



# DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **June 2019**

Veyo Healthcare Logistics



# Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **June 2019**

Veyo Healthcare Logistics

### Call Center Summary

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

#### Call Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204	85,415
Avg Daily Calls Received	3,509	3,108	3,554	3,353	3,208	3,349	3,041	2,817
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353	90,451	83,211
Answered %	93.8%	96.8%	94.5%	94.6%	92.4%	95.6%	94.0%	97.4%

#### Average Speed Of Answer Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204	85,415
Avg Speed of Answer (seconds)	57.1	28.4	56.5	67.8	90.6	53.5	61.6	30.8

#### Average Abandon Rate Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204	85,415
Total Calls Abandoned	4,090	1,404	3,613	3,195	5,483	3,018	3,676	1,233
Abandon %	3.8%	1.4%	3.2%	3.3%	5.4%	3.0%	3.8%	1.4%

#### Average Handle Time Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Answered	101,007	94,814	106,395	90,500	93,828	97,353	90,451	83,211
Avg Handle Time (minutes)	5.1	5.1	5.1	4.9	5.0	4.6	4.7	4.5

#### Service Level Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Handled Within Service Level	88,871	92,073	95,327	79,952	75,501	87,456	79,378	80,049
Handled Outside Service Level	16,387	4,271	14,854	13,928	23,943	13,017	14,879	4,469
Total Calls Received	107,688	97,925	112,637	95,622	101,546	101,862	96,204	85,415
Service Level	84.4%	95.6%	86.5%	85.2%	75.9%	87.0%	84.2%	94.7%

## Call Center Summary, Facility

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

## Call Count Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423	5,826
Avg Daily Calls Received	471	428	457	492	309	289	276	290
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123	6,011	5,685
Answered %	94.8%	97.4%	95.4%	94.7%	93.2%	95.5%	93.6%	97.6%

## Average Speed Of Answer Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423	5,826
Avg Speed of Answer (seconds)	50.2	20.7	45.7	53.0	71.9	45.4	56.1	25.1

## Average Abandon Rate Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423	5,826
Total Calls Abandoned	298	58	217	277	289	161	247	65
Abandon %	2.8%	0.6%	2.0%	2.8%	4.4%	2.5%	3.8%	1.1%

## Average Handle Time Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Total Calls Answered	9,927	8,814	10,141	9,401	6,112	6,123	6,011	5,685
Avg Handle Time (minutes)	5.9	6.1	6.0	6.0	6.2	6.1	6.0	5.8

## Service Level Summary (Facility)

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Handled Within Service Level	9,005	8,707	9,431	8,672	5,206	5,623	5,376	5,555
Handled Outside Service Level	1,360	274	1,080	1,165	1,290	728	982	247
Total Calls Received	10,475	9,051	10,628	9,931	6,561	6,411	6,423	5,826
Service Level	86.9%	96.9%	89.7%	88.2%	80.1%	88.5%	84.6%	95.7%

KPIs

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%



# Monthly Trip Report

Connecticut Medicaid

Reporting Period: **June 2019**

Veyo Healthcare Logistics

## Trip Executive Summary

### Completed Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Completed Trips</b>	355,249	352,912	390,217	359,690	398,615	405,204	422,469	385,716

\* Includes Public Transit and Mileage Reimbursement

### On Time % Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>A Leg</b>	66.65%	69.58%	70.79%	69.75%	66.46%	68.17%	69.09%	70.14%
<b>B Leg</b>	89.29%	92.11%	92.30%	92.17%	91.75%	92.28%	92.63%	93.35%
<b>Both Legs</b>	<b>77.70%</b>	<b>80.59%</b>	<b>81.33%</b>	<b>80.75%</b>	<b>78.78%</b>	<b>79.91%</b>	<b>80.61%</b>	<b>81.47%</b>

\* 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

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Member No-Show Count</b>	11,251	12,468	13,534	12,083	14,778	14,875	17,056	16,007
<b>No-Shows + Completed*</b>	147,553	147,064	162,379	150,187	166,752	162,776	163,295	147,654
<b>Member No-Show Rate</b>	7.63%	8.48%	8.33%	8.05%	8.86%	9.14%	10.44%	10.84%

\* Excludes Public Transit and Mileage Reimbursement

### Booked Trip Count Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Total Trips Booked</b>	430,890	436,181	481,679	445,628	493,330	500,497	515,618	468,709

\*Includes Public Transit and Mileage Reimbursement

## Trip Executive Summary Cont.

### Mileage Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Total Mileage</b>	2,385,038	2,392,338	2,656,566	2,469,449	2,691,399	2,647,029	2,672,217	2,421,797
<b>Avg. Mileage</b>	6.71	6.78	6.81	6.87	6.75	6.53	6.33	6.28

### Trip % Distance Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>0-10 Miles</b>	79.10%	78.83%	78.85%	78.37%	79.11%	80.56%	81.34%	81.33%
<b>10-20 Miles</b>	14.65%	14.69%	14.62%	14.91%	14.28%	13.15%	13.02%	13.28%
<b>20-30 Miles</b>	3.87%	4.04%	3.96%	4.10%	4.08%	3.95%	3.54%	3.47%
<b>30-40 Miles</b>	1.46%	1.52%	1.61%	1.67%	1.64%	1.48%	1.34%	1.22%
<b>40-50 Miles</b>	0.57%	0.59%	0.62%	0.61%	0.58%	0.55%	0.48%	0.43%
<b>50+ Miles</b>	0.34%	0.33%	0.35%	0.35%	0.31%	0.31%	0.28%	0.27%

### Completed Trips by Mode

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Ambulatory</b>	112,346	111,722	124,061	115,478	126,793	122,000	120,465	107,819
<b>Mileage Reimbursement</b>	9,922	10,491	11,195	10,658	12,402	13,337	14,577	13,542
<b>Public Transit</b>	209,025	207,825	230,177	210,928	234,239	243,966	261,653	240,527
<b>Wheelchair</b>	23,956	22,874	24,784	22,626	25,181	25,901	25,774	23,828

### Members with Completed Trips Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Completed Trips</b>	22,897	22,344	23,984	23,677	24,395	24,213	24,322	23,505

\*Excluding ambulance and stretcher mode



## Total Completed Trips by Reason

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Drug Rehabilitation	162,940	164,473	175,419	160,750	180,339	178,559	186,133	172,897
Behavioral Health	73,685	75,200	86,922	82,522	93,170	99,728	106,523	95,767
Specialist	37,290	34,236	40,172	36,921	39,178	39,441	39,844	36,140
Dialysis	20,469	21,054	20,884	19,264	21,566	21,619	22,017	20,290
Counselor	15,855	14,860	16,430	15,045	16,000	16,407	16,772	14,418
Psychiatric Services	13,203	13,348	15,391	13,010	13,947	14,309	14,934	13,308
Physical Therapy	8,546	8,239	9,241	8,832	9,456	9,739	10,424	8,954
PCP	7,252	6,515	8,037	7,077	7,505	7,413	7,371	6,785
Urgent Care	4,425	4,047	4,870	4,367	4,719	4,846	5,673	5,474
Dental	2,117	2,075	2,711	2,316	2,527	2,614	2,350	2,203
Surgery	1,994	1,792	2,171	1,836	1,889	1,918	2,080	1,976
Chemotherapy	1,786	1,763	1,929	1,839	2,006	2,278	1,982	1,948
Vision	1,671	1,405	1,557	1,627	1,713	1,815	1,815	1,630
Lab	1,523	1,442	1,533	1,657	1,813	1,718	1,646	1,367
Development Therapy	825	738	909	762	832	685	682	591
Chiropractic	635	748	840	753	742	779	800	700
Occupational Therapy	528	496	616	572	621	685	748	631
Speech Therapy	322	317	365	318	335	370	403	375
Audiology	120	107	165	174	180	214	203	204
MFP (Data Entry Only)	63	57	55	48	77	67	69	58

# Transportation Provider Summary

### Number of Providers

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
69	69	74	71	71	75	77	77

### Provider No-Show Count

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
471	363	329	309	380	260	268	264

### Provider Mix Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>PUBLIC TRANSIT</b>	209,025	207,825	230,177	210,928	234,239	243,966	261,653	240,527
<b>CONTRACTED PROVIDERS</b>	132,775	130,531	143,135	132,265	143,912	136,947	133,824	116,282
<b>MILEAGE REIMBURSEMENT</b>	9,922	10,491	11,195	10,658	12,402	13,337	14,577	13,542
<b>VEYO INDEPENDENT DRIVERS</b>	3,527	4,065	5,710	5,839	8,062	10,954	12,415	15,365

### Late Trip Count by Provider

Nov 2018		Dec 2018		Jan 2019		Feb 2019		Mar 2019		Apr 2019		May 2019		Jun 2019	
Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
30,329	22.30%	26,076	19.41%	27,740	18.67%	26,535	19.25%	32,182	21.22%	29,673	20.09%	28,326	19.39%	24,368	18.53%

\*Excludes Public Transit and Mileage Reimbursement

# Trip Cancellations

## Cancellation Reason Summary

		Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Call Center	Member Cancelled	15,588	16,439	13,100	11,402	9,011
	Member No Show	2,265	3,079	3,522	4,568	3,854
	Not Finalized	8,695	8,872	8,815	8,067	7,346
	Other	2,433	2,361	1,746	1,445	990
	Incorrect Information	720	968	882	511	801
	Facility Cancelled	1,231	1,193	1,082	979	706
	Provider No Show	309	383	260	269	267
	Weather	372	103	1		
	Provider Incident	75	140	115	110	164
	Member is Ineligible	3	1	2	5	1
Transportation Provider	Member Cancelled	6,101	6,373	6,801	6,730	5,384
	Member No Show	9,931	11,921	11,656	12,872	12,499
	Other	3,741	4,172	3,569	3,735	2,711
	Incorrect Information	3,222	3,865	3,551	3,515	3,007
	Weather	193	266	6	8	13
	Provider Incident	18	30	93	72	92
	Member is Ineligible	5	9	6	10	52
<b>Grand Total</b>	<b>54,902</b>	<b>60,175</b>	<b>55,207</b>	<b>54,298</b>	<b>46,898</b>	

## Same Day Cancellation Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Cancelled Trips</b>	53,678	51,132	55,318	54,902	60,175	55,207	54,298	46,898
<b>Cancelled + Completed*</b>	189,980	185,728	204,163	193,006	212,149	203,108	200,537	178,545
<b>Cancellation Rate</b>	28.25%	27.53%	27.10%	28.45%	28.36%	27.18%	27.08%	26.27%

\*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

## Unfulfilled Trip Counts

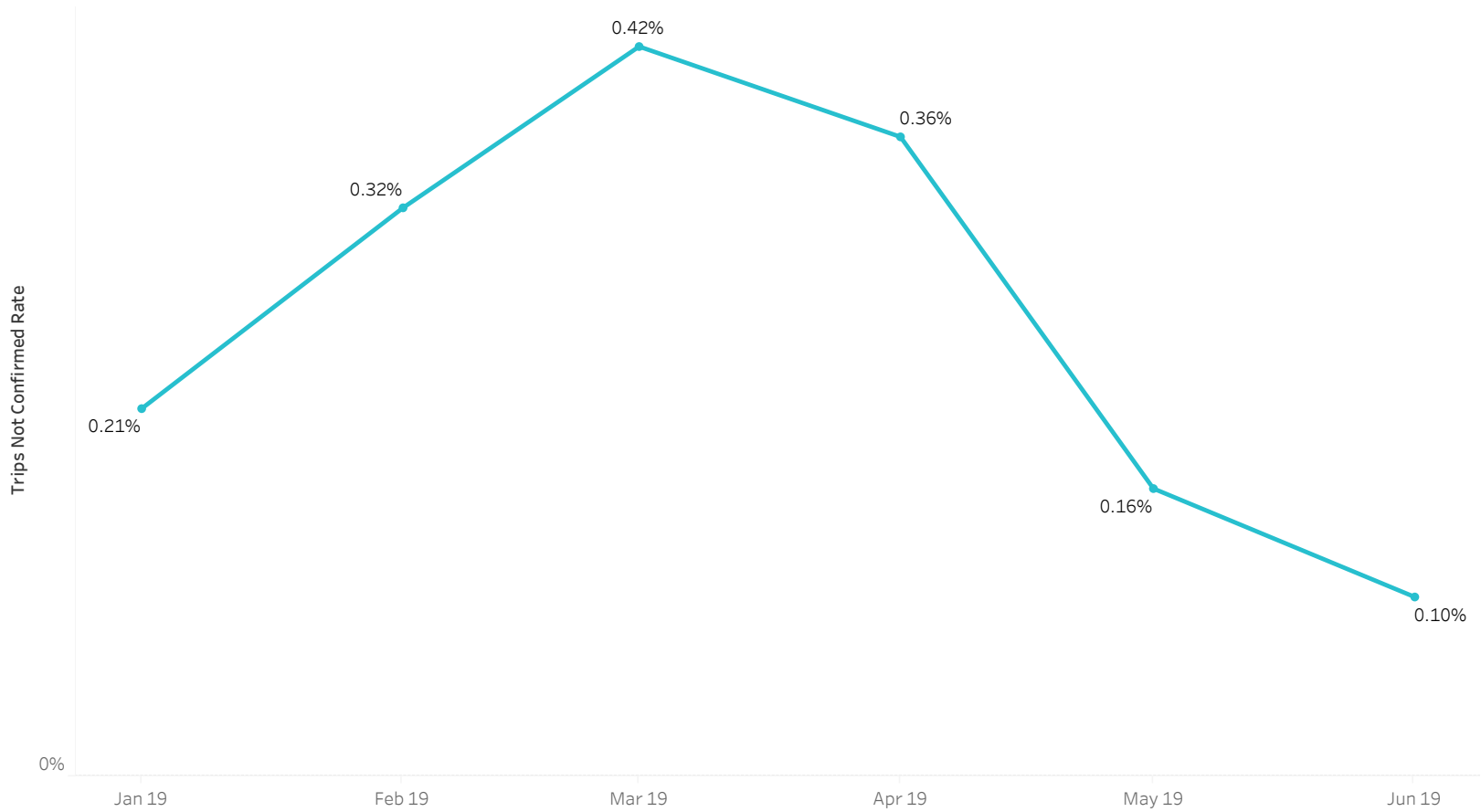
		Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Member No Show	Critical	1,314	1,243	1,465	1,490	1,871	1,966
	Non-Critical	13,536	12,264	13,331	13,175	14,462	13,279
	Ineligible	37	64	140	101	156	158
Provider No Show	Critical	31	20	43	23	21	25
	Non-Critical	254	260	296	183	184	179
	Ineligible	2		3	22	9	6
Trips Not Confirmed	Critical	122	95	137	154	91	44
	Non-Critical	190	353	494	385	149	89
	Ineligible	3	3	6	4	1	2
<b>Total Unfulfilled</b>		<b>15,489</b>	<b>14,302</b>	<b>15,915</b>	<b>15,537</b>	<b>16,944</b>	<b>15,748</b>

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

### Unfulfilled Trips by Mode Summary

		Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Member No Show	Ambulance - BLS	14		2	2	2	
	Ambulatory	13,708	12,518	13,683	13,505	15,152	14,164
	Bariatric Wheelchair	72	66	90	87	59	46
	Stretcher	1					
	Wheelchair	1,092	987	1,161	1,172	1,276	1,193
Provider No Show	Ambulance - BLS				2		
	Ambulatory	235	261	297	192	180	177
	Bariatric Wheelchair	2	2	6		3	2
	Stretcher			2			
	Wheelchair	50	17	37	34	31	31
Trips Not Confirmed	Ambulance - ALS	2				1	
	Ambulance - BLS	67	45	43	52	54	2
	Ambulatory	148	300	433	335	123	95
	Bariatric Stretcher	5	4		5		1
	Bariatric Wheelchair	33	33	52	35	15	5
	Stretcher	8	5	4	2	13	2
	Wheelchair	52	64	105	114	35	30
<b>Total Unfulfilled</b>		<b>15,489</b>	<b>14,302</b>	<b>15,915</b>	<b>15,537</b>	<b>16,944</b>	<b>15,748</b>

### Unconfirmed Trips



	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
<b>Not Confirmed</b>	315	451	637	543	241	135
<b>Not Confirmed + Completed*</b>	150,578	139,466	153,468	149,293	147,187	132,236
<b>Not Confirmed Rate</b>	0.21%	0.32%	0.42%	0.36%	0.16%	0.10%

\* 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: **June 2019**

Veyo Healthcare Logistics

## Total Complaints

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Completed Trips	355,249	352,912	390,217	359,690	398,615	405,204	422,469	385,716
Total Complaint Count	474	369	389	456	489	376	406	390
Complaint %	0.13%	0.10%	0.10%	0.13%	0.12%	0.09%	0.10%	0.10%

### Substantiated Summary

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Completed Trips	355,249	352,912	390,217	359,690	398,615	405,204	422,469	385,716
Substantiated Complaints	342	260	275	316	318	231	183	119
Substantiated Complaint %	0.10%	0.07%	0.07%	0.09%	0.08%	0.06%	0.04%	0.03%

### Days To Resolve

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Grievance Count	389	456	489	376	406	390
Resolved Count	389	456	489	353	300	206
Avg. Time to Resolve (Days)	27.72	24.34	31.78	31.91	19.46	12.39

### Complaints Category Summary

	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Missed Pickup	143	153	170	99	86	47
Late Pickup	58	82	62	60	50	26
Driver Issue	28	21	24	34	19	10
Late Pickup - B-Leg	16	25	29	13	6	17
Other	9	13	16	14	11	6
Safety Concern	11	15	7	5	3	4
Scheduling Error	6	3	3		1	3
Agent Issue		1	4	4	3	2
Early Arrival	3		2	1		1
Damage/Injury				1	1	3
Vehicle Issue	1	2			2	
Technical Issue		1	1		1	

## Denied Trip Requests

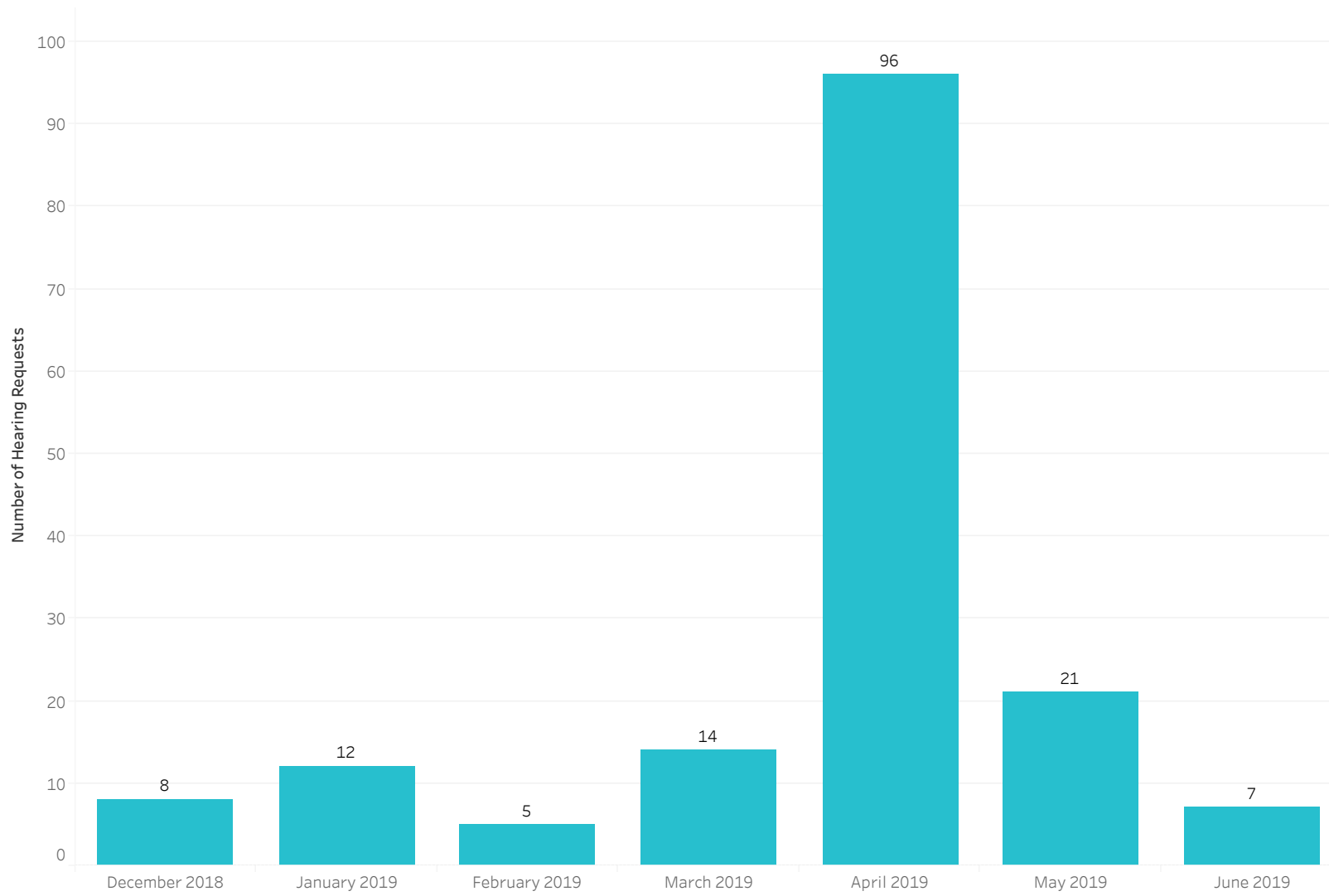
		Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Unique Requests	Not Eligible For Service	23	19	55	56	35	64	50	70
	Refuse Appropriate Mode	157	114	132	69	104	127	135	95
	Refuse Closest Facility	24	22	50	34	78	226	99	57
	Missing necessary form	81	71	28	1				
	Not Medicaid Covered	1	1	4	8	2	1	2	4
	Unable to Verify Appointment	5	2	4			3	3	3
	Insufficient Advanced Notice	18	32	18	9	13	8	10	4
	Too Many Passengers		1	1	1		1		
	<b>Total</b>	<b>307</b>	<b>259</b>	<b>288</b>	<b>177</b>	<b>230</b>	<b>425</b>	<b>296</b>	<b>231</b>
Trips Under Recurring Schedule	Not Eligible For Service	381	660	689	689	704	834	903	890
	Refuse Appropriate Mode	124	158	203	147	98	101	32	32
	Refuse Closest Facility	11	5	31	15	382	1,100	323	233
	Missing necessary form	22	35	26	11	11	5		
	Not Medicaid Covered	12	18	14	8	7	11	11	7
	Unable to Verify Appointment	3	2	2	5	12	12	14	13
	Insufficient Advanced Notice	1			1	1	1	1	
	Too Many Passengers				1	1	3	1	
	<b>Total</b>	<b>546</b>	<b>865</b>	<b>954</b>	<b>872</b>	<b>1,206</b>	<b>2,028</b>	<b>1,273</b>	<b>1,165</b>
<b>Grand Total</b>	<b>848</b>	<b>1,119</b>	<b>1,231</b>	<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>	



## Notice of Actions Issued

	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Not Eligible For Service	403	676	740	743	733	887	944	952
Refuse Closest Facility	35	27	81	49	458	1,308	417	287
Refuse Appropriate Mode	278	272	333	216	202	227	166	126
Missing necessary form	103	106	53	12	11	5		
Insufficient Advanced Notice	19	32	18	10	14	9	11	4
Not Medicaid Covered	13	19	18	16	9	12	13	11
Unable to Verify Appointment	7	4	6	5	12	15	16	16
Too Many Passengers		1	1	2	1	4	1	
<b>Total</b>	<b>848</b>	<b>1,119</b>	<b>1,231</b>	<b>1,047</b>	<b>1,427</b>	<b>2,417</b>	<b>1,551</b>	<b>1,383</b>

# 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 includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. 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.