



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES
OFFICE OF THE DEPUTY COMMISSIONER

Telephone
(860) 424-5693

Facsimile
(860) 424-4860

TDD
1-800-842-4524

KATHLEEN M. BRENNAN
Deputy Commissioner

March 8, 2018

Josh Komenda, President
Veyo, A Total Transit Company
750 B Street, Suite 1450
San Diego, CA 92101

Dear Mr. Komenda,

The Department of Social Services (Department) has received and reviewed your draft Corrective Action Plan (CAP) dated February 26, 2018. The Department appreciates the actions Veyo has taken and its commitment to address each of the concerns first conveyed by letter of January 26, 2018. The Department has reviewed the draft CAP and is prepared to conditionally accept the document contingent upon Veyo's ability to address the following matters to the Department's satisfaction, no later than March 23, 2018:

VEYO MEMBER SERVICES CENTER STAFF TRAINING

Veyo must ensure that all training, instructions and scripts for Veyo Call Center agents specifically include a requirement that all agents must request from callers whether the member to be transported requires any special accommodations or assistance. The script provided by Veyo in the 2/26/18 draft CAP does not include that requirement. Veyo must submit to the Department evidence that all applicable training curriculum and call scripts have been appropriately revised and all Call Center agents have been advised that such revisions have been made and are to be followed.

MEMBER SERVICES CENTER PERFORMANCE STANDARD

Veyo has stated that by March 9, 2018 Veyo will address the confusion experienced by members and providers over the use of the term "Confirmation Number" through the development of and posting to the website of an FAQ specific to this issue. While doing so, Veyo must also address in the FAQ how the member is notified that a trip has been assigned to and accepted by a specific provider. Veyo must also demonstrate to the Department that it has proactively shared this information with stakeholders, including, but not limited to provider associations

TRIP CANCELLATION

The unacceptably high trip cancellation rate and the use of the term "cancellation" remain a concern for the Department. The term "cancellation" as used by Veyo means a variety of ways a

ride might be cancelled including cancellations by the member, medical provider or transportation provider. It is also used to describe trips that have been removed from the system or when data is corrected. Veyo must continue to provide a clear and thorough explanation of the situations that are categorized as a “cancellation” and are contributing to the high cancellation rates. Veyo must also provide the Department with detailed information on its review of the different factors that make up the cancellation rate, focusing on the higher ones, and provide, as part of the weekly report, an explanation as to what is being done to decrease the rates. Veyo will continue to provide this information in the weekly report until such time as until the Department notifies Veyo that it is no longer needed. Further, Veyo must post an FAQ to its website that clearly and thoroughly explains a cancelled ride.

PICK UP WAIT TIME

The Department requires no further action at this time regarding this issue.

WILL CALL

The Department requires no further action at this time regarding this issue.

SUBCONTRACTORS

The Department requires no further action at this time regarding this issue.

AFTER-HOURS PROCESS

In addition to the actions to which Veyo has already committed being taken by Veyo, Veyo must draft and post to its website an FAQ regarding the after-hours and urgent trip process for members and facilities, and circulate a link to the FAQ to stakeholders.

COMPLAINT REPORT

The Department requires no further action at this time regarding this issue.

POLICIES AND PROCEDURES ONLINE

Other than those items that have been identified above that need to be added to the website, the Department requires no further action at this time regarding this issue.

Veyo is required to provide a weekly update on the status of the actions that it has proposed taking in its CAP until all actions have been implemented. If Veyo representatives have any questions regarding the above, or if it would be of benefit to meet, please contact Roderick Winstead at 1-860-424-5922.

Sincerely,

Kathleen M. Brennan

Kathleen M. Brennan
Deputy Commissioner

cc: David Coppock, Veyo
Roderick Bremby, Commissioner, DSS
Kate McEvoy, Director, DSS Division of Health Services
Robert Zavoski, M.D.
William Halsey
Roderick Winstead