



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **August 2021**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **August 2021**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

September 13, 2021

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

Call Count Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	47,032	52,852	63,449	51,584	46,556	52,067	52,907
Avg Daily Calls Received	2,240	2,643	2,759	2,345	2,217	2,367	2,405
Total Calls Answered	46,057	51,936	62,552	50,771	45,544	50,828	50,948
Answered %	97.9%	98.3%	98.6%	98.4%	97.8%	97.6%	96.3%

Average Speed Of Answer Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	47,032	52,852	63,449	51,584	46,556	52,067	52,907
Avg Speed of Answer (seconds)	62.9	51.8	43.1	40.1	48.9	51.9	70.3

Average Abandon Rate Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	47,032	52,852	63,449	51,584	46,556	52,067	52,907
Total Calls Abandoned	952	884	869	790	986	1,215	1,929
Abandon %	2.0%	1.7%	1.4%	1.5%	2.1%	2.3%	3.6%

Average Handle Time Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Handle Time Minutes	214,133	254,527	301,276	240,729	213,352	237,064	236,834
Total Calls Answered	46,057	51,936	62,552	50,771	45,544	50,828	50,948
Avg Handle Time (minutes)	4.649	4.901	4.816	4.741	4.685	4.664	4.649

Service Level Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Handled Within Service Level	41,124	47,798	58,891	47,646	41,360	45,791	44,261
Handled Outside Service Level	5,908	5,054	4,558	3,938	5,196	6,276	8,646
Total Calls Received	47,032	52,852	63,449	51,584	46,556	52,067	52,907
Service Level	87.4%	90.4%	92.8%	92.4%	88.8%	87.9%	83.7%

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)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	5,928	7,462	9,191	7,998	7,615	8,728	9,044
Avg Daily Calls Received	282	373	400	364	363	397	431
Total Calls Answered	5,764	7,286	9,002	7,836	7,397	8,451	8,641
Answered %	97.2%	97.6%	97.9%	98.0%	97.1%	96.8%	95.5%

Average Speed Of Answer Summary (Facility)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	5,928	7,462	9,191	7,998	7,615	8,728	9,044
Avg Speed of Answer (seconds)	65.1	51.8	42.8	38.9	47.2	50.5	68.9

Average Abandon Rate Summary (Facility)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	5,928	7,462	9,191	7,998	7,615	8,728	9,044
Total Calls Abandoned	164	176	189	162	218	277	403
Abandon %	2.8%	2.4%	2.1%	2.0%	2.9%	3.2%	4.5%

Average Handle Time Summary (Facility)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Answered	5,764	7,286	9,002	7,836	7,397	8,451	8,641
Avg Handle Time (minutes)	5.2	5.6	5.4	5.4	5.3	5.2	5.2

Service Level Summary (Facility)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Handled Within Service Level	5,126	6,734	8,493	7,371	6,764	7,630	7,532
Handled Outside Service Level	802	728	698	627	851	1,098	1,512
Total Calls Received	5,928	7,462	9,191	7,998	7,615	8,728	9,044
Service Level	86.5%	90.2%	92.4%	92.2%	88.8%	87.4%	83.3%

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)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	2,615	3,333	3,677	2,798	2,554	2,772	2,723
Avg Daily Calls Received	125	167	160	127	122	126	124
Total Calls Answered	2,577	3,284	3,605	2,766	2,472	2,734	2,652
Answered %	98.5%	98.5%	98.0%	98.9%	96.8%	98.6%	97.4%

Average Speed Of Answer Summary (Spanish)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	2,615	3,333	3,677	2,798	2,554	2,772	2,723
Avg Speed of Answer (seconds)	35.5	35.9	36.1	32.4	47.0	41.3	44.2

Average Abandon Rate Summary (Spanish)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Received	2,615	3,333	3,677	2,798	2,554	2,772	2,723
Total Calls Abandoned	38	46	68	30	77	38	66
Abandon %	1.5%	1.4%	1.8%	1.1%	3.0%	1.4%	2.4%

Average Handle Time Summary (Spanish)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Calls Answered	2,577	3,284	3,605	2,766	2,472	2,734	2,652
Avg Handle Time (minutes)	4.3	4.4	4.4	4.1	4.2	4.3	4.1

Service Level Summary (Spanish)

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Handled Within Service Level	2,460	3,118	3,434	2,658	2,307	2,583	2,430
Handled Outside Service Level	155	215	243	140	247	189	293
Total Calls Received	2,615	3,333	3,677	2,798	2,554	2,772	2,723
Service Level	94.1%	93.5%	93.4%	95.0%	90.3%	93.2%	89.2%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **August 2021**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Completed Trips	293,625	264,983	313,588	269,510	224,540	180,406	167,571

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
A Leg	90.33%	88.16%	89.91%	89.40%	90.16%	90.40%	89.98%
B Leg	96.78%	95.62%	96.43%	96.68%	96.47%	96.63%	96.62%
Both Legs	93.38%	91.66%	92.95%	92.80%	93.13%	93.32%	93.09%

* 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

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Member No-Show Count	8,195	7,674	9,831	9,223	8,657	10,848	11,054
No-Shows + Completed*	97,653	88,065	117,886	109,345	108,886	119,156	119,796
Member No-Show Rate	8.39%	8.71%	8.34%	8.43%	7.95%	9.10%	9.23%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Trips Booked	348,730	327,461	383,485	335,205	288,144	243,156	238,713

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Total Mileage	1,575,483	1,409,877	1,760,618	1,560,084	1,374,543	1,275,103	1,225,931
Avg. Mileage	5.37	5.32	5.61	5.79	6.12	7.07	7.32

Trip % Distance Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
0-10 Miles	87.21%	87.44%	85.96%	85.35%	83.43%	78.82%	77.75%
10-20 Miles	8.80%	8.64%	9.46%	9.70%	10.77%	13.46%	14.02%
20-30 Miles	2.61%	2.59%	3.11%	3.36%	4.00%	5.23%	5.42%
30-40 Miles	0.80%	0.82%	0.86%	0.93%	1.03%	1.32%	1.50%
40-50 Miles	0.31%	0.26%	0.32%	0.34%	0.44%	0.64%	0.75%
50+ Miles	0.27%	0.25%	0.30%	0.32%	0.34%	0.53%	0.56%

Completed Trips by Mode

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Ambulatory	72,213	64,040	86,648	80,633	80,839	87,184	87,466
Mileage Reimbursement	4,388	3,663	5,311	4,944	4,587	4,814	4,806
Public Transit	199,748	180,901	200,199	164,430	119,706	67,281	54,050
Wheelchair	17,239	16,343	21,383	19,468	19,372	21,088	21,240

Members with Completed Trips Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Completed Trips	16,482	16,150	17,581	16,369	15,275	14,539	13,827

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Drug Rehabilitation	133,617	119,817	140,009	121,667	91,802	71,703	67,894
Behavioral Health	79,052	71,367	81,561	67,262	56,567	37,470	32,183
Specialist	20,552	18,883	24,645	22,475	21,802	22,515	21,947
Dialysis	17,505	16,016	18,707	17,175	17,558	17,455	17,833
Urgent Care	7,461	6,809	9,401	8,456	8,869	8,497	7,748
Physical Therapy	6,974	6,347	7,939	6,539	5,811	4,691	3,813
Counselor	8,576	7,581	8,467	6,566	5,023	3,178	2,409
Psychiatric Services	8,201	7,152	7,806	5,700	5,198	2,712	2,775
PCP	4,223	4,247	5,939	5,012	4,443	4,961	4,665
Surgery	1,219	1,124	1,479	1,240	1,240	1,407	1,231
Dental	1,154	1,033	1,386	1,418	1,134	1,421	1,330
Chemotherapy	1,192	1,162	1,457	1,130	1,089	1,112	1,003
Lab	1,181	1,034	1,440	1,162	1,002	973	879
Vision	956	823	1,031	956	835	915	941
Chiropractic	467	486	636	552	420	359	209
COVID-19 Vaccine - Drop Off			292	976	690	303	157
Occupational Therapy	404	372	465	331	321	227	178
Development Therapy	425	379	447	375	306	225	109
Speech Therapy	167	148	225	183	164	141	144
COVID-19	208	100	80	126	70	28	27
Audiology	90	74	113	97	76	37	30
COVID-19 Testing - Standalone		19	55	99	86	56	56
MFP (Data Entry Only)	6	8	24	21	18	36	46
COVID-19 Testing - Drive Thru		10	8	13	34	20	10
Pharmacy	1						

Transportation Provider Summary

Number of Providers

Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
78	77	79	78	79	80	80

Provider No-Show Count

Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
965	1,963	3,071	1,894	1,258	1,148	1,157

Provider Mix Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
PUBLIC TRANSIT	199,748	180,901	200,199	164,430	119,706	67,281	54,050
CONTRACTED PROVIDERS	68,479	63,917	85,178	79,671	78,518	81,816	80,467
VEYO INDEPENDENT DRIVERS	21,010	16,502	22,896	20,465	21,729	26,495	28,248
MILEAGE REIMBURSEMENT	4,388	3,663	5,311	4,944	4,587	4,814	4,806

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

September 13, 2021

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
COVID-19	1,753	1,148	663	626	578	198	59
Driver or Member Safety	11	164	14	11	4	22	10
Facility Cancelled	9,508	12,501	11,027	10,192	10,105	11,446	11,192
Incorrect Information	12,111	12,735	16,513	15,461	14,275	13,258	14,852
Insufficient Advanced Notice	257	288	491	337	320	274	208
Issue with Member's Equipment	13	9	7	26	26	4	13
Member Cancelled	31,496	33,516	34,804	35,323	35,390	32,962	28,606
Member is Ineligible	127	272	292	79	141	246	406
Member No Show	3,547	3,453	4,134	3,737	3,280	4,456	4,752
Not Eligible For Service	41	36	31	20	13	4	74
Not Finalized	3,308	5,119	3,208	3,878	3,382	3,894	4,498
Not Medicaid Covered	5	7	5	8	3	6	81
Other	6,399	6,406	7,307	5,790	6,972	8,637	9,853
Provider No Show	979	2,006	3,195	1,948	1,343	1,269	1,224
Refuse Appropriate Mode	282	256	394	313	250	277	302
Refuse Closest Facility	18	16	40	32	28	23	29
Rural Mileage Limit	75	100	117	48	59	76	80
SMS	4,901	4,192	3,900	3,534	3,490	3,485	2,964
Too Many Passengers							2
Unable to Verify Appointment	12	4	10	14	7	760	5,310
Urban Mileage Limit	294	370	573	351	296	336	308
Veyo Operations Cancelled	2	2,406	1		12	9	217
Grand Total	75,139	85,004	86,726	81,728	79,974	81,642	85,040

Same Day Cancellation Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Cancelled Trips	35,085	42,370	45,777	43,514	41,703	40,006	36,674
Cancelled + Completed*	124,574	122,789	153,855	143,650	141,950	148,317	145,389
Cancellation Rate	28.16%	34.51%	29.75%	30.29%	29.38%	26.97%	25.22%

*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

September 13, 2021

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
COVID-19	21	6	31	13	9	1	1
Driver or Member Safety	44	495	26	33	25	63	54
Incorrect Information	482	509	528	406	428	513	440
Issue with Member's Equipment	17	24	13	19	20	22	28
Member Cancelled	5,464	5,827	6,780	6,153	5,786	6,105	5,994
Member is Ineligible	23	1	61	203	201	38	12
Member No Show	4,648	4,221	5,697	5,486	5,377	6,392	6,302
Other	2,119	2,022	2,275	2,294	2,361	2,173	2,368
Grand Total	12,818	13,105	15,411	14,607	14,207	15,307	15,199

*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

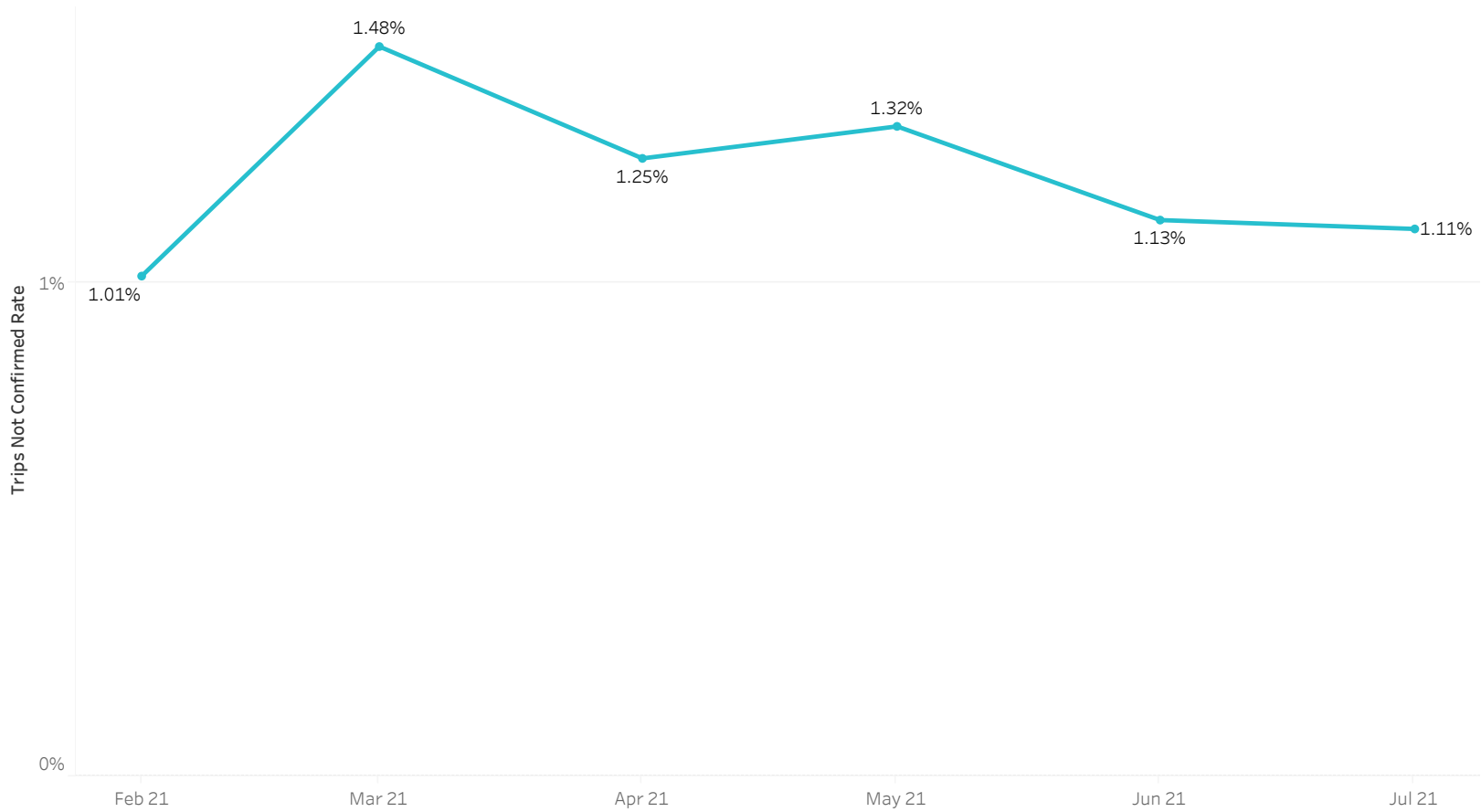
		Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Member No Show	Critical	1,439	1,807	1,804	1,612	1,725	1,800
	Non-Critical	6,235	8,024	7,419	7,045	9,123	9,254
Provider No Show	Critical	419	688	419	345	370	279
	Non-Critical	1,587	2,507	1,529	998	899	945
Trips Not Confirmed	Critical	287	589	429	496	414	424
	Non-Critical	536	1,032	840	841	820	795
Total Unfulfilled		10,503	14,647	12,440	11,337	13,351	13,497

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

Unfulfilled Trips by Mode Summary

		Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Member No Show	Ambulatory	7,180	9,245	8,689	8,193	10,343	10,555
	Bariatric Wheelchair	35	51	47	25	24	28
	Wheelchair	459	535	487	439	481	471
Provider No Show	Ambulatory	1,937	3,076	1,793	1,194	1,176	1,090
	Bariatric Wheelchair	2	9	6	15	14	6
	Wheelchair	67	110	149	134	79	128
Trips Not Confirmed	Ambulatory	720	1,438	1,101	1,102	1,060	1,005
	Bariatric Wheelchair	11	24	27	39	33	20
	Wheelchair	92	159	141	196	141	194
Total Unfulfilled		10,503	14,647	12,440	11,337	13,351	13,497

Unconfirmed Trips



	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Not Confirmed	823	1,621	1,269	1,337	1,234	1,219
Not Confirmed + Completed*	81,209	109,655	101,376	101,552	109,508	109,926
Not Confirmed Rate	1.01%	1.48%	1.25%	1.32%	1.13%	1.11%

* 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: **August 2021**

Veyo Healthcare Logistics

Total Complaints

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Completed Trips	293,625	264,983	313,588	269,510	224,528	180,400	167,521
Total Complaint Count	723	1,034	1,729	1,231	1,005	1,006	959
Complaint %	0.25%	0.39%	0.55%	0.46%	0.45%	0.56%	0.57%

Substantiated Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Completed Trips	293,625	264,983	313,588	269,510	224,528	180,400	167,521
Substantiated Complaints	468	761	834	195	128	103	91
Substantiated Complaint %	0.16%	0.29%	0.27%	0.07%	0.06%	0.06%	0.05%

Days To Resolve

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Grievance Count	723	1,034	1,729	1,231	1,005	1,006	959
Resolved Count	722	1,033	1,126	280	186	136	115
Avg. Time to Resolve (Days)	44.89	55.11	105.96	51.49	35.98	22.39	17.02

First Call Resolutions

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
First Call Resolutions	179	125	190	209	249	210	140

Complaints Category Summary

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Missed Pickup	224	402	409	119	59	34	30
Late Pickup	102	165	179	32	25	11	18
Late Pickup - B-Leg	55	111	138	15	11	17	6
Driver Issue	29	31	21	10	10	20	12
Safety Concern	8	11	25	8	12	10	17
Other	20	11	23	2	7	3	3
Agent Issue	5	11	12	2	1		1
Scheduling Error	6	7	15		2		2
Damage/Injury	3	3	3	3	2	6	2
Early Arrival	8	4	5	1		1	
Technical Issue	5	1		1			
Vehicle Issue	1	3	1				

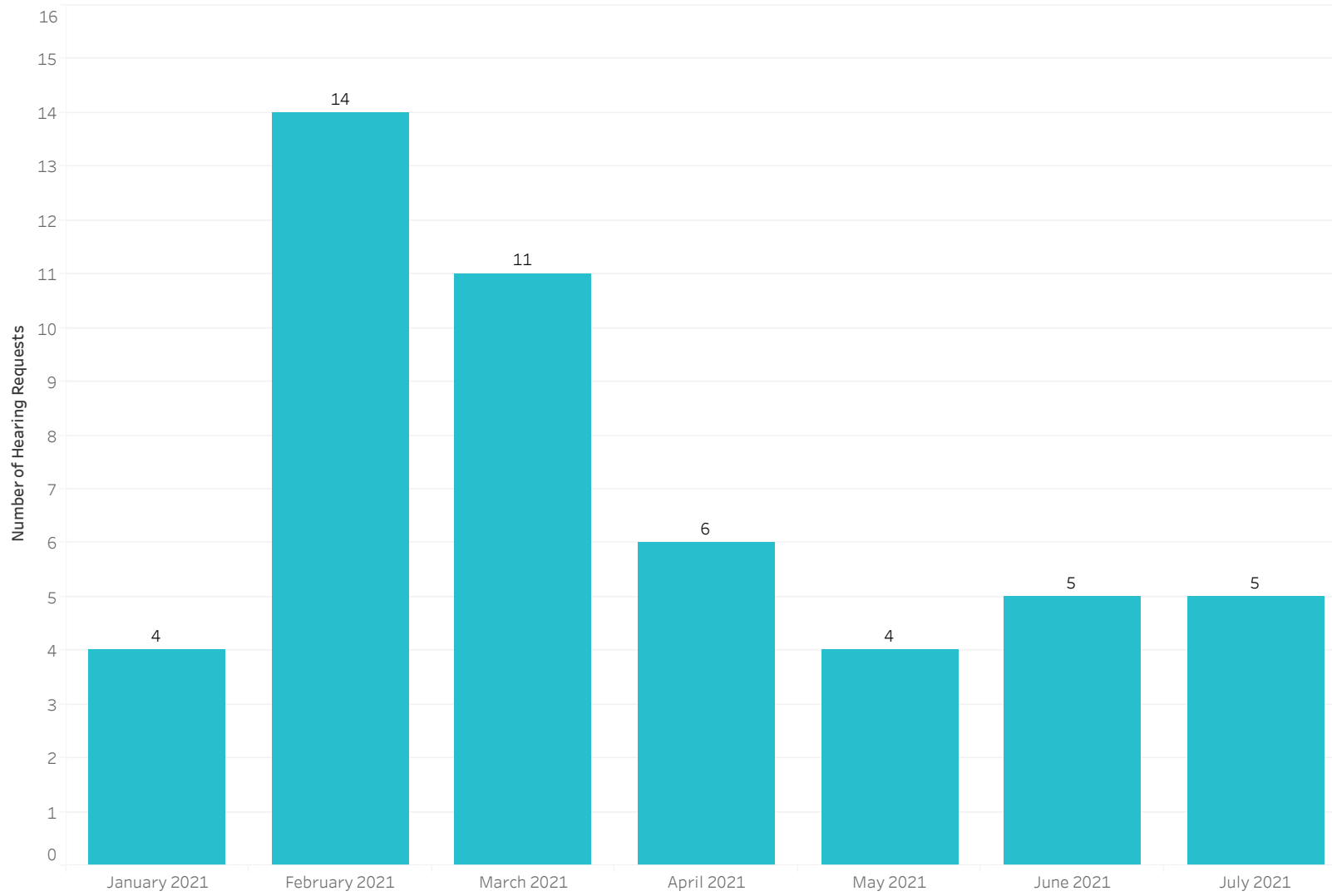
Denied Trip Requests

		Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Unique Requests	Unable to Verify Appointment	6	2	5	6	4	10	8
	Refuse Appropriate Mode	247	247	354	272	206	196	194
	Urban Mileage Limit	136	169	262	165	137	156	138
	Insufficient Advanced Notice	138	149	262	176	175	135	105
	Not Eligible For Service	23	13	16	7	8	2	7
	Rural Mileage Limit	36	51	58	19	28	38	34
	Refuse Closest Facility	8	8	19	14	12	12	15
	Not Medicaid Covered	3	4	3	3	2	2	6
	Too Many Passengers							1
Total	581	629	944	648	549	533	492	
Trips Under Recurring Schedule	Unable to Verify Appointment				1	1	91	188
	Refuse Appropriate Mode	6	5	16	11	16	15	15
	Urban Mileage Limit	8	10	14	8	15	14	14
	Insufficient Advanced Notice	1				1	3	1
	Not Eligible For Service	2	1	6	7	2	1	5
	Rural Mileage Limit	3		2	4	2		1
	Refuse Closest Facility	1			3	3		
	Not Medicaid Covered				1	1	2	2
Total	21	16	37	34	41	126	224	
Grand Total	601	642	981	680	587	653	707	

Notice of Actions Issued

	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Refuse Appropriate Mode	253	250	370	283	221	211	209
Urban Mileage Limit	144	179	276	171	152	170	152
Insufficient Advanced Notice	139	149	262	176	176	138	106
Rural Mileage Limit	39	51	60	23	30	38	35
Unable to Verify Appointment	6	2	5	7	5	98	193
Refuse Closest Facility	9	8	19	17	15	12	15
Not Eligible For Service	25	14	22	14	10	3	12
Not Medicaid Covered	3	4	3	4	3	3	8
Too Many Passengers							1
Total	601	642	981	680	587	653	707

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.

Member No-Show Starting July 2021, the member no-show calculations have been updated. They have been standardized to include all trips cancelled with the cancellation reason "Member No Show". The data excludes MFP, Ambulance level transportation, Public Transit, and Mileage Reimbursement.

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 (within 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.