



# Veyo | State of Wisconsin – Dept. of Health Services

June 1, 2023

# Agenda

- **Quarter 1, 2023 Quick Stats**
- **Highlighted Discussion Topics**
- Introduce Minor Transportation Manager
- Federal Public Health Emergency Unwinding Updates
- Awareness and Discussion: MTM Link Transition
  - Branding Transition
  - Technology Transition
  - Implementation Plan: Outreach and Training Discussion
- Veyo Gas Mileage Reimbursement review
- **Ops Update**
  - Quality Assurance
    - Complaint Categories
    - Complaint Volume and Ratio by County
  - Unsuccessful Trips, Volume and Ratio by County
  - ETO Activities through Wisconsin
  - Transportation Network
  - Call Center
- **Appendix**

# Quick Stats Q1 2023

37K

Members  
Scheduled

805K

Completed  
Trips

268K

Average Completed  
Trips Per Month

2,176

Vehicles

254

Transportation  
Providers Contracted

252

Independent Driver  
Providers Taking Trips

45K

Trips Booked  
Through RideView

5K

Trips Booked In  
Member Portal

305K

Calls  
Taken



Highlighted Discussion Topic

Federal Public Health Emergency Unwinding

# Medicaid and BadgerCare Plus Renewals

Wisconsin Medicaid and BadgerCare Plus renewals process began April 1, 2023

- Anyone who applies for BadgerCare Plus or Medicaid on or after April 1, 2023, will be subject to normal program rules
- Members enrolled as of March 31, 2023, remain covered until they complete their renewal, unless they are no longer a WI resident or ask to leave the program



# Member Notification

- Most members received a letter in late March 2023 highlighting their assigned renewal month
- Members will be mailed a renewal packet with instructions the month before their assigned renewal month
- Members should start the renewal process as soon as they get their packet to avoid a delay or gap in coverage

# Refreshed Renewal Webpage

- What to expect
- How to complete a renewal
- Link to renew online
- Enrollment renewal fact sheet (English, Hmong, and Spanish)



[www.dhs.wi.gov/renew](http://www.dhs.wi.gov/renew)

**Wisconsin Medicaid Members**  
**Keep Your Health Benefits**

If you get Wisconsin health care benefits (such as BadgerCare Plus, Medicaid, or MAPP), you must **renew your enrollment once a year.**

**What to Expect at Renewal Time**

-  We'll send you a letter about one month before your renewal is due. For example, if your renewal is due in October, you will get a notice in September.
-  You may need to update the information we have on file. This may include your household details, income, and assets. You may be asked to submit proof later.
-  Your local agency will review your renewal and follow up if they need more information. Then, you will get a letter that tells you if your benefits are changing.

**Completing your renewal**

The easiest way to renew is online through your ACCESS account. Log in or set up an account at [access.wi.gov](http://access.wi.gov).

To renew by mail, complete and return your renewal packet.

You can renew by phone or in person through your local agency. Find your agency at [dhs.wisconsin.gov/forwardhealth/imagency/index.htm](http://dhs.wisconsin.gov/forwardhealth/imagency/index.htm).

Visit [dhs.wisconsin.gov/forwardhealth/renewals.htm](http://dhs.wisconsin.gov/forwardhealth/renewals.htm) for more information.

 If you do not complete your renewal by the due date, your benefits will end. Free, expert help for completing your renewal or getting other benefits is available at [WisCovered.com](http://WisCovered.com). Or, call 211 to find a local navigator.

P-10049 (01/2023)

# Watch, Read, Act

Important information about renewals for BadgerCare Plus and Wisconsin Medicaid programs is **coming soon!**



**Watch** your mailbox  
**Read** letters from the state  
**Act** by your deadline

A **renewal** is when you provide updated information about your household, income, and more. Renewals have been paused for the past three years due to COVID-19. **Now they're back.**

## Get ready

- 1** Update your contact info and check your renewal due date. Log in at [access.wi.gov](https://access.wi.gov) or use the MyACCESS app.
- 2** **Watch** for and **read** mail from the Wisconsin Department of Health Services, including your renewal packet.
- 3** **Act** when your renewal window opens, about 45 days before your due date. Don't renew early!



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of HEALTH SERVICES



P-03402 (03/2023)



# Use Your Benefits

**Don't delay medical care!** While your program membership continues, use your benefits. For example, if you have BadgerCare Plus, you can get vaccines, medical check-ups, and prescription refills. You can use mental health services, too. Learn more about [what's covered](#).

Have you been on BadgerCare Plus or Medicaid at any time since March 2020?



**You still have benefits.**

Get the **MyACCESS app** and allow push notifications so you don't miss a thing.

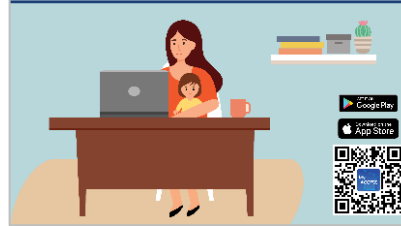


## Did You Know?

If you've been enrolled in BadgerCare Plus or Medicaid at any time since March 2020, you still have benefits.



Check your benefits at [access.wi.gov](https://access.wi.gov) or get the free MyACCESS Wisconsin app today!



BadgerCare Plus members:

## Use your benefits to stay healthy

Are you a member of BadgerCare Plus who joined the program before March 31, 2023? If so, your benefits will continue at least through your next renewal or reapplication due date. In the meantime, be sure to **keep up with your care**.



- ▶ Schedule an appointment for a check-up
- ▶ Get vaccines to prevent COVID-19, the flu, and more
- ▶ Update your prescriptions and get them refilled
- ▶ Seek out mental health services for extra support
- ▶ Go to urgent care if you are sick or the emergency room in a crisis



- ▶ Update your address with the state through your ACCESS account [access.wi.gov](https://access.wi.gov) or get the MyACCESS app
- ▶ See what other services are covered under BadgerCare Plus [dhs.wi.gov/badgercareplus/services.htm](https://dhs.wi.gov/badgercareplus/services.htm)
- ▶ Make sure children under 21 get their HealthCheck preventive care [dhs.wi.gov/forwardhealth/healthcheck.htm](https://dhs.wi.gov/forwardhealth/healthcheck.htm)



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of HEALTH SERVICES

P-03175 (03/2023)

# Member Rights

- Members have the right to appeal a decision made about [their benefits. The Request for Fair Hearing form is available online.](#)
- If the request is received before the decision takes effect, the benefits of the person requesting the hearing will not stop or be reduced while a hearing is pending.
- If the hearing determines that the decision was correct, the person who requested the hearing might have to repay their benefits.

# Communications

DHS is partnering with Veyo/MTM to communicate about renewals

- Updates on DHS' website and Veyo/MTM's website
- Announcement in Veyo/MTM's phone system
- QR Codes in Veyo/MTM drivers' vehicles

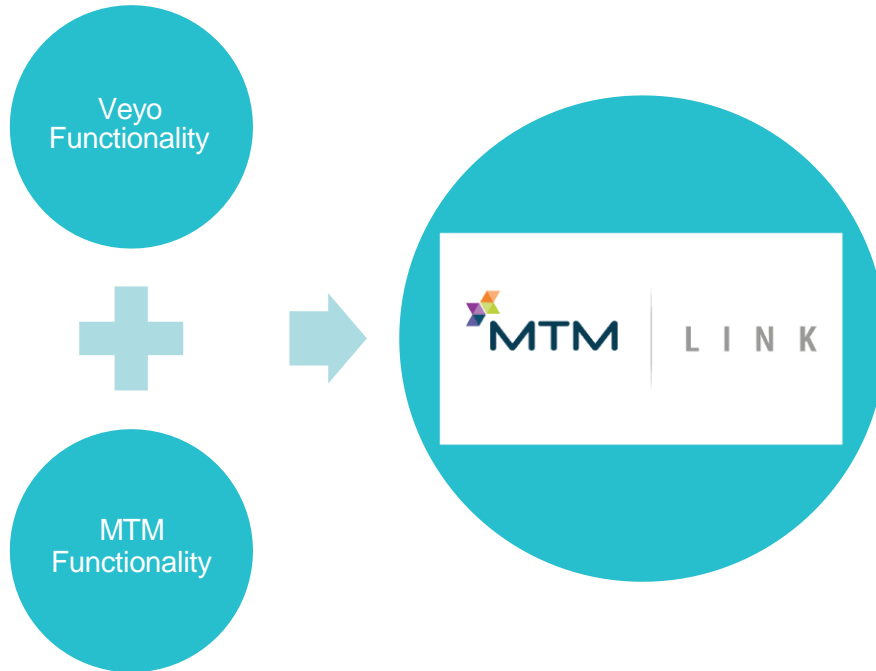




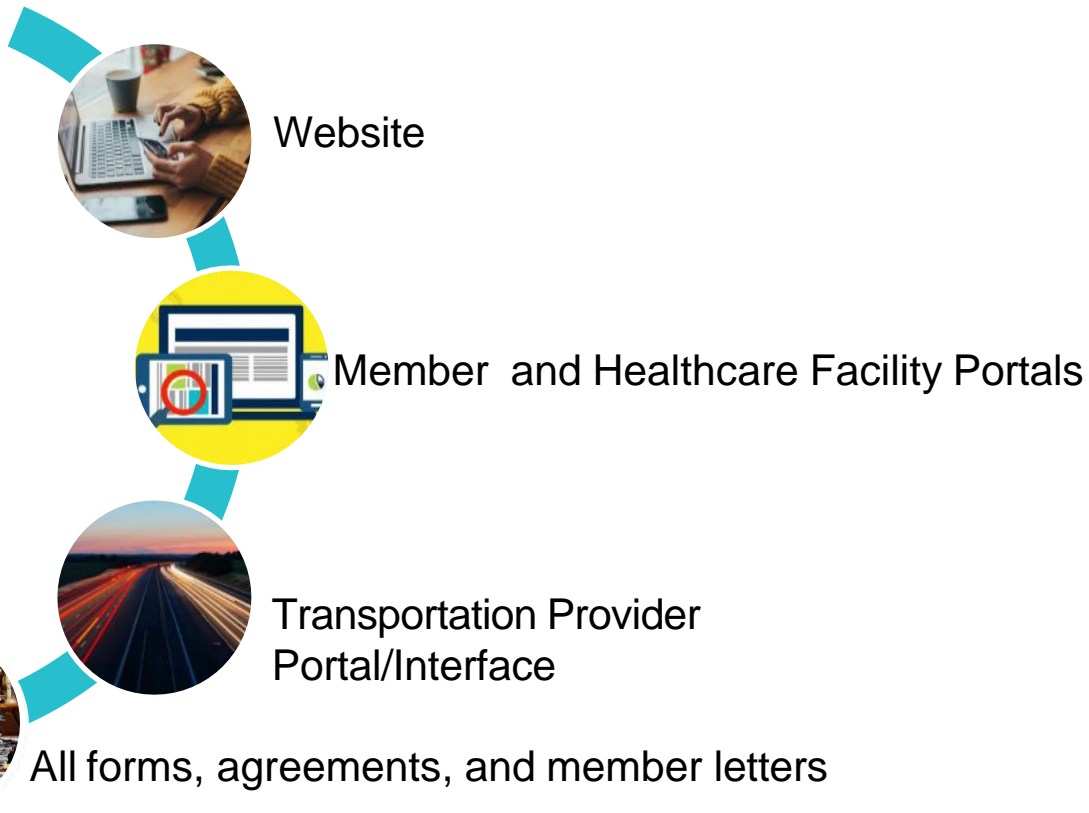
Highlighted Discussion Topic

MTM Link Discussion

# Veyo Systems Update: MTM Link Discussion



# Branding Transition



# Technology Transition

- Same reservation phone number
- Same Wisconsin team
- Access to the updated web-page will be available through an automatic redirect
- Access to the updated web-page will be available through an automatic redirect

No  
Change




- Interfaces for members, facilities, and transportation providers
- Updated transportation provider work-flow
- Integrated suite of systems which will improve first-call-resolution
- Dynamic dispatching logic with robust decision which will improve member consistency with transportation providers

Key  
Difference



# Implementation Plan: Outreach and Training Discussion



Members and Advocates	<ul style="list-style-type: none"><li>• SMS Text messaging to members</li><li>• Outbound dialer calls to members</li><li>• Call Center Scripting promotion</li><li>• User guides posted to web page</li><li>• Member town hall meetings</li></ul>
Healthcare Facilities	<ul style="list-style-type: none"><li>• Phone and email outreach</li><li>• Training town halls</li><li>• Facility brochure reference</li><li>• Technology user guides</li></ul>
Transportation Providers	<ul style="list-style-type: none"><li>• Phone and email outreach</li><li>• Training town halls and presentations</li><li>• Independent Driver Provider (IDP) town halls</li><li>• IDP specific email outreach</li></ul>

*What other ideas should we consider?*





Highlighted Discussion Topics

Gas Mileage Reimbursement Review

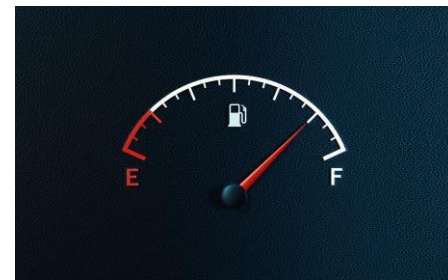
# Gas Mileage Reimbursement (GMR)

Most GMR claims are processed without incident, however, members *may* experience delayed reimbursements when claim information is:

- Incomplete
- Inconsistent with the booked trips
- Incorrect

Some best practices include:

- Book trips in advance of trip date
- Confirm your bank account number and routing number are correct
- Ensure your contact information (name, address, phone numbers) is up to date with ForwardHealth and Veyo
- For faster GMR processing, submit claims online at [wi.ridewithveyo.com](https://wi.ridewithveyo.com)



# Gas Mileage Reimbursement (GMR)

## Reimbursement Trip Log

- A signature from a healthcare provider is required on trip log.
- Appointment Date and Time are required on trip log.
- Trip Numbers are no longer required on the form.

## Additional ways to submit the Trip Log

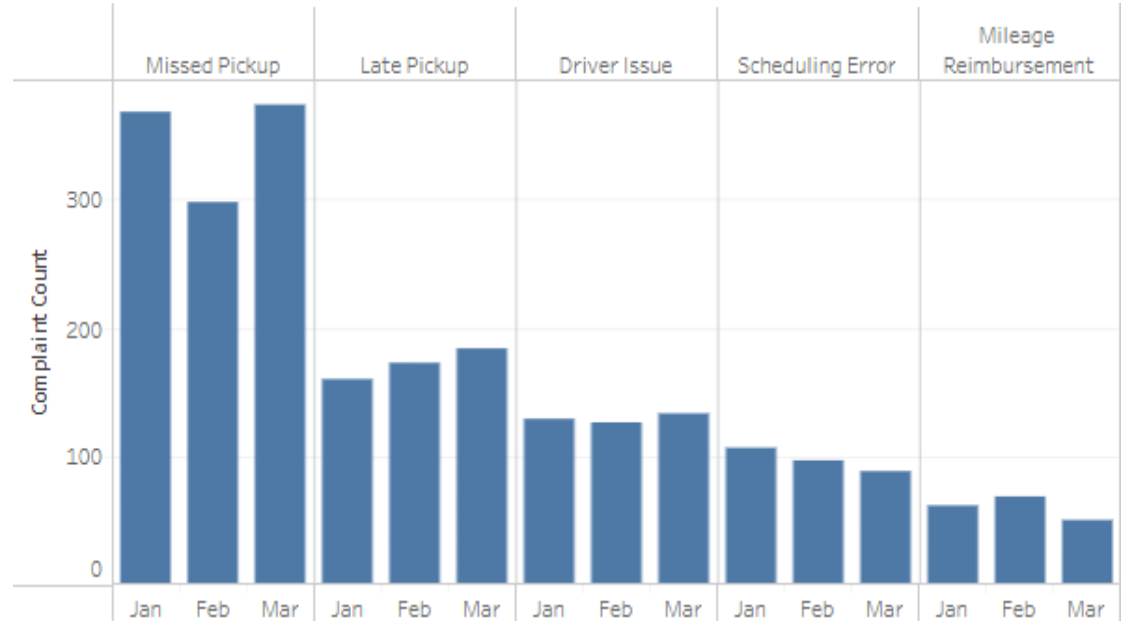
- The trip log can be submitted via fax, mail, and new online submission through Veyo's Wisconsin website at [wi.ridewithveyo.com](http://wi.ridewithveyo.com).

A photograph of a middle-aged Black man with a goatee, smiling broadly while driving a car. He is wearing a light blue button-down shirt and a watch on his left wrist. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred view of trees and a building through the car window.

# Operations Update

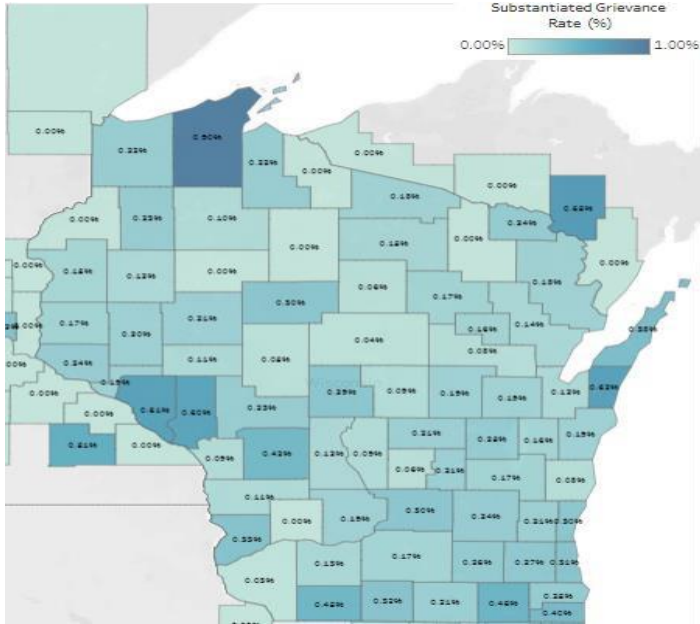
# Top Five Complaint Reasons for January-March 2023

- In Quarter 1, Veyo received 2,946 complaints, of which 1,896 complaints were substantiated.
- The complaint rate improved slightly from .38% in 2022 Quarter 4 to .37% in 2023 Quarter 1.
- The ratio of unsuccessful trips per 1000 successful trips improved slightly from 1.19 in 2022 Quarter 4 to 1.18 in 2023 Quarter 1.

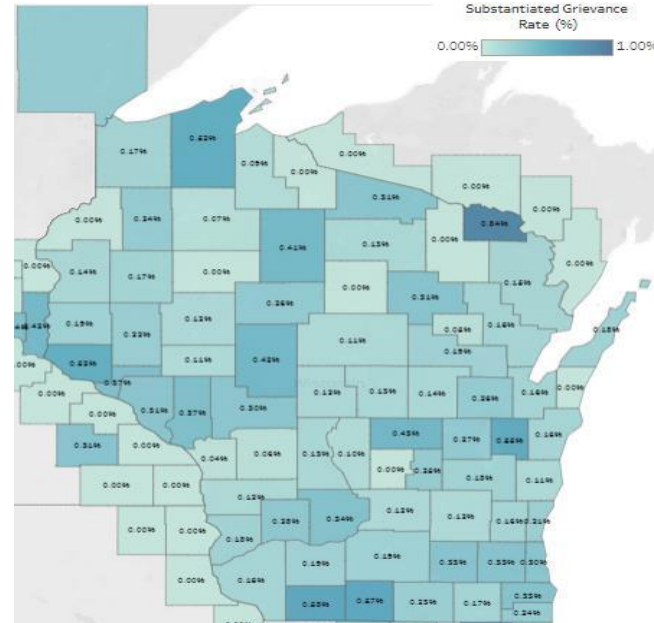


# Quarterly Complaint Rate Comparison

## Q4 2022 Complaint Rates



## Q1 2023 Complaint Rates



**Substantiated Complaint Rate:** Substantiated complaints divided by the number of completed trips.



# Education Training and Outreach

The Veyo Education Training and Outreach (ETO) team meets regularly with stakeholders throughout the state.

During these meetings, our team shares resources and information about the NEMT program including the Veyo Member Portal and RideView Facility Portal.

Veyo also uses the time before/after meetings to conduct Unannounced Vehicle Inspections on vehicles arriving at facilities

**If you are interested in scheduling a site visit or receiving educational materials and resources, please reach out to ... [Jliegeois@mtm-inc.net](mailto:Jliegeois@mtm-inc.net)**

## **Groups ETO regularly meets with**

- *Western Region Transportation Work Group*
- *Governor's Committee for People with Disabilities*
- *Davita*
- *Fresenius*
- *Advocate Aurora Psych*
- *Winnebago Mental Health*
- *Marriage and Family Health Services*
- *And many more...*



# Transportation Network

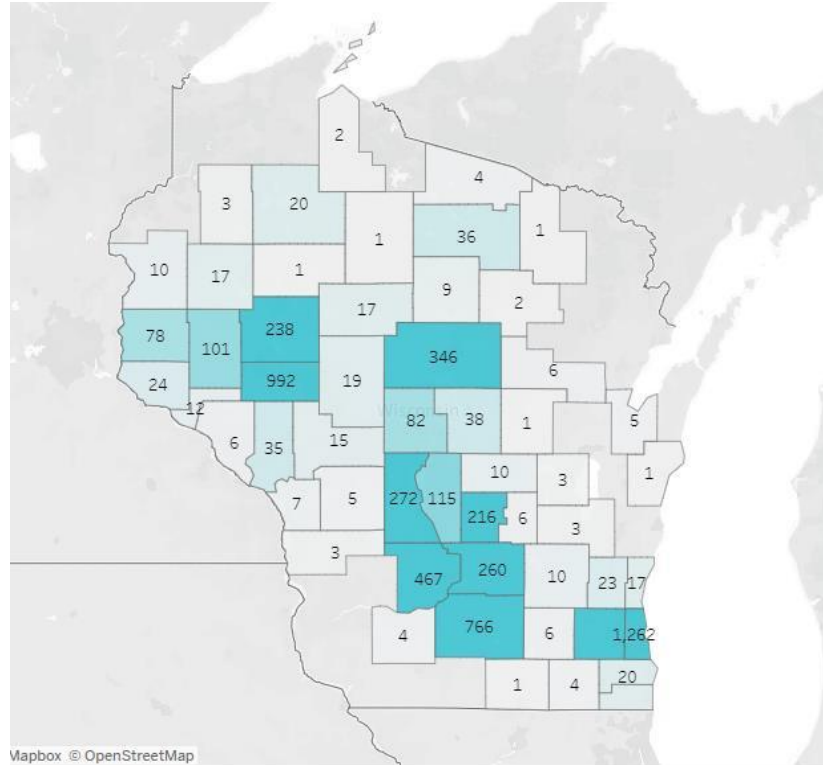
## Common Carriers

The county level information in the map includes:

- Trips taken by Operators onboarded Q1 2023
- Ambulatory Trips Only

### Actions Being Taken

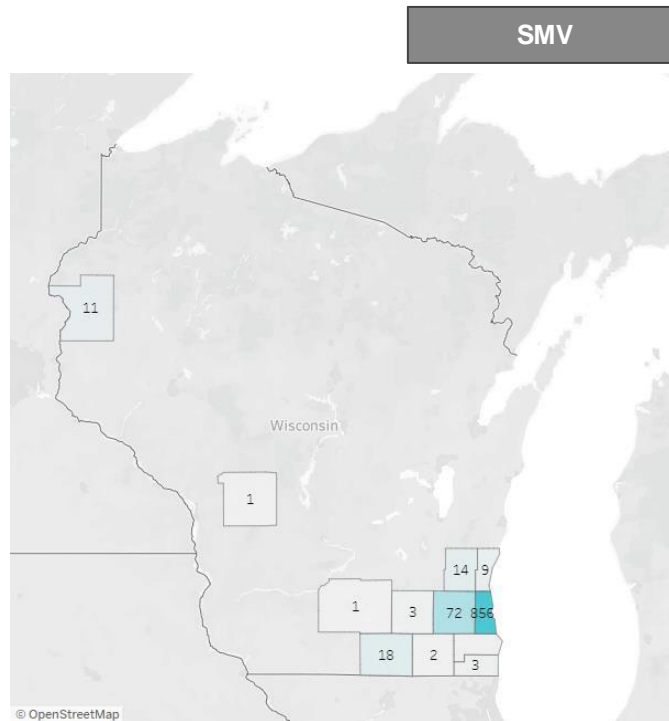
- Continued Contracting
- IDP Recruitment
- Capacity Utilization



# Net New Specialized Medical Vehicle (SMV) Providers for Q1 2023

This map illustrates the number of SMV trips provided by net new operators onboarded in Q1 2023

- SMV providers currently available to travel to nearby counties while we continue to build the SMV network.
- We engage daily with providers to further add these specialty vehicles to the state network.



103

Statewide SMV Providers

8

New SMV Providers in Q1 2023

# Call Center Update

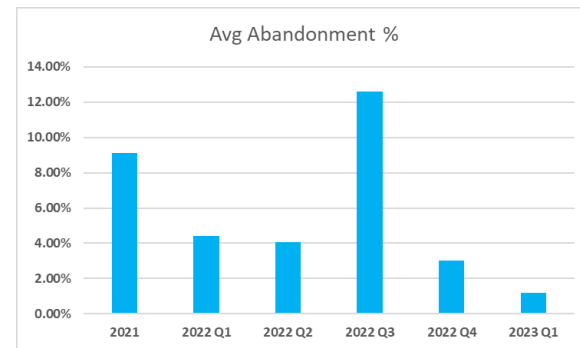
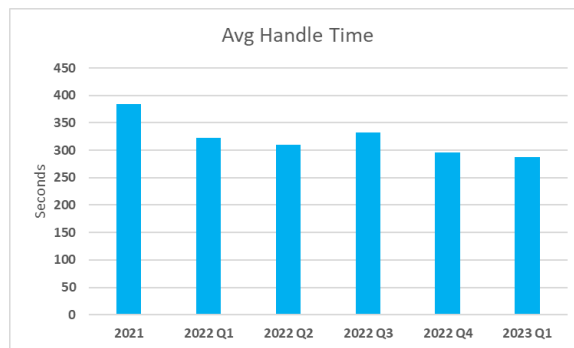
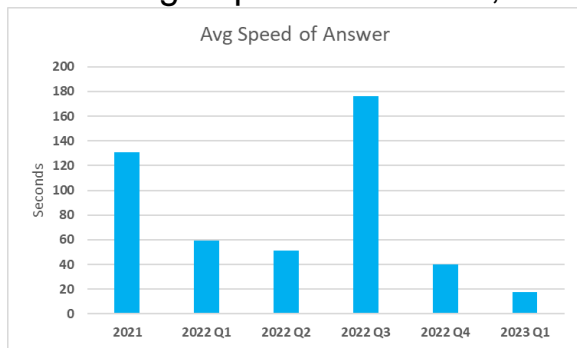
2022-2023: Q4 (Oct-Dec) to Q1 (Jan-Mar)

- 80% Decrease in hold time from 7:00am - 9:59am (~33 sec reduction)
- 84% Decrease in hold time from 10:00am – 1:00pm (~36 sec reduction)
- 55% Decrease in daily average hold time (~22 sec reduction)
- 3% Decrease in talk time (~8 sec reduction)
- 5% Increase in calls answered within 4 minutes (~52k call increase)
- 60% Decrease in abandoned calls (~4.5k call reduction)
- Total Calls: 305,143



# Call Center Update (cont.)

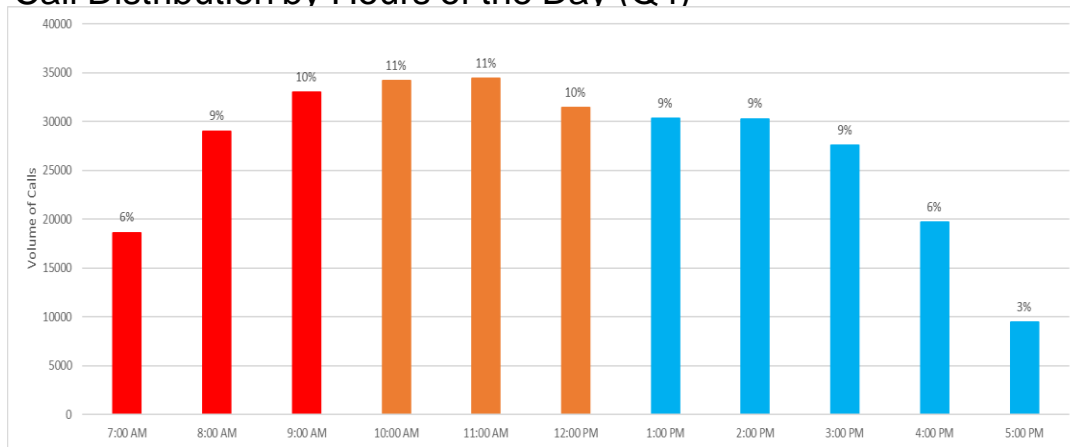
## Average Speed of Answer, Average Handle Time, Average Abandoned Calls



- Peak time averages mirror the daily averages above

# Call Center Update (cont.)

## Call Distribution by Hours of the Day (Q4)






\* Peaks 1 and 2 account for approximately 57% of all calls throughout the day

\*\* 6:00pm – 7:00am accounts for approximately 7% of all calls

## Call Distribution by Day of Week:

- Similar to the peak times, Monday is the peak day of the week
- Volume lessens throughout the week, resulting in more availability
- Very low volume over the weekend

### Key

-  Peak Interval 1
-  Peak Interval 2
-  Non-Peak Hours

# Call Center Wins and Opportunities

- **Wins**

- Higher retention of agents, leading to more experience
- Customer Satisfaction Survey ratings:
  - 2022 Q1: 90.6%
  - 2022 Q2: 90.5%
  - 2022 Q3: 91.5%
  - 2022 Q4: 91.8%
  - 2023 Q1: 80.7%

- **Opportunities**

- Availability - continuously working to expand the team and increase availability, especially during afterhours
- Quality assurance and customer satisfaction - continuously working with new and tenured agents to improve quality to exceed expectations



A photograph of a middle-aged Black man with a goatee, smiling broadly while driving a car. He is wearing a light blue button-down shirt and a watch on his left wrist. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred outdoor scene with greenery.

# Appendix

# Veyo Member Portal

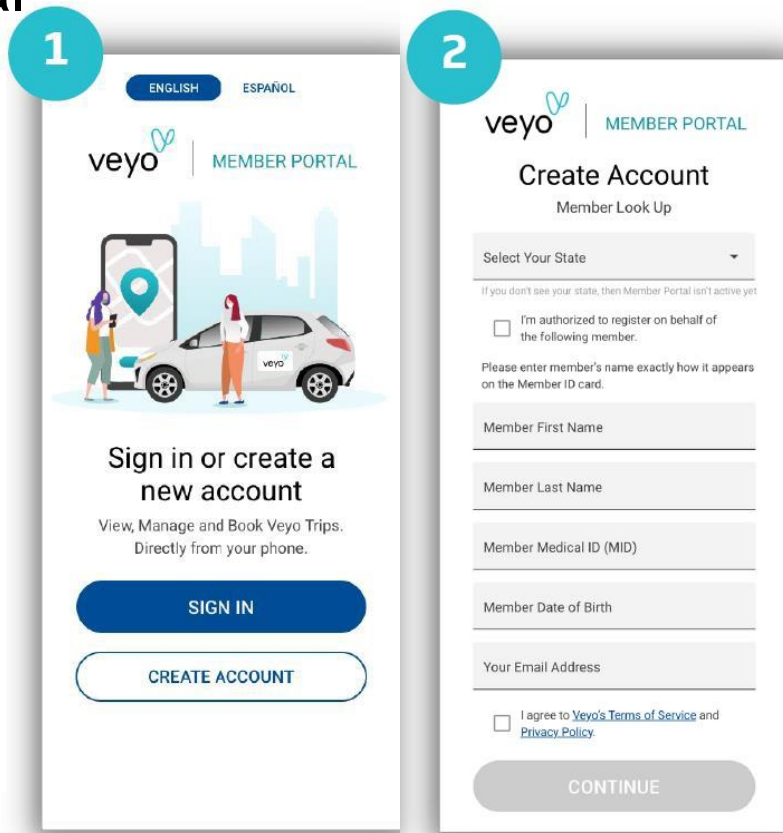
## 1 - Using the Member Portal

Go to [member.veyo.com](https://member.veyo.com) to access the Veyo Member Portal. Click 'Create Account' to create a new account or 'Sign In' if you already have an account.

## 2 - Creating an Account

The following information is needed to create an account:

- o Member First Name
- o Member Last Name
- o Member Medicaid ID
- o Member Date of Birth
- o Email Address - This email will be the username for future logins. Notices and updates will be sent to this email address. Please use an active email.
- o Password



Members can use the portal to book a routine ride from a list of their last five appointments (to the same health care provider at the same address).

Members  
have booked  
more than  
13,000 trips



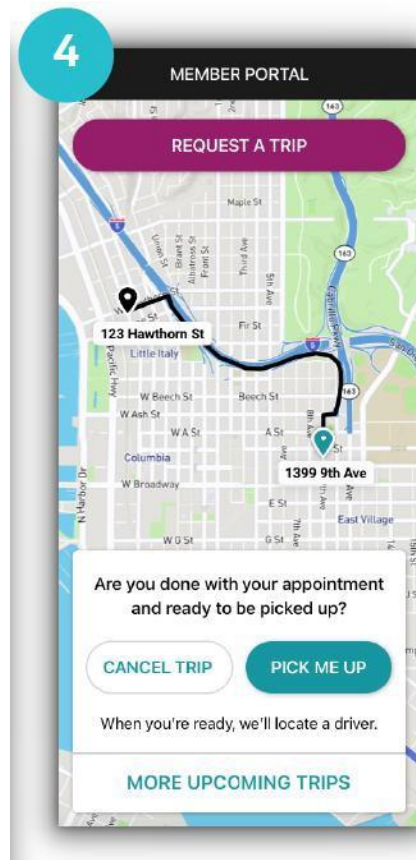
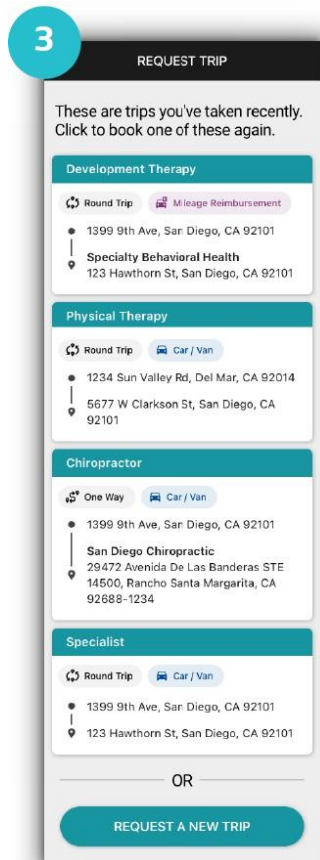
# Veyo Member Portal

## 3 - Requesting a Trip

When you are ready to book a trip, click on 'Request a Trip' on the home screen. You will see a list of trips that you have taken recently. (If you have not completed any trips recently, you will be guided to call Veyo to assist you with your first few trips.)

## 4 - Requesting a Ride Home

If your ride is a will-call ride, let us know when you're ready to go home by clicking 'Pick Me Up' on the trip screen.



# RideView Facility Portal

## STATISTICS

+12,000

Trips booked each day

+300

Facilities using RideView

+10,000

Registered users

## KEY FEATURES



### 1. REAL-TIME INFO

Real-time trip information including contact information and ETA.



### 2. TRIP INSIGHTS

Immediately access trip data for current and historical trips for any one of your facilities.



### 3. INTUITIVE USER DASHBOARD

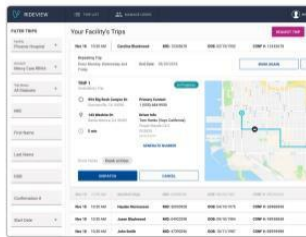
Easily schedule, re-book, and cancel trips in a matter of clicks.



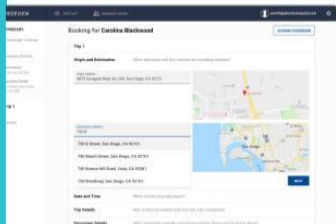
### 4. INSTANT BOOKING

Book future transportation for patients as they're in the facility.

## THE TOOL



VIEW TRIP DATA



REQUEST A TRIP

## Trips Booked in RideView WI

- Q1 2023 ~45,000 trips booked!
- Now over 500 Active Users in 2023
- Used in over 167 locations

Many new facilities are adding the RideView Portal in 2023.

Please reach out to our facility email to request information about the solution and to request training at your facility.

Contact [WIfacility@veyo.com](mailto:WIfacility@veyo.com) to learn more!

# Member Ombuds

Within the last quarter the Ombuds has assisted over 130 members, advocates, and HMOs. This quarter, common inquiries have included:

## **Grievance appeals or reviews**

Answer questions regarding original complaint resolution, to include additional education or escalation support for appeals. Assisting members in understanding complaint resolution decisions.

## **Gas Mileage Reimbursement**

Proper scheduling, submission options, and reimbursement timeframes.

## **Meals & Lodging**

Reviewing members submitted documents. Educating members on the required documentation such as distance verification forms, prior authorizations requirements, and more. Also assisting with connecting the members to the form processing team at Veyo.

## **Consistent Transportation Provider or Transportation provider concerns**

Actively reviewing and investigating members transportation provider concerns and communicating those Veyo leadership. This includes advocating internally on behalf of members by detailing the members experience and ensuring all concerns are properly documented for future reference.

# Veyo NEMT Contact Information

\*\*See New Phone Numbers

- Member & Health Providers Contact
  - Book Trips or Submit Grievances
  - Tel: 866-907-1493
  - Health Providers email: [wifacility@veyo.com](mailto:wifacility@veyo.com)
  - Transportation Providers Contact
  - Becoming a Transportation Provider with Veyo, Email: [providerswi@veyo.com](mailto:providerswi@veyo.com)
- Website: [wi.ridewithveyo.com](http://wi.ridewithveyo.com)
- Member Portal: [member.veyo.com](http://member.veyo.com)



**Jonathan Liegeois - ETO**

\*\* New Number 636-323-3874

[WIFacility@veyo.com](mailto:WIFacility@veyo.com)



**Que Hatchett - Member Ombuds**

\*\* New Number 636-674-6386



**Jennifer Anderson-  
Transportation Ombuds**

608-716-5619

[WITransportationOmbuds@veyo.com](mailto:WITransportationOmbuds@veyo.com)

A photograph of an older Black man with a goatee, smiling broadly while driving a car. He is wearing a light blue button-down shirt and a watch on his left wrist. The car's interior and a view of greenery outside are visible.

Thank You!