DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **September 2020**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **September 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

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	66,251	25,698	26,476	40,132	46,950	45,772	49,264
Avg Daily Calls Received	3,011	1,168	1,261	1,824	2,041	2,180	2,239
Total Calls Answered	66,038	25,686	26,381	39,804	45,805	45,003	48,584
Answered %	99.7%	100.0%	99.6%	99.2%	97.6%	98.3%	98.6%

Average Speed Of Answer Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	66,251	25,698	26,476	40,132	46,950	45,772	49,264
Avg Speed of Answer (seconds)	12.4	3.1	10.0	26.0	51.2	48.1	43.7

Average Abandon Rate Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	66,251	25,698	26,476	40,132	46,950	45,772	49,264
Total Calls Abandoned	209	11	93	318	1,124	740	651
Abandon %	0.3%	0.0%	0.4%	0.8%	2.4%	1.6%	1.3%

Average Handle Time Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Handle Time Minutes	282,535	101,930	104,593	162,424	195,338	190,630	202,348
Total Calls Answered	66,038	25,686	26,381	39,804	45,805	45,003	48,584
Avg Handle Time (minutes)	4.278	3.968	3.965	4.081	4.265	4.236	4.165

Service Level Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Handled Within Service Level	65,578	25,651	26,170	38,626	41,725	41,894	45,673
Handled Outside Service Level	673	47	306	1,506	5,225	3,878	3,591
Total Calls Received	66,251	25,698	26,476	40,132	46,950	45,772	49,264
Service Level	99.0%	99.8%	98.8%	96.2%	88.9%	91.5%	92.7%

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 2020	**Apr 2020**	**May 2020**	**Jun 2020**	**Jul 2020**	**Aug 2020**	**Sep 2020**
Total Calls Received	5,981	2,556	2,456	3,517	4,594	4,794	5,418
Avg Daily Calls Received	272	116	117	160	209	228	246
Total Calls Answered	5,960	2,554	2,447	3,495	4,458	4,688	5,328
Answered %	99.6%	99.9%	99.6%	99.4%	97.0%	97.8%	98.3%

Average Speed Of Answer Summary (Facility)

	Mar 2020	**Apr 2020**	**May 2020**	**Jun 2020**	**Jul 2020**	**Aug 2020**	**Sep 2020**
Total Calls Received	5,981	2,556	2,456	3,517	4,594	4,794	5,418
Avg Speed of Answer (seconds)	12.8	2.8	10.1	24.6	51.9	50.6	47.6

Average Abandon Rate Summary (Facility)

	Mar 2020	**Apr 2020**	**May 2020**	**Jun 2020**	**Jul 2020**	**Aug 2020**	**Sep 2020**
Total Calls Received	5,981	2,556	2,456	3,517	4,594	4,794	5,418
Total Calls Abandoned	21	2	9	22	136	106	90
Abandon %	0.4%	0.1%	0.4%	0.6%	3.0%	2.2%	1.7%

Average Handle Time Summary (Facility)

	Mar 2020	**Apr 2020**	**May 2020**	**Jun 2020**	**Jul 2020**	**Aug 2020**	**Sep 2020**
Total Calls Answered	5,960	2,554	2,447	3,495	4,458	4,688	5,328
Avg Handle Time (minutes)	5.3	4.8	4.7	4.4	4.8	4.7	4.7

Service Level Summary (Facility)

	Mar 2020	**Apr 2020**	**May 2020**	**Jun 2020**	**Jul 2020**	**Aug 2020**	**Sep 2020**
Handled Within Service Level	5,910	2,551	2,431	3,403	4,077	4,337	4,953
Handled Outside Service Level	71	5	25	114	517	457	465
Total Calls Received	5,981	2,556	2,456	3,517	4,594	4,794	5,418
Service Level	98.8%	99.8%	99.0%	96.8%	88.7%	90.5%	91.4%

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 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	3,454	935	1,063	2,048	2,639	2,593	2,655
Avg Daily Calls Received	157	43	51	93	115	123	121
Total Calls Answered	3,445	930	1,059	2,033	2,603	2,567	2,624
Answered %	99.7%	99.5%	99.6%	99.3%	98.6%	99.0%	98.8%

Average Speed Of Answer Summary (Spanish)

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	3,454	935	1,063	2,048	2,639	2,593	2,655
Avg Speed of Answer (seconds)	9.9	7.3	5.5	20.5	28.7	30.0	30.9

Average Abandon Rate Summary (Spanish)

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Received	3,454	935	1,063	2,048	2,639	2,593	2,655
Total Calls Abandoned	9	5	4	14	35	24	28
Abandon %	0.3%	0.5%	0.4%	0.7%	1.3%	0.9%	1.1%

Average Handle Time Summary (Spanish)

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Calls Answered	3,445	930	1,059	2,033	2,603	2,567	2,624
Avg Handle Time (minutes)	4.0	3.7	4.1	4.4	4.6	4.4	4.7

Service Level Summary (Spanish)

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Handled Within Service Level	3,434	924	1,057	2,005	2,495	2,478	2,539
Handled Outside Service Level	20	11	6	43	144	115	116
Total Calls Received	3,454	935	1,063	2,048	2,639	2,593	2,655
Service Level	99.4%	98.8%	99.4%	97.9%	94.5%	95.6%	95.6%

Monthly Trip Report

Connecticut Medicaid

Reporting Period: **September 2020**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Completed Trips	383,333	300,378	287,810	304,257	318,312	307,151	313,341

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
A Leg	90.45%	89.27%	88.58%	88.59%	88.06%	89.07%	90.10%
B Leg	95.51%	95.21%	94.96%	95.27%	94.51%	95.07%	96.24%
Both Legs	92.87%	92.16%	91.73%	91.84%	91.17%	91.95%	93.04%

* 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 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Member No-Show Count	11,108	6,482	5,056	4,233	4,520	4,577	5,205
No-Shows + Completed*	128,156	60,467	56,373	70,079	81,177	86,913	92,818
Member No-Show Rate	8.67%	10.72%	8.97%	6.04%	5.57%	5.27%	5.61%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Trips Booked	461,919	357,594	337,267	351,056	369,003	355,784	366,223

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Total Mileage	2,076,996	1,385,119	1,336,124	1,493,232	1,600,310	1,587,330	1,637,930
Avg. Mileage	5.42	4.61	4.64	4.91	5.03	5.17	5.23

Trip % Distance Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
0-10 Miles	86.60%	90.72%	90.52%	89.18%	88.81%	88.16%	87.93%
10-20 Miles	9.53%	6.87%	6.97%	7.80%	7.88%	8.26%	8.44%
20-30 Miles	2.60%	1.64%	1.75%	2.06%	2.27%	2.45%	2.40%
30-40 Miles	0.84%	0.54%	0.49%	0.55%	0.59%	0.64%	0.70%
40-50 Miles	0.25%	0.13%	0.17%	0.22%	0.25%	0.26%	0.29%
50+ Miles	0.18%	0.11%	0.10%	0.19%	0.20%	0.23%	0.25%

Completed Trips by Mode

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Ambulatory	95,295	41,258	39,449	50,549	58,807	64,474	68,858
Mileage Reimbursement	6,447	3,264	2,770	3,562	3,542	3,594	3,351
Public Transit	259,838	243,129	233,723	234,849	238,113	221,221	222,377
Wheelchair	21,743	12,724	11,857	15,295	17,844	17,848	18,728

Members with Completed Trips Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Completed Trips	21,488	13,340	13,229	15,289	16,289	16,540	17,052

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Drug Rehabilitation	180,156	143,486	138,198	140,037	143,123	138,872	138,931
Behavioral Health	103,716	89,694	85,665	88,863	92,060	86,578	87,899
Dialysis	20,969	18,712	17,557	18,838	19,633	18,765	18,232
Specialist	22,552	10,314	10,175	15,236	17,728	17,415	18,752
Counselor	13,385	11,742	11,037	11,310	11,541	10,690	11,067
Psychiatric Services	12,133	9,186	8,512	9,071	9,663	9,124	9,595
Physical Therapy	8,684	6,091	5,755	6,443	7,127	7,214	7,825
Urgent Care	6,999	3,964	3,890	4,925	5,619	6,242	7,210
PCP	5,450	2,093	1,996	2,786	3,451	4,025	4,874
Chemotherapy	2,009	1,675	1,445	1,378	1,603	1,691	1,674
Surgery	1,736	628	594	1,095	1,409	1,421	1,607
Lab	963	683	737	956	1,182	1,012	1,222
Dental	1,295	242	292	829	1,056	1,048	1,239
Vision	958	142	272	629	901	887	967
Development Therapy	734	555	556	600	630	651	608
Chiropractic	636	560	568	576	644	577	608
Occupational Therapy	472	352	344	393	515	516	542
Speech Therapy	287	164	135	179	231	201	255
Audiology	199	95	82	113	180	177	189
MFP (Data Entry Only)	92	30	21	23	22	34	19
COVID-19					16	45	45

Transportation Provider Summary

Number of Providers

Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
73	64	64	66	70	71	71

Provider No-Show Count

Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
208	145	196	389	499	484	555

Provider Mix Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
PUBLIC TRANSIT	259,838	243,129	233,723	234,849	238,113	221,221	222,377
CONTRACTED PROVIDERS	87,937	42,451	41,667	52,668	60,578	63,719	68,445
VEYO INDEPENDENT DRIVERS	29,111	11,521	9,648	13,178	16,079	18,617	19,168
MILEAGE REIMBURSEMENT	6,447	3,264	2,770	3,562	3,542	3,594	3,351

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Call Center	Member Cancelled	12,903	5,401	4,766	7,150	9,404	9,748	10,413
	Member No Show	2,703	2,145	1,745	1,571	1,567	1,634	1,437
	Not Finalized	6,147	5,390	4,922	4,717	4,607	4,141	3,888
	Other	1,877	1,365	1,103	1,242	1,443	1,405	1,416
	Incorrect Information	1,310	1,753	1,340	354	406	365	465
	SMS	625	771	641	686	809	890	908
	COVID-19	156	244	90	47	17	1	5
	Facility Cancelled	911	271	206	303	451	517	512
	Provider No Show	209	147	197	390	504	485	561
	Provider Incident	110	51	79				
	Issue with Member's Equ..			0	7	4	8	7
	Driver or Member Safety				1	3	9	9
	Member is Ineligible	7	2	0	6	12	8	7
	Weather	1						
	Veyo Operations Cancell..				1	1	1	1
Transportation Provider	Member Cancelled	6,973	5,812	5,395	5,200	5,877	5,481	5,260
	Member No Show	9,860	5,558	4,000	3,110	3,324	3,420	4,156
	Other	3,761	3,270	2,372	2,052	2,049	1,640	2,086
	Incorrect Information	1,350	1,383	1,184	399	330	323	389
	COVID-19	489	1,159	1,160	405	405	104	105
	Provider Incident	66	69	67				
	Issue with Member's Equ..			1	20	8	25	20
	Driver or Member Safety				11	16	29	12
	Member is Ineligible	23	8	4	8	3		
	Weather	58	24	1				
Grand Total		49,539	34,823	29,273	27,680	31,240	30,234	31,657

Same Day Cancellation Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Cancelled Trips	49,539	34,823	29,273	27,680	31,240	30,234	33,163
Cancelled + Completed*	166,587	88,808	80,590	93,526	107,897	112,570	120,776
Cancellation Rate	29.74%	39.21%	36.32%	29.60%	28.95%	26.86%	27.46%

*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 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
Trips Remov..	81,648	69,327	40,938	47,737	41,527	44,062	23,323

*Excludes Public Transit and Mileage Reimbursement

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Unfulfilled Trip Counts

		Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Member No Show	Critical	1,516	1,372	1,215	960	1,008	1,136	1,403
	Non-Critical	10,740	6,846	4,924	3,915	4,432	4,236	5,898
Provider No Show	Critical	22	12	28	45	135	98	62
	Non-Critical	99	109	183	525	412	345	299
Trips Not Confirmed	Critical	39	41	32	37	100	80	101
	Non-Critical	87	61	68	104	193	111	142
Total Unfulfilled		12,503	8,441	6,450	5,586	6,280	6,006	7,905

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

Unfulfilled Trips by Mode Summary

		Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Member No Show	Ambulatory	11,463	7,561	5,707	4,557	5,120	4,968	6,827
	Bariatric Wheelchair	51	30	12	28	20	28	25
	Wheelchair	742	627	420	290	300	376	449
Provider No Show	Ambulatory	102	115	201	550	503	396	328
	Bariatric Wheelchair	2					7	
	Wheelchair	17	6	10	20	44	40	33
Trips Not Confirmed	Ambulatory	90	64	76	107	247	139	179
	Bariatric Wheelchair	8	7	4	5	2	9	12
	Other	8	10	8	8			
	Wheelchair	20	21	12	21	44	43	52
Total Unfulfilled		12,503	8,441	6,450	5,586	6,280	6,006	7,905

Unconfirmed Trips
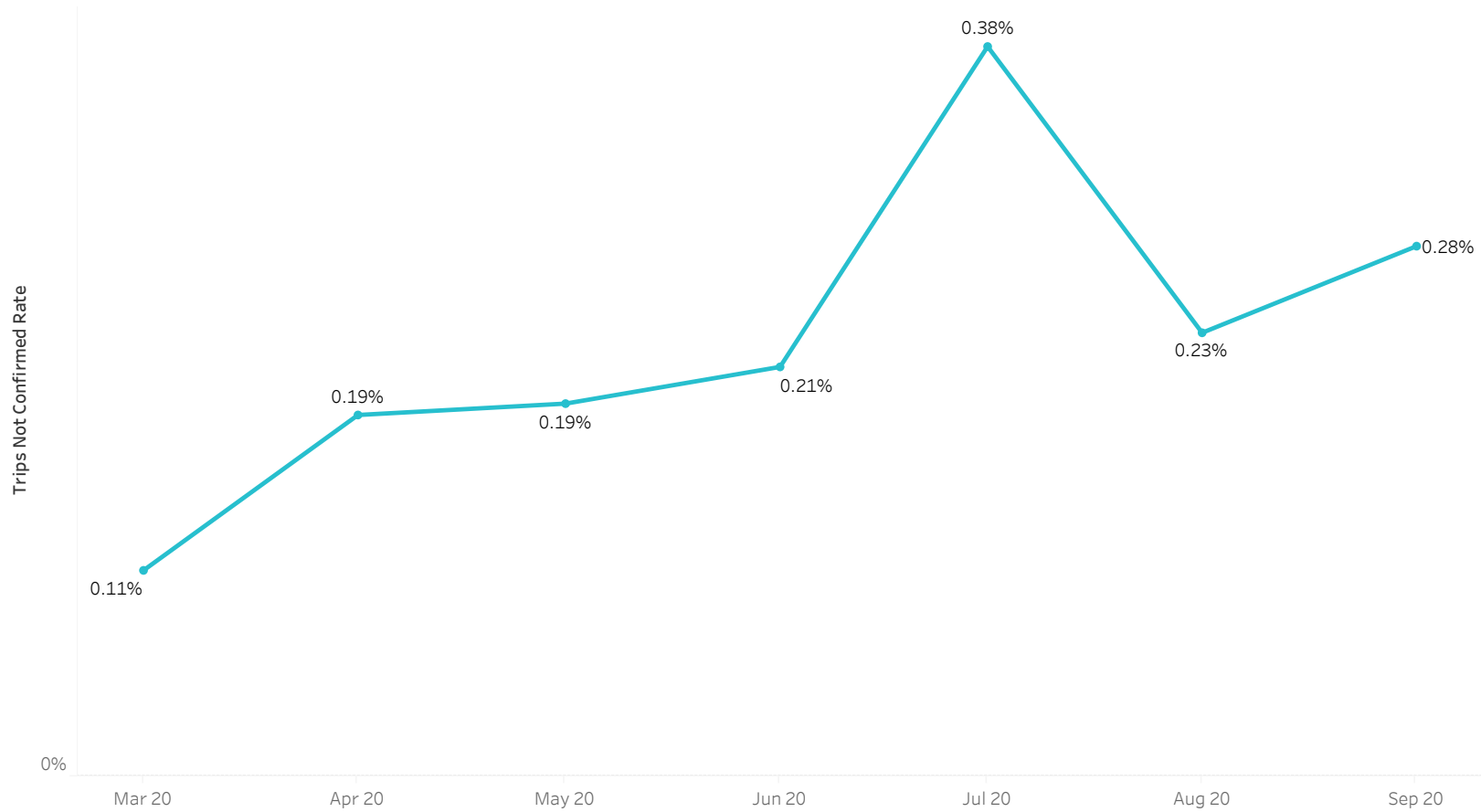
	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Not Confirmed	126	102	100	141	293	191	243
Not Confirmed + Completed*	117,167	54,084	51,406	65,986	76,945	82,513	87,832
Not Confirmed Rate	0.11%	0.19%	0.19%	0.21%	0.38%	0.23%	0.28%

* 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 2020**

Veyo Healthcare Logistics

Total Complaints

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Completed Trips	383,333	300,378	287,810	304,257	318,312	307,151	313,363
Total Complaint Count	378	173	264	481	681	888	948
Complaint %	0.10%	0.06%	0.09%	0.16%	0.21%	0.29%	0.30%

Substantiated Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Completed Trips	383,333	300,378	287,810	304,257	318,312	307,151	313,363
Substantiated Complaints	236	106	147	325	498	570	180
Substantiated Complaint %	0.06%	0.04%	0.05%	0.11%	0.16%	0.19%	0.06%

Days To Resolve

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Grievance Count	378	173	264	481	681	888	948
Resolved Count	378	173	264	481	681	816	259
Avg. Time to Resolve (Days)	14.62	10.10	12.73	14.41	19.42	31.11	15.57

First Call Resolutions

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
First Call Resolutions	2	1	2	1	142	234	242

Complaints Category Summary

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Missed Pickup	86	40	53	98	180	198	70
Late Pickup	55	23	48	108	167	177	53
Late Pickup - B-Leg	27	11	18	32	62	76	18
Driver Issue	35	9	8	22	27	43	17
Safety Concern	13	10	6	26	25	16	9
Other	3	9	7	19	8	28	7
Scheduling Error	5	1	3	3	8	14	3
Agent Issue	2		3	7	10	8	
Early Arrival	7			5	5	4	1
Damage/Injury	3	3		2	2	4	2
Vehicle Issue				3	3	1	
Technical Issue			1		1	1	

Denied Trip Requests

		Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Unique Requests	Not Eligible For Service	66	30	1	11	4	12	26
	Refuse Appropriate Mode	152	28	28	73	52	73	92
	Urban Mileage Limit	122	34	29	59	92	81	70
	Rural Mileage Limit	29	8	12	14	15	10	12
	Refuse Closest Facility	17	9	2	5	6	3	4
	Unable to Verify Appointment	6	4		2	1	1	3
	Insufficient Advanced Notice	18	9	4	2	4	3	12
	Not Medicaid Covered	3	3					2
	Total	400	125	74	163	168	180	220
Trips Under Recurring Schedule	Not Eligible For Service	460	226	4	2	4	2	2
	Refuse Appropriate Mode	7	3	3	4	4	8	6
	Urban Mileage Limit	9	3	3	4	7	4	4
	Rural Mileage Limit	3	2	2	2			2
	Refuse Closest Facility	1	35		1	2	2	2
	Unable to Verify Appointment	1	1	1				
	Insufficient Advanced Notice	1						
	Not Medicaid Covered	2	3			1		1
	Missing necessary form					1	1	1
	Total	482	273	13	13	18	16	17
Grand Total		869	394	86	175	186	194	237

Notice of Actions Issued

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Not Eligible For Service	514	252	5	13	8	14	28
Refuse Appropriate Mode	159	31	30	77	56	80	98
Urban Mileage Limit	131	37	32	62	99	85	74
Rural Mileage Limit	32	10	14	16	15	10	14
Refuse Closest Facility	18	44	2	6	8	5	6
Insufficient Advanced Notice	19	9	4	2	4	3	12
Unable to Verify Appointment	7	5	1	2	1	1	3
Not Medicaid Covered	5	6			1		3
Missing necessary form					1	1	1
Total	**869**	**394**	**86**	**175**	**186**	**194**	**237**

Admin Hearing Requests
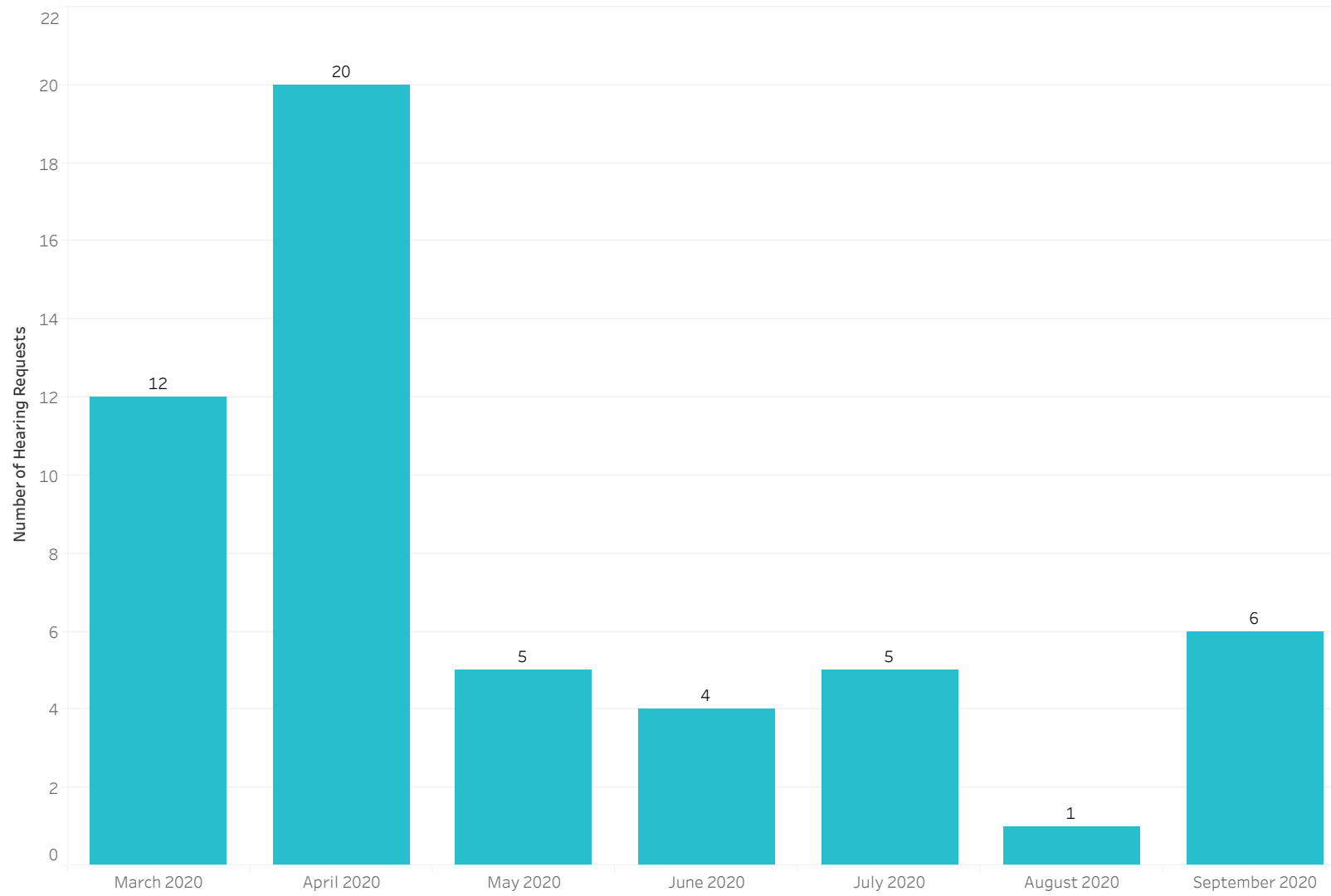
Definitions

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.