



Veyo / Total Transit Update

April 12, 2019

Introduction

- 2018 Overview
- Review of 2018 Initiatives and Improvements
- Overview of Upcoming 2019 Initiatives and Improvements

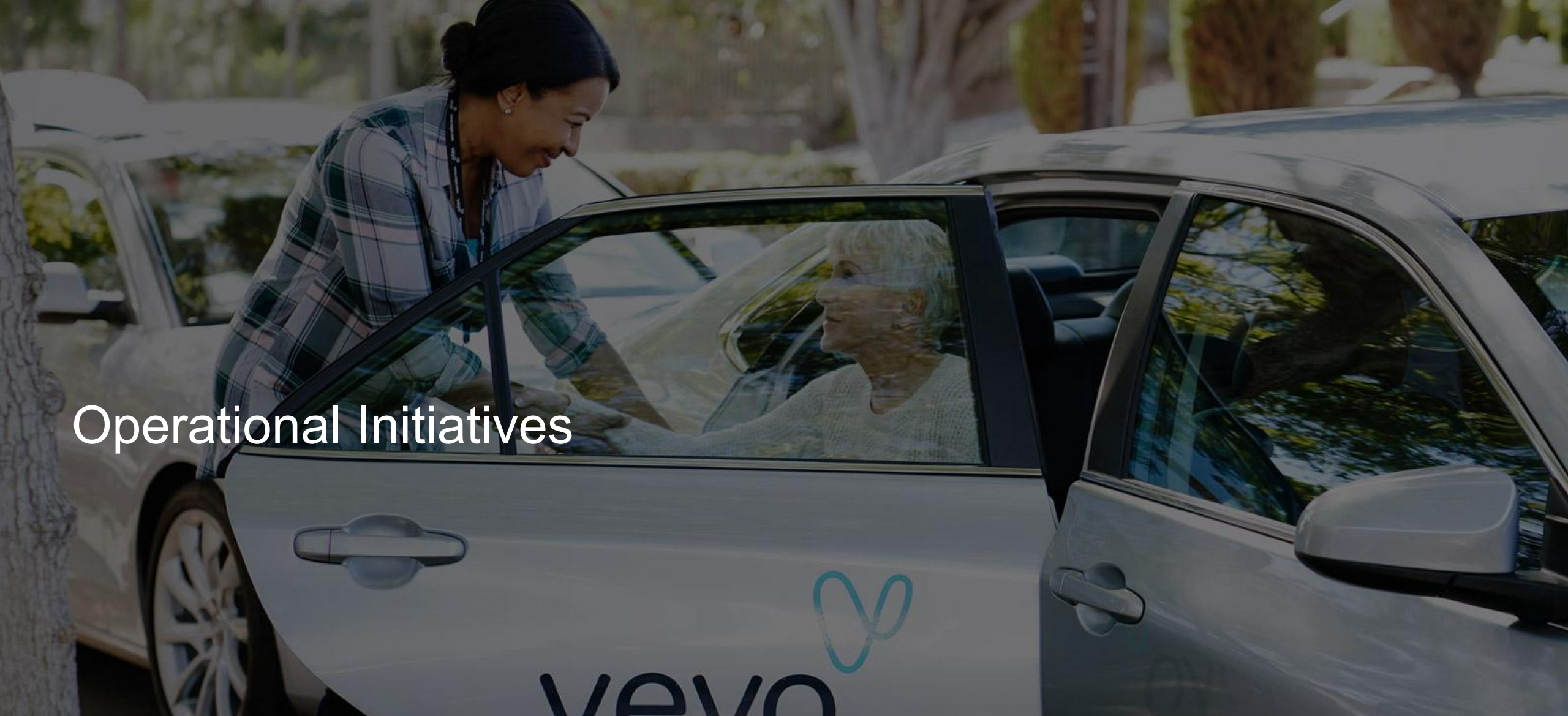
2018 Overview

- Since January 1, 2018, Veyo has completed over 4,075,319 trips in CT, with an average of 350,000 completed trips each month, a 16% year over year (YOY) increase from 2017
- In the month of December 2018, Veyo completed 356,249 trips with a total grievance rate of just 0.10% (half our target rate of 0.2%) and a substantiated grievance rate of just 0.03% (substantiated grievances are complaints that can be authenticated with evidence)
- Veyo has partnered with over 80 commercial providers (managing over 1400 commercial vehicles) and 250 independent driver-providers in the state of Connecticut
- Veyo Call Center agents answer an average of 4,000 calls each day with an average handle time of under 5 minutes.
- While we faced challenges upon launch, complaints have decreased 49% YOY and we're receiving positive feedback from the CT community

Performance Improvements

Over the past 14 months, we have launched several initiatives to improve the performance and service for HUSKY Health Medicaid Members, including but not limited to:

- Employee training refresher program
- Expansion of our clinical coordinator team
- Creation of dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Optimization of our integrated voice response program and member survey program
- Simplified member-facing forms/communications
- Partnership with Beacon, the CT Department of Social Services, Administrative Service Organization
- Ongoing and targeted healthcare facility outreach
- Removal of 18 under performing providers from our transportation network and the addition of 17 new providers to the network
- Introduction of monthly provider scorecards
- Launch of the Go CT Smartcard Program for members eligible for mass transit
- Launch of the Members Advisory Committee
- Launch of our real-time trip rescue program
- Community outreach



Operational Initiatives

Connecticut Team Growth + Training

- Added over 60 FTEs to the Connecticut Contact Center to better handle call volume
- Launched a training refresher program in August 2018 for all Contact Center Employees
- Created dedicated resources for urgent care, hospitals, adolescent health, and behavioral health services
- Expanded of our Clinical Coordinator team, which consists of Registered Nurses with BSN degrees.



88%
decrease
in average speed of
answer



93%
decrease
in abandoned calls



45%
decrease in average
handle time

Continued Focus on Transportation Provider Network Health

- Veyo met with 103 providers to review performance, discuss issues, answer questions, and retrain drivers
- Network Optimization:
 - Removed 18 underperforming providers
 - Placed 14 underperforming providers placed on a corrective action plan
 - Added 17 new providers
- Introduced monthly reporting scorecards
- Wrote 18 letters of support to the DOT to help providers expand their fleet



Ongoing Facility Outreach

In 2018, Veyo conducted in-person visits to over 180 CT healthcare facilities, and continues to reach out to new and existing facilities each month, offering support, training, and the opportunity for feedback. In March we worked with the following facilities:

- Saint Mary Home, West Hartford
- Bridgeport Hospital Primary Care Center, Bridgeport
- New Horizons, Unionville
- Davita Dialysis, Hartford
- APT Foundation, New Haven
- Fernwood Rest Home, Litchfield
- Yale New Haven Health System, New Haven
- ROOT, Willimantic
- Evergreen Health Care Center, Stafford Springs
- Cornell Scott, New Haven
- Autumn Lake, New Britain
- Valerie Manor, Torrington
- LifeBridge, Bridgeport
- ROOT, Hartford
- Davita Dialysis, New Haven,
- Avantus Renal Therapy, New Haven
- CHR, Enfield
- SOLNIT, Middletown

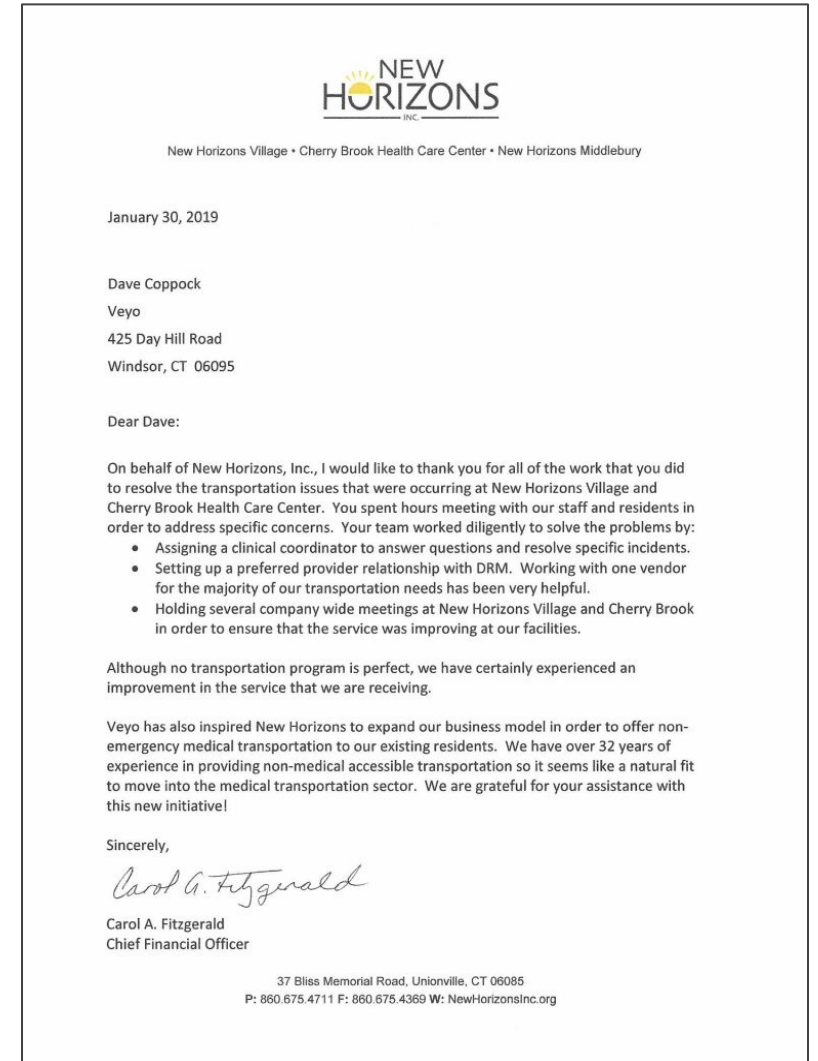
Community Feedback

We have continually received positive feedback from members, facilities, providers, and stakeholders in the community.

*"Anita...was very patient and wonderful, and I appreciate the time she took with me. Anita read everything back to me correctly and I thank her sincerely for that. I have very fast speech and sometimes agents get frustrated with me...thank you so much for the service you provide."
-HUSKY Health member*

*"(I am) so appreciative that Olga went the extra mile to resolve my transportation needs. She took the time and I just had to say Thank YOU!"
-HUSKY Health member*

*"I want to share about the positive service we have received from Veyo over the past month. ...[Our facility] had a significant flood that caused the evacuation of 60 of our residents. As we slowly put the pieces back together and began readmitting back from our sister centers Veyo was very supportive. We were calling in several instances with relatively short notice to Veyo requesting return transport. In each case [we] explained the unusual circumstances and in all instances transportation was provided with no delay."
- Peter Mongillo, Center Executive Director, Genesis Healthcare-The Willows*



A photograph of a man with a goatee, wearing a light blue button-down shirt, sitting in the driver's seat of a car. He is smiling and looking towards the right. He is holding a tablet computer with both hands. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred view of green foliage through the car window.

Technology Initiatives

Complete Route Tracking

- Tracking from start to finish
- Date, time, and location of both pickup and drop-off
- Trip duration (time and mileage)
- Member and driver information
- Up-to-date driver credentials
- Modes of transportation
- Eligibility/plan perimeters
- Car/driver identifier
- Full communication history
- Automated flags for suspicious activity/FWA

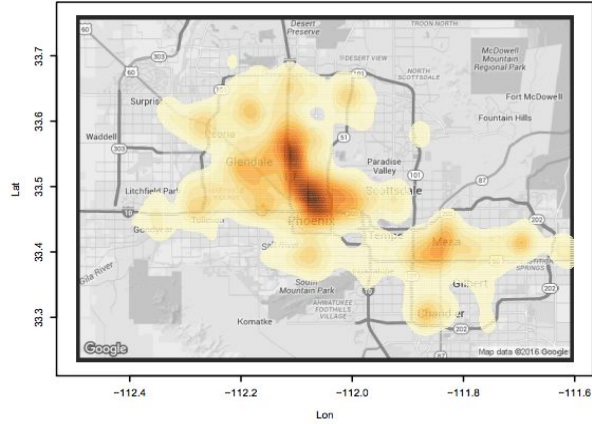
The image displays the Veyo web dashboard and mobile app interface. The dashboard shows a map of a trip route in Mesa, AZ, with a blue line indicating the path. Below the map, there are sections for 'GENERAL' trip details, 'LOCATIONS' (Accepted, Arrived, Picked Up, Dropped Off), 'DRIVER' information (Jill Smith), 'PAYMENT DETAILS', and 'NET ALLOCATION DETAILS'. The mobile app shows a 'SCHEDULE' screen with a list of trips and a 'Pick Up' screen for a specific trip.

GENERAL	LOCATIONS
Created At: Nov 5, 2015 10:36 AM	Accepted: 000 South Pioneer, Gilbert, AZ 85233, US Nov 5, 2015 10:36 AM
Reported Durat...: 7 minutes	Arrived: 000 East University Drive, Mesa, AZ 85203, US Nov 5, 2015 10:43 AM
Estimated Dura...: 6 minutes	Picked Up (Actual): 000 East University Drive, Mesa, AZ 85203, US Nov 5, 2015 10:43 AM
Traveled Milea...: 6 minutes	Dropped Off (Actual): 000 South Fraser Drive, Mesa, AZ 85204, US Nov 5, 2015 10:50 AM
Operator: Total Transit \$4.80	
Completed At: Nov 5, 2015 10:50 AM	
Reported Mileage: 1.29 Miles	
Estimated Milea...: 1.29 Miles	
Traveled Mileage: 1.29 Miles	
Fleet: Account	
Type: ASAP	
Priority: 5	
Reservation Time: On Demand	
Reservation: #545821	

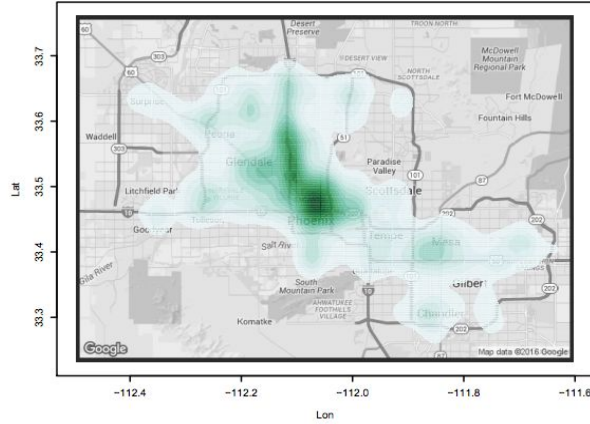
PAYMENT DETAILS	NET ALLOCATION DETAILS
Payment System: TTI Accounting	Transaction Status: NON-BATCHED
Cashiering System: TTI Accounting	2PB Master Account: \$0.00 (NON-BATCHED)
Billing Account: 1206	Operator Account: \$0.00 (NON-BATCHED)
	Driver Account: \$4.80 (NON-BATCHED)
	Driver Cashiering Type: Through Operator

Predictive Analytics: Matching supply to demand

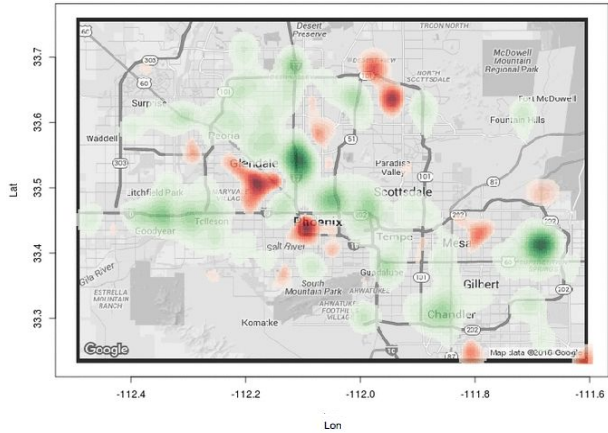
2016-03-07 09:00:00 - DEMAND : 344



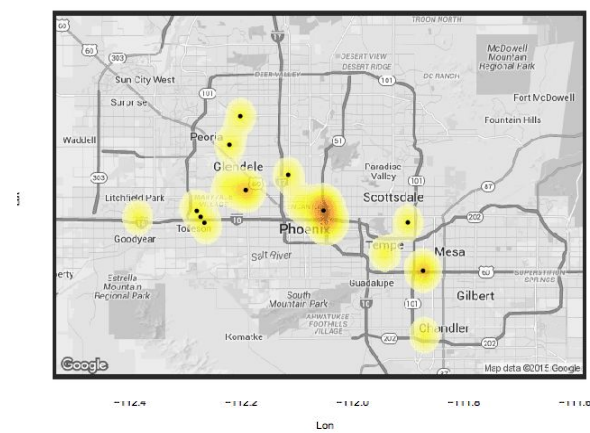
2016-03-07 09:00:00 - SUPPLY : 148



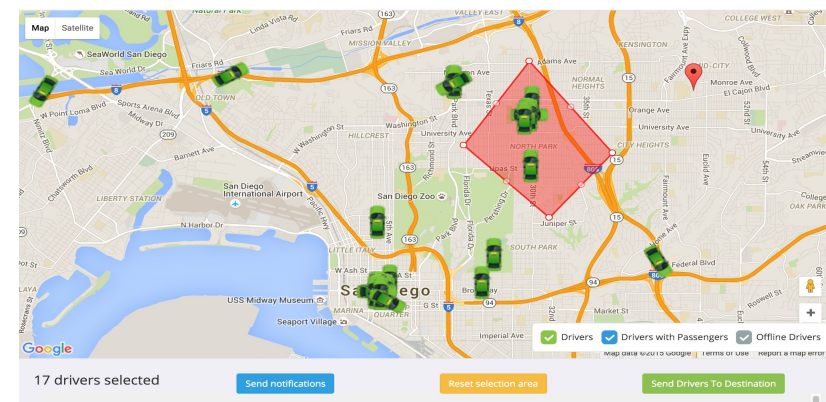
2016-03-07 09:00:00 - SURPLUS : 4



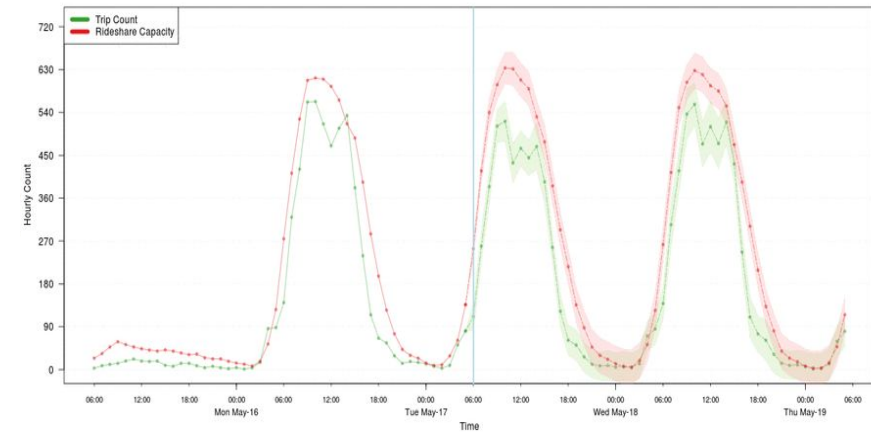
2016-03-07 09:00:00 - DEFICIT : 96



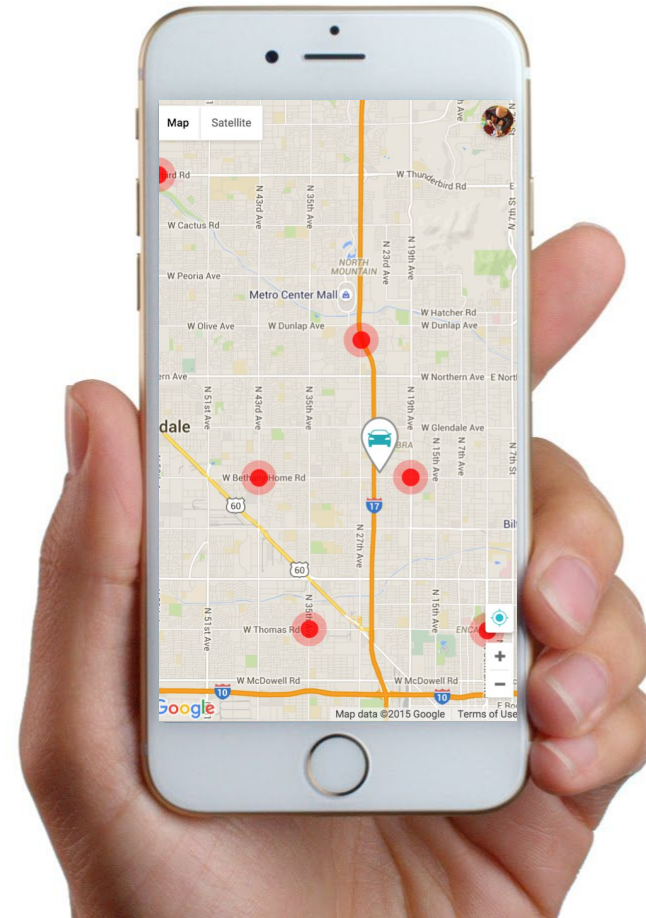
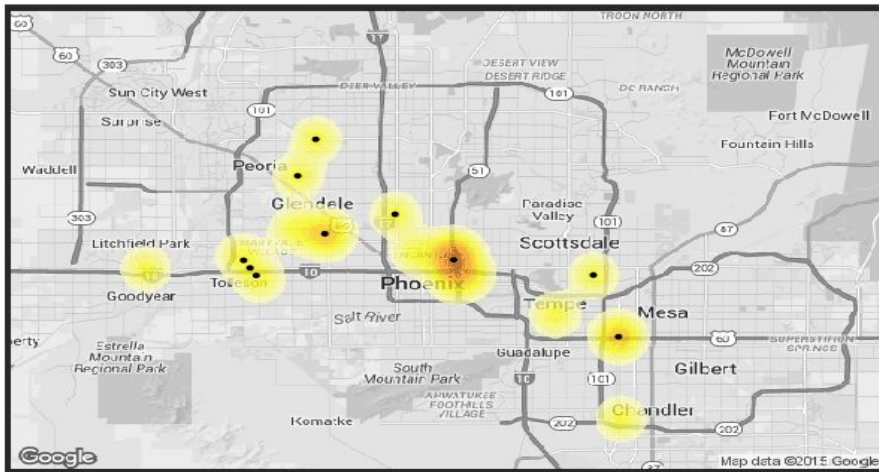
Vehicle Select



Phoenix - 48 Hour Forecast Start Time: Tue May-17 06:00



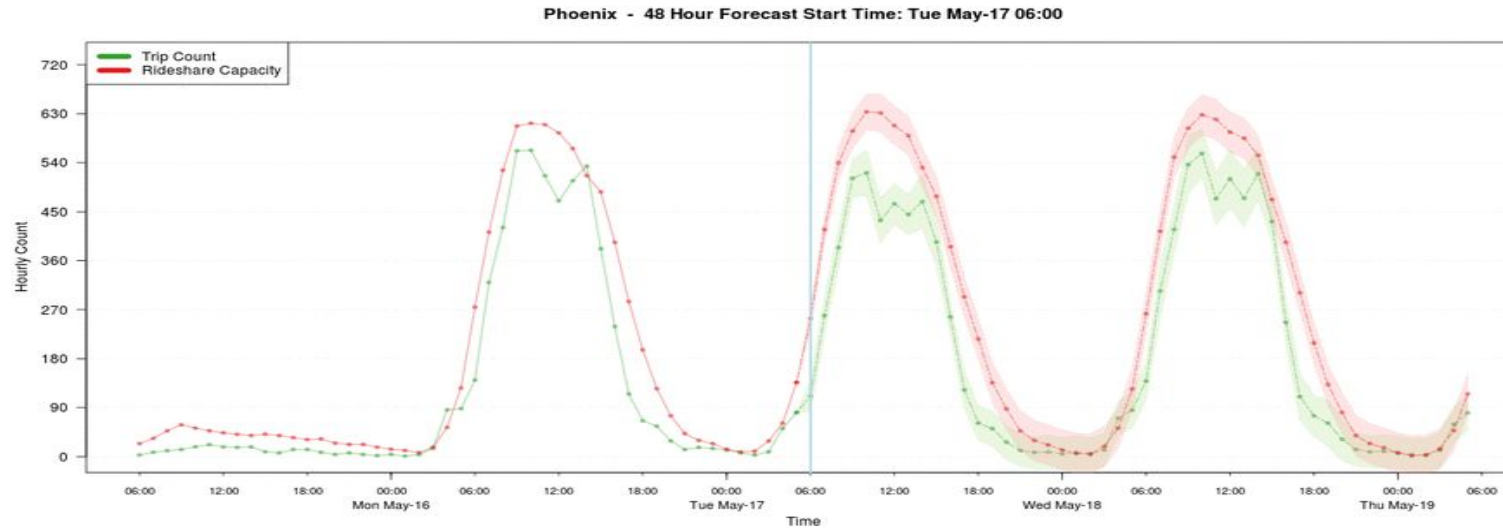
Demand Analysis: Placing vehicles where they're needed



Demand Analysis provides:

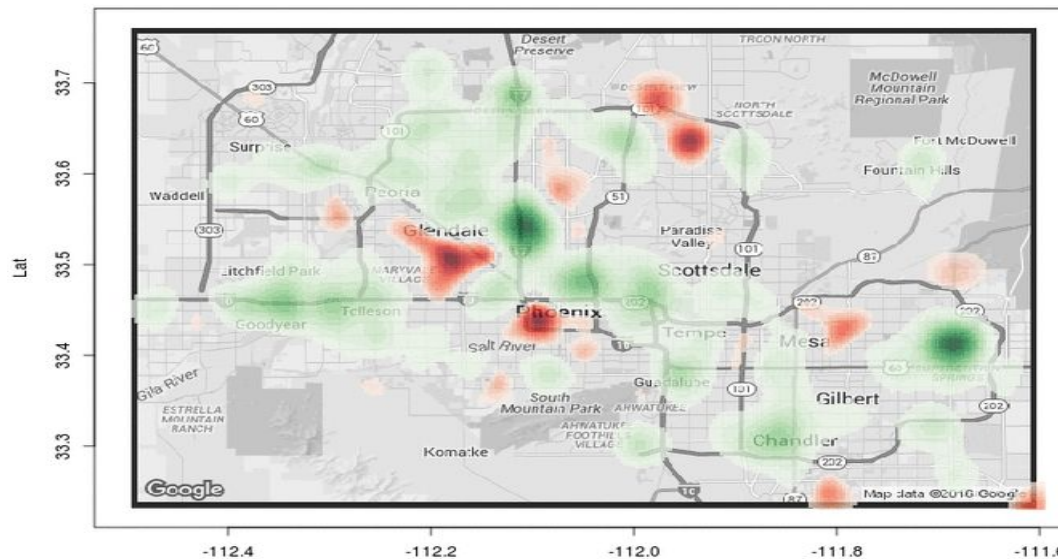
- Trip distribution [heatmap](#)
- Driver distribution heatmap
- Trip cancellation analysis
- Match rate analysis

Predictive Data Analysis



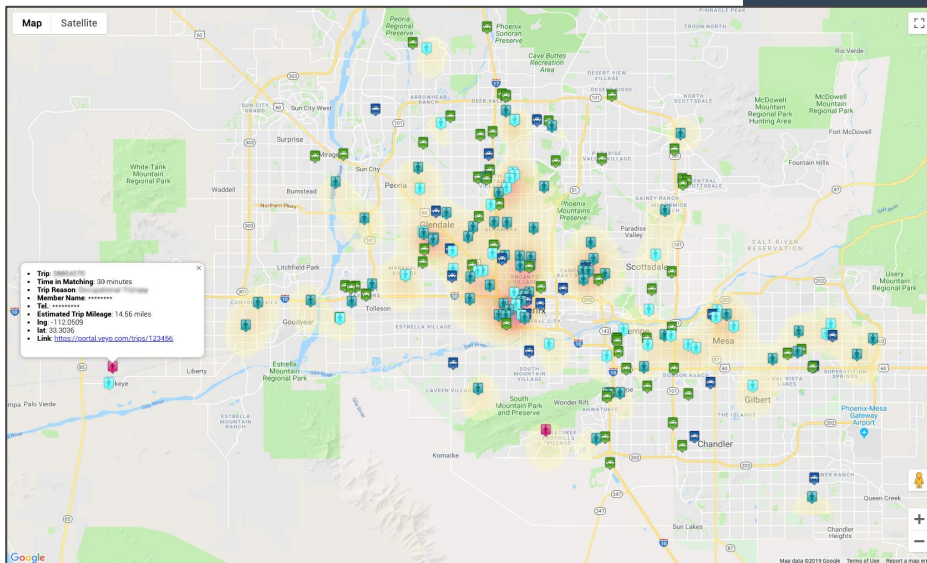
Predictive analysis provides:

- Visibility into future capacity
- Identification of deficits and surpluses
- Driver reward recommendation
- Driver recruitment recommendation
- Pre-match recommendation



Rescue Dispatch: Real-time trip rescue

Real-time rescue for any trips that are in danger of falling behind schedule due to weather, traffic, etc.



VEYO

RESCUE DISPATCH > TRIPS IN ONDEMAND

Rescue Dispatch

Filter Trips: Pickup Date: 02/27/2019 Market: Arizona On Demand Status: Matching

35 Trips Filter Trips [CANCEL TRIP] [UPDATE PICKUP TIME] [SEND TO MANUAL]

Assigned	Trip Id	Member	Confirmation #	T-Match	Pickup Date/Time	Appointment Date/Time	Schedule Type	Member ID	Reason	Account	Acct. IDP Pref.	Pickup Address
<input checked="" type="checkbox"/>	#124501	James Bailey	W78011600123	30 Mins	02/27/2019 9:31 AM (MT)	02/27/2019 10:31 AM (MT)	WillCall		Dialysis	Mercy Care	Idp Preferred	6500 W 17TH AVENUE
<input type="checkbox"/>	#124502	Bertranda Thompson	W88011601234	30 Mins	02/27/2019 9:40 AM (MT)	N/A	Scheduled		Behavioral Health	Arizona Complete Hea...	No Preference	200 W HERMESDA DR, SUITE 101
<input checked="" type="checkbox"/>	#124503	Christine Evans	W88811123456	11 Mins	02/27/2019 9:45 AM (MT)	02/27/2019 10:15 AM (MT)	WillCall		Specialist	Steward Health Choice...	No Preference	7700 W THOMAS RD, PHOENIX
<input type="checkbox"/>	#124504	Justin Peterson	N/A	10 Min	02/27/2019 10:05 AM (MT)	02/27/2019 10:35 AM (MT)	Scheduled		Dialysis	Mercy Care	Idp Preferred	12300 W STREET NAME, SCOTTSDALE
<input type="checkbox"/>	#124505	James Bailey	W78011667368	10 Min	02/27/2019 10:10 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled		Specialist	Mercy Care	Idp Preferred	6500 W 17TH AVENUE
<input type="checkbox"/>	#124506	John Thompson	W86778876984	10 Min	02/27/2019 10:15 AM (MT)	02/27/2019 11:35 AM (MT)	WillCall		Specialist	Arizona Complete Hea...	No Preference	200 W HERMESDA DR, SUITE 101
<input type="checkbox"/>	#124507	Bill Johnson	W89984978771	9 Min	02/27/2019 10:25 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled		N/A	Steward Health Choice...	No Preference	8800 W THOMAS RD, PHOENIX
<input type="checkbox"/>	#124508	Justin Peterson	W94953858399	8 Min	02/27/2019 10:30 AM (MT)	02/27/2019 11:30 AM (MT)	Scheduled		Behavioral Health	Mercy Care	Idp Preferred	12300 W STREET NAME, SCOTTSDALE
<input type="checkbox"/>	#124509	James Bailey	W60123489887	6 Min	02/27/2019 10:31 AM (MT)	02/27/2019 11:15 AM (MT)	Scheduled		Dialysis	Arizona Complete Hea...	No Preference	200 W HERMESDA DR, SUITE 101
<input type="checkbox"/>	#124510	Bertranda Thompson	W99989903456	6 Min	02/27/2019 10:40 AM (MT)	02/27/2019 11:45 AM (MT)	Scheduled		Specialist	Steward Health Choice...	No Preference	7700 W THOMAS RD, PHOENIX
<input type="checkbox"/>	#124511	Christine Evans	W78988999887	5 Min	02/27/2019 10:45 AM (MT)	02/27/2019 11:35 AM (MT)	Scheduled		Specialist	Steward Health Choice...	No Preference	12300 W STREET NAME, SCOTTSDALE
<input type="checkbox"/>	#124512	Justin Peterson	W88011601234	5 Min	02/27/2019 11:05 AM (MT)	02/27/2019 12:00 AM (MT)	Scheduled		N/A	Arizona Complete Hea...	No Preference	6500 W 17TH AVENUE
<input type="checkbox"/>	#124513	James Bailey	W89900009916	4 Min	02/27/2019 11:10 AM (MT)	02/27/2019 11:45 AM (MT)	Scheduled		N/A	Steward Health Choice...	No Preference	200 W HERMESDA DR, SUITE 101
<input type="checkbox"/>	#124514	Bertranda Thompson	W121387878765	3 Min	02/27/2019 11:15 AM (MT)	02/27/2019 12:15 AM (MT)	WillCall		Specialist	Steward Health Choice...	No Preference	8800 W THOMAS RD, PHOENIX
<input type="checkbox"/>	#124515	Christine Evans	W88011601234	2 Min	02/27/2019 11:20 AM (MT)	02/27/2019 12:15 AM (MT)	Scheduled		Specialist	Mercy Care	Idp Preferred	12300 W STREET NAME, SCOTTSDALE

Items per page: 15 1 - 15 of 36

Rescue Dispatch: Finding the closest provider

The screenshot shows the Veyo dispatch interface. On the left is a navigation menu with options like Dashboards, Trips, Members, Clinical Coordinator, Approval Manager, Reservations, Dispatch, Public Transit, Markets, Products, Drivers, Passengers, Tickets, Fleets, Fares, Promotions, Adjustments, Batches, Reports, Manage, and Administration. The main area displays a map with a green circle representing a 7-mile search radius around a central location. A dropdown menu at the top of the map area shows 'Available' (checked), 'Busy', and 'Unavailable'. Below the map, there are sections for 'GENERAL' and 'LOCATIONS'. The 'GENERAL' section includes details like 'Created At: Apr 9, 2019 7:36 AM', 'Actual Estimate: (Google Route) 1:17 Miles', 'Estimated Mile: (Google Route) 1:17 Miles', 'Market: Arizona', 'Product: Ambulatory', 'Service Area: Arizona State', 'Type: Advanced Order', 'Schedule Type', 'Priority: 5', 'Trip Reason: Mercy Care Eligible Trip', and 'Appointment TL...'. The 'LOCATIONS' section shows 'Picked Up (Requested)' and 'Dropped Off (Requested)' with green location pins.

Trips can be rerouted to the next closest provider with a few simple clicks.

This screenshot shows the same Veyo dispatch interface but with a larger search radius. The map now features a blue circle representing a 22-mile search radius. A pop-up window is visible over the map, displaying driver information: 'Driver: [redacted]', 'Email: [redacted]@gmail.com', 'Phone: +1602 [redacted]', and 'Miles Away: 9.9 Miles'. A green 'Send Trip' button is located below the driver information. The 'GENERAL' and 'LOCATIONS' sections at the bottom of the interface are identical to the first screenshot.

2019 Initiatives: Facility Portal Launch

- Allows healthcare facilities to book and manage transportation for several health plans from one easy location
- Easily accessible via a browser window
- Real-time trip information
- Contact information for each provider
- Supports multiple facility locations

The screenshot displays the Rideview Facility Portal interface. At the top, there are navigation tabs for 'RIDEVIEW', 'TRIP LIST', and 'MANAGE USERS'. The user is logged in as 'email@email.com'. On the left, a 'FILTER TRIPS' sidebar includes fields for Facility (STARR Boise), MID, First Name, Last Name, and DOB, along with 'Confirmation #', 'Start Date', and 'End Date' dropdowns, and 'RESET' and 'APPLY' buttons. The main area is titled 'Your Facility's Trips' and features a 'REQUEST TRIP' button and a 'VIEW YOUR PASSENGER'S TRIPS' link. Below this is a table of trips for Nov 10. The first trip is expanded to show details for a 'Non-Repeating Trip' for Carolina Blackwood. The trip details include: Trip 1, Status: Trip In Progress, Date: 11/10/2017, Pickup Time: 9:45 AM, Primary Contact: 1(555)862-4492, Operator: Tom's Transport, ETA: 5 min, Driver: Tom Hanks, Vehicle: Purple Mazda..., License: PD3920, Phone: *****, Pickup: Home (994 Big Rock Canyon Dr., Duncanville, CA 90290), Dropoff: Care Center (143 Weshire Blvd., Santa Monica, CA 90401), and a 'CANCEL' button. A map shows the route from the pickup to the dropoff location. Below the detailed view is a table of other trips for Nov 10.

Date	Time	Passenger Name	MID	DOB	Conf.#	Actions
Nov 10	10:30 AM	Carolina Blackwood	12345678	02/15/1952	12345678	[Link] [Map] [Up Arrow]
Nov 10	9:10 AM	Stanford Virgo	8302799DH2	08/20/1967	478HJK	[Link] [Map] [Down Arrow]
Nov 10	9:10 AM	Hayden Normanson	738DHEJ736	04/19/1975	09D73	[Link] [Map] [Down Arrow]
Nov 10	9:15 AM	Jason Blackwood	0283HD7EJ2	09/10/1984	JD8E7G5	[Link] [Map] [Down Arrow]
Nov 10	9:20 AM	John Smith	73846182D	10/11/1987	8ERJ23	[Link] [Map] [Down Arrow]
Nov 10	9:20 AM	Lloyd Miles	HD8EY73H40	03/24/1978	90DHE7	[Link] [Map] [Down Arrow]
Nov 10	9:30 AM	Charley Milford	SJ837HD33	10/14/1977	JDS873H	[Link] [Map] [Down Arrow]
Nov 10	9:30 AM	James Karolak	893HDYE72H	11/12/1985	KSDHF8	[Link] [Map] [Down Arrow]

2019 Initiatives: Facility Portal Launch

- Eligibility verification
- Trip booking includes support for:
 - Specific needs (e.g. oxygen tank)
 - Recurring trips
 - Driver notes
- Facilities can request immediate transportation for a member that needs to be picked up

The screenshot displays the RIDEVIEW facility portal interface. The top navigation bar includes the RIDEVIEW logo, a menu icon, 'TRIP LIST', 'MANAGE USERS', a user profile icon with 'email@email.com', and a settings gear. The main content area is titled 'Booking for Carolina Blackwood' and features a 'CHANGE PASSENGER' button. A left sidebar shows a 'NEW ITINERARY' section with a progress indicator: 'Passenger Lookup' (checked), 'Itinerary Details' (checked), 'Appointment' (12/12/2019 at 2:00 PM), 'Repeating Weekly' (Monday, Wednesday, Friday until 12/12/2020), 'Trip 1' (selected), and 'Review'. The main booking form contains the following sections: 'Trip 1' (Origin and Destination: 750 B Street to 1801 Mission Avenue; Date and Time: Departs Immediately; Trip Details: Ambulatory Pharmacy Trip); 'Passenger Details' (What passenger-specific information will the driver need to know about?); 'Primary Contact (Optional)', 'Additional Passengers' (0), and 'Specific Needs (Optional)'; and 'Driver Notes (Optional)' with an 'ADD ANOTHER NOTE' button. At the bottom right, there are 'PREVIOUS' and 'REVIEW ITINERARY' buttons.

Q1 Updates

Contact 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

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Daily Calls Received	3,278	3,723	3,509	3,108	3,554	3,307
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Answered %	94.1%	94.2%	93.8%	96.8%	94.5%	94.6%

Average Speed Of Answer Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Avg Speed of Answer (seconds)	53.2	53.7	57.1	28.4	56.5	68.2

Average Abandon Rate Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Total Calls Abandoned	3,433	4,026	4,090	1,404	3,613	3,069
Abandon %	3.4%	3.4%	3.8%	1.4%	3.2%	3.4%

Average Handle Time Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Total Calls Answered	94,767	111,201	101,007	94,814	106,395	86,049
Avg Handle Time (minutes)	5.1	5.3	5.1	5.1	5.1	4.9

Service Level Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Handled Within Service Level	86,804	99,918	88,871	92,073	95,327	75,882
Handled Outside Service Level	11,540	15,506	16,387	4,271	14,854	13,410
Total Calls Received	100,704	118,048	107,688	97,925	112,637	90,947
Service Level	88.3%	86.6%	84.4%	95.6%	86.5%	85.0%

Complaints Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Total Complaint Count	442	555	480	369	390	467
Complaint %	0.13%	0.15%	0.14%	0.10%	0.10%	0.13%

Substantiated Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Completed Trips	337,058	382,070	355,177	352,744	389,835	358,996
Substantiated Complaints	326	382	342	257	226	225
Substantiated Complaint %	0.10%	0.10%	0.10%	0.07%	0.06%	0.06%

Days To Resolve

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Grievance Count	442	555	480	369	390	467
Resolved Count	440	551	474	364	316	314
Avg. Time to Resolve (Days)	45.84	42.73	38.74	39.23	18.30	9.23

Complaints Category Summary

	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019
Missed Pickup	158	210	201	143	123	115
Late Pickup	80	86	70	50	47	49
Late Pickup - B-Leg	26	27	26	17	10	18
Driver Issue	20	17	15	21	20	13
Other	19	21	15	14	9	13
Safety Concern	8	3	7	3	9	11
Scheduling Error	8	6	3	3	6	3
Agent Issue	3	5	2			1
Damage/Injury	4	6		1		
Vehicle Issue		2	2	5	1	1
Early Arrival					1	
Technical Issue						1

Wheelchair (Durable Medical Equipment) Data

	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
February	324	258	65	1
March	291	230	60	1

Dialysis Data

	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
February	19784	14	11
March	21637	14	8

- Veyo continues to gather feedback regularly from dialysis facility via in person meetings, emails, and monthly reports.
- Veyo's Clinical Coordinators and Dispatch agents work regularly with facilities to troubleshoot any real-time concerns.

Member Advisory Committee

During our March 2019 Member Advisory Committee, the following topics were discussed:

- Recent **transportation concerns** - providers showing up late and safety concerns around wheelchair transportation.
- Contractual guidelines on **booking trips within 48 hours**, unless urgent.
- Feedback on the new **IVR system** - largely positive since it eases workflow.
- **Post Call Survey** - ensuring members are aware of the post call survey and quarterly survey to help improve member experience.

Thank You