



MTM / Veyo | State of Wisconsin – Dept. of Health Services

September 7, 2023

Agenda

- **Quarter 2, 2023 Quick Stats**
- **MTM / Veyo Wisconsin NEMT Staff Update**
- **Highlighted Discussion Topics**
 - MTM / Veyo Staffing Updates
 - Veyo to MTM Branding Transition
 - MTM Link Focus Area:
 - Member Self Service Trip Booking
 - MTM Link SMS Text Messaging
 - Gas Mileage Reimbursement
 - Mobile Claim Process
 - Will-Call Pickup Process
- **Ops Update**
 - Quality Assurance
 - Complaint Categories
 - Complaint Volume and Ratio by County
 - Unsuccessful Trips, Volume, and Ratio by County
 - ETO Activities through Wisconsin
 - Rideview
 - Transportation Network
 - Call Center
- **Appendix**

Quick Stats Q2 2023

37K

Members
Scheduled

838K

Completed
Trips

279K

Average Completed
Trips Per Month

2,344

Vehicles

244

Transportation
Providers Contracted

321

Independent Driver
Providers Taking Trips

43K

Trips Booked
Through RideView

6K

Trips Booked In
Member Portal

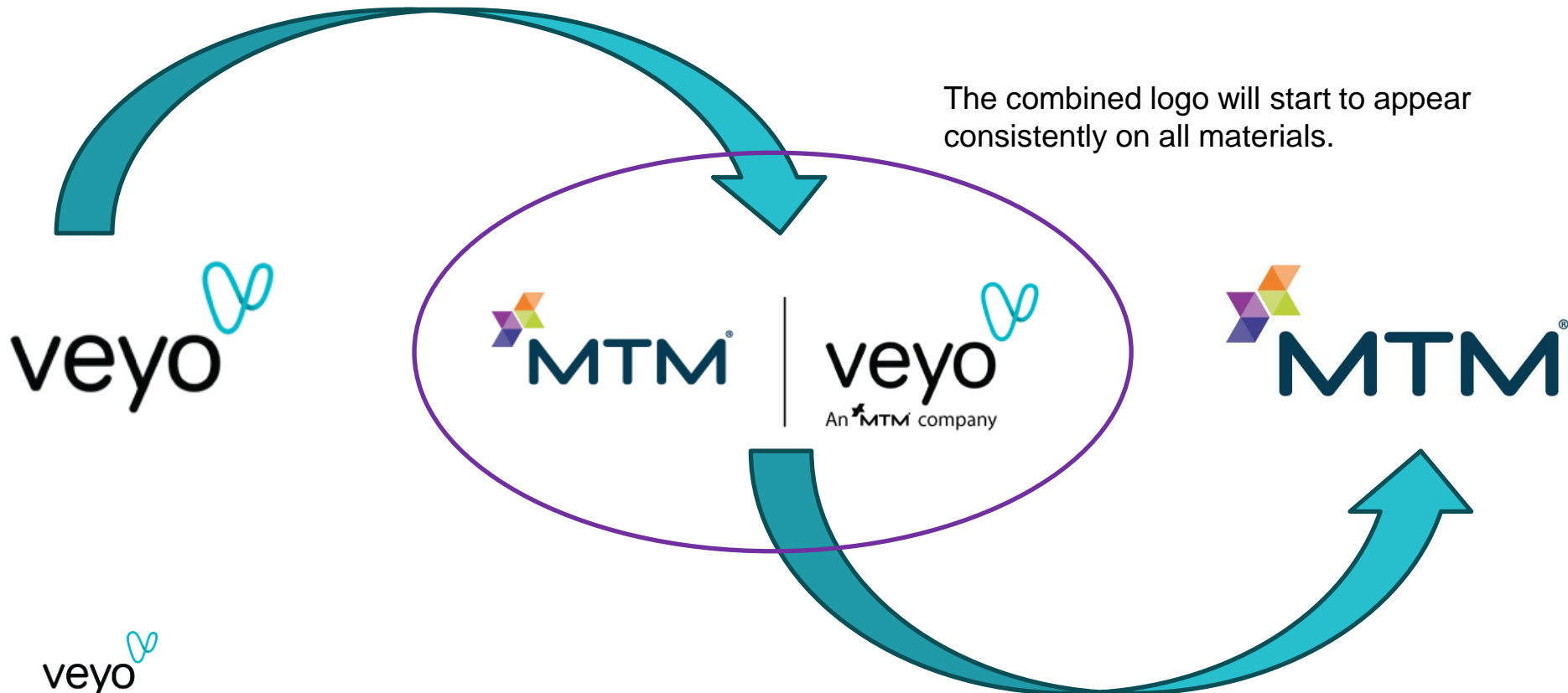
272K

Calls
Taken



Highlighted Discussion Topics

Veyo to MTM Branding Transition



Veyo to MTM Branding Transition

Why a combined logo? The goal of transitioning to a brand showing both Veyo and MTM logo's together is to smooth the transition from one brand to the next.

When will this start? Letters, forms, and other commonly branded communications will start reflecting the combined logo very soon.

When will the MTM brand be used on its own? This is expected to take place in alignment with the full migration to the MTM Link platform.

When will the current website be updated? Once we transition to the MTM Link platform. However, we will *automatically* redirect website users automatically from the old URL (web address) to the new one.

Example of Original Veyo Branded Letter

8383 Greenway Blvd
Suite 400
Middleton, WI 53562



English: For help to translate or understand this, please call **866-907-1493**.
Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono **866-907-1493**.
Russian: Если вам не всё понятно в этом документе, позвоните по телефону **866-907-1493**.
Hmong: Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau **866-907-1493**.
Laotian: ພິຈາລະນາບັນຫານີ້ ຫາກ ພິຈາລະນາບໍ່ເຂົາ, ຈຶ່ງ ຈາກ ຈຶ່ງ ຈາກ ຈຶ່ງ ຈາກ **866-907-1493**.

[Date]

[FIRST NAME] [LAST NAME]
[STREET ADDRESS]
[CITY, STATE ZIP CODE]

Dear [FIRST NAME] [LAST NAME]:

Veyo is investigating the complaint you reported. A summary of that complaint is below:

Trip Number:
Date of Trip:
Date Complaint was Reported to Veyo:
Forward Health ID:

We need more time to reach a full resolution. We will send you a final complaint resolution letter by [DATE].

Your concerns are very important to us. Please call Veyo at 866-907-1493 or 711(TTY), Monday-Friday, 7 a.m. to 6 p.m. CT, if you have any questions.

Sincerely,

Quality Assurance
Veyo

Example of Co-Branded MTM/Veyo Letter



English: For help to translate or understand this, please call **866-907-1493**.
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Sincerely,
Quality Assurance
MTM

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[FIRST NAME] [LAST NAME]

[STREET ADDRESS]

[CITY, STATE ZIP CODE]

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Date of Trip:

Date Complaint was Reported to MTM:

Forward Health ID:

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Your concerns are very important to us. Please call **MTM** at 866-907-1493 or 711(TTY), Monday-Friday, 7 a.m. to 6 p.m. CT, if you have any questions.

Sincerely,
Quality Assurance

MTM

Example of Stand-Alone MTM Branded Letter



English: For help to translate or understand this, please call **866-907-1493**.

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono **866-907-1493**.

Russian: Если вам не всё понятно в этом документе, позвоните по телефону **866-907-1493**.

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[Date]

[FIRST NAME] [LAST NAME]

[STREET ADDRESS]

[CITY, STATE ZIP CODE]

Dear [FIRST NAME] [LAST NAME]:

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Forward Health ID:

We need more time to reach a full resolution. We will send you a final complaint resolution letter by [DATE].

Your concerns are very important to us. Please call MTM at 866-907-1493 or 711(TTY), Monday-Friday, 7 a.m. to 6 p.m. CT, if you have any questions.

Sincerely,
Quality Assurance
MTM

Veyo-MTM Will-Call Definition

What is a will-call:

A will-call is *one* type of member return trip. They are utilized when the length of time for the member's appointment varies or is unknown.

Certain healthcare appointments may require a will-call return trip to ensure members have the flexibility to complete their treatment or appointment without having to worry about setting a specific return transportation appointment.

Will-call trips must be activated once the member is ready to be picked up. This activation informs the transportation provider and Veyo that the member's appointment is over.

When to schedule a will-call trip:

If a member:

- Does not know the length of their appointment, or
- Thinks their treatment time could vary based on the day



Veyo Will-Call Process

Will-Call Facts:

- Will-call trips account for approximately 18% of all return trips.
- Common Reasons for a will-call trip:
 - Surgery
 - Chemotherapy
 - Dental
 - New Patients



Veyo Will-Call Process

How to schedule a will-call trip:

1. Calling 1-866-907-1493 and speaking to a call center agent. The agent will schedule the A-leg portion of the trip and ask if the member knows what time they want to return. If the return time is unknown, the agent will schedule the trip as a will-call. The agent will verify the will-call trip by stating:
 - *I have entered your ride as a will-call. Please call the same number again at 1-866-907-1493 to request your return ride. Your vehicle will arrive within 60 minutes from the time of your will-call request.*
2. Calling 1-866-907-1493 and scheduling the will-call trip through the Interactive Voice Response (IVR):
 - Press 1 for a member
 - Press 1 to schedule a trip
 - The IVR will ask "Do you know what time you want to return?" State no
 - The IVR will state "please contact us when you are ready to return."

Veyo Will-Call Process

How to activate a will-call trip:

Once the member is ready to be picked up from their appointment, they have two options to activate the will-call trip:

1. Calling 1-866-907-1493 and speaking with an agent.
2. Calling 1-866-907-1493 and using the IVR system:
 - Press 1 for a member
 - Press 2 to Activate the will-call



Veyo Will-Call Process – *Scheduled vs Will-Call*

Scheduled Return:

- Within 15 minutes of scheduled pick-up time.
- Pick up time set at the time the ride is scheduled.
- Scheduled return rides are intended for when the members return ride is known.
- If a member contacts Veyo and the driver is significantly late for pick up, Veyo will inquire with the Provider the estimated time of arrival. On occasion, a rescue trip will need to be scheduled.

Will-Call Return:

- Within 1 hour of activated will call.
- Must be activated same day when the member is ready to be picked up.
- Will-call rides are intended for when the members appointment length varies or is unknown.
- If a member contacts Veyo about a will-call that is taking longer than 1 hour, Veyo will inquire with the Provider the estimated time of arrival. On occasion, a rescue trip will need to be scheduled.

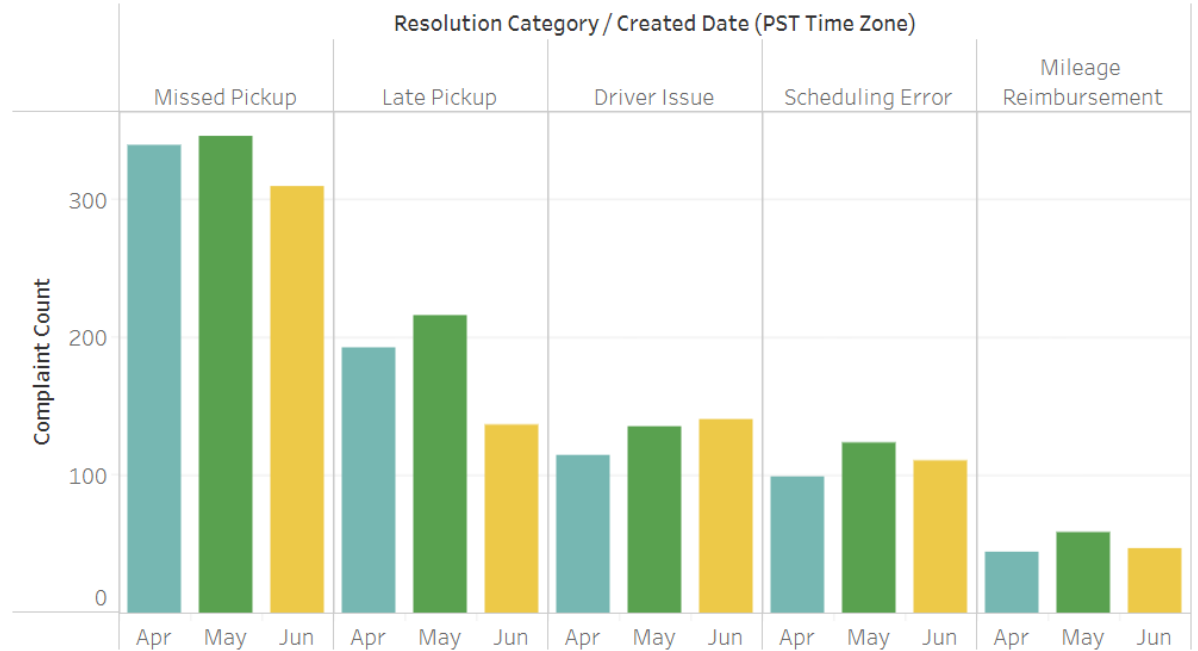
A photograph of a middle-aged Black man with a goatee, smiling broadly while driving a car. He is wearing a light blue button-down shirt and a watch on his left wrist. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred outdoor scene with greenery.

Operations Update

Top Five Complaint Reasons for April-June

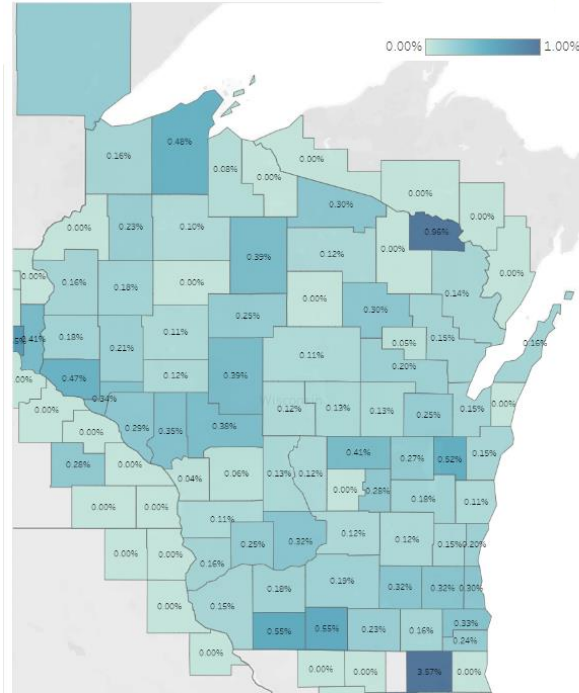
- In Quarter 2, Veyo received 2,658 complaints, of which 1,810 complaints were substantiated.
- The substantiated complaint rate improved slightly from 0.23% in 2023 Quarter 1 to 0.22% in 2023 Quarter 2.
- The ratio of unsuccessful trips per 1000 successful trips improved from 1.16 in 2023 Quarter 1 to 1.01 in 2023 Quarter 2.

Resolution Volume

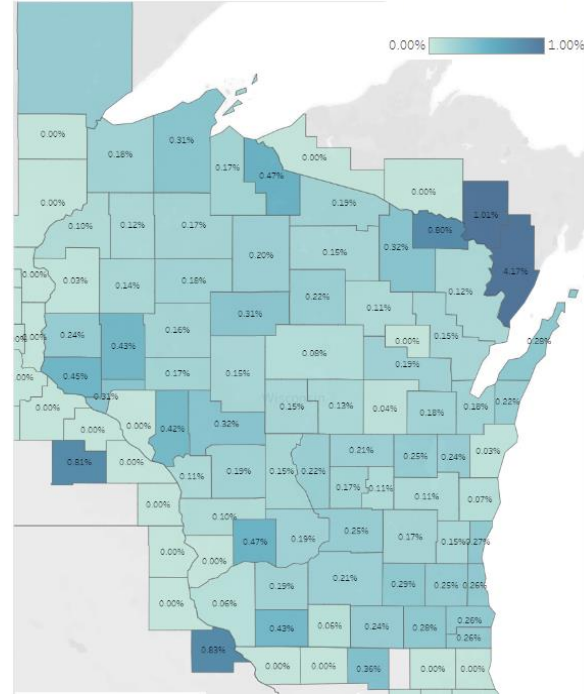


Quarterly Complaint Ratio Comparison

Q1 2023 Complaint Ratios



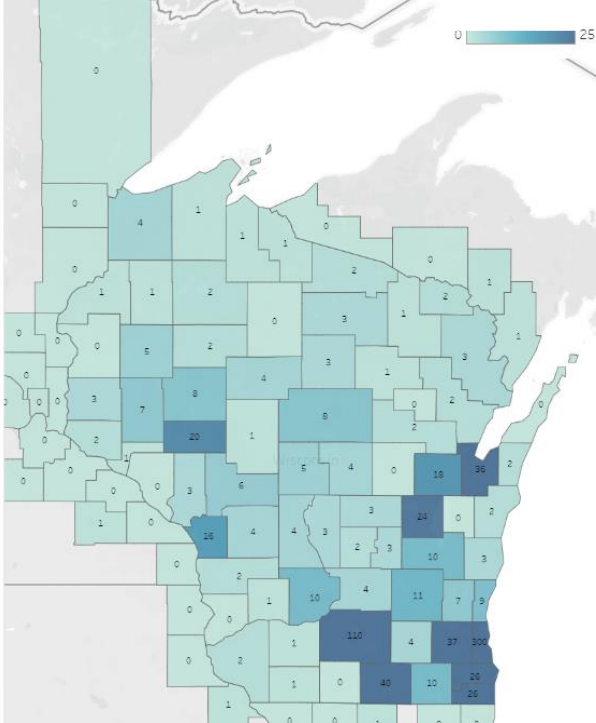
Q2 2023 Complaint Ratios



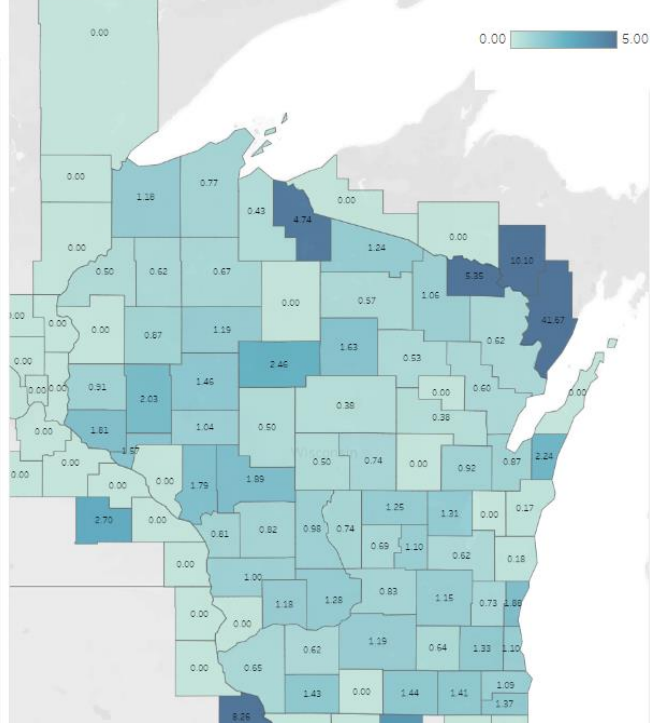
Substantiated Complaint Ratio: Substantiated complaints divided by the number of completed trips.

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 2 of 2023

Education, Training, and Outreach (ETO)

Activities throughout Wisconsin

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 co-wi@mtm-inc.net, the new email and contact inbox.

*** WIFacility@Veyo.com is sunseting*



Transportation Network Development

Common Carriers

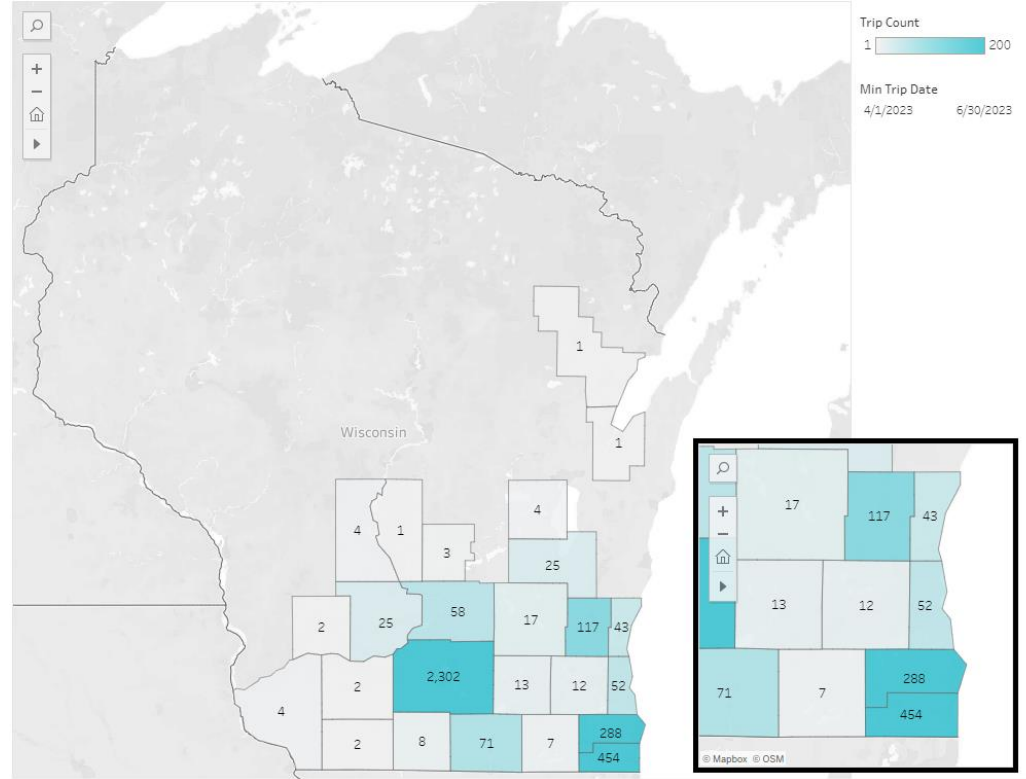
Common Carrier transportation providers have ambulatory vehicles which do not include wheelchair, stretcher, or ambulance capability.

Information included in the map:

- Count of trips taken by Transportation Providers added to the network in Q2 2023
- Common Carrier Only

Network Actions Being Taken:

- Continued Contracting
- IDP (Independent Driver Provider) Recruitment
- Capacity Utilization



**Southeast counties magnified for visual clarity*

Net New Specialized Medical Vehicle (SMV) Providers for Q2 2023

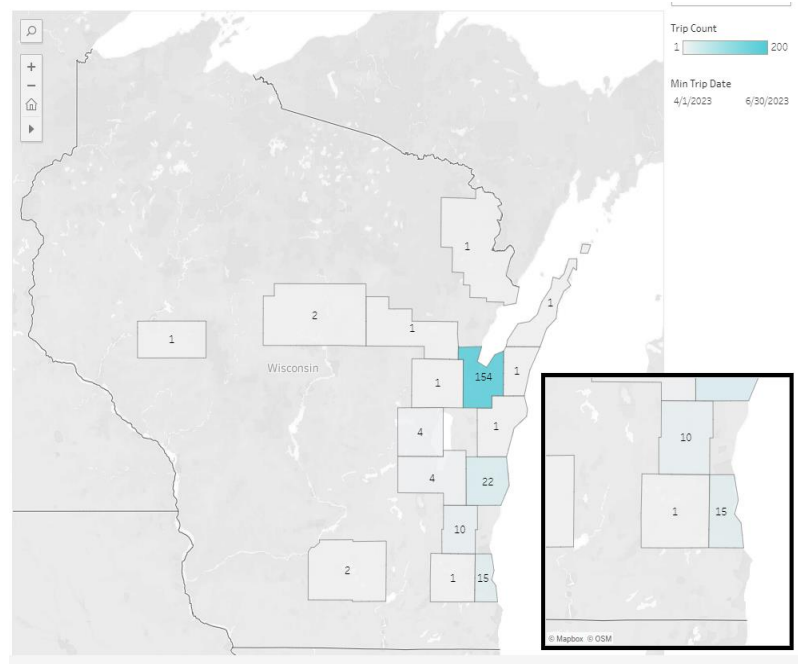
SMVs include vehicles that can transport members in wheelchairs or stretchers.

Information included in the map:

- Count of SMV trips provided by net new operators added to the network during Q2 2023

Network Actions Being Taken:

- Working with SMV providers 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.



105

Total SMV
Providers in the
Network

2

New SMV
Providers in Q2
2023

Call Center Update

	Contractual Requirement	Q3 2022	Q4 2022	Q1 2023	Q2 2023
Calls Offered to Agent	-	265,171	265,171	305,143	276,589
Avg. Speed of Answer	Less than 240 sec	176	40	18	28
Avg. Handle Time	Less than 420 sec	332	296	288	297
Percentage Calls Answered Within 240 seconds	Above 90%	66%	93%	98%	96%
Avg. Abandonment Percentage	Under 5%	12.61%	3.03%	1.20%	1.75%

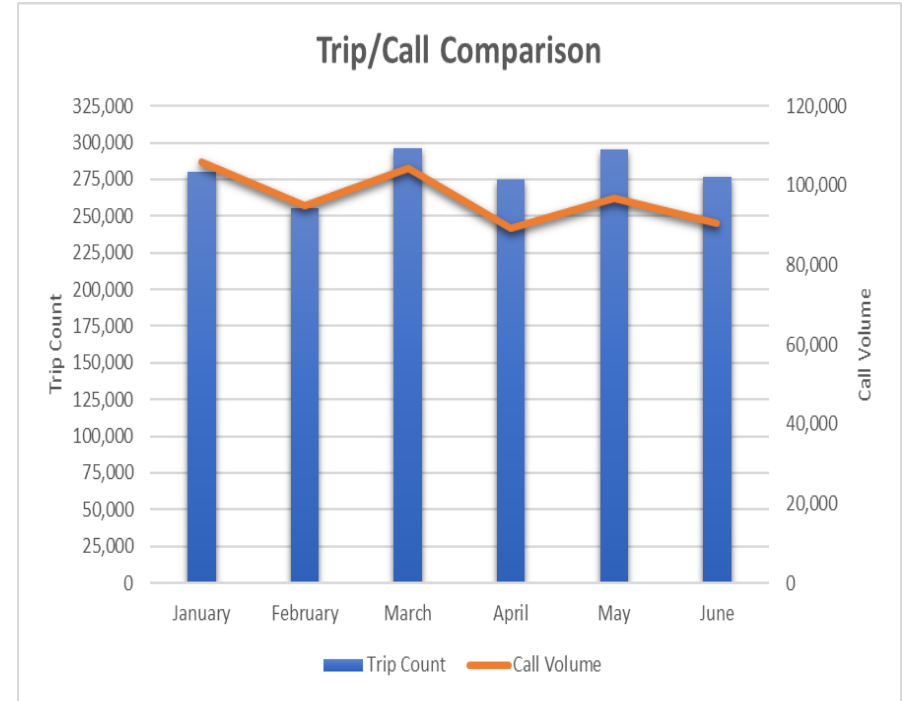
2023 Customer Satisfaction Survey ratings:

- 2023 Q1: 80.7%
- 2023 Q2: 88.4%



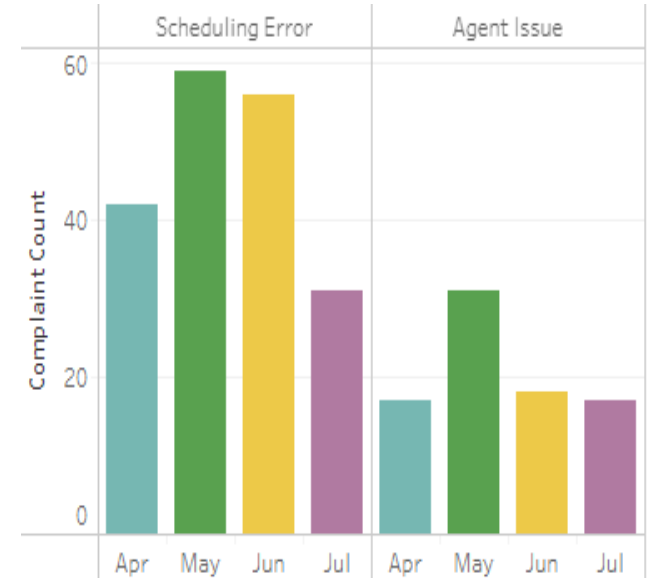
Call Center: Call Volume and Member Experience Improvement Focus

- Call volume decreased from 305,143 calls in 2023 Quarter 1 to 276,589 calls in 2023 Quarter 2.
- Trip volume increased from 831,535 trips in Quarter 1 to 847,837 trips in 2023 Quarter 2.
- Call Center Member Experience Improvement Focus Areas:
 - Focus on first call resolution
 - Increased internal collaboration
 - Effective and ongoing Call Center Representative training and feedback



Call Center Complaint Reason Comparison

- Substantiated scheduling errors increased from 144 complaints in 2023 Quarter 1 to 157 complaints in 2023 Quarter 2.
- Substantiated agent issues increased from 61 complaints in 2023 Quarter 1 to 66 complaints in 2023 Quarter 2.
- After internal corrective action, an improvement and reversal of this increased error trend has taken effect in Q3 2023. Scheduling errors significantly decreased from 56 substantiated complaints in June 2023 to 31 substantiated complaints in July 2023. Based on initial analysis of complaint data for August 2023, the decrease of errors continue through the month of August 2023.



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

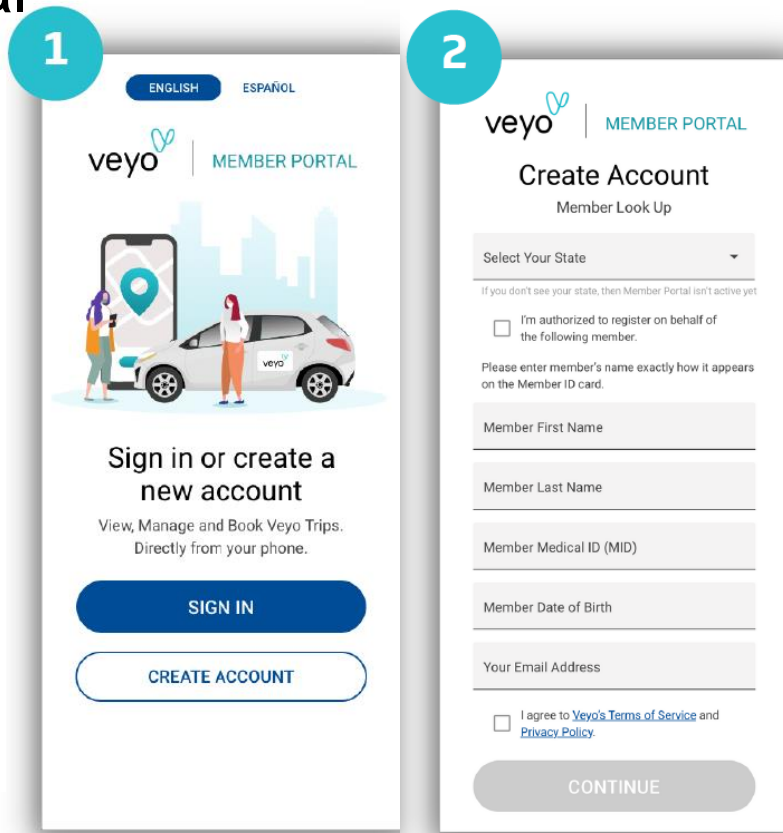
1 - Using the Member Portal

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



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

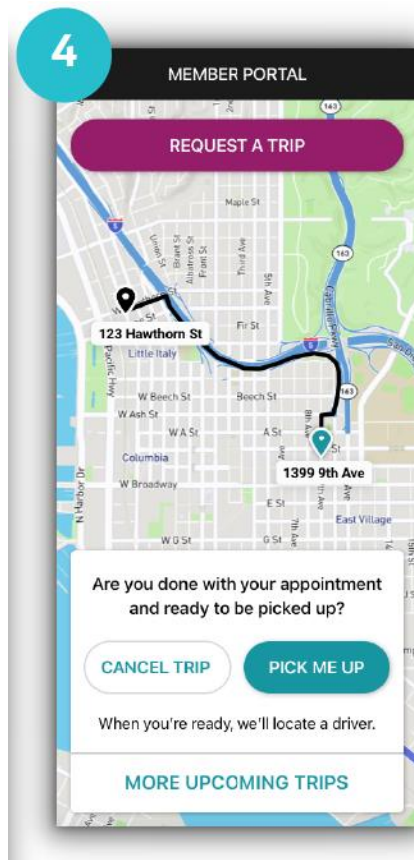
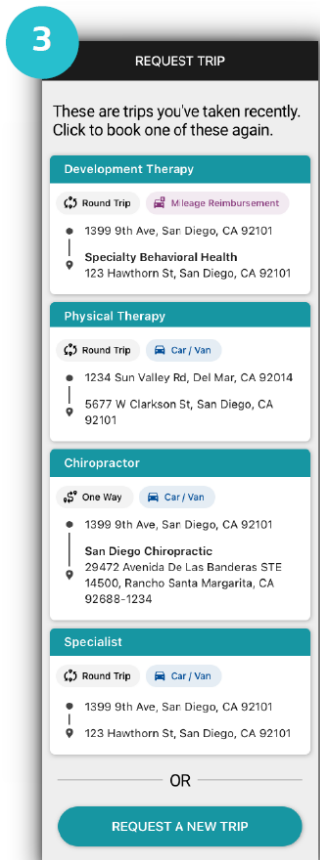
Veyo Member Portal

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.



Member Ombuds

Within the last quarter the Ombuds has assisted over 130 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.

Veyo NEMT Contact Information

**See New Phone Numbers

- 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@veyo.com
- Website: wi.ridewithveyo.com
- Member Portal: member.veyo.com



Jonathan Liegeois - ETO

** New Number 636-323-3874

CO-WI@mtm-inc.net

(this number and email box will transfer to Jas Blue when she takes over for Jonathan)



Que Hatchett - Member Ombuds

** New Number 636-674-6386



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!