



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **March 2022**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **March 2022**

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 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	55,955	54,068	55,417	53,818	54,355	55,235	66,909
Avg Daily Calls Received	2,543	2,575	2,519	2,340	2,588	2,762	2,909
Total Calls Answered	53,316	50,595	50,975	51,733	52,398	53,252	64,685
Answered %	95.3%	93.6%	92.0%	96.1%	96.4%	96.4%	96.7%

Average Speed Of Answer Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	55,955	54,068	55,417	53,818	54,355	55,235	66,909
Avg Speed of Answer (seconds)	91.1	121.6	159.4	101.0	83.3	84.5	76.0

Average Abandon Rate Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	55,955	54,068	55,417	53,818	54,355	55,235	66,909
Total Calls Abandoned	2,620	3,431	4,405	2,059	1,938	1,944	2,204
Abandon %	4.7%	6.3%	7.9%	3.8%	3.6%	3.5%	3.3%

Average Handle Time Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Handle Time Minutes	258,630	246,583	244,195	247,684	244,504	267,891	319,498
Total Calls Answered	53,316	50,595	50,975	51,733	52,398	53,252	64,685
Avg Handle Time (minutes)	4.851	4.874	4.790	4.788	4.666	5.031	4.939

Service Level Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Handled Within Service Level	44,723	39,740	36,614	40,665	45,188	44,579	55,542
Handled Outside Service Level	11,232	14,328	18,803	13,153	9,167	10,656	11,367
Total Calls Received	55,955	54,068	55,417	53,818	54,355	55,235	66,909
Service Level	79.9%	73.5%	66.1%	75.6%	83.1%	80.7%	83.0%

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 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	10,232	10,029	10,225	10,134	10,301	10,751	13,024
Avg Daily Calls Received	465	478	487	461	491	538	566
Total Calls Answered	9,613	9,245	9,186	9,634	9,778	10,233	12,463
Answered %	94.0%	92.2%	89.8%	95.1%	94.9%	95.2%	95.7%

Average Speed Of Answer Summary (Facility)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	10,232	10,029	10,225	10,134	10,301	10,751	13,024
Avg Speed of Answer (seconds)	89.9	123.2	159.2	101.7	82.3	85.8	76.3

Average Abandon Rate Summary (Facility)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	10,232	10,029	10,225	10,134	10,301	10,751	13,024
Total Calls Abandoned	619	784	1,039	500	523	518	561
Abandon %	6.0%	7.8%	10.2%	4.9%	5.1%	4.8%	4.3%

Average Handle Time Summary (Facility)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Answered	9,613	9,245	9,186	9,634	9,778	10,233	12,463
Avg Handle Time (minutes)	5.5	5.4	5.5	5.4	5.2	5.5	5.5

Service Level Summary (Facility)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Handled Within Service Level	8,101	7,271	6,623	7,573	8,452	8,531	10,703
Handled Outside Service Level	2,131	2,758	3,602	2,561	1,849	2,220	2,321
Total Calls Received	10,232	10,029	10,225	10,134	10,301	10,751	13,024
Service Level	79.2%	72.5%	64.8%	74.7%	82.1%	79.4%	82.2%

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 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	3,076	2,982	3,377	3,230	3,509	3,431	3,907
Avg Daily Calls Received	140	142	154	140	167	172	170
Total Calls Answered	2,991	2,907	3,059	3,151	3,480	3,401	3,804
Answered %	97.2%	97.5%	90.6%	97.6%	99.2%	99.1%	97.4%

Average Speed Of Answer Summary (Spanish)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	3,076	2,982	3,377	3,230	3,509	3,431	3,907
Avg Speed of Answer (seconds)	54.2	57.4	113.9	56.8	31.0	33.1	42.2

Average Abandon Rate Summary (Spanish)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Received	3,076	2,982	3,377	3,230	3,509	3,431	3,907
Total Calls Abandoned	84	70	316	77	29	29	101
Abandon %	2.7%	2.3%	9.4%	2.4%	0.8%	0.8%	2.6%

Average Handle Time Summary (Spanish)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Calls Answered	2,991	2,907	3,059	3,151	3,480	3,401	3,804
Avg Handle Time (minutes)	4.1	4.0	3.9	3.6	4.0	4.0	4.1

Service Level Summary (Spanish)

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Handled Within Service Level	2,653	2,593	2,399	2,850	3,312	3,235	3,519
Handled Outside Service Level	423	389	978	380	197	196	388
Total Calls Received	3,076	2,982	3,377	3,230	3,509	3,431	3,907
Service Level	86.2%	87.0%	71.0%	88.2%	94.4%	94.3%	90.1%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **March 2022**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Completed Trips	173,166	179,810	177,726	184,962	142,283	140,165	177,558

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
A Leg	90.61%	91.49%	91.75%	90.91%	91.24%	91.60%	92.36%
B Leg	96.87%	97.28%	97.01%	96.77%	97.18%	97.14%	97.73%
Both Legs	93.53%	94.18%	94.19%	93.61%	93.99%	94.14%	94.82%

* 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 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Member No-Show Count	8,817	9,362	8,932	9,221	8,644	9,045	11,630
No-Shows + Completed*	120,868	124,739	122,844	125,334	111,006	116,390	148,019
Member No-Show Rate	7.29%	7.51%	7.27%	7.36%	7.79%	7.77%	7.86%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Trips Booked	242,704	250,666	252,416	265,849	239,731	233,619	275,974

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Total Mileage	1,246,071	1,285,043	1,264,151	1,293,971	1,055,114	1,091,042	1,377,106
Avg. Mileage	7.20	7.15	7.11	7.00	7.42	7.78	7.76

Trip % Distance Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
0-10 Miles	77.65%	77.83%	78.09%	78.59%	76.14%	74.60%	75.11%
10-20 Miles	14.88%	14.59%	14.42%	14.05%	15.99%	16.75%	16.39%
20-30 Miles	4.79%	5.00%	4.99%	4.97%	5.19%	5.62%	5.56%
30-40 Miles	1.53%	1.48%	1.34%	1.31%	1.43%	1.60%	1.58%
40-50 Miles	0.68%	0.66%	0.66%	0.60%	0.64%	0.76%	0.69%
50+ Miles	0.48%	0.45%	0.49%	0.49%	0.61%	0.68%	0.67%

Completed Trips by Mode

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Ambulatory	91,085	93,959	92,321	95,212	84,290	88,061	112,310
Mileage Reimbursement	4,826	5,335	5,317	5,425	4,907	4,911	5,490
Public Transit	56,308	59,136	58,533	63,450	35,039	27,945	35,707
Wheelchair	20,935	21,375	21,551	20,873	18,044	19,239	24,044

Members with Completed Trips Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Completed Trips	14,516	14,765	14,908	14,490	13,006	14,053	15,480

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Drug Rehabilitation	65,836	68,380	67,623	72,864	54,859	52,291	68,723
Behavioral Health	38,412	40,448	40,310	44,273	30,690	26,712	32,040
Specialist	23,989	24,658	24,277	23,524	18,764	20,939	26,647
Dialysis	17,201	17,676	17,849	17,828	15,915	16,278	18,684
Urgent Care	6,853	7,383	7,178	7,018	6,827	7,045	8,682
PCP	4,735	4,923	4,671	4,376	3,593	4,151	5,787
Physical Therapy	4,421	4,153	4,158	4,285	3,227	3,460	5,175
Psychiatric Services	3,026	3,346	3,275	2,578	1,679	2,115	2,835
Counselor	1,916	1,962	1,861	1,965	1,256	1,280	1,596
Dental	1,485	1,477	1,466	1,360	1,153	1,326	1,753
Surgery	1,321	1,431	1,255	1,191	1,054	1,150	1,633
Chemotherapy	1,134	1,259	1,136	1,163	892	956	1,275
Vision	1,006	956	907	756	664	777	945
Lab	865	833	637	640	575	654	856
Chiropractic	289	271	382	301	268	239	301
Occupational Therapy	188	210	195	192	197	158	145
COVID-19 Vaccine - Drop Off	115	100	211	250	210	117	90
Speech Therapy	139	117	105	138	98	130	143
Development Therapy	99	62	71	111	51	86	58
COVID-19 Testing - Standalone	49	77	73	62	70	102	56
Audiology	53	65	64	36	35	63	112
COVID-19	24	13	6	32	177	130	11
MFP (Data Entry Only)	31	43	40	28	28	45	35
COVID-19 Testing - Drive Thru	10	10	16	19	29	6	11

Transportation Provider Summary

Number of Providers

Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
81	78	78	79	81	82	79

Provider No-Show Count

Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
1,019	639	651	576	530	638	764

Provider Mix Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
CONTRACTED PROVIDERS	77,524	77,439	75,575	76,081	66,100	67,060	85,404
PUBLIC TRANSIT	56,308	59,136	58,533	63,450	35,039	27,945	35,707
VEYO INDEPENDENT DRIVERS	29,961	32,156	32,669	33,473	30,582	33,227	41,559
MILEAGE REIMBURSEMENT	4,826	5,335	5,317	5,425	4,907	4,909	5,490

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
COVID-19	128	194	220	382	2,785	2,820	720
Doesn't meet transportation protocols					1		
Driver or Member Safety	6	8	12	10	37	14	19
Facility Cancelled	11,830	11,120	12,482	13,711	14,272	14,540	14,841
Incorrect Information	15,365	13,722	14,160	14,508	13,554	15,288	19,099
Insufficient Advanced Notice	252	298	447	451	402	458	895
Issue with Member's Equipment	8	4	18	14	14	33	81
Member Cancelled	27,353	25,940	27,177	28,054	29,980	27,701	29,019
Member is Ineligible	234	109	92	243	369	269	655
Member No Show	2,338	3,030	3,251	3,694	3,640	3,797	5,318
Not Eligible For Service	67	61	92	43	48	39	80
Not Finalized	3,424	2,619	2,748	3,458	4,003	2,578	3,558
Not Medicaid Covered	63	6	14	12	12	21	36
Other	6,503	6,358	8,154	10,962	9,367	8,319	9,101
Parcel returned to Veyo after fulfillment	2	2			2	2	
Provider No Show	1,072	694	675	597	549	651	787
Refuse Appropriate Mode	371	491	583	616	581	486	690
Refuse Closest Facility	64	44	57	78	68	80	97
Rural Mileage Limit	111	105	58	101	121	148	217
SMS	3,795	4,543	4,683	5,536	5,101	5,577	6,025
System Error	8	15	20	30	27	16	29
Too Many Passengers	44		1			2	1
Unable to Verify Appointment	5,356	6,651	6,171	5,092	4,098	3,634	3,960
Urban Mileage Limit	307	335	367	310	297	376	489
Veyo Operations Cancelled	47	49	4,037	1,268	1,335	2,428	2
Grand Total	78,748	76,398	85,519	89,170	90,663	89,277	95,719

Same Day Cancellation Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Cancelled Trips	20,479	19,017	19,389	22,191	22,797	19,895	19,789
Cancelled + Completed*	132,511	134,356	133,265	138,278	125,134	127,204	156,150
Cancellation Rate	15.45%	14.15%	14.55%	16.05%	18.22%	15.64%	12.67%

*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 Cancellations Provider Source

April 20, 2022

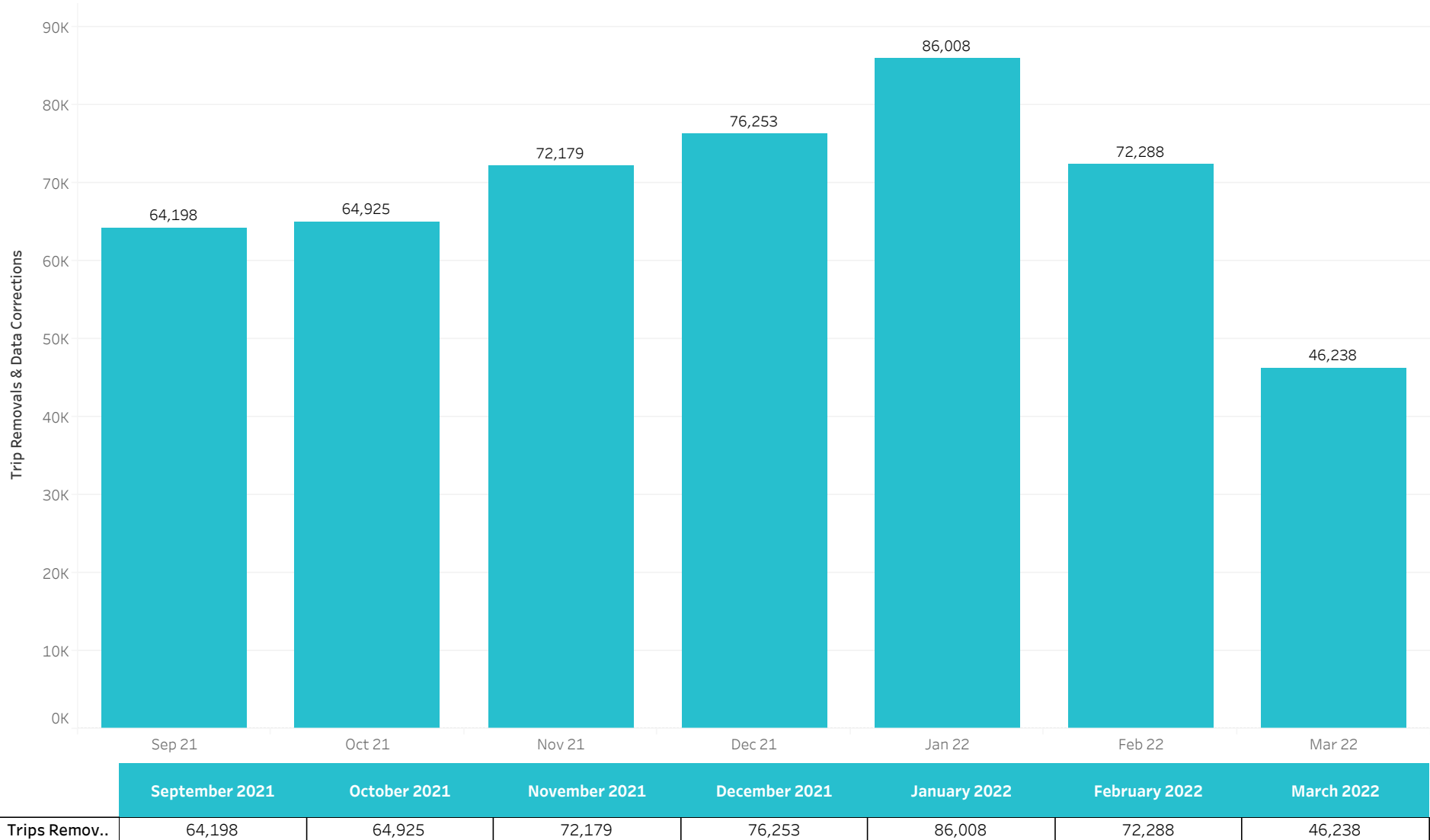
	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
COVID-19	37	12	11	61	76	14	4
Driver or Member Safety	60	73	42	47	256	264	97
Incorrect Information	488	535	512	462	444	503	716
Issue with Member's Equipment	25	32	33	36	19	18	25
Member Cancelled	6,486	6,618	6,406	6,832	7,356	6,592	6,986
Member is Ineligible		6	5	2	6		41
Member No Show	6,479	6,332	5,681	5,527	5,004	5,248	6,312
Other	2,354	2,097	1,988	2,170	3,169	2,155	1,841
Grand Total	15,929	15,705	14,678	15,137	16,330	14,794	16,022

*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

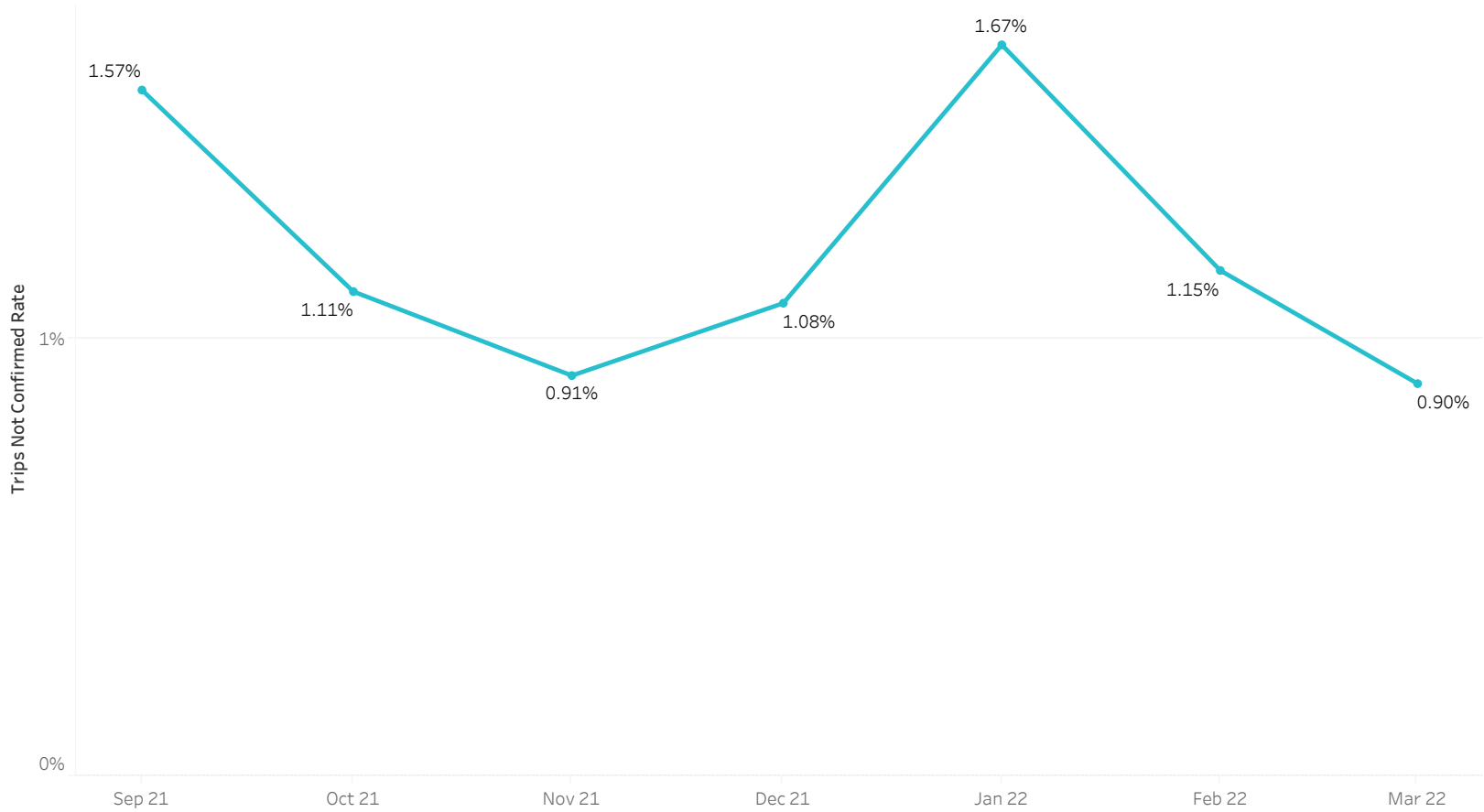
		Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Member No Show	Critical	1,616	1,656	1,826	1,947	1,742	1,886	2,529
	Non-Critical	7,201	7,706	7,106	7,274	6,902	7,159	9,101
Provider No Show	Critical	253	148	145	128	121	134	176
	Non-Critical	819	546	530	469	428	517	611
Trips Not Confirmed	Critical	536	429	395	365	424	413	475
	Non-Critical	1,246	861	656	902	1,313	840	758
Total Unfulfilled		11,671	11,346	10,658	11,085	10,930	10,949	13,650

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

Unfulfilled Trips by Mode Summary

		Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Member No Show	Ambulatory	8,343	8,857	8,505	8,829	8,282	8,724	11,188
	Bariatric Wheelchair	34	52	36	29	16	17	36
	Wheelchair	440	453	391	363	346	304	406
Provider No Show	Ambulatory	905	593	579	531	497	563	690
	Bariatric Wheelchair	21	15	13	11	3	8	11
	Wheelchair	146	86	83	55	49	80	86
Trips Not Confirmed	Ambulatory	1,499	1,068	863	1,123	1,566	1,065	1,026
	Bariatric Wheelchair	30	25	15	21	20	15	23
	Wheelchair	253	197	173	123	151	173	184
Total Unfulfilled		11,671	11,346	10,658	11,085	10,930	10,949	13,650

Unconfirmed Trips



	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Not Confirmed	1,782	1,290	1,051	1,267	1,737	1,253	1,233
Not Confirmed + Completed*	113,802	116,624	114,924	117,353	104,071	108,553	137,599
Not Confirmed Rate	1.57%	1.11%	0.91%	1.08%	1.67%	1.15%	0.90%

* 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 2022**

Veyo Healthcare Logistics

Total Complaints

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Completed Trips	173,166	179,810	177,726	184,962	142,283	140,165	177,558
Total Complaint Count	982	774	758	685	514	757	1,028
Complaint %	0.57%	0.43%	0.43%	0.37%	0.36%	0.54%	0.58%

Substantiated Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Completed Trips	173,166	179,810	177,726	184,962	142,283	140,165	177,558
Substantiated Complaints	224	142	113	92	53	104	120
Substantiated Complaint %	0.13%	0.08%	0.06%	0.05%	0.04%	0.07%	0.07%

Days To Resolve

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Grievance Count	982	774	758	685	514	757	1,028
Resolved Count	279	190	164	125	77	133	150
Avg. Time to Resolve (Days)	76.47	45.74	38.40	28.15	24.73	12.83	8.17

First Call Resolutions

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
First Call Resolutions	118	86	46	22	104	125	139

Complaints Category Summary

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Missed Pickup	108	65	50	40	19	28	39
Driver Issue	31	26	24	10	14	27	42
Safety Concern	13	12	16	21	14	26	21
Late Pickup	41	19	11	10	3	10	4
Late Pickup - B-Leg	19	11	8	4	2	7	7
Damage/Injury	1	3	2	1		2	5
Scheduling Error	4	3		2	1	1	1
Vehicle Issue	3			1	1	1	
Other	1	2		1		1	
Agent Issue	2	1		1			
Early Arrival	1		1			1	
Null			1				1

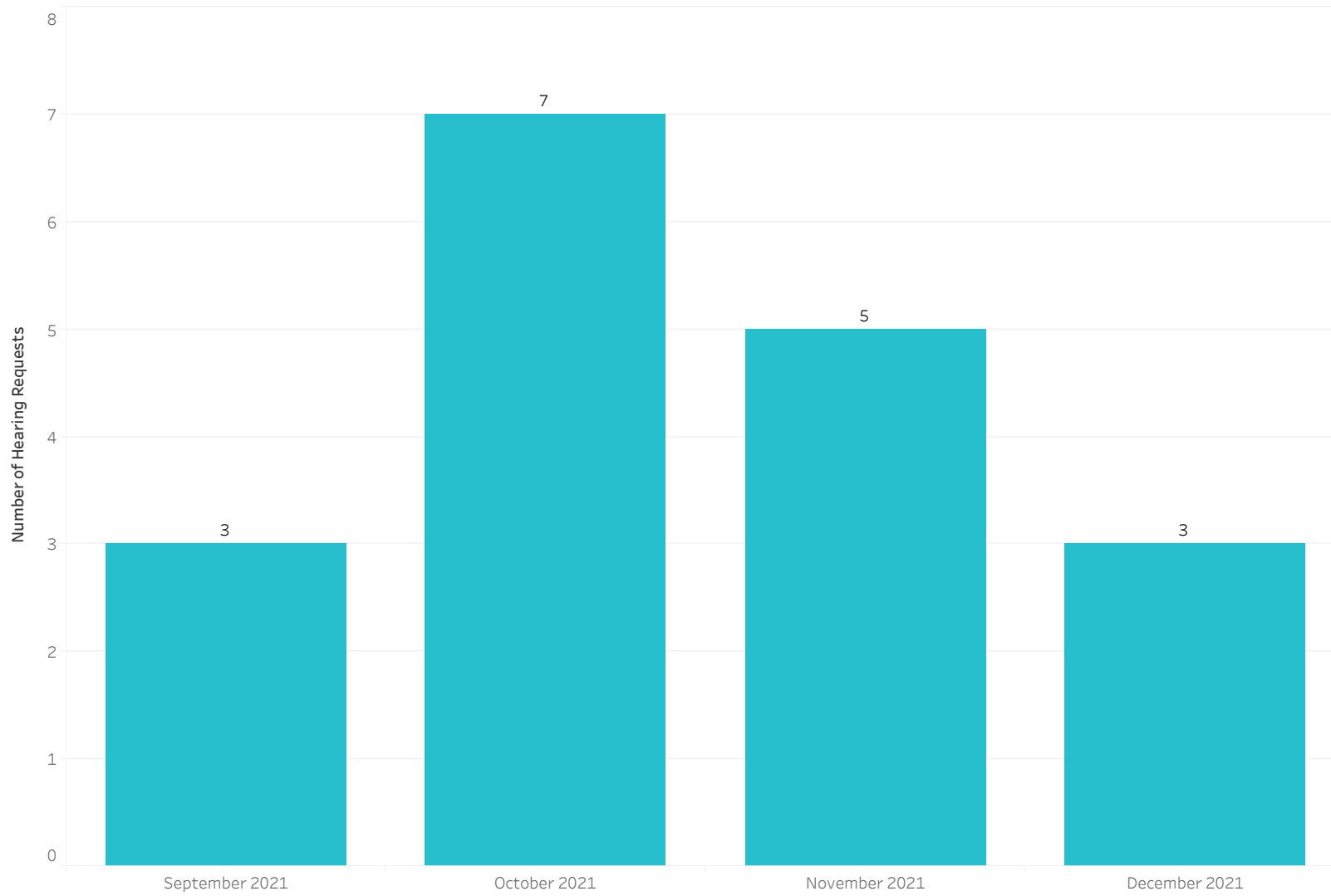
Denied Trip Requests

		Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Unique Requests	Unable to Verify Appointment	7	3	15	17	4	7	16
	Refuse Appropriate Mode	233	268	324	322	308	279	417
	Insufficient Advanced Notice	132	155	216	206	202	251	458
	Urban Mileage Limit	140	161	167	136	121	151	197
	Rural Mileage Limit	51	53	25	53	58	70	98
	Not Eligible For Service	6	4	9	20	23	21	34
	Refuse Closest Facility	30	23	30	36	31	40	47
	Not Medicaid Covered	5	3	7	3	6	7	9
	Too Many Passengers			1			1	1
	Doesn't meet transportation protocols					1		
	Total	578	650	761	756	716	784	1,202
Trips Under Recurring Schedule	Unable to Verify Appointment	263	278	247	214	187	144	180
	Refuse Appropriate Mode	16	19	12	14	21	14	24
	Insufficient Advanced Notice		1	2	1	1		2
	Urban Mileage Limit	8	4	10	13	5	14	15
	Rural Mileage Limit	3		4		4	3	6
	Not Eligible For Service	3	5	4	3	3	1	4
	Refuse Closest Facility	2			3	1		2
	Not Medicaid Covered	2			2	1	1	2
	Too Many Passengers	1						
	Total	298	307	279	249	220	177	234
Grand Total		871	957	1,028	997	934	957	1,433

Notice of Actions Issued

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Refuse Appropriate Mode	249	287	333	336	329	293	441
Insufficient Advanced Notice	132	156	217	207	203	251	460
Urban Mileage Limit	148	165	177	148	125	164	212
Unable to Verify Appointment	269	281	261	231	191	151	196
Rural Mileage Limit	54	53	29	53	62	73	104
Refuse Closest Facility	32	23	30	39	32	40	49
Not Eligible For Service	9	9	13	23	26	22	38
Not Medicaid Covered	7	3	7	5	7	8	11
Too Many Passengers	1		1			1	1
Doesn't meet transportation protocols					1		
Total	871	957	1,028	997	934	957	1,433

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.