



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES
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KATHLEEN M. BRENNAN
Deputy Commissioner

January 26, 2018

Josh Komenda, President
Veyo, a Total Transit Company
750 B Street, Suite 1450
San Diego, CA 92101

Dear Mr. Komenda:

Thank you for joining Kate McEvoy last Friday in reporting out to the Medical Assistance Program Oversight Council (MAPOC) on the Connecticut NEMT transition. We appreciated your acknowledgement of Veyo's responsibility to 1) provide Connecticut's Medicaid members with timely, appropriate and safe non-emergency medical transportation; 2) ensure that medical providers have the support they need with NEMT services; and 3) meet all of the terms of its contract with the Department.

Since the effective date of transition to Veyo, Department staff have been in constant contact with you and the Veyo team to address the issues brought to our attention. Veyo has acknowledged the issues presented and has been able to successfully implement resolutions to some of the issues raised. There are, however, issues that have yet to be satisfactorily addressed and contractual requirements that are not being met. These include, but are not limited to:

- **Transportation of individuals who require critical care (including, but not limited to, dialysis):** We continue to receive daily reports from various sources indicating that these regularly scheduled trips are not being timely fulfilled, and that members are either failing to receive medical care and/or being stranded after receiving their services. All communications received have been immediately forwarded to Veyo for follow-up and resolution. While we have received assurances that Veyo is reviewing these reservation rosters, and meeting with individual dialysis centers, systemic issues with these trips do not appear to have been resolved. It is imperative that these critical care trips are completed without interruption. To this end, on our January 23, 2018 phone call, the Department requested Veyo provide a systematic corrective plan to resolving such issues. Specifically, DSS is also requesting a list of dialysis centers Veyo has already met with or is scheduled to meet with in the future.
- **Reimbursement of members and providers who engaged in self-help:** We have also received numerous reports of members and medical providers who have engaged in self-help, in the absence of timely fulfilled trips. We must receive confirmation from Veyo that costs of alternative transportation have been reimbursed.
- **Feedback loop for escalated complaints:** While Veyo has instituted an escalation process and has begun to immediately acknowledge receipt of complaints received by the

Governor's Office, Legislators and the Commissioner's Office, the Department has received limited information from Veyo on the status of such escalated complaints. As we have mentioned, the Department is regularly contacted by the Governor's Office and Legislators requesting a status update on such escalated matters. We are, however, unable to do so if we are not apprised of actions taken beyond the initial acknowledgment of receipt. It is our expectation that Veyo will provide the Department with timely information on the start of the investigation, the status of the investigation and the resolution. Further, if the matter identified a systemic issue, the Department would be expected to be advised of Veyo's plan to implement a corrective action.

- **Failure to meet contract standards.** In addition to these specific issues, there are numerous contract terms that require attention from Veyo. Attached is a Department prepared corrective action plan (CAP) which sets forth the contractual requirements that the Department has assessed are currently not being met. Veyo shall provide to the Department written updates on Veyo's progress no later than the date specified in the CAP, and shall complete such tasks to the satisfaction of the Department no later than the target date listed. As additional items of non-compliance or risks are identified, they shall be added to the CAP.

The Department acknowledges the steps that Veyo has taken to address the matters outlined in my letter of January 11, 2018, and those raised during MAPOC, including implementation of a dedicated quality assurance contact, implementation of an escalation process for complaints, assurances that self-help costs of alternative transportation will be reimbursed and assignment of an executive level Veyo staff person to be present in the Connecticut Veyo offices.

The Department will continue to take all steps necessary to ensure that our members receive the services to which they are entitled in a person-centered, respectful manner and that Veyo's performance is consistent with the expectations of the program and the terms of its contract with the Department. To that end, we commit to providing Veyo with the guidance and assistance needed to ensure the success of the NEMT Program. As was made clear at MAPOC, our members, providers, stakeholders, advocates and legislators are expecting that ongoing problems with service delivery will be immediately and completely addressed and that they will all experience a rapid improvement in Veyo's performance.

Sincerely,


Kathleen M. Brennan
Deputy Commissioner

Enclosure – Corrective Action Plan – 1/26/18

C: Michael Coleman, EVP Operations, Veyo
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