



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **September 2022**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **September 2022**

Veyo Healthcare Logistics

## Call Center Summary (Business Hours)

October 20, 2022

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

## Call Count Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	66,909	54,116	56,810	55,274	52,213	61,899	59,468
Avg Daily Calls Received	2,909	2,577	2,582	2,512	2,486	2,691	2,703
Total Calls Answered	64,685	52,864	56,378	53,990	48,315	56,293	53,393
Answered %	96.7%	97.7%	99.2%	97.7%	92.5%	90.9%	89.8%

## Average Speed Of Answer Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	66,909	54,116	56,810	55,274	52,213	61,899	59,468
Avg Speed of Answer (seconds)	76.0	59.0	25.4	45.8	137.5	165.2	169.7

## Average Abandon Rate Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	66,909	54,116	56,810	55,274	52,213	61,899	59,468
Total Calls Abandoned	2,204	1,234	421	1,261	3,870	5,565	6,032
Abandon %	3.3%	2.3%	0.7%	2.3%	7.4%	9.0%	10.1%

## Average Handle Time Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Handle Time Minutes	319,498	250,447	258,682	258,522	233,987	285,507	266,072
Total Calls Answered	64,685	52,864	56,378	53,990	48,315	56,293	53,393
Avg Handle Time (minutes)	4.939	4.738	4.588	4.788	4.843	5.072	4.983

## Service Level Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Handled Within Service Level	55,542	46,956	54,065	50,092	36,069	38,609	36,944
Handled Outside Service Level	11,367	7,160	2,745	5,182	16,144	23,290	22,524
Total Calls Received	66,909	54,116	56,810	55,274	52,213	61,899	59,468
Service Level	83.0%	86.8%	95.2%	90.6%	69.1%	62.4%	62.1%

## 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)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	13,024	10,994	11,920	12,420	11,610	14,259	13,998
Avg Daily Calls Received	566	524	542	565	581	620	667
Total Calls Answered	12,463	10,627	11,785	11,987	10,474	12,802	12,404
Answered %	95.7%	96.7%	98.9%	96.5%	90.2%	89.8%	88.6%

## Average Speed Of Answer Summary (Facility)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	13,024	10,994	11,920	12,420	11,610	14,259	13,998
Avg Speed of Answer (seconds)	76.3	58.8	24.1	45.3	131.2	158.6	156.4

## Average Abandon Rate Summary (Facility)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	13,024	10,994	11,920	12,420	11,610	14,259	13,998
Total Calls Abandoned	561	367	135	433	1,136	1,457	1,594
Abandon %	4.3%	3.3%	1.1%	3.5%	9.8%	10.2%	11.4%

## Average Handle Time Summary (Facility)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Answered	12,463	10,627	11,785	11,987	10,474	12,802	12,404
Avg Handle Time (minutes)	5.5	5.2	5.0	5.1	5.1	5.2	5.3

## Service Level Summary (Facility)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Handled Within Service Level	10,703	9,455	11,374	11,125	7,971	8,940	8,935
Handled Outside Service Level	2,321	1,539	546	1,295	3,639	5,319	5,063
Total Calls Received	13,024	10,994	11,920	12,420	11,610	14,259	13,998
Service Level	82.2%	86.0%	95.4%	89.6%	68.7%	62.7%	63.8%

## 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)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	3,907	3,080	3,127	2,852	2,835	3,250	3,231
Avg Daily Calls Received	170	147	142	130	135	141	147
Total Calls Answered	3,804	3,029	3,110	2,832	2,711	2,990	2,913
Answered %	97.4%	98.3%	99.5%	99.3%	95.6%	92.0%	90.2%

## Average Speed Of Answer Summary (Spanish)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	3,907	3,080	3,127	2,852	2,835	3,250	3,231
Avg Speed of Answer (seconds)	42.2	39.5	22.6	16.5	90.2	113.0	113.0

## Average Abandon Rate Summary (Spanish)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Received	3,907	3,080	3,127	2,852	2,835	3,250	3,231
Total Calls Abandoned	101	51	16	19	122	254	315
Abandon %	2.6%	1.7%	0.5%	0.7%	4.3%	7.8%	9.7%

## Average Handle Time Summary (Spanish)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Total Calls Answered	3,804	3,029	3,110	2,832	2,711	2,990	2,913
Avg Handle Time (minutes)	4.1	4.0	4.1	3.9	4.6	4.5	4.5

## Service Level Summary (Spanish)

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Handled Within Service Level	3,519	2,801	3,008	2,786	2,201	2,334	2,226
Handled Outside Service Level	388	279	119	66	634	916	1,005
Total Calls Received	3,907	3,080	3,127	2,852	2,835	3,250	3,231
Service Level	90.1%	90.9%	96.2%	97.7%	77.6%	71.8%	68.9%



# Monthly Trip Report

Connecticut Medicaid

Reporting Period: **September 2022**

Veyo Healthcare Logistics

# Trip Executive Summary

## Completed Trip Count Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Completed Trips</b>	177,721	159,920	136,329	139,010	129,833	148,061	139,993

\* Includes Public Transit and Mileage Reimbursement

## On Time % Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>A Leg</b>	92.35%	93.00%	92.20%	92.34%	92.24%	89.78%	88.87%
<b>B Leg</b>	97.72%	98.24%	97.95%	97.72%	97.82%	96.33%	96.06%
<b>Both Legs</b>	<b>94.82%</b>	<b>95.41%</b>	<b>94.86%</b>	<b>94.85%</b>	<b>94.82%</b>	<b>92.80%</b>	<b>92.19%</b>

\* 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

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Member No-Show Count</b>	11,643	10,202	10,229	20,792	15,085	11,340	11,780
<b>No-Shows + Completed*</b>	148,057	137,185	139,285	152,301	138,695	152,622	146,316
<b>Member No-Show Rate</b>	7.86%	7.44%	7.34%	13.65%	10.88%	7.43%	8.05%

\* Excludes Public Transit and Mileage Reimbursement

## Booked Trip Count Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Total Trips Booked</b>	275,974	244,118	230,421	226,491	203,813	222,357	212,386

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Total Mileage</b>	1,379,944	1,274,821	1,210,502	1,278,051	1,202,035	1,351,672	1,258,606
<b>Avg. Mileage</b>	7.76	7.97	8.88	9.19	9.26	9.13	8.99

### Trip % Distance Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>0-10 Miles</b>	75.06%	74.17%	69.38%	68.29%	67.87%	68.00%	68.17%
<b>10-20 Miles</b>	16.44%	16.97%	20.26%	20.60%	21.02%	21.57%	21.64%
<b>20-30 Miles</b>	5.56%	5.71%	6.77%	7.13%	7.19%	6.73%	6.75%
<b>30-40 Miles</b>	1.58%	1.73%	1.97%	2.19%	2.21%	2.07%	1.91%
<b>40-50 Miles</b>	0.69%	0.74%	0.84%	0.93%	0.87%	0.85%	0.86%
<b>50+ Miles</b>	0.67%	0.68%	0.78%	0.86%	0.83%	0.79%	0.68%

### Completed Trips by Mode

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Ambulatory</b>	112,335	104,604	106,145	107,730	101,563	117,411	111,580
<b>Mileage Reimbursement</b>	5,672	5,711	5,549	6,059	5,859	6,475	5,334
<b>Public Transit</b>	35,663	27,288	1,755	1,493	402	329	179
<b>Wheelchair</b>	24,044	22,313	22,872	23,724	22,007	23,843	22,899

### Members with Completed Trips Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Completed Trips</b>	15,486	14,300	13,889	14,291	13,514	14,556	14,375

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Drug Rehabilitation	68,792	64,259	52,776	53,413	53,003	60,701	57,085
Specialist	26,655	23,010	22,278	23,166	20,742	23,263	22,735
Behavioral Health	32,094	27,923	17,306	17,479	14,107	17,810	16,480
Dialysis	18,684	18,348	18,235	18,314	17,877	18,971	18,206
Urgent Care	8,687	7,789	7,934	8,435	7,699	8,306	7,638
PCP	5,795	4,531	4,521	4,478	4,091	4,577	4,458
Physical Therapy	5,179	4,519	4,019	4,204	3,565	4,417	4,028
Surgery	1,633	1,366	1,631	1,881	1,799	1,927	1,770
Psychiatric Services	2,836	1,755	1,315	1,356	1,208	1,614	1,546
Dental	1,755	1,430	1,431	1,478	1,359	1,573	1,511
Chemotherapy	1,277	1,073	1,167	1,182	1,021	1,222	1,197
Counselor	1,606	1,459	1,217	1,107	945	969	733
Vision	945	837	830	821	822	938	936
Lab	856	746	858	757	766	836	793
Chiropractic	301	301	228	271	249	241	191
Occupational Therapy	145	134	154	204	155	231	241
Speech Therapy	143	88	116	139	164	149	156
COVID-19 Testing - Standalone	56	66	66	99	80	94	85
Development Therapy	58	80	81	95	74	62	52
Audiology	112	83	60	38	34	42	55
COVID-19 Vaccine - Drop Off	90	96	50	43	38	48	32
MFP (Data Entry Only)	35	66	39	55	40	28	57
COVID-19	11	19	49	31	27	54	52
COVID-19 Testing - Drive Thru	11	8	7	19	8	16	13

# Transportation Provider Summary

Number of Providers

Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
79	80	86	87	87	88	85

Provider No-Show Count

Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
764	564	572	519	445	633	566

Provider Mix Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
CONTRACTED PROVIDERS	85,406	80,537	82,255	85,765	78,492	88,532	84,664
VEYO INDEPENDENT DRIVERS	41,573	38,346	38,766	38,980	39,520	46,095	42,513
PUBLIC TRANSIT	35,663	27,288	1,755	1,493	402	329	179
MILEAGE REIMBURSEMENT	5,672	5,711	5,549	6,059	5,859	6,475	5,334

\*Excludes Public Transit and Mileage Reimbursement

## Trip Cancellations Call Center Source

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Approval Response Not Received		1					
COVID-19	720	262	557	600	286	554	534
Driver or Member Safety	19	9	15	19	61	54	51
Facility Cancelled	14,848	16,260	15,550	13,310	11,971	12,292	12,377
Inadequate Capacity					1	1	
Incorrect Information	19,099	18,872	16,146	14,472	14,687	15,390	20,805
Insufficient Advanced Notice	895	1,004	1,092	1,255	1,173	1,477	1,541
Issue with Member's Equipment	81	41	6	8	6	7	16
Member Cancelled	29,027	26,968	26,770	24,242	24,049	28,165	28,225
Member is Ineligible	655	692	538	407	527	490	583
Member No Show	5,321	4,637	4,491	16,072	9,796	4,686	5,612
Not Eligible For Service	80	57	72	87	38	17	62
Not Finalized	3,558	3,010	3,003	3,020	4,222	2,945	2,075
Not Medicaid Covered	36	40	30	9	53	128	67
Other	9,102	7,463	8,763	8,800	7,095	6,099	7,687
Parcel returned to Veyo after fulfillment		2					
Provider No Show	787	580	599	553	461	657	600
Refuse Appropriate Mode	690	780	804	776	708	854	899
Refuse Closest Facility	97	72	64	88	91	81	130
Rural Mileage Limit	217	152	135	145	97	127	187
SMS	6,027	5,570	5,854	5,583	5,791	6,755	6,507
System Error	29	17	34	26	87	101	39
Too Many Passengers	1	2				2	4
Unable to Verify Appointment	3,960	4,388	3,824	3,194	2,111	1,878	2,619
Urban Mileage Limit	489	478	559	523	519	661	733
Veyo Operations Cancelled	2	617	1,346	478	3,102	51	2,376
<b>Grand Total</b>	<b>95,740</b>	<b>91,974</b>	<b>90,252</b>	<b>93,667</b>	<b>86,932</b>	<b>83,472</b>	<b>93,729</b>

## Same Day Cancellation Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Cancelled Trips</b>	24,142	21,729	21,935	17,364	19,269	20,499	16,870
<b>Cancelled + Completed*</b>	160,528	148,650	150,960	148,822	142,841	161,756	151,350
<b>Cancellation Rate</b>	15.04%	14.62%	14.53%	11.67%	13.49%	12.67%	11.15%

\*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

October 20, 2022

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
COVID-19	4	8	17	9	6	4	8
Driver or Member Safety	98	80	77	57	71	69	72
Incorrect Information	718	426	295	230	279	319	281
Issue with Member's Equipment	25	39	38	45	32	31	21
Member Cancelled	6,991	6,504	6,860	5,960	6,368	7,527	6,948
Member is Ineligible	41	8	89	93	131	90	55
Member No Show	6,322	5,565	5,738	4,720	5,289	6,654	6,168
Other	1,843	3,136	3,373	2,403	1,847	2,158	2,657
<b>Grand Total</b>	<b>16,042</b>	<b>15,766</b>	<b>16,487</b>	<b>13,517</b>	<b>14,023</b>	<b>16,852</b>	<b>16,210</b>

\*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

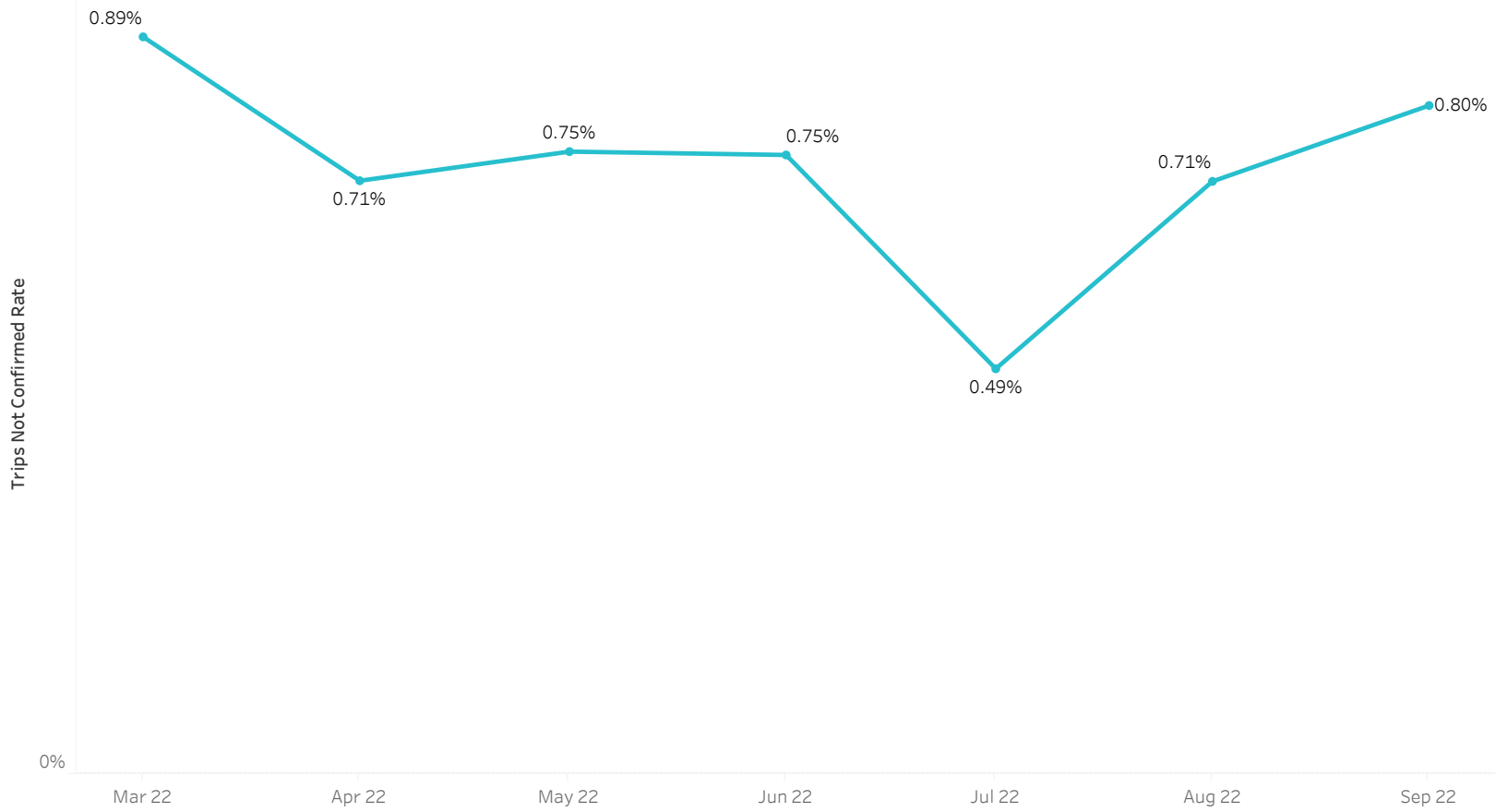
		Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Member No Show	Critical	2,534	2,199	2,195	3,401	2,738	2,139	2,180
	Non-Critical	9,109	8,003	8,034	17,391	12,347	9,201	9,600
Provider No Show	Critical	176	158	159	130	93	147	161
	Non-Critical	611	422	440	423	368	510	439
Trips Not Confirmed	Critical	473	366	449	362	262	356	391
	Non-Critical	748	547	525	625	344	659	700
<b>Total Unfulfilled</b>		<b>13,651</b>	<b>11,695</b>	<b>11,802</b>	<b>22,332</b>	<b>16,152</b>	<b>13,012</b>	<b>13,471</b>

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

## Unfulfilled Trips by Mode Summary

		Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Member No Show	Ambulatory	11,200	9,773	9,781	19,426	14,159	10,778	11,241
	Bariatric Wheelchair	36	27	26	122	79	67	93
	Wheelchair	407	402	422	1,244	847	495	446
Provider No Show	Ambulatory	690	478	512	455	375	528	498
	Bariatric Wheelchair	11	13	5	10	10	19	5
	Wheelchair	86	89	82	88	76	110	97
Trips Not Confirmed	Ambulatory	1,014	726	809	866	514	873	957
	Bariatric Wheelchair	23	19	11	5	15	14	8
	Wheelchair	184	168	154	116	77	128	126
<b>Total Unfulfilled</b>		<b>13,651</b>	<b>11,695</b>	<b>11,802</b>	<b>22,332</b>	<b>16,152</b>	<b>13,012</b>	<b>13,471</b>

# Unconfirmed Trips



	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
<b>Not Confirmed</b>	1,221	913	974	987	606	1,015	1,091
<b>Not Confirmed + Completed*</b>	137,600	127,830	129,991	132,441	124,176	142,269	135,570
<b>Not Confirmed Rate</b>	0.89%	0.71%	0.75%	0.75%	0.49%	0.71%	0.80%

\* 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: **September 2022**

Veyo Healthcare Logistics



# Total Complaints

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Completed Trips	177,721	159,920	136,329	139,010	129,833	148,061	139,993
Total Complaint Count	1,010	680	623	540	516	671	686
Complaint %	0.57%	0.43%	0.46%	0.39%	0.40%	0.45%	0.49%

## Substantiated Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Completed Trips	177,721	159,920	136,329	139,010	129,833	148,061	139,993
Substantiated Complaints	583	355	321	299	171	139	154
Substantiated Complaint %	0.33%	0.22%	0.24%	0.22%	0.13%	0.09%	0.11%

## Days To Resolve

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Grievance Count	1,010	680	623	540	516	671	686
Resolved Count	846	526	470	431	219	179	196
Avg. Time to Resolve (Days)	147.80	120.85	103.49	82.29	46.36	26.78	11.08

## First Call Resolutions

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
First Call Resolutions	127	87	84	73	98	114	135

## Complaints Category Summary

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Missed Pickup	286	166	119	145	66	46	59
Late Pickup	101	62	66	48	27	18	22
Driver Issue	57	51	54	45	42	35	27
Late Pickup - B-Leg	78	32	40	25	13	12	10
Safety Concern	21	25	23	15	15	22	26
Scheduling Error	12	6	7	7	1	1	1
Early Arrival	9	4	2	2		1	
Technical Issue	2	3	3	7	1		1
Agent Issue	6	3		3	1		2
Damage/Injury	5		1		2	1	3
Other	1	1	2	1	2	2	1
Null	4	1	3	1			
Vehicle Issue	1	1	1		1	1	2

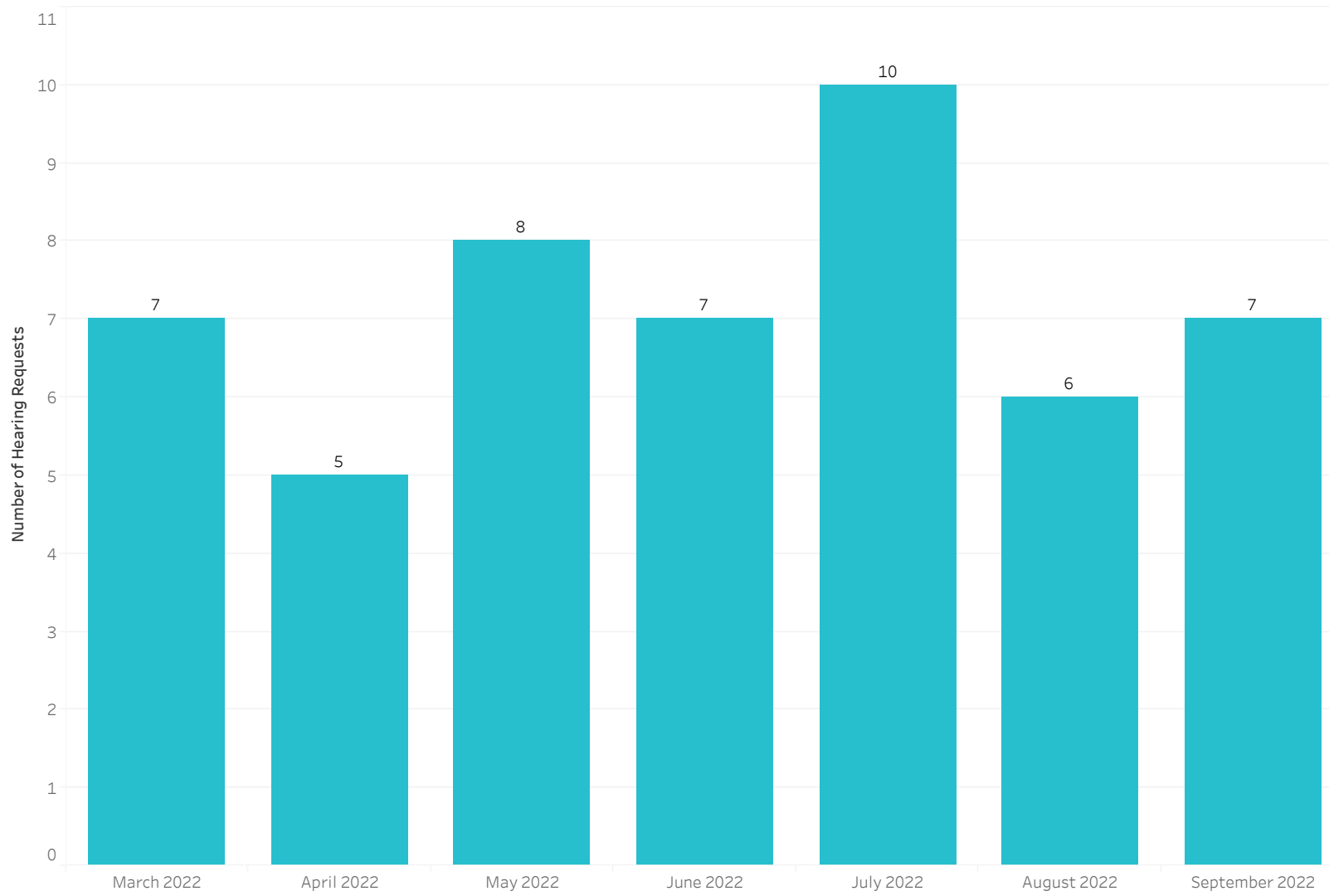
## Denied Trip Requests

		Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Unique Requests	Unable to Verify Appointment	16	21	28	26	39	11	9
	Insufficient Advanced Notice	458	515	548	615	575	723	737
	Refuse Appropriate Mode	417	425	436	433	377	458	479
	Urban Mileage Limit	197	213	257	242	225	292	336
	Rural Mileage Limit	98	70	67	71	48	62	86
	Refuse Closest Facility	47	35	31	43	45	37	44
	Not Eligible For Service	34	21	33	34	15	9	33
	Not Medicaid Covered	9	8	14	5	7	14	13
	Too Many Passengers	1	1				1	2
	Approval Response Not Received		1					
<b>Total</b>	<b>1,202</b>	<b>1,224</b>	<b>1,311</b>	<b>1,376</b>	<b>1,256</b>	<b>1,501</b>	<b>1,611</b>	
Trips Under Recurring Schedule	Unable to Verify Appointment	180	165	185	161	127	97	98
	Insufficient Advanced Notice	2			1	1	2	2
	Refuse Appropriate Mode	24	25	31	18	16	19	34
	Urban Mileage Limit	15	15	7	11	11	14	9
	Rural Mileage Limit	6	5	3	1	1		2
	Refuse Closest Facility	2		1	2	1	1	5
	Not Eligible For Service	4	4	4	2	1		1
	Not Medicaid Covered	2	2			3	5	3
<b>Total</b>	<b>234</b>	<b>216</b>	<b>229</b>	<b>196</b>	<b>160</b>	<b>136</b>	<b>152</b>	
<b>Grand Total</b>	<b>1,433</b>	<b>1,429</b>	<b>1,524</b>	<b>1,562</b>	<b>1,410</b>	<b>1,633</b>	<b>1,750</b>	

## Notice of Actions Issued

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Insufficient Advanced Notice	460	515	548	616	576	725	739
Refuse Appropriate Mode	441	448	463	448	393	477	510
Urban Mileage Limit	212	227	264	253	235	305	344
Unable to Verify Appointment	196	186	212	187	166	108	107
Rural Mileage Limit	104	75	70	72	49	62	88
Refuse Closest Facility	49	35	32	45	45	38	49
Not Eligible For Service	38	25	37	35	16	9	34
Not Medicaid Covered	11	10	14	5	10	19	16
Too Many Passengers	1	1				1	2
Approval Response Not Received		1					
<b>Total</b>	<b>1,433</b>	<b>1,429</b>	<b>1,524</b>	<b>1,562</b>	<b>1,410</b>	<b>1,633</b>	<b>1,750</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.