



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **December 2022**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **December 2022**

Veyo Healthcare Logistics

Call Center Summary (Business Hours)

January 20, 2023

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

Call Count Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	55,274	52,213	61,899	59,468	60,578	59,562	57,023
Avg Daily Calls Received	2,512	2,486	2,691	2,703	2,885	2,707	2,592
Total Calls Answered	53,990	48,315	56,293	53,393	59,083	58,011	56,686
Answered %	97.7%	92.5%	90.9%	89.8%	97.5%	97.4%	99.4%

Average Speed Of Answer Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	55,274	52,213	61,899	59,468	60,578	59,562	57,023
Avg Speed of Answer (seconds)	45.8	137.5	165.2	169.7	62.1	49.4	22.1

Average Abandon Rate Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	55,274	52,213	61,899	59,468	60,578	59,562	57,023
Total Calls Abandoned	1,261	3,870	5,565	6,032	1,464	1,515	326
Abandon %	2.3%	7.4%	9.0%	10.1%	2.4%	2.5%	0.6%

Average Handle Time Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Handle Time Minutes	258,522	233,987	285,507	266,072	284,809	276,703	253,557
Total Calls Answered	53,990	48,315	56,293	53,393	59,083	58,011	56,686
Avg Handle Time (minutes)	4.788	4.843	5.072	4.983	4.820	4.770	4.473

Service Level Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Handled Within Service Level	50,092	36,069	38,609	36,944	52,729	53,398	55,243
Handled Outside Service Level	5,182	16,144	23,290	22,524	7,849	6,164	1,780
Total Calls Received	55,274	52,213	61,899	59,468	60,578	59,562	57,023
Service Level	90.6%	69.1%	62.4%	62.1%	87.0%	89.7%	96.9%

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)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	12,420	11,610	14,259	13,998	15,392	16,136	15,465
Avg Daily Calls Received	565	581	620	667	733	768	703
Total Calls Answered	11,987	10,474	12,802	12,404	14,911	15,505	15,326
Answered %	96.5%	90.2%	89.8%	88.6%	96.9%	96.1%	99.1%

Average Speed Of Answer Summary (Facility)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	12,420	11,610	14,259	13,998	15,392	16,136	15,465
Avg Speed of Answer (seconds)	45.3	131.2	158.6	156.4	60.4	49.5	21.6

Average Abandon Rate Summary (Facility)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	12,420	11,610	14,259	13,998	15,392	16,136	15,465
Total Calls Abandoned	433	1,136	1,457	1,594	481	631	139
Abandon %	3.5%	9.8%	10.2%	11.4%	3.1%	3.9%	0.9%

Average Handle Time Summary (Facility)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Answered	11,987	10,474	12,802	12,404	14,911	15,505	15,326
Avg Handle Time (minutes)	5.1	5.1	5.2	5.3	4.9	5.0	4.7

Service Level Summary (Facility)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Handled Within Service Level	11,125	7,971	8,940	8,935	13,388	14,246	14,960
Handled Outside Service Level	1,295	3,639	5,319	5,063	2,004	1,890	505
Total Calls Received	12,420	11,610	14,259	13,998	15,392	16,136	15,465
Service Level	89.6%	68.7%	62.7%	63.8%	87.0%	88.3%	96.7%

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 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	2,852	2,835	3,250	3,231	3,450	3,469	2,215
Avg Daily Calls Received	130	135	141	147	164	158	101
Total Calls Answered	2,832	2,711	2,990	2,913	3,372	3,409	2,206
Answered %	99.3%	95.6%	92.0%	90.2%	97.7%	98.3%	99.6%

Average Speed Of Answer Summary (Spanish)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	2,852	2,835	3,250	3,231	3,450	3,469	2,215
Avg Speed of Answer (seconds)	16.5	90.2	113.0	113.0	47.1	43.6	18.2

Average Abandon Rate Summary (Spanish)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Received	2,852	2,835	3,250	3,231	3,450	3,469	2,215
Total Calls Abandoned	19	122	254	315	78	59	7
Abandon %	0.7%	4.3%	7.8%	9.7%	2.3%	1.7%	0.3%

Average Handle Time Summary (Spanish)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Calls Answered	2,832	2,711	2,990	2,913	3,372	3,409	2,206
Avg Handle Time (minutes)	3.9	4.6	4.5	4.5	4.4	4.5	3.8

Service Level Summary (Spanish)

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Handled Within Service Level	2,786	2,201	2,334	2,226	3,120	3,174	2,166
Handled Outside Service Level	66	634	916	1,005	330	295	49
Total Calls Received	2,852	2,835	3,250	3,231	3,450	3,469	2,215
Service Level	97.7%	77.6%	71.8%	68.9%	90.4%	91.5%	97.8%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **December 2022**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Completed Trips	139,010	129,833	148,171	140,451	143,271	139,894	141,867

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
A Leg	92.34%	92.24%	89.78%	88.87%	90.79%	90.88%	90.61%
B Leg	97.72%	97.82%	96.33%	96.06%	97.30%	96.96%	97.15%
Both Legs	94.85%	94.82%	92.80%	92.19%	93.82%	93.70%	93.65%

* 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 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Member No-Show Count	20,792	15,085	11,340	11,779	12,257	12,671	13,044
No-Shows + Completed*	152,301	138,695	152,622	146,315	149,662	146,531	148,674
Member No-Show Rate	13.65%	10.88%	7.43%	8.05%	8.19%	8.65%	8.77%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Trips Booked	226,491	203,813	222,357	212,386	216,530	213,787	227,223

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Total Mileage	1,278,051	1,202,035	1,352,727	1,266,368	1,292,353	1,284,090	1,290,966
Avg. Mileage	9.19	9.26	9.13	9.02	9.02	9.18	9.10

Trip % Distance Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
0-10 Miles	68.29%	67.87%	68.01%	68.07%	67.92%	67.02%	67.36%
10-20 Miles	20.60%	21.02%	21.56%	21.70%	21.85%	22.44%	21.96%
20-30 Miles	7.13%	7.19%	6.72%	6.76%	6.74%	6.89%	7.15%
30-40 Miles	2.19%	2.21%	2.07%	1.92%	1.90%	1.96%	1.99%
40-50 Miles	0.93%	0.87%	0.84%	0.86%	0.87%	0.87%	0.76%
50+ Miles	0.86%	0.83%	0.79%	0.69%	0.72%	0.82%	0.77%

Completed Trips by Mode

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Ambulatory	107,730	101,563	117,411	111,580	114,264	111,198	113,229
Mileage Reimbursement	6,059	5,859	6,585	5,792	5,734	5,874	5,729
Public Transit	1,493	402	329	179	186	194	549
Wheelchair	23,724	22,007	23,843	22,899	23,085	22,624	22,358

Members with Completed Trips Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Completed Trips	14,291	13,514	14,558	14,385	14,677	14,641	14,423

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Drug Rehabilitation	53,413	53,003	60,783	57,391	57,909	55,798	58,028
Specialist	23,166	20,742	23,291	22,783	23,068	22,234	21,635
Dialysis	18,314	17,877	18,971	18,212	18,210	18,051	18,655
Behavioral Health	17,479	14,107	17,810	16,500	17,924	18,548	18,533
Urgent Care	8,435	7,699	8,306	7,688	8,068	7,779	8,179
PCP	4,478	4,091	4,577	4,470	4,780	4,340	4,194
Physical Therapy	4,204	3,565	4,417	4,030	3,946	4,009	3,814
Surgery	1,881	1,799	1,927	1,772	1,829	1,633	1,477
Dental	1,478	1,359	1,573	1,511	1,540	1,469	1,430
Psychiatric Services	1,356	1,208	1,614	1,552	1,438	1,482	1,367
Chemotherapy	1,182	1,021	1,222	1,201	1,443	1,346	1,440
Counselor	1,107	945	969	735	721	812	950
Vision	821	822	938	936	775	905	739
Lab	757	766	836	793	735	681	644
Occupational Therapy	204	155	231	241	253	237	215
Chiropractic	271	249	241	191	185	167	199
Speech Therapy	139	164	149	156	159	182	174
COVID-19 Testing - Standalone	99	80	94	85	83	51	32
Development Therapy	95	74	62	52	57	47	23
MFP (Data Entry Only)	55	40	28	57	56	38	43
COVID-19 Vaccine - Drop Off	43	38	48	32	61	59	28
Audiology	38	34	42	55	42	38	55
COVID-19	31	27	54	52	31	14	49
COVID-19 Testing - Drive Thru	19	8	16	13	14	12	7

Transportation Provider Summary

Number of Providers

Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
87	87	88	85	85	86	86

Provider No-Show Count

Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
519	445	633	566	517	486	586

Provider Mix Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
CONTRACTED PROVIDERS	85,722	78,445	88,428	84,556	86,244	83,291	84,609
VEYO INDEPENDENT DRIVERS	38,980	39,520	46,095	42,513	42,474	41,914	43,038
MILEAGE REIMBURSEMENT	6,059	5,859	6,585	5,792	5,734	5,874	5,727
PUBLIC TRANSIT	1,493	402	329	179	186	194	549

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations Call Center Source

January 20, 2023

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
COVID-19	600	286	554	534	594	663	856
Driver or Member Safety	19	61	54	51	120	91	22
Facility Cancelled	13,310	11,971	12,292	12,377	13,513	16,913	18,111
Inadequate Capacity		1	1				
Incorrect Information	14,472	14,687	15,390	20,805	21,314	17,872	18,017
Insufficient Advanced Notice	1,255	1,173	1,477	1,541	1,422	1,216	1,021
Issue with Member's Equipment	8	6	7	16	11	17	10
Member Cancelled	24,242	24,049	28,165	28,225	29,163	30,437	33,248
Member is Ineligible	407	527	490	583	581	284	206
Member No Show	16,072	9,796	4,686	5,612	6,362	6,302	6,213
Missing necessary form						12	16
Not Eligible For Service	87	38	17	62	132	126	78
Not Finalized	3,020	4,232	2,945	2,075	1,999	2,002	2,821
Not Medicaid Covered	9	53	128	67	60	74	21
Other	8,800	7,095	6,099	7,687	8,926	7,300	5,985
Provider No Show	553	461	657	600	560	508	606
Refuse Appropriate Mode	776	708	854	899	752	740	808
Refuse Closest Facility	88	91	81	130	98	82	104
Rural Mileage Limit	145	97	127	187	160	182	173
SMS	5,583	5,791	6,755	6,507	6,024	6,821	7,479
System Error	26	87	101	39	53	40	48
Too Many Passengers			2	4	2		2
Unable to Verify Appointment	3,194	2,111	1,878	2,619	2,629	3,178	3,807
Urban Mileage Limit	523	519	661	733	632	599	637
Veyo Operations Cancelled	478	3,102	51	2,376	92	6,931	3,474
Grand Total	93,667	86,942	83,472	93,729	95,199	102,390	103,763

Same Day Cancellation Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Cancelled Trips	17,364	19,279	20,500	19,912	20,756	20,303	18,813
Cancelled + Completed*	148,822	142,851	161,757	154,392	158,107	154,129	154,402
Cancellation Rate	11.67%	13.50%	12.67%	12.90%	13.13%	13.17%	12.18%

*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, 2023

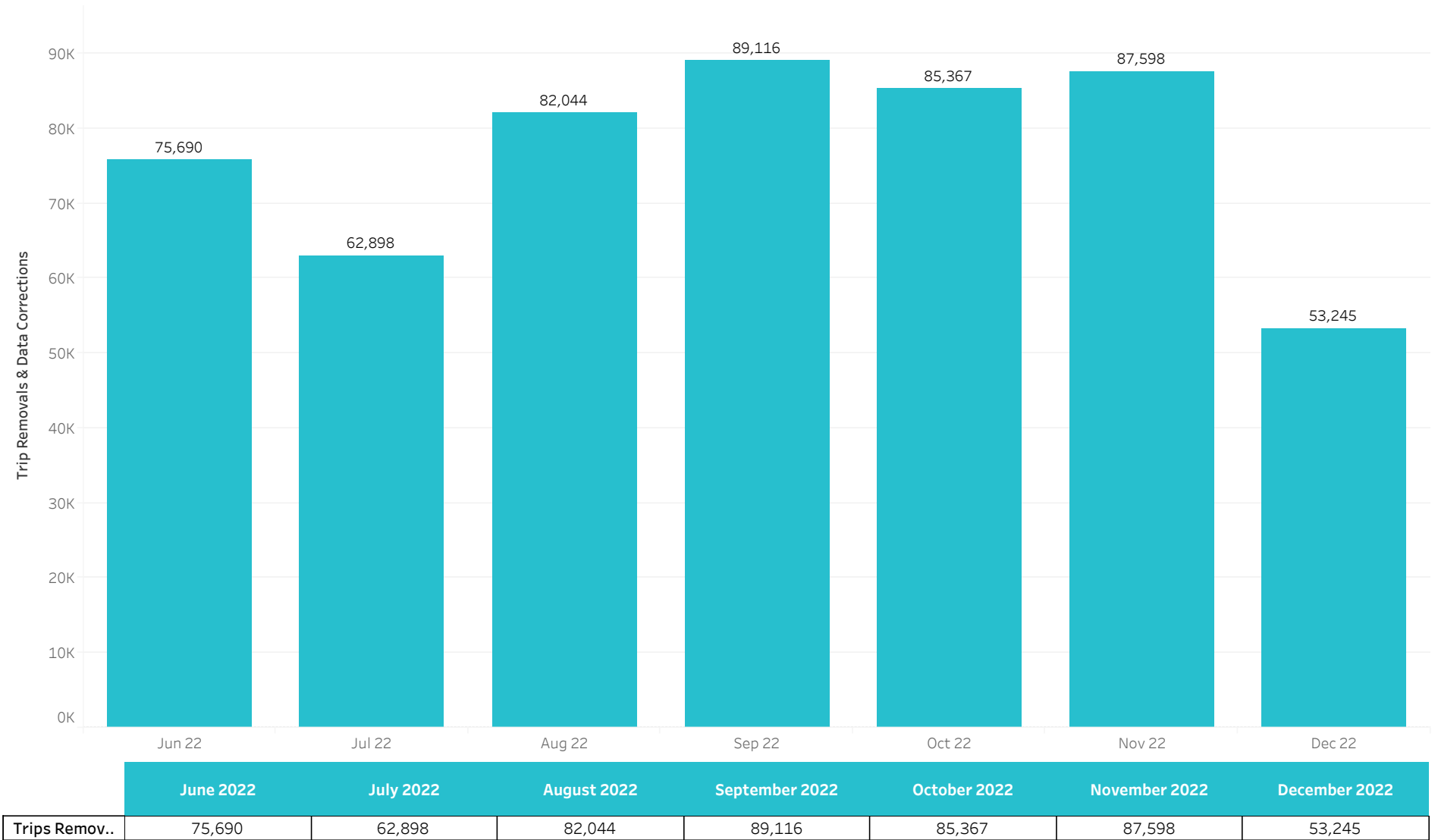
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
COVID-19	9	6	4	8	16	6	24
Driver or Member Safety	57	71	69	72	112	130	151
Incorrect Information	230	279	319	281	323	236	258
Issue with Member's Equipment	45	32	31	21	28	40	19
Member Cancelled	5,960	6,368	7,527	6,948	7,482	7,122	8,267
Member is Ineligible	93	131	90	55	38	65	39
Member No Show	4,720	5,289	6,654	6,167	5,895	6,369	6,831
Other	2,403	1,847	2,158	2,657	2,778	2,408	3,308
Grand Total	13,517	14,023	16,852	16,209	16,672	16,376	18,897

*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

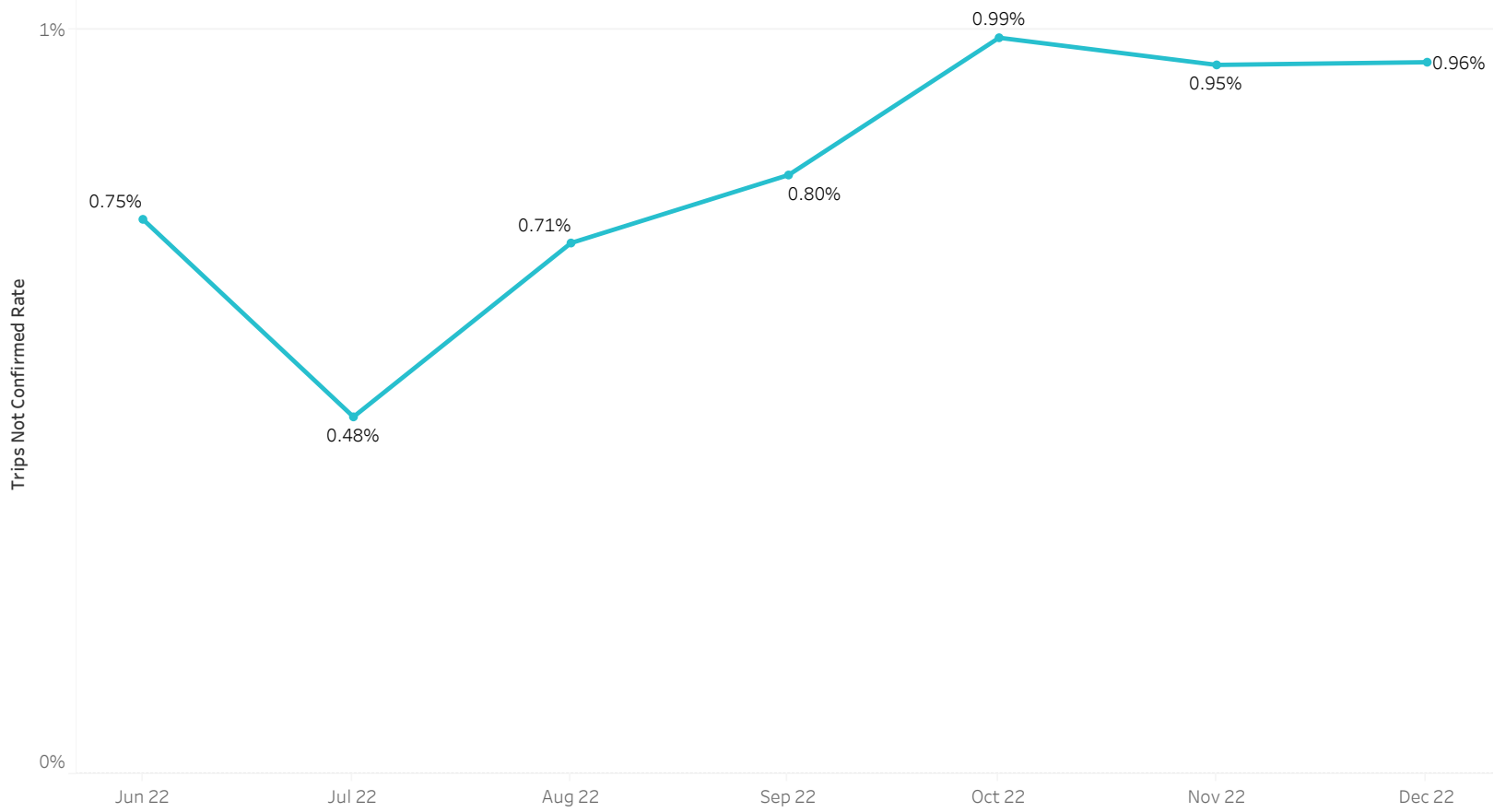
		Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Member No Show	Critical	3,401	2,738	2,139	2,180	2,248	2,347	2,404
	Non-Critical	17,391	12,347	9,201	9,599	10,009	10,324	10,640
Provider No Show	Critical	130	93	147	161	104	116	137
	Non-Critical	423	368	510	439	456	392	469
Trips Not Confirmed	Critical	362	257	356	391	378	418	407
	Non-Critical	625	339	659	700	994	869	902
Total Unfulfilled		22,332	16,142	13,012	13,470	14,189	14,466	14,959

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

Unfulfilled Trips by Mode Summary

		Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Member No Show	Ambulatory	19,426	14,159	10,778	11,240	11,720	12,155	12,583
	Bariatric Wheelchair	122	79	67	93	65	64	52
	Wheelchair	1,244	847	495	446	472	452	409
Provider No Show	Ambulatory	455	375	528	498	468	416	511
	Bariatric Wheelchair	10	10	19	5	2	11	16
	Wheelchair	88	76	110	97	90	81	79
Trips Not Confirmed	Ambulatory	866	504	873	957	1,238	1,137	1,186
	Bariatric Wheelchair	5	15	14	8	10	23	13
	Wheelchair	116	77	128	126	124	127	110
Total Unfulfilled		22,332	16,142	13,012	13,470	14,189	14,466	14,959

Unconfirmed Trips



	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Not Confirmed	987	596	1,015	1,091	1,372	1,287	1,309
Not Confirmed + Completed*	132,441	124,166	142,269	135,571	138,721	135,109	136,897
Not Confirmed Rate	0.75%	0.48%	0.71%	0.80%	0.99%	0.95%	0.96%

* 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 2022**

Veyo Healthcare Logistics

Total Complaints

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Completed Trips	139,010	129,833	148,171	140,451	143,271	139,894	141,867
Total Complaint Count	541	519	667	687	676	607	602
Complaint %	0.39%	0.40%	0.45%	0.49%	0.47%	0.43%	0.42%

Substantiated Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Completed Trips	139,010	129,833	148,171	140,451	143,271	139,894	141,867
Substantiated Complaints	300	316	396	422	493	414	369
Substantiated Complaint %	0.22%	0.24%	0.27%	0.30%	0.34%	0.30%	0.26%

Days To Resolve

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Grievance Count	541	519	667	687	676	607	602
Resolved Count	541	519	667	686	618	453	429
Avg. Time to Resolve (Days)	93.35	81.92	70.76	53.88	27.87	12.48	9.50

First Call Resolutions

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
First Call Resolutions	73	98	121	134	130	62	177

Complaints Category Summary

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Missed Pickup	147	140	158	177	230	204	200
Late Pickup	48	63	94	93	103	79	45
Driver Issue	45	58	53	50	64	47	52
Late Pickup - B-Leg	25	23	30	38	38	42	30
Safety Concern	15	17	26	32	24	21	9
Scheduling Error	7	4	15	13	10	5	10
Early Arrival	2	2	4	4	9	1	7
Agent Issue	3	1	5	4	4	4	2
Other	1	2	3	2	3	6	6
Vehicle Issue		3	3	5	3		3
Damage/Injury		2	1	3	3	3	4
Technical Issue	7	1	4	1	1	2	
Null					1		1

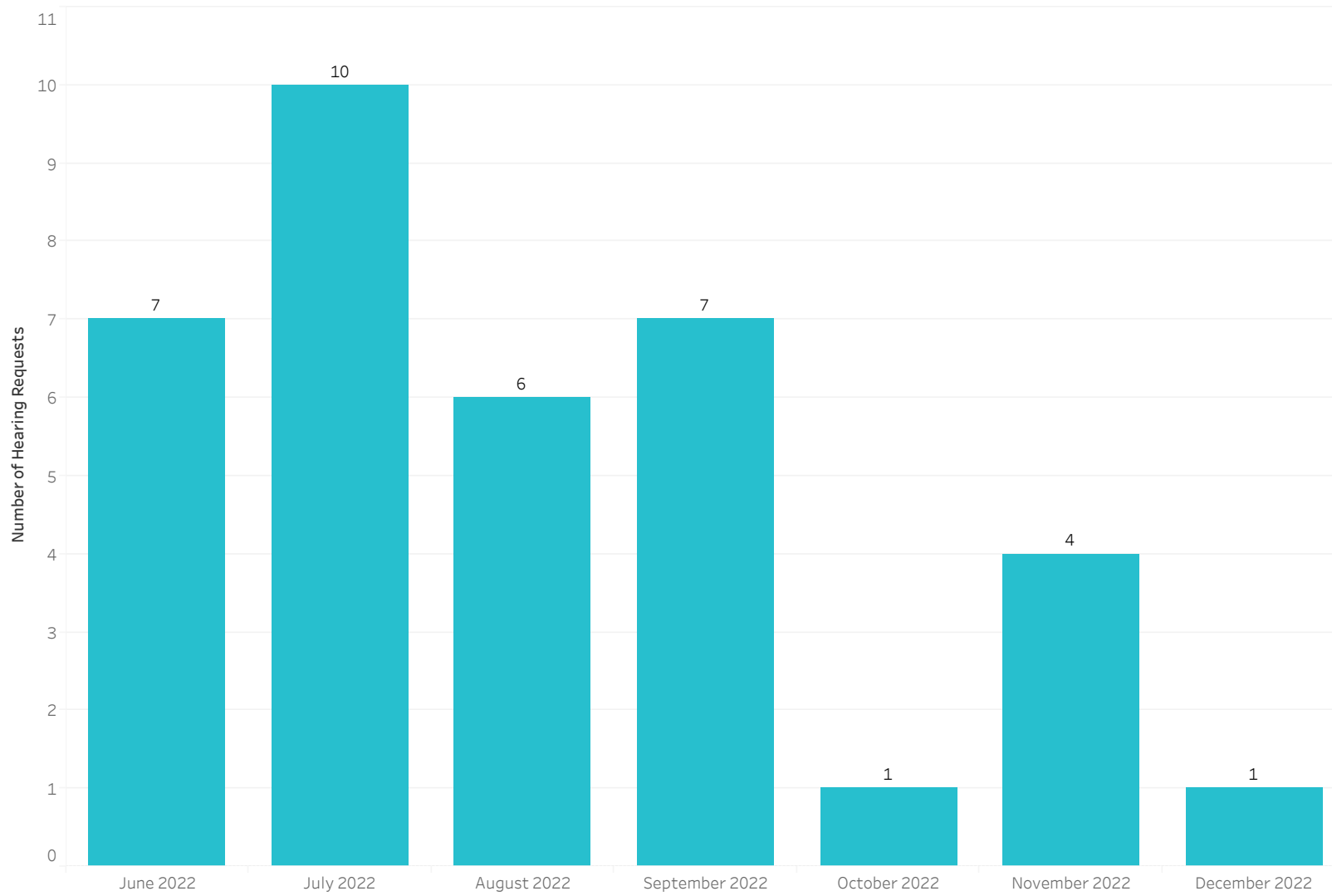
Denied Trip Requests

		Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Unique Requests	Unable to Verify Appointment	26	39	11	9	9	7	5
	Insufficient Advanced Notice	615	575	723	737	690	596	512
	Refuse Appropriate Mode	433	377	458	479	426	399	440
	Urban Mileage Limit	242	225	292	336	294	266	277
	Rural Mileage Limit	71	48	62	86	73	83	73
	Refuse Closest Facility	43	45	37	44	47	40	47
	Not Eligible For Service	34	15	9	33	52	41	27
	Not Medicaid Covered	5	7	14	13	7	16	10
	Too Many Passengers			1	2	1		1
	Total	1,376	1,256	1,501	1,611	1,487	1,343	1,288
Trips Under Recurring Schedule	Unable to Verify Appointment	161	127	97	98	117	130	128
	Insufficient Advanced Notice	1	1	2	2	1	2	
	Refuse Appropriate Mode	18	16	19	34	17	19	26
	Urban Mileage Limit	11	11	14	9	8	18	18
	Rural Mileage Limit	1	1		2	6	4	11
	Refuse Closest Facility	2	1	1	5	4	1	2
	Not Eligible For Service	2	1		1	4	5	1
	Not Medicaid Covered		3	5	3	3	2	1
	Missing necessary form						2	2
	Total	196	160	136	152	159	183	189
Grand Total	1,562	1,410	1,633	1,750	1,638	1,517	1,466	

Notice of Actions Issued

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Insufficient Advanced Notice	616	576	725	739	691	598	512
Refuse Appropriate Mode	448	393	477	510	442	418	464
Urban Mileage Limit	253	235	305	344	301	283	293
Unable to Verify Appointment	187	166	108	107	126	137	133
Rural Mileage Limit	72	49	62	88	79	87	84
Refuse Closest Facility	45	45	38	49	50	41	49
Not Eligible For Service	35	16	9	34	56	46	28
Not Medicaid Covered	5	10	19	16	10	18	11
Too Many Passengers			1	2	1		1
Missing necessary form						2	2
Total	1,562	1,410	1,633	1,750	1,638	1,517	1,466

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.