DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **December 2019**

Veyo Healthcare Logistics

Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **December 2019**

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

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	74,605	85,511	83,871	85,652	100,064	84,055	88,387
Avg Daily Calls Received	3,730	3,718	3,812	4,079	4,351	4,003	4,018
Total Calls Answered	73,576	82,272	79,996	84,216	95,110	82,417	86,782
Answered %	98.6%	96.2%	95.4%	98.3%	95.0%	98.1%	98.2%

Average Speed Of Answer Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	74,605	85,511	83,871	85,652	100,064	84,055	88,387
Avg Speed of Answer (seconds)	31.8	68.8	72.1	37.8	80.7	52.2	38.9

Average Abandon Rate Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	74,605	85,511	83,871	85,652	100,064	84,055	88,387
Total Calls Abandoned	1,007	3,202	3,833	1,428	4,944	1,628	1,599
Abandon %	1.3%	3.7%	4.6%	1.7%	4.9%	1.9%	1.8%

Average Handle Time Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Answered	73,576	82,272	79,996	84,216	95,110	82,417	86,782
Avg Handle Time (minutes)	4.7	4.9	4.8	4.7	4.8	5.0	4.8

Service Level Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Handled Within Service Level	70,851	72,489	68,906	79,390	79,531	75,918	80,498
Handled Outside Service Level	3,754	13,022	14,965	6,262	20,533	8,137	7,889
Total Calls Received	74,605	85,511	83,871	85,652	100,064	84,055	88,387
Service Level	95.0%	84.8%	82.2%	92.7%	79.5%	90.3%	91.1%

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 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	5,635	6,599	5,815	5,742	7,526	7,018	8,036
Avg Daily Calls Received	282	287	264	273	327	334	365
Total Calls Answered	5,570	6,327	5,558	5,649	7,133	6,840	7,873
Answered %	98.8%	95.9%	95.6%	98.4%	94.8%	97.5%	98.0%

Average Speed Of Answer Summary (Facility)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	5,635	6,599	5,815	5,742	7,526	7,018	8,036
Avg Speed of Answer (seconds)	25.7	62.4	63.5	33.2	81.6	50.9	35.6

Average Abandon Rate Summary (Facility)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	5,635	6,599	5,815	5,742	7,526	7,018	8,036
Total Calls Abandoned	65	272	257	93	393	178	163
Abandon %	1.2%	4.1%	4.4%	1.6%	5.2%	2.5%	2.0%

Average Handle Time Summary (Facility)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Answered	5,570	6,327	5,558	5,649	7,133	6,840	7,873
Avg Handle Time (minutes)	5.8	5.8	5.7	5.9	5.9	6.2	5.9

Service Level Summary (Facility)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Handled Within Service Level	5,441	5,673	4,897	5,381	5,916	6,327	7,339
Handled Outside Service Level	194	926	918	361	1,610	691	697
Total Calls Received	5,635	6,599	5,815	5,742	7,526	7,018	8,036
Service Level	96.6%	86.0%	84.2%	93.7%	78.6%	90.2%	91.3%

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 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	4,277	4,666	4,987	5,346	5,311	4,647	5,058
Avg Daily Calls Received	214	203	227	255	231	221	230
Total Calls Answered	4,159	4,374	4,527	5,183	5,126	4,481	4,893
Answered %	97.2%	93.7%	90.8%	97.0%	96.5%	96.4%	96.7%

Average Speed Of Answer Summary (Spanish)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	4,277	4,666	4,987	5,346	5,311	4,647	5,058
Avg Speed of Answer (seconds)	61.7	98.0	117.4	62.8	62.7	78.7	58.7

Average Abandon Rate Summary (Spanish)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Received	4,277	4,666	4,987	5,346	5,311	4,647	5,058
Total Calls Abandoned	114	290	457	160	183	163	164
Abandon %	2.7%	6.2%	9.2%	3.0%	3.4%	3.5%	3.2%

Average Handle Time Summary (Spanish)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Calls Answered	4,159	4,374	4,527	5,183	5,126	4,481	4,893
Avg Handle Time (minutes)	4.4	5.1	4.9	4.6	4.7	5.0	4.7

Service Level Summary (Spanish)

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Handled Within Service Level	3,773	3,543	3,427	4,629	4,629	3,859	4,431
Handled Outside Service Level	504	1,123	1,560	717	682	788	627
Total Calls Received	4,277	4,666	4,987	5,346	5,311	4,647	5,058
Service Level	88.2%	75.9%	68.7%	86.6%	87.2%	83.0%	87.6%

Monthly Trip Report

Connecticut Medicaid

Reporting Period: **December 2019**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Completed Trips	387,831	425,380	422,693	398,278	446,030	408,656	413,897

* Includes Public Transit and Mileage Reimbursement

On Time % Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
A Leg	89.86%	89.99%	88.64%	88.31%	87.11%	86.19%	85.55%
B Leg	95.69%	95.67%	94.78%	94.50%	93.60%	92.56%	92.88%
Both Legs	92.73%	92.78%	91.62%	91.30%	90.24%	89.24%	89.07%

* 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 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Member No-Show Count	15,996	16,017	16,118	13,908	14,965	12,859	13,555
No-Shows + Completed*	148,066	153,592	154,642	142,753	163,333	141,901	141,091
Member No-Show Rate	10.80%	10.43%	10.42%	9.74%	9.16%	9.06%	9.61%

* Excludes Public Transit and Mileage Reimbursement

Booked Trip Count Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Trips Booked	469,108	509,678	501,450	471,351	524,271	483,462	495,842

*Includes Public Transit and Mileage Reimbursement

Trip Executive Summary Cont.

Mileage Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Total Mileage	2,450,486	2,622,022	2,565,375	2,393,314	2,721,437	2,441,352	2,410,304
Avg. Mileage	6.32	6.16	6.07	6.01	6.10	5.97	5.82

Trip % Distance Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
0-10 Miles	81.16%	81.91%	82.49%	82.70%	82.42%	83.32%	84.06%
10-20 Miles	13.35%	13.04%	12.70%	12.53%	12.49%	11.75%	11.24%
20-30 Miles	3.50%	3.27%	3.15%	3.22%	3.33%	3.19%	3.07%
30-40 Miles	1.27%	1.09%	0.98%	0.92%	1.08%	1.08%	1.06%
40-50 Miles	0.43%	0.41%	0.37%	0.35%	0.37%	0.36%	0.33%
50+ Miles	0.28%	0.29%	0.31%	0.28%	0.31%	0.29%	0.25%

Completed Trips by Mode

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Ambulatory	107,821	111,643	112,741	104,725	120,595	104,591	103,169
Mileage Reimbursement	15,234	16,295	16,398	15,487	17,863	15,382	13,749
Public Transit	240,527	271,510	267,771	253,946	279,799	264,232	272,612
Wheelchair	23,795	25,559	25,508	23,901	27,541	24,280	24,242

Members with Completed Trips Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Completed Trips	23,583	23,812	23,811	23,702	24,916	23,967	23,326

*Excluding ambulance and stretcher mode

Total Completed Trips by Reason

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Drug Rehabilitation	173,924	186,681	187,132	171,985	187,261	182,441	187,571
Behavioral Health	96,037	108,959	106,390	99,359	111,101	103,673	107,134
Specialist	36,346	40,300	38,854	36,992	42,767	38,298	37,139
Dialysis	20,680	22,252	22,464	20,735	22,131	20,948	21,130
Counselor	14,460	15,683	15,121	14,002	15,197	13,885	13,937
Psychiatric Services	13,353	15,192	14,721	13,147	15,357	13,221	13,318
Urgent Care	5,494	5,579	9,049	14,460	20,403	8,320	7,732
Physical Therapy	8,971	10,262	9,445	9,432	10,784	9,729	9,278
PCP	6,820	7,293	6,810	6,368	7,591	6,819	6,206
Dental	2,216	2,355	2,423	2,232	2,578	2,102	1,864
Surgery	1,989	2,261	2,234	2,188	2,487	1,995	1,981
Chemotherapy	2,007	2,174	2,209	1,992	2,405	2,086	1,966
Vision	1,638	1,836	1,675	1,629	1,815	1,439	1,192
Lab	1,373	1,633	1,567	1,453	1,600	1,401	1,231
Chiropractic	706	863	765	731	747	746	700
Occupational Therapy	639	816	758	611	650	586	544
Development Therapy	597	668	584	514	652	542	548
Speech Therapy	377	363	320	319	336	281	288
Audiology	204	192	154	129	167	144	138
MFP (Data Entry Only)	58	79	76	131	153	103	112
Other		18	18		1		

Transportation Provider Summary

Number of Providers

Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
81	79	70	72	72	73	78

Provider No-Show Count

Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
264	259	332	381	410	292	529

Provider Mix Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
PUBLIC TRANSIT	240,527	271,510	267,771	253,946	279,799	264,232	272,612
CONTRACTED PROVIDERS	116,702	118,010	115,945	105,820	120,797	103,000	102,713
VEYO INDEPENDENT DRIVERS	15,368	19,565	22,579	23,025	27,570	26,042	24,823
MILEAGE REIMBURSEMENT	15,234	16,295	16,398	15,487	17,863	15,382	13,749

Late Trip Count by Provider

Jun 2019		Jul 2019		Aug 2019		Sep 2019		Oct 2019		Nov 2019		Dec 2019	
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
8,959	7.27%	9,305	7.22%	11,022	8.38%	10,674	8.70%	13,804	9.76%	13,174	10.76%	13,271	10.93%

*Excludes Public Transit and Mileage Reimbursement

Trip Cancellations

Cancellation Reason Summary

		Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Call Center	Member No Show	4,438	2,817	3,007	2,821	3,354
	Member Cancelled	7,335	7,680	9,147	7,786	8,602
	Not Finalized	6,209	6,782	6,696	7,117	5,228
	Other	995	917	958	960	1,293
	IVR	3,738	3,721	4,614	4,139	5,110
	Incorrect Information	578	1,059	1,621	1,843	1,769
	Facility Cancelled	657	809	805	693	929
	Provider No Show	333	383	413	296	534
	Provider Incident	163	143	211	232	206
	Weather	3	2	1	1	322
	Member is Ineligible	5	7	9	1	6
Transportation Provider	Member No Show	12,344	11,749	12,570	10,756	10,738
	Member Cancelled	4,845	4,958	5,416	4,904	5,764
	Other	3,007	3,316	4,367	3,937	4,588
	Incorrect Information	2,588	2,232	2,070	1,633	1,600
	Provider Incident	138	83	114	52	62
	Weather	20	17	27	16	309
	Member is Ineligible	11	11	7	3	4
Grand Total		47,407	46,686	52,053	47,190	50,418

Same Day Cancellation Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Cancelled Trips	46,888	48,530	47,407	46,686	52,053	47,197	52,591
Cancelled + Completed*	178,958	186,105	185,931	175,531	200,421	176,239	180,127
Cancellation Rate	26.20%	26.08%	25.50%	26.60%	25.97%	26.78%	29.20%

*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

	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Trips Remov..	63,918	60,063	52,494	50,571	56,228	48,375	47,564

*Excludes Public Transit and Mileage Reimbursement

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Unfulfilled Trip Counts

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Member No Show	913	16,046	16,512	14,577	14,911	12,994	13,188
Provider No Show	9	244	247	256	294	182	375
Trips Not Confirmed	8	70	66	97	93	120	269
Total Unfulfilled	930	16,360	16,825	14,930	15,298	13,296	13,832

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

Unfulfilled Trips by Mode Summary

		Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Member No Show	Ambulatory	831	14,597	14,965	13,401	14,025	12,068	12,192
	Bariatric Wheelchair	1	45	36	49	34	24	53
	Wheelchair	81	1,404	1,511	1,127	852	902	943
Provider No Show	Ambulatory	9	230	219	229	230	149	335
	Bariatric Wheelchair			1	2		4	6
	Wheelchair		14	27	25	64	29	34
Trips Not Confirmed	Ambulatory	8	52	55	62	68	99	201
	Bariatric Wheelchair		1	3	4	5	6	16
	Wheelchair		17	8	31	20	15	52
Total Unfulfilled		930	16,360	16,825	14,930	15,298	13,296	13,832

Unconfirmed Trips
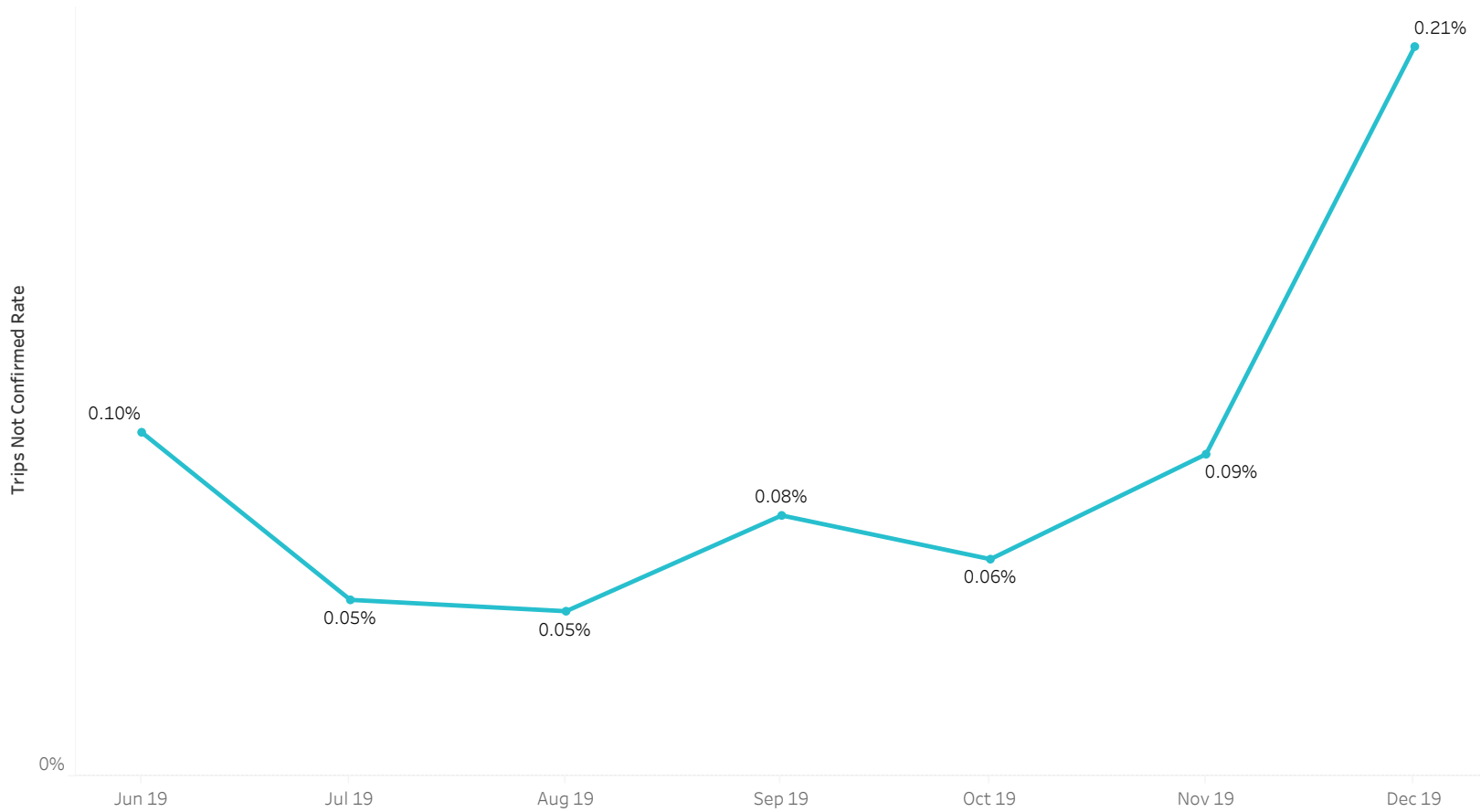
	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Not Confirmed	8	70	66	97	93	120	269
Not Confirmed + Completed*	8,052	137,272	138,315	128,724	148,230	128,991	127,680
Not Confirmed Rate	0.10%	0.05%	0.05%	0.08%	0.06%	0.09%	0.21%

* 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 2019**

Veyo Healthcare Logistics

Total Complaints

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Completed Trips	387,831	425,380	422,693	398,278	446,030	408,656	413,897
Total Complaint Count	386	563	567	585	782	704	800
Complaint %	0.10%	0.13%	0.13%	0.15%	0.18%	0.17%	0.19%

Substantiated Summary

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Completed Trips	387,831	425,380	422,693	398,278	446,030	408,656	413,897
Substantiated Complaints	234	371	370	363	245	184	145
Substantiated Complaint %	0.06%	0.09%	0.09%	0.09%	0.05%	0.05%	0.04%

Days To Resolve

	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
Grievance Count	563	567	585	782	704	800	553
Resolved Count	563	566	530	386	287	237	129
Avg. Time to Resolve (Days)	58.69	57.70	58.60	29.18	24.69	13.72	5.33

Complaints Category Summary

	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Missed Pickup	138	140	128	119	70	46
Late Pickup	117	115	107	49	35	24
Driver Issue	39	45	28	15	12	19
Late Pickup - B-Leg	28	32	41	18	15	11
Other	24	17	11	21	22	12
Safety Concern	9	8	25	17	12	10
Scheduling Error	6	8	6	2	5	8
Agent Issue	4	2	3	2	10	5
Damage/Injury	2	1	5	1	1	9
Early Arrival	3	1	6	1	1	1
Vehicle Issue	1	1	1		1	
Technical Issue			2			

Denied Trip Requests

		Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Unique Requests	Not Eligible For Service	71	91	56	57	78	40	54
	Unable to Verify Appointment	3	5	7	4	12	87	10
	Refuse Closest Facility	58	61	49	27	16	11	7
	Urban Mileage Limit		155	311	195	164	119	103
	Refuse Appropriate Mode	95	150	137	94	103	76	91
	Not Medicaid Covered	4	3	3	2	3	2	1
	Rural Mileage Limit		21	36	23	43	38	42
	Insufficient Advanced Notice	4	9	1	12	18	42	22
	Too Many Passengers		2				2	
	Total	**233**	**489**	**589**	**407**	**424**	**399**	**321**
Trips Under Recurring Schedule	Not Eligible For Service	893	962	773	568	565	480	514
	Unable to Verify Appointment	13	13	9	8	9	202	72
	Refuse Closest Facility	233	125	13	6	2	1	1
	Urban Mileage Limit		12	29	22	23	19	82
	Refuse Appropriate Mode	32	35	14	14	11	11	12
	Not Medicaid Covered	8	14	11	15	15	7	6
	Rural Mileage Limit		5	4	3	4	4	7
	Insufficient Advanced Notice						3	
	Too Many Passengers						1	
	Total	**1,169**	**1,152**	**851**	**632**	**625**	**717**	**685**
	Grand Total	**1,389**	**1,620**	**1,428**	**1,026**	**1,030**	**1,097**	**996**

Notice of Actions Issued

	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019
Not Eligible For Service	956	1,041	821	615	627	512	561
Urban Mileage Limit		165	339	217	186	138	185
Refuse Appropriate Mode	126	185	151	108	113	86	103
Refuse Closest Facility	288	183	62	33	18	12	8
Unable to Verify Appointment	16	17	16	12	21	284	82
Rural Mileage Limit		26	40	26	47	41	49
Insufficient Advanced Notice	4	9	1	12	18	45	22
Not Medicaid Covered	12	17	14	17	18	9	7
Too Many Passengers		2				3	
Total	**1,389**	**1,620**	**1,428**	**1,026**	**1,030**	**1,097**	**996**

Admin Hearing Requests
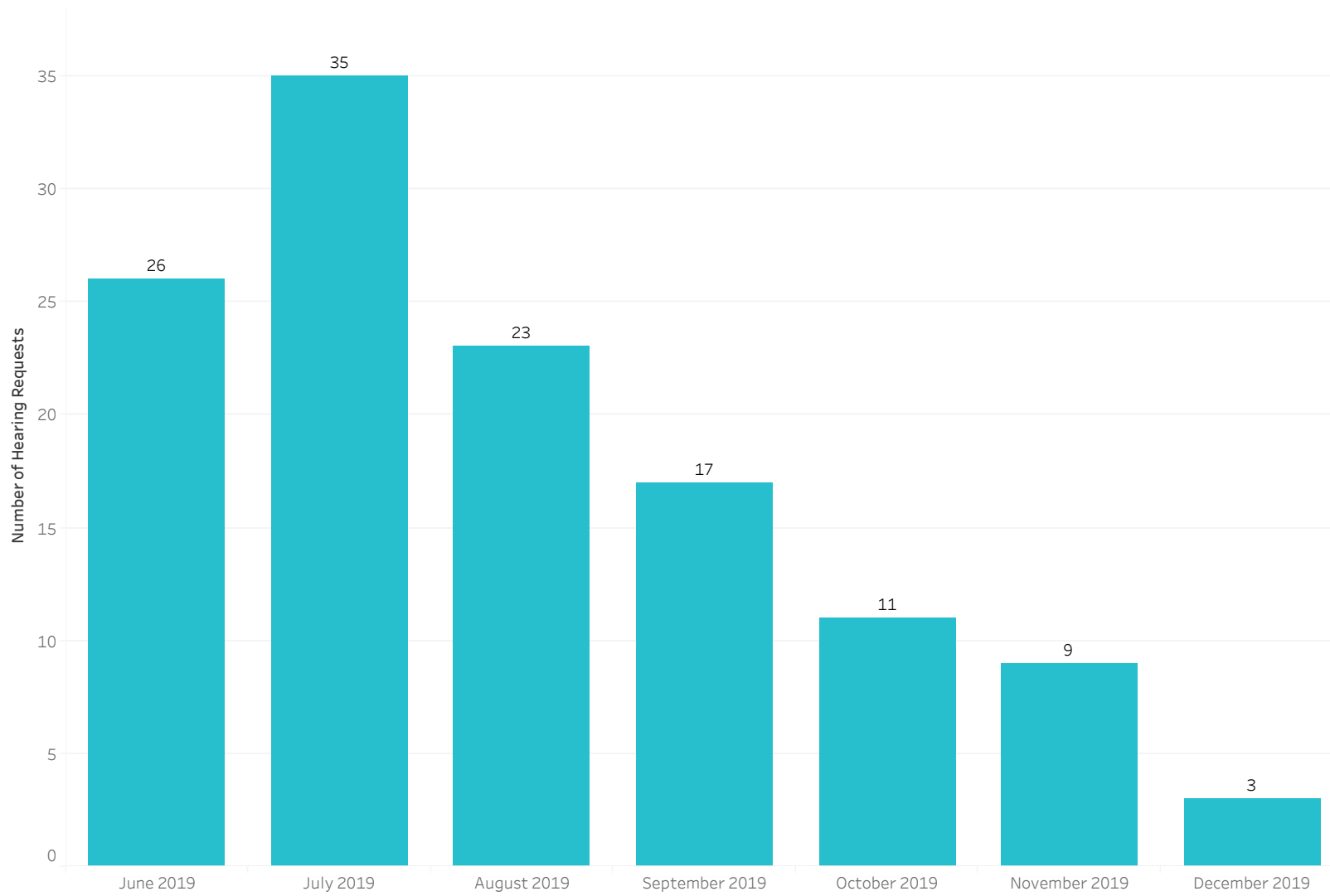
Definitions

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.