



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **April 2023**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **April 2023**

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

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	60,831	59,988	58,371	64,661	59,035	67,046	58,765
Avg Daily Calls Received	2,897	2,727	2,653	2,939	2,952	2,915	2,938
Total Calls Answered	59,336	58,437	58,033	63,978	58,745	66,053	54,405
Answered %	97.5%	97.4%	99.4%	98.9%	99.5%	98.5%	92.6%

Average Speed Of Answer Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	60,831	59,988	58,371	64,661	59,035	67,046	58,765
Avg Speed of Answer (seconds)	61.8	49.2	21.7	20.8	6.7	16.2	112.1

Average Abandon Rate Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	60,831	59,988	58,371	64,661	59,035	67,046	58,765
Total Calls Abandoned	1,495	1,551	337	474	75	362	3,292
Abandon %	2.5%	2.6%	0.6%	0.7%	0.1%	0.5%	5.6%

Average Handle Time Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Handle Time Minutes	285,924	278,608	259,222	300,433	275,609	303,763	259,167
Total Calls Answered	59,336	58,437	58,033	63,978	58,745	66,053	54,405
Avg Handle Time (minutes)	4.819	4.768	4.467	4.696	4.692	4.599	4.764

Service Level Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Handled Within Service Level	52,982	53,819	56,590	62,588	58,527	64,647	43,363
Handled Outside Service Level	7,849	6,169	1,780	1,866	293	1,769	14,345
Total Calls Received	60,831	59,988	58,371	64,661	59,035	67,046	58,765
Service Level	87.1%	89.7%	97.0%	97.1%	99.5%	97.3%	75.1%

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)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Total Calls Received	15,392	16,136	15,466	9,332
Avg Daily Calls Received	733	768	703	718
Total Calls Answered	14,911	15,505	15,327	9,200
Answered %	96.9%	96.1%	99.1%	98.6%

Average Speed Of Answer Summary (Facility)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Total Calls Received	15,392	16,136	15,466	9,332
Avg Speed of Answer (seconds)	60.4	49.5	21.6	27.8

Average Abandon Rate Summary (Facility)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Total Calls Received	15,392	16,136	15,466	9,332
Total Calls Abandoned	481	631	139	132
Abandon %	3.1%	3.9%	0.9%	1.4%

Average Handle Time Summary (Facility)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Total Calls Answered	14,911	15,505	15,327	9,200
Avg Handle Time (minutes)	4.9	5.0	4.7	4.9

Service Level Summary (Facility)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Handled Within Service Level	13,388	14,246	14,961	8,942
Handled Outside Service Level	2,004	1,890	505	390
Total Calls Received	15,392	16,136	15,466	9,332
Service Level	87.0%	88.3%	96.7%	95.8%

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)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	3,699	3,893	3,555	4,152	3,940	4,495	3,715
Avg Daily Calls Received	176	177	162	189	197	195	186
Total Calls Answered	3,621	3,833	3,546	4,114	3,928	4,444	3,621
Answered %	97.9%	98.5%	99.7%	99.1%	99.7%	98.9%	97.5%

Average Speed Of Answer Summary (Spanish)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	3,699	3,893	3,555	4,152	3,940	4,495	3,715
Avg Speed of Answer (seconds)	44.3	40.4	13.5	17.0	5.6	12.6	53.5

Average Abandon Rate Summary (Spanish)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Received	3,699	3,893	3,555	4,152	3,940	4,495	3,715
Total Calls Abandoned	78	60	9	30	3	12	67
Abandon %	2.1%	1.5%	0.3%	0.7%	0.1%	0.3%	1.8%

Average Handle Time Summary (Spanish)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Calls Answered	3,621	3,833	3,546	4,114	3,928	4,444	3,621
Avg Handle Time (minutes)	4.4	4.5	4.0	4.4	4.3	4.4	4.9

Service Level Summary (Spanish)

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Handled Within Service Level	3,369	3,593	3,506	4,022	3,919	4,430	3,346
Handled Outside Service Level	330	300	49	122	12	26	343
Total Calls Received	3,699	3,893	3,555	4,152	3,940	4,495	3,715
Service Level	91.1%	92.3%	98.6%	97.1%	99.7%	99.4%	90.7%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **April 2023**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Completed Trips	143,273	139,894	142,153	144,297	133,634	162,916	170,099

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
A Leg	90.79%	90.88%	90.61%	91.50%	91.82%	91.88%	91.61%
B Leg	97.30%	96.96%	97.15%	97.68%	97.59%	97.57%	97.46%
Both Legs	93.82%	93.70%	93.65%	94.36%	94.47%	94.48%	94.30%

* 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

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Member No-Show Count	12,257	12,671	13,044	12,085	11,952	14,752	12,343
No-Shows + Completed*	149,664	146,531	148,674	150,686	140,443	170,140	153,096
Member No-Show Rate	8.19%	8.65%	8.77%	8.02%	8.51%	8.67%	8.06%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Trips Booked	216,530	213,787	227,223	224,198	212,119	248,185	261,116

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Total Mileage	1,292,397	1,284,096	1,295,967	1,304,344	1,197,985	1,437,761	1,356,414
Avg. Mileage	9.02	9.18	9.12	9.04	8.96	8.83	7.97

Trip % Distance Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
0-10 Miles	67.91%	67.02%	67.26%	67.69%	68.22%	69.10%	73.30%
10-20 Miles	21.85%	22.44%	22.02%	21.73%	21.56%	21.11%	18.13%
20-30 Miles	6.74%	6.89%	7.19%	7.12%	6.77%	6.43%	5.72%
30-40 Miles	1.90%	1.96%	2.00%	1.98%	2.00%	1.84%	1.63%
40-50 Miles	0.87%	0.87%	0.76%	0.73%	0.73%	0.77%	0.63%
50+ Miles	0.72%	0.82%	0.77%	0.75%	0.74%	0.75%	0.59%

Completed Trips by Mode

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Ambulatory	114,266	111,198	113,229	116,521	107,090	130,080	117,877
Mileage Reimbursement	5,734	5,874	6,015	5,201	4,626	5,417	4,252
Public Transit	186	194	549	517	549	2,314	25,260
Wheelchair	23,085	22,624	22,358	22,050	21,358	25,098	22,710

Members with Completed Trips Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Completed Trips	14,677	14,641	14,429	15,048	14,951	16,274	16,294

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Drug Rehabilitation	57,911	55,798	58,278	57,034	50,976	62,932	70,019
Specialist	23,068	22,234	21,653	23,991	23,543	29,162	26,345
Behavioral Health	17,924	18,548	18,537	18,935	17,990	22,684	28,569
Dialysis	18,210	18,051	18,655	17,675	16,451	18,724	17,753
Urgent Care	8,068	7,779	8,183	8,502	7,420	8,435	7,483
PCP	4,780	4,340	4,194	4,734	4,598	5,403	5,105
Physical Therapy	3,946	4,009	3,814	3,947	3,662	4,897	4,529
Surgery	1,829	1,633	1,477	1,634	1,590	1,673	1,416
Dental	1,540	1,469	1,430	1,484	1,558	1,903	1,815
Psychiatric Services	1,438	1,482	1,367	1,405	1,262	1,720	1,586
Chemotherapy	1,443	1,346	1,440	1,435	1,132	1,261	1,406
Counselor	721	812	956	945	963	1,232	1,446
Vision	775	905	739	832	855	972	937
Lab	735	681	644	718	708	878	816
Occupational Therapy	253	237	215	357	264	270	251
Chiropractic	185	167	199	278	317	413	281
Speech Therapy	159	182	174	190	192	220	195
MFP (Data Entry Only)	56	38	43	30	43	210	166
Audiology	42	38	55	70	45	63	59
Development Therapy	57	47	27	32	41	48	66
COVID-19 Testing - Standalone	83	51	32	58	32	14	9
COVID-19 Vaccine - Drop Off	61	59	28	19	15	8	7
COVID-19	31	14	49	21	16		2
COVID-19 Testing - Drive Thru	14	12	7	1	4	4	4

Transportation Provider Summary

Number of Providers

Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
85	86	86	90	87	86	87

Provider No-Show Count

Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
517	486	586	486	412	522	548

Provider Mix Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
CONTRACTED PROVIDERS	86,246	83,291	84,609	85,456	78,075	93,688	83,357
VEYO INDEPENDENT DRIVERS	42,474	41,914	43,038	45,901	43,104	52,085	46,251
MILEAGE REIMBURSEMENT	5,734	5,874	6,013	5,201	4,626	5,417	4,252
PUBLIC TRANSIT	186	194	549	517	549	2,314	25,260

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

May 23, 2023

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
COVID-19	594	663	856	1,009	844	528	399
Driver or Member Safety	120	91	22	25	32	32	51
Facility Cancelled	13,513	16,913	18,111	16,900	15,332	17,744	16,717
Incorrect Information	21,314	17,872	18,017	17,241	17,173	19,918	20,351
Insufficient Advanced Notice	1,422	1,216	1,021	1,316	1,037	1,305	1,157
Issue with Member's Equipment	11	17	10	18	10	22	6
Member Cancelled	29,163	30,437	33,248	29,905	27,832	30,955	26,838
Member is Ineligible	581	284	206	519	804	720	392
Member No Show	6,362	6,302	6,213	5,458	5,506	6,685	6,366
Missing necessary form		12	16	4			
Not Eligible For Service	132	126	78	71	84	47	73
Not Finalized	1,999	2,002	2,821	1,905	3,217	3,406	2,003
Not Medicaid Covered	60	74	21	16	12	36	68
Other	8,926	7,300	5,985	5,694	5,156	6,719	7,665
Parcel returned to Veyo after fulfillment							1
Provider No Show	560	508	606	504	420	559	612
Refuse Appropriate Mode	752	740	808	966	1,112	1,303	1,034
Refuse Closest Facility	98	82	104	127	67	62	70
Rural Mileage Limit	160	182	173	238	236	256	213
SMS	6,024	6,821	7,479	7,231	8,042	8,992	8,461
System Error	53	40	48	36	45	48	76
Too Many Passengers	2		2		2	3	2
Unable to Verify Appointment	2,629	3,178	3,807	3,070	2,719	4,103	15,469
Urban Mileage Limit	632	599	637	747	717	751	565
Veyo Operations Cancelled	92	6,931	3,474	5,777	5,992	259	1,690
Grand Total	95,199	102,390	103,763	98,777	96,391	104,453	110,279

Same Day Cancellation Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Cancelled Trips	20,761	20,320	22,227	20,389	21,742	24,672	17,194
Cancelled + Completed*	158,114	154,146	157,816	158,968	150,201	179,857	157,781
Cancellation Rate	13.13%	13.18%	14.08%	12.83%	14.48%	13.72%	10.90%

*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

May 23, 2023

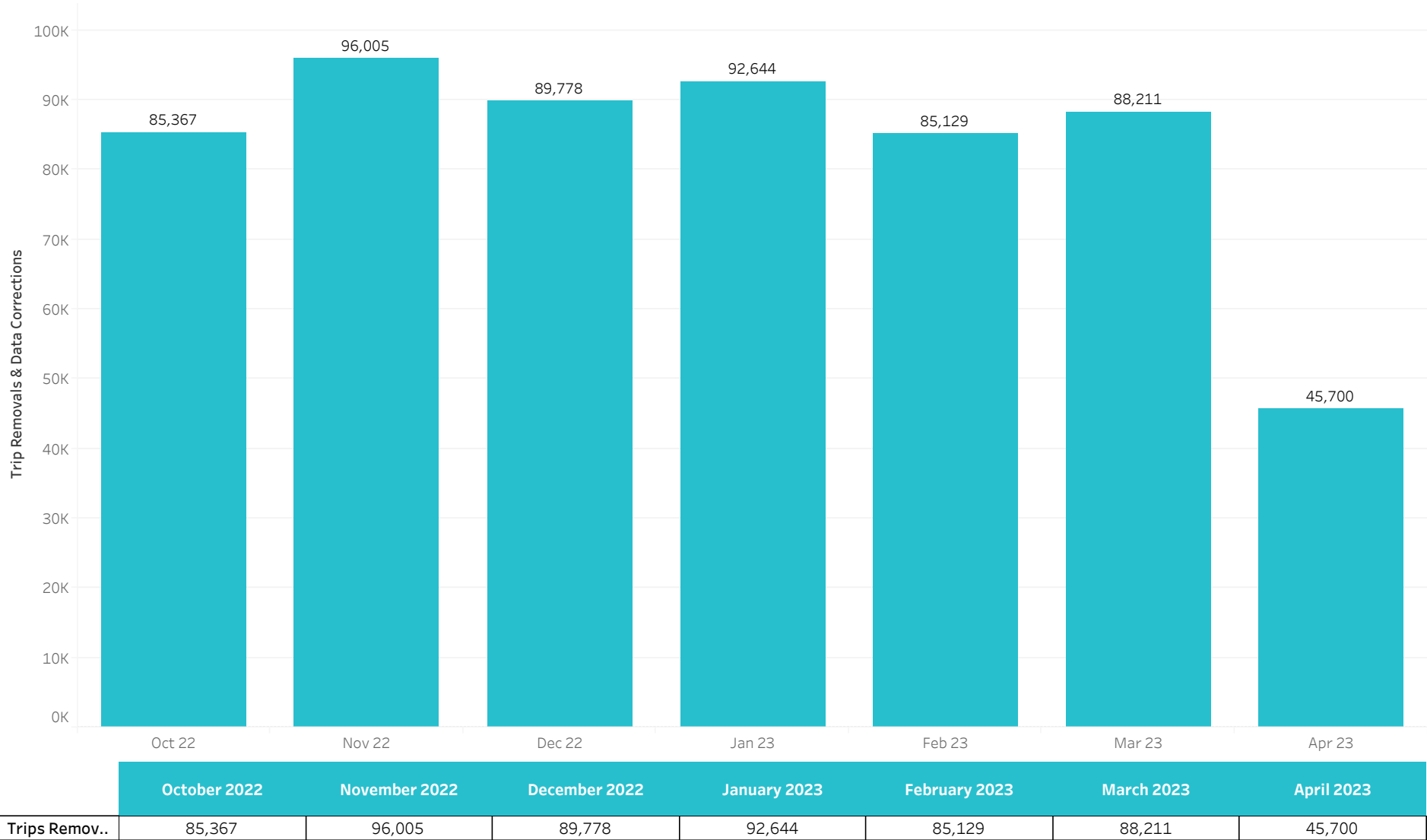
	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
COVID-19	16	6	24	20	2	6	8
Driver or Member Safety	112	130	151	183	268	313	116
Incorrect Information	323	236	258	309	367	431	323
Issue with Member's Equipment	28	40	19	18	34	45	31
Member Cancelled	7,482	7,122	8,267	7,394	8,060	9,306	6,329
Member is Ineligible	38	65	39	39	32	60	16
Member No Show	5,895	6,369	6,831	6,627	6,446	8,067	5,977
Other	2,778	2,408	3,308	2,821	3,037	2,284	1,726
Grand Total	16,672	16,376	18,897	17,411	18,246	20,512	14,526

*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

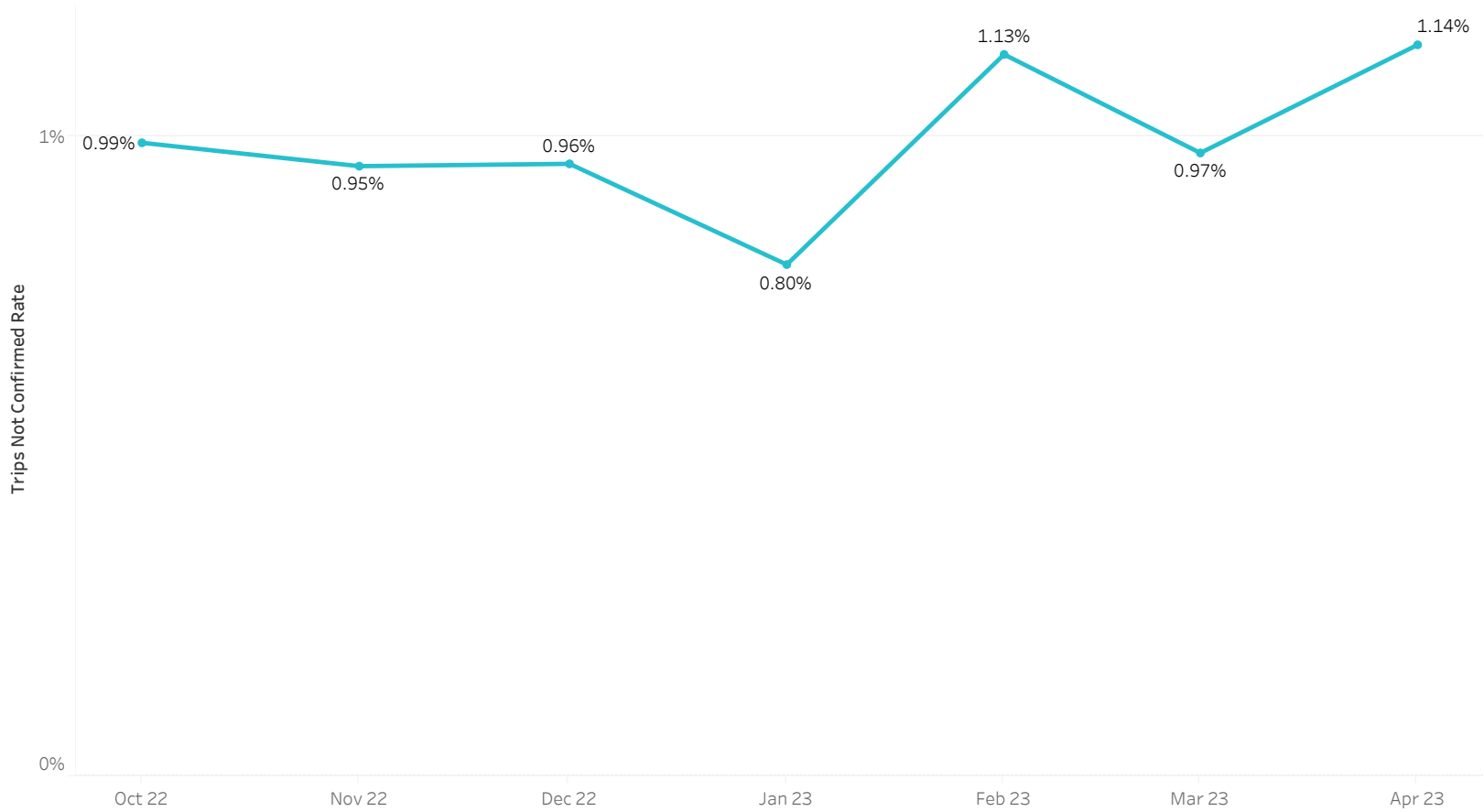
		Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Member No Show	Critical	2,248	2,347	2,404	2,404	2,293	2,611	2,546
	Non-Critical	10,009	10,324	10,640	9,681	9,659	12,141	9,797
Provider No Show	Critical	104	116	137	118	89	118	118
	Non-Critical	456	392	469	386	331	441	494
Trips Not Confirmed	Critical	378	418	407	359	377	446	426
	Non-Critical	994	869	902	757	1,087	1,079	1,198
Total Unfulfilled		14,189	14,466	14,959	13,705	13,836	16,836	14,579

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

Unfulfilled Trips by Mode Summary

		Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Member No Show	Ambulatory	11,720	12,155	12,583	11,596	11,521	14,168	11,860
	Bariatric Wheelchair	65	64	52	67	60	61	38
	Wheelchair	472	452	409	422	371	523	445
Provider No Show	Ambulatory	468	416	511	431	337	493	522
	Bariatric Wheelchair	2	11	16	7	11	12	14
	Wheelchair	90	81	79	66	72	54	76
Trips Not Confirmed	Ambulatory	1,238	1,137	1,186	967	1,303	1,342	1,434
	Bariatric Wheelchair	10	23	13	20	18	24	30
	Wheelchair	124	127	110	129	143	159	160
Total Unfulfilled		14,189	14,466	14,959	13,705	13,836	16,836	14,579

Unconfirmed Trips



	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Not Confirmed	1,372	1,287	1,309	1,116	1,464	1,525	1,624
Not Confirmed + Completed*	138,723	135,109	136,897	139,687	129,912	156,703	142,211
Not Confirmed Rate	0.99%	0.95%	0.96%	0.80%	1.13%	0.97%	1.14%

* 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: **April 2023**

Veyo Healthcare Logistics

Total Complaints

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Completed Trips	143,273	139,894	142,153	144,297	133,634	162,916	170,099
Total Complaint Count	676	607	598	615	644	708	644
Complaint %	0.47%	0.43%	0.42%	0.43%	0.48%	0.43%	0.38%

Substantiated Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Completed Trips	143,273	139,894	142,153	144,297	133,634	162,916	170,099
Substantiated Complaints	529	500	473	466	470	545	485
Substantiated Complaint %	0.37%	0.36%	0.33%	0.32%	0.35%	0.33%	0.29%

Days To Resolve

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Grievance Count	676	607	598	615	644	708	644
Resolved Count	676	607	598	597	617	665	607
Avg. Time to Resolve (Days)	33.98	33.21	31.84	27.85	17.62	10.83	6.28

First Call Resolutions

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
First Call Resolutions	130	62	181	105	100	106	111

Complaints Category Summary

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Missed Pickup	250	249	258	268	243	301	285
Late Pickup	105	87	59	50	83	74	73
Driver Issue	67	63	63	51	50	68	49
Late Pickup - B-Leg	41	49	41	35	46	42	29
Safety Concern	25	24	9	21	21	19	13
Scheduling Error	15	9	13	14	6	13	17
Early Arrival	10	1	8	8	6	6	7
Other	3	3	8	5	6	9	5
Agent Issue	5	6	6	6	3	8	4
Damage/Injury	3	3	4	3	4	3	
Vehicle Issue	4	4	4	2	1		3
Technical Issue	1	2		3	1	2	

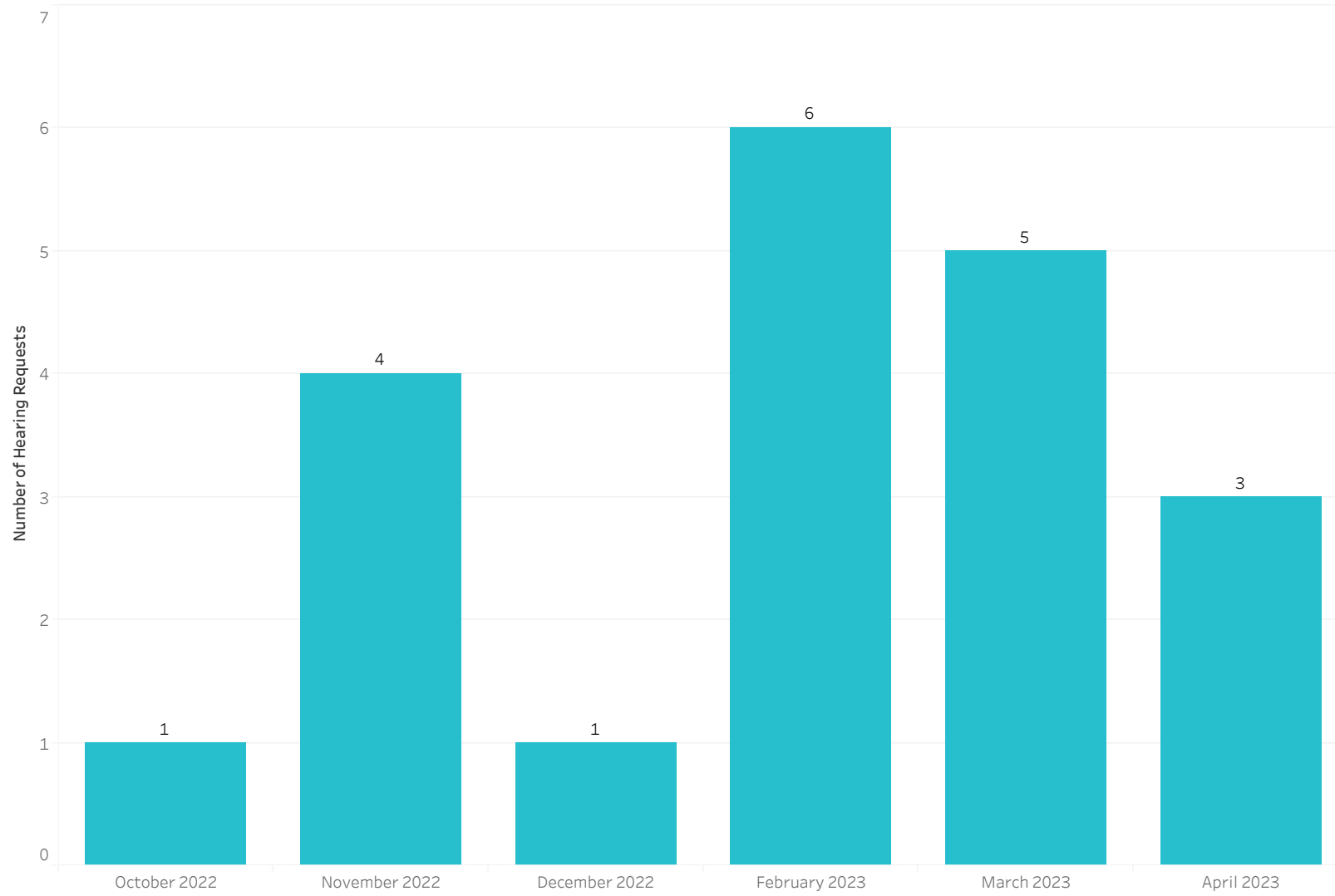
Denied Trip Requests

		Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Unique Requests	Unable to Verify Appointment	9	7	5	6	4	8	9
	Insufficient Advanced Notice	690	596	512	645	524	647	580
	Refuse Appropriate Mode	426	399	440	518	586	693	545
	Urban Mileage Limit	294	266	277	325	327	335	246
	Rural Mileage Limit	73	83	73	100	112	115	99
	Refuse Closest Facility	47	40	47	65	35	32	32
	Not Eligible For Service	52	41	27	19	26	24	25
	Not Medicaid Covered	7	16	10	8	6	13	10
	Too Many Passengers	1		1		1	2	1
	Total	1,487	1,343	1,288	1,555	1,480	1,718	1,446
Trips Under Recurring Schedule	Unable to Verify Appointment	117	130	128	118	118	251	663
	Insufficient Advanced Notice	1	2		2	1	2	2
	Refuse Appropriate Mode	17	19	26	29	36	50	41
	Urban Mileage Limit	8	18	18	18	12	23	18
	Rural Mileage Limit	6	4	11	9	5	10	8
	Refuse Closest Facility	4	1	2			2	3
	Not Eligible For Service	4	5	1	2	2	2	2
	Not Medicaid Covered	3	2	1			1	2
	Missing necessary form		2	2	2			
	Total	159	183	189	179	173	337	737
Grand Total	1,638	1,517	1,466	1,726	1,642	2,035	2,155	

Notice of Actions Issued

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Insufficient Advanced Notice	691	598	512	647	525	649	582
Refuse Appropriate Mode	442	418	464	546	619	739	585
Urban Mileage Limit	301	283	293	342	339	357	264
Unable to Verify Appointment	126	137	133	124	122	259	672
Rural Mileage Limit	79	87	84	109	117	123	107
Refuse Closest Facility	50	41	49	65	35	34	35
Not Eligible For Service	56	46	28	21	28	26	27
Not Medicaid Covered	10	18	11	8	6	14	11
Too Many Passengers	1		1		1	2	1
Missing necessary form		2	2	2			
Total	1,638	1,517	1,466	1,726	1,642	2,035	2,155

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.