



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **December 2021**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **December 2021**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

January 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

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	52,067	52,907	55,914	55,955	54,068	55,417	53,818
Avg Daily Calls Received	2,367	2,405	2,542	2,543	2,575	2,519	2,340
Total Calls Answered	50,828	50,948	53,613	53,316	50,595	50,975	51,733
Answered %	97.6%	96.3%	95.9%	95.3%	93.6%	92.0%	96.1%

Average Speed Of Answer Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	52,067	52,907	55,914	55,955	54,068	55,417	53,818
Avg Speed of Answer (seconds)	51.9	70.3	82.7	91.1	121.6	159.4	101.0

Average Abandon Rate Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	52,067	52,907	55,914	55,955	54,068	55,417	53,818
Total Calls Abandoned	1,215	1,929	2,266	2,620	3,431	4,405	2,059
Abandon %	2.3%	3.6%	4.1%	4.7%	6.3%	7.9%	3.8%

Average Handle Time Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Handle Time Minutes	237,064	236,834	253,553	258,630	246,583	244,195	247,684
Total Calls Answered	50,828	50,948	53,613	53,316	50,595	50,975	51,733
Avg Handle Time (minutes)	4.664	4.649	4.729	4.851	4.874	4.790	4.788

Service Level Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Handled Within Service Level	45,791	44,261	45,031	44,723	39,740	36,614	40,665
Handled Outside Service Level	6,276	8,646	10,883	11,232	14,328	18,803	13,153
Total Calls Received	52,067	52,907	55,914	55,955	54,068	55,417	53,818
Service Level	87.9%	83.7%	80.5%	79.9%	73.5%	66.1%	75.6%

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)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	8,728	9,044	10,050	10,232	10,029	10,225	10,134
Avg Daily Calls Received	397	431	457	465	478	487	461
Total Calls Answered	8,451	8,641	9,488	9,613	9,245	9,186	9,634
Answered %	96.8%	95.5%	94.4%	94.0%	92.2%	89.8%	95.1%

Average Speed Of Answer Summary (Facility)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	8,728	9,044	10,050	10,232	10,029	10,225	10,134
Avg Speed of Answer (seconds)	50.5	68.9	82.0	89.9	123.2	159.2	101.7

Average Abandon Rate Summary (Facility)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	8,728	9,044	10,050	10,232	10,029	10,225	10,134
Total Calls Abandoned	277	403	562	619	784	1,039	500
Abandon %	3.2%	4.5%	5.6%	6.0%	7.8%	10.2%	4.9%

Average Handle Time Summary (Facility)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Answered	8,451	8,641	9,488	9,613	9,245	9,186	9,634
Avg Handle Time (minutes)	5.2	5.2	5.3	5.5	5.4	5.5	5.4

Service Level Summary (Facility)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Handled Within Service Level	7,630	7,532	7,997	8,101	7,271	6,623	7,573
Handled Outside Service Level	1,098	1,512	2,053	2,131	2,758	3,602	2,561
Total Calls Received	8,728	9,044	10,050	10,232	10,029	10,225	10,134
Service Level	87.4%	83.3%	79.6%	79.2%	72.5%	64.8%	74.7%

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)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	2,772	2,723	2,792	3,076	2,982	3,377	3,230
Avg Daily Calls Received	126	124	127	140	142	154	140
Total Calls Answered	2,734	2,652	2,735	2,991	2,907	3,059	3,151
Answered %	98.6%	97.4%	98.0%	97.2%	97.5%	90.6%	97.6%

Average Speed Of Answer Summary (Spanish)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	2,772	2,723	2,792	3,076	2,982	3,377	3,230
Avg Speed of Answer (seconds)	41.3	44.2	51.1	54.2	57.4	113.9	56.8

Average Abandon Rate Summary (Spanish)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Received	2,772	2,723	2,792	3,076	2,982	3,377	3,230
Total Calls Abandoned	38	66	55	84	70	316	77
Abandon %	1.4%	2.4%	2.0%	2.7%	2.3%	9.4%	2.4%

Average Handle Time Summary (Spanish)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Calls Answered	2,734	2,652	2,735	2,991	2,907	3,059	3,151
Avg Handle Time (minutes)	4.3	4.1	4.1	4.1	4.0	3.9	3.6

Service Level Summary (Spanish)

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Handled Within Service Level	2,583	2,430	2,461	2,653	2,593	2,399	2,850
Handled Outside Service Level	189	293	331	423	389	978	380
Total Calls Received	2,772	2,723	2,792	3,076	2,982	3,377	3,230
Service Level	93.2%	89.2%	88.1%	86.2%	87.0%	71.0%	88.2%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **December 2021**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Completed Trips	180,408	168,487	171,516	173,166	179,808	177,710	184,789

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
A Leg	90.40%	90.05%	90.41%	90.61%	91.49%	91.75%	90.91%
B Leg	96.63%	96.61%	96.60%	96.87%	97.28%	97.01%	96.77%
Both Legs	93.32%	93.12%	93.31%	93.53%	94.18%	94.19%	93.61%

* 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

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Member No-Show Count	10,848	11,212	9,244	8,817	9,362	8,932	9,221
No-Shows + Completed*	119,156	120,830	120,502	120,868	124,737	122,842	125,333
Member No-Show Rate	9.10%	9.28%	7.67%	7.29%	7.51%	7.27%	7.36%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Trips Booked	243,156	238,713	242,701	242,704	250,666	252,416	265,849

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Total Mileage	1,275,175	1,233,657	1,248,813	1,246,071	1,285,035	1,264,024	1,291,664
Avg. Mileage	7.07	7.32	7.28	7.20	7.15	7.11	6.99

Trip % Distance Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
0-10 Miles	78.82%	77.68%	77.83%	77.65%	77.83%	78.09%	78.62%
10-20 Miles	13.46%	14.10%	14.49%	14.88%	14.60%	14.42%	14.03%
20-30 Miles	5.23%	5.43%	4.80%	4.79%	5.00%	4.99%	4.96%
30-40 Miles	1.32%	1.50%	1.60%	1.53%	1.48%	1.34%	1.30%
40-50 Miles	0.64%	0.74%	0.75%	0.68%	0.66%	0.66%	0.60%
50+ Miles	0.53%	0.56%	0.54%	0.48%	0.45%	0.49%	0.49%

Completed Trips by Mode

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Ambulatory	87,184	88,320	90,004	91,085	93,957	92,319	95,211
Mileage Reimbursement	4,816	4,846	4,924	4,826	5,335	5,303	5,253
Public Transit	67,281	54,050	55,375	56,308	59,136	58,533	63,450
Wheelchair	21,088	21,262	21,205	20,935	21,375	21,551	20,873

Members with Completed Trips Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Completed Trips	14,539	13,911	14,313	14,516	14,765	14,907	14,482

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Drug Rehabilitation	71,705	68,171	65,480	65,836	68,380	67,621	72,758
Behavioral Health	37,470	32,329	36,253	38,412	40,448	40,310	44,273
Specialist	22,515	22,064	23,341	23,989	24,656	24,273	23,478
Dialysis	17,455	18,004	17,385	17,201	17,676	17,849	17,824
Urgent Care	8,497	7,857	7,447	6,853	7,383	7,178	7,012
PCP	4,961	4,699	4,960	4,735	4,923	4,671	4,374
Physical Therapy	4,691	3,831	4,430	4,421	4,153	4,148	4,283
Psychiatric Services	2,712	2,782	3,505	3,026	3,346	3,275	2,577
Counselor	3,178	2,411	2,090	1,916	1,962	1,861	1,963
Dental	1,421	1,335	1,440	1,485	1,477	1,466	1,360
Surgery	1,407	1,239	1,442	1,321	1,431	1,255	1,191
Chemotherapy	1,112	1,009	1,042	1,134	1,259	1,136	1,163
Vision	915	947	898	1,006	956	907	756
Lab	973	886	825	865	833	637	640
Chiropractic	359	211	230	289	271	382	301
Occupational Therapy	227	179	145	188	210	195	188
COVID-19 Vaccine - Drop Off	303	157	135	115	100	211	250
Speech Therapy	141	144	123	139	117	105	138
Development Therapy	225	109	129	99	62	71	111
COVID-19 Testing - Standalone	56	56	101	49	77	73	62
Audiology	37	30	76	53	65	64	36
MFP (Data Entry Only)	36	46	49	31	43	40	28
COVID-19	28	27	27	24	13	6	32
COVID-19 Testing - Drive Thru	20	10	12	10	10	16	19

Transportation Provider Summary

Number of Providers

Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
80	80	79	81	78	78	79

Provider No-Show Count

Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
1,148	1,157	881	1,019	639	651	576

Provider Mix Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
CONTRACTED PROVIDERS	80,993	79,695	77,921	77,524	77,439	75,575	76,080
PUBLIC TRANSIT	67,281	54,050	55,375	56,308	59,136	58,533	63,450
VEYO INDEPENDENT DRIVERS	26,495	28,248	30,425	29,961	32,154	32,667	33,473
MILEAGE REIMBURSEMENT	4,816	4,846	4,924	4,826	5,335	5,303	5,253

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

January 20, 2022

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
COVID-19	198	59	37	128	194	220	382
Driver or Member Safety	22	10	5	6	8	12	10
Facility Cancelled	11,446	11,192	10,500	11,830	11,120	12,482	13,711
Incorrect Information	13,258	14,852	14,106	15,365	13,722	14,160	14,508
Insufficient Advanced Notice	274	208	253	252	298	447	451
Issue with Member's Equipment	4	13	8	8	4	18	14
Member Cancelled	32,962	28,606	28,160	27,353	25,940	27,177	28,052
Member is Ineligible	246	406	591	234	109	92	243
Member No Show	4,456	4,752	2,613	2,338	3,030	3,251	3,694
Not Eligible For Service	4	74	79	67	61	92	43
Not Finalized	3,894	3,179	3,212	3,424	2,615	2,748	3,458
Not Medicaid Covered	6	81	173	63	6	14	12
Other	8,637	9,853	7,517	6,503	6,358	8,154	10,963
Parcel returned to Veyo after fulfillment				2	2		
Provider No Show	1,269	1,224	971	1,072	694	675	597
Refuse Appropriate Mode	277	302	328	371	491	583	616
Refuse Closest Facility	23	29	45	64	44	57	78
Rural Mileage Limit	76	80	113	111	105	58	101
SMS	3,485	2,964	3,458	3,795	4,543	4,683	5,536
System Error			7	8	15	20	30
Too Many Passengers		2	34	44		1	
Unable to Verify Appointment	760	5,310	5,843	5,356	6,651	6,171	5,092
Urban Mileage Limit	336	308	352	307	335	367	310
Veyo Operations Cancelled	9	217	11	47	49	4,037	1,268
Grand Total	81,642	83,721	78,416	78,748	76,394	85,519	89,169

Same Day Cancellation Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Cancelled Trips	40,006	35,794	37,002	36,072	34,564	34,766	38,989
Cancelled + Completed*	148,317	145,385	148,219	148,104	149,901	148,640	155,075
Cancellation Rate	26.97%	24.62%	24.96%	24.36%	23.06%	23.39%	25.14%

*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

January 20, 2022

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
COVID-19	1	1	21	37	12	11	61
Driver or Member Safety	63	54	58	60	73	42	47
Incorrect Information	513	440	439	488	535	512	462
Issue with Member's Equipment	22	28	30	25	32	33	36
Member Cancelled	6,105	6,269	6,953	6,486	6,618	6,406	6,832
Member is Ineligible	38	12	30		6	5	2
Member No Show	6,392	6,460	6,631	6,479	6,332	5,681	5,527
Other	2,173	2,374	2,214	2,354	2,097	1,988	2,170
Grand Total	15,307	15,638	16,376	15,929	15,705	14,678	15,137

*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

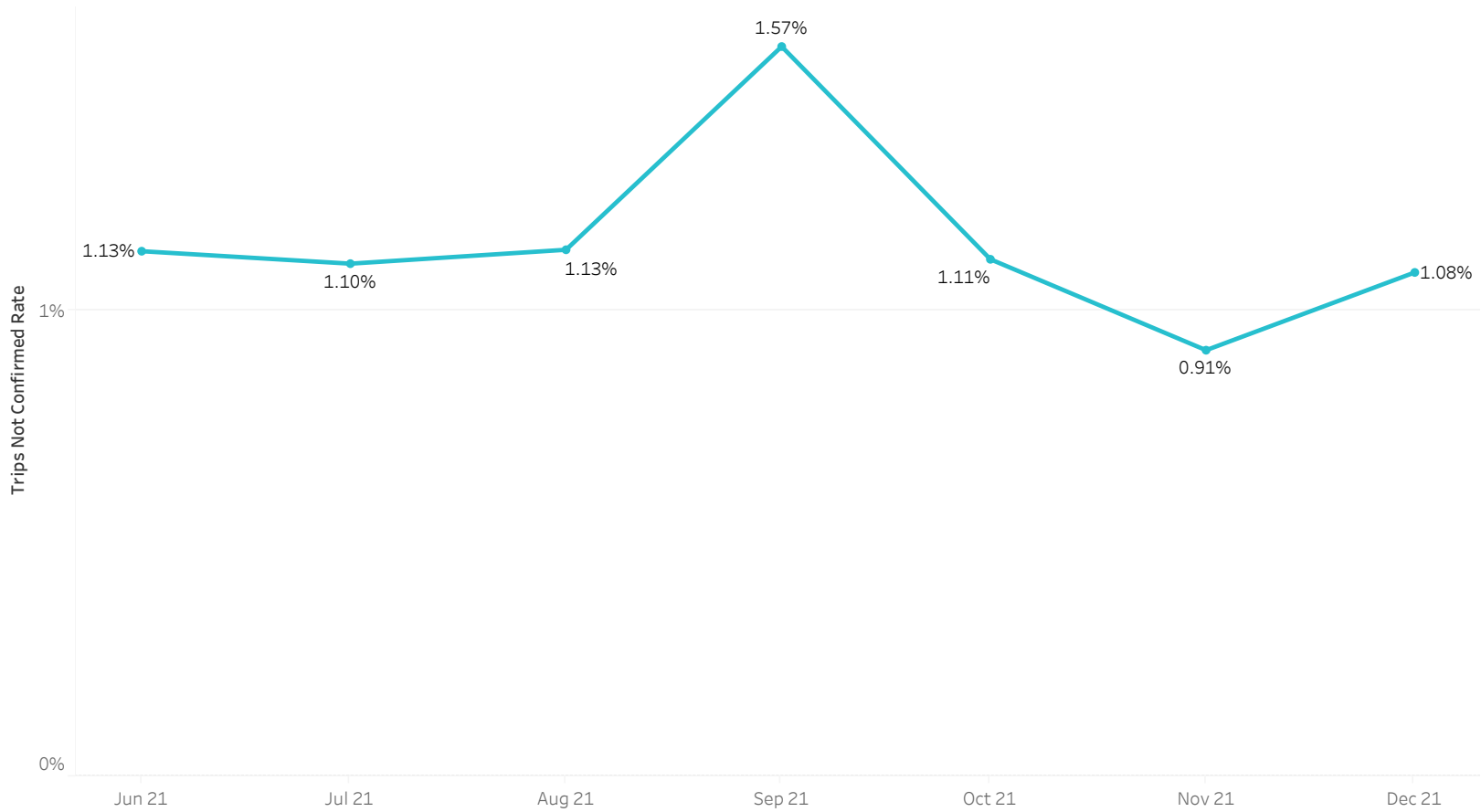
		Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Member No Show	Critical	1,725	1,855	1,671	1,616	1,656	1,826	1,947
	Non-Critical	9,123	9,357	7,573	7,201	7,706	7,106	7,274
Provider No Show	Critical	370	279	180	253	148	145	128
	Non-Critical	899	945	791	819	546	530	469
Trips Not Confirmed	Critical	414	424	399	536	433	395	365
	Non-Critical	820	795	872	1,246	861	656	904
Total Unfulfilled		13,351	13,655	11,486	11,671	11,350	10,658	11,087

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

Unfulfilled Trips by Mode Summary

		Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Member No Show	Ambulatory	10,343	10,712	8,708	8,343	8,857	8,505	8,829
	Bariatric Wheelchair	24	28	36	34	52	36	29
	Wheelchair	481	472	500	440	453	391	363
Provider No Show	Ambulatory	1,176	1,090	865	905	593	579	531
	Bariatric Wheelchair	14	6	8	21	15	13	11
	Wheelchair	79	128	98	146	86	83	55
Trips Not Confirmed	Ambulatory	1,060	1,005	1,089	1,499	1,068	863	1,125
	Bariatric Wheelchair	33	20	18	30	29	15	21
	Wheelchair	141	194	164	253	197	173	123
Total Unfulfilled		13,351	13,655	11,486	11,671	11,350	10,658	11,087

Unconfirmed Trips



	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Not Confirmed	1,234	1,219	1,271	1,782	1,294	1,051	1,269
Not Confirmed + Completed*	109,508	110,802	112,480	113,802	116,626	114,922	117,354
Not Confirmed Rate	1.13%	1.10%	1.13%	1.57%	1.11%	0.91%	1.08%

* 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: **December 2021**

Veyo Healthcare Logistics

Total Complaints

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Completed Trips	180,408	168,487	171,516	173,166	179,808	177,710	184,789
Total Complaint Count	983	944	955	981	775	760	687
Complaint %	0.54%	0.56%	0.56%	0.57%	0.43%	0.43%	0.37%

Substantiated Summary

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Completed Trips	180,408	168,487	171,516	173,166	179,808	177,710	184,789
Substantiated Complaints	262	166	142	162	114	91	67
Substantiated Complaint %	0.15%	0.10%	0.08%	0.09%	0.06%	0.05%	0.04%

Days To Resolve

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Grievance Count	983	944	955	981	775	760	687
Resolved Count	344	226	190	208	152	128	93
Avg. Time to Resolve (Days)	112.11	70.62	51.46	36.81	21.76	16.47	8.83

First Call Resolutions

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
First Call Resolutions	209	139	123	118	85	46	22

Complaints Category Summary

	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022
Missed Pickup		112	73	65	76	49	34	21	
Driver Issue		39	20	14	28	23	24	8	
Late Pickup		45	28	19	22	11	7	7	
Safety Concern	1	14	20	22	13	12	16	21	1
Late Pickup - B-Leg		32	10	15	12	10	6	3	
Other		8	5	3	1	2		1	
Damage/Injury		7	2	1	1	3	2	1	
Scheduling Error			5	2	4	3		2	
Agent Issue		1	1	1	1	1		1	
Early Arrival		3	1		1		1		
Vehicle Issue			1		3			1	
Null							1		

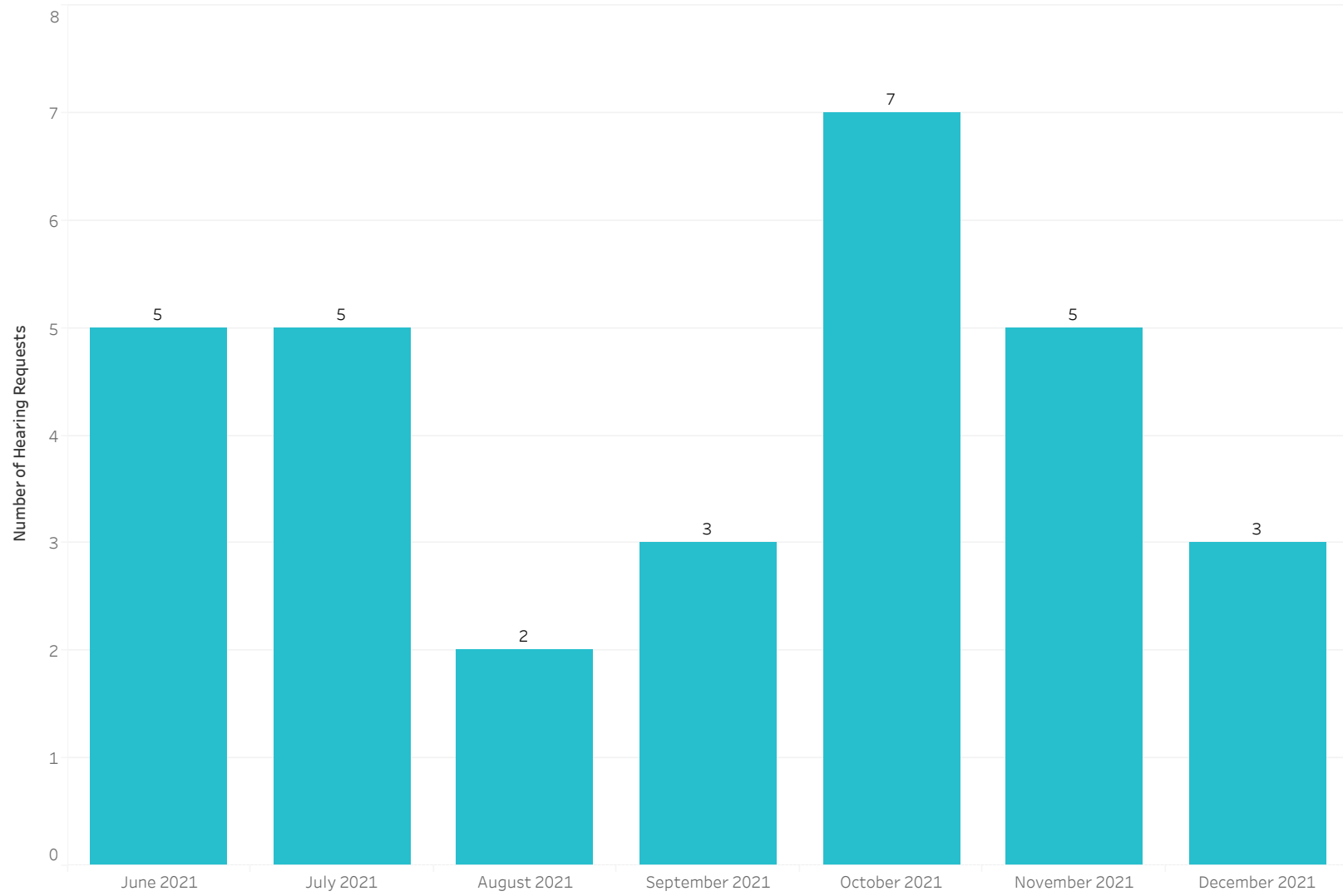
Denied Trip Requests

		Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Unique Requests	Unable to Verify Appointment	10	8	8	7	3	15	17
	Refuse Appropriate Mode	196	194	212	233	268	324	322
	Urban Mileage Limit	156	138	166	140	161	167	136
	Insufficient Advanced Notice	135	105	135	132	155	216	206
	Not Eligible For Service	2	7	6	6	4	9	20
	Rural Mileage Limit	38	34	31	51	53	25	53
	Not Medicaid Covered	2	6	4	5	3	7	3
	Refuse Closest Facility	12	15	19	30	23	30	36
	Too Many Passengers		1				1	
	Total	533	492	560	578	650	761	756
Trips Under Recurring Schedule	Unable to Verify Appointment	91	188	280	263	278	247	214
	Refuse Appropriate Mode	15	15	14	16	19	12	14
	Urban Mileage Limit	14	14	10	8	4	10	13
	Insufficient Advanced Notice	3	1			1	2	1
	Not Eligible For Service	1	5	8	3	5	4	3
	Rural Mileage Limit		1	3	3		4	
	Not Medicaid Covered	2	2	3	2			2
	Refuse Closest Facility			4	2			3
	Too Many Passengers			1	1			
	Total	126	224	321	298	307	279	249
Grand Total	653	707	874	871	957	1,028	997	

Notice of Actions Issued

	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Refuse Appropriate Mode	211	209	226	249	287	333	336
Urban Mileage Limit	170	152	176	148	165	177	148
Insufficient Advanced Notice	138	106	135	132	156	217	207
Unable to Verify Appointment	98	193	285	269	281	261	231
Rural Mileage Limit	38	35	34	54	53	29	53
Refuse Closest Facility	12	15	23	32	23	30	39
Not Eligible For Service	3	12	13	9	9	13	23
Not Medicaid Covered	3	8	7	7	3	7	5
Too Many Passengers		1	1	1		1	
Total	653	707	874	871	957	1,028	997

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.