



Veyo | State of Wisconsin – Dept. of Health Services

March 2, 2023

Agenda

- **Highlighted Discussion Topics (order TBD by Veyo)**
 - Federal PHE Ending
 - Rescue Ride Process Reminder
 - Quality Assurance Spotlight
 - Member Feedback – Telephone and SMS surveys
- **2022 Year In Review**
 - Quick Stats
 - Electronic Monitoring/GPS Compliance
 - Trip In-Time Percentage
 - Unsuccessful Trip Volume
- **Stakeholder Questions**
- **Ops Update**
 - Technology
 - Transportation Network
 - Quality Assurance
 - Education Training and Outreach
 - Call Center
- **Stakeholder Questions**

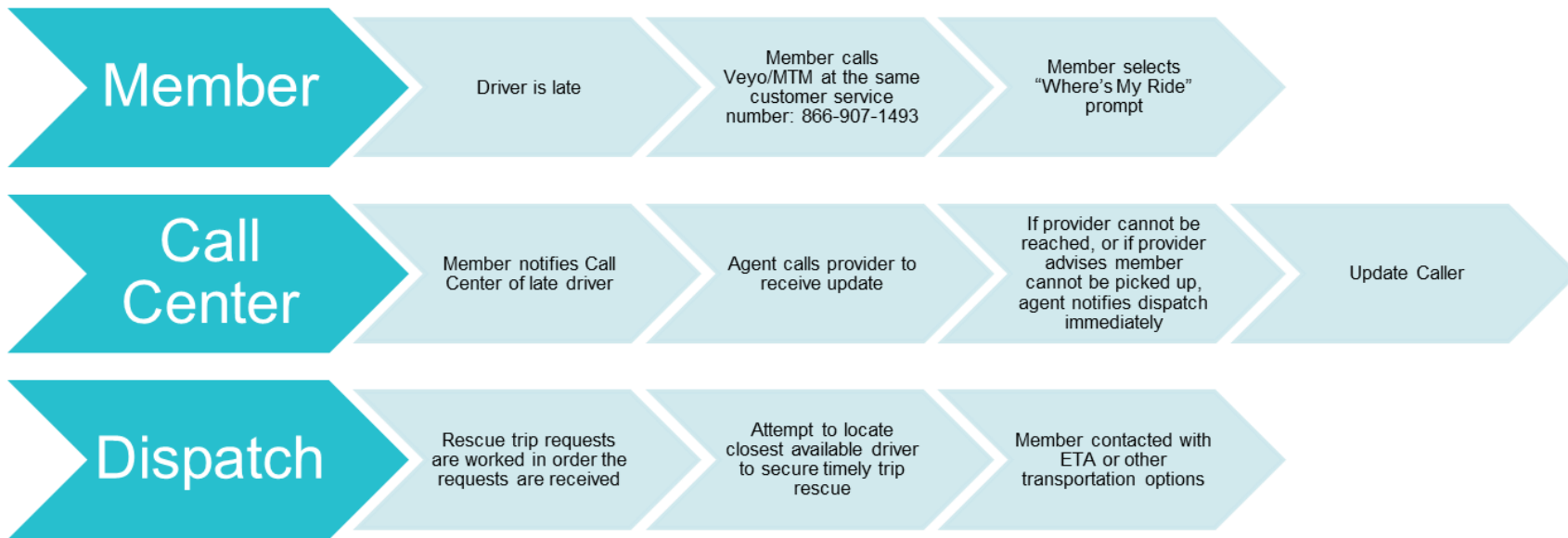


Highlighted Discussion Topics

Public Health Emergency Unwinding

- The federal government has announced they *intend* to end the federal Public Health Emergency (PHE) related to COVID-19 on **Thursday, May 11, 2023**.
- Permanent policy allows same day trips to be scheduled for testing, vaccination, and treatment of any illnesses related to an active PHE
 - Once the federal PHE related to COVID-19 ends, trips for COVID-19 testing, vaccination, and treatment must be scheduled in advance rather than as same day trips.
- Veyo/MTM, working with DHS, will communicate any changes to all stakeholders and members through various means in advance of the end of the federal PHE related to COVID-19.
 - DHS plans to use the Veyo website, Veyo's SMS system, and the call center to communicate this change to members.
 - Member communications will start in the 60-day period prior to the end of the PHE and will increase in the 10 days right before the end of the PHE.
 - Information for members will include what the change means for NEMT services and resources to learn more about changes related to the end of the federal PHE.

“Rescue Ride” Process Reminder



Quality Assurance Team

- QA Manager
- QA Supervisor
- QA Resolution Specialists

Second Review

- Member Ombudsman
- Transportation Ombudsman
- Member Services

Education, Training and Prevention

- Internal Education
- External Education

Quality Assurance Spotlight

Elements of Investigation

- Listen to Member Calls
- Member Statements
- Provider Statements
- Witness corroborating
- Drug Test
- Reinspection of Vehicle

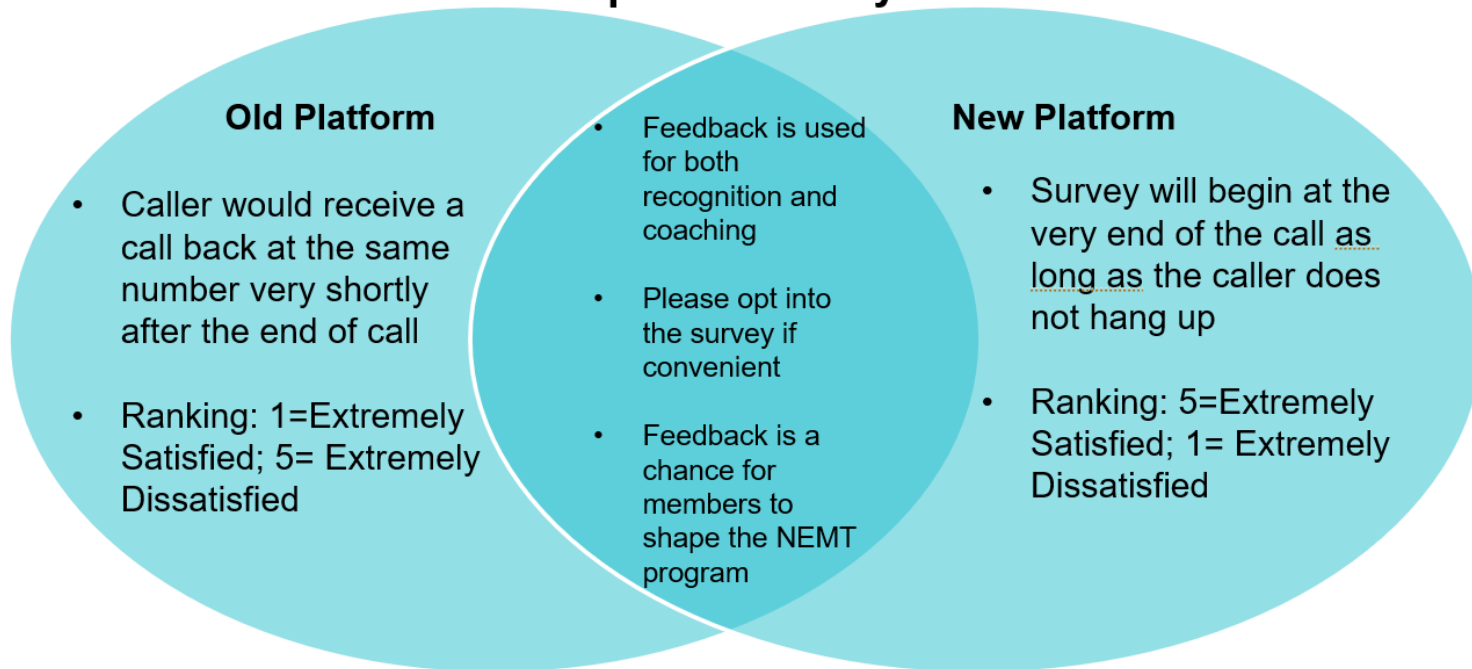
Resolution & Communication

- Member Letter
- Provider Action Planning



Member Feedback

Telephone Survey



Member Feedback (cont.)

- Telephone Survey Questions:

1. Do you feel the question or problem you called about today has been completely resolved?

2. How satisfied were you with our agent's courtesy and professionalism?

3. How satisfied were you with the ease of reaching our agent?

4. How would you rate the overall service provided by the phone representative?

Ability to leave voice comment if the caller would like

Member Feedback (cont.) - Driver Survey Scores

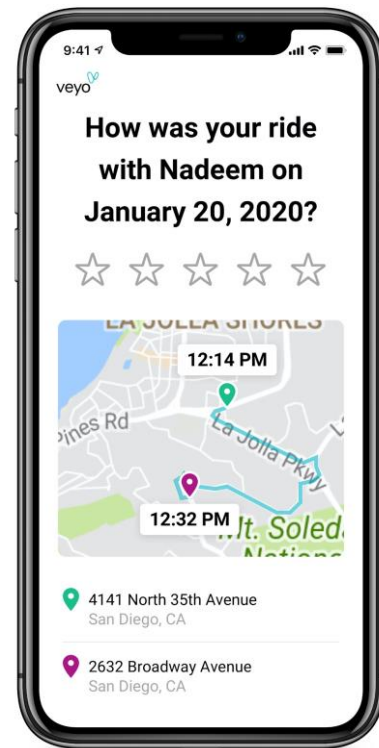
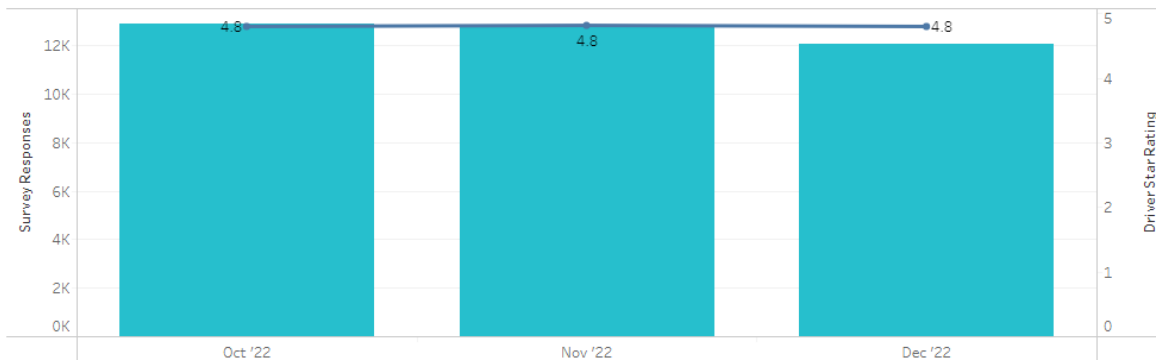
- Members are sent a SMS driver survey following their transportation.
- Riders are asked to rate their ride and provide direct feedback.
- Over the last quarter of 2022, drivers have scored an average of 4.8 stars out of 5.


WISCONSIN MEDICAID

Driver Star Rating



2/15/2023



A photograph of an older man with a mustache, 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 the view through the window are visible.

2022 Year in Review

Quick Stats Full Year 2022

67K

Members
Scheduled

3.1M

Completed
Trips

257K

Average Completed
Trips Per Month

3,385

Vehicles

315

Transportation
Providers Contracted

473

Independent Driver
Providers Taking Trips

120K

Trips Booked
Through RideView

17K

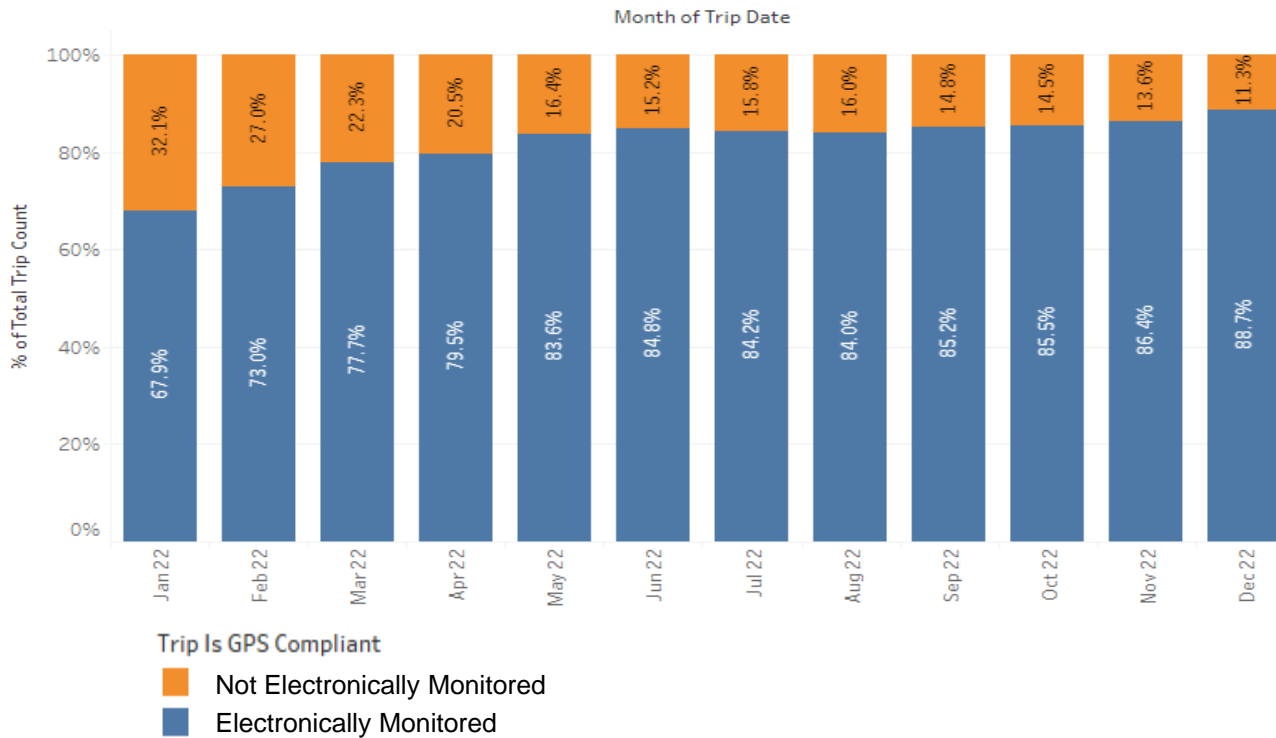
Trips Booked In
Member Portal

1.0M

Calls
Taken

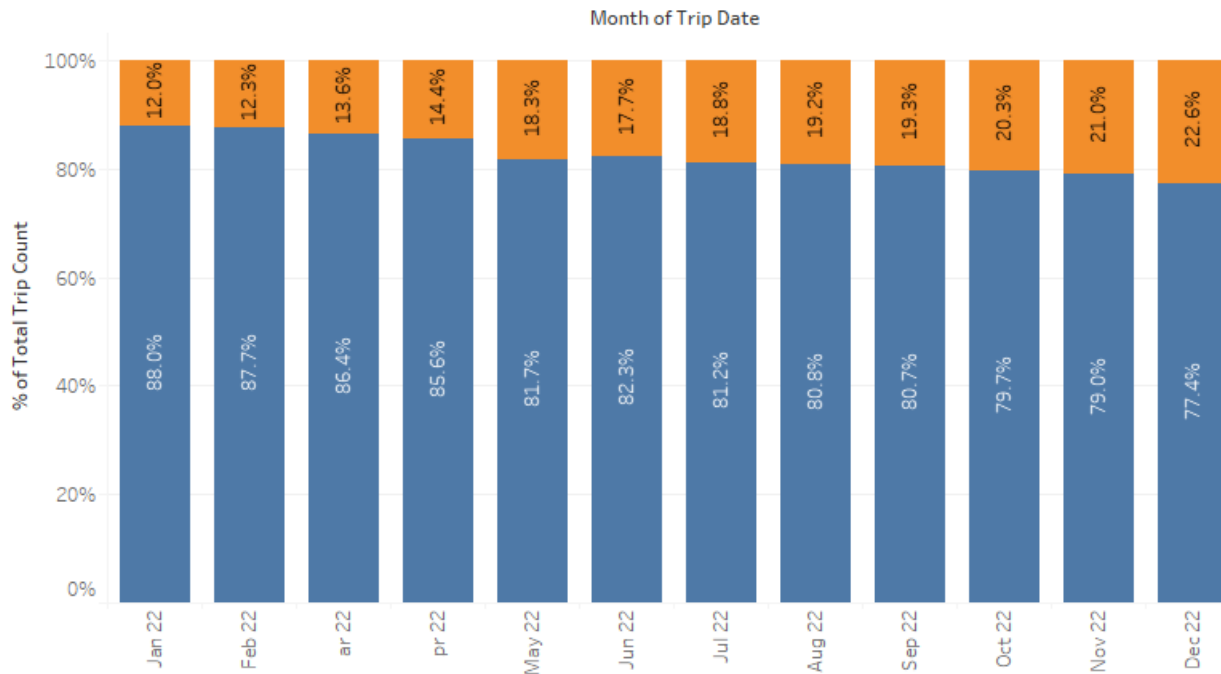
Electronic Monitoring / GPS Compliance

gps compliance month

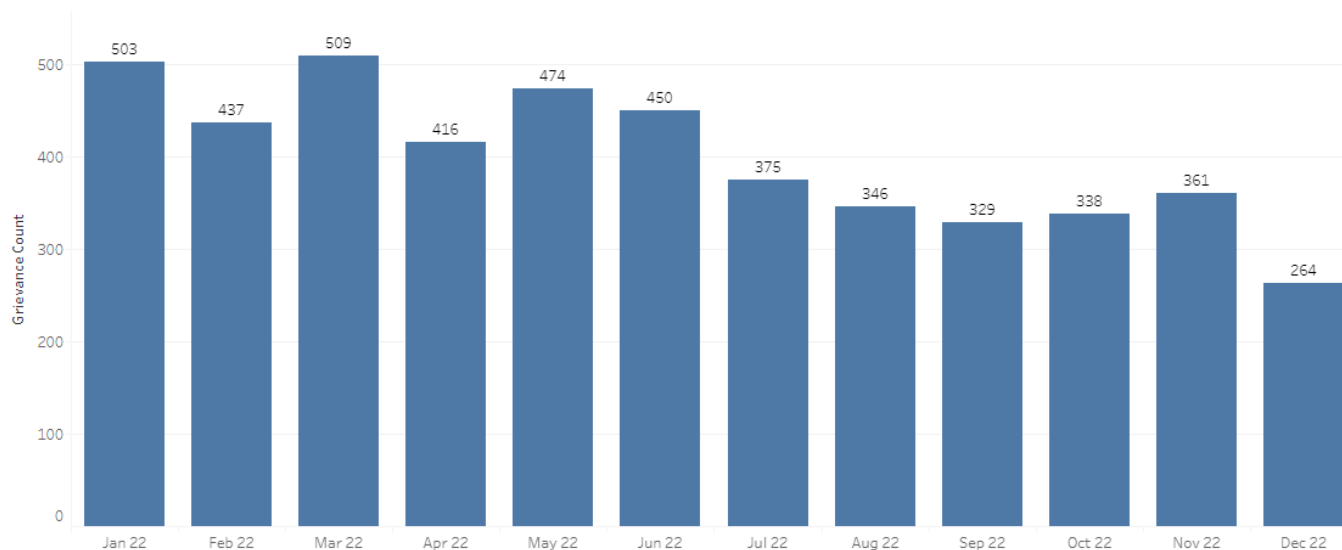


Trip On Time Percentage (%)

on time trips month







Unsuccessful Trip Volume



A photograph of a middle-aged Black man with a goatee, smiling while driving a car. He is wearing a light blue button-down shirt and a watch. The car's interior and the view through the window are visible.

Operations Update

Transition from Veyo Portal to MTM Link

- What**  All systems, including member, facility, and transportation provider interfaces will change from the Veyo Portal to the MTM system LINK
- Why**  The combined MTM/Veyo organization is actively leveraging the strengths from both organizations, combining them, and will use LINK as the base system to support all functions
- When**  The work is already underway, but it's yet to be determined when the changes will take place.
- What's First**  Communication, demonstration, and training. As we get closer to the actual change, the MTM/Veyo team will be creating informative materials and involving this group to develop education plans.

Member/Stakeholder awareness and understanding is at the forefront during this transition.

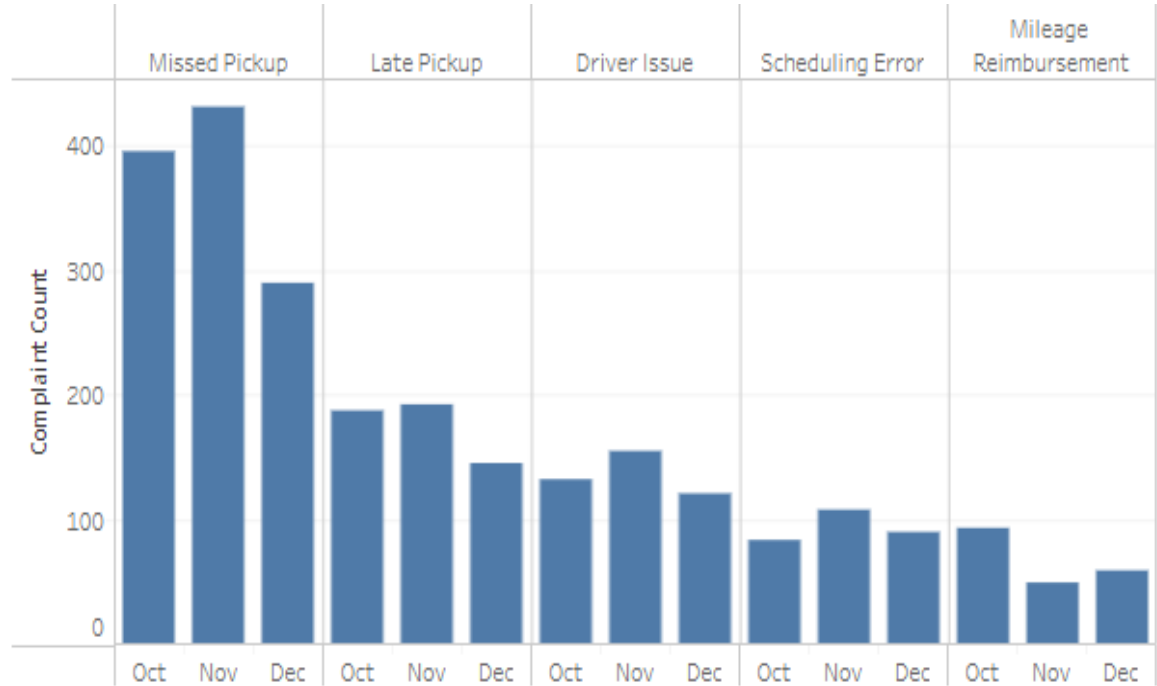
Five9 Telephony Transition Update



- Description
 - Five9 is a premier telephone platform that allows for optimal customer service
 - Able to expand our pool of Call Center Agents
 - Access to call analytics that allow for real-time monitoring of volume and oversight of call queues
- Transition
 - Thoughtfully planned, tested and trained agents resulting in 0 caller interruptions during the transition that occurred on Jan. 17.

Top Five Complaint Reasons for October-December

- In Q4, Veyo received 2,793 complaints, of which 1,861 complaints were substantiated.
- Even though rides increase by 3% (24,000 rides) between Q3 and Q4, the grievance rate fell from .39% in Q3 to .38% in Q4.
- Complaints for Missed Pickups have dropped sharply over the quarter.



Member Ombuds

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

Compliant 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 concerns to 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.

ETO Activities throughout Wisconsin

The Veyo 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**

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*
- *And many more...*

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

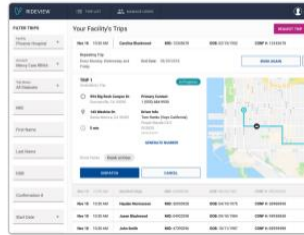
Easily schedule, re-book, and cancel trips in a matter of clicks.



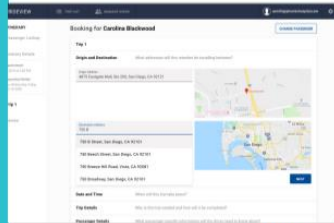
4. INSTANT BOOKING

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

THE TOOL



VIEW TRIP DATA



REQUEST A TRIP

Trips Booked in RideView WI

- 2022 –Over 120,000 trips booked!
- 355 Active Users in 2023
- Used in over 145 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.

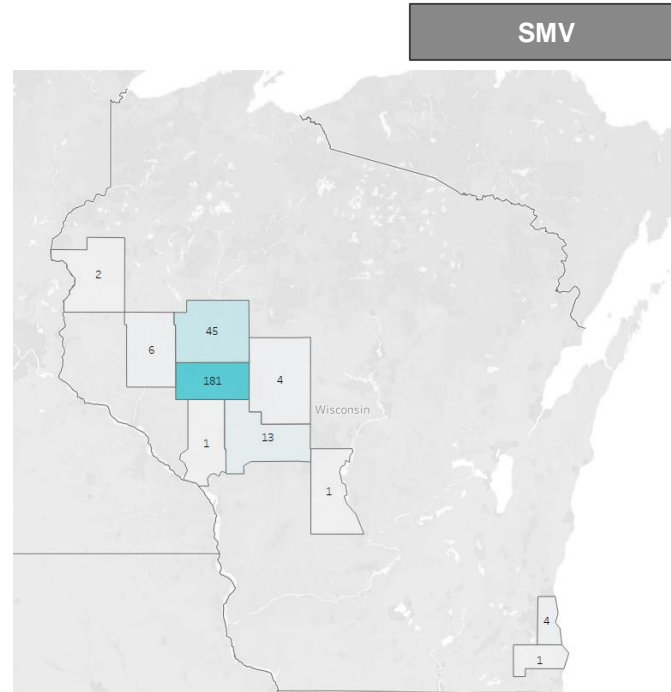
Contact WIfacility@veyo.com to learn more!

Transportation Network: SMVs

(Specialized Medical Vehicle e.g. wheelchair or stretcher)

This map illustrates the number of SMV trips provided by operators onboarded in Q4 2022

- We continue to source SMV's to ensure adequate network coverage targeting each county.
- The vehicles currently in the network are flexible to travel to nearby markets as an interim solution while we continue to build out SMV capability.
- We engage daily with providers to further add these specialty vehicles to the state network.



102

SMV Providers

6

New SMV Providers

Call Center Update

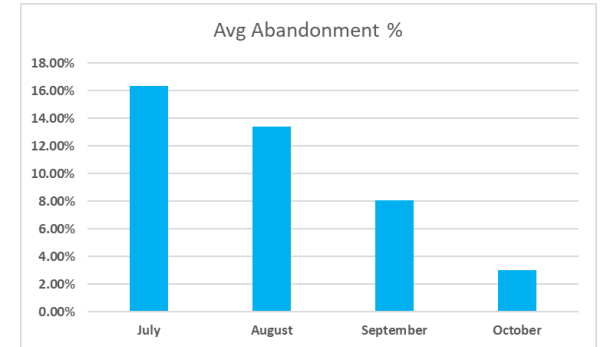
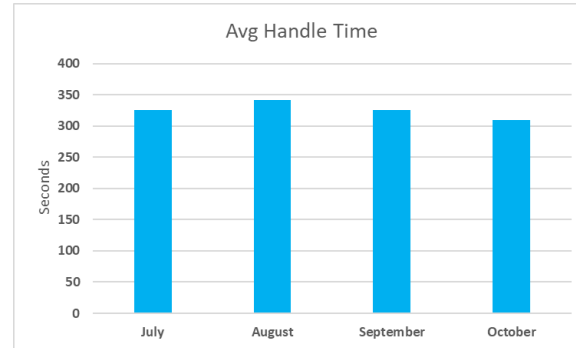
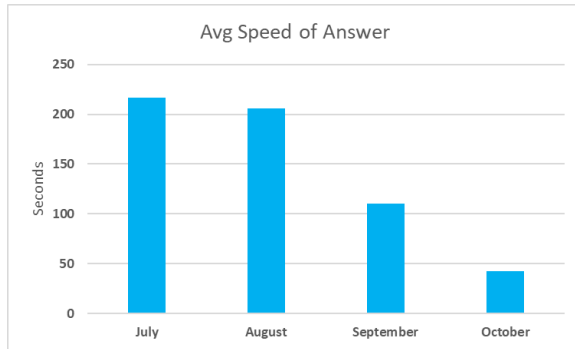
2022: Q3 (Jul-Sept) to Q4 (Oct-Dec)

- 68% Decrease in hold time from 7:00am - 9:59am
- 78% Decrease in hold time from 10:00am – 1:00pm
- 77% Decrease in daily average hold time
- 11% Decrease in talk time
- 41% Increase in calls answered within 4 minutes
- 76% Decrease in abandoned calls



Call Center Update (cont.)

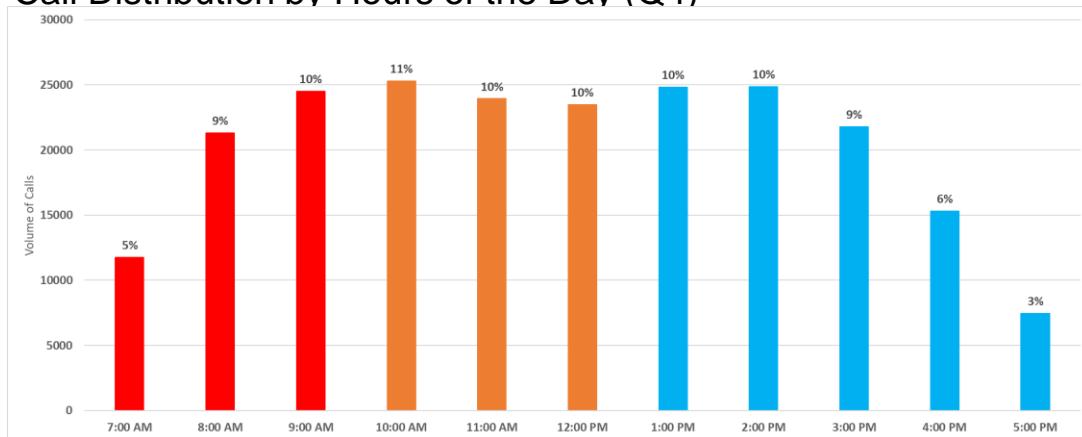
Average Speed of Answer, Average Handle Time, Average Abandoned Calls



- 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 55% of all calls throughout the day

** 6:00pm – 7:00am accounts for appx 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

Call Center Wins and Opportunities

- **Wins**

- Higher retention of agents, leading to more experience
- Improved Customer satisfaction survey ratings (rating 1 or 2):
 - 2022 Q1: 90.6%
 - 2022 Q2: 90.5%
 - 2022 Q3: 91.5%
 - 2022 Q4: 91.8%



- **Opportunities**

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

A photograph of an older man with a mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a watch. The car's interior and the view through the window are visible.

Appendix

Veyo Member Portal

1 - Using the Member Portal

Go to 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:

- Member First Name
- Member Last Name
- Member Medicaid ID
- Member Date of Birth
- 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.
- Password

The image displays two screenshots of the Veyo Member Portal. The first screenshot, labeled with a '1' in a blue circle, shows the landing page. At the top, there are language options for 'ENGLISH' and 'ESPAÑOL'. Below that is the 'veyo MEMBER PORTAL' logo. An illustration shows two people standing next to a white Veyo car with a location pin on a smartphone screen. The main heading is 'Sign in or create a new account', followed by the text 'View, Manage and Book Veyo Trips. Directly from your phone.' There are two buttons: a blue 'SIGN IN' button and a white 'CREATE ACCOUNT' button with a blue border.

The second screenshot, labeled with a '2' in a blue circle, shows the 'Create Account' form. At the top, it says 'veyo MEMBER PORTAL' and 'Create Account Member Look Up'. There is a 'Select Your State' dropdown menu. Below that, a checkbox is labeled 'I'm authorized to register on behalf of the following member.' A note states 'Please enter member's name exactly how it appears on the Member ID card.' The form has five input fields: 'Member First Name', 'Member Last Name', 'Member Medical ID (MID)', 'Member Date of Birth', and 'Your Email Address'. At the bottom, there is a checkbox for 'I agree to Veyo's Terms of Service and Privacy Policy' and a grey 'CONTINUE' button.

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

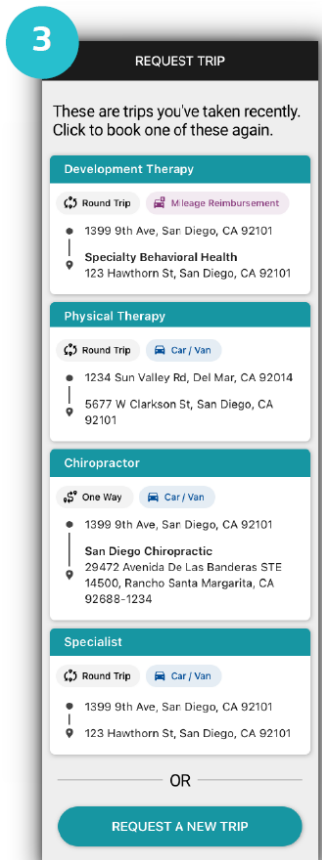
Veyo Member Portal

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.



Gas Mileage Reimbursement Reminders

Reimbursement Trip Log

- The reimbursement trip log still requires a signature from a healthcare provider.
- Trip Numbers are no longer required on the form. Only Appointment Date and Time.

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.

Gas Mileage Reimbursement Trips on Member Portal

- GMR trips have to be submitted and processed before showing up in Member Portal. Only the last five previous trip locations can be scheduled through the Member Portal.

Veyo NEMT Contact Information

- Member & Health Providers Contact
 - Book Trips or Submit Grievances
 - Tel: 866-907-1493
 - Health Providers email: wifacility@veyo.com
- Transportation Providers Contact
 - Becoming a Transportation Provider with Veyo
 - Tel: 608-673-3870
 - Email: providerswi@veyo.com
- Website: wi.ridewithveyo.com
- Member Portal: member.veyo.com



Jonathan Liegeois - ETO

608-472-4722

WIFacility@veyo.com



Que Hatchett - Member Ombuds


608-673-3207



**Jennifer Anderson-
Transportation Ombuds**

608-716-5619

WITransportationOmbuds@veyo.com

A photograph of an older man with a mustache and goatee, wearing a light blue button-down shirt, driving a car. He is smiling broadly and looking towards the right. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred outdoor scene with greenery.

Thank You!