



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

Q4 2023

*December 7, 2023*

# Agenda

## Veyo Staff Introductions

- Jas Blue, Education, Training, and Outreach
- Shelby Turner, Travel Training

## Highlighted Discussion Topics

- Travel Training Introduction
- MTM Link Migration
  - Overall Timeline
  - Member Outreach Timeline
  - Facility Outreach Timeline
  - MTM Gas Mileage Reimbursement Debit Card
  - Transportation Provider Credentialing
- Program Protocol Refresher

## Operations Update

- Quality Assurance
- Unsuccessful Trips, Volume, and Ratio by County
- Transportation Network
- Education, Training, and Outreach Activities
- Call Center

## Appendix



# Highlighted Discussion Topic: *Travel Training*

# Travel Training

Travel training is designed for individuals who want to use public transit, have a new mobility device, or want to learn more about how the transit system works. We welcome all members regardless of communication abilities or preferred language.

## Topics Include

### Fixed Route Planning

- Reading maps and schedules; assessing routes and surroundings

### Public Transit Skills

- Boarding, riding, and exiting the bus; paying fare; identifying busses, stops, and landmarks

### Safety

- Crossing streets; emergency preparedness

### Communication and Behavior

- Advocating for needs; behavioral expectations

## Travel Training Process

### Referral

- From a teacher, social worker, caregiver, or member

### Assessment

- Interview/assessment to identify skills they may need to develop

### Travel Training Preparedness

- Develop a plan using data from assessment

### Travel Training

- Work with member to develop skills and confidence through hands-on experiences

### Follow Up

- Routine check-ins to ensure continued success

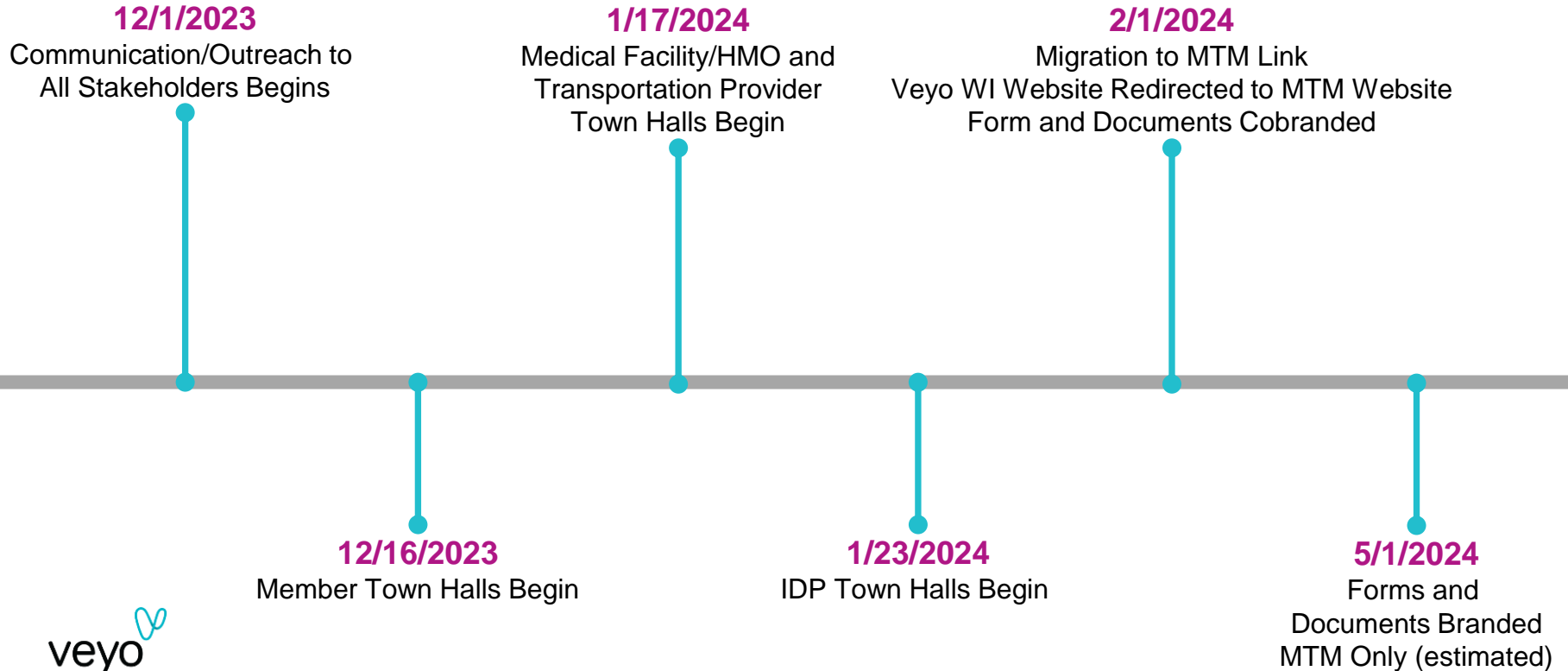


# Travel Training Questions & Feedback



# Highlighted Discussion Topic: *MTM Link Migration*

# MTM Link Migration – Overall Timeline



# MTM Link Migration – Member Outreach Timeline

**12/1/2023**

Veyo WI Website Updates  
Postcard Mailing Sent  
Call Center Scripting Updated  
Initial Text Message Sent  
Initial Outbound Dialer Call

**1/3/2024**

Veyo WI Website Updates  
Second Text Message Sent  
Second Outbound Dialer Call

**1/18/2024**

Veyo WI Website Updates  
Third Text Message Sent  
Third Outbound Dialer Call

**5/1/2024**

Forms and Documents Branded  
MTM Only (estimated)

**12/16/2023**

First Virtual  
Town Hall

**1/13/2024**

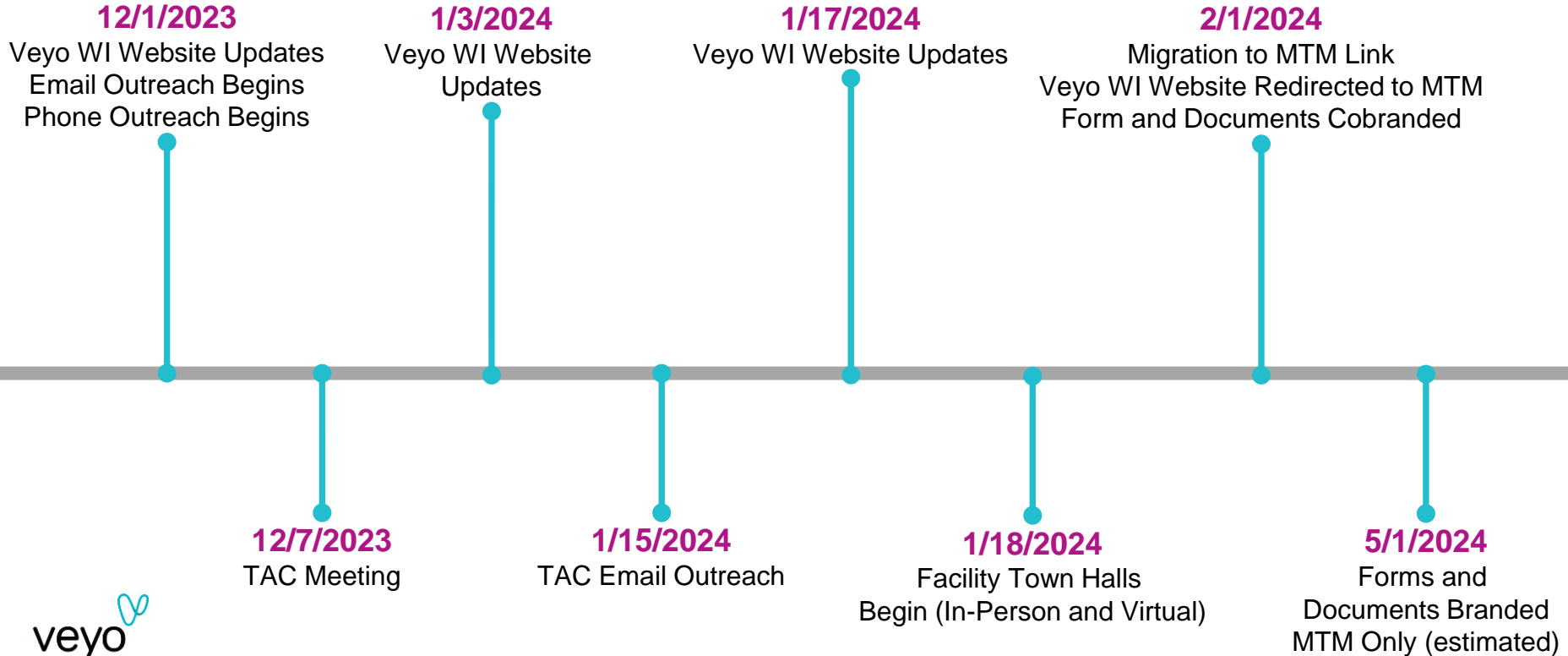
Last Virtual  
Town Hall

**2/1/2024**

Migration to MTM Link  
Veyo WI Website Redirected to MTM  
Form and Documents Cobranded



# MTM Link Migration – Facility/HMO Outreach Timeline



# Gas Mileage Reimbursement Options in MTM Link

- **Check payments via Mail**
  - Checks will be enhanced to include date of service, trip #, member name, and amount
- **Direct Deposit (commonly referred to as ACH)**
  - No changes
- **MTM Reimbursement Focus Debit Card *\*New\****
  - Reimbursement funds are loaded directly onto the card
  - When using the card, members should expect to be reimbursed within 4 to 7 days of their claim being processed.



# Gas Mileage Reimbursement Options in MTM Link (cont.)

## US Bank Focus Card Features

- **Convenience:** The Focus Card can be used to make purchases anywhere Visa debit cards are accepted. Members can also withdraw cash without fees at more than 73,000 U.S. Bank, MoneyPass, and Allpoint ATMs, and can request cash back on purchases made at participating merchants.
- **Reliability:** The U.S. Bank Focus Card allows for daily loading of funds.
- **Support:** U.S. Bank offers 24/7 online customer service support, as well as traditional phone-based customer service, for members who have issues or questions about their card. Customer service support is also available in languages other than English.
- **Easy Tracking:** Members can track their added funds, spending, and balance online, over the phone, via text or email alerts, or with the U.S. Bank Focus mobile app.
- **Safer than Cash:** Funds are FDIC insured, and the card carries the Visa Zero Liability and Purchase Security programs, ensuring cardholder funds are always protected.



# MTM Link Technology - Transportation Provider Credentialing

## Transportation provider credentialing migrated to MTM Link in August of 2023

### Specific Changes

1. Centralized driver and vehicle management – transportation providers will only need to maintain one system.
2. Simplified Credentialing Data – Simplified reporting to view driver credentialing status in advance of an assigned trip.
3. Additional requirements – defensive driver training, screening for all crimes of violence on background checks.

Transportation providers with questions are encouraged to set up 1x1 sessions with their assigned vendor account manager, or email [providerswi@mtm-inc.net](mailto:providerswi@mtm-inc.net) for more resources and training tools.



# MTM Link Migration Questions & Feedback



# Highlighted Discussion Topic: *Program Protocol Refresher*

# Program Protocol Refresher

The intent of this section is to review specific program protocols that commonly result in questions or confusion. These requirements will remain the same after the Link transition.

## Driver Pick Up Expectations:

- Drivers may arrive up to 15 minutes before the scheduled pick-up time but must not require a member to board the vehicle before the scheduled pick-up time.
- Drivers must wait until at least 10 minutes past the scheduled pick-up time before departing regardless of when they arrive.
- Drivers must identify themselves to the member if they are waiting outside or call the member once they have arrived at the specified pick-up location. When calling, drivers will use the telephone number on-file.

## On Time Performance Expectations by Ride Type:

- Scheduled Ride: Within 15 minutes of the scheduled pick-up time.
- Will-Call Return: Within 1 hour of will-call activation.
- Short Notice Ride (e.g., discharge, urgent care, drug test): Within 3 hours of trip booking.

# Program Protocol Refresher (cont.)

## Trip Booking Expectations:

- Routine medical trips must be scheduled at least 2 business days in advance of the appointment.
- Gas Mileage Reimbursement (GMR) transportation can be scheduled until 11:59 p.m. on the same day as the appointment (even if the trip previously occurred that day). GMR trips not scheduled on or before the day of the trip will not be reimbursed.

## Standing Order Request ('Blankets', 'Recurring Trips,' or 'Repeating Trips') Expectations:

- Standing order requests for most trip reasons can be scheduled for up to 3 months.
- Dialysis standing order requests can be scheduled for up to 6 months.
- Members will receive up to two automatic phone calls from Veyo if their standing order is going to expire. These calls allow members to be connected to the call center for rebooking. The first call is made two weeks before expiration, and if needed a second call is made one week before expiration.



# Program Protocol Refresher (cont.)

## Urgent Transportation Requirements:

Urgent transportation requests are for certain trip reasons when transportation cannot be scheduled 2 business days in advance. Urgent transportation can either be scheduled for the next day or if the transportation needs to occur same day, the transportation will arrive within three hours of the request.

### The following trip reasons are allowable for urgent transportation:

- Urgent care
- Cancer treatment (including chemotherapy)
- Surgery (including pre-op and post-op appointments)
- Physician-requested appointments
- Treatment associated with an active federal public health emergency
- Dialysis
- Wound care
- Discharges
- Dental

*If a member is calling in an appointment less than 2 business days in advance and the appointment reason is not one of the urgent reasons listed above, the agent will need to verify urgency with the member's healthcare provider. If the urgency cannot be verified, the agent will offer gas mileage reimbursement or deny the trip.*

# Program Protocol Refresher (cont.)

## Unannounced Vehicle Inspections:

In addition to annual vehicle inspections, unannounced vehicle inspections are a requirement of the program for all transportation providers. These inspections are to be performed onsite at scheduled pick-up and drop-off locations and are an important tool that improves member safety.

## How Can You Help

- Transportation providers-
  - Make sure your drivers understand the expectation
  - Make sure all requirements are met ensuring a smooth inspection
  - Cooperation is the key to getting inspections done quickly
- Facilities-
  - Flexibility is appreciated. Inspections are quick and easy and should not impact the member
  - If we are doing inspections, Veyo will notify the facility when we are there (call or in person)



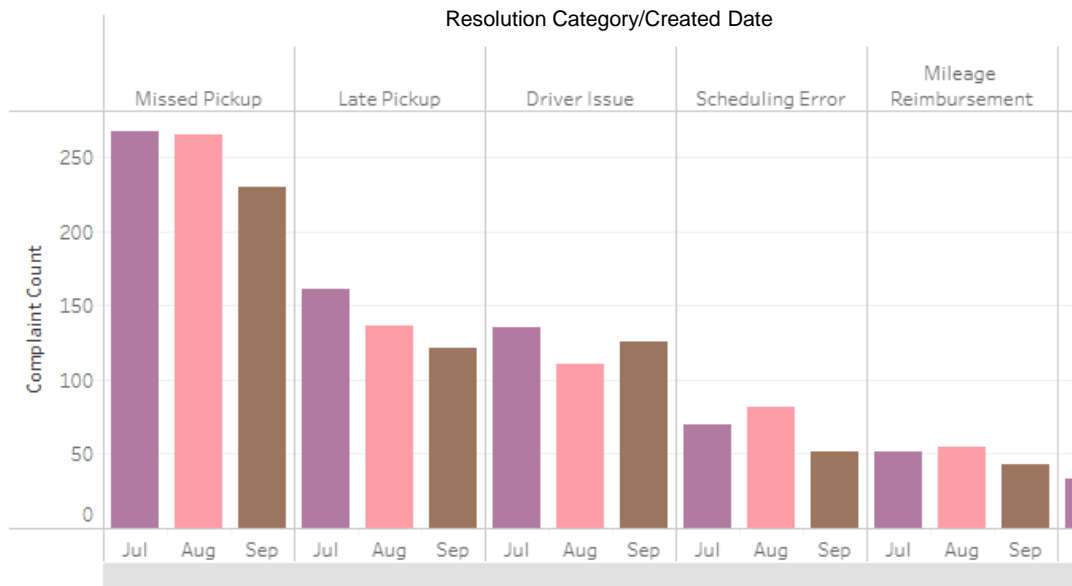
# Program Protocol Questions & Feedback



# Operations Update

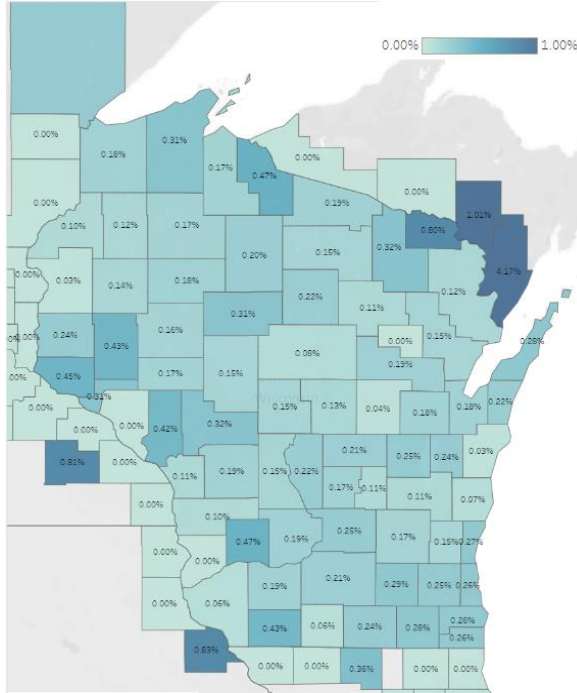
# Top Five Complaint Reasons for July-September

- In Quarter 3, Veyo received 2,218 complaints, of which 1,552 complaints were substantiated.
- Substantiated complaint rate:
  - Substantiated complaint rate was 0.22% in 2023 Quarter 2.
  - Substantiated complaint rate was 0.19% 2023 Quarter 3.
- Ratio of unsuccessful trips per 1000 successful trips:
  - 1.01 in 2023 Quarter 2
  - 0.77 in 2023 Quarter 3.

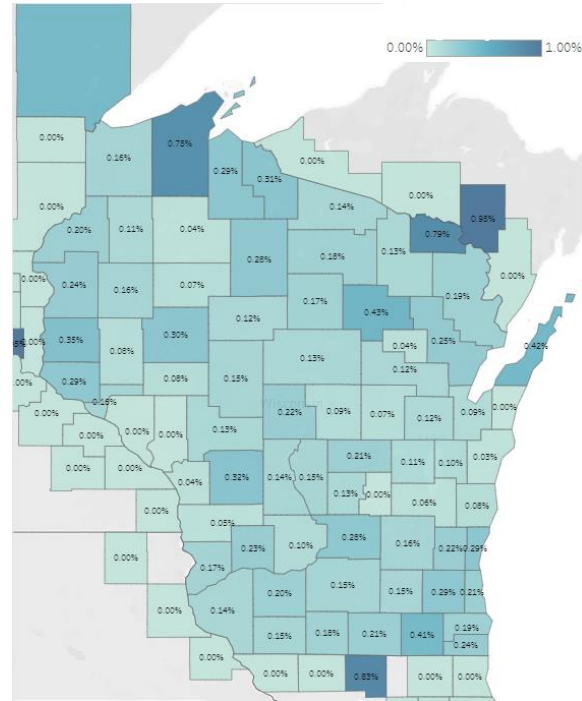


# Quarterly Complaint Ratio Comparison

## Q2 2023 Complaint Ratios



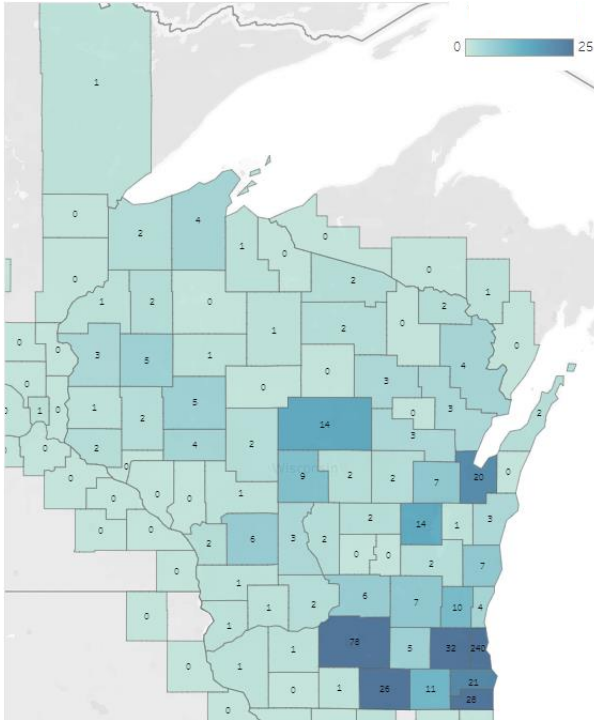
## Q3 2023 Complaint Ratios



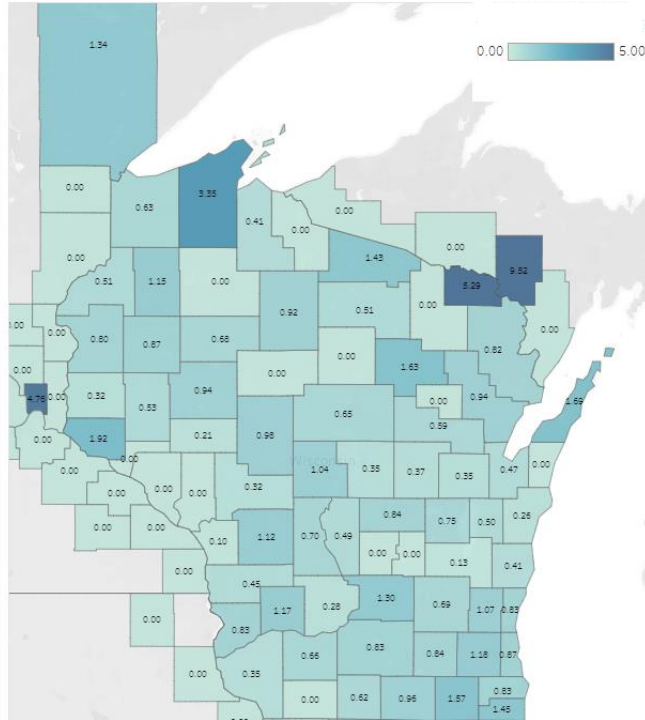
**Substantiated Complaint Ratio:** Substantiated complaints divided by the number of completed trips.

# Unsuccessful Trip Volume

## Count of Unsuccessful Trips



## Unsuccessful Trips Per 1000 Successful Trips



Unsuccessful Trips are defined as a requested trip that did not occur because Veyo was unable to locate and schedule an appropriate vehicle for transport or the assigned transportation provider did not arrive for the scheduled ride.

- The map on the left illustrates the number of unsuccessful trips for each county.
- The map on the right illustrates a ratio of unsuccessful trips per 1,000 trips.
- The date range for this data is Quarter 3 of 2023

# Transportation Network Performance

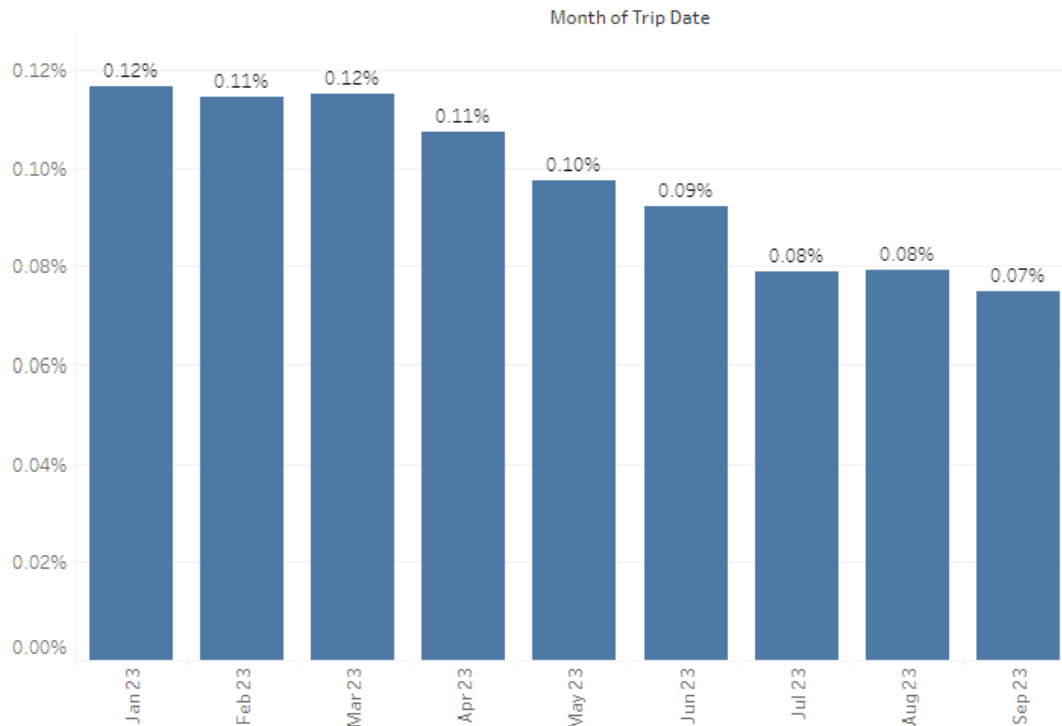
Veyo continues to monitor network performance around unsuccessful trips.

## Information included in chart:

- The percentage of trips that resulted in an unsuccessful trip by date of service
- Vendor No Show, and No Vehicle Available constitutes an unsuccessful trip

## Network actions being taken:

- Reorganized team focusing on minor and critical trips
- Additional transportation provider recruitment resources added
- Operational analytics to more efficiently use the Veyo network



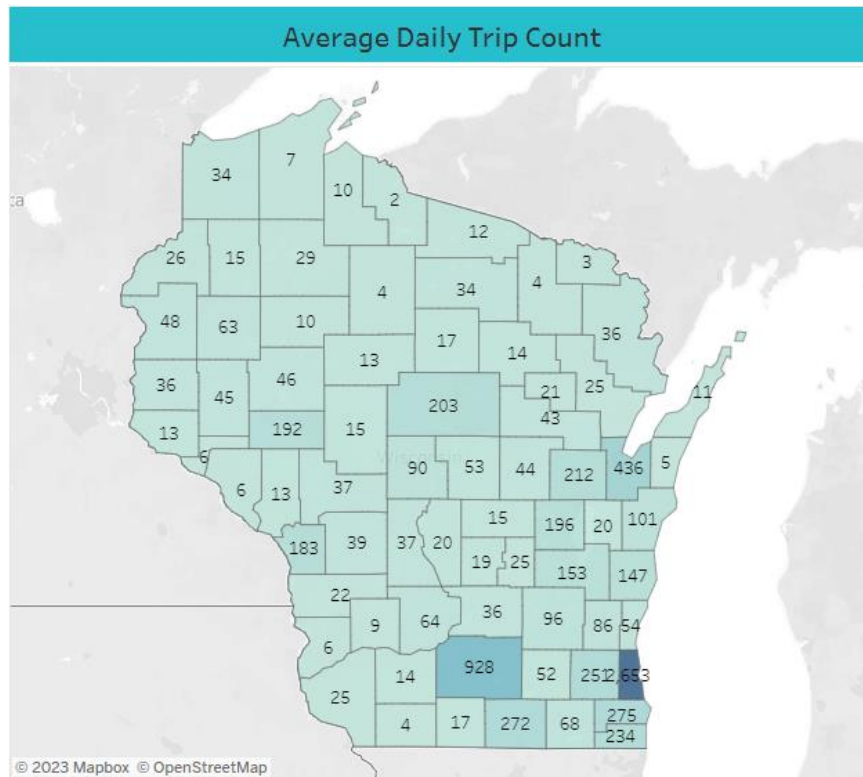


# Transportation Network Recruiting

Veyo continues to monitor network adequacy to make decisions about recruiting.

## Information used to determine network adequacy:

- Average Daily Trip Counts
- Length of Trip
- Mix of Required Service Modes
- Complaint Data
- Stakeholder Feedback
- Unsuccessful Trip Counts and Rates



# Education, Training, and Outreach (ETO) Activities

- Jas Blue is Wisconsin's new Sr. Manager of Education, Training, and Outreach. Jas currently resides in Milwaukee and is excited about supporting WI facilities. MTM's Community Outreach Team is dedicated to creating a community without barriers as we collaborate more.
- 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.
- If you are interested in scheduling a site visit or receiving educational materials and resources, please reach out to **[CO-WI@mtm-inc.net](mailto:CO-WI@mtm-inc.net)**, the new email and contact inbox.

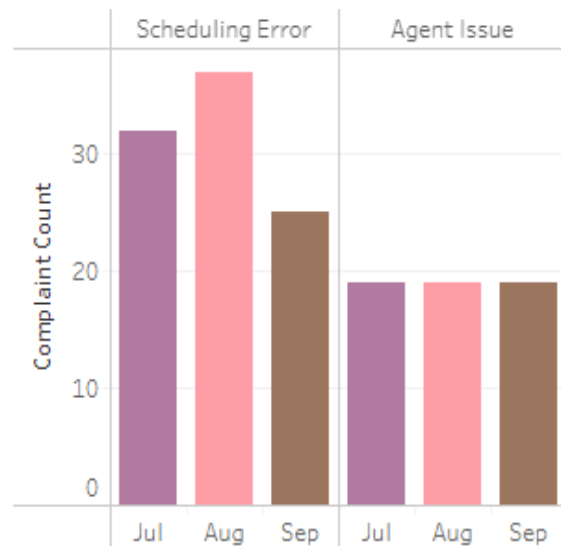
# Call Center Update

	Contractual Requirement	Q4 2022	Q1 2023	Q2 2023	Q3 2023
Calls Offered to Agent	-	265,171	305,143	276,589	276,832
Avg. Speed of Answer	Less than 240 sec	40	18	28	43
Avg. Handle Time	Less than 420 sec	296	288	297	309
Percentage Calls Answered Within 240 seconds	Above 90%	93%	98%	96%	93%
Avg. Abandonment Percentage	Under 5%	3.03%	1.20%	1.75%	2.70%



# Call Center Complaint Reason Comparison

- Call Center scheduling errors:
  - 141 scheduling errors in 2023 Quarter 2
  - 73 scheduling errors in 2023 Quarter 3
- Call Center agent issue errors:
  - 64 agent errors in 2023 Quarter 2
  - 51 agent errors in 2023 Quarter 3
- Reduction of scheduling errors and agent issue errors can be attributed to the following:
  - Higher retention of agents
  - Immediate coaching and feedback
  - Live monitoring of new agents





# Operations Update Questions & Feedback



# Appendix

# Veyo NEMT Contact Information

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



**Jas Blue - ETO**

**\*\* New Number 636-723-9365**

CO-WI@mtm-inc.net



**Que Hatchett - Member Ombuds**

636-674-6386



**Jennifer Anderson-  
Transportation Ombuds**

608-716-5619

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

# Member Ombuds

Within the last quarter the Ombuds has assisted over 254 members, advocates, and HMOs. This quarter, common inquiries have included:

## **Complaint 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.



A photograph of an older Black 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.

Thank You!



Closing Questions & Feedback