



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **March 2020**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **March 2020**

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

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	85,652	100,064	84,055	88,387	98,237	85,768	66,251
Avg Daily Calls Received	4,079	4,351	4,003	4,018	4,271	4,288	3,011
Total Calls Answered	84,216	95,110	82,417	86,782	94,233	84,471	66,038
Answered %	98.3%	95.0%	98.1%	98.2%	95.9%	98.5%	99.7%

Average Speed Of Answer Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	85,652	100,064	84,055	88,387	98,237	85,768	66,251
Avg Speed of Answer (seconds)	37.8	80.7	52.2	38.9	59.8	35.9	12.4

Average Abandon Rate Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	85,652	100,064	84,055	88,387	98,237	85,768	66,251
Total Calls Abandoned	1,428	4,944	1,628	1,599	3,994	1,290	209
Abandon %	1.7%	4.9%	1.9%	1.8%	4.1%	1.5%	0.3%

Average Handle Time Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Answered	84,216	95,110	82,417	86,782	94,233	84,471	66,038
Avg Handle Time (minutes)	4.7	4.8	5.0	4.8	4.7	4.6	4.3

Service Level Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Handled Within Service Level	79,390	79,531	75,918	80,498	81,927	80,323	65,578
Handled Outside Service Level	6,262	20,533	8,137	7,889	16,310	5,445	673
Total Calls Received	85,652	100,064	84,055	88,387	98,237	85,768	66,251
Service Level	92.7%	79.5%	90.3%	91.1%	83.4%	93.7%	99.0%

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)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,742	7,526	7,018	8,036	8,575	7,486	5,981
Avg Daily Calls Received	273	327	334	365	373	374	272
Total Calls Answered	5,649	7,133	6,840	7,873	8,157	7,325	5,960
Answered %	98.4%	94.8%	97.5%	98.0%	95.1%	97.8%	99.6%

Average Speed Of Answer Summary (Facility)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,742	7,526	7,018	8,036	8,575	7,486	5,981
Avg Speed of Answer (seconds)	33.2	81.6	50.9	35.6	57.7	37.9	12.8

Average Abandon Rate Summary (Facility)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,742	7,526	7,018	8,036	8,575	7,486	5,981
Total Calls Abandoned	93	393	178	163	418	161	21
Abandon %	1.6%	5.2%	2.5%	2.0%	4.9%	2.2%	0.4%

Average Handle Time Summary (Facility)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Answered	5,649	7,133	6,840	7,873	8,157	7,325	5,960
Avg Handle Time (minutes)	5.9	5.9	6.2	5.9	5.5	5.5	5.3

Service Level Summary (Facility)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Handled Within Service Level	5,381	5,916	6,327	7,339	7,184	6,947	5,910
Handled Outside Service Level	361	1,610	691	697	1,391	539	71
Total Calls Received	5,742	7,526	7,018	8,036	8,575	7,486	5,981
Service Level	93.7%	78.6%	90.2%	91.3%	83.8%	92.8%	98.8%

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)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,346	5,311	4,647	5,058	5,790	4,992	3,454
Avg Daily Calls Received	255	231	221	230	252	250	157
Total Calls Answered	5,183	5,126	4,481	4,893	5,715	4,971	3,445
Answered %	97.0%	96.5%	96.4%	96.7%	98.7%	99.6%	99.7%

Average Speed Of Answer Summary (Spanish)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,346	5,311	4,647	5,058	5,790	4,992	3,454
Avg Speed of Answer (seconds)	62.8	62.7	78.7	58.7	29.1	17.4	9.9

Average Abandon Rate Summary (Spanish)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Received	5,346	5,311	4,647	5,058	5,790	4,992	3,454
Total Calls Abandoned	160	183	163	164	74	20	9
Abandon %	3.0%	3.4%	3.5%	3.2%	1.3%	0.4%	0.3%

Average Handle Time Summary (Spanish)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Calls Answered	5,183	5,126	4,481	4,893	5,715	4,971	3,445
Avg Handle Time (minutes)	4.6	4.7	5.0	4.7	4.8	4.5	4.0

Service Level Summary (Spanish)

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Handled Within Service Level	4,629	4,629	3,859	4,431	5,494	4,941	3,434
Handled Outside Service Level	717	682	788	627	296	51	20
Total Calls Received	5,346	5,311	4,647	5,058	5,790	4,992	3,454
Service Level	86.6%	87.2%	83.0%	87.6%	94.9%	99.0%	99.4%



Monthly Trip Report

Connecticut Medicaid

Reporting Period: **March 2020**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Completed Trips	398,281	446,088	408,773	414,216	430,163	389,348	381,637

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
A Leg	88.31%	87.11%	86.19%	85.55%	89.65%	91.00%	90.27%
B Leg	94.50%	93.60%	92.56%	92.88%	94.32%	95.32%	95.46%
Both Legs	91.30%	90.24%	89.24%	89.07%	91.88%	93.04%	92.74%

* 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

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Member No-Show Count	13,908	14,965	12,859	13,555	13,213	10,940	11,108
No-Shows + Completed*	142,756	163,335	141,902	141,092	159,623	149,041	128,144
Member No-Show Rate	9.74%	9.16%	9.06%	9.61%	8.28%	7.34%	8.67%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Trips Booked	471,351	524,271	483,462	495,842	513,731	468,343	461,919

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Total Mileage	2,393,335	2,722,947	2,443,389	2,415,615	2,573,348	2,270,590	2,050,409
Avg. Mileage	6.01	6.10	5.98	5.83	5.98	5.83	5.37

Trip % Distance Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
0-10 Miles	82.70%	82.41%	83.31%	84.02%	83.66%	84.55%	86.83%
10-20 Miles	12.53%	12.49%	11.75%	11.27%	11.28%	10.79%	9.41%
20-30 Miles	3.22%	3.34%	3.20%	3.08%	3.28%	3.07%	2.52%
30-40 Miles	0.92%	1.08%	1.08%	1.06%	1.10%	0.99%	0.81%
40-50 Miles	0.35%	0.37%	0.36%	0.33%	0.39%	0.34%	0.25%
50+ Miles	0.28%	0.31%	0.29%	0.25%	0.28%	0.25%	0.18%

Completed Trips by Mode

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Ambulatory	104,725	120,595	104,591	103,169	119,641	112,937	95,293
Mileage Reimbursement	15,487	17,919	15,498	14,067	12,234	7,527	4,763
Public Transit	253,946	279,799	264,232	272,612	271,519	243,720	259,838
Wheelchair	23,904	27,543	24,281	24,243	26,715	25,147	21,733

Members with Completed Trips Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Completed Trips	23,703	24,916	23,969	23,336	25,016	24,219	21,437

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Drug Rehabilitation	171,985	187,261	182,533	187,773	190,659	176,451	178,998
Behavioral Health	99,359	111,111	103,685	107,204	111,540	101,732	103,500
Specialist	36,992	42,768	38,300	37,161	40,110	29,629	22,490
Dialysis	20,735	22,131	20,948	21,130	20,540	19,893	20,833
Counselor	14,002	15,197	13,885	13,943	14,658	13,117	13,373
Psychiatric Services	13,147	15,357	13,221	13,320	14,284	12,823	12,117
Urgent Care	14,463	20,450	8,322	7,733	7,774	7,220	6,970
Physical Therapy	9,432	10,784	9,729	9,280	10,529	9,391	8,675
PCP	6,368	7,591	6,820	6,208	7,575	7,221	5,444
Surgery	2,188	2,487	1,995	1,981	2,537	2,424	1,716
Dental	2,232	2,578	2,104	1,864	2,376	2,272	1,289
Chemotherapy	1,992	2,405	2,090	1,974	2,198	2,021	2,000
Vision	1,629	1,815	1,439	1,194	1,745	1,491	958
Lab	1,453	1,600	1,401	1,231	1,281	1,207	953
Chiropractic	731	747	746	700	665	646	636
Development Therapy	514	652	544	550	572	652	734
Occupational Therapy	611	650	586	544	583	598	465
Speech Therapy	319	336	281	288	340	361	287
Audiology	129	167	144	138	197	199	199
MFP (Data Entry Only)	131	153	103	112	169	173	92
Other		1					

Transportation Provider Summary

Number of Providers

Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
72	72	73	78	75	76	73

Provider No-Show Count

Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
381	410	292	529	369	296	208

Provider Mix Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
PUBLIC TRANSIT	253,946	279,799	264,232	272,612	271,519	243,720	259,838
CONTRACTED PROVIDERS	105,823	120,799	103,001	102,714	113,140	103,814	87,925
VEYO INDEPENDENT DRIVERS	23,025	27,570	26,042	24,823	33,270	34,287	29,111
MILEAGE REIMBURSEMENT	15,487	17,919	15,498	14,067	12,234	7,527	4,763

Late Trip Count by Provider

Sep 2019		Oct 2019		Nov 2019		Dec 2019		Jan 2020		Feb 2020		Mar 2020	
Late Trips	% of Late Trips	Late Trips	% of Late Trips	Late Trips	% of Late Trips	Late Trips	% of Late Trips	Late Trips	% of Late Trips	Late Trips	% of Late Trips	Late Trips	% of Late Trips
10,674	8.70%	13,804	9.76%	13,174	10.76%	13,271	10.93%	11,304	8.12%	9,175	6.96%	7,576	7.26%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Call Center	Member Cancelled	7,680	9,147	7,786	8,672	11,576	11,754	12,855
	Member No Show	2,817	3,007	2,821	3,367	2,613	2,100	2,696
	Not Finalized	6,779	6,695	7,116	6,597	5,673	5,630	4,365
	Other	917	958	961	1,456	1,211	1,623	1,628
	Incorrect Information	1,059	1,621	1,849	1,820	1,716	1,327	1,240
	IVR	3,721	4,614	4,139	5,110	1,208		
	Facility Cancelled	809	805	693	930	764	710	911
	Provider No Show	383	413	296	534	375	298	209
	Provider Incident	143	211	232	206	146	128	110
	SMS						961	625
	Weather	2	1	1	322	0	4	1
	COVID-19							156
	Member is Ineligible	7	9	1	6	3	9	7
Transportation Provider	Member Cancelled	4,958	5,416	4,906	5,865	5,498	5,249	6,904
	Member No Show	11,749	12,570	10,756	10,990	11,525	9,714	9,725
	Other	3,316	4,367	3,937	4,709	3,407	3,047	3,623
	Incorrect Information	2,232	2,070	1,634	1,630	1,972	1,073	1,316
	Provider Incident	83	114	52	62	82	71	66
	Weather	17	27	16	309	33	29	58
	COVID-19							424
	Member is Ineligible	11	7	3	5	16	3	23
Grand Total	46,683	52,052	47,199	52,590	47,818	43,730	46,942	

Same Day Cancellation Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Cancelled Trips	46,683	52,052	47,203	52,590	47,818	43,730	49,551
Cancelled + Completed*	175,531	200,422	176,246	180,127	194,228	181,831	166,587
Cancellation Rate	26.60%	25.97%	26.78%	29.20%	24.62%	24.05%	29.74%

*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

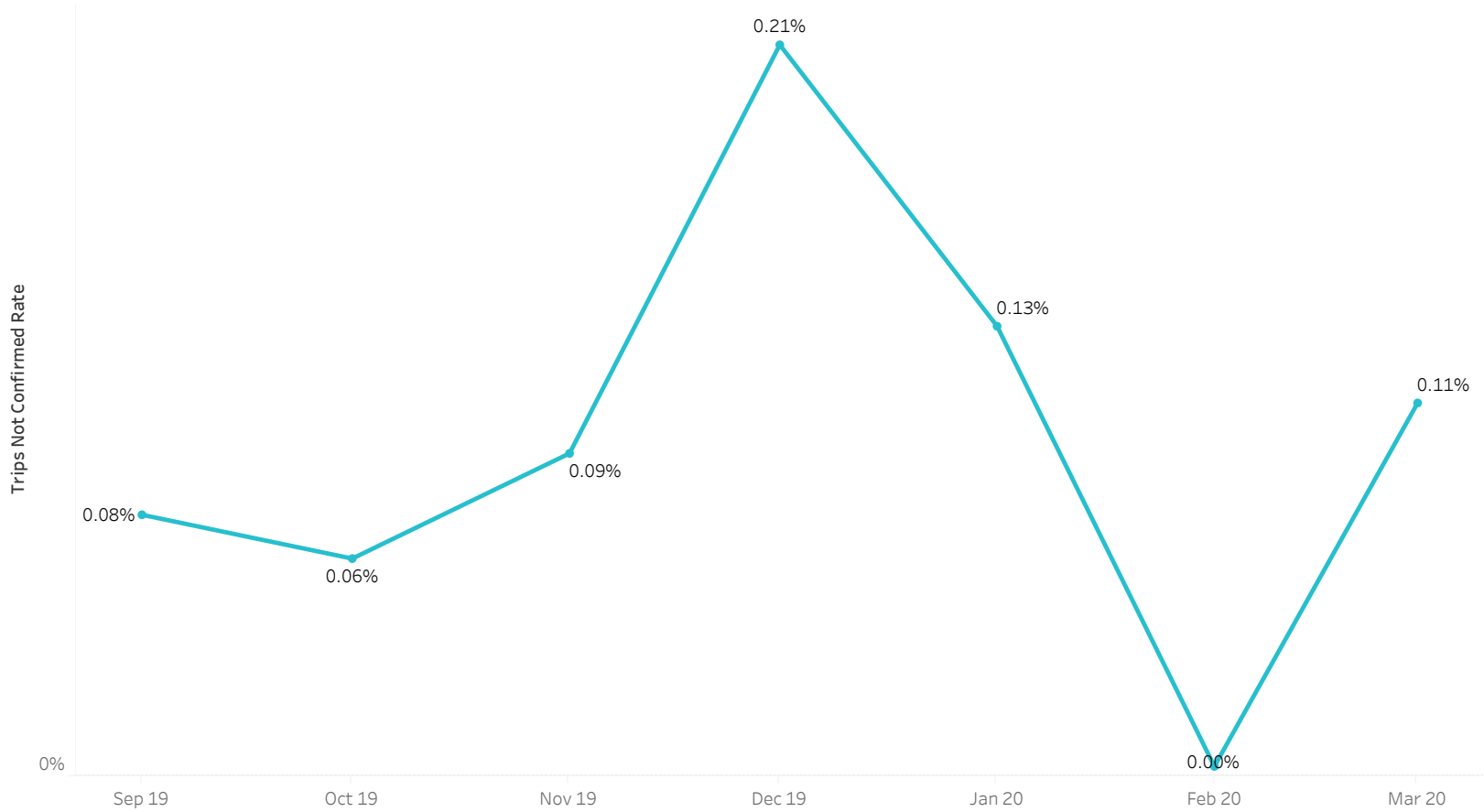
		Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Member No Show	Critical	2,606	2,672	2,072	2,147	1,827	1,541	1,517
	Non-Critical	11,971	12,239	10,922	11,041	11,554	9,957	10,740
Provider No Show	Critical	45	59	42	72	33	27	22
	Non-Critical	211	235	140	303	248	153	99
Trips Not Confirmed	Critical	49	41	46	117	65		39
	Non-Critical	48	52	74	152	125	4	87
Total Unfulfilled		14,930	15,298	13,296	13,832	13,852	11,682	12,504

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

Unfulfilled Trips by Mode Summary

		Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Member No Show	Ambulatory	13,401	14,025	12,068	12,192	12,421	10,786	11,463
	Bariatric Wheelchair	49	34	24	53	70	52	51
	Wheelchair	1,127	852	902	943	890	660	743
Provider No Show	Ambulatory	229	230	149	335	253	162	102
	Bariatric Wheelchair	2		4	6		2	2
	Wheelchair	25	64	29	34	28	16	17
Trips Not Confirmed	Ambulatory	62	68	99	201	140		90
	Bariatric Wheelchair	4	5	6	16	9		8
	Other					4	4	8
	Wheelchair	31	20	15	52	37		20
Total Unfulfilled		14,930	15,298	13,296	13,832	13,852	11,682	12,504

Unconfirmed Trips



	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Not Confirmed	97	93	120	269	190	4	126
Not Confirmed + Completed*	128,727	148,232	128,992	127,681	146,546	138,088	117,155
Not Confirmed Rate	0.08%	0.06%	0.09%	0.21%	0.13%	0.00%	0.11%

* 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: **March 2020**

Veyo Healthcare Logistics

Total Complaints

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Completed Trips	398,281	446,088	408,773	414,216	430,163	389,348	381,637
Total Complaint Count	584	774	696	792	694	636	381
Complaint %	0.15%	0.17%	0.17%	0.19%	0.16%	0.16%	0.10%

Substantiated Summary

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Completed Trips	398,281	446,088	408,773	414,216	430,163	389,348	381,637
Substantiated Complaints	397	514	439	511	430	389	211
Substantiated Complaint %	0.10%	0.12%	0.11%	0.12%	0.10%	0.10%	0.06%

Days To Resolve

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020
Grievance Count	774	696	792	694	636	381	29
Resolved Count	774	696	792	694	636	318	8
Avg. Time to Resolve (Days)	74.85	64.34	48.89	28.12	19.37	12.25	3.75

Complaints Category Summary

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Missed Pickup	256	183	147	153	159	81
Late Pickup	131	120	205	125	81	52
Late Pickup - B-Leg	40	43	49	47	36	24
Driver Issue	31	27	34	34	42	24
Other	25	32	32	29	23	3
Safety Concern	20	13	13	23	25	13
Scheduling Error	2	6	11	7	4	3
Agent Issue	2	11	5	4	5	2
Early Arrival	6	2	5	3	6	6
Damage/Injury	1	1	9	3	4	3
Vehicle Issue		1		1	4	
Technical Issue			1	1		

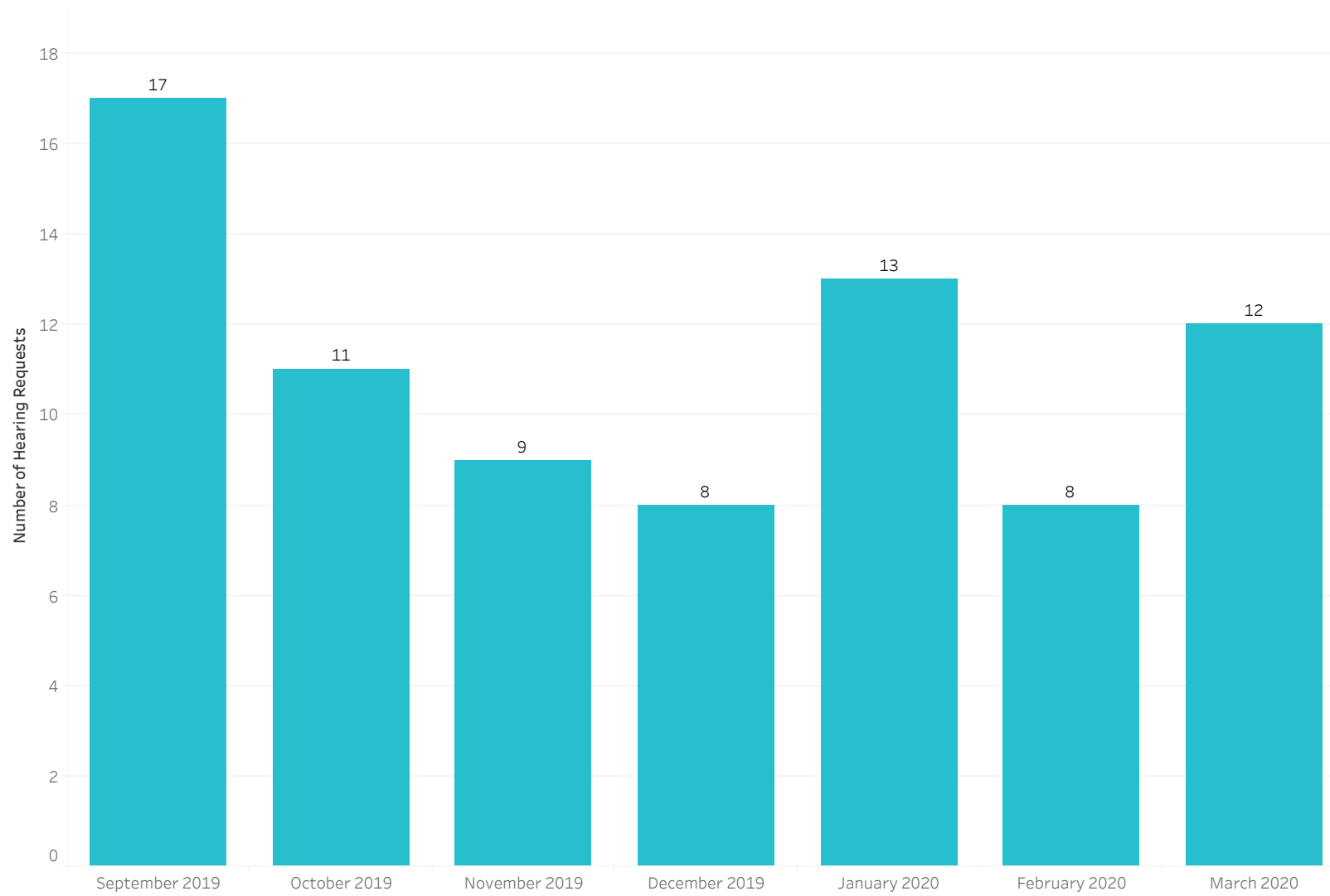
Denied Trip Requests

		Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Unique Requests	Not Eligible For Service	57	78	40	54	63	55	66
	Refuse Appropriate Mode	94	103	76	91	109	133	152
	Unable to Verify Appointment	4	12	87	10	13	5	6
	Urban Mileage Limit	195	164	119	103	98	128	122
	Not Medicaid Covered	2	3	2	1	7	5	3
	Rural Mileage Limit	23	43	38	42	23	46	29
	Refuse Closest Facility	27	16	11	7	6	9	17
	Insufficient Advanced Notice	12	18	42	22	25	13	18
	Too Many Passengers			2				
	Total	407	424	399	321	336	382	400
Trips Under Recurring Schedule	Not Eligible For Service	568	565	480	514	632	364	460
	Refuse Appropriate Mode	14	11	11	12	349	338	7
	Unable to Verify Appointment	8	9	202	72	79	17	1
	Urban Mileage Limit	22	23	19	82	17	15	9
	Not Medicaid Covered	15	15	7	6	2	1	2
	Rural Mileage Limit	3	4	4	7	4	1	3
	Refuse Closest Facility	6	2	1	1	1	3	1
	Insufficient Advanced Notice			3			2	1
	Too Many Passengers			1		1		
	Total	632	625	717	685	1,077	737	482
Grand Total	1,026	1,030	1,097	996	1,403	1,109	869	

Notice of Actions Issued

	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Not Eligible For Service	615	627	512	561	689	411	514
Refuse Appropriate Mode	108	113	86	103	455	471	159
Urban Mileage Limit	217	186	138	185	115	143	131
Unable to Verify Appointment	12	21	284	82	91	22	7
Rural Mileage Limit	26	47	41	49	27	47	32
Insufficient Advanced Notice	12	18	45	22	25	15	19
Refuse Closest Facility	33	18	12	8	7	12	18
Not Medicaid Covered	17	18	9	7	9	6	5
Too Many Passengers			3		1		
Total	1,026	1,030	1,097	996	1,403	1,109	869

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.