



Veyo | State of Wisconsin

September 7, 2022

Veyo Team Presenters



Adam Thomas

General Manager - Leads Veyo's Wisconsin team responsible for operational execution



Beau Johnson

Contact Center Sr. Manager - Leads contact center operations for the Wisconsin market responsible for SLA adherence and service excellence



Erick Schroeder

Quality Assurance Manager - leads all complaint process and complaint management teams for Veyo's clients and their members



Jonathan Liegeois

Facility ETO Manager - Supports the Wisconsin facilities through education, training, and outreach.



Colin Martin

Transportation Provider Network Manager - Leads Veyo's network management team and ensures that transportation providers meet all expectations

Agenda

- 1. MTM Acquisition Update**
- 2. Technology Engagement**
 - a. SMS
 - b. Member Portal
 - c. RideView Platform
- 3. Highlighted Discussion Topics**
 - a. Independent Driver Providers (IDPs)
 - b. Gas Mileage Reimbursement (GMR)
 - c. Recurring Trip Reminder Calls

Agenda

- **Operations Update**
 - Same Day Urgent Trips
 - Consistent Providers
 - Critical Care Team
 - Education, Training, and Outreach
 - Quality Management
 - Member Ombuds
 - Call Center
 - Transportation Network
 - Appendix



MTM Acquisition Update

Veyo Has Been Acquired by MTM

- Acquisition is final and running smoothly
- We are committed to transparency as the combined company evolves
- Seamless transition with no service disruptions
- Stakeholder contacts won't change
- The current Veyo contract with DHS will remain intact



Transforming NEMT, Together

Veyo Has Been Acquired by MTM - Systematic Changes

- No immediate changes coming
- Current contacts, ride scheduling methods, forms (Level of Need, etc.), documents, etc. will remain the same
- As we make changes/migrate duplicate systems, changes will be controlled and thoughtful
 - 30 days notice to DHS for changes with no stakeholder impact
 - 60 days notice to DHS for changes with stakeholder impact
- Wisconsin will be one of the last Veyo contracts to migrate to MTM platforms

Example: Five9 Transition



- Telephony platform migrating from current Veyo platform to Five9, MTM's platform
- No impact on members—same toll-free number, functionality, etc.
- Migration scheduled for week of November 4

Benefits of Five9:

Expand universal pool of Call Center Agents

Better manage SLAs

Improve service levels

Access to call analytics and monitoring platform

20+ Wisconsin-based MTM Call Center Agents that can take Wisconsin calls

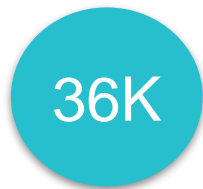
Real-time monitoring of call queues

Ability to conduct long-term forecasting



Technology Engagement

Quick Stats 2022



Members
Scheduled



Completed
Trips



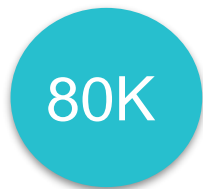
Calls
Taken



Transportation
Providers Contracted



Vehicles



Trips Booked
Through RideView



Members Using
Member Portal



Independent Driver
Providers Taking Trips

Veyo Text Messages

Actual Member Feedback:

"He was OUTSTANDING! Never have I ever had someone so friendly. Also, his car was nicer than a limousine!"

"They are always very friendly and the ride is always very clean. They take the best care of their passengers."

"She was polite and I felt comfortable with her driving. Just an overall great experience."

"Ralph is a wonderful driver and very considerate person. Love driving with him I feel safe and know I'll get to my appointment on time."



SMS Opt-In

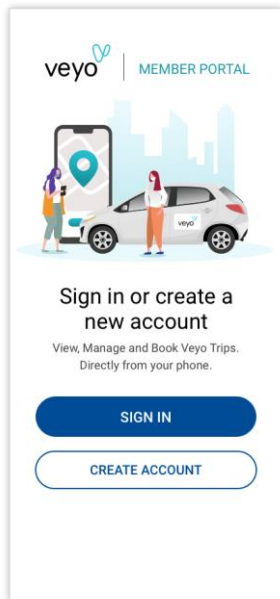
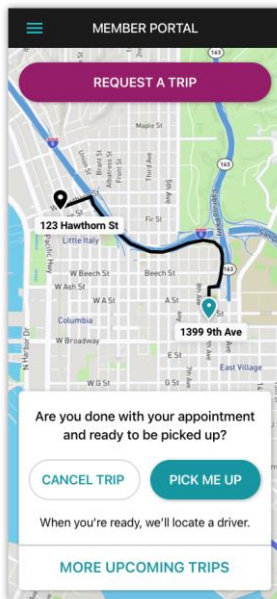
44,499 Members have
opted in to receive SMS



Member Engagements

+100K Driver Surveys
Completed

Veyo Member Portal

The image shows the 'Create Account' screen of the Veyo Member Portal. It starts with the Veyo logo and 'MEMBER PORTAL'. The heading is 'Create Account'. Below it, a message says: 'First, we need to make sure you are in our system. Please enter your name exactly how it appears on your Member ID card.' There is a checkbox for 'I'm authorized to register on behalf of the following member.' followed by input fields for '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 '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 can use the member portal to see driver and vehicle information including:
 - Where the vehicle is in real-time while the driver is on the way to pick them up.
 - The driver's name and phone number.
 - The driver's photo if they have provided one.
- 3,409 Member Portal Users since launch!
 - +350 Members have booked over 3,000 trips

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

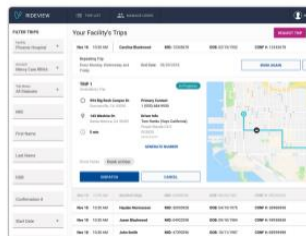
Easily schedule, re-book, and cancel trips in a matter of clicks.



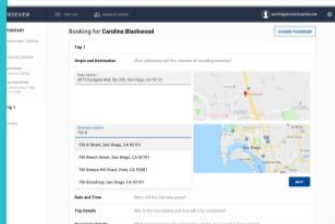
4. INSTANT BOOKING

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

THE TOOL



VIEW TRIP DATA



REQUEST A TRIP

TESTIMONIAL

Our RideView members don't have to wait in the dark while waiting on their ride. We can easily dispatch the trips and see from the beginning to end where the driver is."

CBI -Mesa Heritage, Arizona

Upcoming Onboarding Plan

- UW Health
- Froedtert & Medical College of WI
- Children's Hospital
- SSM Health

Contact Jliegeois@mtm-inc.net to learn more!

Books tripped in RideView WI

- Q1 –22,723
- Q2 –29,482 (30% increase)
- YTD – 80,000
- With over 275 Active Users

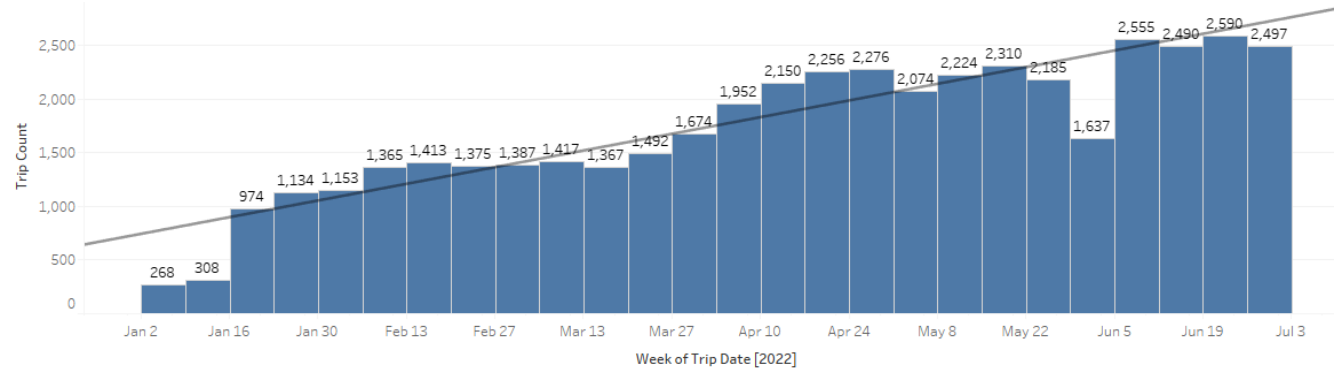


Highlighted Discussion Topics

Independent Driver Provider (IDP) Volume

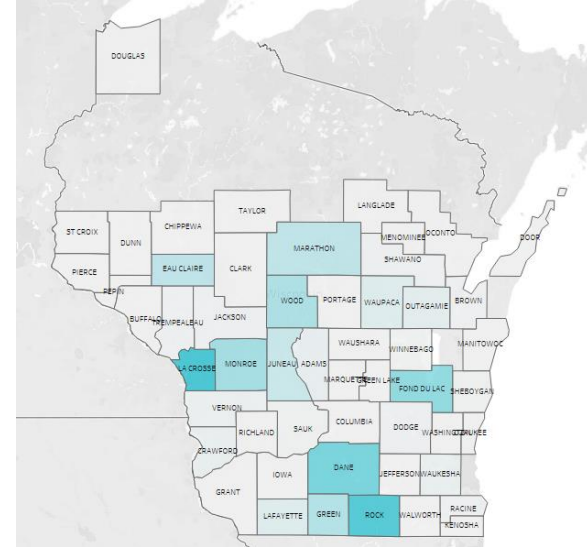
Volume growth is steady but slowing as we strategically target geographic regions.

IDP Trip Volume



IDP Foot Print

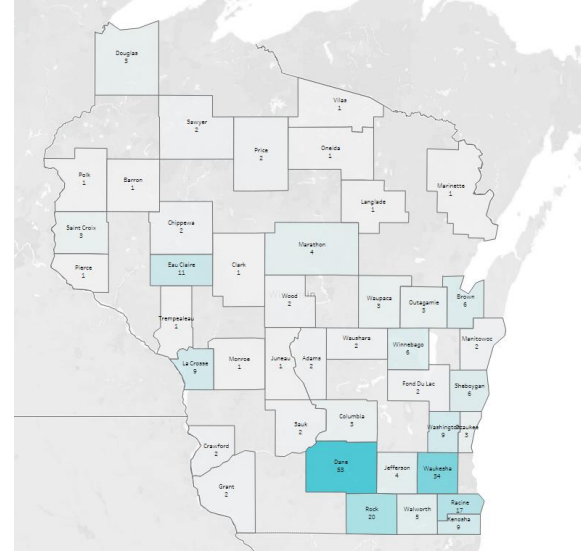
- This map shows which counties (excluding Milwaukee) that have had miles and trips.
- The darker the county, the higher the percentage of trips.
- We have a large portion of the north still pending activity and are working to increase across the rural regions of the state.



IDP Miles By County

IDP Foot Print

- This map shows which counties (excluding Milwaukee) that have had applicants or successfully signed contracts.
- The darker the county, the higher the percentage of trips.



IDP Onboarding By County

Gas Mileage Reimbursement (GMR)

- DHS approved a temporary rate increase for Gas Mileage Reimbursement from \$0.24/mile to \$0.29/mile
- The temporary rate was made retroactive and will apply to all trips taken between 07/01/2022 and 12/31/2022
- Members can find information about the temporary rate increase on Veyo/MTM's website
- Some members will receive two reimbursement payments per trip, one at \$0.24/mile, one at \$0.05/mile, as Veyo/MTM works to solve technical issues with payment system

Recurring Trip Reminder Calls

New Standing Order or Recurring Trips can be scheduled for transportation for three months.

Dialysis standing orders/recurring trips can be scheduled for six months.

- 8/2/2022 - Campaign began with automated outbound calls to members reminding them that their trip schedule is soon to expire. The member has the option to “press 1” to be connected directly with the call center to extend their schedule.
- 4965 attempts/calls were made over the initial seven-day period
 - 519 members opted to speak to an agent through this process

A photograph of a smiling man with grey hair and a mustache, wearing a light blue button-down shirt, driving a car. He is holding the steering wheel with both hands. The background shows green foliage outside the car window.

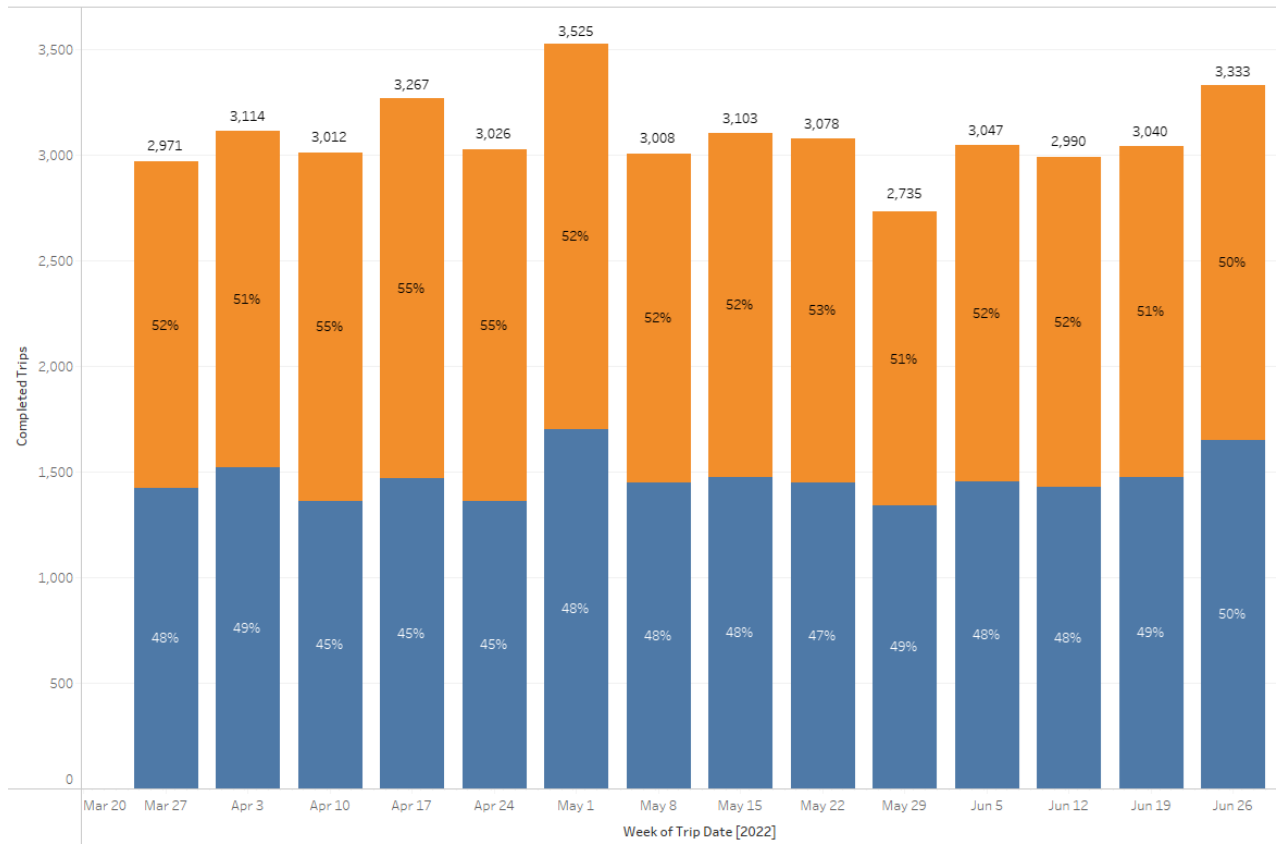
Operations Update

Same Day Urgent Trips

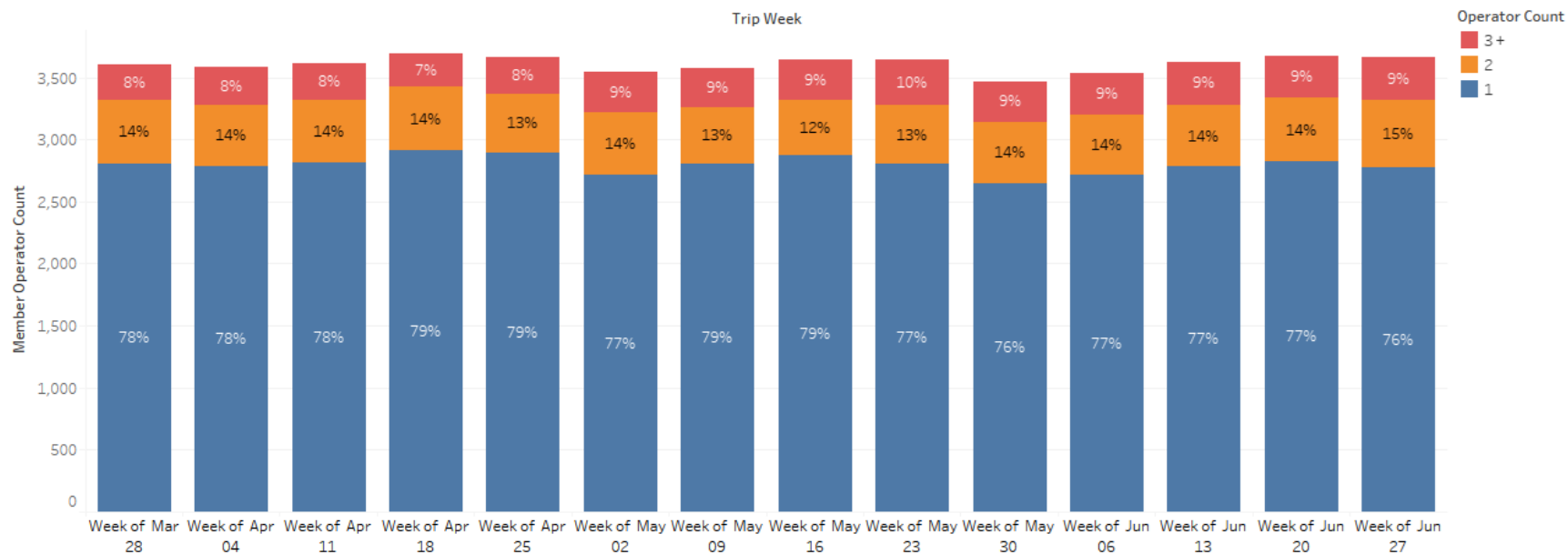
Short Notice Booking

0-24 Hour Booking

24-48 Hour Booking



Consistent Provider

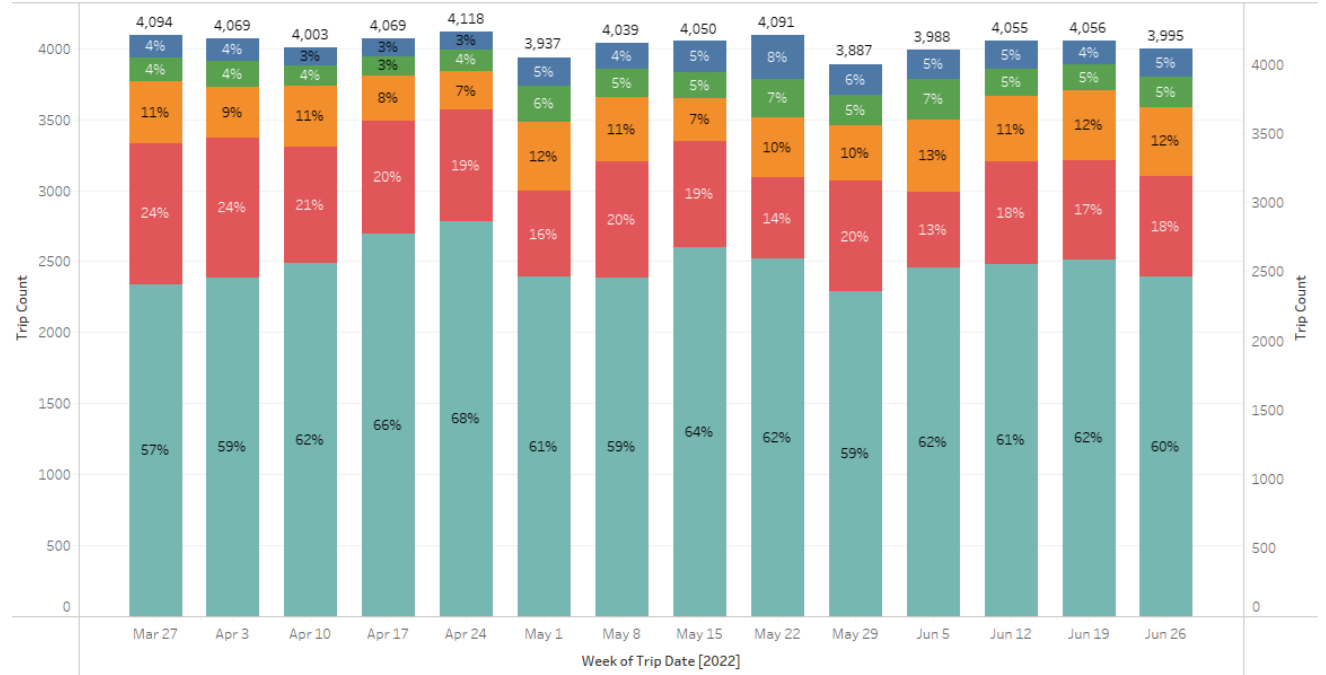


Critical Care Team

This graph represents how far in advance trips critical care trips (Dialysis, Chemo, etc..) are confirmed by transportation providers.

Time Separation

- 0 - 24 hours
- 24 - 48 hours
- 3 - 5 days
- 5 - 10 days
- 10+ days



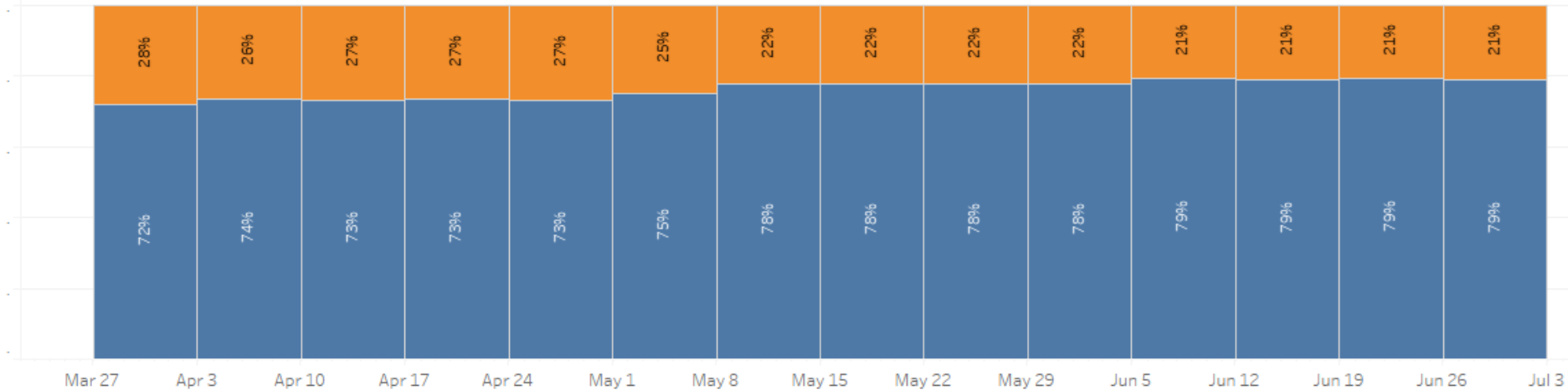
Critical Care Team

Electronically vs Non-Electronically Tracked Trips

Electronically Tracked

Not Electronically Tracked

Electronically Tracked



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.

This also provides a setting where stakeholders can engage directly with Veyo.

Our team also works with groups to help solve specific member concerns.

Groups Veyo regularly meets with

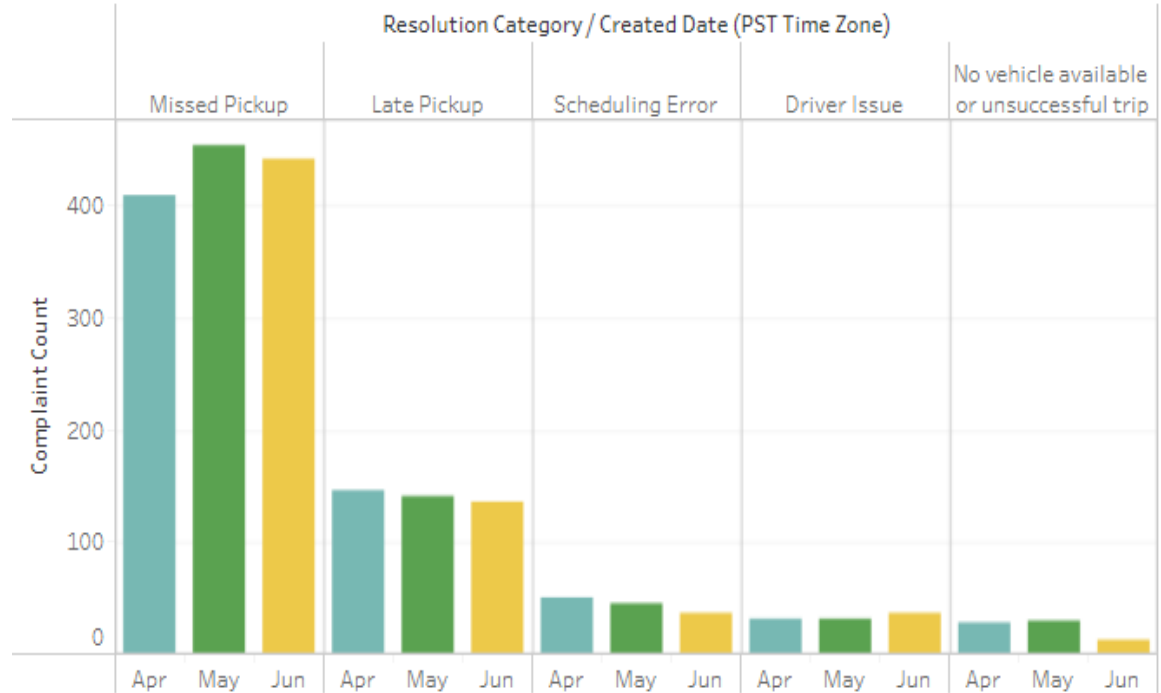
- *Western Region Transportation Work Group*
- *Governor's Council of Disabilities*
- *Davita*
- *Fresenius*
- *Advocate Aurora Psych*
- *Winnebago Mental Health*
- *And many more...*
- ***If you are interested in a regular touch base, please reach out to ...
Jliegeois@mtm-inc.net***

Top Five Complaint Reasons for April-June

- Veyo completed 728,858 trips in April-June.
- Of those 728,858 trips, Veyo received 3,356 complaints, of which 2,246 complaints were substantiated.
- Substantiated: A complaint will be substantiated when there is evidence that the incident which occurred did not uphold Veyo's contractual obligations to the client.

Improve Complaint Rate By:

- Adding providers to the network
- Exiting/Re-Training high complaint Providers



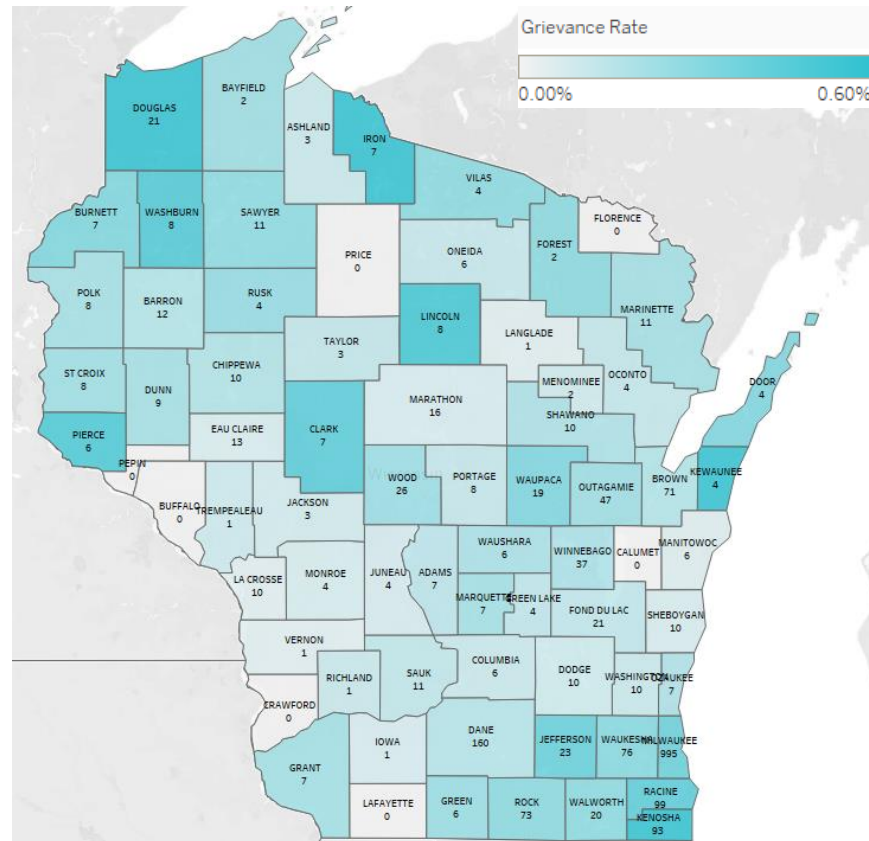
Complaint by County for April-June

The number in the map represents the numbers of substantiated complaints for each county.

Top counties that had the highest complaint rates in Q1 vs Q2 are as follows:

	<u>Q1</u>	<u>Q2</u>
• Iron County:	2.14%	2.51%
• Pierce County:	1.46%	.36%
• Florence County:	.98%	0%
• Forest County:	.70%	.32%
• Crawford County:	.63%	0%
• Vilas County:	.63%	.32%

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



Member Ombuds

- Advocate on behalf of WI Medicaid members for NEMT services with Veyo.
- Proactively helping to secure transportation for members with unresolved concerns.
- Communicates with advocacy groups and members by answering questions, second reviews of complaints, and NEMT education
- Assists in resolving transportation issues from member with historical concerns to ensure successful future transportation



**Que Hatchett -
Member Ombuds**

Call Center Update

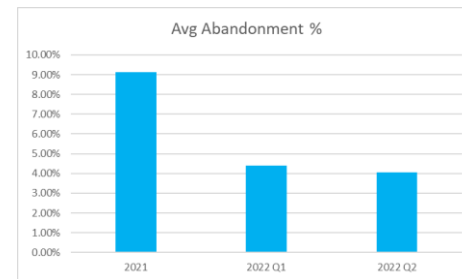
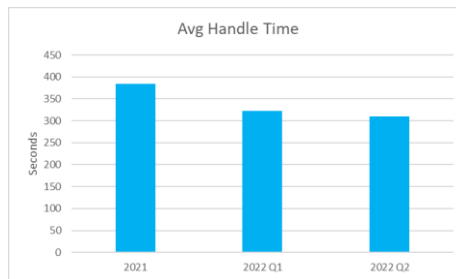
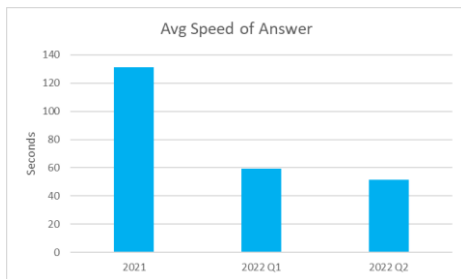
2022: Q1 (Jan-Mar) to Q2 (Apr-Jun) Comparison

- 8% Increase in hold time from 7:00am - 9:59am
- 9% Decrease in hold time from 10:00am - 1:00pm
- 13% Decrease in daily average hold time
- 4% Decrease in talk time
- 8% Decrease in abandoned calls

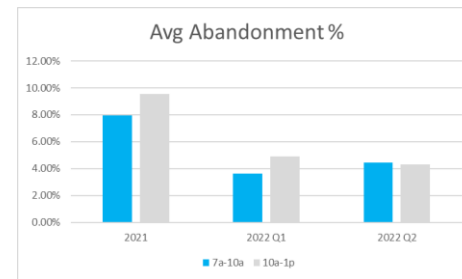
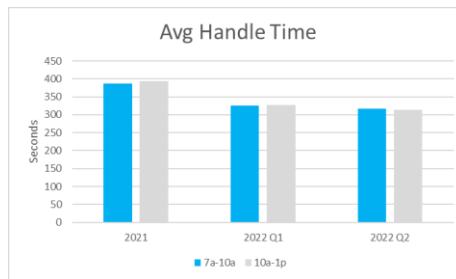
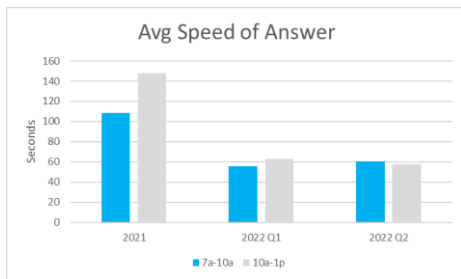


Call Center Update (cont.)

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

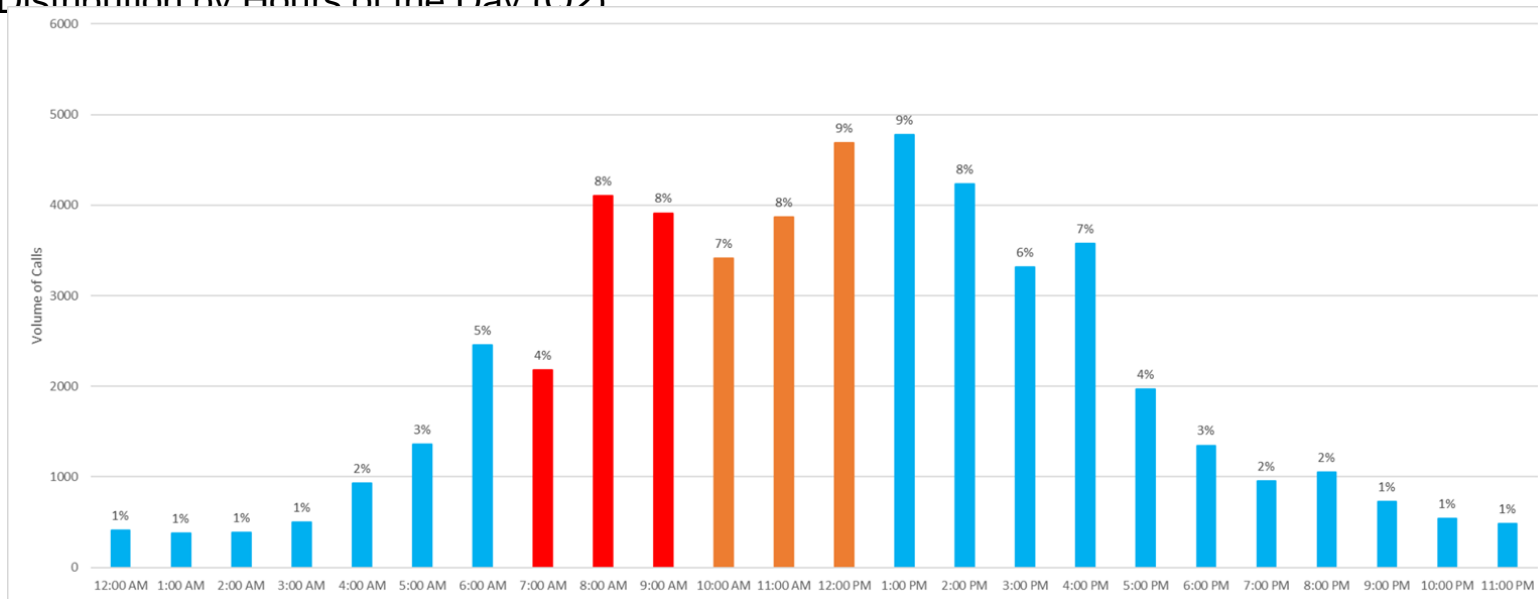


Quarterly Peak Times Average Speed of Answer, Average Handle Time, Average Abandoned Calls



Call Center Update (cont.)

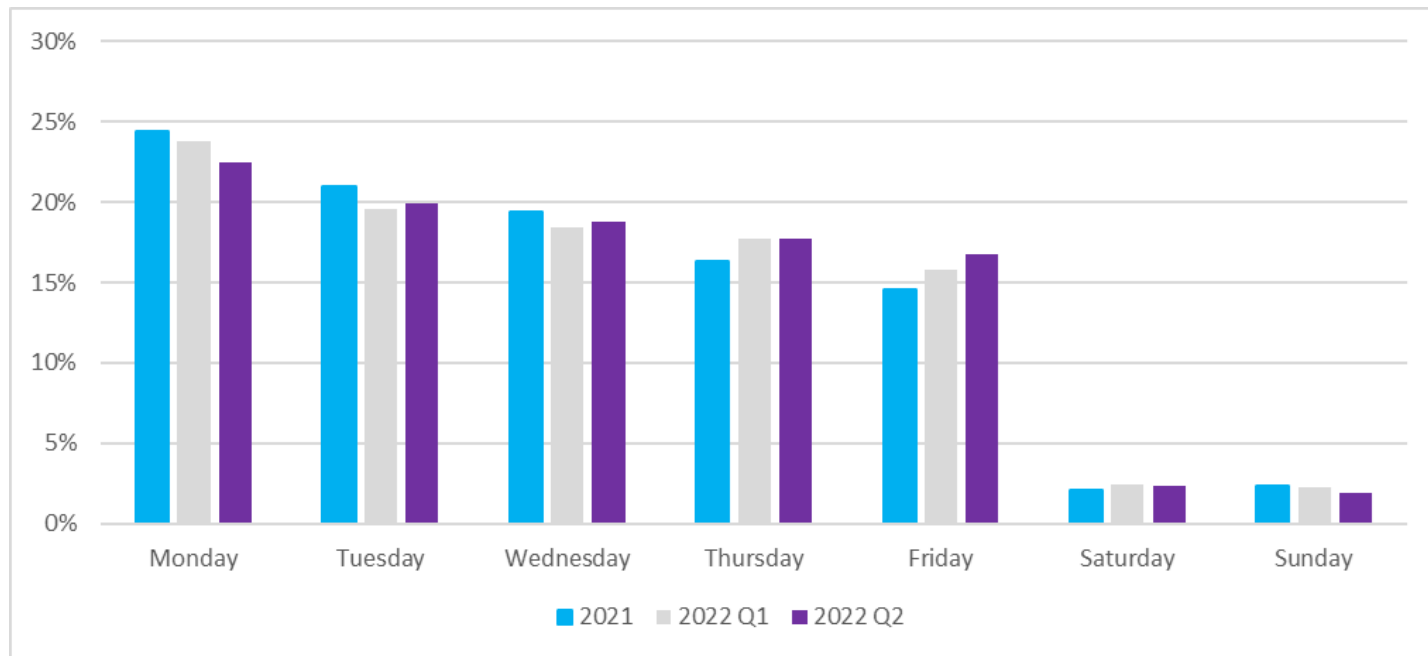
Call Distribution by Hours of the Day (Q2)



*Peaks 1 and 2 account for approximately 44% of all calls throughout the day

Call Center Update (cont.)

Call Distribution by Days of Week



Call Center - Quality Assurance Program

- **Overview**

- Call Center Supervisor team evaluates at least 4 - 6 calls per month per agent
- 2 sections within each QA evaluation: Mission Critical and Coaching Opportunities
- Agents must meet all mission critical attributes

- **Opportunities**

- Proper phone etiquette (i.e. hold and closing)
- Proper Scripting
- Assess/identify/assign appropriate mode

- **Path to Success**

- Immediate coaching
- Additional monitors
- Performance managed for success
- Regular evaluator collaborations

- **Results**

- 2021: 93.5% average
- 2022 Q1: 90.4% average
- 2022 Q2: 92.8% average

Call Center Wins and Opportunities

- **Wins**

- Stabilization in Call Center stats
- Internal growth of department
- Customer satisfaction surveys (rating 1 or 2):
 - 2021: 88.2%
 - 2022 Q1: 90.6%
 - 2022 Q2: 90.5%



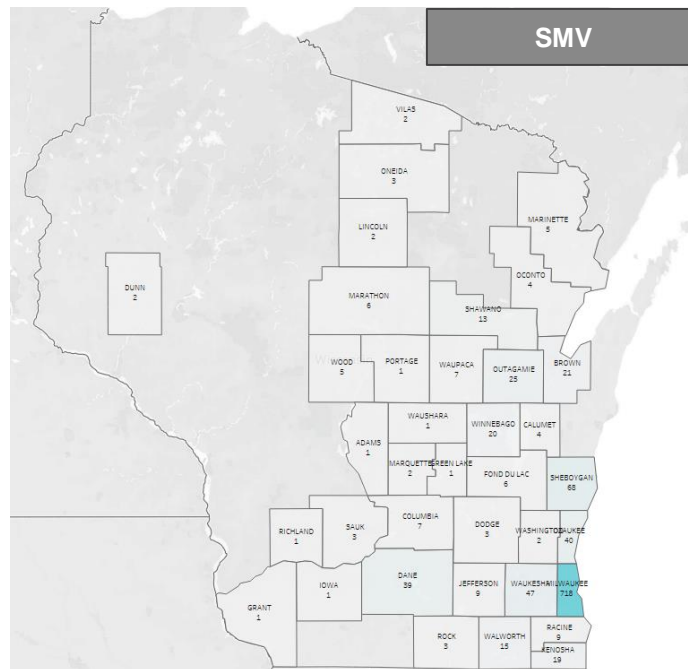
- **Opportunities**

- Afterhour availability - continuously working to expand the team and increase availability
- Monday speed of answer - continuously working to expand the team and increase availability
- Quality assurance - continuously working with agents to improve quality to exceed expectations

Transportation Network: SMVs

This map illustrates the number of SMV trips provided by operators onboarded in Q2 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.



97

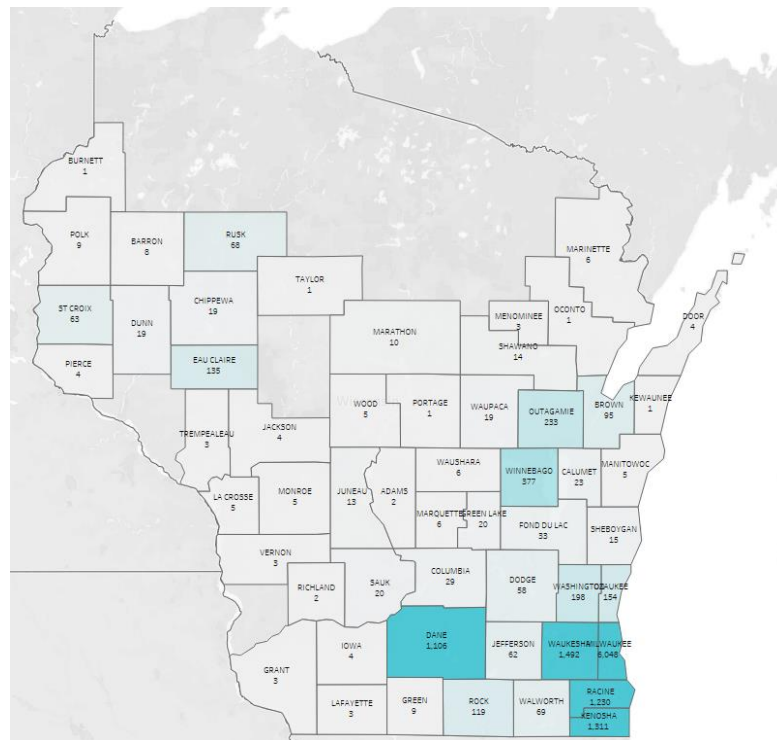
SMV Providers

18

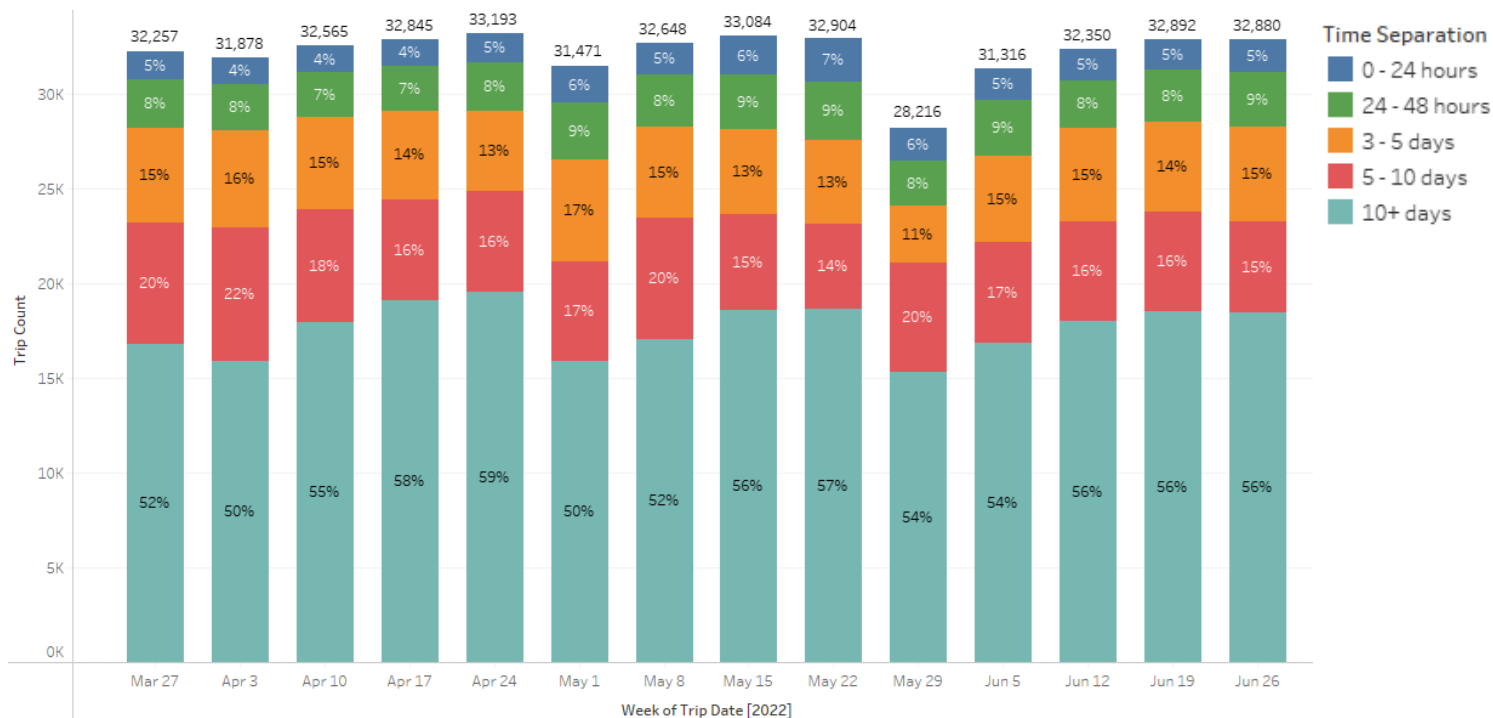
New SMV Providers

- Trips taken by Operators onboarded Q2 2022
- Ambulatory Trips Only

- Continued Contracting
- IDP Recruitment
- Capacity Utilization



Network Confirmation Timing



A photograph of a middle-aged Black man with a grey beard and mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a black lanyard with a badge. His hands are on the steering wheel. The background shows green foliage through the car window.

Appendix

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

Gas Mileage Reimbursement Review

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.

A photograph of an older man with grey hair and a mustache, smiling while driving a car. He is wearing a light blue button-down shirt and a lanyard with a badge. His hands are on the steering wheel. The background shows green foliage outside the car window.

Thank You!