



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **April 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **April 2018**

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

	January 2018	February 2018	March 2018	April 2018
Total Calls Received	121,344	82,453	87,482	87,873
Avg Daily Calls Received	5,276	4,123	3,976	4,184
Total Calls Answered	60,927	74,806	83,530	84,324
Answered %	50.2%	90.7%	95.5%	96.0%

Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018
Received	121,344	82,453	87,482	87,873
Avg Speed of Answer (seconds)	945	130	46	44

Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018
Total Calls Received	121,344	82,453	87,482	87,873
Total Calls Abandoned	60,417	7,647	3,952	3,549
Abandon %	49.8%	9.3%	4.5%	4.0%

Average Handle Time Summary

	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	60,927	74,806	83,530	84,324
Avg Handle Time (minutes)	9.30	6.82	5.97	5.85

Service Level Summary

	January 2018	February 2018	March 2018	April 2018
Handled Within Service Level	9,376	56,890	78,326	79,676
Handled Outside Service Level	51,551	17,916	5,204	4,648
Received	121,344	82,453	87,482	87,873
Service Level	7.7%	69.0%	89.5%	90.7%



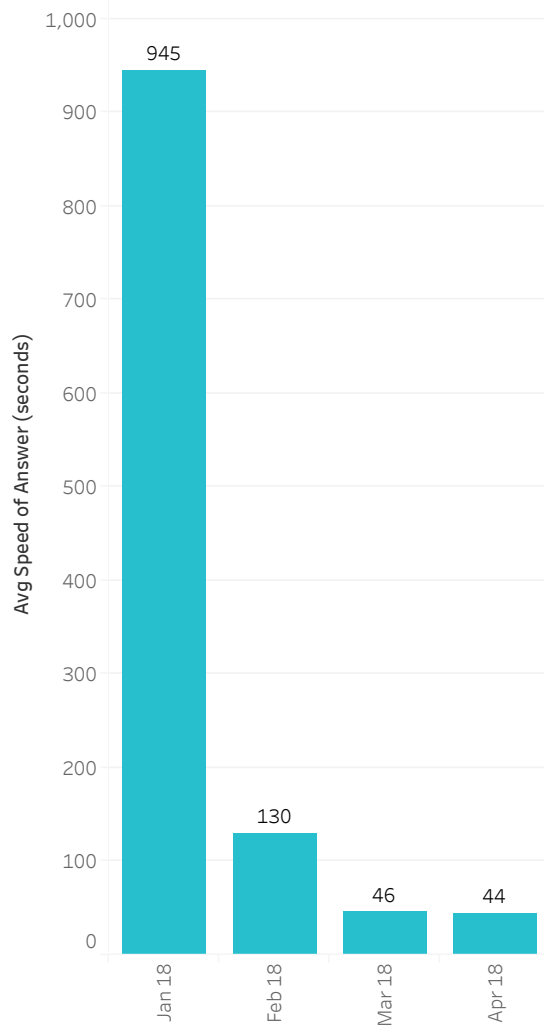
Answered Calls



	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	60,927	74,806	83,530	84,324
Answered %	50.2%	90.7%	95.5%	96.0%
Total Calls Abandoned	60,417	7,647	3,952	3,549
Abandoned %	49.8%	9.3%	4.5%	4.0%
Total Calls Received	121,344	82,453	87,482	87,873

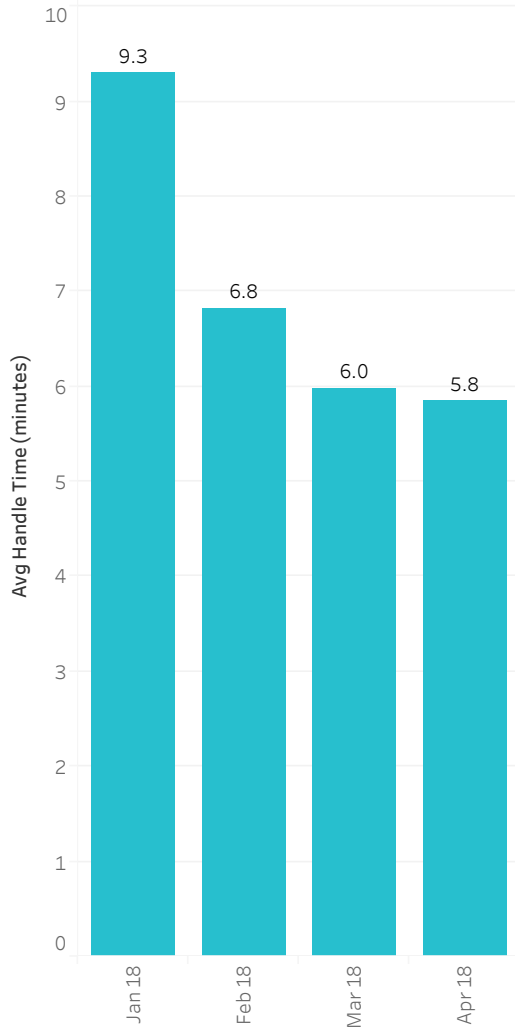


Average Speed of Answer



	January 2018	February 2018	March 2018	April 2018
Avg Speed of Answer (seconds)	945.5	129.7	45.8	44.1

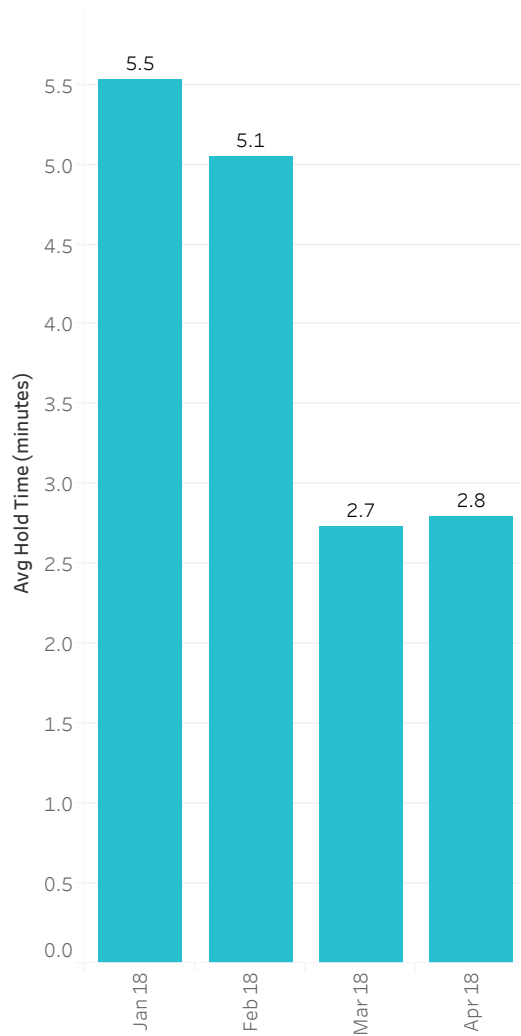
Average Handle Time



	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	60,927	74,806	83,530	84,324
Avg Handle Time (minutes)	9.3	6.8	6.0	5.8

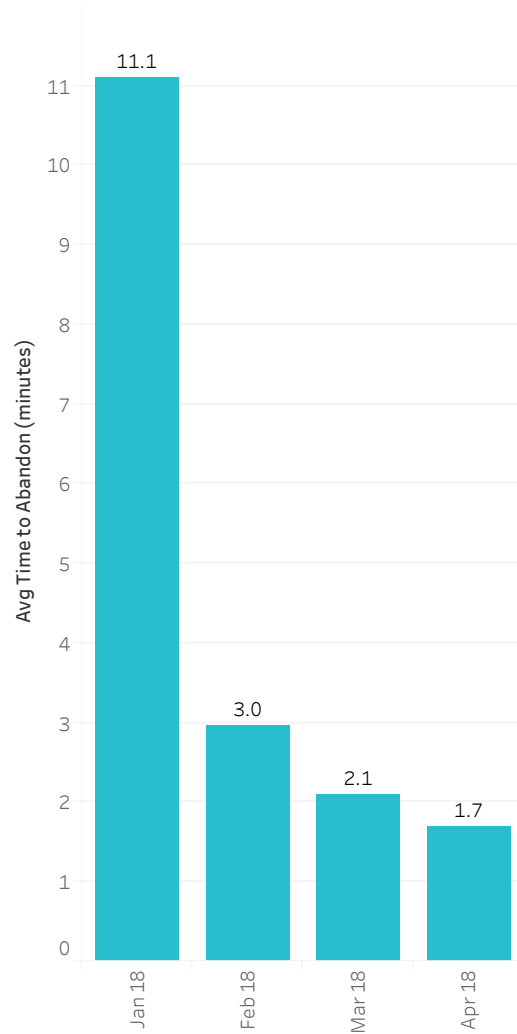


Average Hold Time



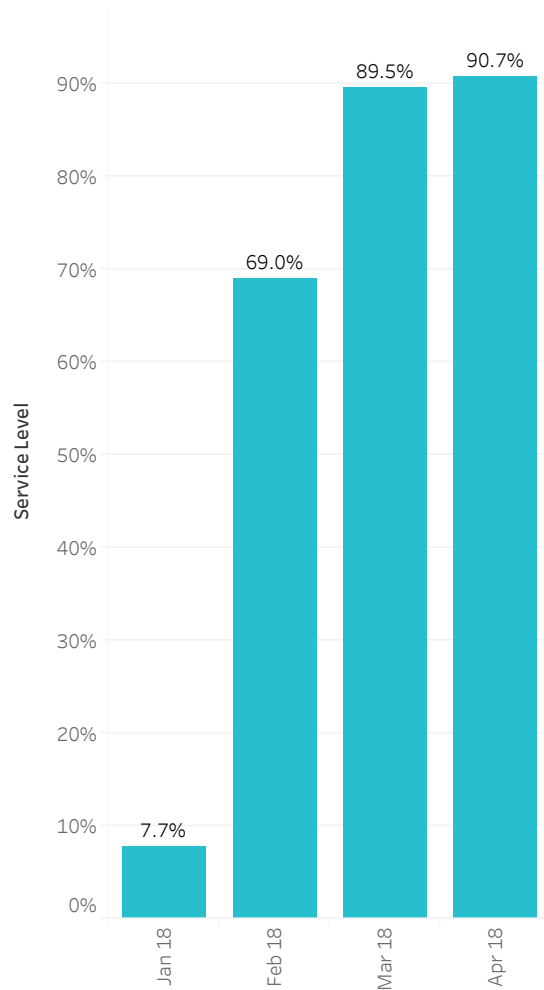
	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	60,927	74,806	83,530	84,324
Avg Hold Time	5.5	5.1	2.7	2.8

Average Time to Abandon



	January 2018	February 2018	March 2018	April 2018
Total Calls Abandoned	60,417	7,647	3,952	3,549
Avg Time to Abandon	11.1	3.0	2.1	1.7

Service Level



	January 2018	February 2018	March 2018	April 2018
Handled Within Service Level	9,376	56,890	78,326	79,676
Handled Outside Service Level	51,551	17,916	5,204	4,648
Received	121,344	82,453	87,482	87,873
Service Level	7.7%	69.0%	89.5%	90.7%



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)

	January 2018	February 2018	March 2018	April 2018
Total Calls Received	4,656	8,635	9,432	8,785
Avg Daily Calls Received	466	432	429	418
Total Calls Answered	3,617	8,122	9,065	8,485
Answered %	77.7%	94.1%	96.1%	96.6%

Average Speed Of Answer Summary (Facility)

	January 2018	February 2018	March 2018	April 2018
Received	4,656	8,635	9,432	8,785
Avg Speed of Answer (seconds)	489	91	42	43

Average Abandon Rate Summary (Facility)

	January 2018	February 2018	March 2018	April 2018
Total Calls Received	4,656	8,635	9,432	8,785
Total Calls Abandoned	1,039	513	367	300
Abandon %	22.3%	5.9%	3.9%	3.4%

Average Handle Time Summary (Facility)

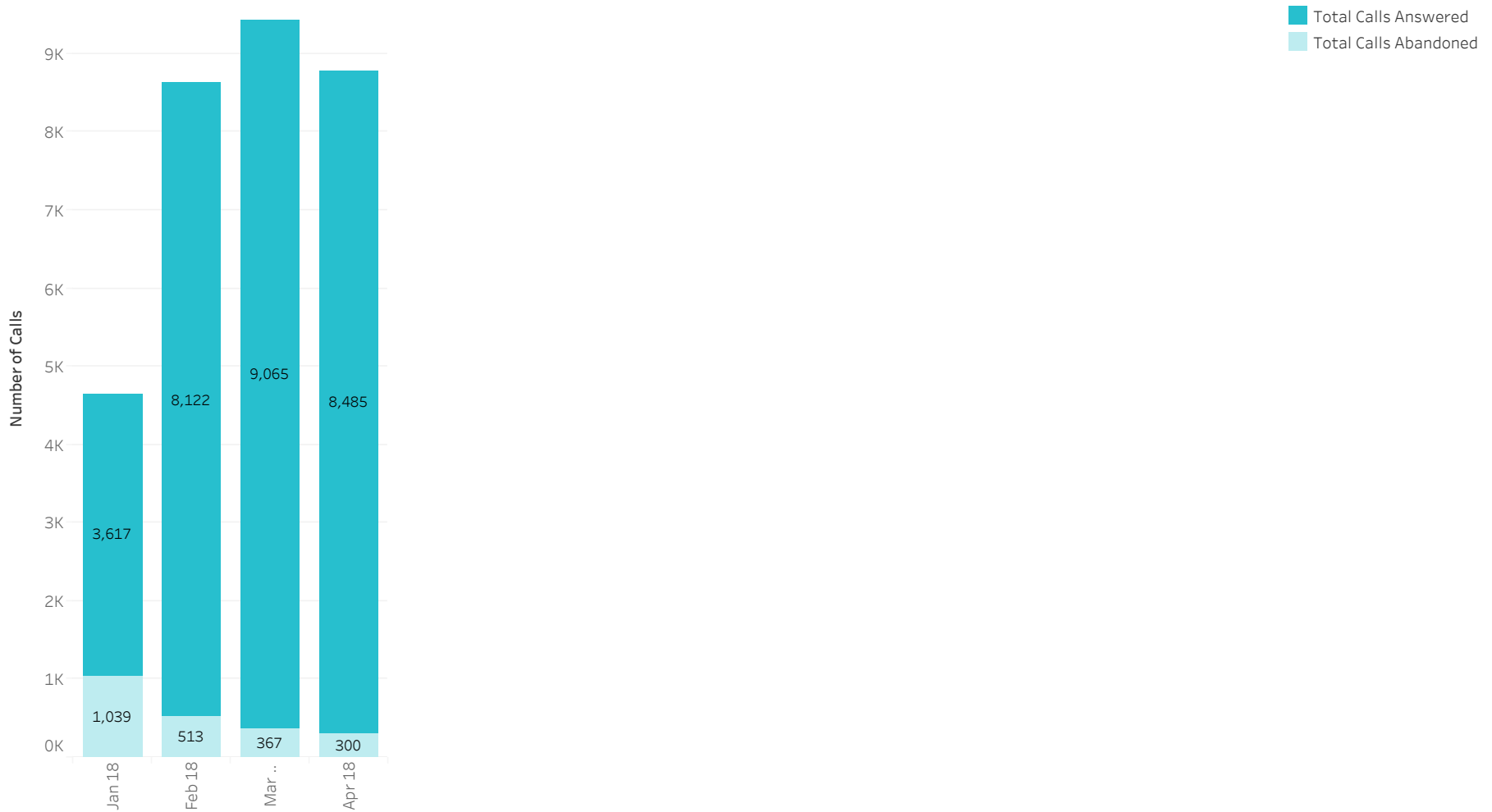
	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	3,617	8,122	9,065	8,485
Avg Handle Time (minutes)	9.88	7.64	6.63	6.85

Service Level Summary (Facility)

	January 2018	February 2018	March 2018	April 2018
Handled Within Service Level	594	6,580	8,553	8,060
Handled Outside Service Level	3,023	1,542	512	425
Received	4,656	8,635	9,432	8,785
Service Level	12.8%	76.2%	90.7%	91.7%



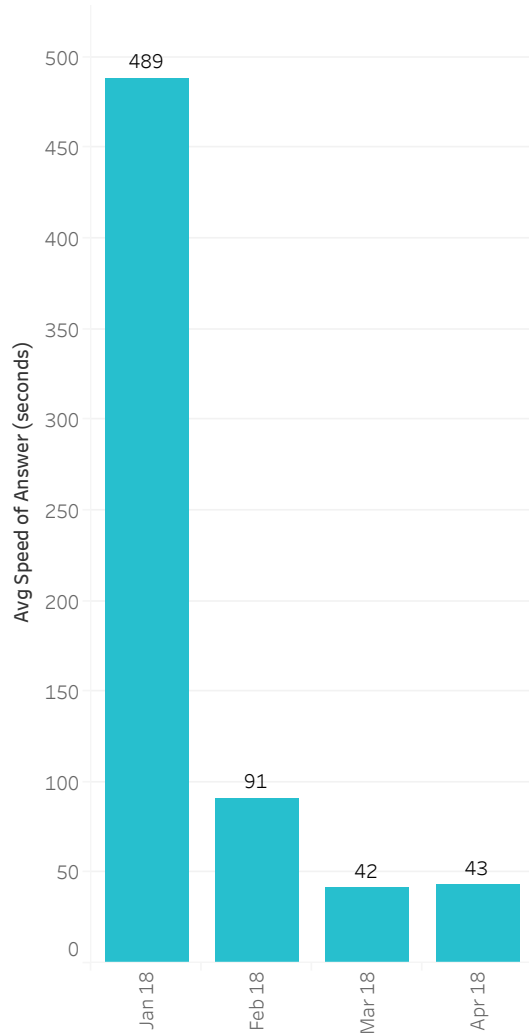
Answered Calls, Facility



	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	3,617	8,122	9,065	8,485
Answered %	77.7%	94.1%	96.1%	96.6%
Total Calls Abandoned	1,039	513	367	300
Abandoned %	22.3%	5.9%	3.9%	3.4%
Total Calls Received	4,656	8,635	9,432	8,785



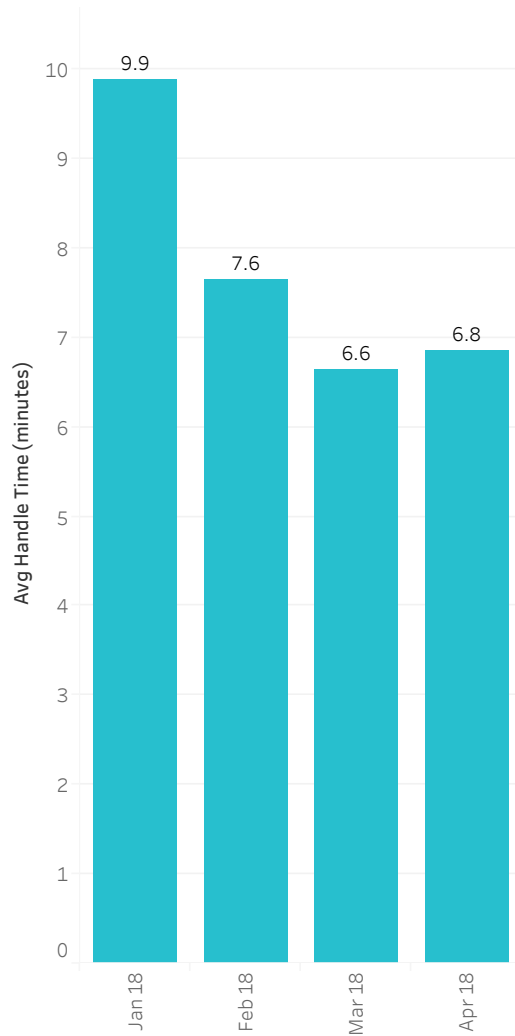
Average Speed of Answer, Facility



	January 2018	February 2018	March 2018	April 2018
Received	4,656	8,635	9,432	8,785
Avg Speed of Answer (seconds)	489	91	42	43



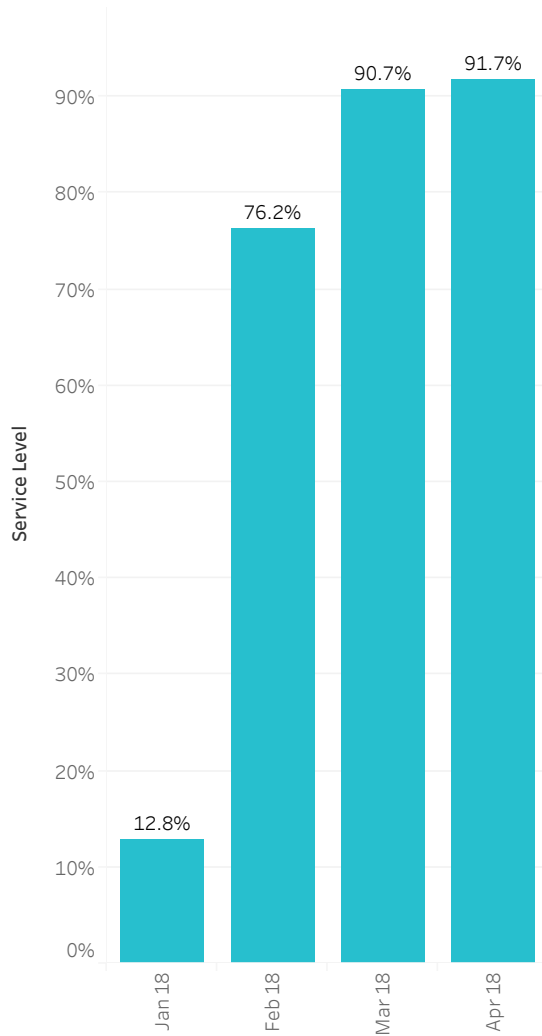
Average Handle Time, Facility



	January 2018	February 2018	March 2018	April 2018
Total Calls Answered	3,617	8,122	9,065	8,485
Avg Handle Time (minutes)	9.9	7.6	6.6	6.8



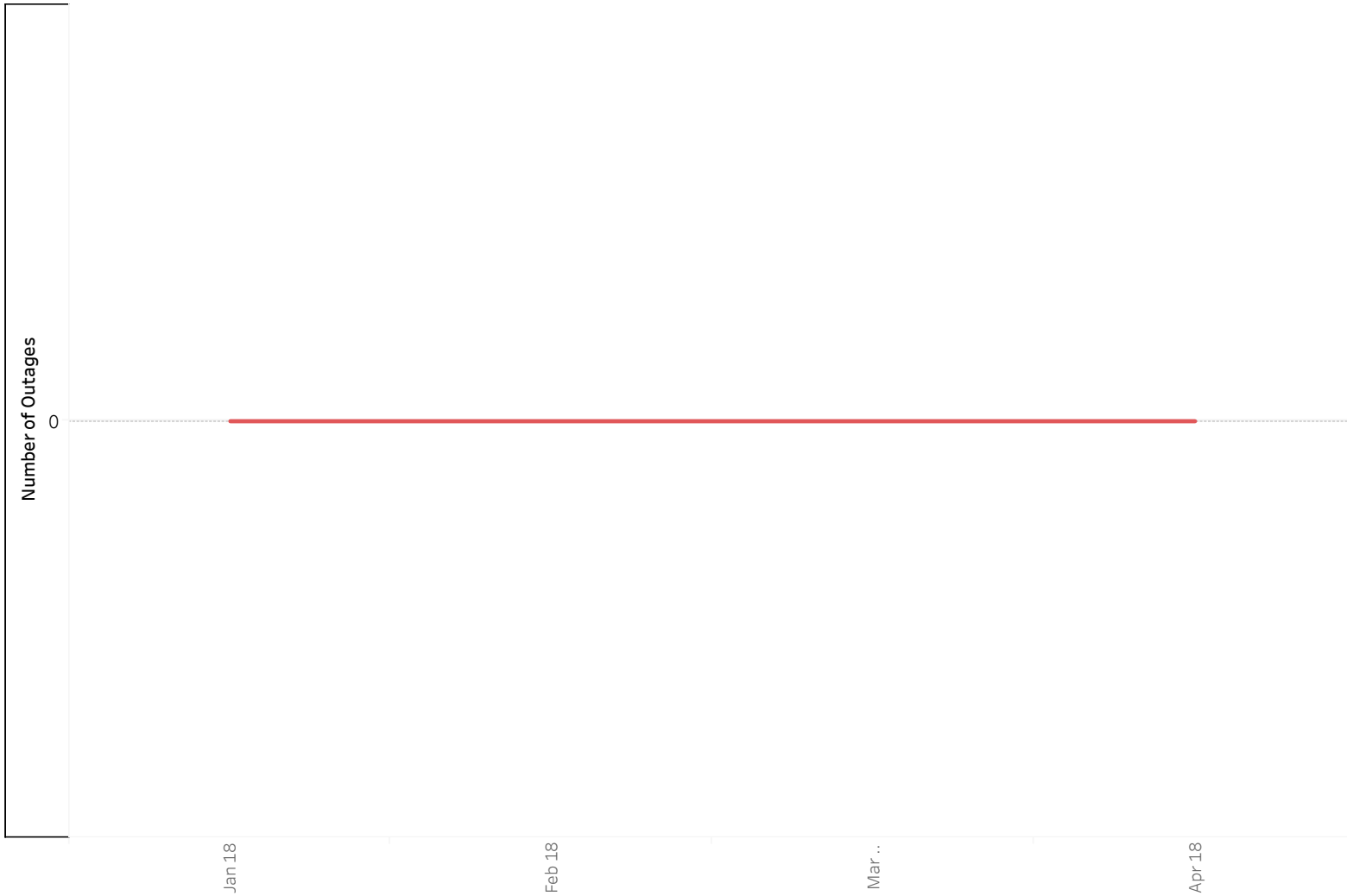
Service Level, Facility



	January 2018	February 2018	March 2018	April 2018
Handled Within Service Level	594	6,580	8,553	8,060
Handled Outside Service Level	3,023	1,542	512	425
Received	4,656	8,635	9,432	8,785
Service Level	12.8%	76.2%	90.7%	91.7%



Outages Greater Than One Hour



	January 2018	February 2018	March 2018	April 2018
Call Center Outages Greater Than 1 Hour	0	0	0	0





Monthly Trip Report

Connecticut Medicaid

Reporting Period: **April 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	January 2018	February 2018	March 2018	April 2018
Completed	295,927	272,160	294,910	319,122

On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18
On Time Trip Percentage	80.93%	82.78%	84.60%	84.98%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	January 2018	February 2018	March 2018	April 2018
Member No-Show Count	13,250	8,628	9,333	10,665
No-Shows + Completed*	127,635	133,358	142,734	147,459
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

	Jan '18	Feb '18	Mar '18	Apr '18
Completed Trips	295,927	272,160	294,910	319,122
Substantiated Complaints	298	222	126	60
Unsubstantiated Complaint	480	335	483	218
Total Complaint Count	778	557	609	278
Complaint %	0.26%	0.20%	0.21%	0.09%

Trip Executive Summary Cont.

Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18
Completed Trips	295,927	272,160	294,910	319,122
Total Mileage	2,002,793	1,900,297	2,026,108	2,163,638
Avg. Mileage	6.77	6.98	6.87	6.78

Trip % Distance Summary

	Jan '18	Feb '18	Mar '18	Apr '18
0-10 Miles	80.13%	78.81%	78.98%	79.05%
10-20 Miles	12.49%	13.66%	13.86%	14.13%
20-30 Miles	4.48%	4.49%	4.32%	4.23%
30-40 Miles	1.74%	1.73%	1.69%	1.58%
40-50 Miles	0.61%	0.67%	0.67%	0.63%
50+ Miles	0.56%	0.65%	0.47%	0.40%

Completed Trips by Mode

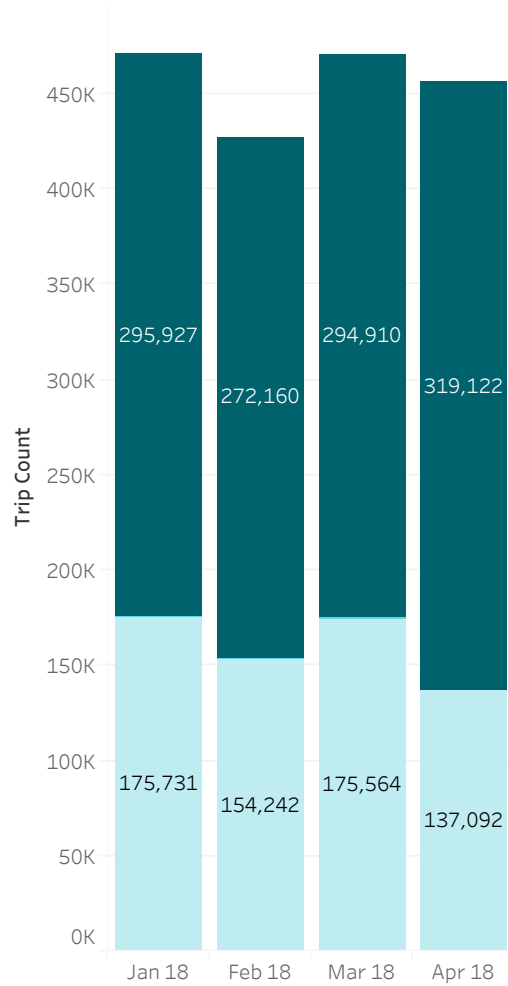
	January 2018	February 2018	March 2018	April 2018
Public Transit	180,537	145,437	158,218	178,985
Ambulatory	89,542	98,276	105,603	110,069
Wheelchair	19,434	21,145	22,598	22,220
Ambulance - BLS	1,708	3,375	3,339	2,764
Mileage Reimbursement	1,005	1,993	3,291	3,343
Bariatric Wheelchair	1,660	1,501	1,547	1,549
Stretcher	1,773	146	95	29
Bariatric Stretcher	200	157	81	47
Ambulance - ALS	68	129	138	116
Other	0	1	0	0

Total Trips Booked

Cancelled, Deleted, Denied, Not Confirmed

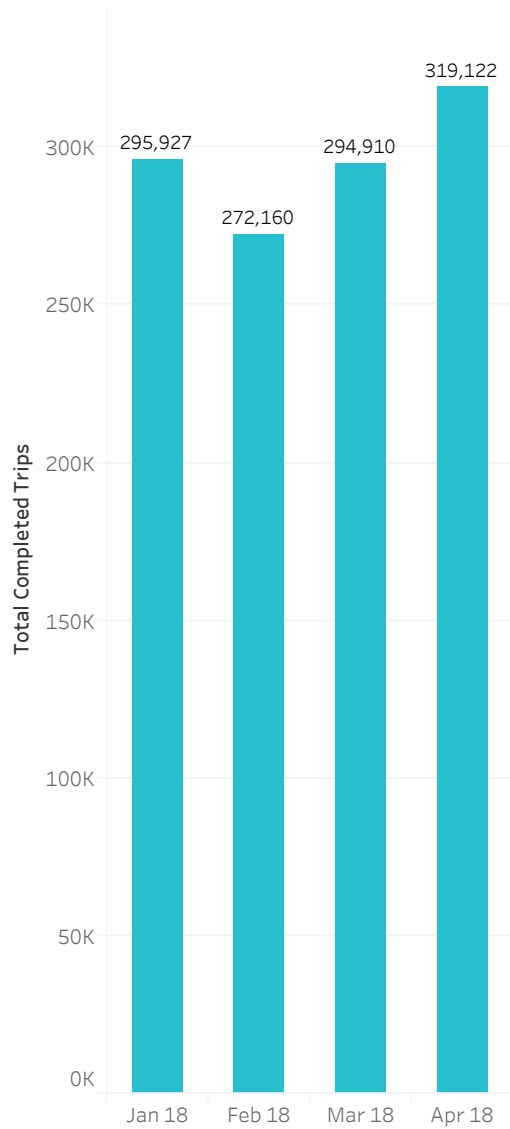
Confirmed

Completed



	January 2018	February 2018	March 2018	April 2018
Total Trips Booked	471,681	426,406	470,502	456,214

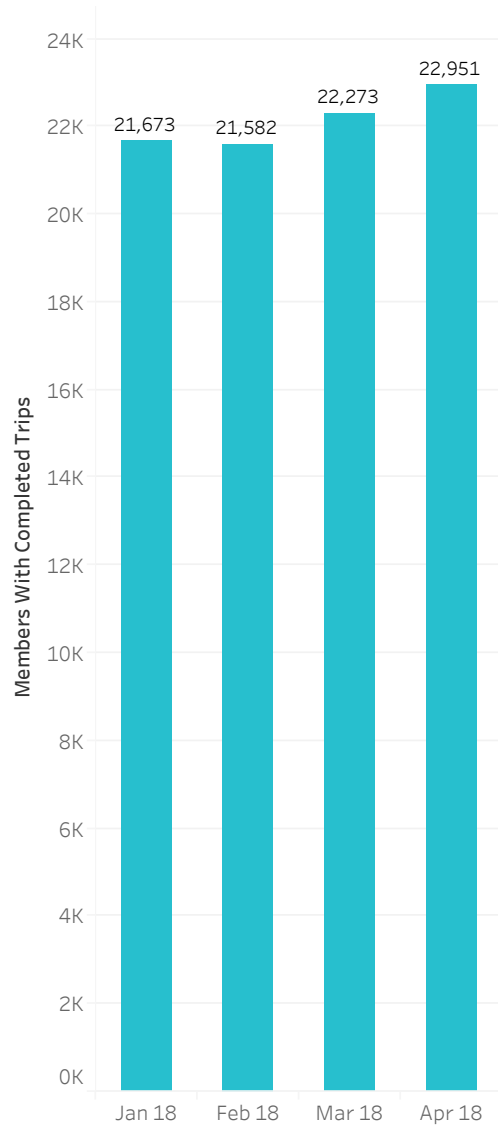
Total Completed Trips



	January 2018	February 2018	March 2018	April 2018
Completed	295,927	272,160	294,910	319,122

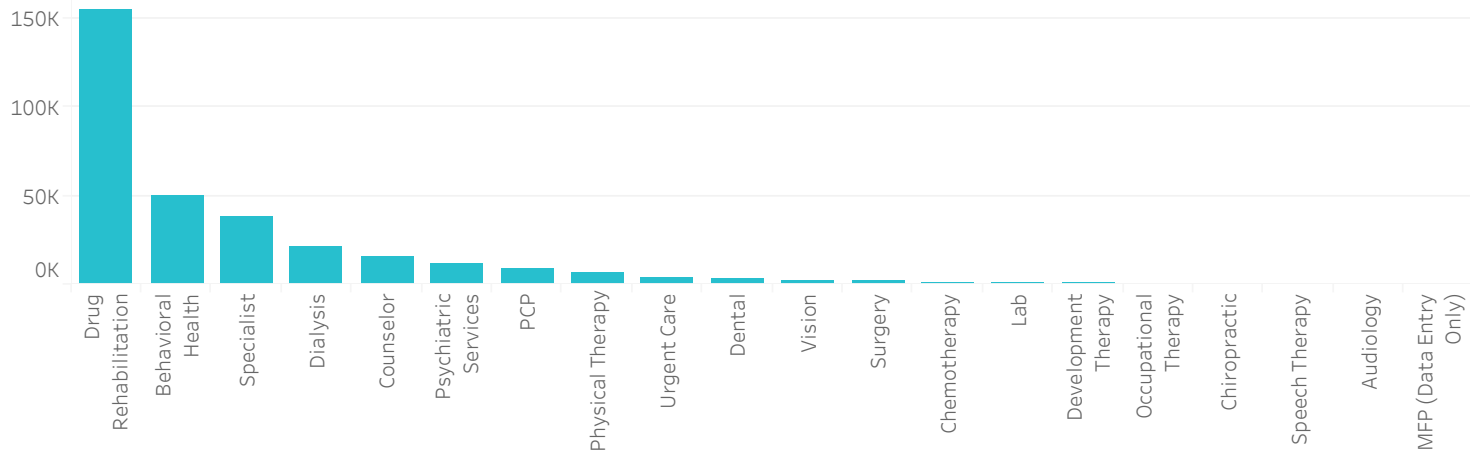


Members With Completed Trips



	January 2018	February 2018	March 2018	April 2018
Completed	21,673	21,582	22,273	22,951

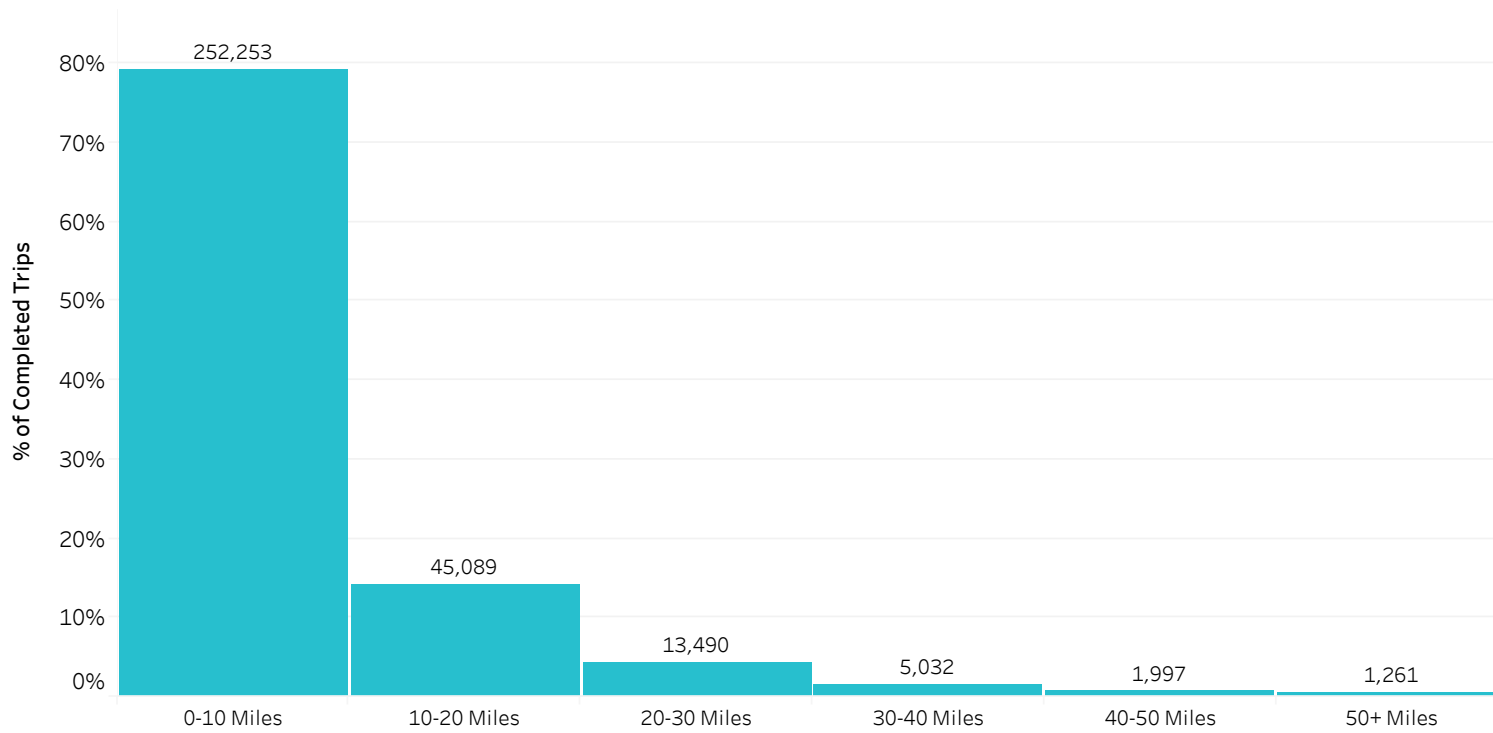
Total Completed Trips by Reason



	January 2018	February 2018	March 2018	April 2018
Drug Rehabilitation	162,218	136,667	137,591	154,400
Behavioral Health	47,370	39,266	43,102	49,154
Specialist	31,697	33,797	39,632	38,479
Dialysis	20,048	20,188	22,489	21,244
Psychiatric Services	7,873	10,106	10,574	11,598
Counselor	4,947	6,707	12,973	14,819
PCP	7,511	8,602	8,791	8,621
Physical Therapy	4,129	5,258	6,099	6,494
Urgent Care	1,813	2,323	3,252	3,800
Dental	1,927	2,224	2,462	2,600
Surgery	1,307	1,511	1,765	1,675
Vision	1,305	1,384	1,575	1,677
Chemotherapy	1,120	1,242	1,508	1,307
Development Therapy	1,181	1,050	966	1,006
Lab	779	910	1,044	1,118
Occupational Therapy	268	339	397	378
Chiropractic	136	246	348	357
Speech Therapy	129	173	179	236
Audiology	150	159	123	105
MFP (Data Entry Only)	19	8	40	54



Total Completed Trips by Distance %



	Jan '18	Feb '18	Mar '18	Apr '18
0-10 Miles	80.13%	78.81%	78.98%	79.05%
10-20 Miles	12.49%	13.66%	13.86%	14.13%
20-30 Miles	4.48%	4.49%	4.32%	4.23%
30-40 Miles	1.74%	1.73%	1.69%	1.58%
40-50 Miles	0.61%	0.67%	0.67%	0.63%
50+ Miles	0.56%	0.65%	0.47%	0.40%

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,138	16,921	16,862	19,413
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,501	8,928	7,909	9,855
SKY TRANSPORTATION	4,780	7,280	9,079	9,814
PARK CITY LIVERY	4,389	4,745	5,045	5,306
EXECUTIVE 2000	4,895	5,051	4,600	4,736
ACE TRANSPORTATION	4,566	5,012	4,404	2,254
NORWICH TAXI, LLC	3,656	3,597	4,157	4,607
MAFFEI TAXI SERVICE	3,423	3,088	3,608	3,779
AMBASSADOR WHEELCHAIR SERVICES	2,472	2,719	2,948	3,280
DRM TRANSIT LLC: NEW HAVEN		2,136	4,292	4,948
DRM TRANSIT LLC: HARTFORD/TORRINGTON		2,268	4,198	4,906
VALLEY CAB	2,924	2,623	2,621	3,141
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335
CAMPION AMBULANCE	2,319	2,832	2,585	2,515
SOUTHERN HOME CARE SERVICE	1,920	2,578	2,668	2,883
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243
BETHEL AMBULETTE INC.	2,301	2,375	2,604	2,467
ON TIME LIMOUSINE, LLC	1,749	1,976	2,930	2,741
MED-X TRANS, INC.	2,108	2,570	2,306	2,307
SUBURBAN LIVERY SERVICE LLC	1,923	1,667	2,207	2,534
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213
LEILA TRANSPORTATION	2,245	2,389	2,527	813
GRIFFIN TRANSPORT	2,158	1,811	1,899	1,981
VEYO CONNECTICUT IDPS	933	2,045	2,153	2,260
AMERICAN CHAIRCAR SERVICES, LLC	1,762	1,622	1,791	1,406
RELIABLE TRANSPORTATION LLC	1,089	1,331	1,786	2,194
A CAB COMPANY	1,489	1,427	1,473	1,916
JAQUAR LIMO, LLC	596	1,223	1,580	2,597
CT HANDIVAN	1,082	1,473	1,638	1,594
CT TAXI, LLC (CT LIVERY)	1,054	1,134	1,381	1,802
THE YELLOW CAB CO. INC.	3,778	1,486		
HARRY'S LIVERY LLC	1,121	1,277	1,820	639
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	507
AMERICAN MEDICAL RESPONSE OF CT	713	914	1,177	1,358
BEST CHOICE TRANSPORTATION	1,328	731	723	1,353
GOOGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044
GREGORY BURRUS & SON LLC	876	977	1,110	939
PATRIOT TAXI	918	848	852	905
ESSEX LIMOUSINE SERVICE	768	790	939	1,008
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006
AMERICAN LIMO, LLC	805	803	968	828
PUTNAM TAXI LLC	635	714	720	718
ZOLI TRANSPORTATION	1,354	994	279	135
ROYAL RS	696	526	680	806
NM TAXI COMPANY	431	614	695	676
K&E TRANSPORTATION LLC	731	38	456	982
ALLIED TRANSPORTATION	415	550	550	515
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	481	495	523	523
AETNA AMBULANCE SERVICE	644	502	429	434
LUCKY LIVERY	524	602	497	377
MY TAXI, LLC	546	508	600	330
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513
HARRY'S TAXI INC	38	746	816	304

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018
KAYBELLA TRANSPORTATION LLC	537	453	451	341
COMFORT CARE TRANSPORTATION	409	442	316	425
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342
DANBURY AMBULANCE	412	359	396	383
TIX TRANSPORTATION	388	470	439	229
NORWICH TRANSPORTATION, LLC	297	422	377	394
FIVE DIAMOND LIMOUSINE LLC	334	481	410	203
HARTFORD LIVERY, LLC	386	402	407	152
VALLEY TRANSIT DISTRICT	318	347	307	330
TAGCO LIVERY SERVICES, LLC	381	300	392	204
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405
ACME TRANSPORTATION	272	285	305	337
BRISTOL HOSPITAL EMS	240	323	384	245
TRI STATE RIDE SERVICES	236	301	399	232
SUPREME LIMO	372	355	221	207
BDL LIVERY	59	132	214	749
STARTIRE LIVERY LLC	421	295	322	99
WMC EXPRESS CORP			601	325
MILFORD TRANSIT DISTRICT	122	118	247	325
ALL STAR LIMO LLC		126	199	280
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39
AFI HEALING HANDS INTERNATIONAL LLC	59	131	158	121
ROSE CITY TAXI LLC	171	107	89	33
A&M LIMO	107	129	90	49
D & R TRANSPORTATION	44	49	81	86
A&Z TRANSPORTATION, LLC				247
RED & WHITE TAXI, LLC		129	71	13
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123
ABOVE AVERAGE TRANSPORTATION	30	59	75	16
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110			
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48
CT TRANSPORTATION SERVICES				71
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12		
DBA CASABLANCA LIMO, LLC	14	6		
CONNECTICUT TRANSPORTATION SOLUTIONS	16			
AMERICAN AIRPORT LIMO, LLC			4	1
Grand Total	114,385	124,730	133,401	136,794

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018
SKY TRANSPORTATION	50	57	57	44
Null	64	51	41	30
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	144			
ACE TRANSPORTATION	83		43	8
VALLEY CAB (SUBURBAN TRANSPORTATION)	28	35	24	30
THE YELLOW CAB CO. INC.	78	33		
MED-X TRANS, INC.	22	19	25	43
PARK CITY LIVERY	13	13	17	11
VALLEY CAB	21	12	12	8
SUBURBAN LIVERY SERVICE LLC	18	2	14	12
DRM TRANSIT LLC: HARTFORD/TORRINGTON		15	11	14
NORWICH TAXI, LLC	12	7	13	6
PEOPLES TRANSIT LLC	11	13	9	
DRM TRANSIT LLC: NEW HAVEN		4	17	11
BEST CHOICE TRANSPORTATION	13	12		4
EXECUTIVE 2000	1	2	23	
DRM TRANSIT LLC: NEW LONDON	17	2	2	1
GRIFFIN TRANSPORT	7	9	5	
ROYAL RS	10	2	2	6
AMERICAN CHAIRCAR SERVICES, LLC	2		12	5
STARTIRE LIVERY LLC	4	8	5	1
GREGORY BURRUS & SON LLC	5	4	8	
HARRY'S LIVERY LLC	5	8	3	1
WMC EXPRESS CORP			14	3
HARRY'S TAXI INC		5	11	
K&E TRANSPORTATION LLC	2	2	10	2
CT TAXI, LLC (CT LIVERY)	1	5	4	5
JAQUAR LIMO, LLC	1			13
TAGCO LIVERY SERVICES, LLC	2	4	6	2
ZOLI TRANSPORTATION	1	10	3	
LUCKY LIVERY		8	3	2
ALL STAR LIMO LLC		4	3	5
ON TIME LIMOUSINE, LLC	4		3	4
PUTNAM TAXI LLC	4	2	1	4
AMBASSADOR WHEELCHAIR SERVICES	2	1	6	1
HUNTERS AMBULANCE	4	5	1	
TRI STATE RIDE SERVICES	4		6	
BETHEL AMBULETTE INC.			9	
SUPREME LIMO	3	6		
CAMPION AMBULANCE	1	3	1	3
LEILA TRANSPORTATION	1		7	
NM TAXI COMPANY	4		2	2
RELIABLE TRANSPORTATION LLC		1	3	4
SOUTHERN HOME CARE SERVICE	2	1	4	1
A CAB COMPANY	4	2	1	
AMERICAN LIMO, LLC	3		4	
FIVE DIAMOND LIMOUSINE LLC	2	3	2	
A&M LIMO	2	2	2	
CONNECTICUT TRANSPORTATION SOLUTIONS	3			2
ALLIED TRANSPORTATION			2	2
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	4			
BDL LIVERY	2			2
COMFORT CARE TRANSPORTATION			2	2

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018
GOUGE WHEELCHAIR AND LIVERY SERVICE		2	2	
MY TAXI, LLC		2	2	
TEST 3PO OPERATOR CT	4			
VALLEY TRANSIT DISTRICT		1	1	2
CT HANDIVAN		3		
MILFORD TRANSIT DISTRICT	1			2
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE		2		1
ROSE CITY TAXI LLC			3	
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1
ACME TRANSPORTATION				2
AETNA AMBULANCE SERVICE		2		
ALTERNATIVE TRANSPORTATION SOLUTIONS		2		
AMERICAN MEDICAL RESPONSE OF CT			2	
BRADLEY LIVERY, LLC			2	
RED & WHITE TAXI, LLC		2		
VEYO CONNECTICUT PUBLIC TRANSIT	2			
AFI HEALING HANDS INTERNATIONAL LLC				1
KAYBELLA TRANSPORTATION LLC			1	
MAFFEI TAXI SERVICE			1	
PATRIOT TAXI		1		
Grand Total	671	389	469	303

Late Trip Count by Provider

	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,172	21.05%
PARK CITY LIVERY	6,038	30.99%
EXECUTIVE 2000	4,199	21.78%
MED-X TRANS, INC.	3,777	40.65%
AMBASSADOR WHEELCHAIR SERVICES	3,518	30.81%
MAFFEI TAXI SERVICE	3,340	24.03%
ACE TRANSPORTATION	3,258	20.07%
ON TIME LIMOUSINE, LLC	3,136	33.38%
NORWICH TAXI, LLC	3,002	18.74%
CAMPION AMBULANCE	2,503	24.42%
PEOPLES TRANSIT LLC	2,383	22.01%
SUBURBAN LIVERY SERVICE LLC	2,075	24.91%
THE YELLOW CAB CO. INC.	2,055	39.04%
AMERICAN CHAIRCAR SERVICES, LLC	1,949	29.62%
SKY TRANSPORTATION	1,942	6.27%
VALLEY CAB	1,757	15.54%
SOUTHERN HOME CARE SERVICE	1,630	16.22%
CT TAXI, LLC (CT LIVERY)	1,565	29.14%
CT HANDIVAN	1,374	23.74%
GRIFFIN TRANSPORT	1,343	17.11%
BETHEL AMBULETTE INC.	1,332	13.67%
A CAB COMPANY	1,330	21.09%
HARRY'S LIVERY LLC	1,233	25.39%
GREGORY BURRUS & SON LLC	1,045	26.78%
RELIABLE TRANSPORTATION LLC	1,020	15.94%
AMERICAN LIMO, LLC	970	28.50%
VALLEY CAB (SUBURBAN TRANSPORTATION)	791	2.25%
ZOLI TRANSPORTATION	778	28.17%
PUTNAM TAXI LLC	703	25.22%
HUNTERS AMBULANCE	696	7.05%
PATRIOT TAXI	664	18.85%
BEST CHOICE TRANSPORTATION	581	14.05%

Late Trip Count by Provider

	Late Trips	% of Trips Late
VEYO CONNECTICUT IDPS	535	7.24%
GOOGE WHEELCHAIR AND LIVERY SERVICE	502	12.43%
VALLEY TRANSIT DISTRICT	489	37.56%
ALLIED TRANSPORTATION	471	23.20%
HARRY'S TAXI INC	442	23.21%
LUCKY LIVERY	422	21.10%
NORWICH TRANSPORTATION, LLC	403	27.05%
TIX TRANSPORTATION	397	26.02%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	381	18.84%
AMERICAN AMBULANCE SERVICE, INC (CT)	363	18.50%
WRIGHT TRANSPORTATION, INC.	361	10.59%
ESSEX LIMOUSINE SERVICE	348	9.93%
KAYBELLA TRANSPORTATION LLC	341	19.14%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	338	8.11%
NM TAXI COMPANY	314	13.00%
MY TAXI, LLC	305	15.37%
SUPREME LIMO	304	26.32%
DRM TRANSIT LLC: NEW LONDON	241	2.95%
COMFORT CARE TRANSPORTATION	227	14.26%
ACME TRANSPORTATION	194	16.18%
FIVE DIAMOND LIMOUSINE LLC	193	13.52%
LEILA TRANSPORTATION	193	2.42%
HARTFORD LIVERY, LLC	174	12.92%
BRISTOL HOSPITAL EMS	157	13.17%
JAQUAR LIMO, LLC	154	2.57%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	132	1.37%
AFI HEALING HANDS INTERNATIONAL LLC	130	27.72%
A&M LIMO	121	32.27%
MILFORD TRANSIT DISTRICT	116	14.29%
WMC EXPRESS CORP	106	11.45%
A&Z TRANSPORTATION, LLC	100	40.49%
DRM TRANSIT LLC: NEW HAVEN	91	0.80%

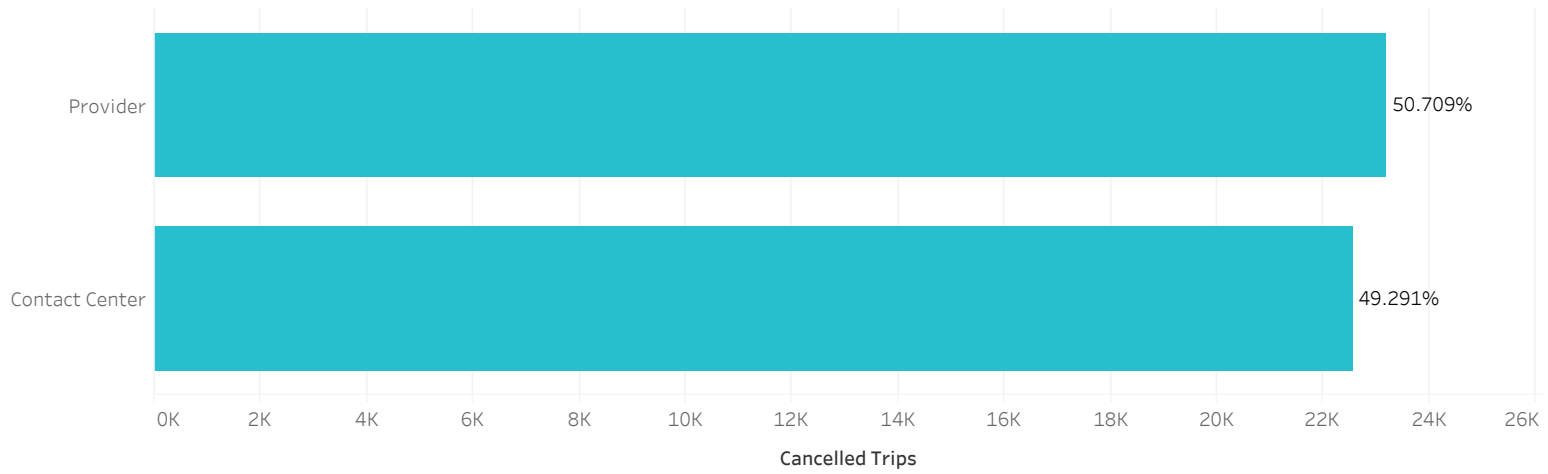
Late Trip Count by Provider

	Late Trips	% of Trips Late
AMERICAN MEDICAL RESPONSE OF CT	86	2.07%
PREMIER AMBULETTE TRANSPORTATION, INC	62	57.94%
FOUR FELLAS TRANSPORTATION, LLC	60	12.15%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	59	0.52%
TRI STATE RIDE SERVICES	59	5.05%
BDL LIVERY	56	4.85%
STARTIRE LIVERY LLC	54	4.75%
RED & WHITE TAXI, LLC	50	23.47%
AETNA AMBULANCE SERVICE	42	2.09%
ABOVE AVERAGE TRANSPORTATION	40	22.22%
ROYAL RS	28	1.03%
AMBULANCE SERVICE OF MANCHESTER	22	1.74%
DUNBAR PATIENT TRANSPORT CORP	21	10.34%
D & R TRANSPORTATION	16	6.18%
TAGCO LIVERY SERVICES, LLC	12	0.94%
ALL STAR LIMO LLC	11	1.82%
MID-FAIRFIELD CHILD GUIDANCE CENTER	8	0.51%
DBA CASABLANCA LIMO, LLC	7	35.00%
DANBURY AMBULANCE	5	0.32%
K&E TRANSPORTATION LLC	4	0.18%
ROSE CITY TAXI LLC	4	1.00%
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	3	2.73%
ALTERNATIVE TRANSPORTATION SOLUTIONS	2	4.08%
CT TRANSPORTATION SERVICES	2	2.82%
CONNECTICUT TRANSPORTATION SOLUTIONS	1	6.25%
Null	0	
A&J MEDICAL TRANSPORTATION COMPANY	0	
AMERICAN AIRPORT LIMO, LLC	0	0.00%
AVON TRANSPORTATION	0	
BRADLEY LIVERY, LLC	0	
BRIGHT TRANSPORTATION	0	
CITY CARS 21	0	

Late Trip Count by Provider

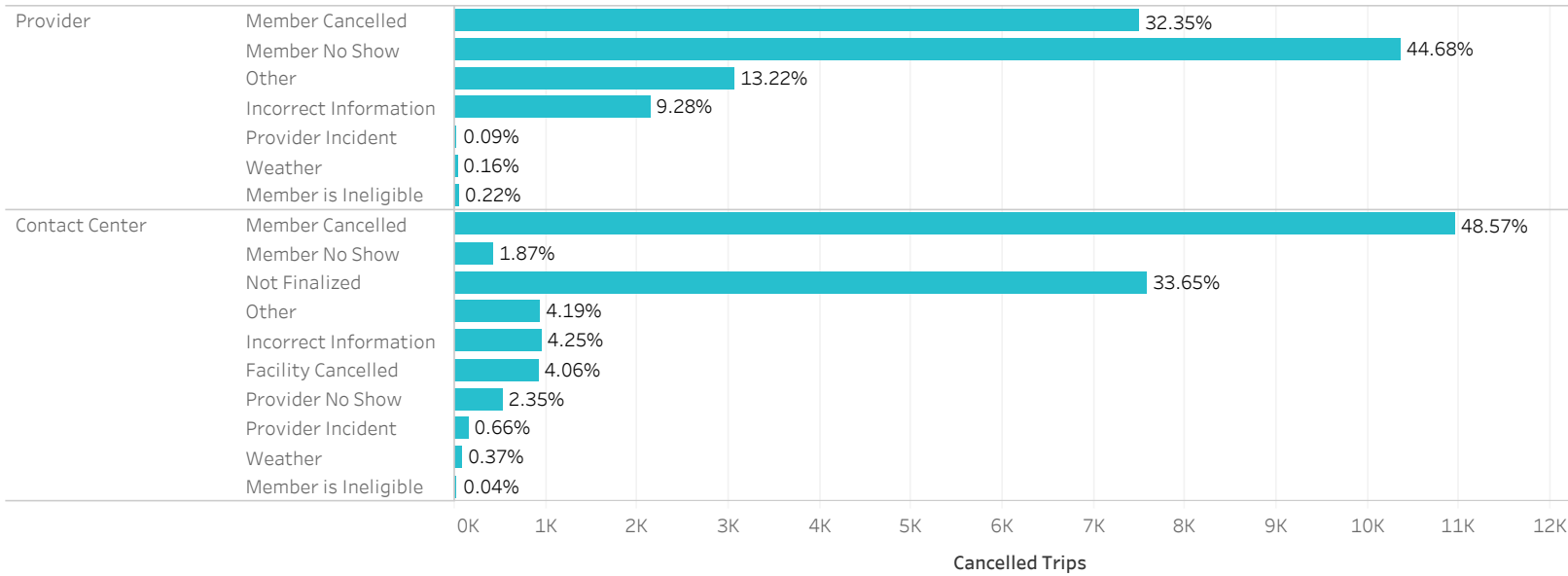
	Late Trips	% of Trips Late
FERMED SOLUTION TRANSPORT	0	
JDF VAN SERVICE LLC	0	
METRO 21, INC.	0	
MICHIGAN PARATRANSIT SERVICES, LLC	0	
TEST 3PO OPERATOR CT	0	
TEST BAD DATA OPERATOR	0	
VEYO CONNECTICUT PUBLIC TRANSIT	0	

Cancellations by Source



	January 2018	February 2018	March 2018	April 2018
Provider	52,056	31,561	26,651	23,208
Contact Center	20,681	22,378	28,156	22,559
Total Cancelled	72,737	53,939	54,807	45,767

Cancellations by Reason

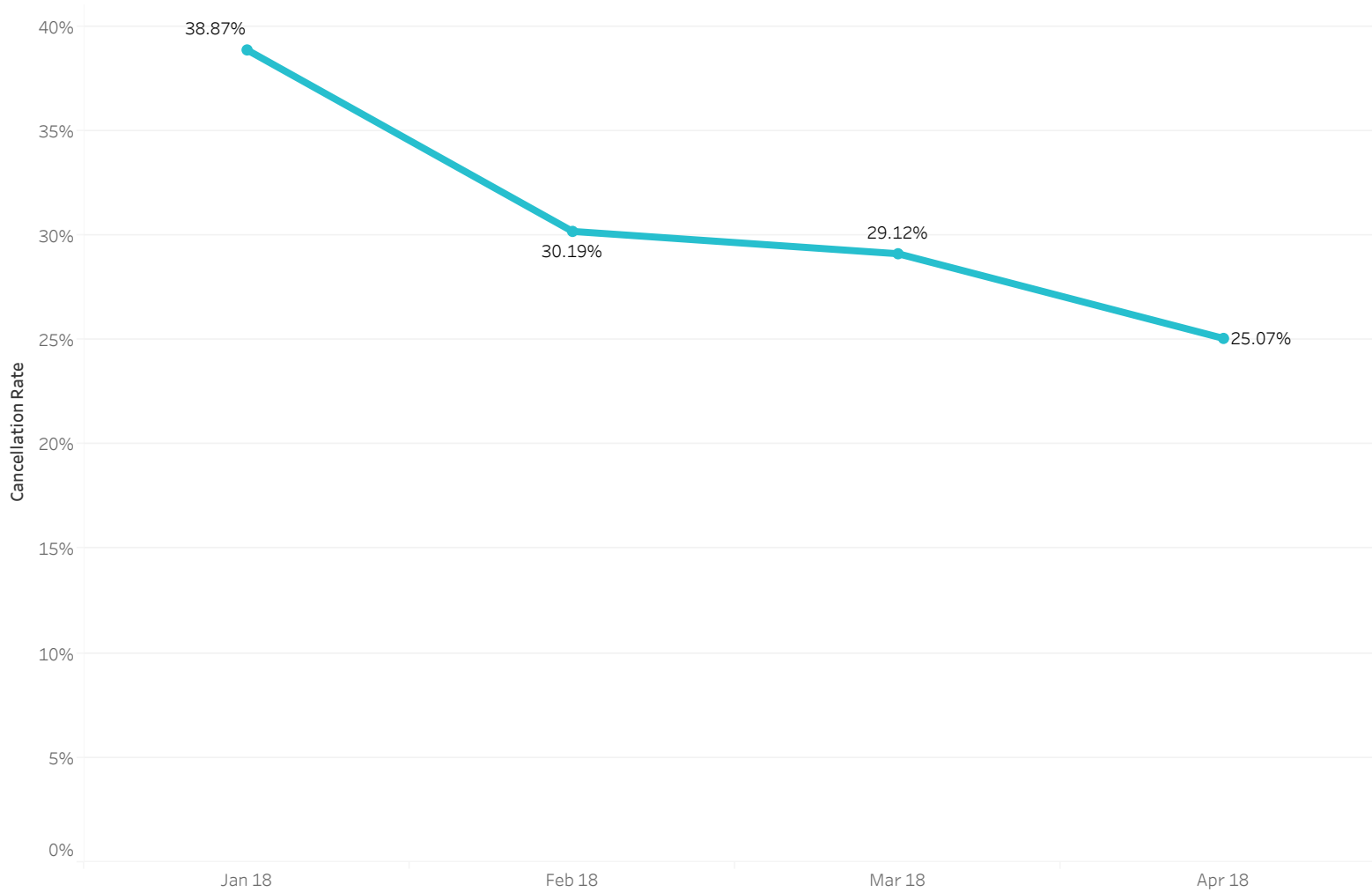


	January 2018	February 2018	March 2018	April 2018
Member Cancelled	24,345	21,711	20,218	18,465
Member No Show	13,582	8,903	9,507	10,790
Not Finalized	11,744	8,248	10,372	7,590
Other	13,789	9,198	6,494	4,015
Incorrect Information	4,772	2,963	2,495	3,112
Weather	2,299	423	3,473	120
Facility Cancelled	1,147	1,196	1,213	915
Provider No Show	763	990	748	531
Provider Incident	232	272	226	169
Member is Ineligible	64	35	61	60
Grand Total	72,737	53,939	54,807	45,767

* 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.



Cancellation Rate



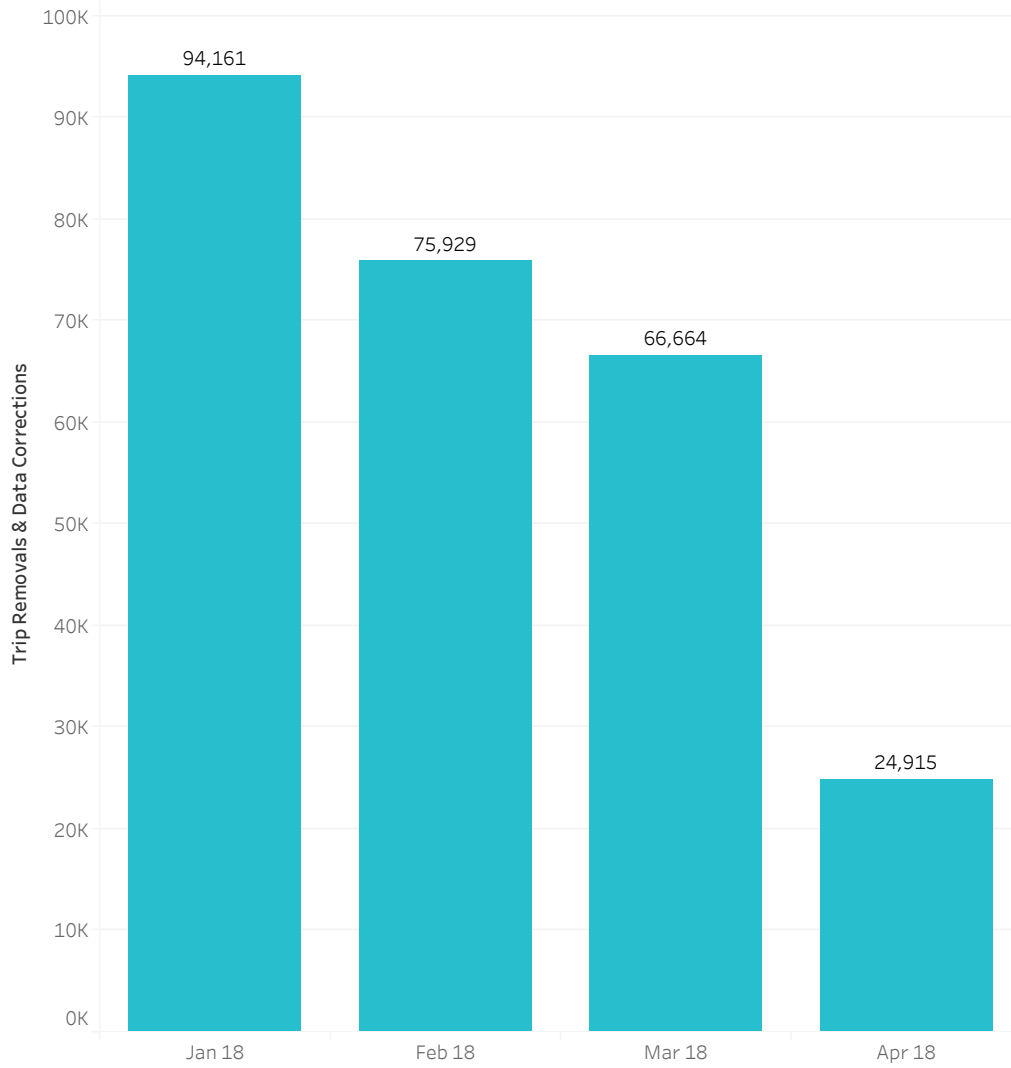
	January 2018	February 2018	March 2018	April 2018
Cancelled Trips	72,737	53,939	54,807	45,767
Cancelled + Completed*	187,122	178,669	188,208	182,561
Cancellation Rate	38.87%	30.19%	29.12%	25.07%

*Excludes Public Transit and Mileage Reimbursement

* Excludes Public Transit and Mileage Reimbursement



Trip Removals & Data Corrections



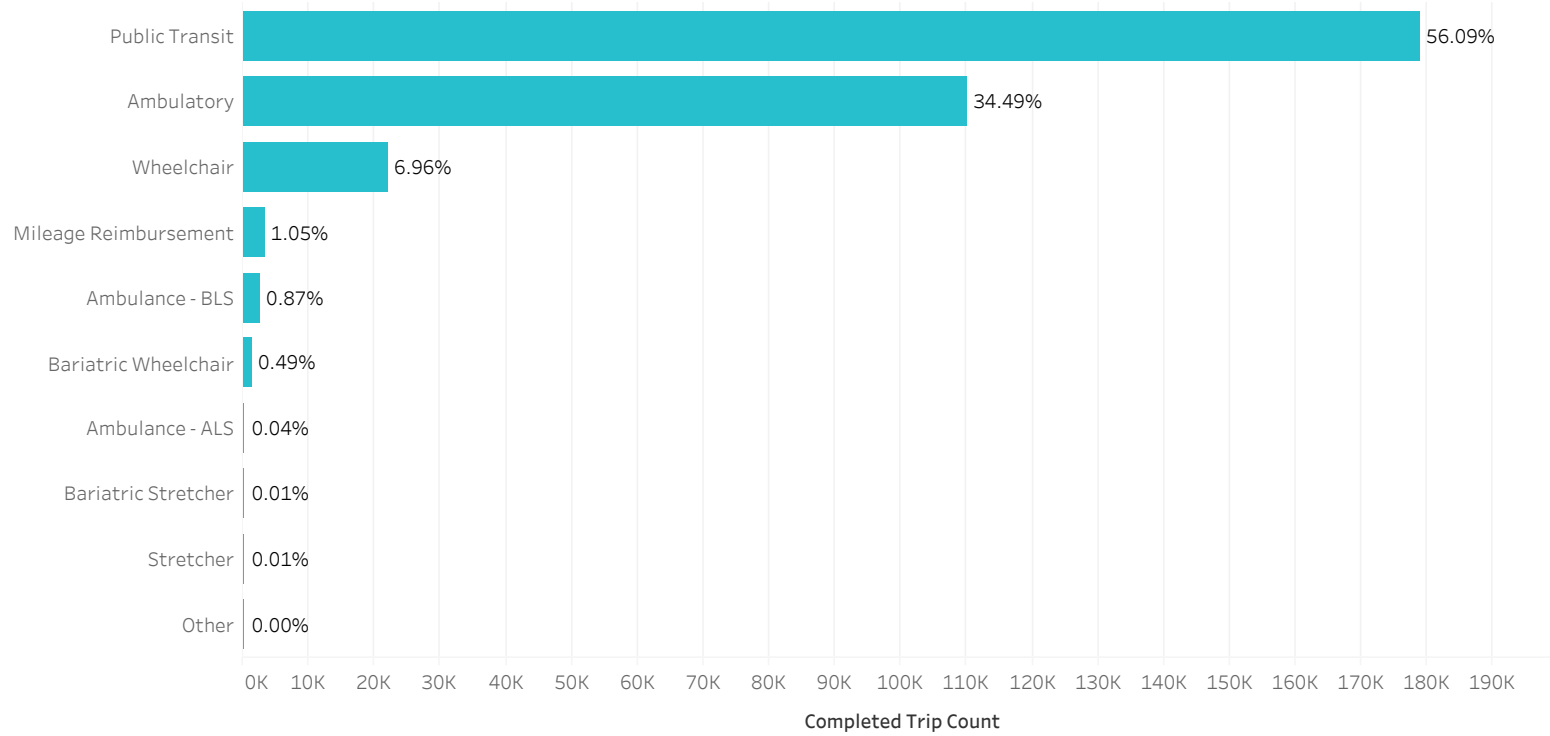
	January 2018	February 2018	March 2018	April 2018
Trips Remov..	94,161	75,929	66,664	24,915

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement



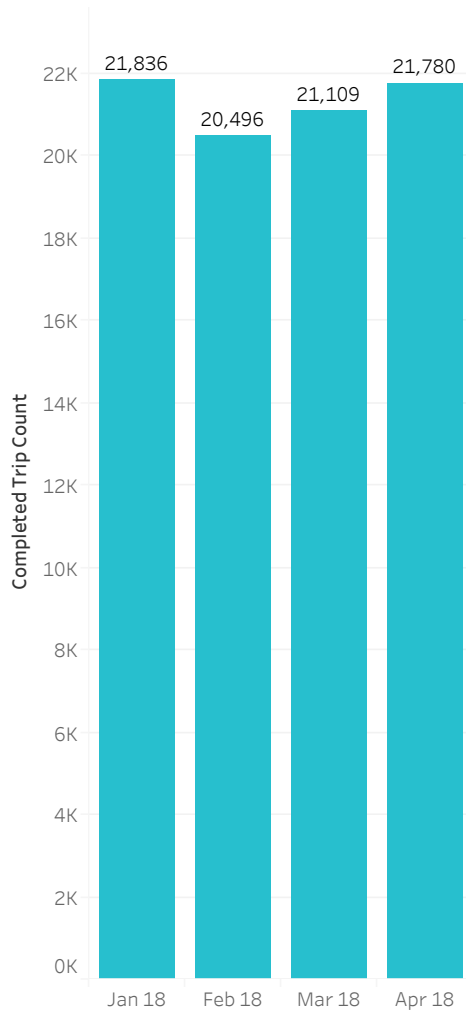
Transportation by Mode



	January 2018	February 2018	March 2018	April 2018
Public Transit	180,537	145,437	158,218	178,985
Ambulatory	89,542	98,276	105,603	110,069
Wheelchair	19,434	21,145	22,598	22,220
Ambulance - BLS	1,708	3,375	3,339	2,764
Mileage Reimbursement	1,005	1,993	3,291	3,343
Bariatric Wheelchair	1,660	1,501	1,547	1,549
Stretcher	1,773	146	95	29
Bariatric Stretcher	200	157	81	47
Ambulance - ALS	68	129	138	116
Other	0	1	0	0



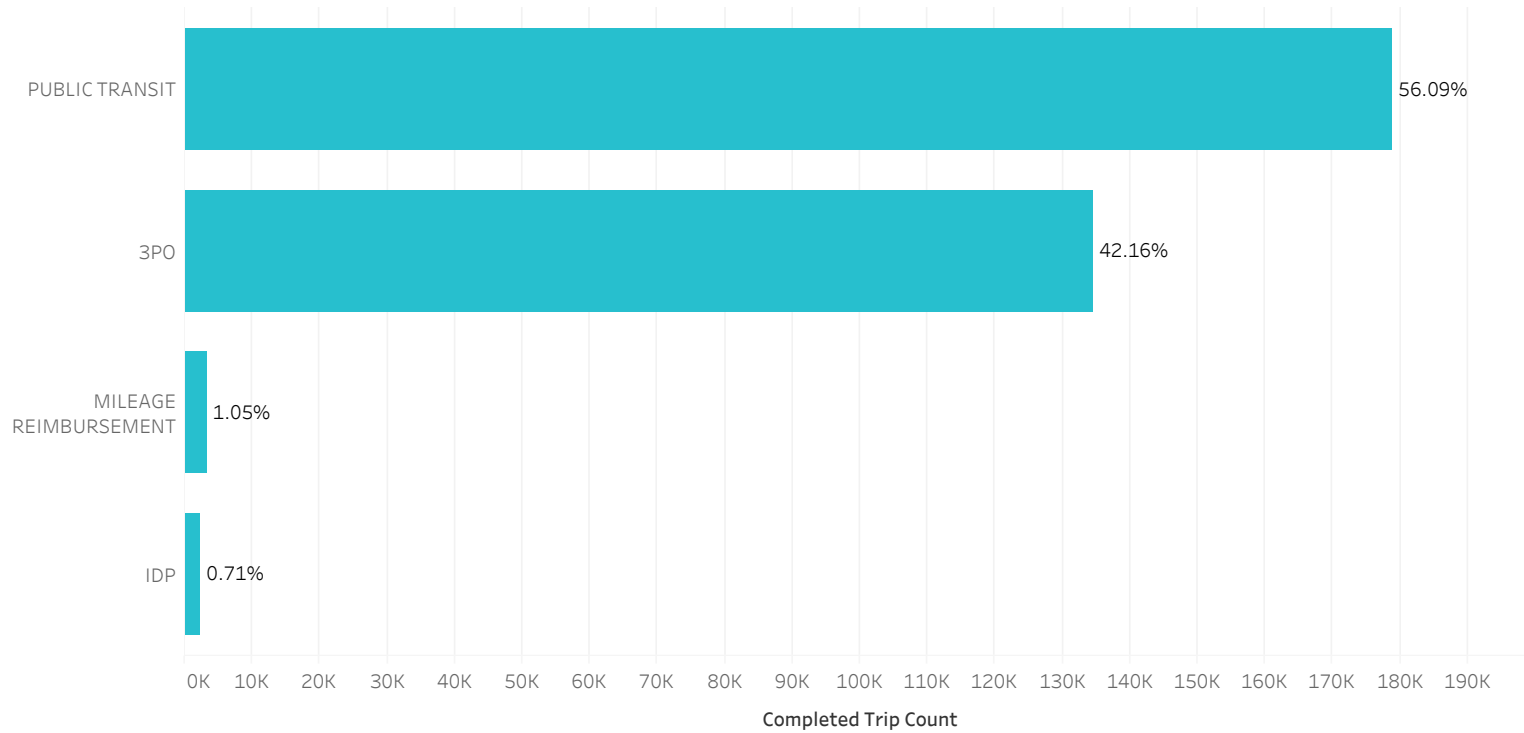
Trips Exceeding 20 Miles



	January 2018	February 2018	March 2018	April 2018
Trips Exceeding 20 Miles	21,836	20,496	21,109	21,780

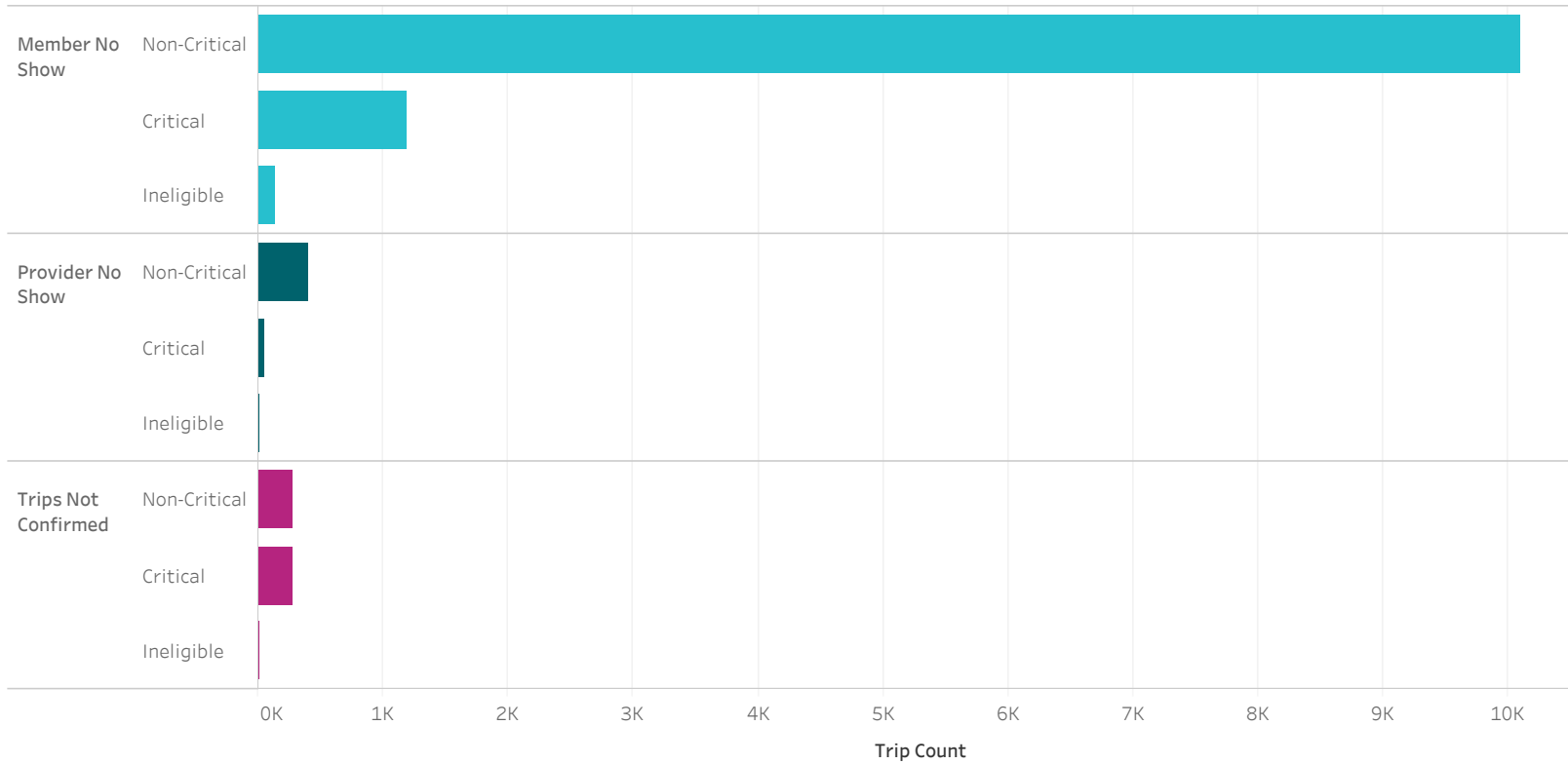


Provider Mix



	January 2018	February 2018	March 2018	April 2018
PUBLIC TRANSIT	180,537	145,437	158,218	178,985
3PO	113,452	122,686	131,248	134,534
MILEAGE REIMBURSEMENT	1,005	1,992	3,291	3,343
IDP	933	2,045	2,153	2,260

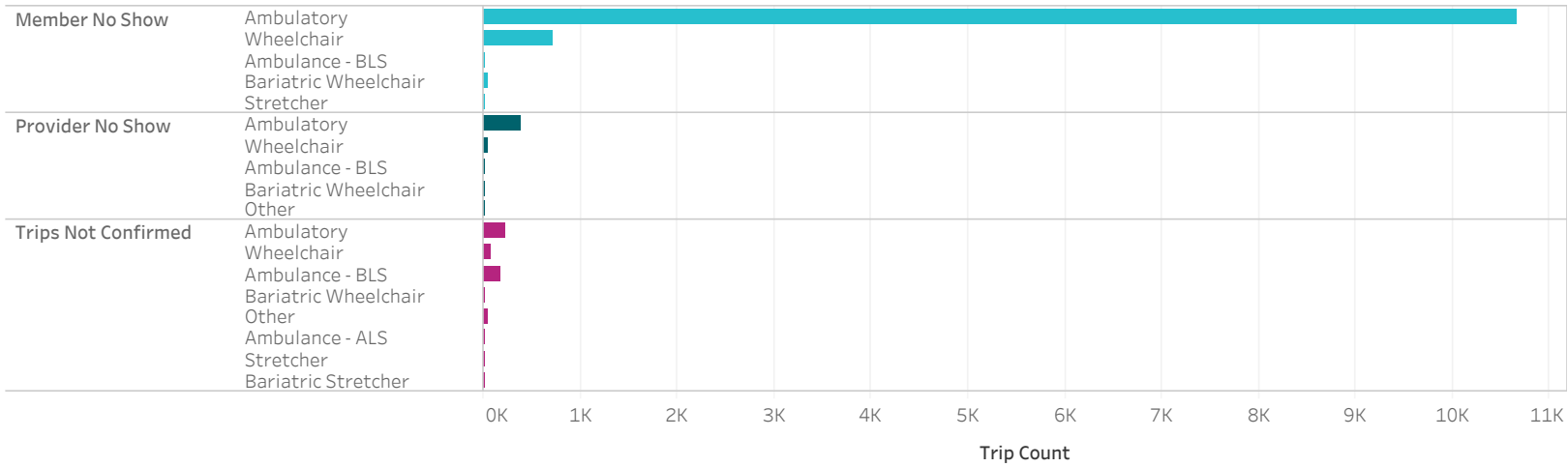
Unfulfilled Trip Counts



		January 2018	February 2018	March 2018	April 2018
Member No Show	Critical	1,177	963	1,022	1,185
	Non-Critical	11,672	8,432	10,166	10,102
	Ineligible	94	162	83	133
Provider No Show	Critical	70	79	61	50
	Non-Critical	491	643	551	400
	Ineligible	2	2	1	4
Trips Not Confirmed	Critical	612	280	276	270
	Non-Critical	1,469	306	245	277
	Ineligible	4	4		5
Total Unfulfilled		15,591	10,871	12,405	12,426



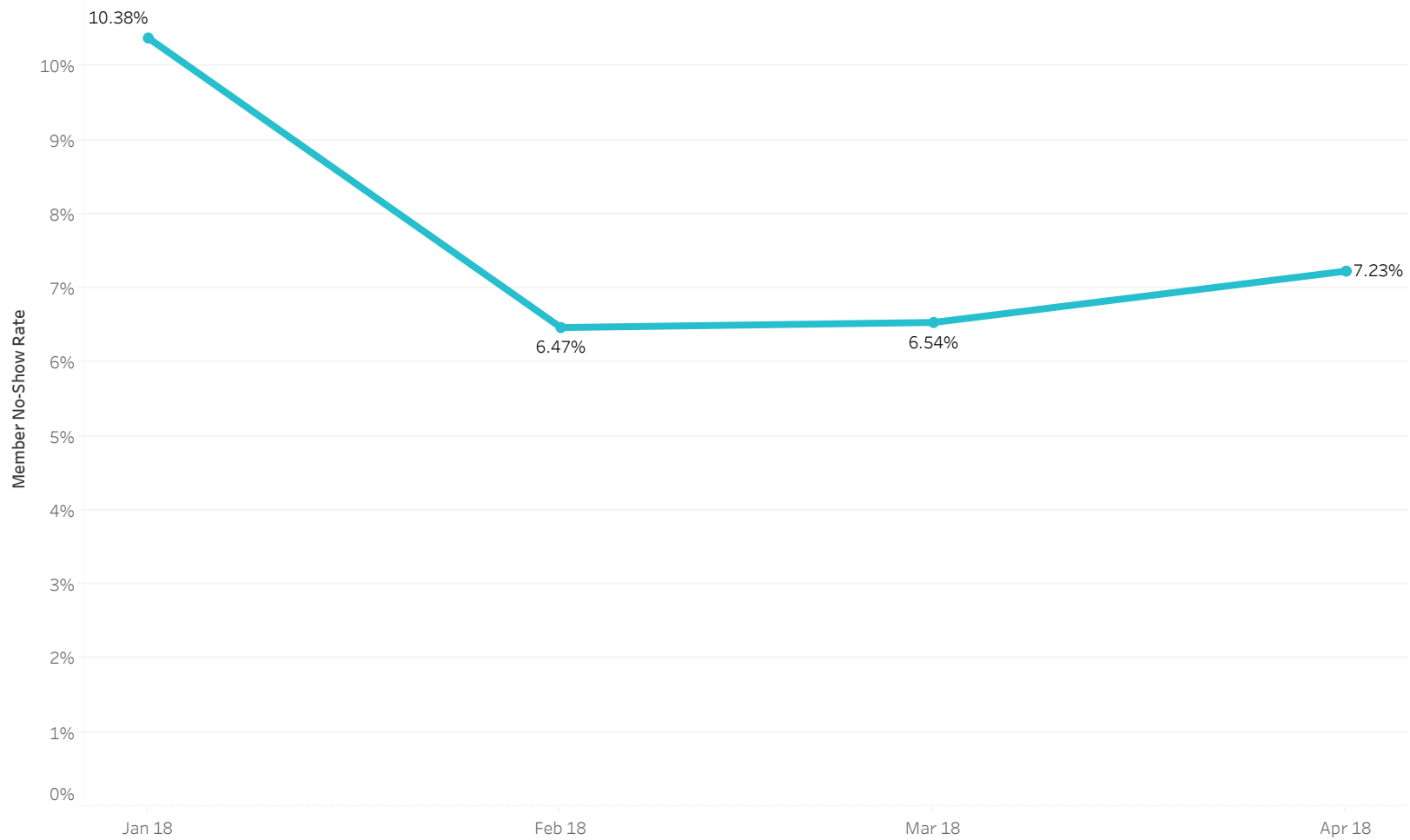
Unfulfilled Trips by Mode



		January 2018	February 2018	March 2018	April 2018
Member No Show	Ambulance - ALS			2	
	Ambulance - BLS	4	17	5	4
	Ambulatory	12,146	8,930	10,572	10,651
	Bariatric Stretcher			2	
	Bariatric Wheelchair	53	42	33	42
	Stretcher	6	1	1	1
	Wheelchair	734	567	656	722
Provider No Show	Ambulance - BLS		2	2	10
	Ambulatory	476	625	530	386
	Bariatric Stretcher	4			
	Bariatric Wheelchair	1	4	8	2
	Other				1
	Stretcher	2		2	
	Wheelchair	80	93	71	55
Trips Not Confirmed	Ambulance - ALS	7	6	14	11
	Ambulance - BLS	51	112	139	170
	Ambulatory	1,228	221	194	221
	Bariatric Stretcher	23	6	12	5
	Bariatric Wheelchair	66	25	25	16
	Other	288	107	62	42
	Stretcher	157	18	11	7
	Wheelchair	265	95	64	80



Member No-Shows

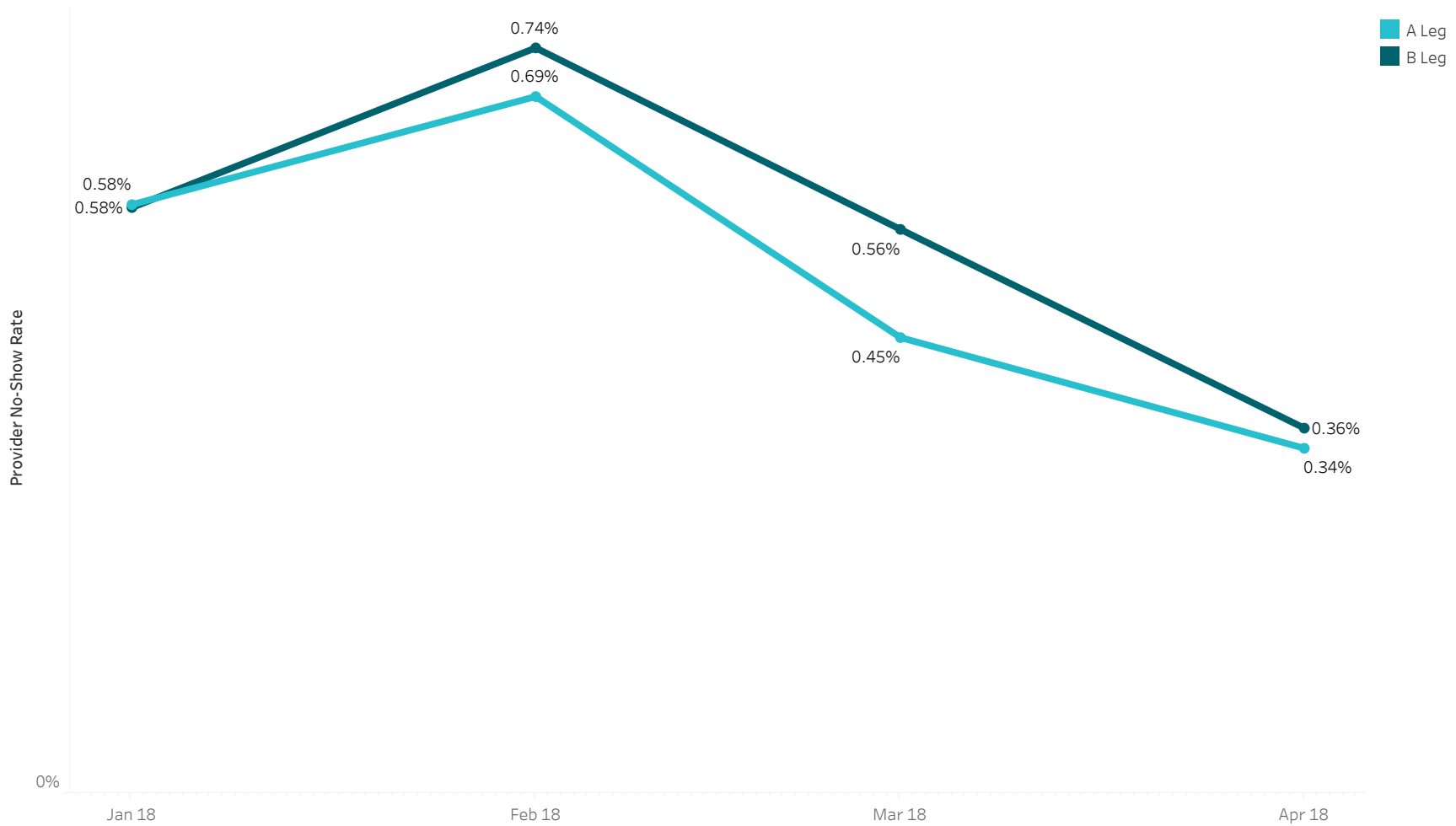


	January 2018	February 2018	March 2018	April 2018
Member No-Show Count	13,250	8,628	9,333	10,665
No-Shows + Completed*	127,635	133,358	142,734	147,459
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%

* Excludes Public Transit and Mileage Reimbursement



Provider No-Shows

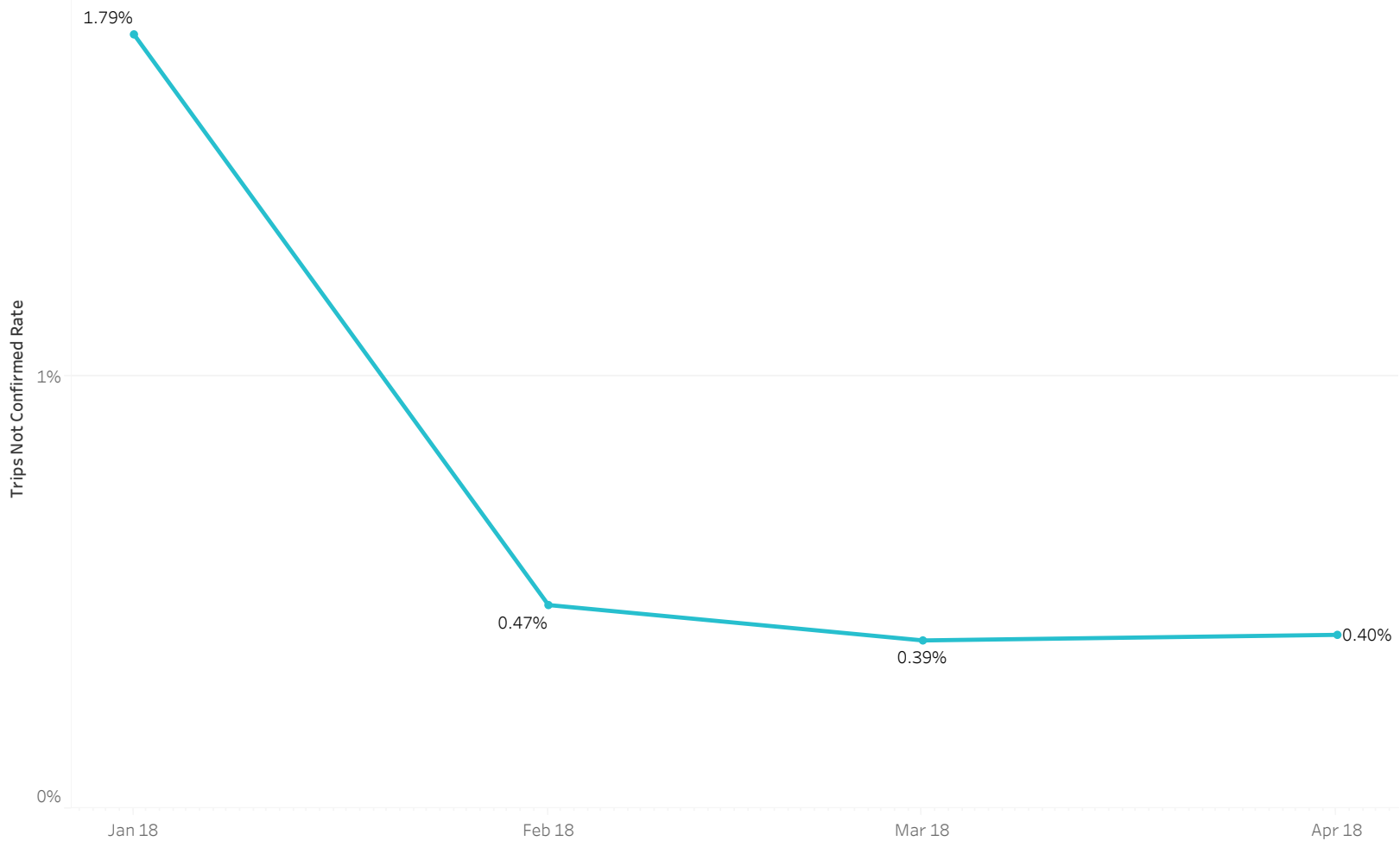


	January 2018	February 2018	March 2018	April 2018
Provider No-Show Count	671	899	678	484
No-Show + Completed*	115,056	125,629	134,079	137,278
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%

* Excludes Public Transit and Mileage Reimbursement



Trips Not Confirmed



	January 2018	February 2018	March 2018	April 2018
Not Confirmed	2,085	590	521	552
Not Confirmed + Completed*	116,482	125,320	133,941	137,346
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%

* Excludes Public Transit and Mileage Reimbursement





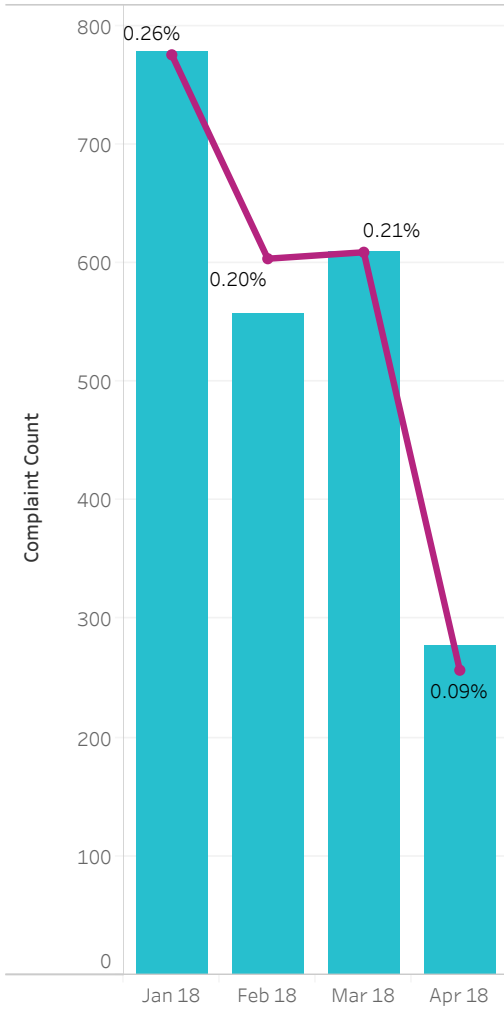
Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **April 2018**

Veyo Healthcare Logistics

Total Complaints

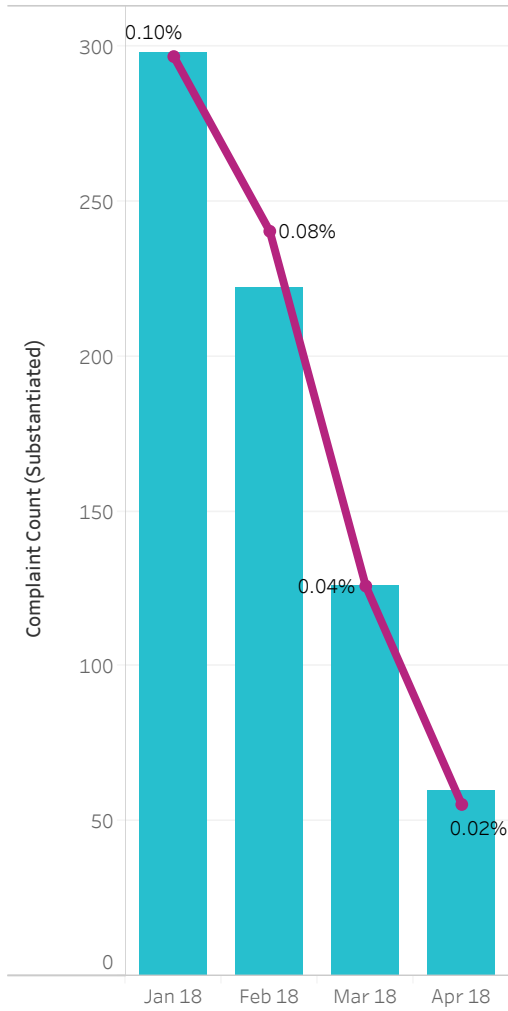


■ Complaint Rate
■ Total Complaint Count

	January 2018	February 2018	March 2018	April 2018
Completed Trips	295,927	272,160	294,910	319,122
Total Complaint Count	778	557	609	278
Complaint %	0.26%	0.20%	0.21%	0.09%



Substantiated Complaints

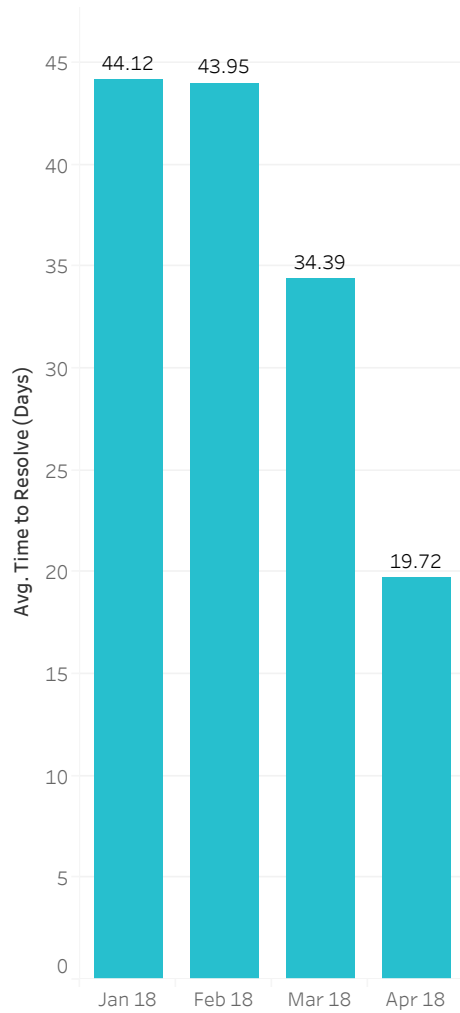


■ Substantiated %
■ Substantiated Complaints

	January 2018	February 2018	March 2018	April 2018
Completed Trips	295,927	272,160	294,910	319,122
Substantiated Complaints	298	222	126	60
Substantiated Complaint %	0.10%	0.08%	0.04%	0.02%



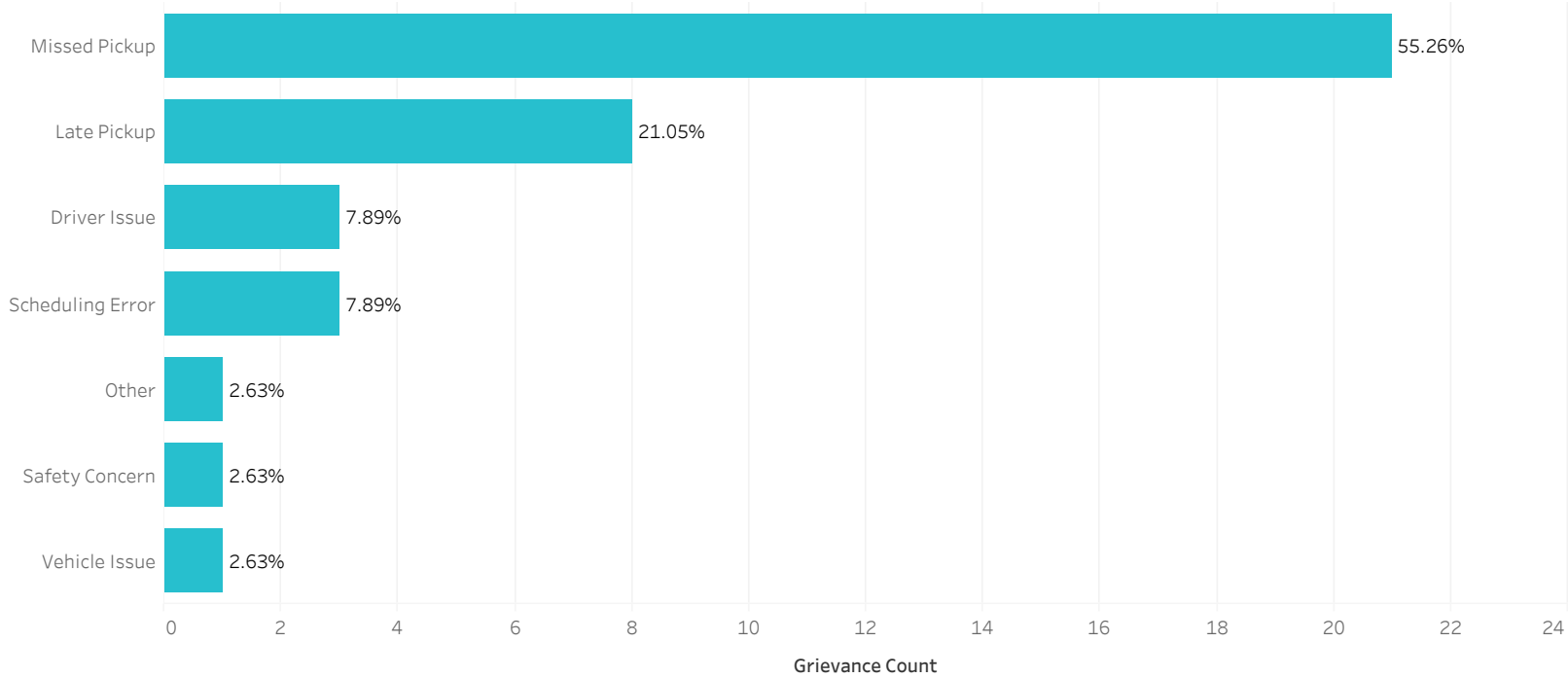
Average Time to Resolve



	January 2018	February 2018	March 2018	April 2018
Grievance Count	778	557	609	278
Resolved Count	778	553	560	133
Avg. Time to Resolve (Days)	44.12	43.95	34.39	19.72

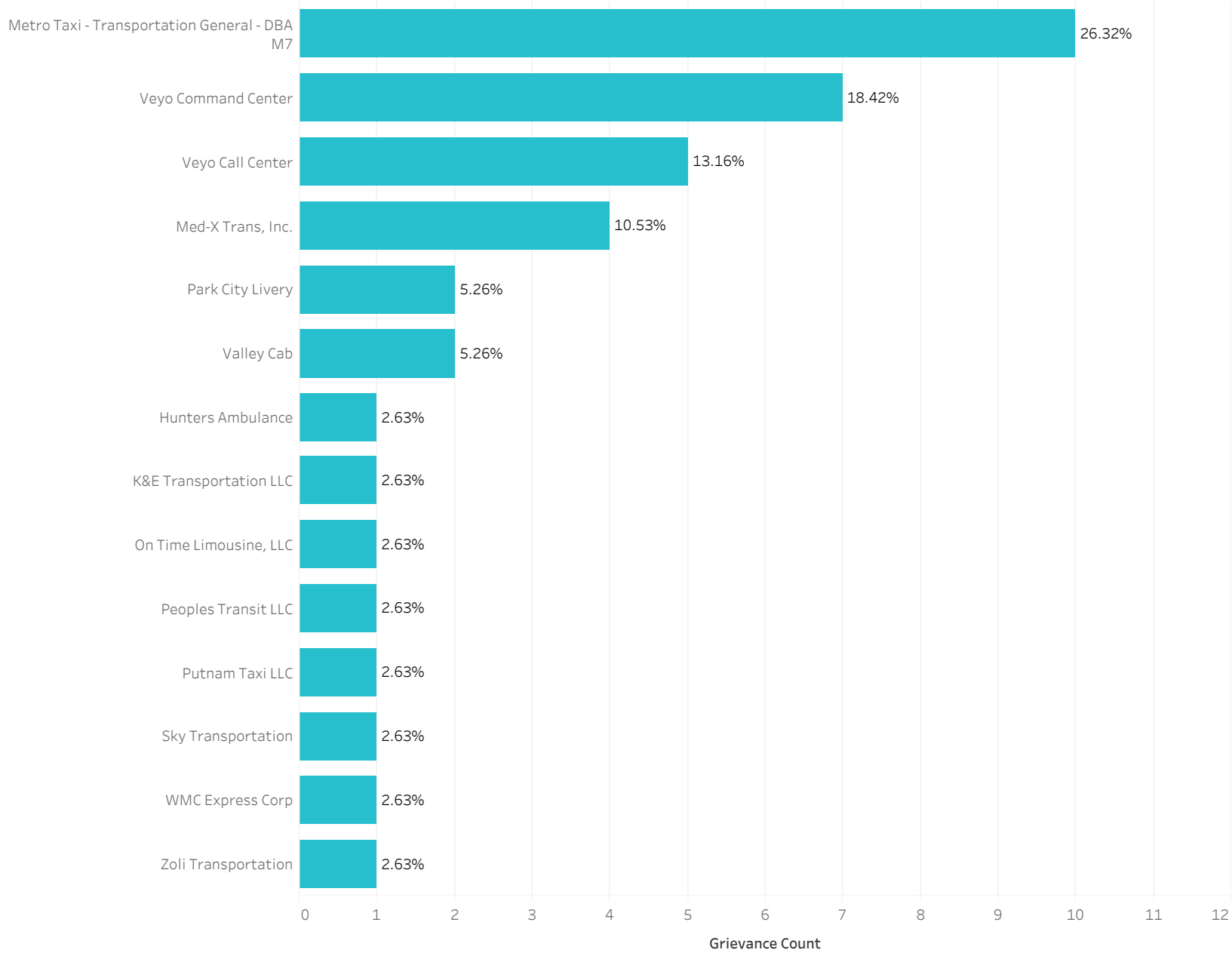


Substantiated Complaints by Subcategory

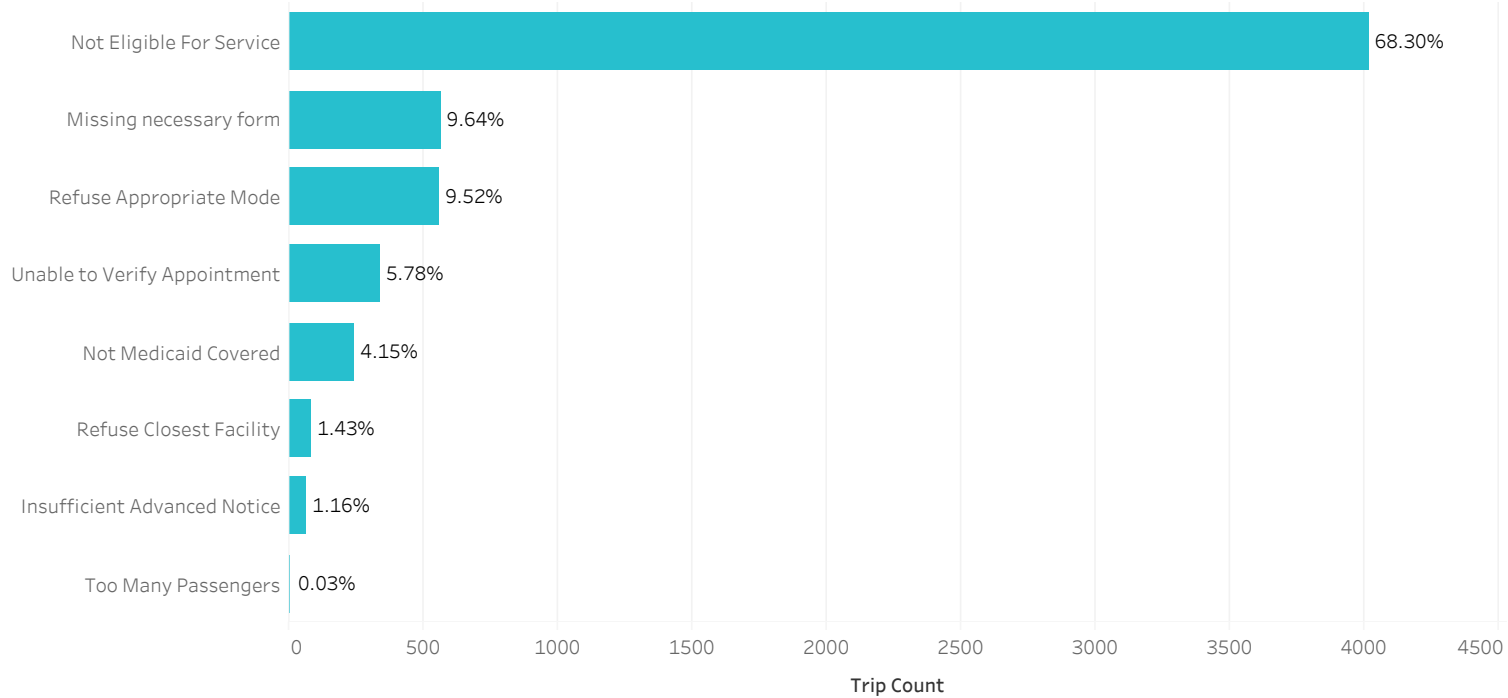


	January 2018	February 2018	March 2018	April 2018
Missed Pickup	180	130	53	32
Late Pickup	43	45	33	14
Other	17	10	14	6
Scheduling Error	20	11	8	3
Driver Issue	17	9	4	3
Late Pickup - B-Leg	6	8	6	
Safety Concern	6	4	1	1
Technical Issue	7	1		
Vehicle Issue		2	2	1
Early Arrival	1	2	1	
Agent Issue		1	1	
Damage/Injury	1	1		
Null	1			

Substantiated Complaints by Provider

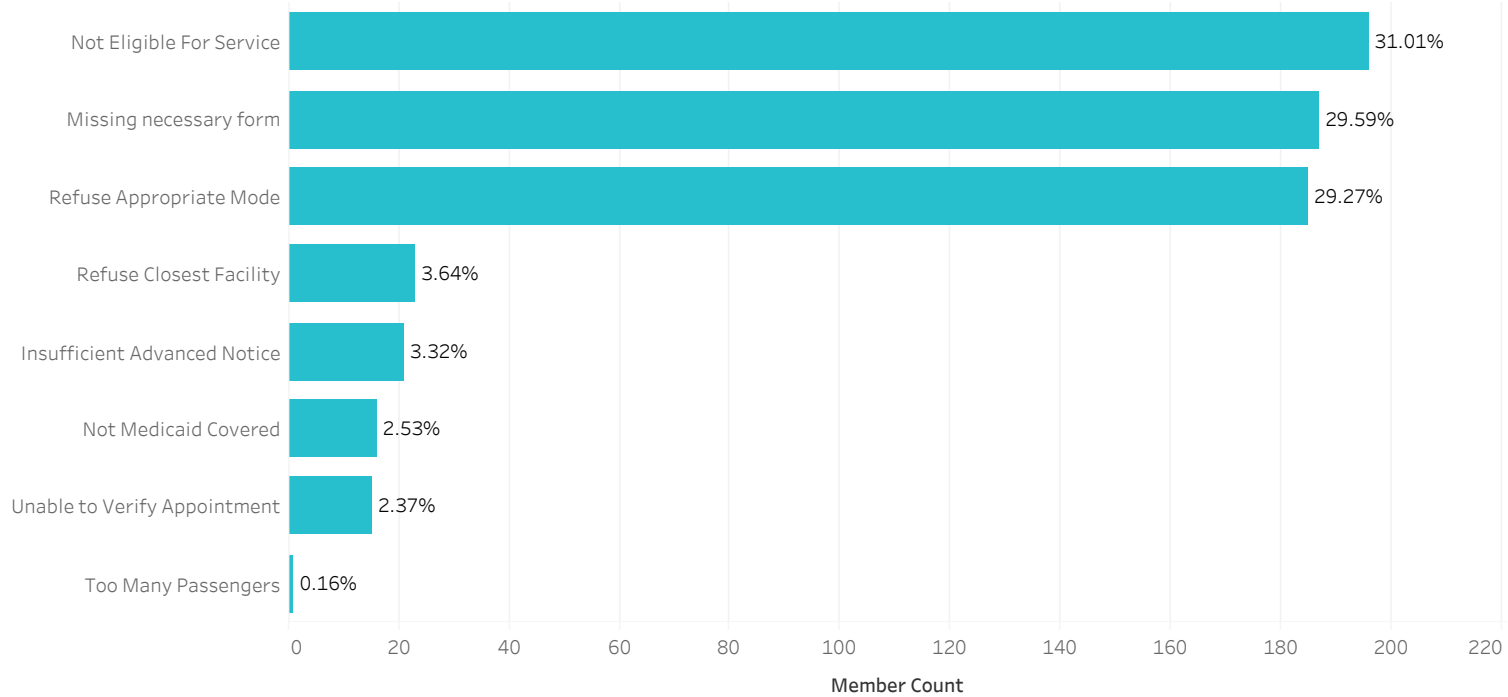


Denied Trips



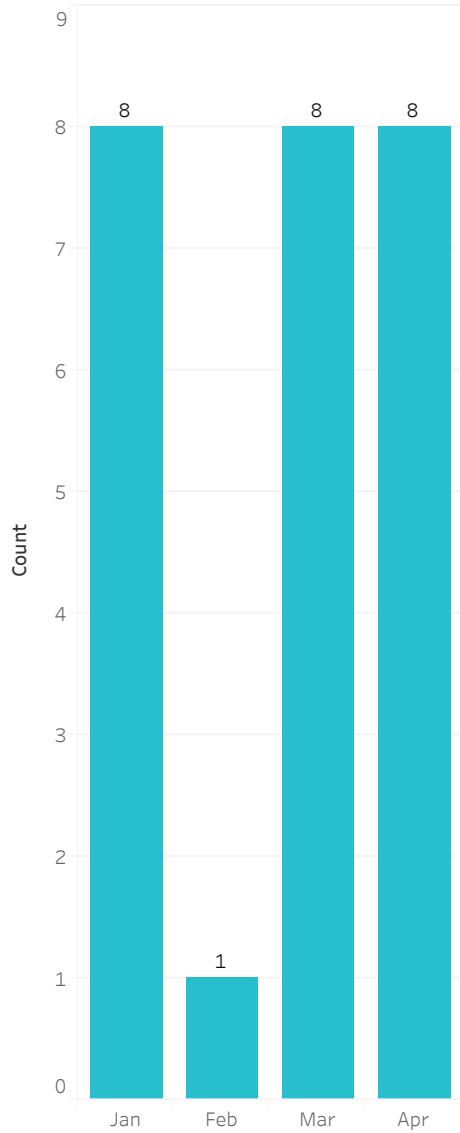
	January 2018	February 2018	March 2018	April 2018
Not Eligible For Service	2,335	2,486	4,815	4,018
Refuse Appropriate Mode	1,241	669	663	560
Missing necessary form	625	114	246	567
Not Medicaid Covered	22	138	58	244
Unable to Verify Appointment	74	20	9	340
Insufficient Advanced Notice	59	98	112	68
Refuse Closest Facility	138	40	26	84
Too Many Passengers	38		2	2
Total Denied Trips	4,532	3,565	5,931	5,883

Members Receiving Notices of Action



	January 2018	February 2018	March 2018	April 2018
Refuse Appropriate Mode	340	170	191	185
Not Eligible For Service	71	146	215	196
Missing necessary form	41	35	100	187
Refuse Closest Facility	67	14	9	23
Insufficient Advanced Notice	30	39	22	21
Unable to Verify Appointment	7	7	5	15
Not Medicaid Covered	5	9	4	16
Too Many Passengers	2		1	1
Total Members Receiving NOAs	560	419	542	632

Admin Hearing Requests



	January 2018	February 2018	March 2018	April 2018
Received Requests	8	1	8	8



Documentation

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.

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.