

Veyo a Total Transit Company / Corrective Action Plan / Non-emergency Medical Transportation (NEMT)

Priority Level	Problem Area	Corrective Action Steps to Be Taken by Veyo:	Update	Target Date	Completed
1	<p>Veyo Member Services Center Staff Trainings</p> <p><i>Contract Citation: Statement of Work (SOW –Section I – Administration, Section I.4; Section II, Member Services Center - Section II.2.D; and II.2 K 6. Veyo Member Services</i></p>	<ul style="list-style-type: none"> • Educate all staff to all new policies and procedures in a timely manner. • Ensure consistency in training for all Veyo Members Service Center staff. 	January 31, 2018	February 13, 2018	
1	<p>Member Services Center Performance Standard</p> <p>The Contractor shall answer within three (3) minutes, not including the initial announcement, eighty percent (80%) of all incoming phone calls during normal business hours, including hearing impaired system calls, measured on a monthly basis.</p> <p><i>Contract Citation: Section II Member Services - Section II.3.A.</i></p>	<ul style="list-style-type: none"> • Document Veyo’s performance, as compared to contract standards, in call wait time of answer within 3 minutes, not including the initial announcement , 80% of all incoming phone calls during normal business hours and detail progress on meeting metrics outlined in the contract at all times during regular business hours. • This information shall be submitted to the Department on a daily basis until further notice. 	January 31, 2018	February 13, 2018	

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1	<p>Member Services Center Performance Standard</p> <p>The Contractor shall maintain an abandonment rate of less than 5% during normal business hours.</p> <p><i>Contract Citation: Section II Member Services - Section II.3.B.</i></p>	<ul style="list-style-type: none"> • Document Veyo’s performance, as compared to contract standards, in its call abandonment rate of less than 5% during normal business hours. • This information shall be submitted to the Department on a daily basis until further notice. 	January 31, 2018	February 13, 2018	
1	<p>Hold Times</p> <p>The Contractor shall maintain an average hold time not to exceed three (3) minutes for calls placed on hold.</p> <p><i>Contract Citation: Section II Member Services - Section II.3.C.</i></p>	<ul style="list-style-type: none"> • Document Veyo’s performance, as compared to contract standards, in its average hold time not to exceed 3 minutes for calls placed on hold. • This information shall be submitted to the Department on a daily basis until further notice. 	January 31, 2018	February 13, 2018	

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1	<p>Trip Cancellation</p> <p>Ensure policies and procedures for trip cancelation include appropriate checks to ensure needed services are not inappropriately canceled.</p> <p><i>Contract Citation: Section VI Transportation Performance Standards</i></p>	<ul style="list-style-type: none"> • Document for the Department the source of the trip cancellation and the policy and/or procedure to justify that cancellation. • Document for the Department the process for reassigning an inappropriately canceled trip and addressing the source of the cancelation. • This information shall be submitted to the Department on a daily basis until further notice. 	January 31, 2018	February 13, 2018	
1	<p>Pickup Wait Time</p> <p>Pickup Wait Time. 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. A Member, under no circumstances, shall arrive more than thirty (30) minutes prior to an appointment, unless this is done at the Member's request. The NEMT provider shall be required to be onsite for at least five (5) minutes and cannot leave prior to the actual pickup time.</p>	<ul style="list-style-type: none"> • Document for the Department transportation providers' pick up and wait times, based on the Veyo application /vehicle GPS and/or claims and other sources. • Document for the Department Veyo's process for ensuring that members are timely able to access, and be picked up from, dialysis and other critical care services. 	January 31, 2018	February 13, 2018	

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	<p><i>Contract Citation: Section VI Transportation Performance Standards, Section VI.1.</i></p>	<ul style="list-style-type: none"> This information shall be submitted to the Department on a weekly basis until further notice. 			
1	<p>Will Call</p> <p>Will Call. Will-call trips that are trips for which the Member or provider does not wish to provide a set pick-up time or is unable to do so, are not held to the usual pick-up standards. Members choosing “will call” services shall be informed by the Contractor of the possibility of longer wait times; up to one hour from the time the Contractor is notified the member is ready.</p> <p><i>Contract Citation: Section VI Transportation Performance Standard. – Section VI.4.</i></p>	<ul style="list-style-type: none"> Document for the Department Veyo’s procedure for determining whether a trip is a “will-call” or a pre-determined, time-specific return ride. Ensure all legs of a trip are captured completely at time of trip request and document that process to the Department. 	January 31, 2018	February 13, 2018	
1	<p>Subcontractors</p> <p>The Contractor shall have corrective action procedures in place to address the behavior of their subcontractors. These policies</p>	<ul style="list-style-type: none"> Document for the Department Veyo’s corrective action procedures to address any inappropriate behavior of Veyo’s subcontractors. 	January 31, 2018	February 13, 2018	

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	<p>shall include corrective actions for drivers, as established in Section V of the SOW, Driver Conduct.</p> <p><i>Contract Citation: Section V, Driver Conduct Standards; Section IX Policies and Procedures Manual, Section IX.1.F and G.</i></p>	<ul style="list-style-type: none"> • Document for the Department how Veyo will fulfill its Compliance Event Reporting and Corrective Action Process Standard Operating Procedure, as it relates to the problems that have been encountered in the first two weeks of operation. • Provide for the Department documentation that all transportation subcontractors are receiving timely training on trip protocol. 			
2	<p>After-Hours Process</p> <p>The Contractor shall maintain twenty-four (24) hour toll-free access to provide transportation for urgent care on holidays, weekends, and after business hours and for after-hours discharges.</p> <p><i>Contract Citation: Section II Member Services Center, Section II.2.B.</i></p>	<ul style="list-style-type: none"> • Document for the Department Veyo’s process for transitioning from the local CT call center to the after-hours location. 	January 31, 2018	February 20, 2018	
2	<p>Complaint Report</p>	<ul style="list-style-type: none"> • Document for the Department Veyo’s 	January 31, 2018	February 20, 2018	

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	<p>The Contractor shall submit complaint data that identifies;</p> <ul style="list-style-type: none"> A. The number and percentage of complaints compared to total number of trips provided; B. The number of complaints by provider; C. The number of complaints by category, as approved by the Department and including the aggregate number of complaints; D. Complaint resolution; E. Average length of time to resolve a complaint; F. Additional information, including but not limited to specific complaints, as determined by the Department. <p><i>Contract Citation: Section X, Monitoring Reports, Section X.5.</i></p>	<p>procedure for reporting to the Department resolution of complaints.</p>			

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3	<p>Policies and Procedures Online</p> <p>The Contractor shall establish written policies and/or procedures shall be posted on the Contractor's website in a prominent location.</p> <p><i>Contract Citation: Section IX Policies and Procedures Manual, Section IX.1.</i></p>	<ul style="list-style-type: none"> • Provide the Department with a complete copy of all of the CT-specific Policies and Procedures that Veyo is required by the contract to produce. • Post Veyo's CT-specific Policies and Procedures on its website in a highly visible place. 	January 31, 2018	February 27, 2018	