

# DSS Monthly Reporting Package

Connecticut Medicaid

June 2025



# Monthly Calls Report

Connecticut Medicaid

June 2025



## Call Center Summary (Business Hours)

Service Level KPI	Call ServiceLevel SecondsOption	AbandonRateKPI
80.0%	180	5.0%

Call Count Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Answered %	95.98%	97.31%	97.02%	97.24%	95.52%	93.72%
Avg Daily Calls Received	2788	2798	2716	2916	2759	2806
Total Calls Answered	82966	76243	81692	85056	81712	78884
Total Calls Received	86440	78344	84200	87465	85538	84165

Average Speed of Answer Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Avg Speed of Answer (seconds)	28.7	31.48	28.81	28.39	35.87	28.5
Total Calls Received	86440	78344	84200	87465	85538	84165

Average Abandon Rate Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Abandon %	4.02%	2.68%	2.98%	2.75%	4.47%	6.27%
Total Calls Abandoned	3474	2101	2508	2409	3826	5281
Total Calls Received	86440	78344	84200	87465	85538	84165

Average Handle Time Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
AVG Handle Time (minutes)	83	83	83	83	82	80
Handle Time Minutes	82966	76243	81692	85056	81712	78884
Total Calls Received	86440	78343	84200	87465	85538	84165

Service Level Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Handled Outside Service Level	3123	3178	3697	2591	6514	8580
Handled Within Service Level	79843	73065	77995	82465	75198	70304
Service Level	96.24%	95.83%	95.47%	96.95%	92.03%	89.12%
Total Calls Received	86440	78344	84200	87465	85538	84165

## Call Center Summary (Spanish)

Call Count Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Answered %	98.95%	99.20%	99.47%	99.73%	98.98%	97.61%
Avg Daily Calls Received	179	198	191	187	184	183
Total Calls Answered	5493	5490	5876	5596	5631	5353
Total Calls Received	5551	5534	5907	5611	5689	5484

Average Speed of Answer Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Avg Speed of Answer (seconds)	14.33	13.6	18.23	10.94	14.22	22.77
Total Calls Received	5551	5534	5907	5611	5689	5484

Average Abandon Rate Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Abandon %	1.04%	0.80%	0.52%	0.27%	1.02%	2.39%
Total Calls Abandoned	58	44	31	15	58	131
Total Calls Received	5551	5534	5907	5611	5689	5484

Average Handle Time Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
AVG Handle Time (minutes)	80	79	79	77	75	73
Handle Time Minutes	5493	5490	5876	5596	5631	5353
Total Calls Received	5551	5534	5907	5611	5689	5484

Service Level Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Handled Outside Service Level	119	60	127	45	122	306
Handled Within Service Level	5374	5430	5749	5551	5509	5047
Service Level	97.83%	98.91%	97.84%	99.20%	97.83%	94.28%
Total Calls Received	5551	5534	5907	5611	5689	5484

# Monthly Trips Report

Connecticut Medicaid

June 2025



## Trip Executive Summary

Completed Trip Legs Count Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Completed Trip Legs	223984	203920	230105	228191	220531	211665

On Time % Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
A Legs	90.63%	90.27%	91.10%	90.00%	91.51%	92.79%
B Legs	93.35%	95.36%	95.13%	93.74%	95.16%	96.22%
Both Legs	92.99%	92.83%	93.11%	91.85%	93.33%	94.51%

Member No Show Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Member No Show Rate	3.24%	3.32%	3.17%	3.38%	3.33%	3.15%
Member No-Show Count	7498	7011	7529	7978	7599	6885
No-Shows + Completed*	231482	210931	237634	236169	228130	218550

Booked Trip Legs Count Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Total Trips Legs Booked	434469	413805	442026	456005	429719	400443

Mileage Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
AVG Mileage	9.78	9.64	9.62	10.06	9.19	9.01
Total Mileage	3165416	2846282	3059058	3223943	2935007	2714805

Trip % Distance Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
0 - 10 Miles	80.77%	81.01%	80.76%	80.94%	80.94%	81.06%
10.01 - 20 Miles	12.94%	12.68%	12.73%	12.69%	12.82%	12.52%
20.01 - 30 Miles	4.15%	4.15%	4.21%	4.09%	3.99%	4.10%
30.01 - 40 Miles	1.18%	1.20%	1.28%	1.26%	1.27%	1.36%
40.01 - 50 Miles	0.44%	0.42%	0.46%	0.46%	0.42%	0.40%
50.01 + Miles	0.47%	0.49%	0.51%	0.52%	0.49%	0.50%

Completed Trip Legs by Mode	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Ambulance	17	6	8	7	7	7
Bus	50579	46686	51726	51102	50838	47862
Cab	139050	125792	143802	142048	136248	131407
Gas Reimbursement	10720	9364	10003	9912	8558	8346
Wheelerchair Lift	23618	22072	24566	25122	24880	24043

Members with Completed Trip Legs	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Completed Trips Legs	20772	20385	20953	21094	20898	20421

Total Completed Trips By Reason	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
ABORTION	4	7	1	3	5	4
ACUPUNCTURE	38	45	54	53	61	45
ALCOHOL ABUSE EVALUATION TO ENTER	1	1	2	2	1	5
ALCOHOL REHABILITATION	44	41	22	31	35	29
BEHAVIORAL HEALTH	22380	20094	21950	21746	20442	19617
CARDIAC REHABILITATION	319	315	311	317	366	339
CHEMOTHERAPY	622	478	483	516	554	433
CHILD DAY CARE				3		2
CHIROPRACTOR	276	281	280	331	342	281
COUNSELOR,PSYCHOLOGIST,SOCIAL WORKER	2188	2039	2338	2273	2148	2001
COURT ORDERED EXAMS OR APPTS	1	7	6	9	10	12
COVID TESTING FOR ALL OTHER MEMBERS		2				
DAY TREATMENT PROGRAM	464	398	460	539	472	503
DENTAL SERVICES	1310	1338	1444	1474	1404	1444
DIABETIC SUPPLIES AND EDUCATION	91	70	106	119	105	85
DIALYSIS	10882	10326	11431	11373	11306	10663
DRIVE THROUGH VACCINE CLINIC			1			
DRUG ABUSE EVALUATION TO ENTER TREATMENT	131	55	82	94	97	77
DRUG REHABILITATION	45014	40991	48511	47189	46210	43848
DURABLE MEDICAL EQUIPMENT	6	4	7	12	30	45
EDUCATION/OUTREACH PROGRAMS	24	17	16	22	21	32
EMERGENCY ROOM-FROM	270	266	382	400	358	320
EMERGENCY ROOM-TO				2		1
FAMILY PLANNING	4	1	3	17	6	8
HEARING AIDS	9	20	22	24	17	22
HOSPITAL - DISCHARGE	2316	2058	2173	2190	2133	2240
HOSPITAL - INPATIENT	108	94	124	106	102	108
HOSPITAL - OUTPATIENT SERVICES	306	283	331	335	346	293
HOSPITAL FOLLOW-UP	1	2				
HOSPITAL TO HOSPITAL	11	19	9	11	9	9
HOSPITAL VISITATION	26	26	66	69	59	46
IMMUNIZATIONS	15	22	24	23	30	26
ISOLATION TRANSPORT	2					
LABORATORY SERVICES	535	506	543	590	569	576
LAMAZE CLASSES (OR SIMILAR BIRTHING CLASS)					1	
LIFE SUSTAINING / OTHER	1					

Total Completed Trips By Reason	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
MAMMOGRAM	127	126	163	148	150	142
MFP - MONEY FOLLOWS PERSON	36	26	29	39	49	29
NURSING HOME DISCHARGE OR INITIAL ADMITTANCE	11	7	11	9	12	11
NURSING HOME TO NURSING HOME	8	2	3	2	1	3
NUTRITIONAL	51	49	46	58	61	47
OB/GYN SERVICES	509	472	458	496	486	451
OCCUPATIONAL THERAPY	276	244	257	290	265	265
OPHTHALMOLOGIST	410	423	508	542	504	465
OPTICAL	315	283	298	351	360	287
ORTHODONTIC SERVICES	33	37	48	32	34	46
ORTHOTIC SHOES	13	13	19	10	16	19
PAIN MANAGEMENT	815	719	811	826	759	771
PEDIATRIC SERVICES	167	175	167	151	174	184
PHYSICAL THERAPY	3429	3331	3729	4089	3961	4058
PODIATRY	558	602	643	575	571	611
PRENATAL SERVICES	59	46	73	44	47	59
PRIMARY CARE PHYSICIAN	3586	3334	3543	3647	3559	3320
PROSTHETIC	19	30	14	19	16	33
PSYCHIATRIST	1472	1266	1410	1508	1343	1301
RADIATION TREATMENTS	323	242	287	245	267	242
RADIOLOGY SERVICES (ie x-rays)	698	772	799	837	855	879
REHABILITATIVE SERVICES			1			
RETURN RIDE	107813	98140	110561	109533	105938	101825
SEVERE WEATHER EMERGENCY EVACUATION TRANSPORT	81	52				
SMOKING CESSATION	1		1	1	1	1
SPECIALIST	15083	13132	14411	14168	13158	12897
SPEECH THERAPY	278	243	251	302	270	222
TRANSPLANT SERVICES	12	14	18	18	16	9
TRANSPORTATION FROM AN URGENT CARE FACILITY	15	15	19	21	17	28
TRANSPORTATION TO AN URGENT CARE FACILITY	280	241	243	253	221	232
VACCINE CLINIC	3	4			1	
VISION/HEARING SCREENINGS	96	69	92	101	138	111
WOUND CARE	7	3	7	2	2	



## Transportation Provider Summary

Number of Providers					
January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
65	67	67	68	67	64

Provider No-Show Count					
January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
107	103	135	153	171	133

Provider Mix Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Contracted Providers	132395	118366	136495	135151	129502	124725
Independent Drivers	7867	6787	8007	8108	6916	7514
Mileage Reimbursement	10720	9364	10003	9912	8558	8346
Public Transit (Bus)	50579	46686	51726	51102	50838	47862

Trip Leg Cancellations Call Center	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
CANCELLED - MEMBER HOSPITALIZED	297	382	399	272	356	310
CANCELLED - MEMBER IS DECEASED	349	264	239	358	313	149
CANCELLED - NO VENDOR AVAILABLE	303	324	320	289	255	263
CANCELLED - SOCIAL WORKER/FACILITY	11127	8412	7766	8698	8170	7998
CANCELLED - VENDOR NOT MOST APPROPRIATE	1959	1867	2408	3590	4113	2890
Cancelled as Duplicate	194	196	220	150	217	273
CANCELLED DUE TO SCHEDULE/APPOINTMENT CHANGE	54720	54938	61107	62309	58128	56702
DENIED-DAYS NOTICE	3362	3299	3128	3612	3380	3244
LYFT CANCEL CHARGES ASSOC	14594	15032	14215	14137	15006	14259
MEMBER REQUIRES NEMT	65	28	16	17	21	55
MEMBER/RECIPIENT CANCELED-VENDOR RCVD CANCELLATION FROM MTM	60119	63137	60605	63107	59347	56423
NO SHOW-MEMBER/RECIPIENT CANCELED DIRECT TO DRIVER AT PICKUP	7498	7011	7529	7978	7599	6885
SCHEDULED GAS, MEALS OR LODGING APPOINTMENT	1	2	3	1	2	1
TRIP DENIED - DOESN'T MEET THE TRANSPORTATION PROTOCOLS	467	296	215	218	204	198
TRIP DENIED - MEMBER/RECIPIENT HAS A CAR THAT CAN BE USED	8	4	12	4	4	3
TRIP DENIED - NOT ELIGIBLE	660	288	144	355	4736	1144
TRIP DENIED OVER TRIP LEG LIMIT	213	121	82	137	167	125

Trip Leg Cancellations Call Center	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Trip Denied Over Trip Mileage Limit	1195	1180	1205	1316	1192	1082
TRIP DENIED-APPT NOT VERIFIED WITH THE PROVIDER.	434	376	432	468	610	529
TRIP DENIED-NOT COVERED SERVICE	214	220	157	294	293	177
VENDOR NO-SHOW	107	103	135	153	171	133
WAITING FOR CALL CENTER HELP DESK ACTION		2				
Waiting for more information from caller	2				4	1
WAITING FOR REIMBURSEMENT CHECK TO BE RELEASED	10719	9362	10000	9911	8556	8345
WAITING ON COMPLIANCE REVIEW	3399	3197	3499	3656	3254	3013
<b>Grand Total</b>	<b>172006</b>	<b>170041</b>	<b>173836</b>	<b>181030</b>	<b>176098</b>	<b>164202</b>

Same Day Cancellation Summary	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Canceled + Completed Legs	365190	346085	374436	377072	361851	347506
Cancellation Rate	17.69%	18.21%	17.94%	17.58%	19.70%	17.64%
Cancelled Trips	64618	63041	67179	66300	71301	61326

Trip Leg Removals & Data Corrections	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Legs Removed	23	17	58	46	104	63

Unfulfilled Trip Leg		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Member No Show	Critical	397	339	348	381	345	309
	Non-Critical	7101	6672	7181	7597	7254	6576
Provider No Show	Critical	9	11	11	10	12	9
	Non-Critical	98	92	124	143	159	124
Provider Not Available	Critical	16	11	8	15	20	19
	Non-Critical	287	313	312	274	235	244
<b>Total</b>		<b>7908</b>	<b>7438</b>	<b>7984</b>	<b>8420</b>	<b>8025</b>	<b>7281</b>

Unfulfilled Trip Legs		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Member No Show	Ambulance	0	0	0	0	0	0
	Ambulatory	7065	6633	7208	7605	7276	6580
	Wheelchair	433	378	321	373	323	305
Provider No Show	Ambulance	0	0	0	0	0	0
	Ambulatory	85	79	105	119	136	106
	Wheelchair	0	0	0	0	0	0
Provider Not Available	Ambulance	0	0	0	0	0	0
	Ambulatory	188	191	174	184	136	149
	Wheelchair	0	0	0	0	0	0
<b>Total</b>		<b>7771</b>	<b>7281</b>	<b>7808</b>	<b>8281</b>	<b>7871</b>	<b>7140</b>

# Monthly Complaints Report

Connecticut Medicaid

June 2025



## Complaints

Total Complaints	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Complaint %	0.16%	0.17%	0.15%	0.17%	0.15%	0.13%
Completed Trips	223984	203920	230105	228191	220531	211665
Total Complaint Count	352	344	338	390	320	274

Substantiated Complaints	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Completed Trip Legs	223984	203920	230105	228191	220531	211665
Substantiated Complaint	215	222	224	267	209	191
Substantiated Complaints %	0.10%	0.11%	0.10%	0.12%	0.09%	0.09%

Days to Resolve	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Avg Time to Resolve (Business)	7.31	8.34	7.84	10.8	10.34	12.3
Avg Time to Resolve (Calendar)	8.73	9.85	9.2	12.61	12.31	14.86
Complaint Count	352	344	338	390	320	274
Resolved Count	355	341	337	383	317	250

First Call Resolutions	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
FirstCallResolutions	1	1	1	1	1	1

Complaint Category	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
BEHAVIOR	26	33	38	35	27	24
CLIENT PROTOCOLS	19	21	24	25	26	20
CUSTOMER SERVICE	22	13	19	20	16	11
EARLY PICK UP	6	9	6	5	6	1
EARLY RETURN	4	0	5	6	3	5
LATE PICK UP	26	23	28	34	31	19
LATE RETURN	2	6	5	7	3	2
MTM PROCESSES	39	44	31	39	41	38
MULTI TIMELINESS	1	3	0	1	1	0
NO SHOW PICK UP	127	98	104	104	88	83
NO SHOW RETURN	12	15	8	22	9	11
QUALITY/SAFETY	2	1	2	4	4	5
SERVICE/BEHAVIOR	9	7	7	7	7	8
SERVICE/DELIVERY	19	24	18	21	18	15
TRAVEL TIME	1	0	3	2	1	0
TRIP ACCURACY	11	15	17	18	17	13

Denied Trip Leg Requests		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Trip Legs Under Reoccurring Schedule	Cancelled as Duplicate	19	18	19	15	22	36
	DENIED-DAYS NOTICE	446	353	206	289	338	214
	TRIP DENIED - DOESN'T MEET THE	86	26	15	17	41	26
	TRIP DENIED - MEMBER/RECIPIENT	6	0	0	2	0	0
	TRIP DENIED - NOT ELIGIBLE	400	165	69	232	3031	819
	TRIP DENIED OVER TRIP LEG LIMIT	38	19	0	2	6	7
	Trip Denied Over Trip Mileage Limit	96	95	160	168	136	90
	TRIP DENIED-APPT NOT VERIFIED WITH	218	163	199	182	256	181
	TRIP DENIED-NOT COVERED SERVICE	90	78	34	98	139	58
Unique Requests	Cancelled as Duplicate	167	168	186	113	173	223
	DENIED-DAYS NOTICE	2800	2855	2831	3177	2964	2962
	TRIP DENIED - DOESN'T MEET THE	369	249	194	191	154	152
	TRIP DENIED - MEMBER/RECIPIENT	2	4	12	2	3	3
	TRIP DENIED - NOT ELIGIBLE	220	111	63	102	1541	258
	TRIP DENIED OVER TRIP LEG LIMIT	154	102	78	133	155	112
	Trip Denied Over Trip Mileage Limit	1058	1054	1007	1106	1012	946
	TRIP DENIED-APPT NOT VERIFIED WITH	161	181	198	210	300	308
	TRIP DENIED-NOT COVERED SERVICE	103	138	111	172	140	113
<b>Total</b>		6433	5779	5382	6211	10411	6508

Notice of Actions Issued		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
Notice of Actions Issued	Cancelled as Duplicate	194	196	220	150	217	273
	DENIED-DAYS NOTICE	3362	3299	3128	3612	3380	3244
	TRIP DENIED - DOESN'T	467	296	215	218	204	198
	TRIP DENIED -	8	4	12	4	4	3
	TRIP DENIED - NOT	660	288	144	355	4736	1144
	TRIP DENIED OVER TRIP	213	121	82	137	167	125
	Trip Denied Over Trip	1195	1180	1205	1316	1192	1082
	TRIP DENIED-APPT NOT	434	376	432	468	610	529
	TRIP DENIED-NOT	214	220	157	294	293	177
<b>Total</b>		<b>6747</b>	<b>5980</b>	<b>5595</b>	<b>6554</b>	<b>10803</b>	<b>6775</b>

Admin Hearing Requests	January 2025	February 2025	March	April 2025	May 2025	June 2025
Admin Hearing Requests	2	2	2	1	2	1