



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **December 2020**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **December 2020**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

January 15, 2021

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

Call Count Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	40,132	46,950	45,772	49,264	54,189	47,105	47,355
Avg Daily Calls Received	1,824	2,041	2,180	2,239	2,463	2,243	2,059
Total Calls Answered	39,804	45,805	45,003	48,584	53,146	46,439	46,578
Answered %	99.2%	97.6%	98.3%	98.6%	98.1%	98.6%	98.4%

Average Speed Of Answer Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	40,132	46,950	45,772	49,264	54,189	47,105	47,355
Avg Speed of Answer (seconds)	26.0	51.2	48.1	43.7	58.3	47.4	52.3

Average Abandon Rate Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	40,132	46,950	45,772	49,264	54,189	47,105	47,355
Total Calls Abandoned	318	1,124	740	651	988	639	740
Abandon %	0.8%	2.4%	1.6%	1.3%	1.8%	1.4%	1.6%

Average Handle Time Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Handle Time Minutes	162,424	195,338	190,630	202,348	232,745	212,492	214,770
Total Calls Answered	39,804	45,805	45,003	48,584	53,146	46,439	46,578
Avg Handle Time (minutes)	4.081	4.265	4.236	4.165	4.379	4.576	4.611

Service Level Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Handled Within Service Level	38,626	41,725	41,894	45,673	48,455	43,571	42,950
Handled Outside Service Level	1,506	5,225	3,878	3,591	5,734	3,534	4,405
Total Calls Received	40,132	46,950	45,772	49,264	54,189	47,105	47,355
Service Level	96.2%	88.9%	91.5%	92.7%	89.4%	92.5%	90.7%

Call Center Summary, Facility (Business Hours)

January 15, 2021

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 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	3,517	4,594	4,794	5,418	6,405	5,851	6,154
Avg Daily Calls Received	160	209	228	246	291	279	268
Total Calls Answered	3,495	4,458	4,688	5,328	6,230	5,746	6,014
Answered %	99.4%	97.0%	97.8%	98.3%	97.3%	98.2%	97.7%

Average Speed Of Answer Summary (Facility)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	3,517	4,594	4,794	5,418	6,405	5,851	6,154
Avg Speed of Answer (seconds)	24.6	51.9	50.6	47.6	60.0	46.1	53.7

Average Abandon Rate Summary (Facility)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	3,517	4,594	4,794	5,418	6,405	5,851	6,154
Total Calls Abandoned	22	136	106	90	175	105	140
Abandon %	0.6%	3.0%	2.2%	1.7%	2.7%	1.8%	2.3%

Average Handle Time Summary (Facility)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Answered	3,495	4,458	4,688	5,328	6,230	5,746	6,014
Avg Handle Time (minutes)	4.4	4.8	4.7	4.7	5.1	5.2	5.4

Service Level Summary (Facility)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Handled Within Service Level	3,403	4,077	4,337	4,953	5,664	5,410	5,541
Handled Outside Service Level	114	517	457	465	741	441	613
Total Calls Received	3,517	4,594	4,794	5,418	6,405	5,851	6,154
Service Level	96.8%	88.7%	90.5%	91.4%	88.4%	92.5%	90.0%

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 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	2,048	2,639	2,593	2,655	2,963	2,627	2,701
Avg Daily Calls Received	93	115	123	121	135	125	117
Total Calls Answered	2,033	2,603	2,567	2,624	2,926	2,583	2,672
Answered %	99.3%	98.6%	99.0%	98.8%	98.8%	98.3%	98.9%

Average Speed Of Answer Summary (Spanish)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	2,048	2,639	2,593	2,655	2,963	2,627	2,701
Avg Speed of Answer (seconds)	20.5	28.7	30.0	30.9	29.4	36.3	28.3

Average Abandon Rate Summary (Spanish)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Received	2,048	2,639	2,593	2,655	2,963	2,627	2,701
Total Calls Abandoned	14	35	24	28	34	40	28
Abandon %	0.7%	1.3%	0.9%	1.1%	1.1%	1.5%	1.0%

Average Handle Time Summary (Spanish)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Calls Answered	2,033	2,603	2,567	2,624	2,926	2,583	2,672
Avg Handle Time (minutes)	4.4	4.6	4.4	4.7	4.5	4.4	4.3

Service Level Summary (Spanish)

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Handled Within Service Level	2,005	2,495	2,478	2,539	2,840	2,464	2,568
Handled Outside Service Level	43	144	115	116	123	163	133
Total Calls Received	2,048	2,639	2,593	2,655	2,963	2,627	2,701
Service Level	97.9%	94.5%	95.6%	95.6%	95.8%	93.8%	95.1%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **December 2020**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Completed Trips	304,273	318,312	307,163	313,817	312,676	293,738	313,730

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
A Leg	88.59%	88.06%	89.07%	90.12%	90.21%	91.20%	90.43%
B Leg	95.27%	94.51%	95.07%	96.25%	96.53%	96.96%	97.11%
Both Legs	91.84%	91.17%	91.95%	93.06%	93.23%	93.95%	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 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Member No-Show Count	4,233	4,520	4,577	5,205	5,518	5,271	5,607
No-Shows + Completed*	70,079	81,177	86,913	92,822	102,540	95,226	95,681
Member No-Show Rate	6.04%	5.57%	5.27%	5.61%	5.38%	5.54%	5.86%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Trips Booked	351,056	369,003	355,784	366,223	367,583	345,338	371,569

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Total Mileage	1,493,738	1,600,310	1,587,639	1,645,762	1,696,213	1,569,622	1,631,086
Avg. Mileage	4.91	5.03	5.17	5.24	5.42	5.34	5.20

Trip % Distance Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
0-10 Miles	89.17%	88.81%	88.16%	87.84%	87.01%	87.40%	87.92%
10-20 Miles	7.80%	7.88%	8.26%	8.49%	9.02%	8.79%	8.53%
20-30 Miles	2.06%	2.27%	2.45%	2.41%	2.56%	2.54%	2.38%
30-40 Miles	0.55%	0.59%	0.64%	0.71%	0.82%	0.74%	0.70%
40-50 Miles	0.22%	0.25%	0.26%	0.29%	0.32%	0.28%	0.25%
50+ Miles	0.19%	0.20%	0.23%	0.26%	0.27%	0.25%	0.22%

Completed Trips by Mode

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Ambulatory	50,549	58,807	64,474	68,858	77,534	72,690	73,263
Mileage Reimbursement	3,578	3,542	3,606	3,823	3,957	3,839	3,499
Public Transit	234,849	238,113	221,221	222,377	211,697	199,944	220,157
Wheelchair	15,295	17,844	17,848	18,732	19,464	17,235	16,772

Members with Completed Trips Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Completed Trips	15,289	16,289	16,541	17,073	17,662	16,894	16,383

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Drug Rehabilitation	140,053	143,123	138,882	139,221	139,567	130,278	141,150
Behavioral Health	88,863	92,060	86,580	87,957	83,272	80,279	87,656
Specialist	15,236	17,728	17,415	18,776	21,784	20,306	19,914
Dialysis	18,838	19,633	18,765	18,284	18,643	17,576	18,262
Counselor	11,310	11,541	10,690	11,095	10,129	9,301	9,920
Psychiatric Services	9,071	9,663	9,124	9,595	9,401	9,029	9,652
Physical Therapy	6,443	7,127	7,214	7,825	7,771	7,161	7,505
Urgent Care	4,925	5,619	6,242	7,218	8,040	7,313	7,332
PCP	2,786	3,451	4,025	4,878	5,296	5,012	4,593
Chemotherapy	1,378	1,603	1,691	1,674	1,633	1,297	1,359
Surgery	1,095	1,409	1,421	1,615	1,471	1,092	1,214
Dental	829	1,056	1,048	1,239	1,440	1,273	1,301
Lab	956	1,182	1,012	1,222	1,257	1,088	1,076
Vision	629	901	887	971	976	873	732
Chiropractic	576	644	577	608	574	540	576
Development Therapy	600	630	651	608	558	490	518
Occupational Therapy	393	515	516	542	422	419	457
Speech Therapy	179	231	201	255	245	243	203
Audiology	113	180	177	189	120	76	97
COVID-19		16	45	45	77	92	213
MFP (Data Entry Only)	23	22	34	19	19	11	

Transportation Provider Summary

Number of Providers

Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
66	70	71	71	74	72	77

Provider No-Show Count

Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
389	499	484	555	672	510	517

Provider Mix Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
PUBLIC TRANSIT	234,849	238,113	221,221	222,377	211,697	199,944	220,161
CONTRACTED PROVIDERS	52,668	60,578	63,719	68,449	75,196	69,582	69,685
VEYO INDEPENDENT DRIVERS	13,178	16,079	18,617	19,168	21,826	20,373	20,381
MILEAGE REIMBURSEMENT	3,578	3,542	3,606	3,823	3,957	3,839	3,499

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Call Center	Member Cancelled	7,150	9,404	9,748	10,413	11,559	10,788	12,799
	Member No Show	1,571	1,567	1,634	1,437	1,323	1,439	1,517
	Not Finalized	4,717	4,607	4,141	5,041	4,492	4,203	3,172
	Other	1,242	1,443	1,405	1,577	1,521	1,326	1,121
	SMS	686	809	890	908	1,140	1,160	1,208
	Incorrect Information	354	406	365	466	403	411	400
	Facility Cancelled	303	451	517	512	602	672	649
	Provider No Show	390	504	485	561	681	516	518
	COVID-19	47	17	1	5	5	26	53
	Driver or Member Safety	1	3	9	9	10	11	12
	Issue with Member's Equ..	7	4	8	7	4	4	9
	Member is Ineligible	6	12	8	7	6	1	2
	Veyo Operations Cancell..	1	1	1	1	1	1	0
Transportation Provider	Member Cancelled	5,200	5,877	5,481	5,304	5,662	5,287	5,942
	Member No Show	3,110	3,324	3,420	4,205	4,654	4,306	4,495
	Other	2,052	2,049	1,640	2,179	2,455	2,348	2,353
	Incorrect Information	399	330	323	389	568	427	474
	COVID-19	405	405	104	106	15	34	23
	Driver or Member Safety	11	16	29	12	34	27	152
	Issue with Member's Equ..	20	8	25	20	24	19	14
	Member is Ineligible	8	3			1		10
Grand Total	27,680	31,240	30,234	33,159	35,160	33,006	34,923	

Same Day Cancellation Summary

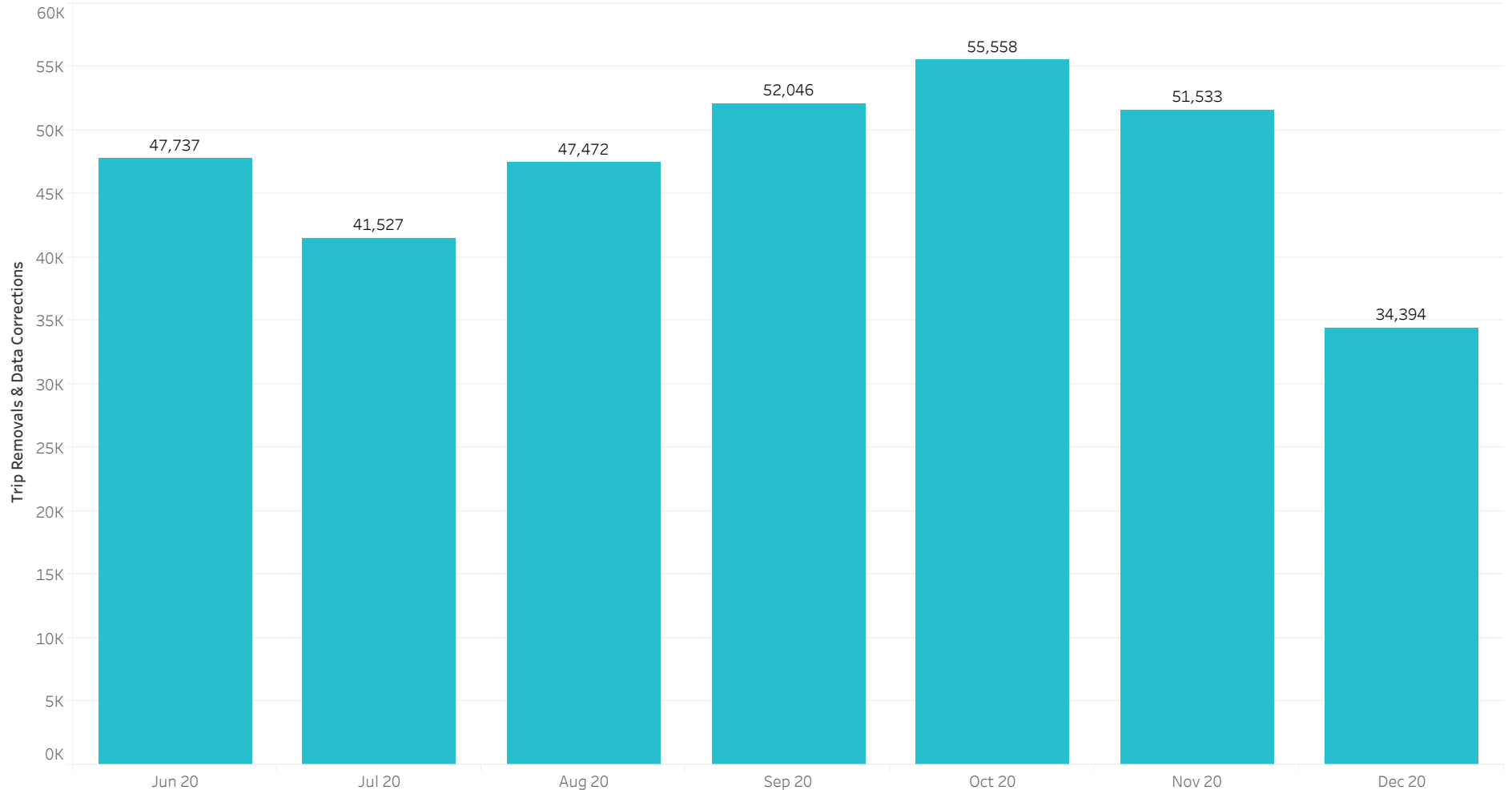
	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Cancelled Trips	27,680	31,240	30,234	33,159	35,160	33,006	36,416
Cancelled + Completed*	93,526	107,897	112,570	120,776	132,182	122,961	126,490
Cancellation Rate	29.60%	28.95%	26.86%	27.45%	26.60%	26.84%	28.79%

*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



	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020
Trips Remov..	47,737	41,527	47,472	52,046	55,558	51,533	34,394

*Excludes Public Transit and Mileage Reimbursement

Unfulfilled Trip Counts

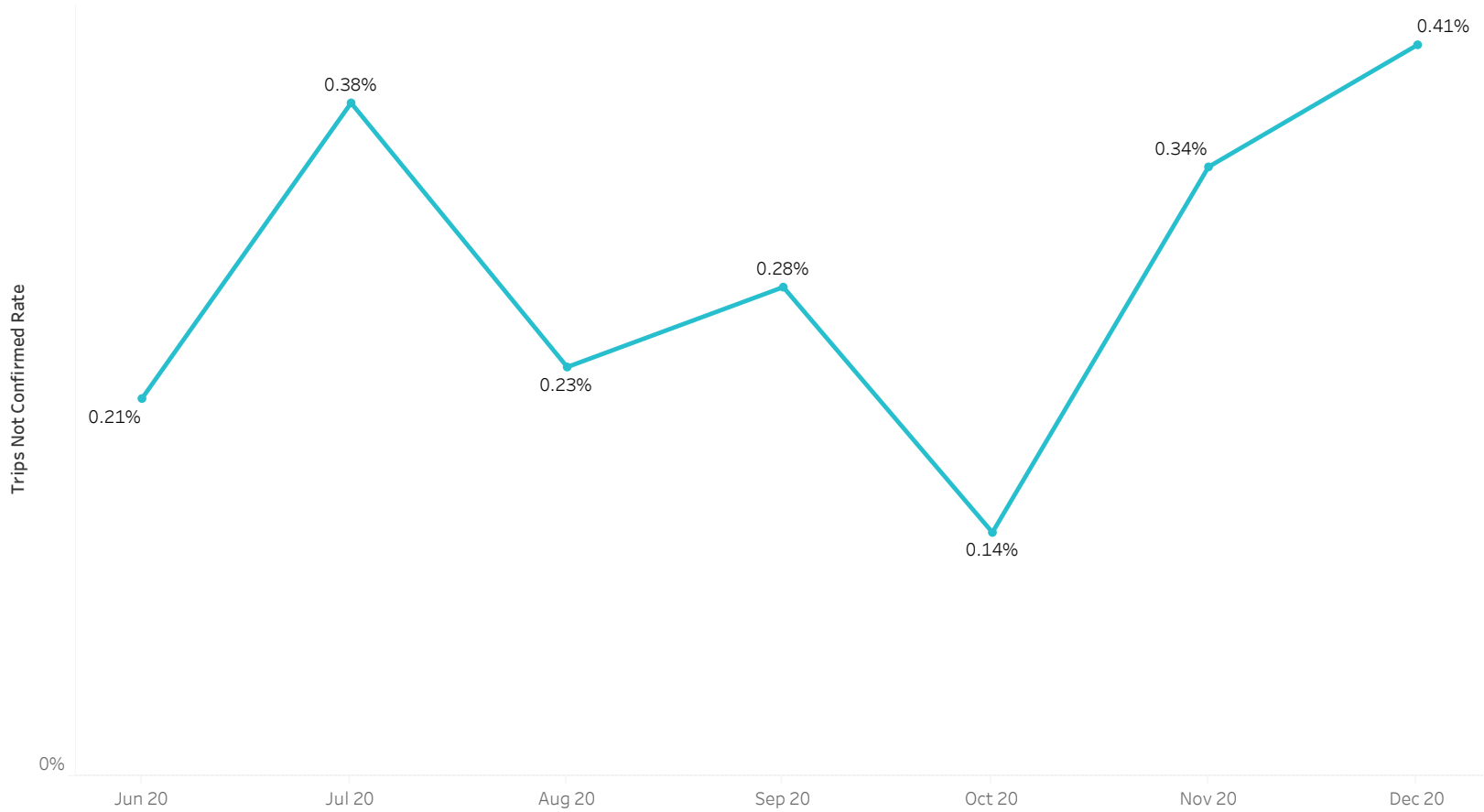
		Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Member No Show	Critical	960	1,008	1,136	1,403	1,331	1,190	1,243
	Non-Critical	3,915	4,432	4,236	5,898	5,957	5,011	5,446
Provider No Show	Critical	45	135	98	62	63	68	58
	Non-Critical	525	412	345	299	312	214	204
Trips Not Confirmed	Critical	37	100	80	101	67	118	112
	Non-Critical	104	193	111	142	67	193	262
Total Unfulfilled		5,586	6,280	6,006	7,905	7,797	6,794	7,325

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

Unfulfilled Trips by Mode Summary

		Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Member No Show	Ambulatory	4,557	5,120	4,968	6,827	6,924	5,787	6,275
	Bariatric Wheelchair	28	20	28	25	25	21	19
	Wheelchair	290	300	376	449	339	393	395
Provider No Show	Ambulatory	550	503	396	328	337	261	243
	Bariatric Wheelchair			7		2		2
	Wheelchair	20	44	40	33	36	21	17
Trips Not Confirmed	Ambulatory	107	247	139	179	81	260	310
	Bariatric Wheelchair	5	2	9	12	6	6	9
	Other	8						
	Wheelchair	21	44	43	52	47	45	55
Total Unfulfilled		5,586	6,280	6,006	7,905	7,797	6,794	7,325

Unconfirmed Trips



	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Not Confirmed	141	293	191	243	134	311	374
Not Confirmed + Completed*	65,986	76,945	82,513	87,836	97,133	90,245	90,418
Not Confirmed Rate	0.21%	0.38%	0.23%	0.28%	0.14%	0.34%	0.41%

* 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 2020**

Veyo Healthcare Logistics

Total Complaints

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020
Completed Trips	304,273	318,312	307,163	313,817	312,676	293,738
Total Complaint Count	481	681	884	926	904	723
Complaint %	0.16%	0.21%	0.29%	0.30%	0.29%	0.25%

Substantiated Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Completed Trips	304,273	318,312	307,163	313,817	312,676	293,738	313,746
Substantiated Complaints	325	498	611	625	435	225	168
Substantiated Complaint %	0.11%	0.16%	0.20%	0.20%	0.14%	0.08%	0.05%

Days To Resolve

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020
Grievance Count	481	681	884	926	904	723
Resolved Count	481	681	884	926	664	305
Avg. Time to Resolve (Days)	14.41	19.42	33.26	52.38	47.03	25.27

First Call Resolutions

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020
First Call Resolutions	1	142	234	253	220	226

Complaints Category Summary

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Missed Pickup	98	180	216	286	238	113	88
Late Pickup	108	167	190	185	91	47	36
Late Pickup - B-Leg	32	62	81	69	45	20	14
Driver Issue	22	27	44	28	18	20	10
Safety Concern	26	25	16	9	9	10	10
Other	19	8	31	14	12	9	3
Scheduling Error	3	8	14	17	14		
Agent Issue	7	10	8	9	2	1	1
Early Arrival	5	5	4	6	4	3	1
Damage/Injury	2	2	4	2		1	4
Vehicle Issue	3	3	2		1		1
Technical Issue		1	1		1	1	

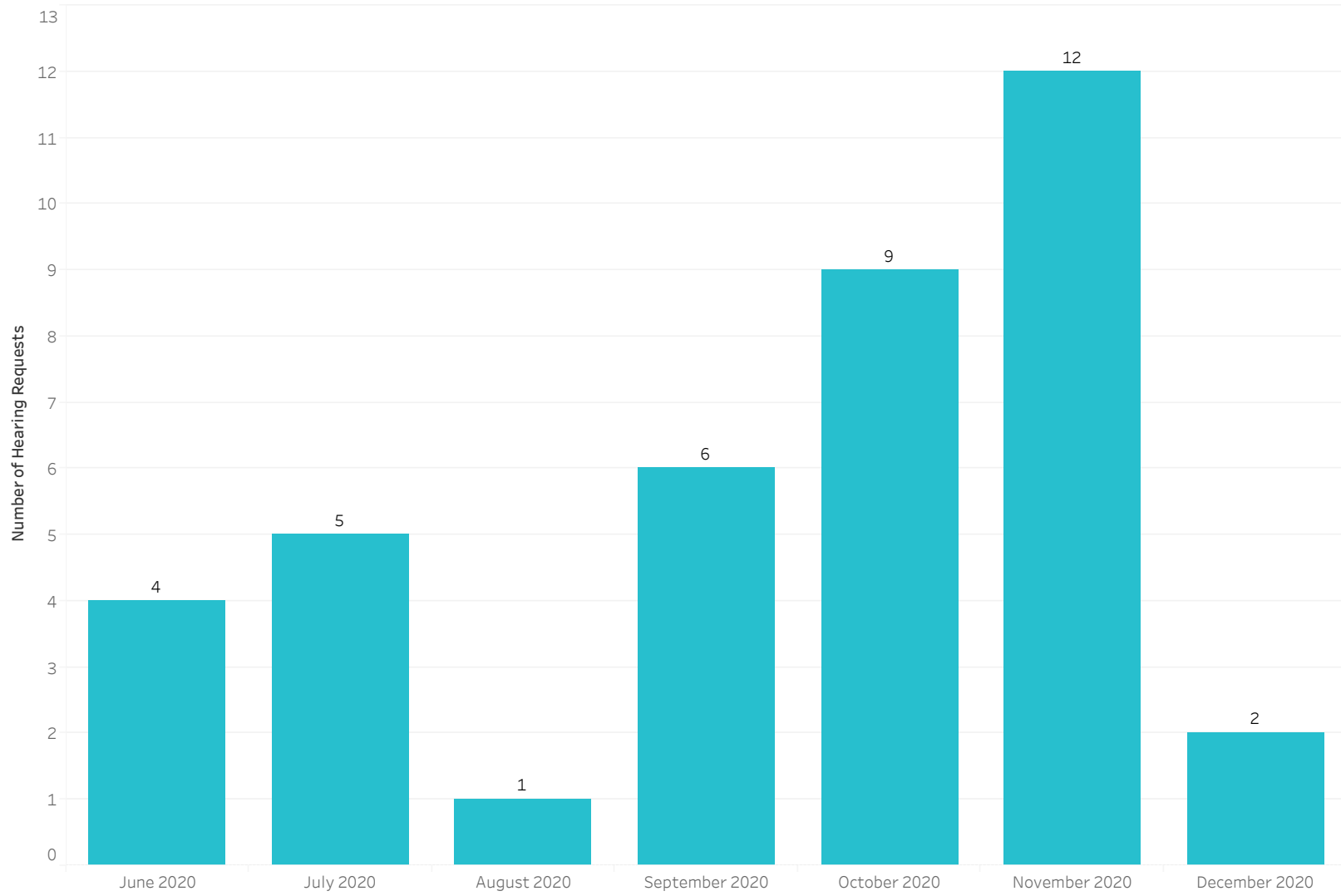
Denied Trip Requests

		Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Unique Requests	Refuse Appropriate Mode	73	52	73	92	81	177	238
	Urban Mileage Limit	59	92	81	70	76	120	133
	Insufficient Advanced Notice	2	4	3	12	15	76	150
	Not Eligible For Service	11	4	12	26	37	11	22
	Rural Mileage Limit	14	15	10	12	17	25	48
	Refuse Closest Facility	5	6	3	4	2	7	7
	Not Medicaid Covered				2	2	1	1
	Unable to Verify Appointment	2	1	1	3	2	3	3
	Total	163	168	180	220	228	407	572
Trips Under Recurring Schedule	Refuse Appropriate Mode	4	4	8	6	4	11	10
	Urban Mileage Limit	4	7	4	4	5	4	9
	Not Eligible For Service	2	4	2	2			1
	Rural Mileage Limit	2			2		1	
	Refuse Closest Facility	1	2	2	2		1	
	Not Medicaid Covered		1		1		2	1
	Unable to Verify Appointment							1
	Missing necessary form		1	1	1			
Total	13	18	16	17	9	19	22	
Grand Total	175	186	194	237	236	426	591	

Notice of Actions Issued

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Refuse Appropriate Mode	77	56	80	98	85	188	247
Urban Mileage Limit	62	99	85	74	81	124	141
Insufficient Advanced Notice	2	4	3	12	15	76	150
Rural Mileage Limit	16	15	10	14	17	26	48
Not Eligible For Service	13	8	14	28	37	11	23
Refuse Closest Facility	6	8	5	6	2	8	7
Unable to Verify Appointment	2	1	1	3	2	3	4
Not Medicaid Covered		1		3	2	3	2
Missing necessary form		1	1	1			
Total	175	186	194	237	236	426	591

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.