DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **September 2021**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **September 2021**

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

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	63,449	51,584	46,556	52,067	52,907	55,914	55,955
Avg Daily Calls Received	2,759	2,345	2,217	2,367	2,405	2,542	2,543
Total Calls Answered	62,552	50,771	45,544	50,828	50,948	53,613	53,316
Answered %	98.6%	98.4%	97.8%	97.6%	96.3%	95.9%	95.3%

Average Speed Of Answer Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	63,449	51,584	46,556	52,067	52,907	55,914	55,955
Avg Speed of Answer (seconds)	43.1	40.1	48.9	51.9	70.3	82.7	91.1

Average Abandon Rate Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	63,449	51,584	46,556	52,067	52,907	55,914	55,955
Total Calls Abandoned	869	790	986	1,215	1,929	2,266	2,620
Abandon %	1.4%	1.5%	2.1%	2.3%	3.6%	4.1%	4.7%

Average Handle Time Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Handle Time Minutes	301,276	240,729	213,352	237,064	236,834	253,553	258,630
Total Calls Answered	62,552	50,771	45,544	50,828	50,948	53,613	53,316
Avg Handle Time (minutes)	4.816	4.741	4.685	4.664	4.649	4.729	4.851

Service Level Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Handled Within Service Level	58,891	47,646	41,360	45,791	44,261	45,031	44,723
Handled Outside Service Level	4,558	3,938	5,196	6,276	8,646	10,883	11,232
Total Calls Received	63,449	51,584	46,556	52,067	52,907	55,914	55,955
Service Level	92.8%	92.4%	88.8%	87.9%	83.7%	80.5%	79.9%

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 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	9,191	7,998	7,615	8,728	9,044	10,050	10,232
Avg Daily Calls Received	400	364	363	397	431	457	465
Total Calls Answered	9,002	7,836	7,397	8,451	8,641	9,488	9,613
Answered %	97.9%	98.0%	97.1%	96.8%	95.5%	94.4%	94.0%

Average Speed Of Answer Summary (Facility)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	9,191	7,998	7,615	8,728	9,044	10,050	10,232
Avg Speed of Answer (seconds)	42.8	38.9	47.2	50.5	68.9	82.0	89.9

Average Abandon Rate Summary (Facility)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	9,191	7,998	7,615	8,728	9,044	10,050	10,232
Total Calls Abandoned	189	162	218	277	403	562	619
Abandon %	2.1%	2.0%	2.9%	3.2%	4.5%	5.6%	6.0%

Average Handle Time Summary (Facility)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Answered	9,002	7,836	7,397	8,451	8,641	9,488	9,613
Avg Handle Time (minutes)	5.4	5.4	5.3	5.2	5.2	5.3	5.5

Service Level Summary (Facility)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Handled Within Service Level	8,493	7,371	6,764	7,630	7,532	7,997	8,101
Handled Outside Service Level	698	627	851	1,098	1,512	2,053	2,131
Total Calls Received	9,191	7,998	7,615	8,728	9,044	10,050	10,232
Service Level	92.4%	92.2%	88.8%	87.4%	83.3%	79.6%	79.2%

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)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	3,677	2,798	2,554	2,772	2,723	2,792	3,076
Avg Daily Calls Received	160	127	122	126	124	127	140
Total Calls Answered	3,605	2,766	2,472	2,734	2,652	2,735	2,991
Answered %	98.0%	98.9%	96.8%	98.6%	97.4%	98.0%	97.2%

Average Speed Of Answer Summary (Spanish)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	3,677	2,798	2,554	2,772	2,723	2,792	3,076
Avg Speed of Answer (seconds)	36.1	32.4	47.0	41.3	44.2	51.1	54.2

Average Abandon Rate Summary (Spanish)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Received	3,677	2,798	2,554	2,772	2,723	2,792	3,076
Total Calls Abandoned	68	30	77	38	66	55	84
Abandon %	1.8%	1.1%	3.0%	1.4%	2.4%	2.0%	2.7%

Average Handle Time Summary (Spanish)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Calls Answered	3,605	2,766	2,472	2,734	2,652	2,735	2,991
Avg Handle Time (minutes)	4.4	4.1	4.2	4.3	4.1	4.1	4.1

Service Level Summary (Spanish)

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Handled Within Service Level	3,434	2,658	2,307	2,583	2,430	2,461	2,653
Handled Outside Service Level	243	140	247	189	293	331	423
Total Calls Received	3,677	2,798	2,554	2,772	2,723	2,792	3,076
Service Level	93.4%	95.0%	90.3%	93.2%	89.2%	88.1%	86.2%

Monthly Trip Report

Connecticut Medicaid

Reporting Period: **September 2021**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Completed Trips	313,588	269,510	224,540	180,408	167,603	171,420	172,259

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
A Leg	89.91%	89.40%	90.16%	90.40%	89.98%	90.41%	90.60%
B Leg	96.43%	96.68%	96.47%	96.63%	96.62%	96.60%	96.88%
Both Legs	92.95%	92.80%	93.13%	93.32%	93.09%	93.31%	93.53%

* 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 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Member No-Show Count	9,831	9,223	8,657	10,848	11,054	9,244	8,796
No-Shows + Completed*	117,886	109,345	108,886	119,156	119,796	120,502	120,598
Member No-Show Rate	8.34%	8.43%	7.95%	9.10%	9.23%	7.67%	7.29%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Trips Booked	383,485	335,205	288,144	243,156	238,713	242,701	242,701

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Total Mileage	1,760,618	1,560,084	1,374,543	1,275,175	1,226,458	1,246,911	1,232,232
Avg. Mileage	5.61	5.79	6.12	7.07	7.32	7.27	7.15

Trip % Distance Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
0-10 Miles	85.96%	85.35%	83.43%	78.82%	77.75%	77.86%	77.88%
10-20 Miles	9.46%	9.70%	10.77%	13.46%	14.02%	14.47%	14.73%
20-30 Miles	3.11%	3.36%	4.00%	5.23%	5.42%	4.78%	4.74%
30-40 Miles	0.86%	0.93%	1.03%	1.32%	1.50%	1.59%	1.50%
40-50 Miles	0.32%	0.34%	0.44%	0.64%	0.75%	0.75%	0.67%
50+ Miles	0.30%	0.32%	0.34%	0.53%	0.56%	0.54%	0.48%

Completed Trips by Mode

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Ambulatory	86,648	80,633	80,839	87,184	87,466	90,004	90,842
Mileage Reimbursement	5,311	4,944	4,587	4,816	4,838	4,828	4,168
Public Transit	200,199	164,430	119,706	67,281	54,050	55,375	56,308
Wheelchair	21,383	19,468	19,372	21,088	21,240	21,205	20,929

Members with Completed Trips Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Completed Trips	17,581	16,369	15,275	14,539	13,828	14,310	14,481

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Drug Rehabilitation	140,009	121,667	91,802	71,705	67,914	65,416	65,283
Behavioral Health	81,561	67,262	56,567	37,470	32,185	36,223	38,282
Specialist	24,645	22,475	21,802	22,515	21,955	23,339	23,925
Dialysis	18,707	17,175	17,558	17,455	17,833	17,385	17,153
Urgent Care	9,401	8,456	8,869	8,497	7,748	7,447	6,819
Physical Therapy	7,939	6,539	5,811	4,691	3,813	4,430	4,411
PCP	5,939	5,012	4,443	4,961	4,665	4,960	4,708
Psychiatric Services	7,806	5,700	5,198	2,712	2,775	3,505	3,019
Counselor	8,467	6,566	5,023	3,178	2,409	2,090	1,902
Dental	1,386	1,418	1,134	1,421	1,330	1,440	1,478
Surgery	1,479	1,240	1,240	1,407	1,231	1,442	1,319
Chemotherapy	1,457	1,130	1,089	1,112	1,003	1,042	1,133
Lab	1,440	1,162	1,002	973	881	825	861
Vision	1,031	956	835	915	941	898	1,000
Chiropractic	636	552	420	359	209	230	289
COVID-19 Vaccine - Drop Off	292	976	690	303	157	135	115
Occupational Therapy	465	331	321	227	178	145	188
Development Therapy	447	375	306	225	109	129	99
Speech Therapy	225	183	164	141	144	123	139
COVID-19 Testing - Standalone	55	99	86	56	56	101	49
Audiology	113	97	76	37	30	76	53
COVID-19	80	126	70	28	27	27	24
MFP (Data Entry Only)	24	21	18	36	46	49	31
COVID-19 Testing - Drive Thru	8	13	34	20	10	12	10

Transportation Provider Summary

Number of Providers

Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
79	78	79	80	80	79	81

Provider No-Show Count

Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
3,071	1,894	1,258	1,148	1,157	881	1,035

Provider Mix Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
PUBLIC TRANSIT	200,199	164,430	119,706	67,281	54,050	55,375	56,308
CONTRACTED PROVIDERS	85,178	79,671	78,363	80,993	78,819	77,921	77,254
VEYO INDEPENDENT DRIVERS	22,896	20,465	21,729	26,495	28,248	30,425	29,961
MILEAGE REIMBURSEMENT	5,311	4,944	4,587	4,816	4,838	4,828	4,168

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
COVID-19	663	626	578	198	59	37	128
Driver or Member Safety	14	11	4	22	10	5	6
Facility Cancelled	11,027	10,192	10,105	11,446	11,192	10,500	11,838
Incorrect Information	16,513	15,461	14,275	13,258	14,852	14,106	15,370
Insufficient Advanced Notice	491	337	320	274	208	253	252
Issue with Member's Equipment	7	26	26	4	13	8	8
Member Cancelled	34,804	35,323	35,390	32,962	28,606	28,160	27,366
Member is Ineligible	292	79	141	246	406	591	234
Member No Show	4,134	3,737	3,280	4,456	4,752	2,613	2,338
Not Eligible For Service	31	20	13	4	74	79	67
Not Finalized	3,208	3,878	3,382	3,894	4,498	3,212	3,791
Not Medicaid Covered	5	8	3	6	81	173	63
Other	7,307	5,790	6,972	8,637	9,853	7,517	6,545
Parcel returned to Veyo after fulfillment							2
Provider No Show	3,195	1,948	1,343	1,269	1,224	971	1,088
Refuse Appropriate Mode	394	313	250	277	302	328	371
Refuse Closest Facility	40	32	28	23	29	45	64
Rural Mileage Limit	117	48	59	76	80	113	111
SMS	3,900	3,534	3,490	3,485	2,964	3,458	3,799
System Error						7	8
Too Many Passengers					2	34	44
Unable to Verify Appointment	10	14	7	760	5,310	5,843	5,356
Urban Mileage Limit	573	351	296	336	308	352	307
Veyo Operations Cancelled	1		12	9	217	11	47
Grand Total	86,726	81,728	79,974	81,642	85,040	78,416	79,203

Same Day Cancellation Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Cancelled Trips	45,777	43,514	41,703	40,006	36,674	37,002	36,315
Cancelled + Completed*	153,855	143,650	141,950	148,317	145,389	148,219	148,098
Cancellation Rate	29.75%	30.29%	29.38%	26.97%	25.22%	24.96%	24.52%

*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

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
COVID-19	31	13	9	1	1	21	37
Driver or Member Safety	26	33	25	63	54	58	60
Incorrect Information	528	406	428	513	440	439	488
Issue with Member's Equipment	13	19	20	22	28	30	25
Member Cancelled	6,780	6,153	5,786	6,105	5,994	6,953	6,429
Member is Ineligible	61	203	201	38	12	30	
Member No Show	5,697	5,486	5,377	6,392	6,302	6,631	6,458
Other	2,275	2,294	2,361	2,173	2,368	2,214	2,223
Grand Total	15,411	14,607	14,207	15,307	15,199	16,376	15,720

*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
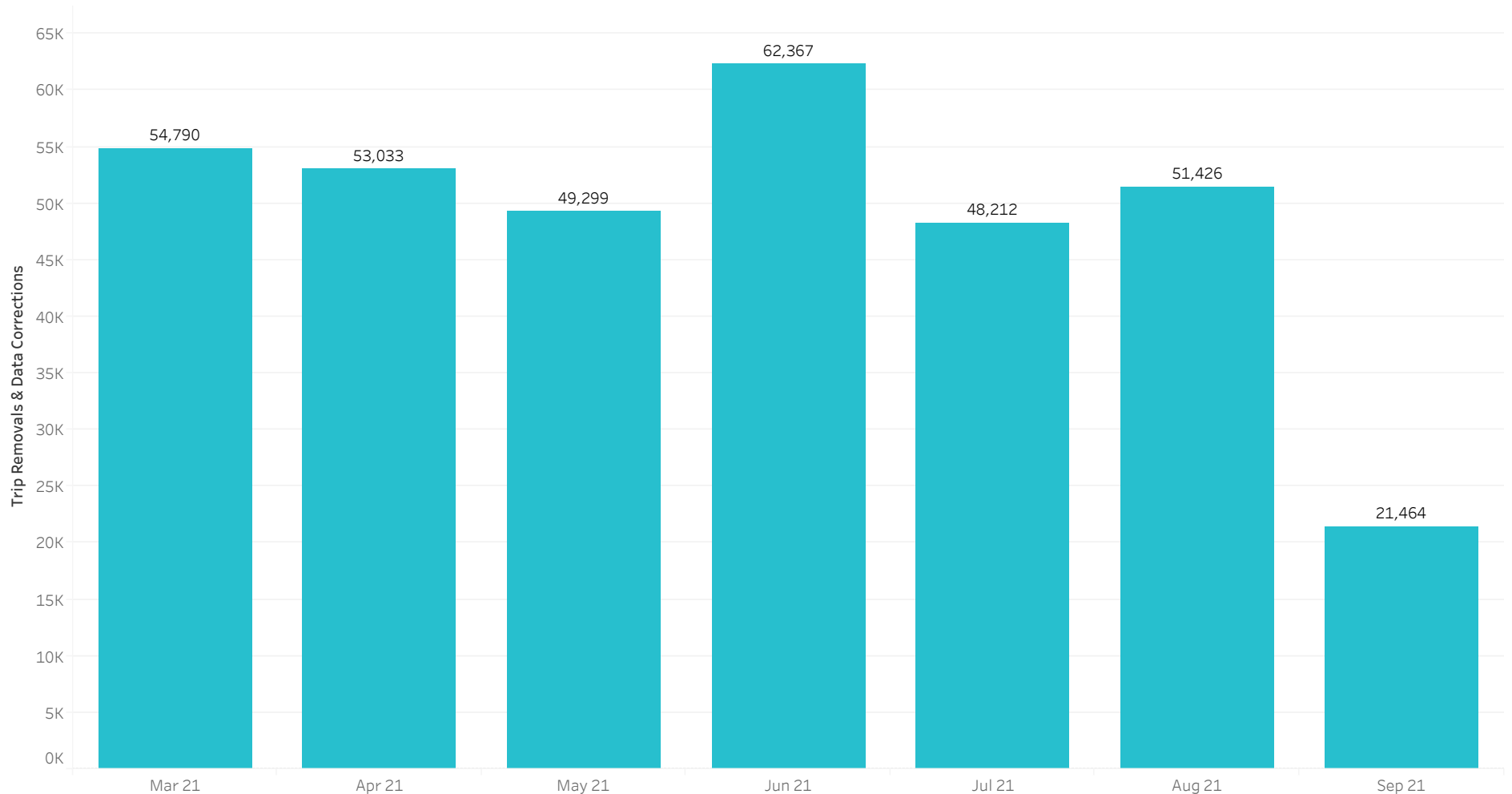
	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021
Trips Remov..	54,790	53,033	49,299	62,367	48,212	51,426	21,464

*Excludes Public Transit and Mileage Reimbursement

veyo | Healthcare Logistics

Unfulfilled Trip Counts

		Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Member No Show	Critical	1,807	1,804	1,612	1,725	1,800	1,671	1,607
	Non-Critical	8,024	7,419	7,045	9,123	9,254	7,573	7,189
Provider No Show	Critical	688	419	345	370	279	180	255
	Non-Critical	2,507	1,529	998	899	945	791	833
Trips Not Confirmed	Critical	589	429	496	414	424	399	536
	Non-Critical	1,032	840	841	820	795	872	1,248
Total Unfulfilled		14,647	12,440	11,337	13,351	13,497	11,486	11,668

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

Unfulfilled Trips by Mode Summary

		Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Member No Show	Ambulatory	9,245	8,689	8,193	10,343	10,555	8,708	8,322
	Bariatric Wheelchair	51	47	25	24	28	36	34
	Wheelchair	535	487	439	481	471	500	440
Provider No Show	Ambulatory	3,076	1,793	1,194	1,176	1,090	865	921
	Bariatric Wheelchair	9	6	15	14	6	8	21
	Wheelchair	110	149	134	79	128	98	146
Trips Not Confirmed	Ambulatory	1,438	1,101	1,102	1,060	1,005	1,089	1,499
	Bariatric Wheelchair	24	27	39	33	20	18	30
	Wheelchair	159	141	196	141	194	164	255
Total Unfulfilled		14,647	12,440	11,337	13,351	13,497	11,486	11,668

Unconfirmed Trips
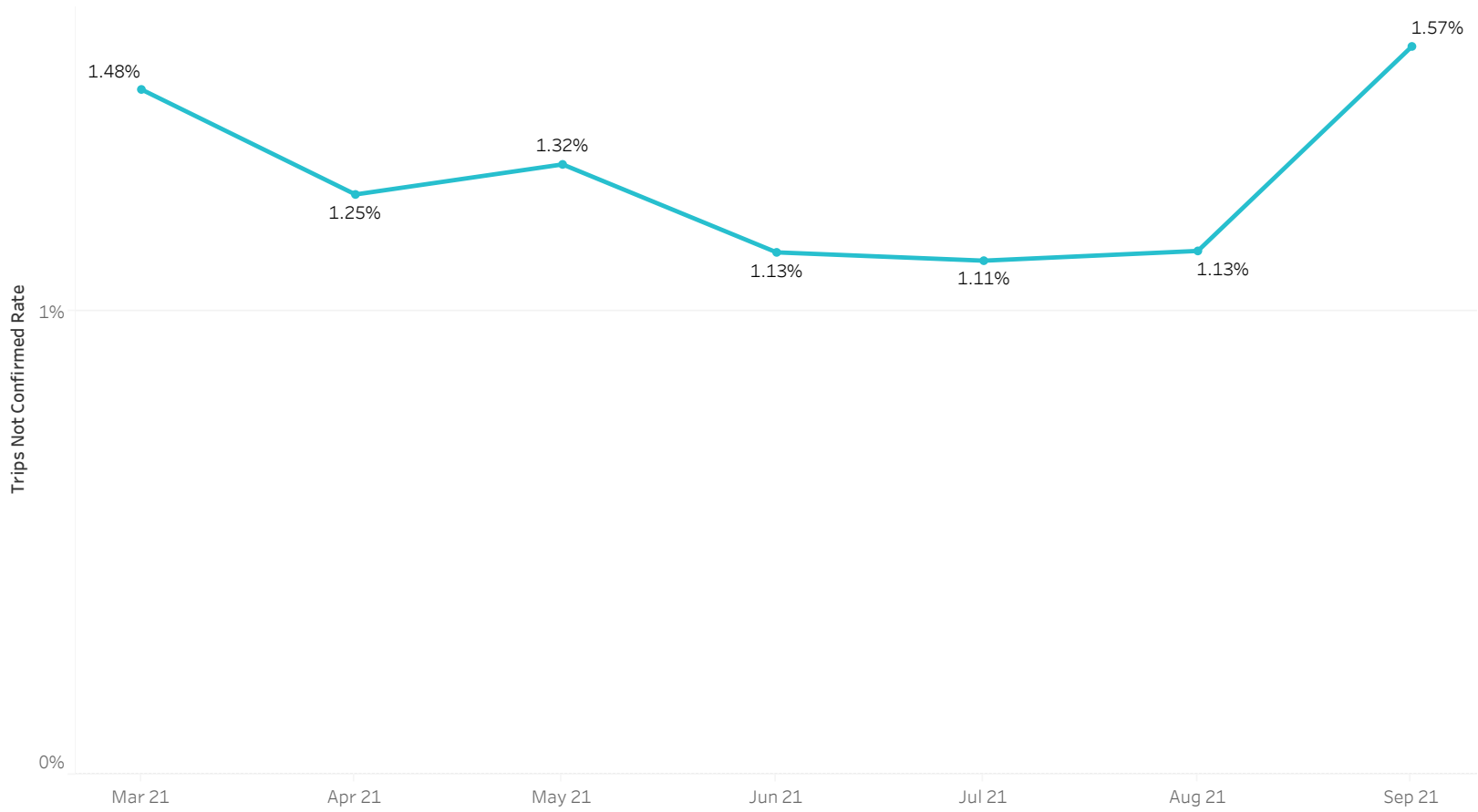
	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Not Confirmed	1,621	1,269	1,337	1,234	1,219	1,271	1,784
Not Confirmed + Completed*	109,655	101,376	101,552	109,508	109,926	112,480	113,556
Not Confirmed Rate	1.48%	1.25%	1.32%	1.13%	1.11%	1.13%	1.57%

* 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 2021**

Veyo Healthcare Logistics

Total Complaints

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Completed Trips	313,588	269,510	224,540	180,408	167,611	171,436	172,291
Total Complaint Count	1,713	1,221	998	993	945	960	997
Complaint %	0.55%	0.45%	0.44%	0.55%	0.56%	0.56%	0.58%

Substantiated Summary

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Completed Trips	313,588	269,510	224,540	180,408	167,611	171,436	172,291
Substantiated Complaints	1,207	272	163	142	108	84	89
Substantiated Complaint %	0.38%	0.10%	0.07%	0.08%	0.06%	0.05%	0.05%

Days To Resolve

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Grievance Count	1,713	1,221	998	993	945	960	997
Resolved Count	1,591	373	226	184	144	118	108
Avg. Time to Resolve (Days)	128.25	81.21	52.88	40.99	27.02	11.97	6.34

First Call Resolutions

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
First Call Resolutions	193	208	247	209	140	123	116

Complaints Category Summary

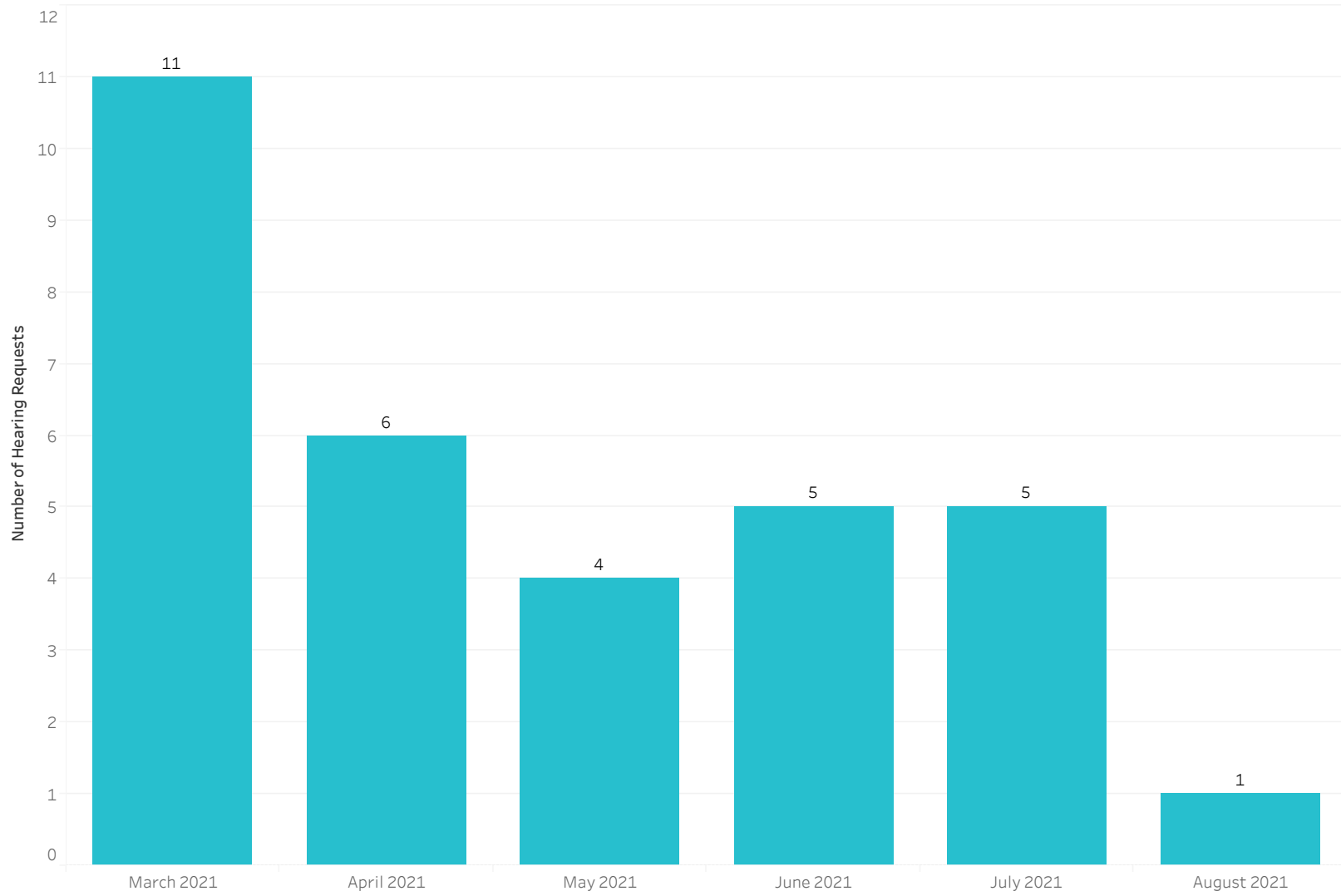|	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Missed Pickup	611	159	70	40	33	34	30
Late Pickup	250	49	27	18	21	8	11
Late Pickup - B-Leg	214	25	13	21	7	4	6
Driver Issue	27	18	21	38	18	14	24
Safety Concern	29	9	18	13	20	21	13
Other	27	2	7	3	4		
Scheduling Error	18		3		2	1	2
Agent Issue	12	3	1		1	1	
Damage/Injury	3	3	2	6	2	1	1
Early Arrival	12	1	1	2			
Vehicle Issue	1						2
Technical Issue		1	1				

Denied Trip Requests

		Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Unique Requests	Unable to Verify Appointment	5	6	4	10	8	8	7
	Refuse Appropriate Mode	354	272	206	196	194	212	233
	Urban Mileage Limit	262	165	137	156	138	166	140
	Insufficient Advanced Notice	262	176	175	135	105	135	132
	Not Eligible For Service	16	7	8	2	7	6	6
	Rural Mileage Limit	58	19	28	38	34	31	51
	Not Medicaid Covered	3	3	2	2	6	4	5
	Refuse Closest Facility	19	14	12	12	15	19	30
	Too Many Passengers					1		
	Total	944	648	549	533	492	560	578
Trips Under Recurring Schedule	Unable to Verify Appointment		1	1	91	188	280	263
	Refuse Appropriate Mode	16	11	16	15	15	14	16
	Urban Mileage Limit	14	8	15	14	14	10	8
	Insufficient Advanced Notice			1	3	1		
	Not Eligible For Service	6	7	2	1	5	8	3
	Rural Mileage Limit	2	4	2		1	3	3
	Not Medicaid Covered		1	1	2	2	3	2
	Refuse Closest Facility		3	3			4	2
	Too Many Passengers						1	1
	Total	37	34	41	126	224	321	298
	Grand Total	981	680	587	653	707	874	871

Notice of Actions Issued

October 12, 2021

	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Refuse Appropriate Mode	370	283	221	211	209	226	249
Urban Mileage Limit	276	171	152	170	152	176	148
Insufficient Advanced Notice	262	176	176	138	106	135	132
Unable to Verify Appointment	5	7	5	98	193	285	269
Rural Mileage Limit	60	23	30	38	35	34	54
Refuse Closest Facility	19	17	15	12	15	23	32
Not Eligible For Service	22	14	10	3	12	13	9
Not Medicaid Covered	3	4	3	3	8	7	7
Too Many Passengers					1	1	1
Total	**981**	**680**	**587**	**653**	**707**	**874**	**871**

Admin Hearing Requests

Number of Hearing Requests

Month	Number of Hearing Requests
March 2021	11
April 2021	6
May 2021	4
June 2021	5
July 2021	5
August 2021	1

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.