























# Trip Cancellations

## Cancellation Reason Summary

|                           |                           | Dec 2019      | Jan 2020      | Feb 2020      | Mar 2020      | Apr 2020      | May 2020      | Jun 2020      |
|---------------------------|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Call Center               | Member Cancelled          | 8,672         | 11,576        | 11,754        | 12,903        | 5,401         | 4,766         | 7,149         |
|                           | Member No Show            | 3,367         | 2,613         | 2,100         | 2,703         | 2,145         | 1,745         | 1,571         |
|                           | Not Finalized             | 6,598         | 5,673         | 5,627         | 6,147         | 5,390         | 4,922         | 3,478         |
|                           | Other                     | 1,456         | 1,211         | 1,622         | 1,877         | 1,365         | 1,103         | 1,198         |
|                           | Incorrect Information     | 1,820         | 1,716         | 1,327         | 1,310         | 1,753         | 1,340         | 354           |
|                           | IVR                       | 5,110         | 1,208         |               |               |               |               |               |
|                           | Facility Cancelled        | 930           | 764           | 710           | 911           | 271           | 206           | 302           |
|                           | COVID-19                  |               |               |               | 156           | 244           | 90            | 47            |
|                           | SMS                       |               |               | 961           | 625           | 771           | 641           | 686           |
|                           | Provider No Show          | 534           | 375           | 298           | 209           | 147           | 197           | 390           |
|                           | Provider Incident         | 206           | 146           | 128           | 110           | 51            | 79            |               |
|                           | Weather                   | 322           | 0             | 4             | 1             |               |               |               |
|                           | Member is Ineligible      | 6             | 3             | 9             | 7             | 2             | 0             | 6             |
|                           | Issue with Member's Equ.. |               |               |               |               |               | 0             | 7             |
| Driver or Member Safety   |                           |               |               |               |               |               | 1             |               |
| Veyo Operations Cancell.. |                           |               |               |               |               |               | 1             |               |
| Transportation Provider   | Member Cancelled          | 5,865         | 5,497         | 5,249         | 6,973         | 5,812         | 5,396         | 4,978         |
|                           | Member No Show            | 10,990        | 11,524        | 9,714         | 9,860         | 5,558         | 4,000         | 3,088         |
|                           | Other                     | 4,709         | 3,407         | 3,046         | 3,761         | 3,270         | 2,372         | 1,957         |
|                           | Incorrect Information     | 1,630         | 1,972         | 1,073         | 1,350         | 1,383         | 1,184         | 399           |
|                           | COVID-19                  |               |               |               | 489           | 1,159         | 1,160         | 398           |
|                           | Provider Incident         | 62            | 82            | 71            | 66            | 69            | 67            |               |
|                           | Weather                   | 309           | 33            | 29            | 58            | 24            | 1             |               |
|                           | Member is Ineligible      | 5             | 16            | 3             | 23            | 8             | 4             | 8             |
| Issue with Member's Equ.. |                           |               |               |               |               | 1             | 20            |               |
| Driver or Member Safety   |                           |               |               |               |               |               | 11            |               |
| <b>Grand Total</b>        |                           | <b>52,591</b> | <b>47,816</b> | <b>43,725</b> | <b>49,539</b> | <b>34,823</b> | <b>29,274</b> | <b>26,049</b> |

## Same Day Cancellation Summary

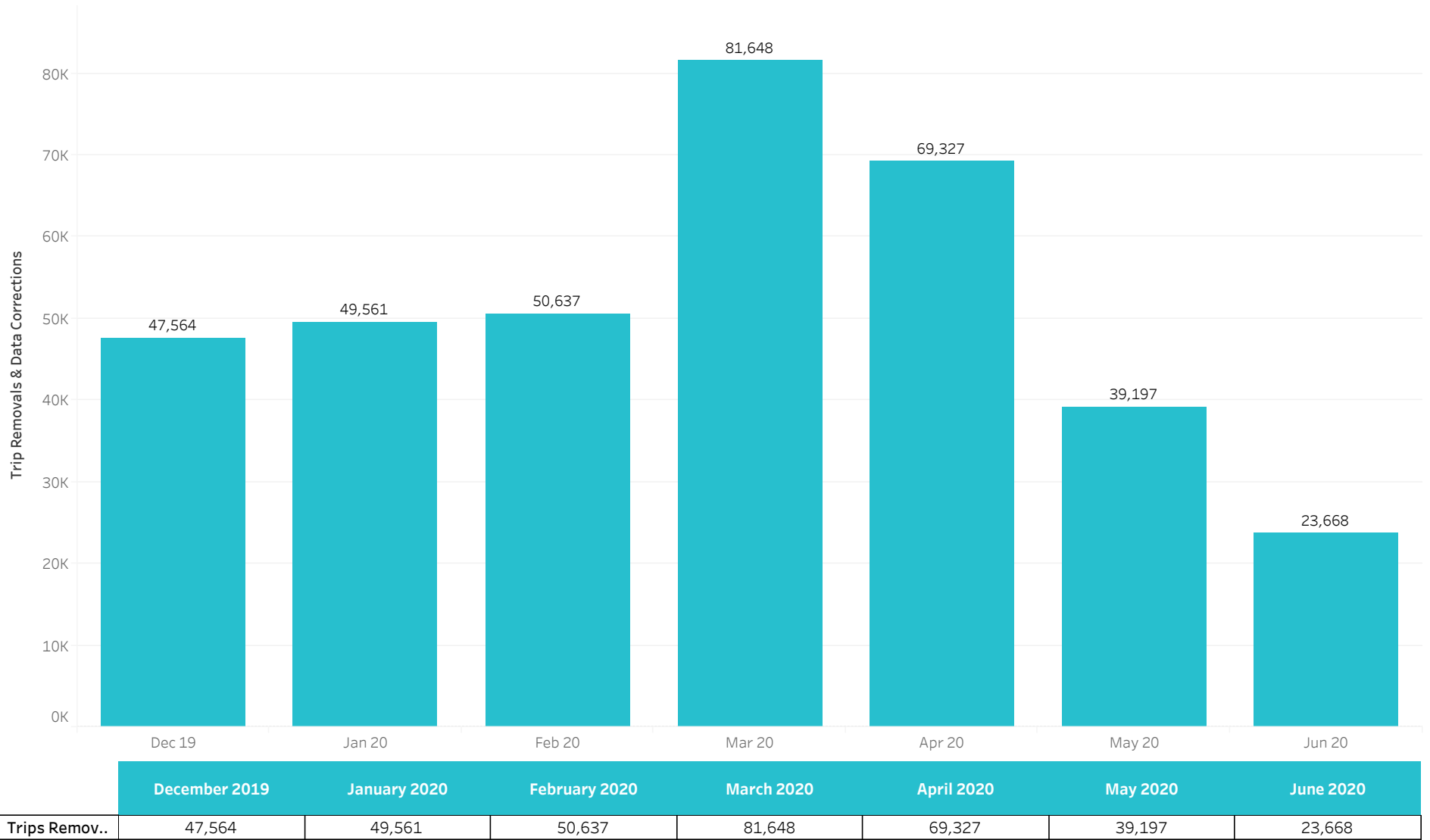
|                               | Dec 2019 | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 |
|-------------------------------|----------|----------|----------|----------|----------|----------|----------|
| <b>Cancelled Trips</b>        | 52,591   | 47,816   | 43,725   | 49,539   | 34,823   | 29,274   | 27,683   |
| <b>Cancelled + Completed*</b> | 180,128  | 194,228  | 181,831  | 166,587  | 88,808   | 80,590   | 93,526   |
| <b>Cancellation Rate</b>      | 29.20%   | 24.62%   | 24.05%   | 29.74%   | 39.21%   | 36.32%   | 29.60%   |

\*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

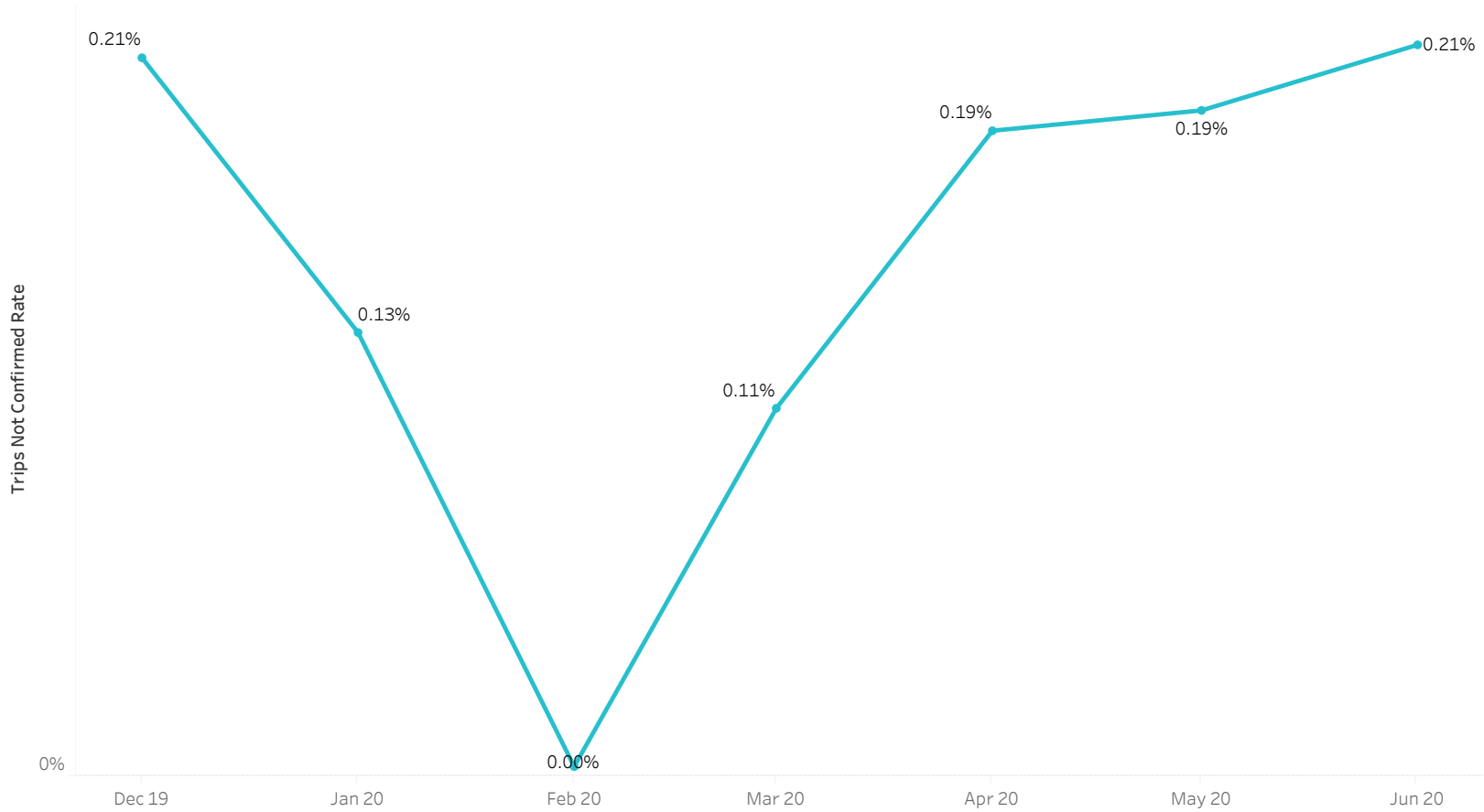
|                          |              | Dec 2019      | Jan 2020      | Feb 2020      | Mar 2020      | Apr 2020     | May 2020     | Jun 2020     |
|--------------------------|--------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|
| Member No Show           | Critical     | 2,147         | 1,826         | 1,541         | 1,516         | 1,372        | 1,215        | 960          |
|                          | Non-Critical | 11,041        | 11,554        | 9,957         | 10,740        | 6,846        | 4,924        | 3,915        |
| Provider No Show         | Critical     | 72            | 33            | 27            | 22            | 12           | 28           | 45           |
|                          | Non-Critical | 303           | 248           | 153           | 99            | 109          | 183          | 525          |
| Trips Not Confirmed      | Critical     | 116           | 65            |               | 39            | 41           | 32           | 37           |
|                          | Non-Critical | 152           | 125           | 4             | 87            | 61           | 68           | 104          |
| <b>Total Unfulfilled</b> |              | <b>13,831</b> | <b>13,851</b> | <b>11,682</b> | <b>12,503</b> | <b>8,441</b> | <b>6,450</b> | <b>5,586</b> |

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

### Unfulfilled Trips by Mode Summary

|                          |                      | Dec 2019      | Jan 2020      | Feb 2020      | Mar 2020      | Apr 2020     | May 2020     | Jun 2020     |
|--------------------------|----------------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|
| Member No Show           | Ambulatory           | 12,192        | 12,420        | 10,786        | 11,463        | 7,561        | 5,707        | 4,557        |
|                          | Bariatric Wheelchair | 53            | 70            | 52            | 51            | 30           | 12           | 28           |
|                          | Wheelchair           | 943           | 890           | 660           | 742           | 627          | 420          | 290          |
| Provider No Show         | Ambulatory           | 335           | 253           | 162           | 102           | 115          | 201          | 550          |
|                          | Bariatric Wheelchair | 6             |               | 2             | 2             |              |              |              |
|                          | Wheelchair           | 34            | 28            | 16            | 17            | 6            | 10           | 20           |
| Trips Not Confirmed      | Ambulatory           | 201           | 140           |               | 90            | 64           | 76           | 107          |
|                          | Bariatric Wheelchair | 16            | 9             |               | 8             | 7            | 4            | 5            |
|                          | Other                |               | 4             | 4             | 8             | 10           | 8            | 8            |
|                          | Wheelchair           | 51            | 37            |               | 20            | 21           | 12           | 21           |
| <b>Total Unfulfilled</b> |                      | <b>13,831</b> | <b>13,851</b> | <b>11,682</b> | <b>12,503</b> | <b>8,441</b> | <b>6,450</b> | <b>5,586</b> |

# Unconfirmed Trips



|                                   | Dec 2019 | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 |
|-----------------------------------|----------|----------|----------|----------|----------|----------|----------|
| <b>Not Confirmed</b>              | 268      | 190      | 4        | 126      | 102      | 100      | 141      |
| <b>Not Confirmed + Completed*</b> | 127,680  | 146,548  | 138,093  | 117,167  | 54,084   | 51,405   | 65,983   |
| <b>Not Confirmed Rate</b>         | 0.21%    | 0.13%    | 0.00%    | 0.11%    | 0.19%    | 0.19%    | 0.21%    |

\* 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: **June 2020**

Veyo Healthcare Logistics

# Total Complaints

|                       | Dec 2019 | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 |
|-----------------------|----------|----------|----------|----------|----------|----------|----------|
| Completed Trips       | 414,230  | 430,357  | 389,867  | 383,285  | 300,350  | 287,657  | 303,875  |
| Total Complaint Count | 792      | 694      | 636      | 380      | 174      | 266      | 483      |
| Complaint %           | 0.19%    | 0.16%    | 0.16%    | 0.10%    | 0.06%    | 0.09%    | 0.16%    |

## Substantiated Summary

|                           | Dec 2019 | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 |
|---------------------------|----------|----------|----------|----------|----------|----------|----------|
| Completed Trips           | 414,230  | 430,357  | 389,867  | 383,285  | 300,350  | 287,657  | 303,875  |
| Substantiated Complaints  | 511      | 431      | 389      | 236      | 106      | 147      | 296      |
| Substantiated Complaint % | 0.12%    | 0.10%    | 0.10%    | 0.06%    | 0.04%    | 0.05%    | 0.10%    |

## Days To Resolve

|                             | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 | Jul 2020 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|
| Grievance Count             | 694      | 636      | 380      | 174      | 266      | 483      | 438      |
| Resolved Count              | 694      | 636      | 380      | 174      | 266      | 426      | 117      |
| Avg. Time to Resolve (Days) | 28.12    | 19.37    | 14.55    | 10.20    | 12.67    | 12.64    | 6.68     |

## Complaints Category Summary

|                     | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 |
|---------------------|----------|----------|----------|----------|----------|----------|
| Missed Pickup       | 153      | 159      | 86       | 40       | 53       | 90       |
| Late Pickup         | 125      | 81       | 55       | 22       | 48       | 103      |
| Late Pickup - B-Leg | 47       | 36       | 27       | 11       | 18       | 26       |
| Driver Issue        | 34       | 42       | 35       | 10       | 8        | 20       |
| Safety Concern      | 23       | 25       | 13       | 10       | 6        | 26       |
| Other               | 29       | 23       | 3        | 9        | 7        | 15       |
| Scheduling Error    | 7        | 4        | 5        | 1        | 3        | 2        |
| Early Arrival       | 3        | 6        | 7        |          |          | 5        |
| Agent Issue         | 4        | 5        | 2        |          | 3        | 6        |
| Damage/Injury       | 4        | 4        | 3        | 3        |          | 2        |
| Vehicle Issue       | 1        | 4        |          |          |          | 1        |
| Technical Issue     | 1        |          |          |          | 1        |          |



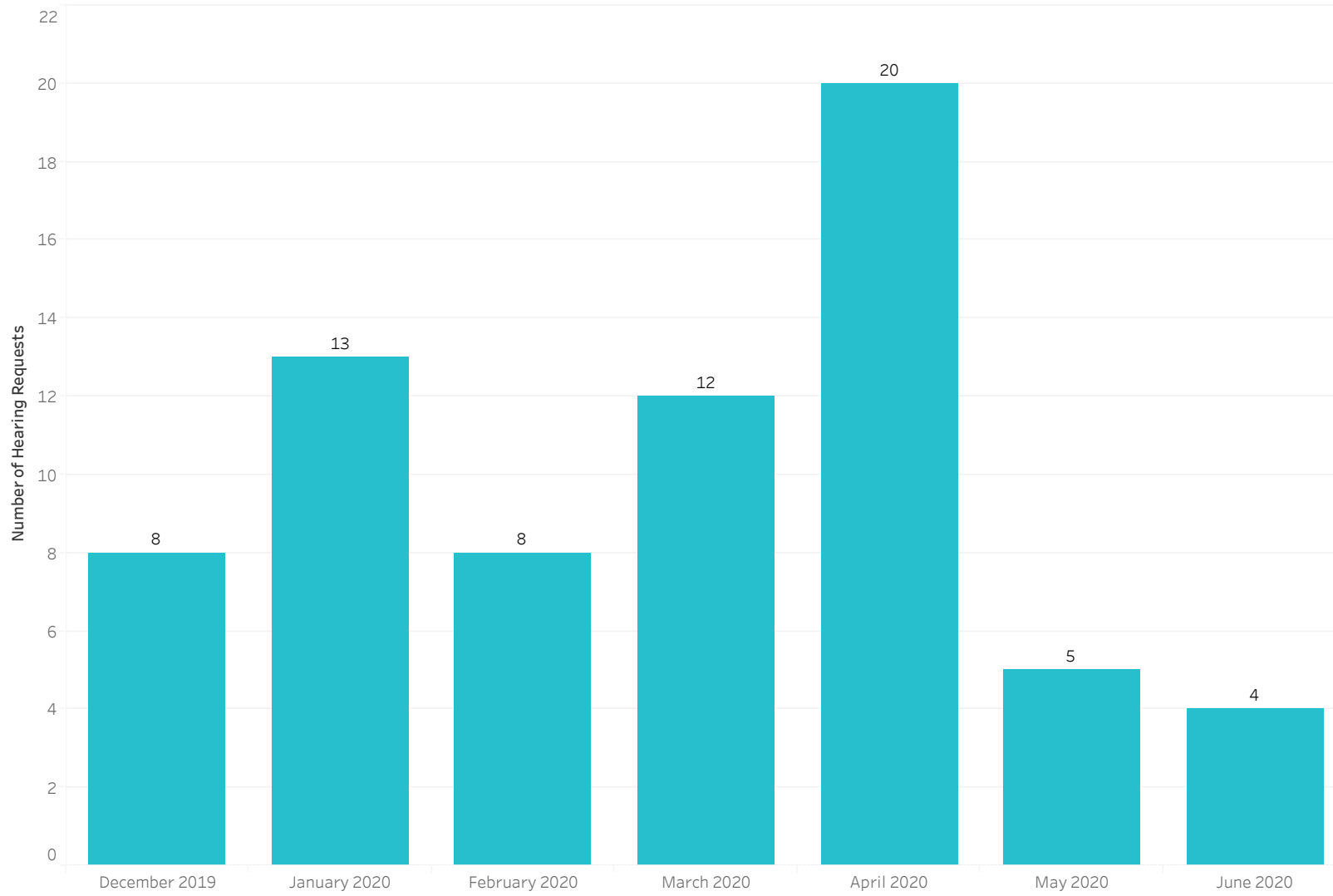
## Denied Trip Requests

|                                |                              | Dec 2019     | Jan 2020     | Feb 2020   | Mar 2020   | Apr 2020   | May 2020   | Jun 2020   |
|--------------------------------|------------------------------|--------------|--------------|------------|------------|------------|------------|------------|
| Unique Requests                | Not Eligible For Service     | 54           | 63           | 55         | 66         | 30         | 1          | 11         |
|                                | Refuse Appropriate Mode      | 91           | 109          | 133        | 152        | 28         | 28         | 73         |
|                                | Unable to Verify Appointment | 10           | 13           | 5          | 6          | 4          |            | 2          |
|                                | Urban Mileage Limit          | 103          | 98           | 128        | 122        | 34         | 29         | 59         |
|                                | Rural Mileage Limit          | 42           | 23           | 46         | 29         | 8          | 12         | 14         |
|                                | Not Medicaid Covered         | 1            | 7            | 5          | 3          | 3          |            |            |
|                                | Refuse Closest Facility      | 7            | 6            | 9          | 17         | 9          | 2          | 5          |
|                                | Insufficient Advanced Notice | 22           | 25           | 13         | 18         | 9          | 4          | 2          |
|                                | <b>Total</b>                 | <b>321</b>   | <b>336</b>   | <b>382</b> | <b>400</b> | <b>125</b> | <b>74</b>  | <b>163</b> |
| Trips Under Recurring Schedule | Not Eligible For Service     | 514          | 632          | 364        | 460        | 226        | 4          | 2          |
|                                | Refuse Appropriate Mode      | 12           | 349          | 338        | 7          | 3          | 3          | 4          |
|                                | Unable to Verify Appointment | 72           | 79           | 17         | 1          | 1          | 1          |            |
|                                | Urban Mileage Limit          | 82           | 17           | 15         | 9          | 3          | 3          | 4          |
|                                | Rural Mileage Limit          | 7            | 4            | 1          | 3          | 2          | 2          | 2          |
|                                | Not Medicaid Covered         | 6            | 2            | 1          | 2          | 3          |            |            |
|                                | Refuse Closest Facility      | 1            | 1            | 3          | 1          | 35         |            | 1          |
|                                | Insufficient Advanced Notice |              |              | 2          | 1          |            |            |            |
|                                | Too Many Passengers          |              | 1            |            |            |            |            |            |
| <b>Total</b>                   | <b>685</b>                   | <b>1,077</b> | <b>737</b>   | <b>482</b> | <b>273</b> | <b>13</b>  | <b>13</b>  |            |
| <b>Grand Total</b>             | <b>996</b>                   | <b>1,403</b> | <b>1,109</b> | <b>869</b> | <b>394</b> | <b>86</b>  | <b>175</b> |            |

## Notice of Actions Issued

|                              | Dec 2019   | Jan 2020     | Feb 2020     | Mar 2020   | Apr 2020   | May 2020  | Jun 2020   |
|------------------------------|------------|--------------|--------------|------------|------------|-----------|------------|
| Not Eligible For Service     | 561        | 689          | 411          | 514        | 252        | 5         | 13         |
| Refuse Appropriate Mode      | 103        | 455          | 471          | 159        | 31         | 30        | 77         |
| Urban Mileage Limit          | 185        | 115          | 143          | 131        | 37         | 32        | 62         |
| Rural Mileage Limit          | 49         | 27           | 47           | 32         | 10         | 14        | 16         |
| Unable to Verify Appointment | 82         | 91           | 22           | 7          | 5          | 1         | 2          |
| Refuse Closest Facility      | 8          | 7            | 12           | 18         | 44         | 2         | 6          |
| Insufficient Advanced Notice | 22         | 25           | 15           | 19         | 9          | 4         | 2          |
| Not Medicaid Covered         | 7          | 9            | 6            | 5          | 6          |           |            |
| Too Many Passengers          |            | 1            |              |            |            |           |            |
| <b>Total</b>                 | <b>996</b> | <b>1,403</b> | <b>1,109</b> | <b>869</b> | <b>394</b> | <b>86</b> | <b>175</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.