

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. 	<p>February 23, 2018</p> <p>Veyo has a formal training program for new hires that all agents complete prior to servicing the CT account as outlined in the VeyoConnecticutTrainingBlueprint. This new hire training program is a four week course. Continuing training and education for agents occur on an on-going basis as fully described below (Center of Excellence QA Program) to ensure systemic and individual-level compliance with account guidelines, and Veyo’s policies and procedures.</p> <p>Our training and contact center leadership reviewed current operations and determined 6 key areas requiring agent improvements. As a result, the VeyoConnecticutRefreshTrainingBlueprint was developed to address these areas of opportunity. This agent refresher training requires at a minimum 45 minutes per agent to complete using Veyo’s online learning management system (LMS). Most agents servicing the CT account have completed this refresher training to date (118 out of 151). All remaining agents (33) are expected to complete training by March 2, 2018. All training is tracked to ensure successful completion of the LMS assessment by all agents.</p> <p>The 6 key areas of opportunity include the following and are addressed by the agent refresher training as stated below:</p> <ol style="list-style-type: none"> 1. Properly advising members on appropriate forms depending on their needs. The LMS course provides instruction on where 	<p style="text-align: center;">Veyo Connecticut Refresh Training - March 2, 2018</p> <p style="text-align: center;">Veyo After Hours Connecticut Refresher Training Blueprint - March 9, 2018</p> <p style="text-align: center;">Center of Excellence QA Program - Program to begin March 5, 2018</p>	

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			<p>forms are found online, the purpose of each form, how to process trips less than or more than 15 days from the trip date, and how physical forms can be sent to a member.</p> <ol style="list-style-type: none"> 2. Properly advising members on the mileage reimbursement (MRB) process. The LMS course provides instruction on where to find MRB forms and information related to the process online, when MRB completed trips can be submitted online, the process to complete when a member requires another mode of transportation and how to set/change whether a member has access to a vehicle. 3. Properly advising members on procedures related to Public Transit (PT). The LMS course provides instruction on which trips are eligible for PT, the process when a pass may not reach a member on time, the process for completing a companion request form, process for ParaTransit requests, the process for medical override procedures and the process for situations where a member refuses the most appropriate mode of transportation. 4. Appropriately processing transportation for minors. The LMS course provides instruction on when minors can travel unaccompanied, when a Minor Consent Travel form is required and when it is not required. 5. Appropriately processing transportation marked as “urgent.” The LMS course provides instruction on trips that qualify as “urgent,” what limitations do not apply, the process for scheduling an urgent trip in the Call Center Portal, the additional process required for discharges, the process for booking a BLS or ALS trip, and required actions when an Air Ambulance call is received. 6. Appropriately processing transportation marked as “Upon 		

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			<p>Request Return” or “Will Call.” The LMS course demonstrates how to schedule an “Upon Request” return trip and how to schedule a “scheduled” return trip in the Call Center Portal, as well as emphasize that both of these trips are available as repeating trips.</p> <p>To supplement the agent refresher training for After Hours agents, Veyo developed additional training specific to two areas of opportunity identified for After Hours agents, as outlined in the VeyoAFTER HOURSConnecticutREFRESHERTrainingBlueprint. All After Hour agents are expected to complete this supplemental training by March 9, 2018. This training is a live, instructor led discussion using a powerpoint presentation and demonstrations using Veyo’s systems. The key areas addressed in this training is as follows:</p> <ol style="list-style-type: none"> 1. Appropriately scheduling After Hours transportation marked as “urgent.” The training will specifically discuss and review the guidelines available to agents, a demonstration of a discharge trip, the process for scheduling a BLS or ALS trip during After Hours, the process when a short-notice window is not met and the resource for trips that qualify as “urgent.” 2. Appropriately dispatching After Hours transportation marked as “urgent.” The training will specifically discuss and review the process for dispatching urgent trips for After Hours agents and the appropriate mode of transportation, any processes unique to CT urgent trips, and the process for dispatching a pre-secured transportation provider. <p>Veyo’s Center of Excellence QA Program for contact center agents is</p>		

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			<p>designed to monitor and audit agent performance to ensure they are complying with account guidelines, and policies and procedures. In this Program, as outlined in the document Veyo_CSC_013 Contact Center Quality Assurance Program, agents are evaluated between 4-6 times per month. When an agent is meeting expectations, 4 evaluations are completed. When an agent is below expectations, 6 evaluations are completed. This program is scheduled to begin for CT agents on March 5, 2018 and will continue throughout as Veyo's ongoing training and reeducation to ensure compliance with account guidelines, and Veyo's policies and procedures.</p> <p>Veyo's formal training program for new hires and ongoing training/education provides foundational education to agents to successfully service member needs. The refresher trainings target the areas of opportunities contact center leadership has identified. Completion of these refresher trainings combined with the on-going QA program evaluating agents are expected to address and improve performance within the key areas of concerns. With targeted training, visibility on an individual performance level and immediate feedback to agents, member service experience should improve promptly.</p>		
1	<p>Member Services Center Performance Standard</p> <p>The Contractor shall answer within three (3)</p>	<ul style="list-style-type: none"> Document Veyo's performance, as compared to contract standards, in call wait time of answer within 3 	<p>February 23, 2018</p> <p>In preparation for the launch, we significantly increased staffing in our contact center to over 200% of what was estimated as required based on the provided data. Workforce management allocated this additional staff</p>	<p>February 12, 2018 - 70 additional staff added</p>	

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	<p>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>	<p>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.</p> <ul style="list-style-type: none"> This information shall be submitted to the Department on a daily basis until further notice. 	<p>in anticipation of higher call volume during launch. In retrospect, to meet the volume of calls received, Veyo would have needed to staff closer to 350% of what was estimated. This is in large part due to a significant number of missing schedules or incorrect information provided in the data Veyo received. As such, call volume increased way beyond what was expected to accommodate calls related to missing schedules and incorrect trip data.</p> <p>Since the launch date, Veyo has added resources on a weekly basis through new hire training and overtime. Specifically, between 1/3/18 to 2/12/18, Veyo added 70 additional staff to support CT operations. Veyo has and will continue to add resources as needed to support the CT contact center queues.</p> <p>We are also continuing to dedicate resources to the facility queue in order to provide improved response times.</p> <p>Contact center performance continues to improve, and we continue our efforts to enhance processes and efficiencies. There has been steady improvement in both average handle time and average speed of answer. Specifically, contact center leadership uses service factor levels to monitor performance, as described in the Veyo_CSC_014 Contact Center Service Factor Management policy and the Service Factor Guideline and Action Plan. Service factors between 1-5 are defined using specific metrics for each level. Each level then corresponds to required management actions to take to address the specific need identified. Service factors are monitored on an hourly and daily basis. It is intended</p>	<p>March 9, 2018 - FAQ on the term "confirmation number"</p>	

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			<p>to adjust workforce allocation based on real time needs. Additionally, service levels are reviewed on a monthly basis against client requirements to determine compliance and any necessary steps to take when improvements are required.</p> <p>We understand that there is some confusion with the term “confirmation number.” We use this term, which is common in our experience, as an affirmation that the trip has been entered in our system, not that it has actually been assigned to a transportation provider and driver. We believe it’s appropriate to address the confusion through re-education versus changing the terminology Veyo uses throughout its business. We will add an FAQ on our website that defines this terminology by March 9, 2018.</p>		

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			<p>Avg Handle Time - CT Inbound</p> <p>Avg Speed Of Answer - CT inbound</p>		
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			<div style="text-align: center;"> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Longest Delay - CT Inbound in MIN</caption> <thead> <tr> <th>Date</th> <th>Delay (MIN)</th> </tr> </thead> <tbody> <tr> <td>2018/01/25</td> <td>45</td> </tr> <tr> <td>2018/01/26</td> <td>55</td> </tr> <tr> <td>2018/01/29</td> <td>45</td> </tr> <tr> <td>2018/01/30</td> <td>40</td> </tr> <tr> <td>2018/01/31</td> <td>25</td> </tr> <tr> <td>2018/02/01</td> <td>15</td> </tr> <tr> <td>2018/02/02</td> <td>5</td> </tr> </tbody> </table> </div> <p>To improve contact center performance for hold time or abandonment rate performance, contact center leadership along with training and workforce management completed new agent classes (1/22 & 2/12 in AZ, 1/22 & 2/5 in PA, and 2/19 in CT) to assist with call volume and decrease hold time. In addition, contact center leadership collectively addresses overall average hold time by focusing on agent performance, ongoing coaching and refresher training as described above in the response to section Veyo Member Services Center Staff Trainings (Section I – Administration, Section I.4; Section II, Member Services Center - Section II.2.D; and II.2 K 6. Veyo Member Services).</p> <p>With continued, on-going monitoring of call center performance and individual agent performance, specific action plans to address each level of service factor, and additional resources added to support the CT</p>	Date	Delay (MIN)	2018/01/25	45	2018/01/26	55	2018/01/29	45	2018/01/30	40	2018/01/31	25	2018/02/01	15	2018/02/02	5		
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			account, Veyo expects significant improvement in each area of concern to meet contract requirements.		
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. 	<p>February 23, 2018</p> <p>The same actions outlined in the response to Section II.3.A above directly impact improvement in this section.</p>	See Section II.3.A	
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:</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 	<p>February 23, 2018</p> <p>The same actions outlined in the response to Section II.3.A above directly impact improvement in this section.</p>	See Section II.3.A	

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	<i>Section II Member Services - Section II.3.C.</i>	be submitted to the Department on a daily basis until further notice.			
1	<p>Trip Cancellation</p> <p>Ensure policies and procedures for trip cancellation 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. 	<p>February 23, 2018</p> <p>Background:</p> <p>During the transition, the prior vendor shared schedules for approximately 9,000 members with repeating trips. Veyo validated as many of those trips as possible prior to the launch of service. Veyo reached out to every member. Despite multiple contact attempts, it was impossible to reach a majority of these members. Veyo does not have the specific number of members it could not reach, and reasons for not reaching a member (e.g. wrong number, no return call). When a member does not answer or return a call, Veyo cannot independently determine if that phone number was incorrect for that member. As a result, we needed to trust that the data we were given was correct as is.</p> <p>From launch date to January 14, 2018, transportation providers experienced extremely high cancellation rates in the 50-60% range (typical is 10-20%). This is an indication that the information received was outdated or incorrect - the reason for such “high cancellation rates.” These invalid trips caused extreme hardship on transportation providers and was a significant cause of service delays during the initial days</p>	<p>February 20, 2018 - Updated DSS reporting</p> <p>March 9, 2018 - Trip Life Cycle Document</p>	

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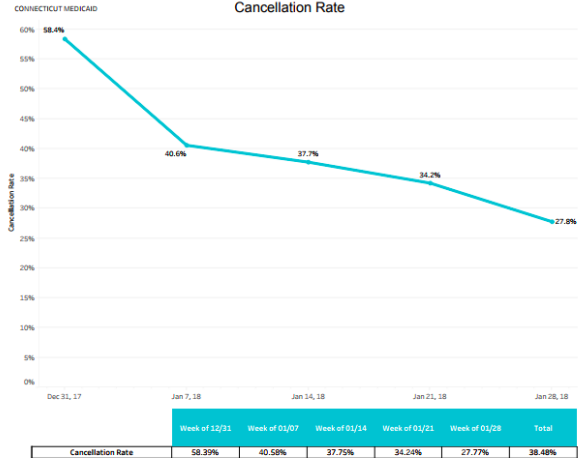
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			<p>following the launch. We had numerous, confirmed cases of trips within the received data for members that had long been deceased or for pick-ups at addresses where members had not lived for years. This was confirmed by both our Trip Operations teams as well as reports from transportation providers.</p> <p>Since launch, Veyo has canceled repeating schedules it received during the implementation period for over 1,000 members who do not require transportation services. This represents almost 30% of the non-public transit schedules received.</p> <p>A significant number of the over 5,000 public transit standing orders Veyo received have also proven to be invalid. Numerous passes have been returned to Veyo (we are still aggregating this information) and multiple additional attempts to contact passengers via phone and mail to validate their needs have been unsuccessful.</p> <p>Of the nearly 4,000 non-public transit schedules received during the transition, only 644 included a B leg with return time indicated. The prior vendor confirmed during implementation discussions that trips without a “B leg” and return time were one-way trips. In an abundance of caution, Veyo entered all of these trips with a “will call” status meaning those members would need to call to request their return ride. During the launch period, as evidenced by numerous complaints, it became clear that many of those trip schedules should have included a return trip with scheduled time. To date we have added “B leg” return times to almost</p>		

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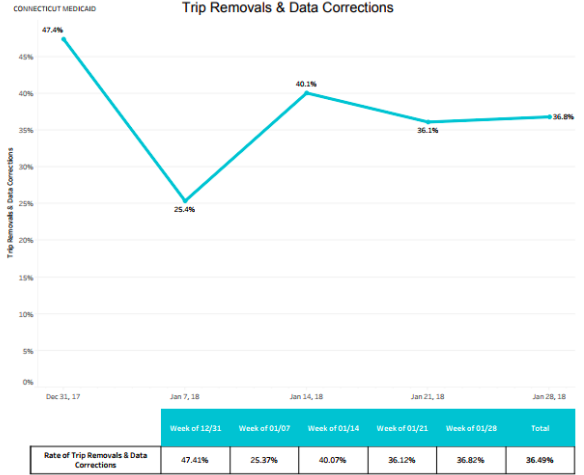
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			<p>1,000 additional trips from the data received.</p> <p>The specific measures Veyo took to bring the cancellation rates down to ~27% to date and ensure that trips are complete and accurate in our systems include:</p> <ul style="list-style-type: none"> • Partnered with our Transportation Providers to correct trip data • Partnered with Facilities to get corrected member data • Performed outbound calls to members for No Shows • Sent letters to members asking them to update their transportation needs <p>During the launch, all cancelled trips were included in the reported cancellation rates, regardless of when they were cancelled. The high “cancellation” rates included all trip removals and data clean up that was completed over the first few weeks from launch. Current reporting shows both Cancelled Trips (those cancelled on or after the trip date) and Trip Removals and Data Corrections (those cancelled in advance). This will help differentiate between events that impact operations on the ground (i.e., providers) and bad data.</p>		

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			 <p>CONNECTICUT MEDICAID Cancellation Rate February 6, 2018</p> <table border="1"> <thead> <tr> <th>Week of</th> <th>Week of</th> <th>Week of</th> <th>Week of</th> <th>Week of</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>12/31</td> <td>01/07</td> <td>01/14</td> <td>01/21</td> <td>01/28</td> <td></td> </tr> <tr> <td>58.39%</td> <td>40.58%</td> <td>37.75%</td> <td>34.24%</td> <td>27.77%</td> <td>38.48%</td> </tr> </tbody> </table> <p>veyo Healthcare Logistics</p>	Week of	Week of	Week of	Week of	Week of	Total	12/31	01/07	01/14	01/21	01/28		58.39%	40.58%	37.75%	34.24%	27.77%	38.48%		
Week of	Week of	Week of	Week of	Week of	Total																		
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			 <p>CONNECTICUT MEDICAID Trip Removals & Data Corrections February 6, 2018</p> <table border="1" data-bbox="1204 836 1752 901"> <thead> <tr> <th></th> <th>Week of 12/31</th> <th>Week of 01/07</th> <th>Week of 01/14</th> <th>Week of 01/21</th> <th>Week of 01/28</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Rate of Trip Removals & Data Corrections</td> <td>47.41%</td> <td>25.37%</td> <td>40.07%</td> <td>36.12%</td> <td>36.82%</td> <td>36.49%</td> </tr> </tbody> </table> <p>Attached is the current weekly reporting - DSS Weekly Ending 2018-02-17. See page 10 - Cancellation Rate, page 11 - Cancellations by Source, page 12 - Cancellations by Reason, page 13 - Trip Removals & Data Corrections.</p> <p>From a policy and procedures perspective, trips are cancelled through a variety of ways – the member, the facility/provider, and through Veyo’s data integrity processes. Trips cancelled through the member, a facility, or a provider are not investigated further.</p> <p>Our data integrity efforts are completed in accordance with the policy</p>		Week of 12/31	Week of 01/07	Week of 01/14	Week of 01/21	Week of 01/28	Total	Rate of Trip Removals & Data Corrections	47.41%	25.37%	40.07%	36.12%	36.82%	36.49%		
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Rate of Trip Removals & Data Corrections	47.41%	25.37%	40.07%	36.12%	36.82%	36.49%													

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			<p>outlined in Veyo_Command Center_004 Member Non-Compliance. The Data Integrity team runs a weekly report to identify members who have trips identified as excessive No Shows as defined in the policy. The team will contact each member to inform them of Veyo’s No Show policy, verify that the information we have for the member is accurate, and inform the member that future trips must be booked one at a time unless the member provides a valid reason why the no show occurred. A letter will also be mailed to the member regarding this information. The member will not be able to book standing orders until the member can show 6 consecutive completed trips from the time the member was identified as a “Chronic No Show.”</p> <p>In any event where a trip was cancelled in error, the procedures for rebooking that trip are the same as any other “urgent trip” procedures outlined in CC-ConnecticutAccountGuidelines-310118-0607. This document and all supporting examples/screenshots are maintained on the company intranet – Veyopedia – that is accessible by all employees at any time. Veyo continues to document reasons for each trip cancellation as shown in the weekly DSS reporting, attached, page 12.</p> <p>Veyo will provide a public facing document that demonstrates the process through which an NEMT trip is fulfilled, starting with the member’s request through the completion of the trip. This Trip Life Cycle document will be provided to DSS by March 9, 2018.</p> <p>In summary, measures taken as outlined above as well as the updated DSS weekly reporting differentiating between actual trip cancellations versus trip removals and data corrections have decreased the percentage of trip cancellation.</p>		

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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> <p><i>Contract Citation: Section VI Transportation Performance Standards, Section VI.1.</i></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. ● This information shall be submitted to the Department on a weekly basis until further notice. 	<p>February 23, 2018</p> <p>Veyo delivered January monthly reporting to DSS on February 20, 2018, which included transportation provider metrics. See attachment DSS Monthly Reporting Package - January 2018, page 29 - Late Trip Count by Provider, and page 49 - Substantiated Grievances by Provider.</p> <p>On-time performance is measured by either the Veyo app, through data integration with designated provider systems (e.g. autocab), or through confirmation of specific pickup times by the transportation provider when they finalize the trip in the Veyo portal.</p> <p>Complaints from members, facilities, hospitals, and advocates related to transportation provider performance/services are reviewed and as a result, performance by specific providers are monitored for contract compliance. The first two providers to show unacceptable trends were Ace Transportation and Yellow Cab. Our initial, corrective action was to review procedures with the provider and cut their capacity by approximately 10%. Serious complaints (drivers demanding cash on the B Leg trips) continued with Yellow Cab and their capacity was dropped to only urgent trips as a back-up provider. Concurrently, members were moved as quickly as possible to those providers who had proven to be the most reliable.</p> <p>Veyo and the transportation providers understand the importance of dialysis and other urgent trips. During the launch, the delay in many of the dialysis trips was based on the fact that the return trips were transmitted to us as will call returns and not designated pickup times.</p>	<p>February 20, 2017 - Monthly Reporting with provider metrics.</p> <p>March 1, 2018 - Provider Accountability Plan begins</p>	

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			<p>Scheduled trips under these categories are set up following the regular procedures. Any issues are treated as urgent trips and special attention is paid to these categories on holiday, inclement weather days, etc.</p> <p>A key role in dealing with urgent trips is the clinical coordinator position and even with the assistance of DSS with recruiting sources, these positions were not filled as quickly as we planned and a backlog of those requests did occur; however, this did not slow down the process as the contact center booked all trips using a courtesy exception. That backlog is significantly reduced and we added additional resources to get all the documents processed. These efforts will resolve the issue of assigning long-term exemptions to members with static needs.</p> <p>Transportation Provider Metrics (Accountability and Credentialing)</p> <p>The Provider Accountability Plan is designed to track the quality of Transportation Providers in Veyo's network. The bullets below identify the Key Performance Indicators (KPI's) Veyo holds Transportation Providers accountable to. We use our analytics to measure each provider's performance based on the contractual obligations we have. These KPI's will be utilized by Veyo to report areas of success and areas for improvement on a daily basis. Corrective actions will be implemented at least monthly if providers do not meet the KPI's. Corrective Action examples include trip volume reduction, a 5% payment penalty, or termination of the partnership. Provider</p>		

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			<p>Accountability is calculated on a month by month basis and will start on March 1, 2018.</p> <ul style="list-style-type: none"> ● Less than 0.1% Substantiated Grievance Rate (Substantiated Grievances/Completed Trips) ● At least 95% on-time performance (On-time Trips/Completed Trips) ● At least 95% trip acceptance (Accepted trips/Trips Offered) ● At least 95% of trips offered 48+ hours in advance are confirmed at least 48 hours in advance (Operator Confirmed to Pick-Up) ● Provider will, with seventy-two (72) hours' notice, fully support Veyo's credentialing, recredentialing activities, driver and/or vehicles files and making vehicles available for physical inspection. <p>Corrective Action to ensure Compliance</p> <p>The following describes the specific progressive actions taken to ensure compliance by transportation providers.</p> <ul style="list-style-type: none"> ● 1st Offense: Provider will be given a verbal warning via email. ● 2nd Offense: Provider will be given a written Corrective Action Plan describing their action and agreeable timelines for improvement. Trip volume may be reduced or eliminated until improvement is made, and a 5% payment penalty for the affected 		

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			<p>month may be assessed.</p> <ul style="list-style-type: none"> 3rd Offense: Provider may be given a written 30 day notice that the contract will be terminated with Veyo. <p>Collectively, monitoring on-time performance by providers, resolving complaints related to provider on-time performance, and directly managing providers using KPIs and appropriate corrective actions are all designed to address the concern related to pickup wait times and improve performance in this area.</p>		
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</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. 	<p>February 23, 2018</p> <p>Many of the factors affecting the wait time issue, also affect will call trips. Early issues were encountered with electronic data from the previous broker where scheduled return trips were not communicated.</p> <p>As part of the standard training for all agents, they are trained to ask if there is a known return time and they go through exercises on both scheduled and on-request trips. See page 6-10 of the Instructor Guide included (Upon Request and Scheduled).</p> <p>Call center agents document provider address including the suite number during trip scheduling. The suite number can be entered when the agent adds the address to the member’s profile on the location tab. While scheduling a trip from the landing page, the agent can enter the suite number in the driver details.</p>	<p>March 5, 2018 - Center of Excellence QA Program begins</p>	

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	<p>member is ready.</p> <p><i>Contract Citation: Section VI Transportation Performance Standard. – Section VI.4.</i></p>		<p>As indicated in the response to section Veyo Member Services Center Staff Trainings (Section I – Administration, Section I.4; Section II, Member Services Center - Section II.2.D; and II.2 K 6. Veyo Member Services), agent performance is continuously monitored per the Center of Excellence QA Program to ensure compliance with contract standards.</p> <p>The detailed instructions used by agents to determine will call and scheduled return trips and individual agent performance monitoring are expected to address and improve performance.</p>		
1	<p>Subcontractors</p> <p>The Contractor shall have corrective action procedures in place to address the behavior of their subcontractors. These policies 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</i></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. ● Document for the Department how Veyo will fulfill its Compliance Event Reporting and Corrective Action Process Standard Operating Procedure, as 	<p>February 6, 2018</p> <p>Specific actions were discussed above.</p> <p>Subcontractor training on performance standards as outlined in the Provider Agreement and Provider Manual (Exhibit A of the Agreement) is completed during the credentialing process.</p> <p>Veyo immediately responds to any urgent issue (accident, violence, sexual misconduct, minors) by contacting the provider and immediately suspending drivers until the investigation is completed.</p> <p>Veyo’s overall Corrective Action Procedures are outlined in Veyo_Compliance_009 Compliance Event Reporting and Corrective Action Process v4 and Veyo_Compliance_009_3 Corrective Action Plan v2.</p>	<p>February 13, 2018</p>	

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	<i>Policies and Procedures Manual, Section IX.1.F and G.</i>	<p>it relates to the problems that have been encountered in the first two weeks of operation.</p> <ul style="list-style-type: none"> ● Provide for the Department documentation that all transportation subcontractors are receiving timely training on trip protocol. 			

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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. 	<p>February 23, 2018</p> <p>Currently all incoming call volume routes through inContact (our cloud-based contact center solution and telephony provider)</p> <p>During hours of operations, the calls flow to any associate who is trained on CT Protocols. During after hours support, the calls flow seamlessly to our afterhours team in our AZ location. The workforce management team monitors phone performance, as described in the Veyo_CSC_014 Contact Center Service Factor Management policy and the Service Factor Guideline and Action Plan. Service factors between 1-5 are defined using specific metrics for each level. Each level then corresponds to required management actions to take to address the specific need identified. Service factors are monitored on an hourly and daily basis. It is intended to adjust workforce allocation based on real time needs, including monitoring that calls seamlessly rolling over after hours.</p> <p>The after hours protocols are included in CC-ConnecticutAccountGuidelines-310118-0607.</p>	February 23, 2018	
2	<p>Complaint Report</p> <p>The Contractor shall submit</p>	<ul style="list-style-type: none"> Document for the Department Veyo's procedure for reporting 	<p>February 25, 2018</p> <p>As of February 25, 2018, we have received approximately 913</p>	February 25, 2018 - Complaint Report	

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Priority Level	Problem Area	Corrective Action Steps to Be Taken by Veyo:	Update	Target Date	Completed
	<p>complaint data that identifies;</p> <p>A. The number and percentage of complaints compared to total number of trips provided;</p> <p>B. The number of complaints by provider;</p> <p>C. The number of complaints by category, as approved by the Department and including the aggregate number of complaints;</p> <p>D. Complaint resolution;</p> <p>E. Average length of time to resolve a complaint;</p>	<p>to the Department resolution of complaints.</p>	<p>grievances out of 366,308 trips (0.249%) and to date have resolved 454 of them. Of those resolved, 175 were resolved “in favor of the member” and 279 resolved “not in favor of the member.” Currently, the average resolution time for resolving a complaint is 10 days and 21 hours from the date it is received. This data is reflected in the document State of Connecticut - CAP, Complaints Report, 2.25.</p> <p>There is no difference between a grievance and a complaint. A complaint is defined as (Part 1. Definitions. Complaint) “Any written or oral communication to the Contractor from an individual expressing dissatisfaction with some aspect of the Contractor’s services, a subcontractor, a transportation provider or some other aspect of the service system.”</p> <p>We continue to work with our providers to improve their service performance levels. Their grievance rate is a KPI that is tracked, and monthly monitoring will start on March 1, 2018. Any provider that is not meeting KPI standards will require corrective actions based on the number of offenses, as stated above in response to section Pickup Wait Time. The highest grievance rates are specifically monitored by the local provider management team. This is designed to address and improve member experience with providers and decrease grievance rates.</p>		

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	<p>F. Additional information, including but not limited to specific complaints, as determined by the Department.</p> <p><i>Contract Citation: Section X, Monitoring Reports, Section X.5.</i></p>				
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</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. 	<p>February 23, 2018</p> <p>Copies of all CT account policies and procedures have been provided to DSS and approval was received on 2/16/2018 to post such policies on Veyo’s website. All CT account policies and procedures will be posted on Veyo’s website by 2/27/2018.</p>	February 27, 2018	

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	<i>Procedures Manual, Section IX.1.</i>				