DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **March 2021**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **March 2021**

Veyo Healthcare Logistics

Call Center Summary (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

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	49,264	54,189	47,105	47,355	47,032	52,852	63,449
Avg Daily Calls Received	2,239	2,463	2,243	2,059	2,240	2,643	2,759
Total Calls Answered	48,584	53,146	46,439	46,578	46,057	51,936	62,552
Answered %	98.6%	98.1%	98.6%	98.4%	97.9%	98.3%	98.6%

Average Speed Of Answer Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	49,264	54,189	47,105	47,355	47,032	52,852	63,449
Avg Speed of Answer (seconds)	43.7	58.3	47.4	52.3	62.9	51.8	43.1

Average Abandon Rate Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	49,264	54,189	47,105	47,355	47,032	52,852	63,449
Total Calls Abandoned	651	988	639	740	952	884	869
Abandon %	1.3%	1.8%	1.4%	1.6%	2.0%	1.7%	1.4%

Average Handle Time Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Handle Time Minutes	202,348	232,745	212,492	214,770	214,133	254,527	301,276
Total Calls Answered	48,584	53,146	46,439	46,578	46,057	51,936	62,552
Avg Handle Time (minutes)	4.165	4.379	4.576	4.611	4.649	4.901	4.816

Service Level Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Handled Within Service Level	45,673	48,455	43,571	42,950	41,124	47,798	58,891
Handled Outside Service Level	3,591	5,734	3,534	4,405	5,908	5,054	4,558
Total Calls Received	49,264	54,189	47,105	47,355	47,032	52,852	63,449
Service Level	92.7%	89.4%	92.5%	90.7%	87.4%	90.4%	92.8%

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)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	5,418	6,405	5,851	6,154	5,928	7,462	9,191
Avg Daily Calls Received	246	291	279	268	282	373	400
Total Calls Answered	5,328	6,230	5,746	6,014	5,764	7,286	9,002
Answered %	98.3%	97.3%	98.2%	97.7%	97.2%	97.6%	97.9%

Average Speed Of Answer Summary (Facility)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	5,418	6,405	5,851	6,154	5,928	7,462	9,191
Avg Speed of Answer (seconds)	47.6	60.0	46.1	53.7	65.1	51.8	42.8

Average Abandon Rate Summary (Facility)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	5,418	6,405	5,851	6,154	5,928	7,462	9,191
Total Calls Abandoned	90	175	105	140	164	176	189
Abandon %	1.7%	2.7%	1.8%	2.3%	2.8%	2.4%	2.1%

Average Handle Time Summary (Facility)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Answered	5,328	6,230	5,746	6,014	5,764	7,286	9,002
Avg Handle Time (minutes)	4.7	5.1	5.2	5.4	5.2	5.6	5.4

Service Level Summary (Facility)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Handled Within Service Level	4,953	5,664	5,410	5,541	5,126	6,734	8,493
Handled Outside Service Level	465	741	441	613	802	728	698
Total Calls Received	5,418	6,405	5,851	6,154	5,928	7,462	9,191
Service Level	91.4%	88.4%	92.5%	90.0%	86.5%	90.2%	92.4%

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)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	2,655	2,963	2,627	2,701	2,615	3,333	3,677
Avg Daily Calls Received	121	135	125	117	125	167	160
Total Calls Answered	2,624	2,926	2,583	2,672	2,577	3,284	3,605
Answered %	98.8%	98.8%	98.3%	98.9%	98.5%	98.5%	98.0%

Average Speed Of Answer Summary (Spanish)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	2,655	2,963	2,627	2,701	2,615	3,333	3,677
Avg Speed of Answer (seconds)	30.9	29.4	36.3	28.3	35.5	35.9	36.1

Average Abandon Rate Summary (Spanish)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Received	2,655	2,963	2,627	2,701	2,615	3,333	3,677
Total Calls Abandoned	28	34	40	28	38	46	68
Abandon %	1.1%	1.1%	1.5%	1.0%	1.5%	1.4%	1.8%

Average Handle Time Summary (Spanish)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Calls Answered	2,624	2,926	2,583	2,672	2,577	3,284	3,605
Avg Handle Time (minutes)	4.7	4.5	4.4	4.3	4.3	4.4	4.4

Service Level Summary (Spanish)

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Handled Within Service Level	2,539	2,840	2,464	2,568	2,460	3,118	3,434
Handled Outside Service Level	116	123	163	133	155	215	243
Total Calls Received	2,655	2,963	2,627	2,701	2,615	3,333	3,677
Service Level	95.6%	95.8%	93.8%	95.1%	94.1%	93.5%	93.4%

Monthly Trip Report

Connecticut Medicaid

Reporting Period: **March 2021**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Completed Trips	313,864	312,748	293,836	314,359	293,543	264,938	312,832

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
A Leg	90.12%	90.21%	91.20%	90.43%	90.33%	88.16%	89.90%
B Leg	96.25%	96.53%	96.96%	97.11%	96.78%	95.62%	96.43%
Both Legs	**93.06%**	**93.23%**	**93.95%**	**93.62%**	**93.38%**	**91.66%**	**92.95%**

* 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

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Member No-Show Count	5,205	5,518	5,271	5,607	5,644	5,421	7,576
No-Shows + Completed*	92,823	102,540	95,226	95,685	95,133	85,840	115,649
Member No-Show Rate	5.61%	5.38%	5.54%	5.86%	5.93%	6.32%	6.55%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Trips Booked	366,223	367,583	345,338	371,572	348,730	327,461	383,483

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total Mileage	1,646,068	1,696,780	1,571,466	1,640,975	1,574,820	1,409,554	1,747,702
Avg. Mileage	5.24	5.43	5.35	5.22	5.36	5.32	5.59

Trip % Distance Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
0-10 Miles	87.84%	87.01%	87.38%	87.83%	87.21%	87.44%	86.11%
10-20 Miles	8.49%	9.02%	8.80%	8.59%	8.80%	8.64%	9.35%
20-30 Miles	2.41%	2.56%	2.54%	2.39%	2.61%	2.59%	3.11%
30-40 Miles	0.71%	0.82%	0.74%	0.70%	0.80%	0.82%	0.83%
40-50 Miles	0.29%	0.32%	0.29%	0.27%	0.31%	0.26%	0.31%
50+ Miles	0.26%	0.27%	0.25%	0.22%	0.27%	0.25%	0.30%

Completed Trips by Mode

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Ambulatory	68,858	77,534	72,690	73,263	72,213	64,040	86,644
Mileage Reimbursement	3,869	4,029	3,937	4,108	4,306	3,618	4,560
Public Transit	222,377	211,697	199,944	220,173	199,748	180,901	200,199
Wheelchair	18,733	19,464	17,235	16,776	17,239	16,343	21,382

Members with Completed Trips Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Completed Trips	17,074	17,664	16,897	16,404	16,481	16,148	17,564

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Drug Rehabilitation	139,243	139,595	130,340	141,638	133,559	119,799	139,443
Behavioral Health	87,957	83,272	80,281	87,702	79,052	71,367	81,517
Specialist	18,779	21,786	20,306	19,935	20,548	18,878	24,623
Dialysis	18,306	18,681	17,598	18,298	17,493	15,996	18,681
Counselor	11,095	10,129	9,301	9,920	8,576	7,581	8,455
Psychiatric Services	9,595	9,401	9,029	9,652	8,201	7,152	7,806
Urgent Care	7,218	8,040	7,321	7,348	7,461	6,809	9,329
Physical Therapy	7,825	7,771	7,161	7,505	6,974	6,347	7,935
PCP	4,878	5,296	5,016	4,603	4,221	4,245	5,936
Chemotherapy	1,674	1,633	1,297	1,359	1,192	1,162	1,457
Surgery	1,615	1,471	1,092	1,216	1,219	1,124	1,479
Dental	1,239	1,442	1,273	1,303	1,154	1,033	1,383
Lab	1,222	1,257	1,088	1,082	1,181	1,034	1,436
Vision	971	978	873	732	956	823	1,031
Chiropractic	608	574	540	576	461	486	636
Development Therapy	608	558	490	518	425	379	447
Occupational Therapy	542	422	419	457	404	372	465
Speech Therapy	255	245	243	203	167	148	225
COVID-19	45	77	92	213	208	100	80
Audiology	189	120	76	99	90	74	113
COVID-19 Vaccine - Drop Off							292
MFP (Data Entry Only)	19	19	11		6	8	24
COVID-19 Testing - Standalone						19	55
COVID-19 Testing - Drive Thru						10	8
Pharmacy					1		

Transportation Provider Summary

Number of Providers

Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
71	74	72	77	78	77	79

Provider No-Show Count

Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
555	672	510	517	965	1,963	3,072

Provider Mix Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
PUBLIC TRANSIT	222,377	211,697	199,944	220,177	199,748	180,901	200,199
CONTRACTED PROVIDERS	68,450	75,196	69,582	69,689	68,479	63,917	85,173
VEYO INDEPENDENT DRIVERS	19,168	21,826	20,373	20,381	21,010	16,502	22,896
MILEAGE REIMBURSEMENT	3,869	4,029	3,937	4,108	4,306	3,618	4,560

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Call Center	Member Cancelled	10,413	11,559	10,788	12,799	12,790	16,194	17,523
	Member No Show	1,437	1,323	1,439	1,518	1,433	1,603	2,298
	Not Finalized	5,041	4,492	4,203	4,190	3,308	4,368	2,080
	Other	1,577	1,521	1,326	1,256	1,277	1,493	1,455
	Provider No Show	561	681	516	518	974	1,980	3,093
	SMS	908	1,140	1,160	1,208	1,293	1,072	1,085
	Incorrect Information	465	403	411	398	432	404	535
	Facility Cancelled	512	602	672	649	719	1,237	1,096
	Driver or Member Safety	9	10	11	12	11	158	14
	COVID-19	5	5	26	53	38	9	3
	Issue with Member's Equ..	7	4	4	9	2	7	7
	Member is Ineligible	7	6	1	2	5	2	5
	Veyo Operations Cancell..	1	1	1	0	2	3	1
Transportation Provider	Member Cancelled	5,304	5,662	5,287	6,107	5,448	5,813	6,743
	Member No Show	4,205	4,654	4,306	4,548	4,647	4,221	5,674
	Other	2,179	2,455	2,348	2,457	2,119	2,022	2,184
	Incorrect Information	389	568	427	475	471	508	524
	Driver or Member Safety	12	34	27	152	44	495	25
	COVID-19	106	15	34	23	21	6	31
	Issue with Member's Equ..	20	24	19	14	17	24	13
	Member is Ineligible		1		10	23	1	60
Grand Total		33,158	35,160	33,006	36,398	35,074	41,620	44,449

Same Day Cancellation Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Cancelled Trips	33,158	35,160	33,006	36,415	35,085	42,370	45,780
Cancelled + Completed*	120,776	132,182	122,961	126,493	124,574	122,789	153,853
Cancellation Rate	27.45%	26.60%	26.84%	28.79%	28.16%	34.51%	29.76%

*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

	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
Trips Remov..	52,046	55,558	53,754	63,684	51,627	52,823	25,287

*Excludes Public Transit and Mileage Reimbursement

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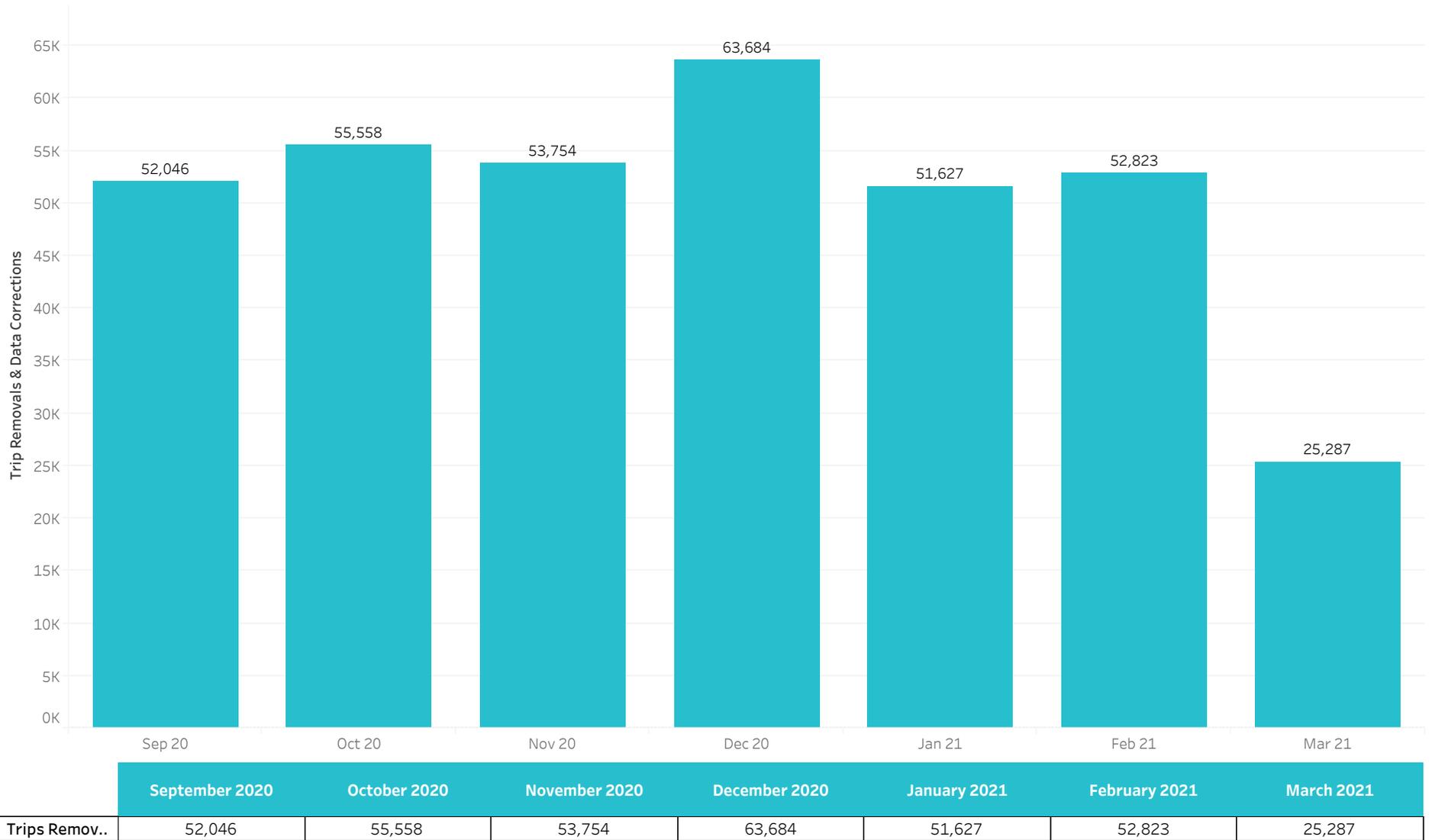
Unfulfilled Trip Counts

		Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Member No Show	Critical	1,403	1,331	1,190	1,243	1,123	1,109	1,392
	Non-Critical	5,898	5,957	5,011	5,446	5,730	5,333	6,979
Provider No Show	Critical	62	63	68	58	79	155	282
	Non-Critical	299	312	214	204	500	926	1,215
Trips Not Confirmed	Critical	101	67	118	112	67	226	445
	Non-Critical	142	67	193	262	143	348	728
Total Unfulfilled		7,905	7,797	6,794	7,325	7,642	8,097	11,041

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

Unfulfilled Trips by Mode Summary

		Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Member No Show	Ambulatory	6,827	6,924	5,787	6,275	6,439	6,045	7,915
	Bariatric Wheelchair	25	25	21	19	22	30	48
	Wheelchair	449	339	393	395	392	367	408
Provider No Show	Ambulatory	328	337	261	243	554	1,031	1,415
	Bariatric Wheelchair		2		2	2	1	6
	Wheelchair	33	36	21	17	23	49	76
Trips Not Confirmed	Ambulatory	179	81	260	310	191	491	1,049
	Bariatric Wheelchair	12	6	6	9	2	6	18
	Wheelchair	52	47	45	55	17	77	106
Total Unfulfilled		7,905	7,797	6,794	7,325	7,642	8,097	11,041

Unconfirmed Trips
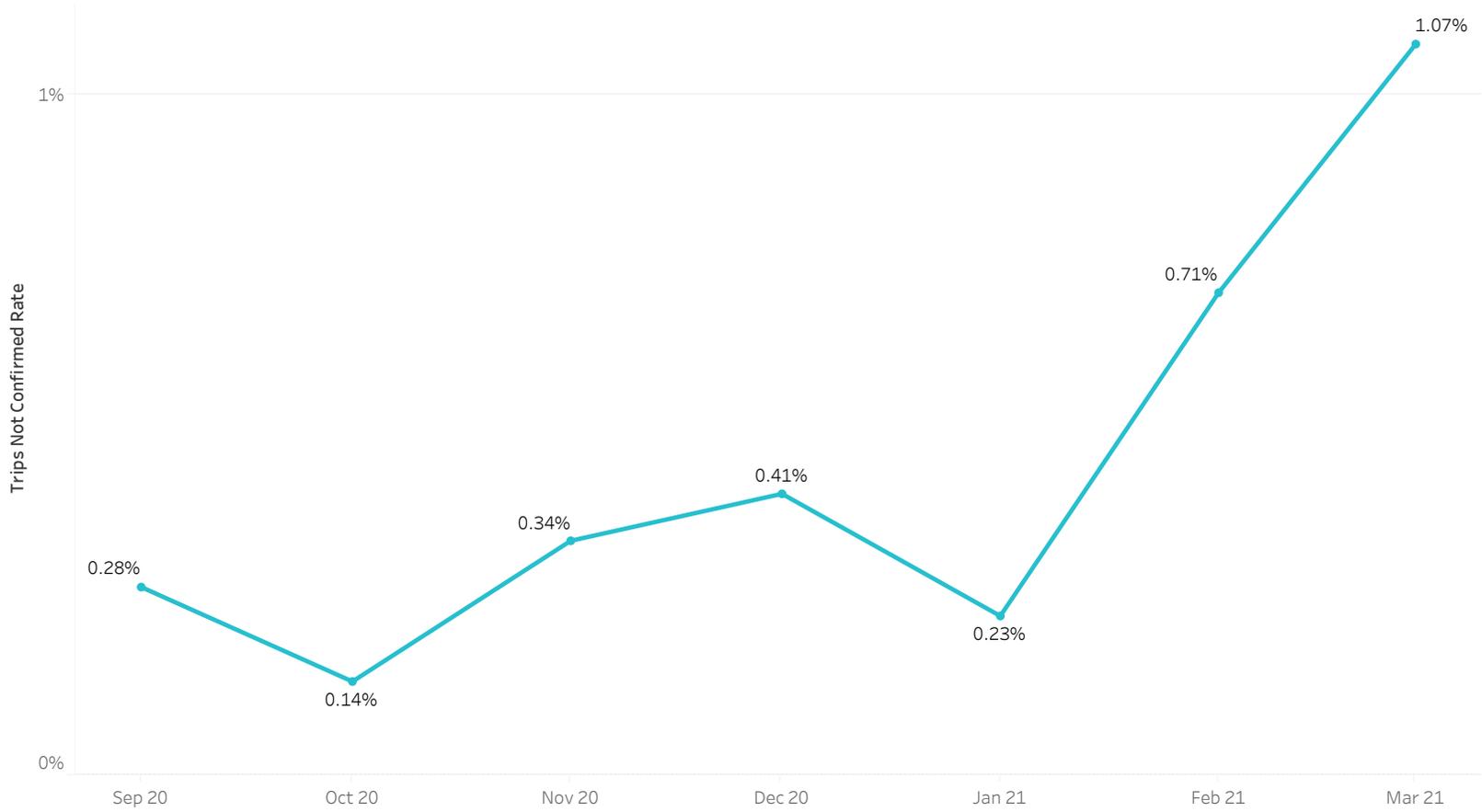
	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Not Confirmed	243	134	311	374	210	574	1,173
Not Confirmed + Completed*	87,837	97,133	90,245	90,422	89,666	80,960	109,202
Not Confirmed Rate	0.28%	0.14%	0.34%	0.41%	0.23%	0.71%	1.07%

* 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: **March 2021**

Veyo Healthcare Logistics

Total Complaints

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
Completed Trips	313,864	312,748	293,836	314,359	293,543	264,938
Total Complaint Count	926	894	707	691	730	1,050
Complaint %	0.30%	0.29%	0.24%	0.22%	0.25%	0.40%

Substantiated Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Completed Trips	313,864	312,748	293,836	314,359	293,543	264,938	312,832
Substantiated Complaints	625	552	452	339	401	445	153
Substantiated Complaint %	0.20%	0.18%	0.15%	0.11%	0.14%	0.17%	0.05%

Days To Resolve

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
Grievance Count	926	894	707	691	730	1,050
Resolved Count	926	893	696	610	573	526
Avg. Time to Resolve (Days)	52.38	59.99	60.58	55.41	28.21	10.34

First Call Resolutions

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
First Call Resolutions	253	222	233	245	179	129

Complaints Category Summary

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Missed Pickup	286	284	227	172	192	244	70
Late Pickup	185	121	94	65	91	92	22
Late Pickup - B-Leg	69	55	40	34	50	69	19
Driver Issue	28	28	28	17	20	21	10
Other	14	19	38	13	17	1	2
Safety Concern	9	10	10	11	8	9	24
Scheduling Error	17	23	8	15	6	1	
Early Arrival	6	5	3	2	7	3	1
Agent Issue	9	5	1	3	5	1	1
Damage/Injury	2			2	4	3	3	3
Vehicle Issue		1		2	1		
Technical Issue		1	1				

Denied Trip Requests

		Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Unique Requests	Refuse Appropriate Mode	92	81	177	238	247	247	354
	Urban Mileage Limit	70	76	120	133	136	169	262
	Insufficient Advanced Notice	12	15	76	150	138	149	262
	Rural Mileage Limit	12	17	25	48	36	51	58
	Not Eligible For Service	26	37	11	22	23	13	16
	Refuse Closest Facility	4	2	7	7	8	8	19
	Not Medicaid Covered	2	2	1	1	3	4	3
	Unable to Verify Appointment	3	2	3	3	6	2	5
	Total	220	228	407	572	581	629	944
Trips Under Recurring Schedule	Refuse Appropriate Mode	6	4	11	10	6	5	16
	Urban Mileage Limit	4	5	4	9	8	10	14
	Insufficient Advanced Notice					1		
	Rural Mileage Limit	2		1		3		2
	Not Eligible For Service	2			1	2	1	6
	Refuse Closest Facility	2		1		1		
	Not Medicaid Covered	1		2	1			
	Unable to Verify Appointment				1			
	Missing necessary form	1						
	Total	17	9	19	22	21	16	37
Grand Total		237	236	426	591	601	642	981

Notice of Actions Issued

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Refuse Appropriate Mode	98	85	188	247	253	250	370
Urban Mileage Limit	74	81	124	141	144	179	276
Insufficient Advanced Notice	12	15	76	150	139	149	262
Rural Mileage Limit	14	17	26	48	39	51	60
Not Eligible For Service	28	37	11	23	25	14	22
Refuse Closest Facility	6	2	8	7	9	8	19
Unable to Verify Appointment	3	2	3	4	6	2	5
Not Medicaid Covered	3	2	3	2	3	4	3
Missing necessary form	1						
Total	237	236	426	591	601	642	981

Admin Hearing Requests
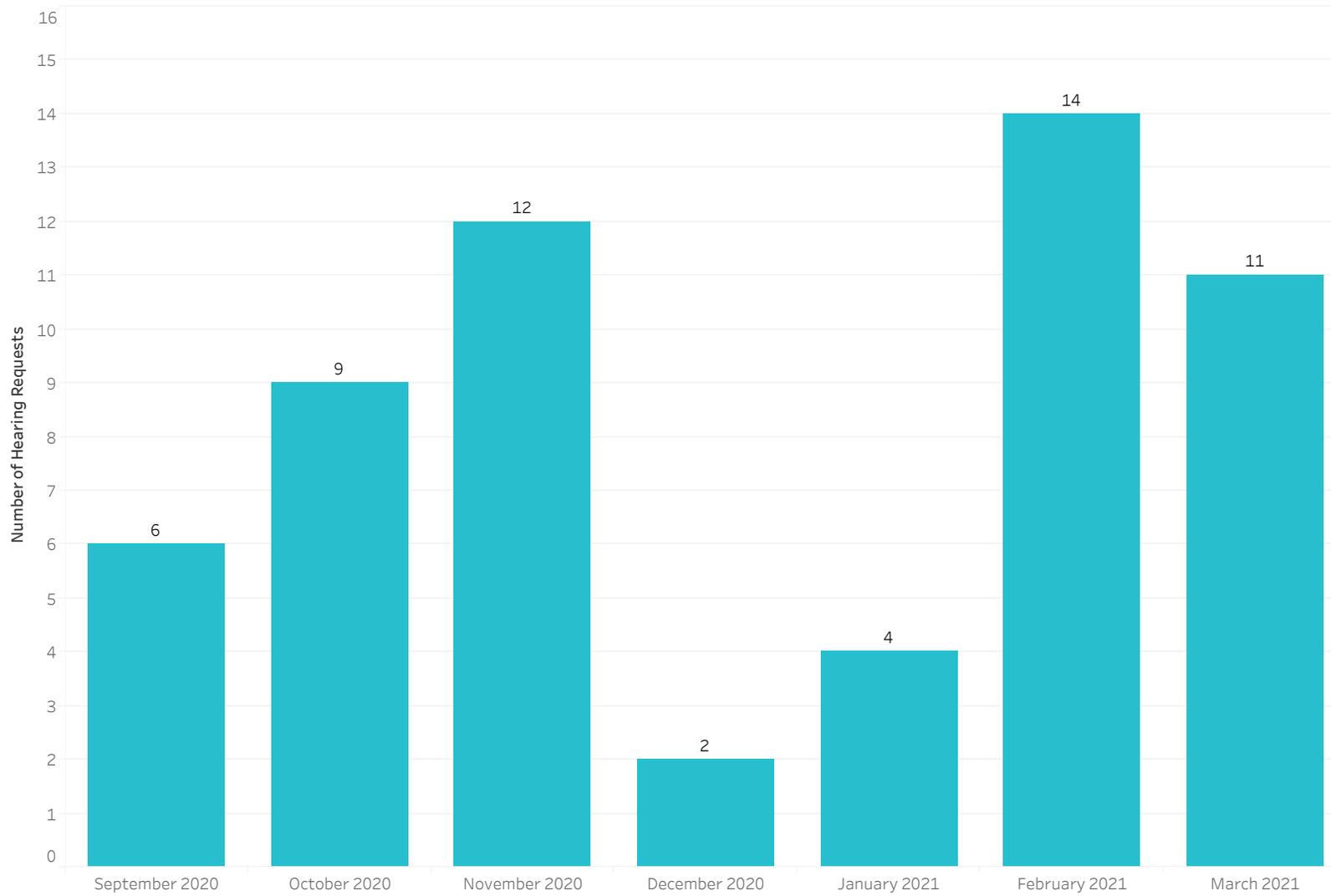
Definitions

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.