b>	4,464	4,638	5,043	5,004	5,172
<b>Bariatric Wheelchair</b>	399	420	430	408	398
<b>Ambulance - BLS</b>	38	31	107	238	709
<b>Stretcher</b>	114	121	106	65	22
<b>Mileage Reimbursement</b>	50	44	73	117	93
<b>Bariatric Stretcher</b>	11	21	24	28	37
<b>Ambulance - ALS</b>	1	1	6	13	21
<b>Other</b>	3	0	0	0	1

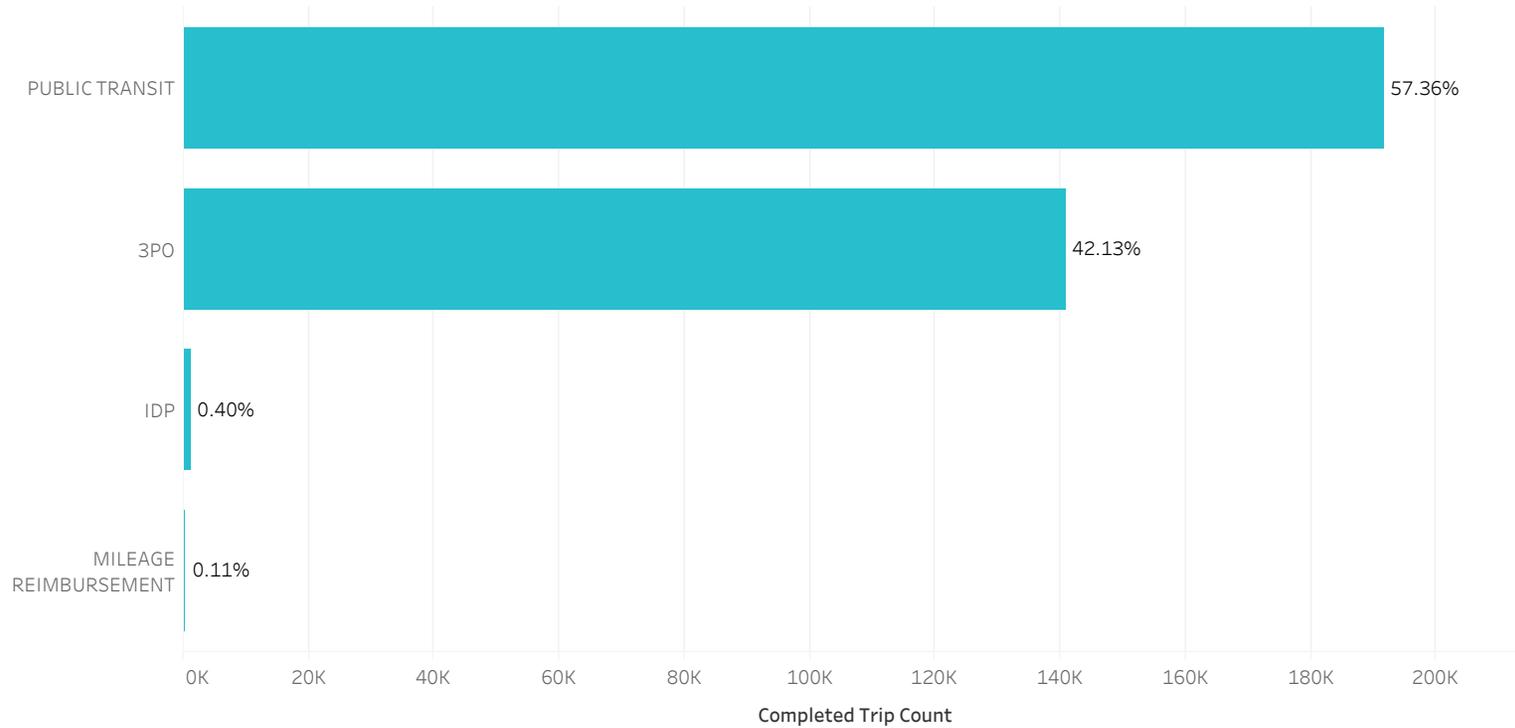
# Trips Exceeding 20 Miles



	<b>Week of 01/07</b>	<b>Week of 01/14</b>	<b>Week of 01/21</b>	<b>Week of 01/28</b>	<b>Week of 02/04</b>
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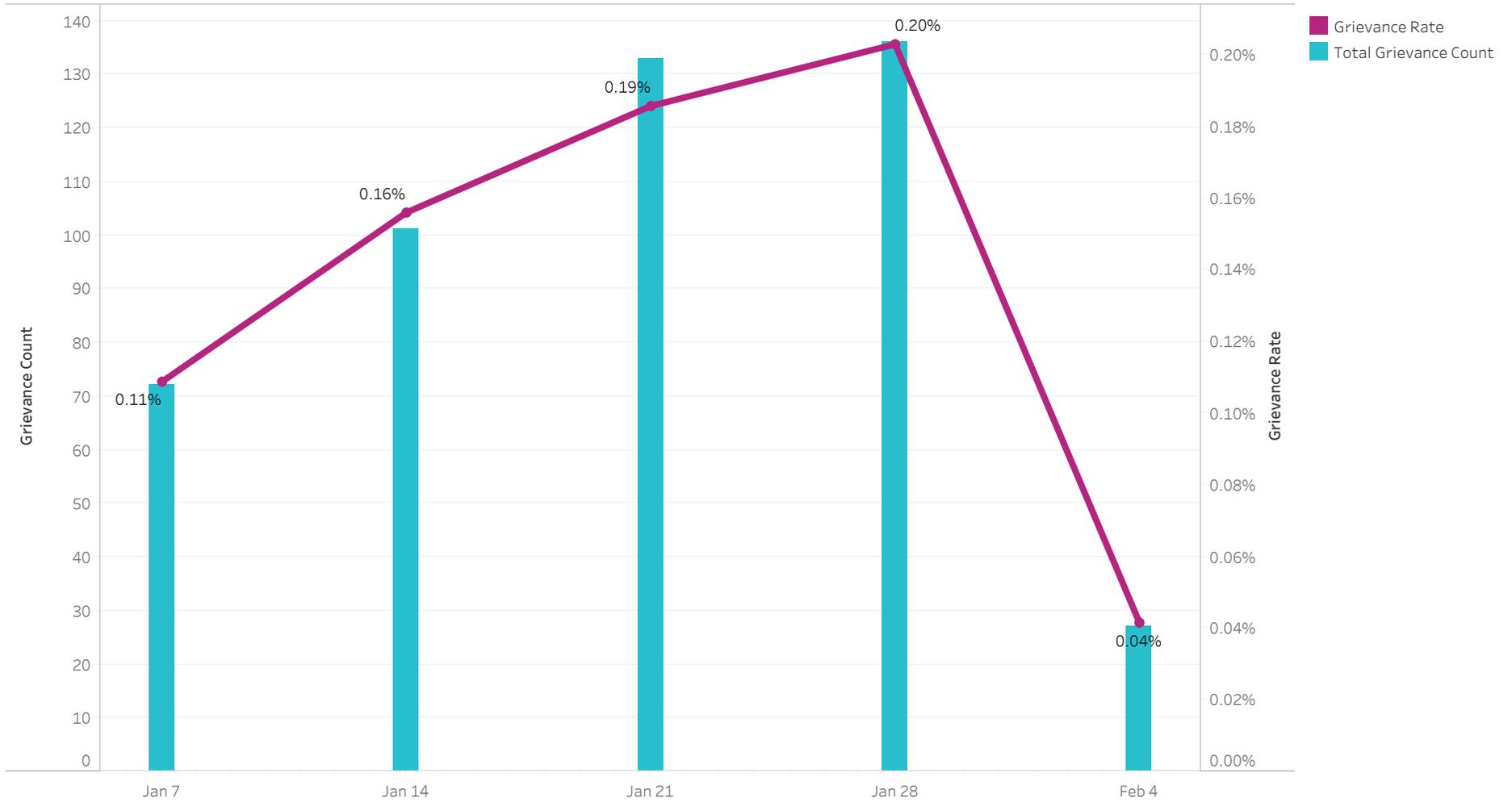
<b>Trips Exceeding 20 Miles</b>	5,130	4,766	5,514	4,987	4,936
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# Provider Mix



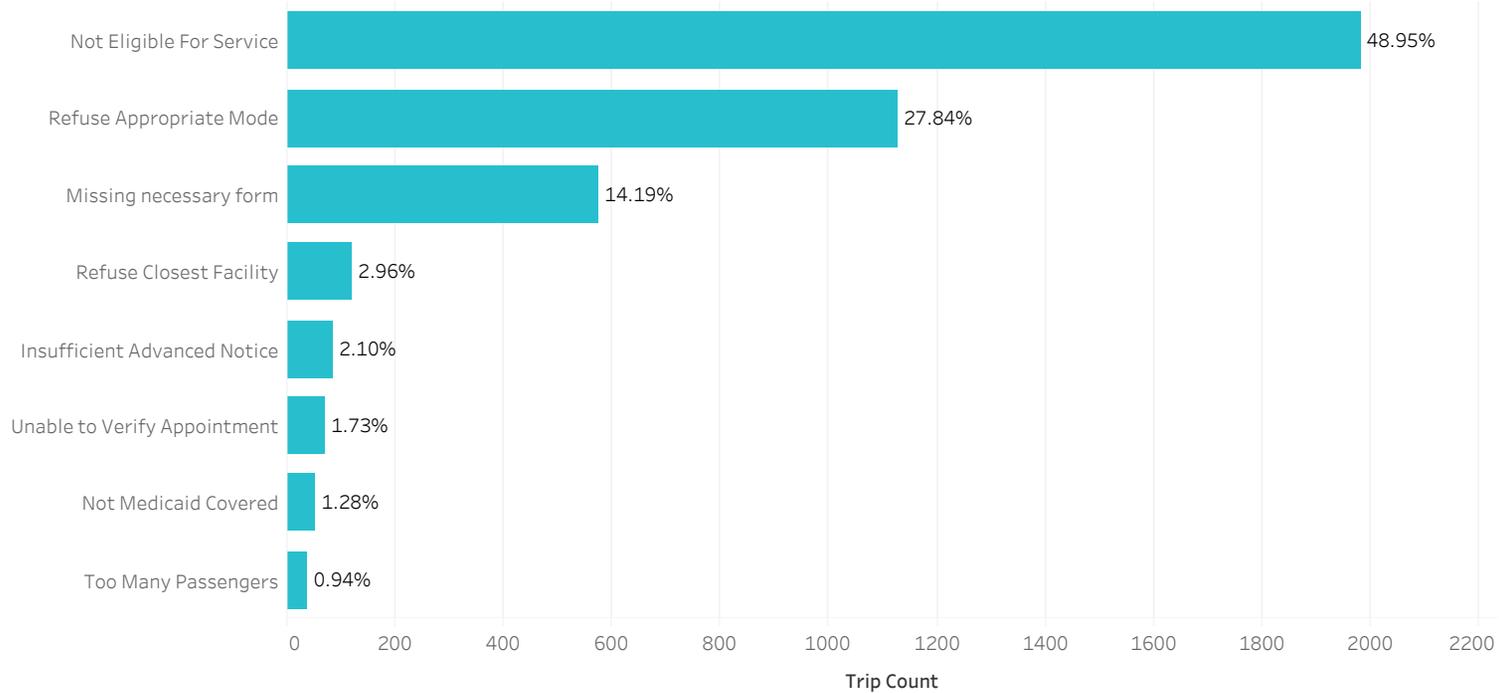
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>PUBLIC TRANSIT</b>	39,051	39,771	41,131	38,038	33,863
<b>3PO</b>	26,833	24,819	30,143	28,525	30,607
<b>IDP</b>	238	108	268	327	395
<b>MILEAGE REIMBURSE..</b>	50	44	72	117	90

# Total Grievances



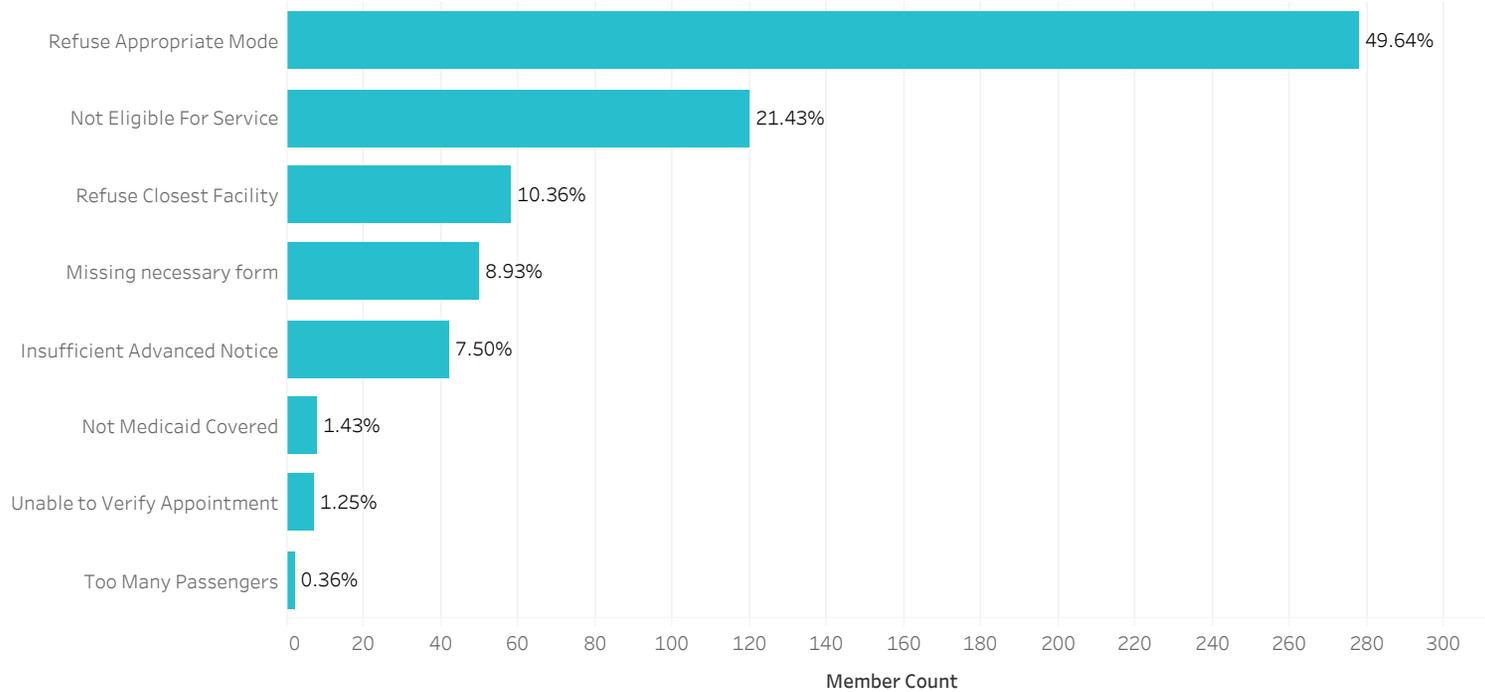
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Total Grievance Count</b>	72	101	133	136	27
<b>Grievance Rate</b>	0.11%	0.16%	0.19%	0.20%	0.04%

# Denied Trips



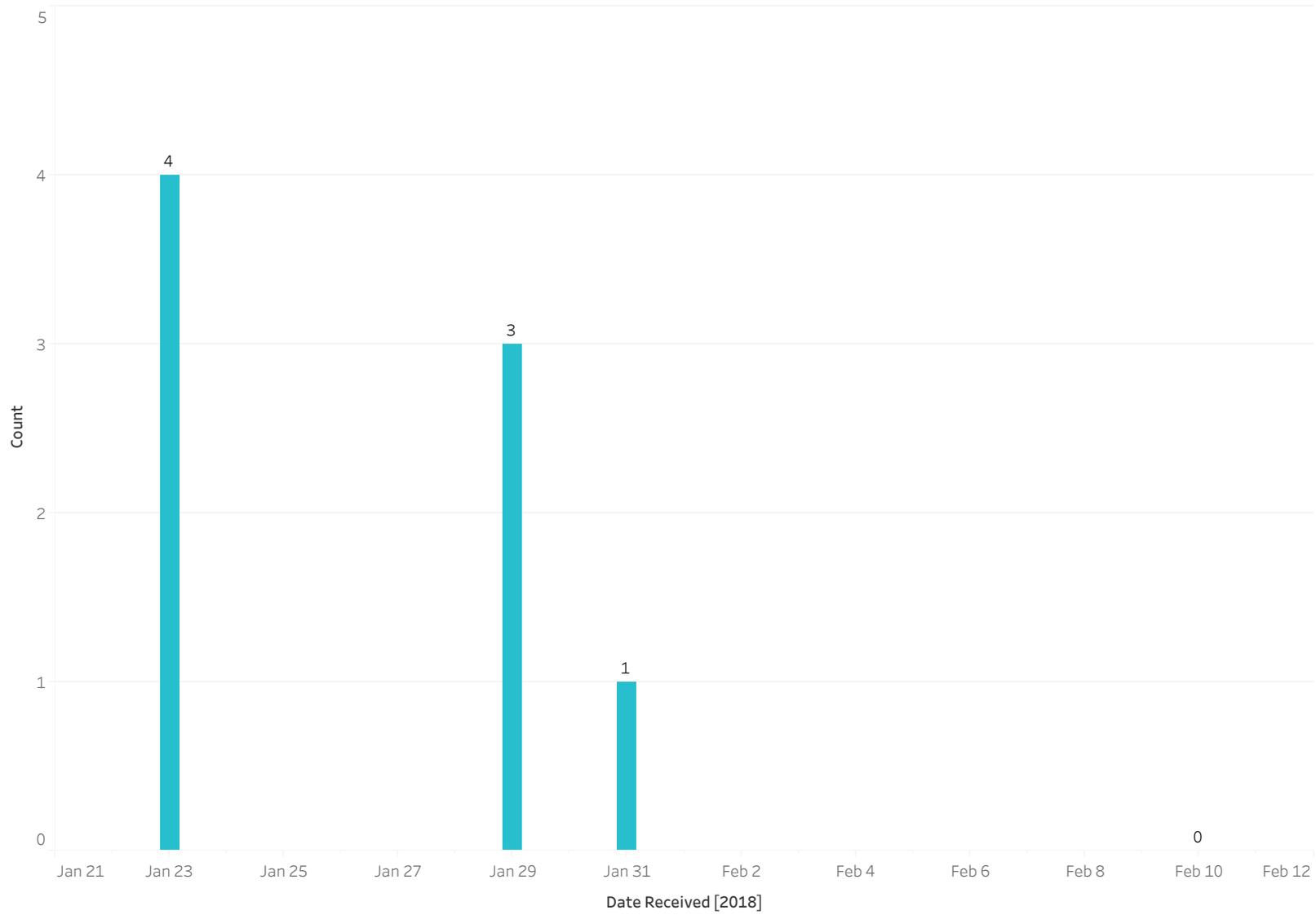
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Not Eligible For Service	521	516	522	302	122
Refuse Appropriate Mode	300	222	234	198	174
Missing necessary form	151	142	130	114	38
Refuse Closest Facility	50	16	24	18	12
Insufficient Advanced Notice	8	8	8	20	41
Unable to Verify Appointment	16	14	16	18	6
Not Medicaid Covered	2	2	8	18	22
Too Many Passengers	6	12	14	6	
<b>Total Denied Trips</b>	<b>1,054</b>	<b>932</b>	<b>956</b>	<b>694</b>	<b>415</b>

## Members Receiving Notices of Action



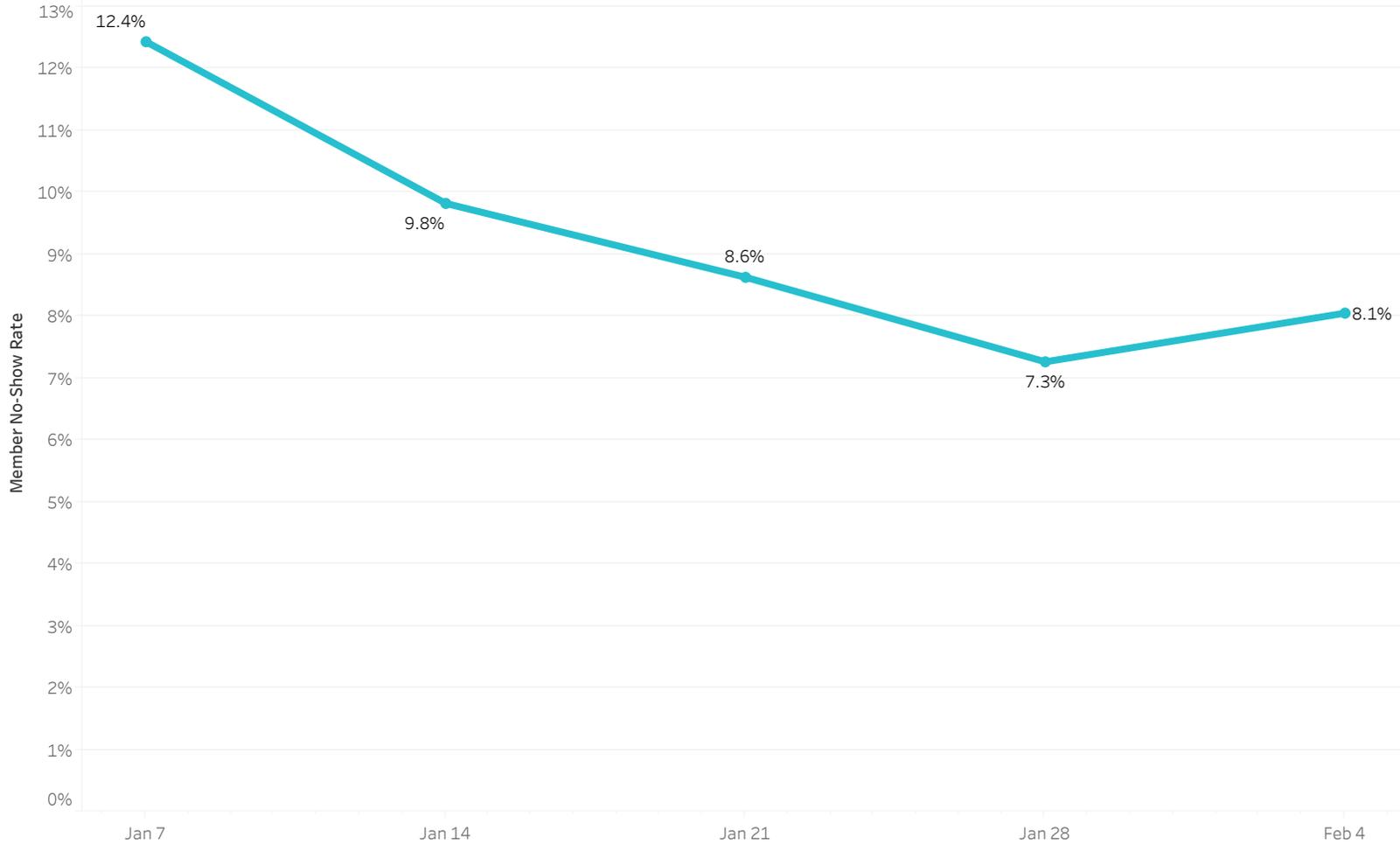
	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Refuse Appropriate Mode	110	71	69	58	58
Not Eligible For Service	60	57	60	56	53
Refuse Closest Facility	24	8	12	9	5
Missing necessary form	23	23	17	19	16
Insufficient Advanced Notice	4	4	4	10	20
Not Medicaid Covered	1	1	2	4	5
Unable to Verify Appointment	2	1	2	3	3
Too Many Passengers	1	1	2	1	
<b>Total Members Receiving NOAs</b>	<b>225</b>	<b>166</b>	<b>167</b>	<b>159</b>	<b>160</b>

# Admin Hearing Requests



	Week of 01/21	Week of 01/28	Week of 02/04
Received Requests	4	4	0

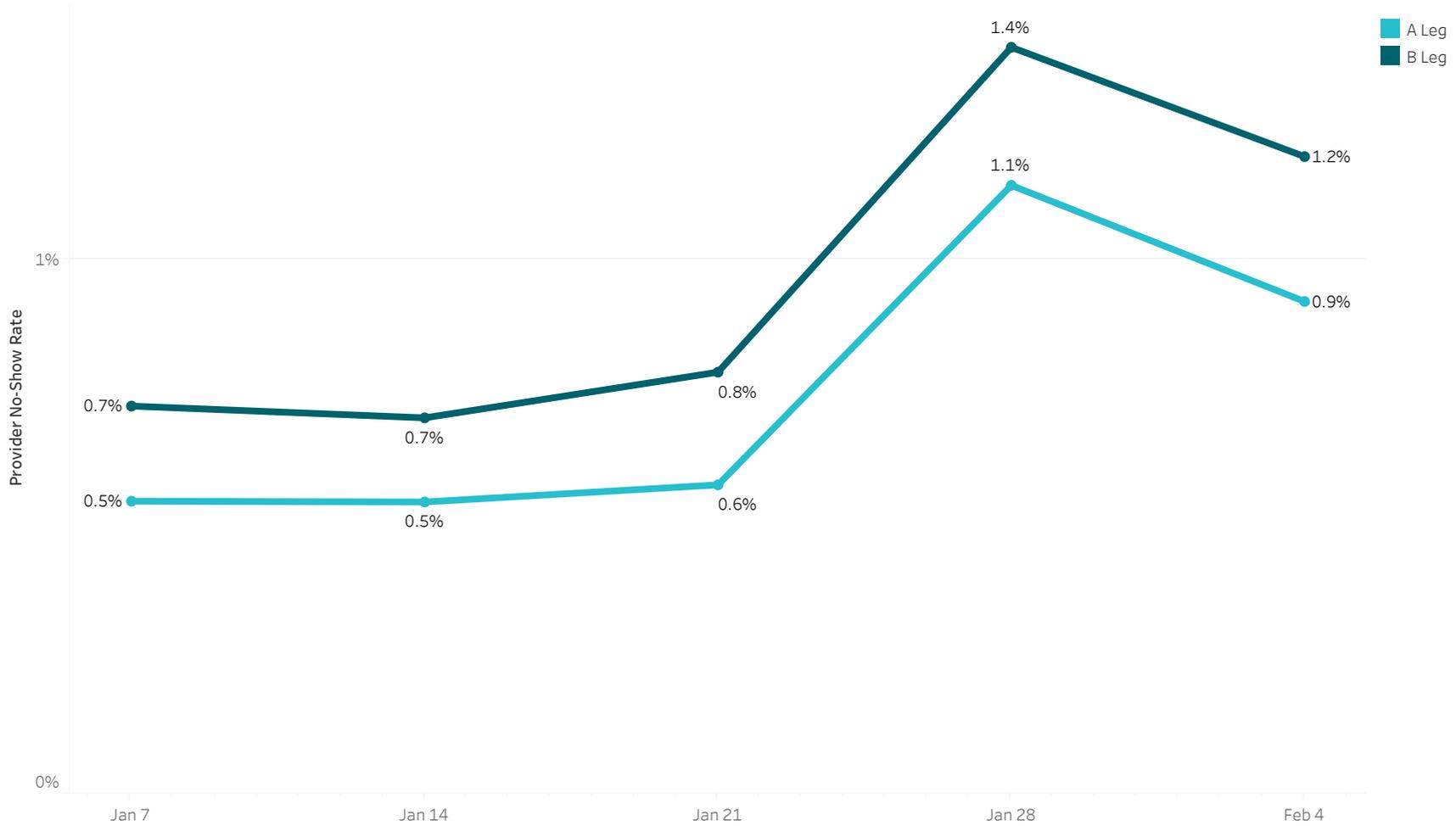
# Member No-Shows



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Member No-Show Count</b>	3,844	2,715	2,872	2,260	2,714
<b>No-Shows + Assumed Completed*</b>	30,918	27,642	33,283	31,112	33,713
<b>Member No-Show Rate</b>	12.43%	9.82%	8.63%	7.26%	8.05%

\* Excludes Public Transit and Mileage Reimbursement

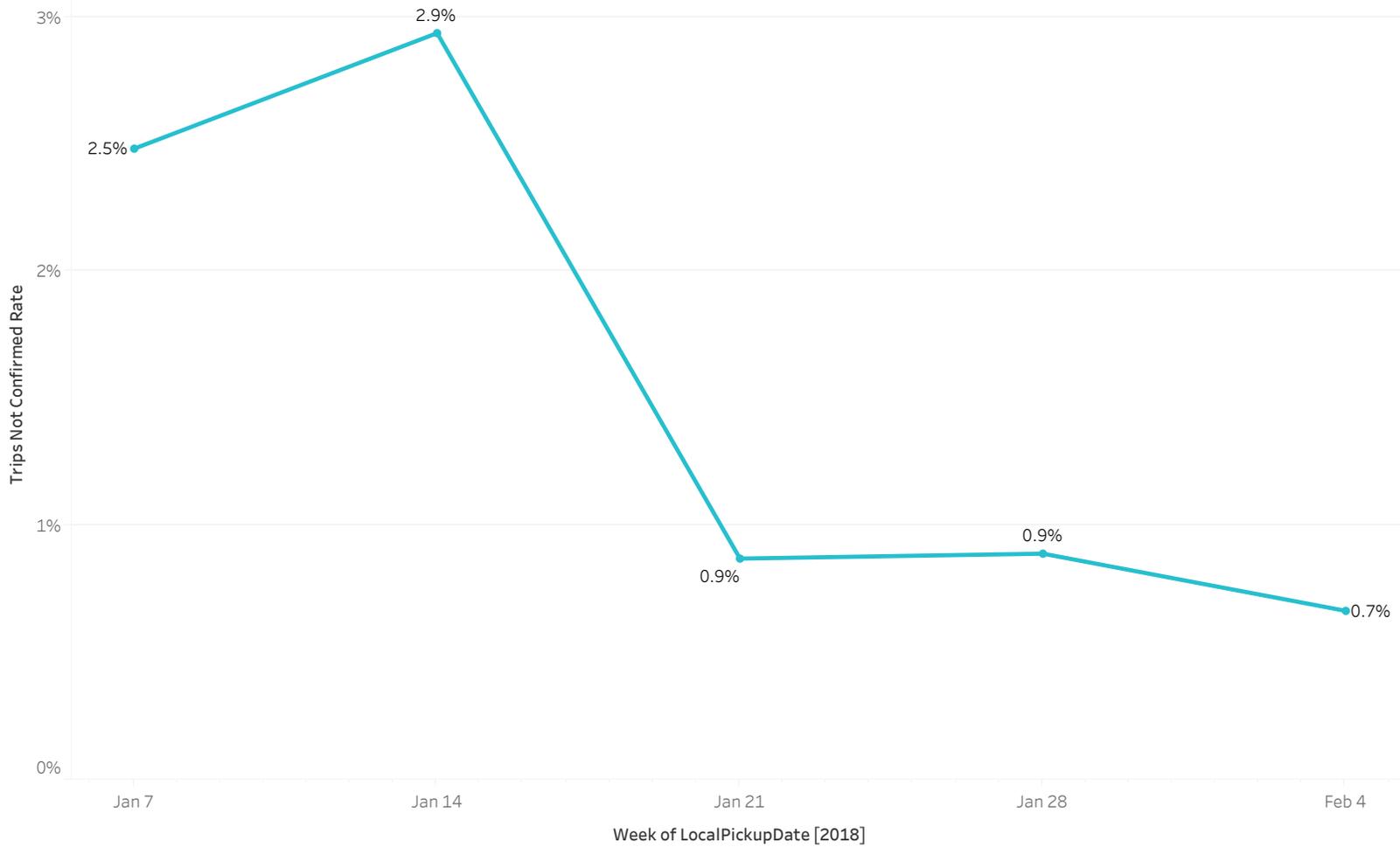
# Provider No-Shows



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
<b>Provider No-Show Count</b>	172	156	208	369	330
<b>No-Show + Assumed Completed*</b>	27,246	25,083	30,619	29,221	31,329
<b>Provider No-Show Rate</b>	0.63%	0.62%	0.68%	1.26%	1.05%

\* Excludes Public Transit and Mileage Reimbursement

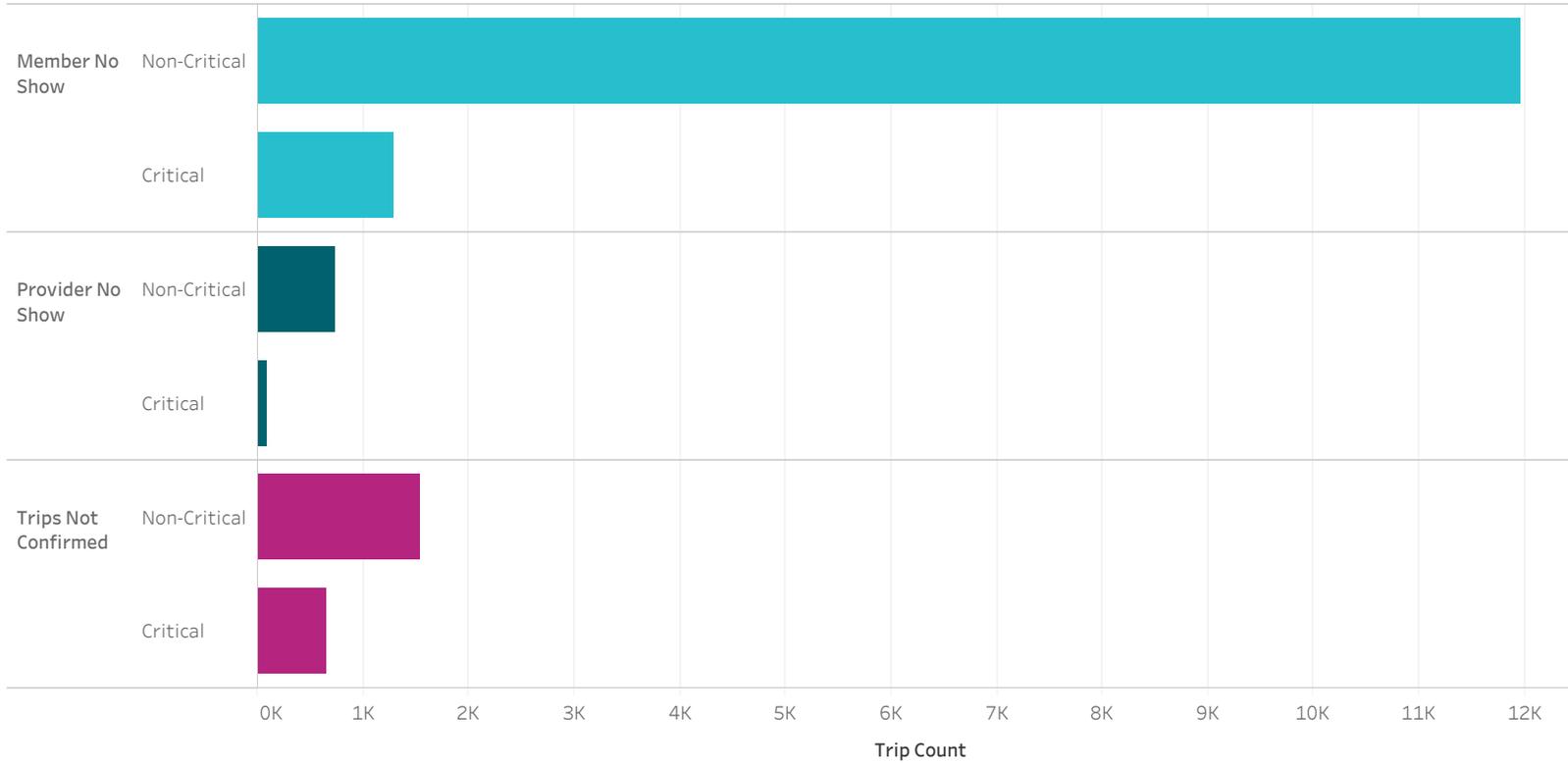
# Trips Not Confirmed



	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Not Confirmed	689	754	267	259	206
Not Confirmed + Assumed Completed*	27,763	25,681	30,678	29,111	30,981
Not Confirmed Rate	2.48%	2.94%	0.87%	0.89%	0.66%

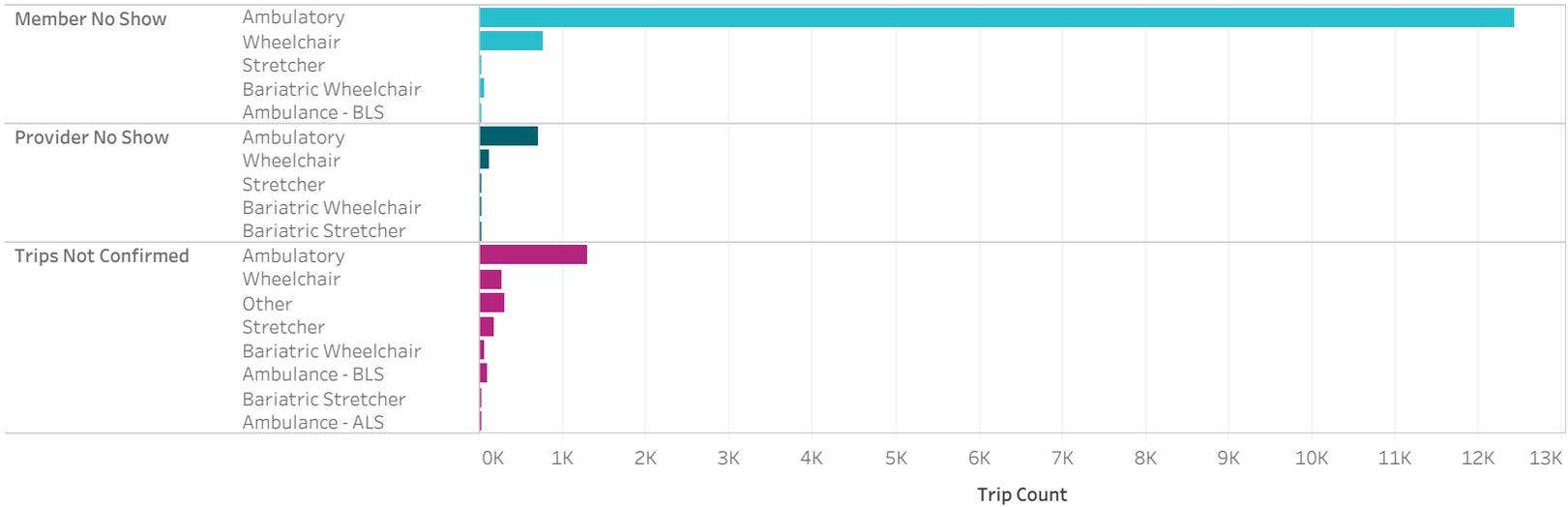
\* Excludes Public Transit and Mileage Reimbursement

# Unfulfilled Trip Counts



		Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Member No Show	Critical	287	264	254	219	264
	Non-Critical	3,313	2,286	2,407	1,786	2,174
Provider No Show	Critical	13	12	8	32	24
	Non-Critical	99	86	125	239	195
Trips Not Confirmed	Critical	184	141	92	127	100
	Non-Critical	505	613	175	132	106
<b>Total Unfulfilled</b>		<b>4,401</b>	<b>3,402</b>	<b>3,061</b>	<b>2,535</b>	<b>2,863</b>

# Unfulfilled Trips by Mode



		Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Week of 02/04
Member No Show	Ambulance - BLS	2	2		7	4
	Ambulatory	3,400	2,369	2,513	1,847	2,298
	Bariatric Wheelchair	14	12	13	3	13
	Stretcher		2	3		
	Wheelchair	184	165	132	148	123
Provider No Show	Ambulatory	86	85	111	244	183
	Bariatric Stretcher	4				
	Bariatric Wheelchair			1	2	
	Stretcher	2				
Trips Not Confirmed	Wheelchair	20	13	21	25	36
	Ambulance - ALS	1	1	1	4	
	Ambulance - BLS	14	11	11	19	32
	Ambulatory	405	546	136	113	88
	Bariatric Stretcher	10	4	8	1	2
	Bariatric Wheelchair	26	12	5	5	12
	Other	71	85	56	36	39
Stretcher	71	45	18	20	5	
Wheelchair	91	50	32	61	28	
<b>Total Unfulfilled</b>		<b>4,401</b>	<b>3,402</b>	<b>3,061</b>	<b>2,535</b>	<b>2,863</b>

# 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.

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