



# Veyo: NEMT Updates

Friday, June 9<sup>th</sup>, 2023

# Agenda:

## 1. NEMT Overview

- a. What is NEMT?
- b. Overview of Services Provided

## 2. Utilization Metrics

- a. Trips performed by Contracted Providers
- b. Distinct Members using NEMT
- c. Mileage Reimbursement and Public Transit Volume
- d. Mode Mix
- e. Call Volume
- f. On-Time Performance
- g. GPS Compliance Rate

## 3. Network Update

- a. Transportation Provider Network Update
- b. Independent Driver-Provider Network Update

## 4. Combined Satisfaction Rating (Member and Driver)

## 5. Updates

# What is NEMT?

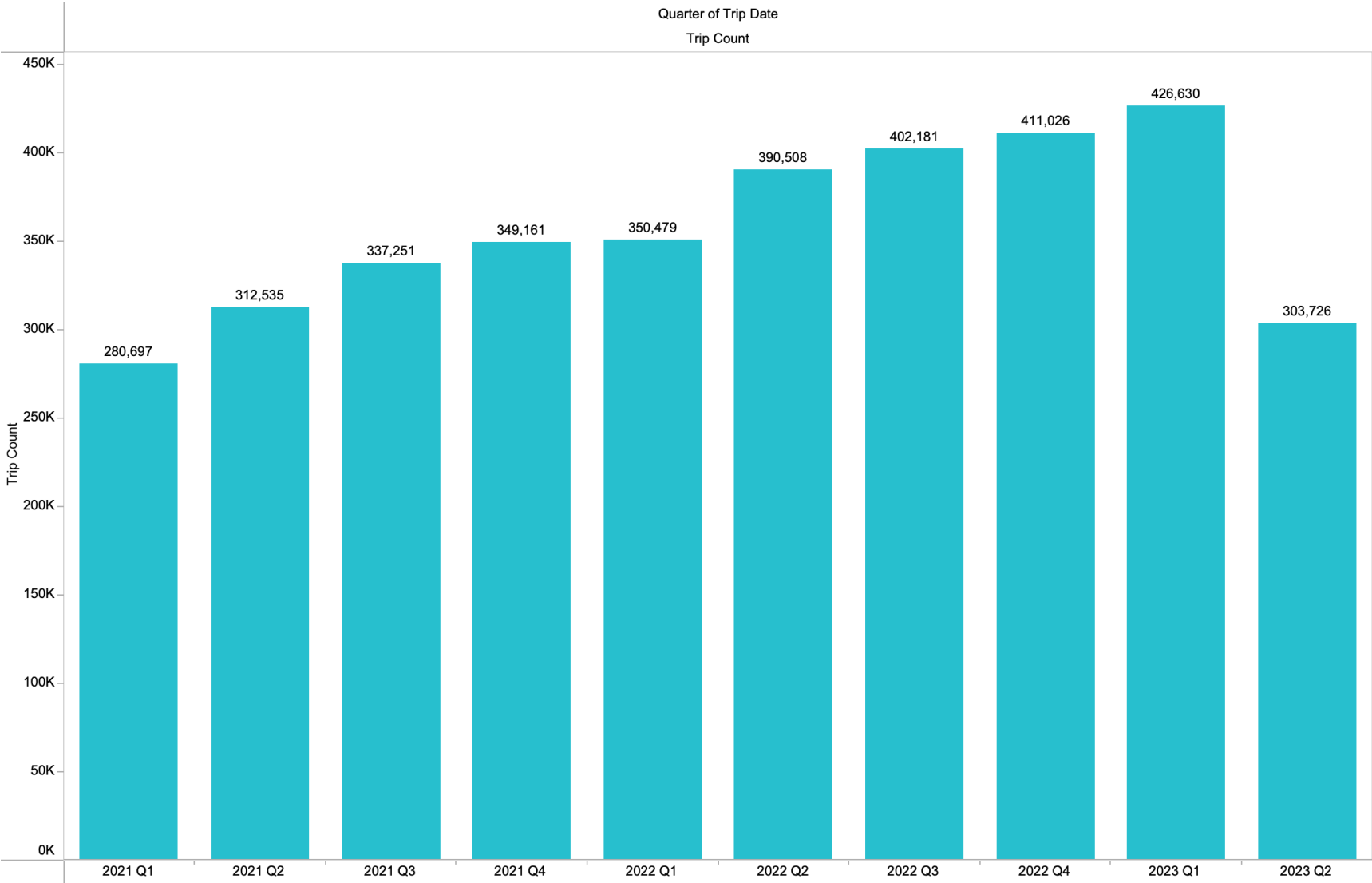
NEMT or non-emergency medical transportation is a phrase typically used to describe a **transportation benefit** for Medicaid or Medicare members that ensures eligible patients can get to and from their medical appointments, the pharmacy, urgent care, or the hospital.



# Overview of Services Provided

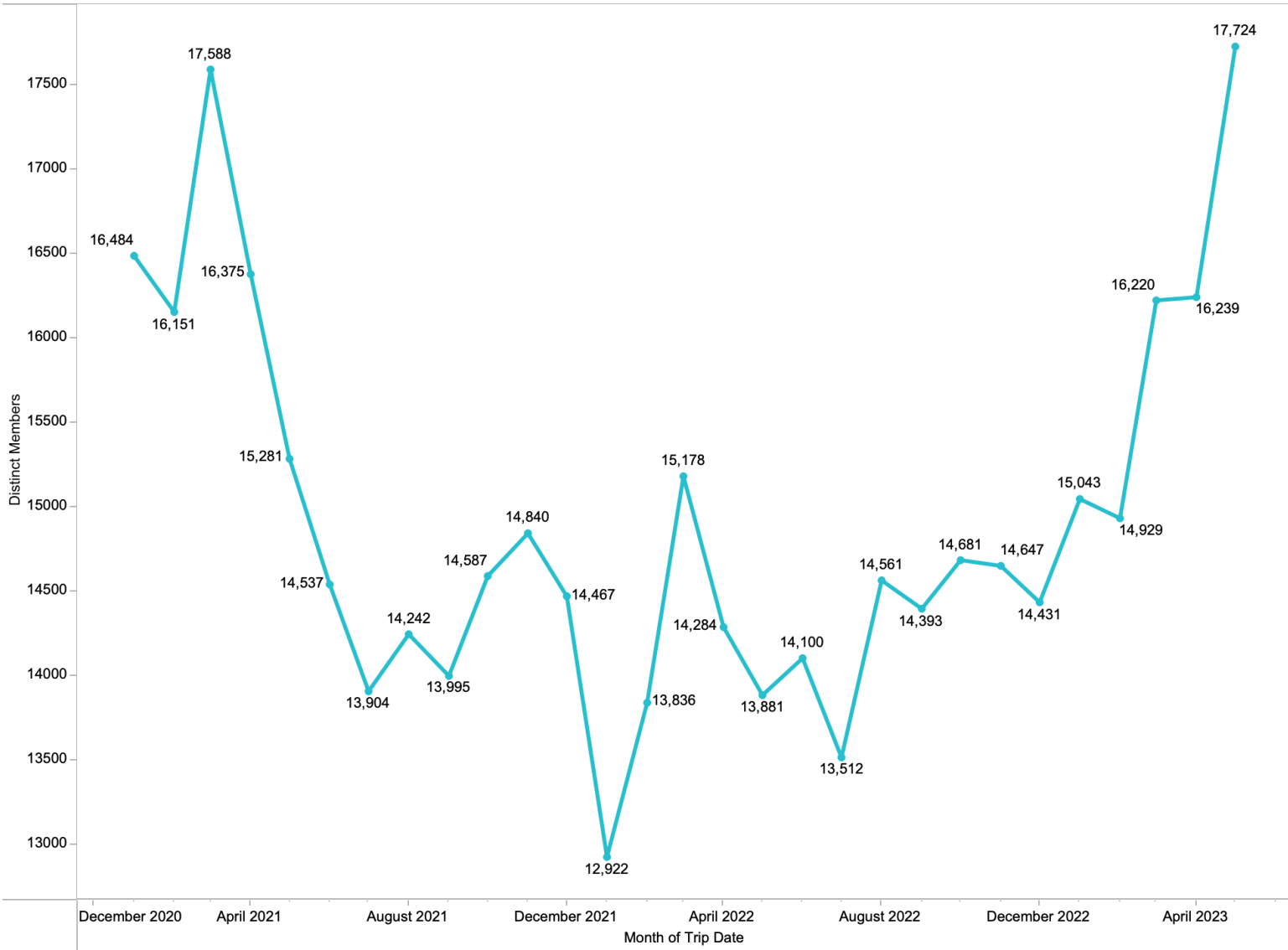
- **Veyo coordinates NEMT services for HUSKY A, C, D, Covered CT, and limited benefit members** that cannot drive themselves, and/or do not have a neighbor, friend, relative, or voluntary organization that can transport them to their appointment. The member must be attending a Medicaid-covered medical, behavioral health, or dental appointment and have no other way of getting there.
- **Types of transportation** that Veyo schedules:
  - **Public Transit.** If the member lives close enough to a bus stop and is physically able to ride the bus, a bus pass may be provided.
  - **Mileage Reimbursement.** If a family member or friend has a car and is able to drive the member to their appointment, the driver may be eligible to be reimbursed based on the total miles driven.
  - **If the member is not able to ride the bus or get a ride,** Veyo will schedule a ride for the member with an appropriate vehicle based on their medical and transportation needs. This may be one of the following options:
    - **Car/Vehicle or Rideshare Vehicle**
    - **Wheelchair Van**
    - **Out of State Ambulance Trips**

# Metrics – Trips Performed by Contracted Providers



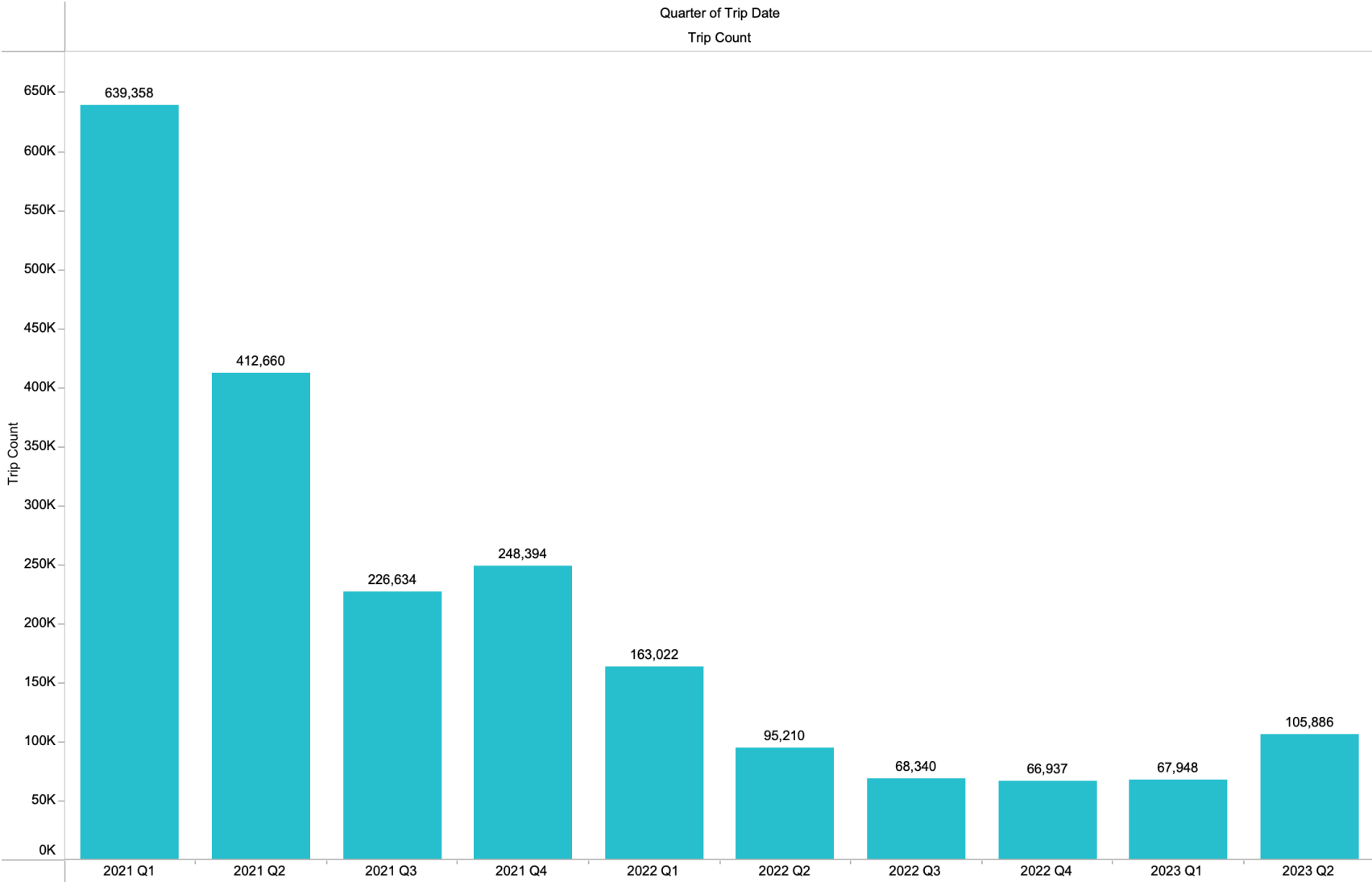
*\*Data for 2023Q2 only includes 2 months and will be completed at the end of June.*

# Metrics – Members using NEMT



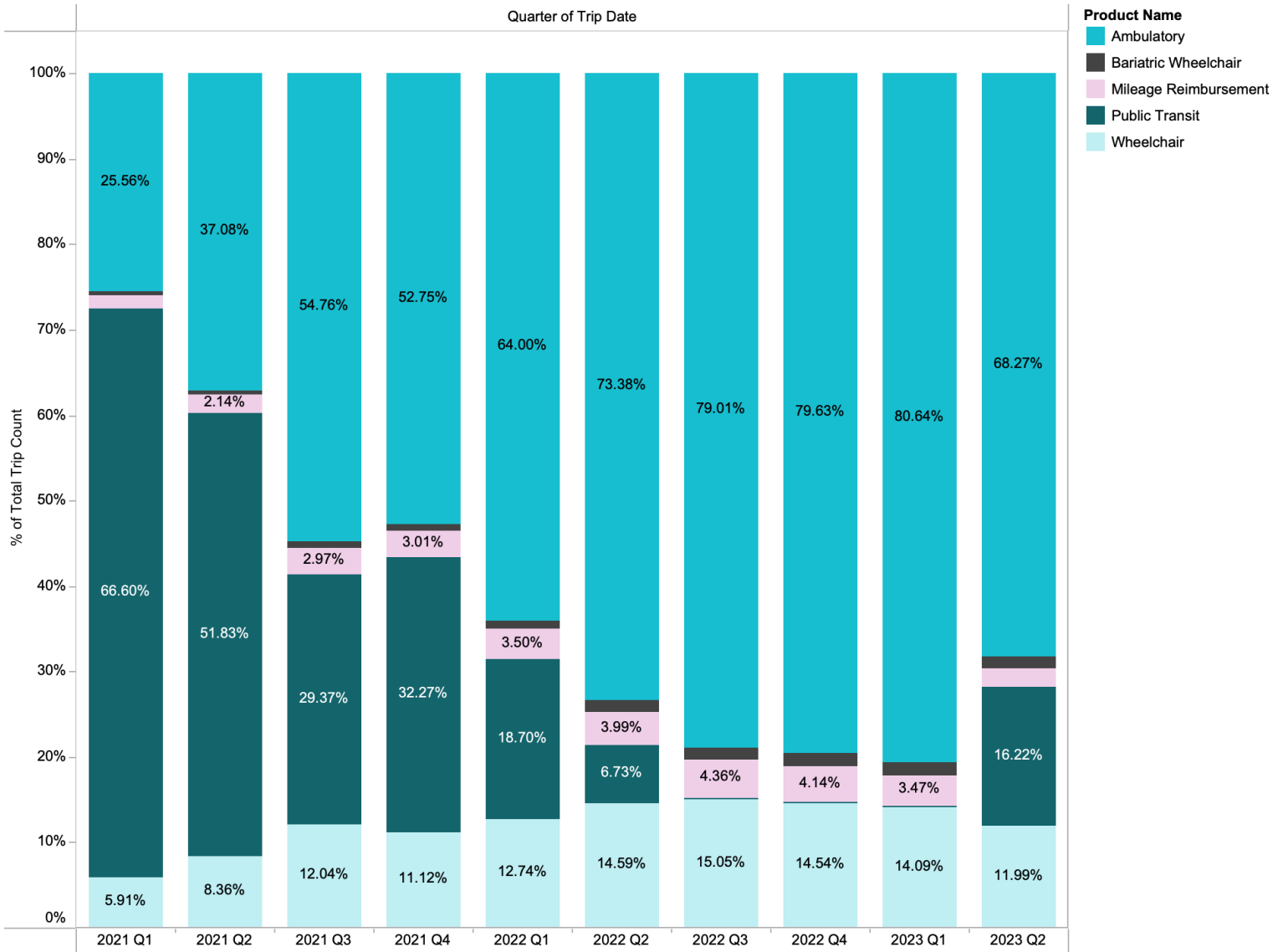
*\*Data for 2023 Q2 only includes 2 months and will be completed at the end of June.*

# Metrics – Mileage Reimbursement and Public Transit



*\*Data for 2023 Q2 only includes 2 months and will be completed at the end of June. As a reminder, bus fares were suspended as of 4/1/2022 and reinstated on 4/1/2023. Public Transit repeating trips are only scheduled for a 90-day period.*

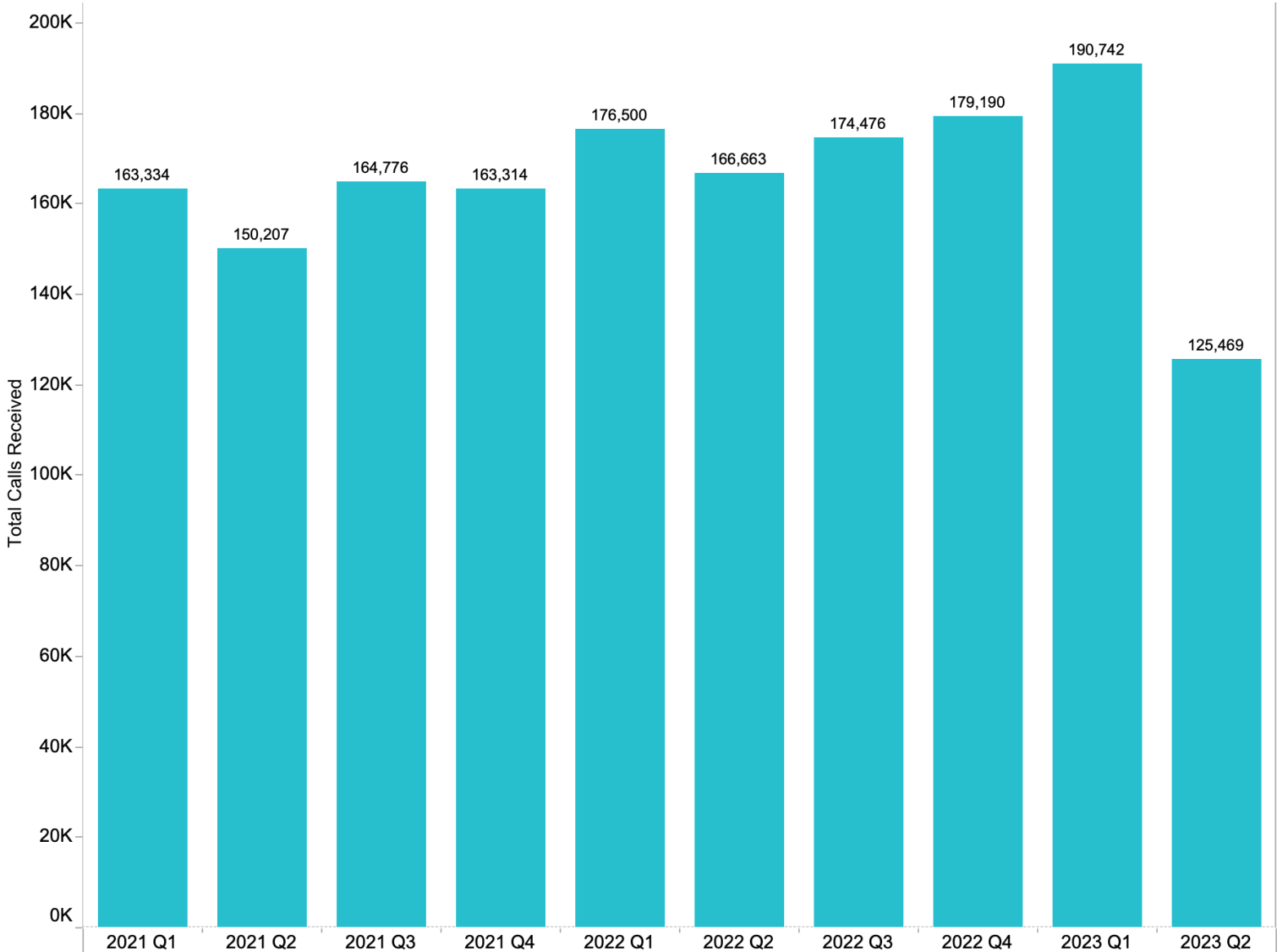
# Metrics – Overall Mode Mix



*\*Data for 2023 Q2 only includes 2 months and will be completed at the end of June. Public Transit volume has increased since bus fares were reinstated.*

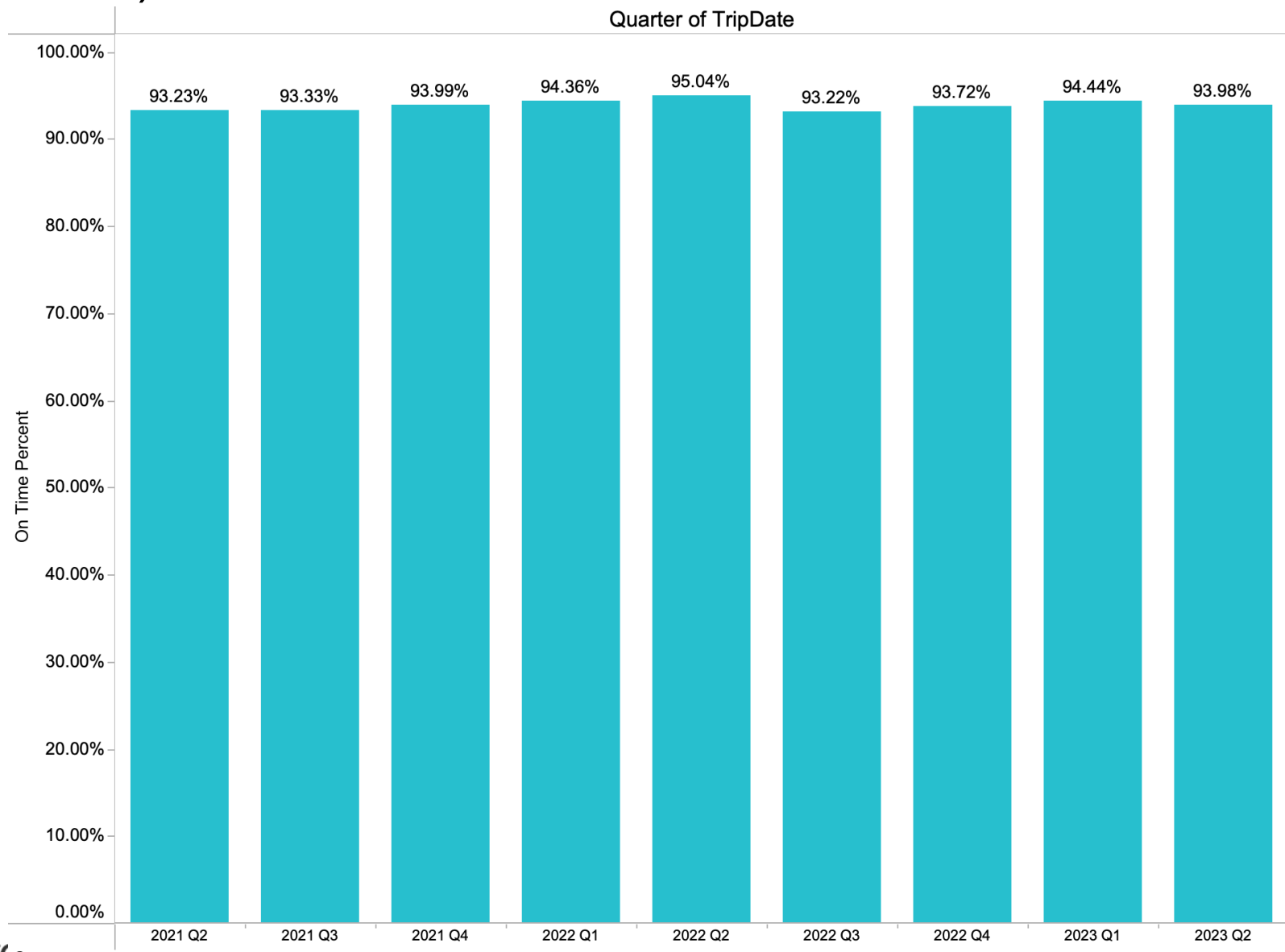


# Metrics - Call Volume



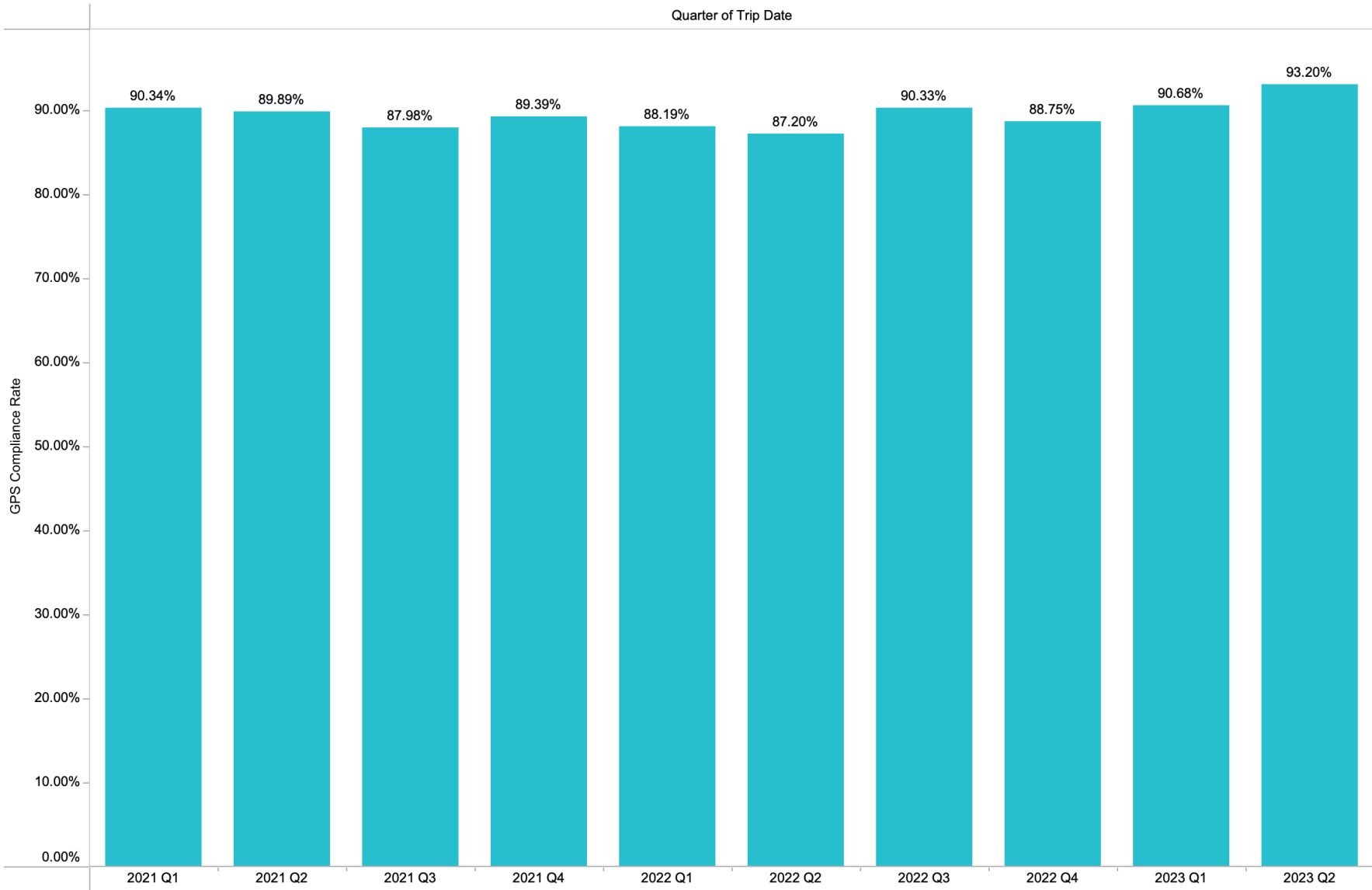
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# Metrics - On-Time Performance (Ambulatory and Wheelchair)



*\*Data for 2023 Q2 only includes 2 months and will be completed at the end of June.*

# Metrics – GPS Compliance Rate



*\*Data for 2023 Q2 only includes 2 months and will be completed at the end of June.*

# Network Update – Transportation Providers

## Transportation Provider Network

- a. 10 new transportation providers have been added to the network since August 2022.
- b. 3 new more transportation providers are in the contracting process to be on-boarded within the next 2 weeks.
- c. 2 transportation providers were terminated from the network due to performance issues since August 2022.
- d. Aggressively on-boarding transportation providers across the state to increase supply and create a healthy network.

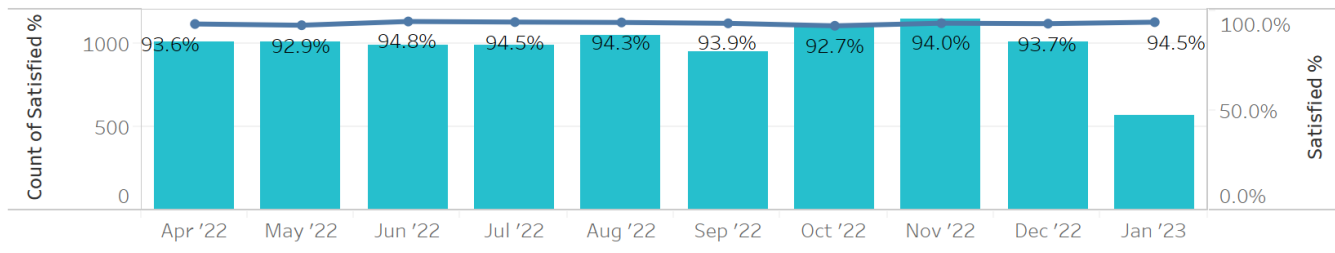
# Network Update – Independent Driver-Providers (IDP)

## Independent Driver-Provider Network

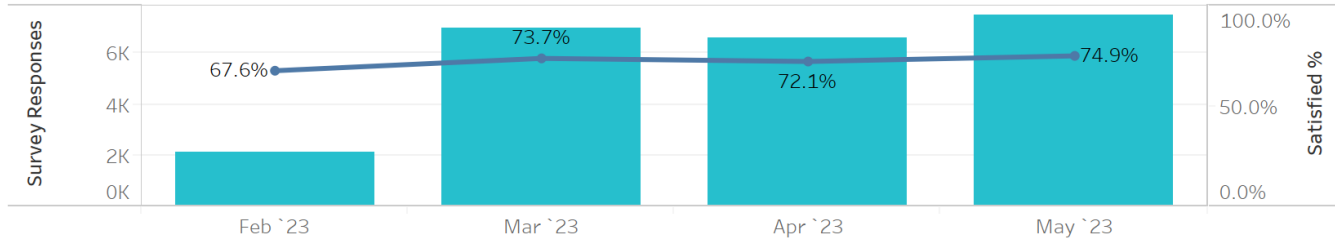
- a. 719 Active IDPs within the network. All IDPs are local to CT and recruited from within the communities and most of them are performing trips in the same areas they reside in. IDPs do not perform wheelchair level trips.
- b. IDPs supplementing transportation provider network across the state including rural areas such as the Northwestern and Northeastern regions.
- c. All IDPs use the Veyo Driver App, and members that are using our text notification platform or facilities using Rideview, have real-time tracking.

# Member Satisfaction

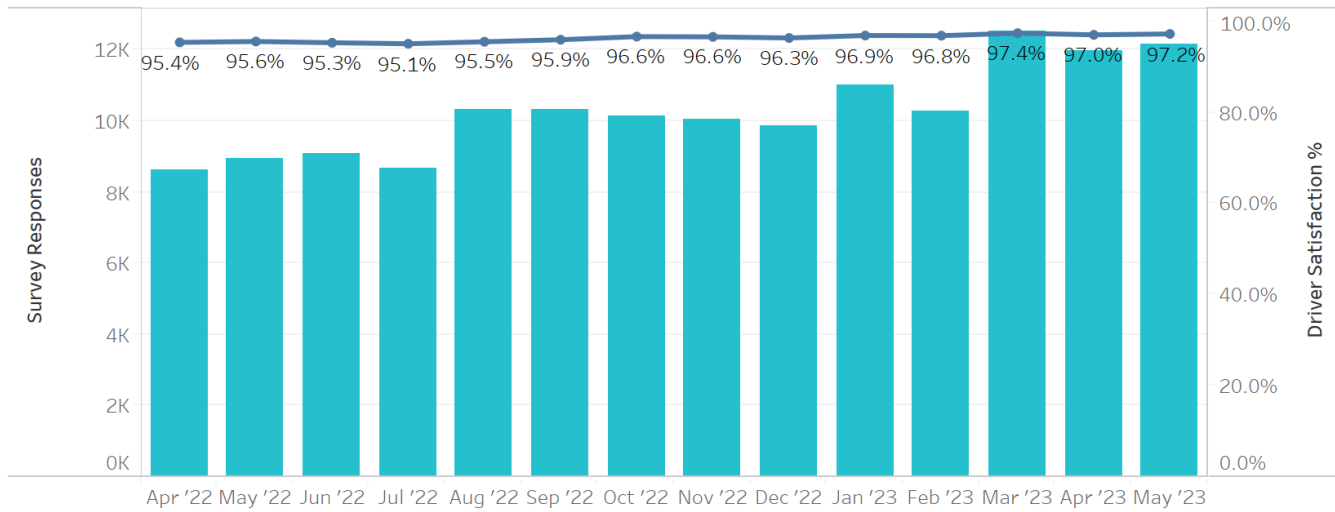
### Monthly Agent Satisfaction Chart



### Monthly Agent Sat Five9 Chart



### Driver Satisfaction Rating



■ Ratings
 ■ Driver Satisfaction %

# General Updates

1. Public Transit Fares have been reintroduced to the network. Veyo is working to ensure that members are scheduling transportation to ensure we can reload their Go CT Cards and/or receiving their bus passes.
2. Planning a software migration from Legacy Veyo Platforms to MTM Platforms – improving the functionality and information available for members, clients, and healthcare providers.
3. Veyo no longer has a Specialized Fleet for COVID transportation as the PHE expired but is working with providers on a case-by-case basis for members being transported to life-sustaining treatments such as dialysis and chemotherapy.

A woman with long brown hair, wearing a white knit sweater, is sitting in the passenger seat of a car. She is smiling and looking towards the driver. The driver is partially visible in the foreground, out of focus. The car's interior, including the dashboard and steering wheel, is visible. The background shows a blurred view of the road and other vehicles.

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Thank You!