



Veyo | State of Wisconsin

December 8, 2022

Agenda

- 1. MTM Acquisition Update**
- 2. Technology Engagement**
 - a. Member Portal
 - b. RideView Platform
 - c. Five9 Telephony Transition Reminder
- 3. Highlighted Discussion Topics**
 - a. Gas Mileage Reimbursement Rate
 - b. Public Health Emergency Unwinding
 - c. Holiday Outreach
 - d. Winter Weather Safety
 - e. Network Process Discussion
 - f. Prior Authorization

Agenda

4. Operations Update

- a. Education, Training, and Outreach
- b. Quality Management
- c. Same Day Urgent Trips
- d. Consistent Providers
- e. Critical Care Team
- f. Call Center
- g. Transportation Network
- h. Appendix



MTM Acquisition Update

Reminder: Five9 Transition Upcoming



- 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 mid December.

Benefits of Five9:

Expand pool of Call Center Agents to shorten hold times

Improve service levels by allowing for real-time oversight of the call queue

Access to call analytics that allow for real-time monitoring of volume



Technology Engagement

Quick Stats 2022

57K

Members
Scheduled

2.2M

Completed
Trips

875K

Calls
Taken

293

Transportation
Providers Contracted

2,641

Vehicles

100K

Trips Booked
Through RideView

13K

Trips Booked In
Member Portal

555

Independent Driver
Providers Taking Trips

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

1

ENGLISH ESPAÑOL

veyo | MEMBER PORTAL



Sign in or create a new account

View, Manage and Book Veyo Trips.
Directly from your phone.

SIGN IN

CREATE ACCOUNT

2

veyo | MEMBER PORTAL

Create Account

Member Look Up

Select Your State

If you don't see your state, then Member Portal isn't active yet

☐ I'm authorized to register on behalf of the following member.

Please enter member's name exactly how it appears on the Member ID card.

Member First Name

Member Last Name

Member Medical ID (MID)

Member Date of Birth

Your Email Address

☐ I agree to [Veyo's Terms of Service](#) and [Privacy Policy](#).

CONTINUE

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

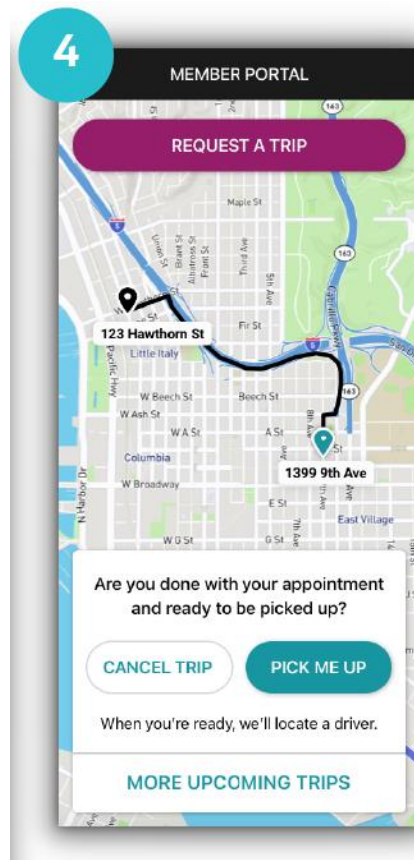
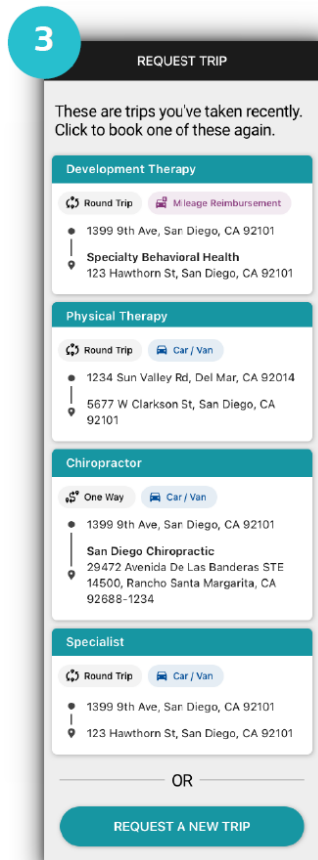
Veyo Member Portal

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

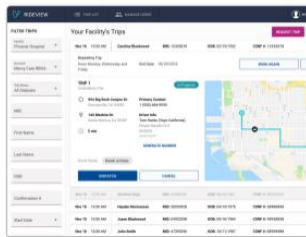
Easily schedule, re-book, and cancel trips in a matter of clicks.



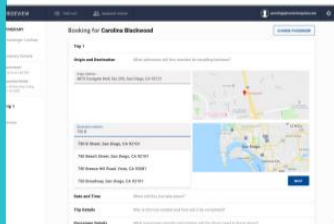
4. INSTANT BOOKING

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

THE TOOL



VIEW TRIP DATA



REQUEST A TRIP

MTM is working on ways to make RideView more accessible to facilities throughout WI. Ambitious onboarding goals will be announced for Q1 of 2023.

Contact Wlfacility@veyo.com to learn more!

Trips Booked in RideView WI

- Q2 –29,482
- Q3 –34,066
- YTD –Over 100,000 trips booked!



Highlighted Discussion Topics

Gas Mileage Reimbursement Rate

Background: The federal government temporarily raised gas mileage reimbursement rates earlier this year due to inflated gas prices earlier. DHS temporarily increased the NEMT gas mileage reimbursement rate in Wisconsin from \$.24/mile to \$.29/mile for trips occurring between July 1st and December 31st, 2022.

DHS will continue to follow the federal government's lead. For trips occurring on and after January 1st, 2023, the GMR rate will revert back to \$.24/mile.



Public Health Emergency Unwinding

- The Federal Government must provide 60-days notice to the states before the federal Public Health Emergency (PHE) related to COVID-19 ends.
- The next anticipated date for this notice is February 10, 2023, to announce a potential PHE end date of April 11, 2023. The PHE could also be extended beyond this date.
- Permanent policy allows testing and vaccination appointments for any ongoing PHE-related illnesses to be scheduled as urgent trips.
- Once the federal PHE related to COVID-19 ends, COVID-19 will not be considered PHE-related and trips for COVID-19 testing and vaccination must be scheduled in advance rather than as urgent trips.
- Other PHE-related illnesses currently include monkeypox. Appointments for monkeypox testing and vaccination may continue to be scheduled as urgent trips while the federal PHE related to monkeypox persists.
- 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.

Holiday Schedule Changes Outreach

- Outreach conducted to high volume facilities (those with 10 or more trips) to verify open or closed status
- Outreach starts 30 days prior to the holiday
 - Data Integrity team will reach out by phone to verbally confirm facility status
 - Education Training and Outreach Manager will conduct outreach to facilities to provide options for sending any schedule changes that need to be submitted by the facility
- Trips are canceled for each facility after closure is confirmed

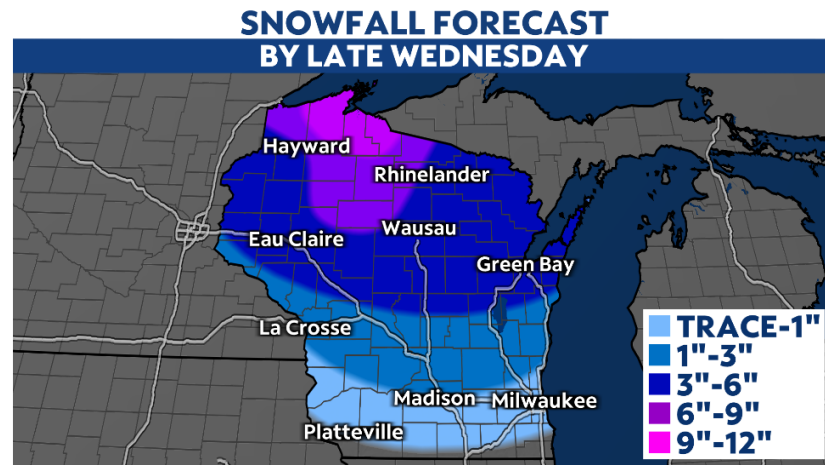


Winter Weather Safety

When winter weather hits and NEMT transportation could be impacted, we work to balance the safety of our members and providers with their healthcare needs.

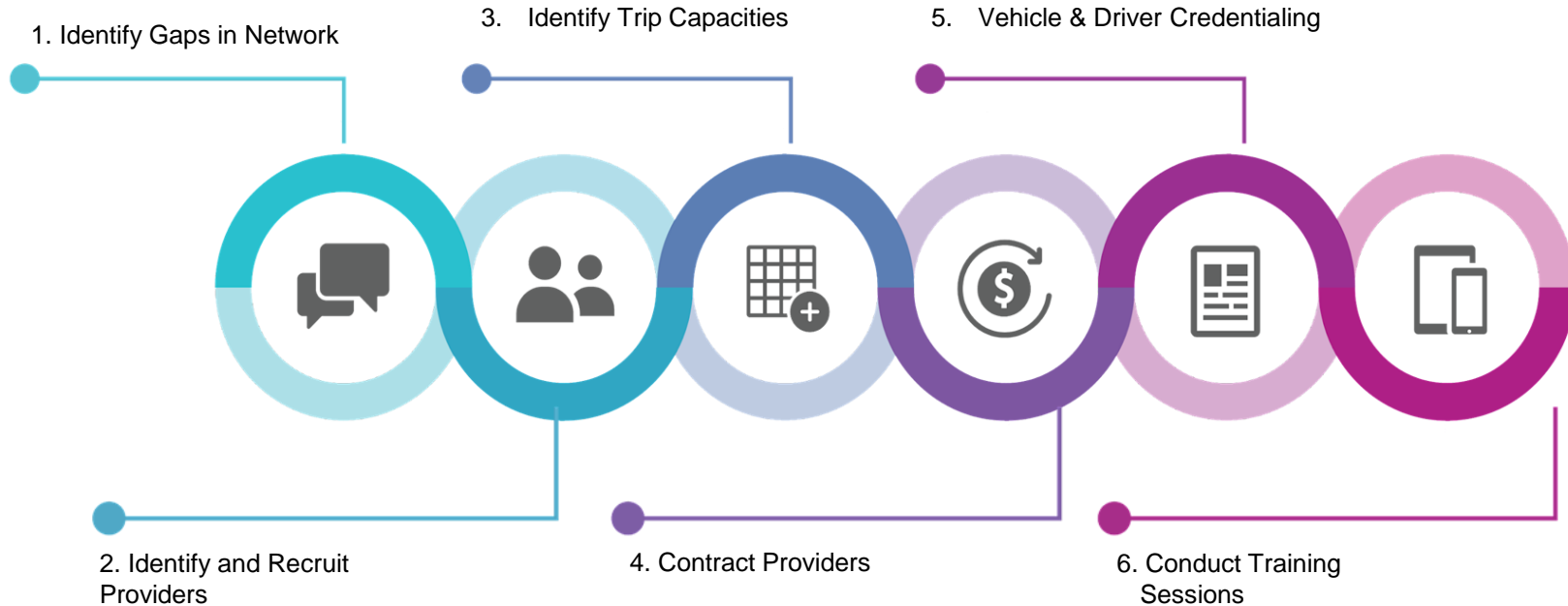
Guiding Principles

- Safety First
- Communicate Effectively
- Leverage state and local weather emergency notifications for best guidance



****Critical care transports are considered of the utmost importance and those transports are given the highest level of importance and are completed if at all possible.****

Network Development Cycle



Transportation Provider Onboarding

Technology Configuration

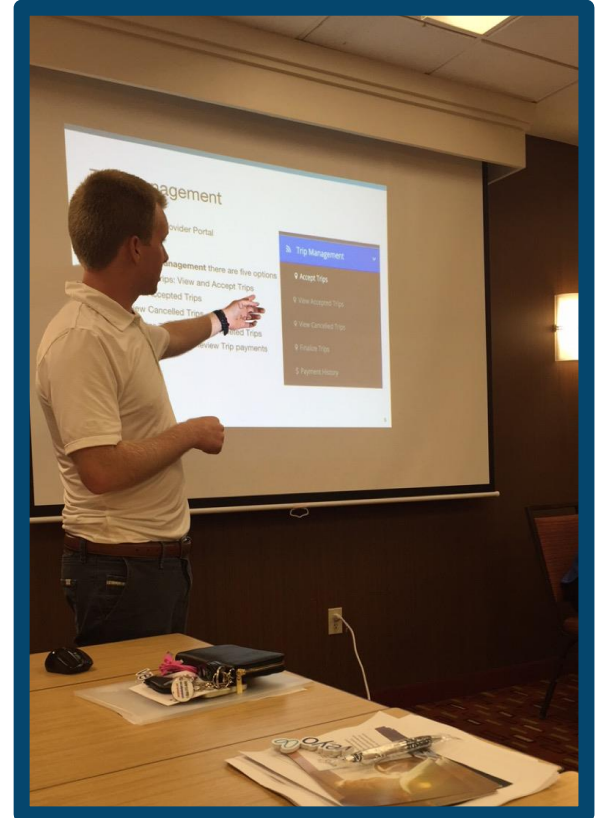
- Grant access to transportation provider portal
- Create driver accounts
- Explore possible API integrations

Train Providers on Technology

- Veyo Provider Portal
- Veyo Driver App

Training on Performance Standards

- Provider Agreement and Expectations
- Service Expectations
- ADA, HIPAA, PHI, and FWA
- Provider Scorecard



Driver/Vehicle Training and Credentialing

VETTED



- Background Checks
- Drug Testing
- CPR Certification
- Vehicle Inspection
- Staff Orientation

TRAINED



- HIPAA & PHI
- ADA
- Customer Service
- CPR & First Aid
- Passenger Handling and Sensitivity

INSPECTED



- Valid Vehicle Registration
- Valid Driver's License
- Valid Insurance

Provider Ranking

Purpose

- To motivate transportation providers to meet performance standards and maximize the number of rides that they are offered.

Ranking Factors

- Complaint rate
- On-time performance
- Confirmed to Pick-Up

Veyo's Trip Allocation Engine

- Works like a dimmer on a light switch
- Poor performance can lead to the "light" being turned off temporarily



Prior Authorization Policy

- There are certain scenarios in which a prior authorization is required before securing a ride with Veyo. These scenarios are as follows:
- If the member requests a facility outside of Wisconsin (excluding border status medical providers).
- If the member requests a facility that is not listed on the medical provider list.
- If the member has exceeded the trip count for services that require Prior Authorization, which include:
- Orthodontic Services: PA is required for all visits with their Healthcare Provider. Veyo follows this process when the member reaches two trips.
- Occupational Therapy: PA is required after 35 visits with their Healthcare Provider. Veyo will follow this process when the member reaches 40 trips.
- Physical Therapy: PA is required after 35 visits with their Healthcare Provider. Veyo will follow this process when the member reaches 40 trips.
- Speech Therapy: PA required after 35 visits with their Healthcare Provider. Veyo will follow this process when the member reaches 40 trips.

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. The text "Operations Update" is overlaid on the left side of the image.

Operations Update

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/MTM.

Groups ETO 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 education materials and resources, please reach out to ...
Jliegeois@mtm-inc.net***

Complaint Process: Overview



It first starts when Member expresses dissatisfaction:

- Call Center agents are empowered to resolve issues. If they are unable to resolve the issue, the agent transfers the Escalation Agent.
- The agent transfers the member's issue to the Quality Assurance Department for investigation.

Veyo Quality Assurance team investigates

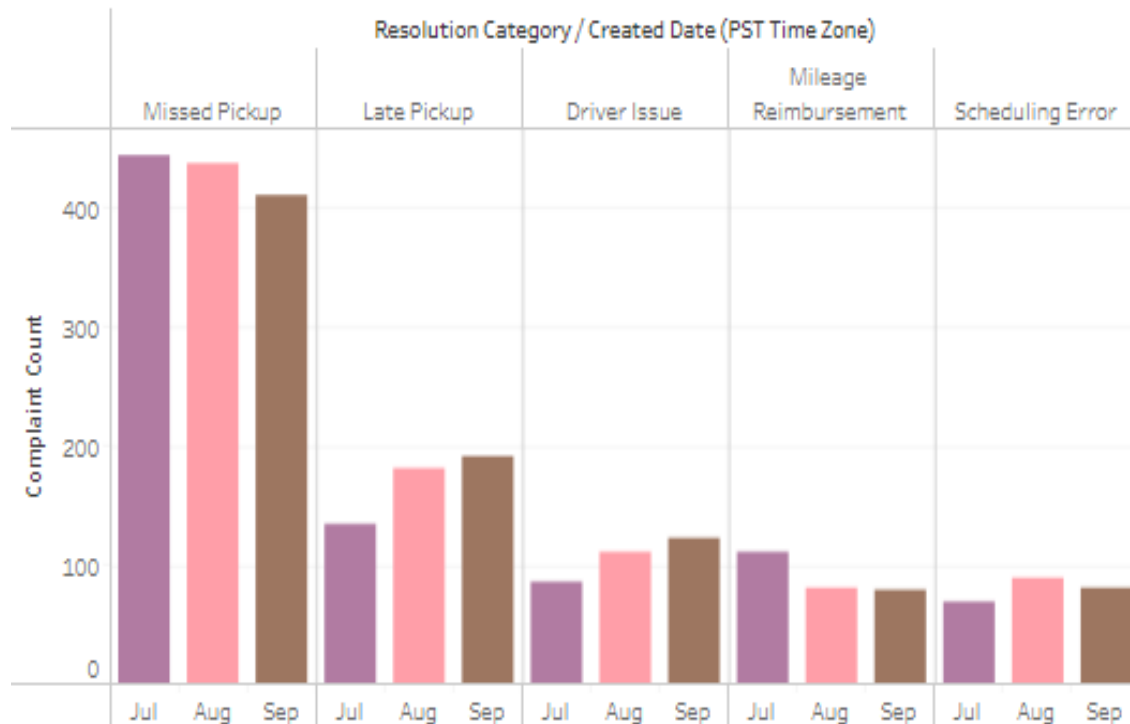
The QA team receives these complaints and investigates the grievance. The QA team works with areas involved in the grievance and documents the investigation. They then enter the resolution into the Salesforce platform. Veyo is required to resolve complaints within 30 business days. Once the complaint is resolved, a letter is then sent to the member informing them what the decision was for the complaint.

Veyo analyzes complaints on regular cadence

After the investigation is complete Veyo will identify any trends and works to prevent future grievances.

Top Five Complaint Reasons for July-September

- Veyo completed 768,085 trips in July-September.
- Of those 768,085 trips, Veyo received 3,008 complaints, of which 1,886 complaints were substantiated.
- Trip count increased by 2% from Q2 (750,077 trips) to Q3 (768,085 trips).
- Grievance rate reduced from .45% in Q2 to .39% in Q3.



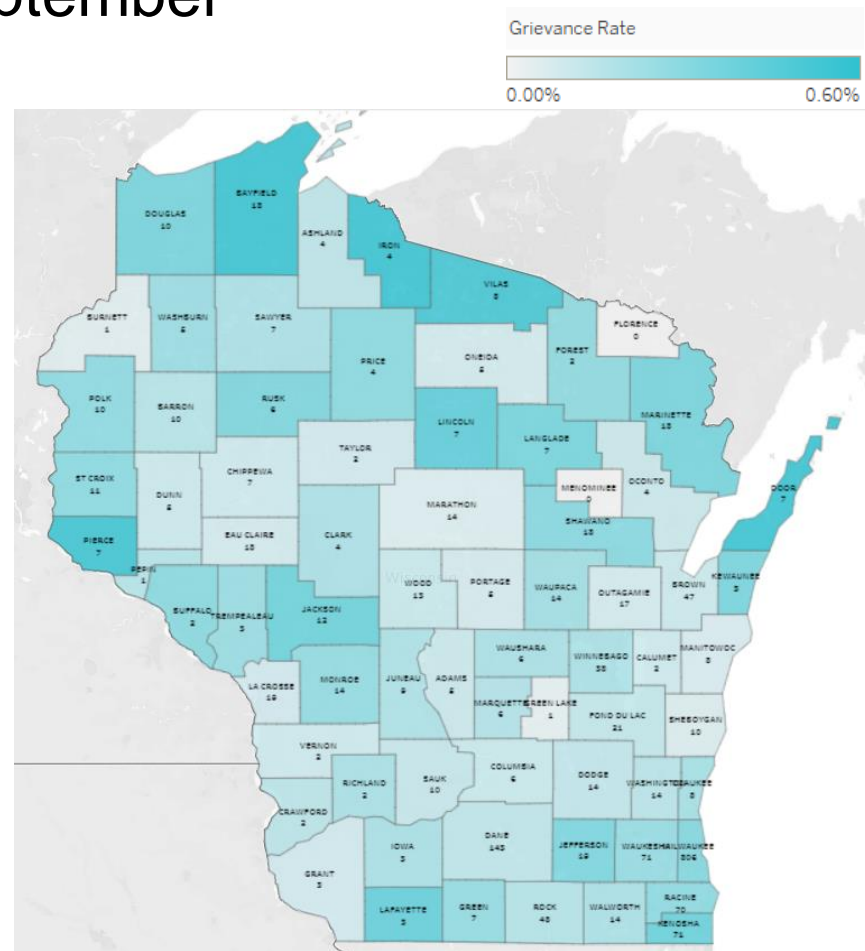
Complaint by County for July-September

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

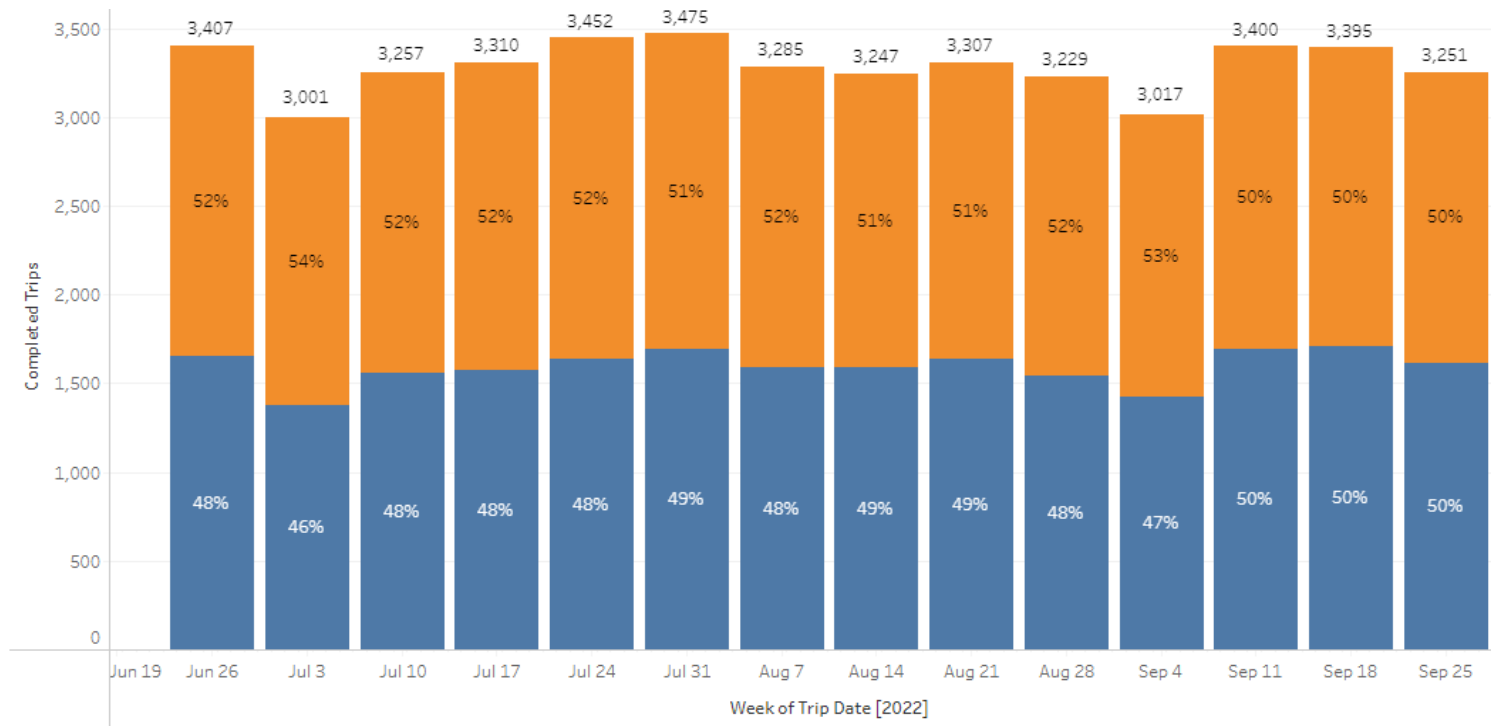
Top counties that had the highest complaint rates in Q2 vs Q3 are as follows:

	<u>Q2</u>	<u>Q3</u>
Iron County:	2.46%	1.29%
Pierce County:	.98%	.59%
Florence County:	.63%	0%
Kenosha County:	.58%	.43%
Jefferson County:	.53%	.37%
Washburn County:	.52%	.27%

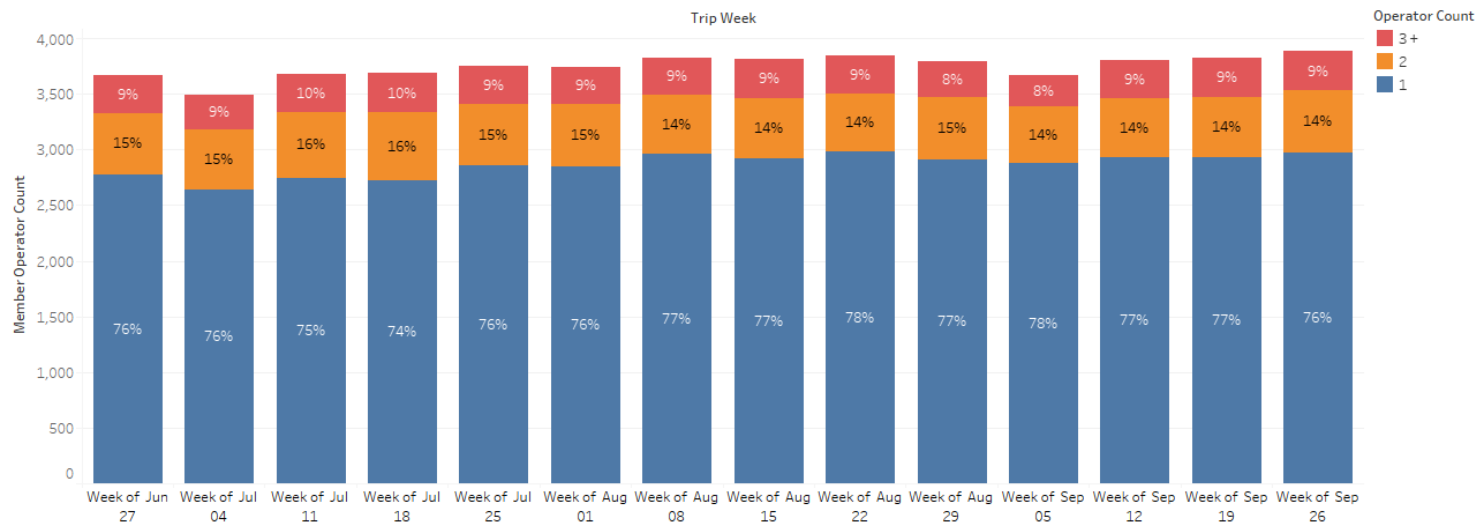
Complaint Rate: Substantiated complaints divided by the number of completed trips.



Same Day Urgent Trips



Consistent Provider

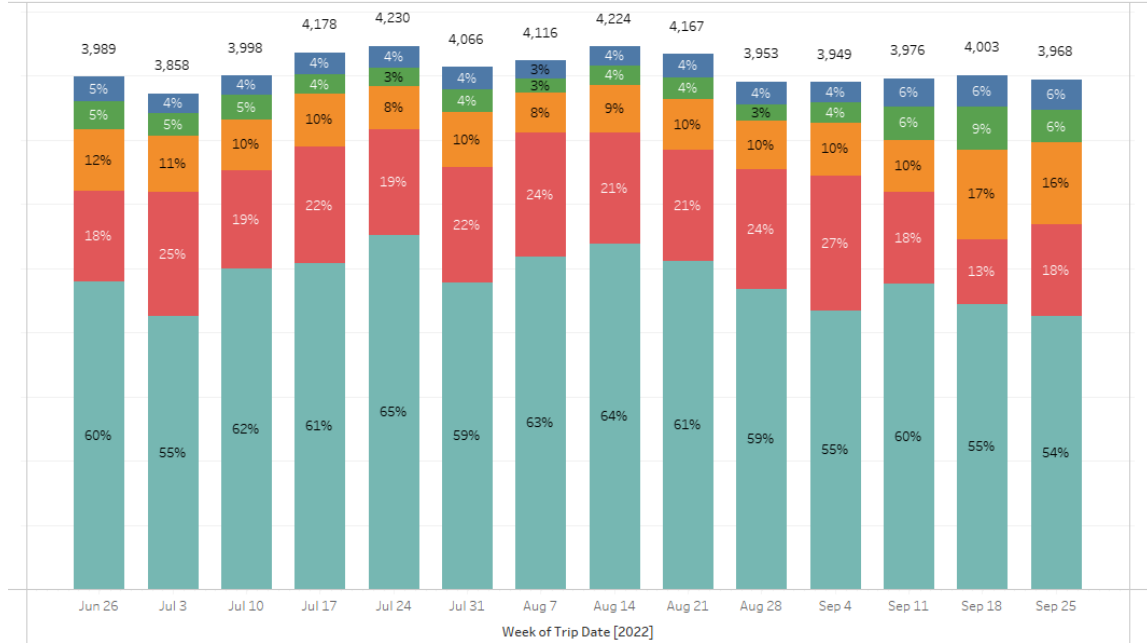


Critical Care Team

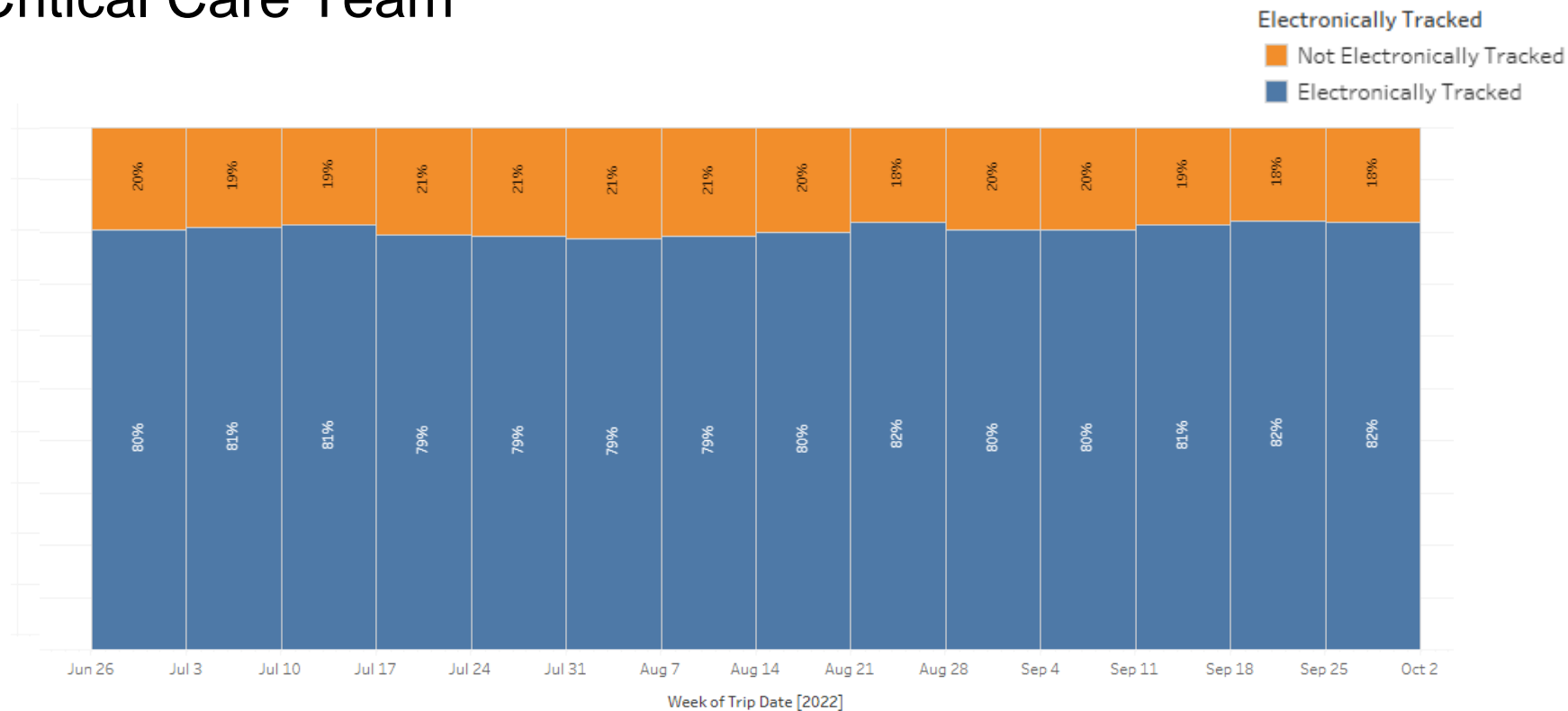
This graph represents how far in advance trips critical care trips (Dialysis, Chemo, etc..) are confirmed by transportation providers.

Time Separation

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



Critical Care Team



Member Ombuds



**Que Hatchett -
Member Ombuds**

Ombudsmen are the liaisons that lead to member success. A member advocate allows a company to see things from the member's perspective. I advocate independently on behalf of members within Veyo/MTM. Some specific actions include:

- Performing a second reviews of complaints, denials, and appeals.
- Performing NEMT education for members.
- Helping to resolve transportation issues.

Member Ombudsmen provide a unique service because:

- We know the ins-and-outs of the benefits and programs available to members.
- We provide a high-touch, personalized experience.
- We are trained and empowered to interface with and address the needs of members.

Call Center Update

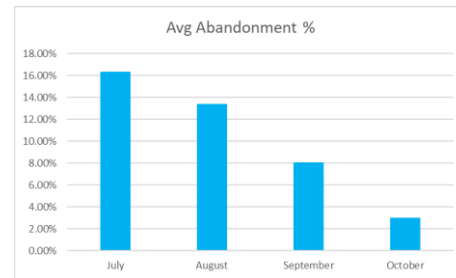
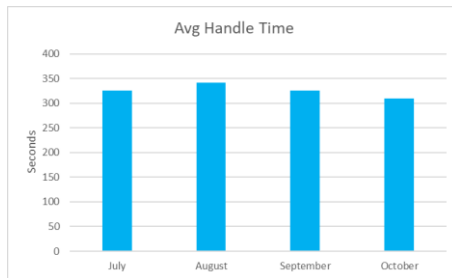
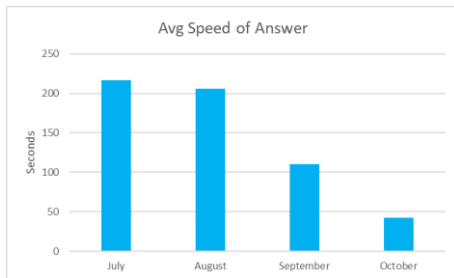
2022: Q3 (Jul-Sep)

- Challenging quarter resulting in a decline in service metrics compared to Q2
- Primary cause was around staffing, resulting in less availability and longer talk times
- Improvements were made throughout the quarter, due in part to having additional resources after the acquisition
- October showed substantial improvements in service metrics

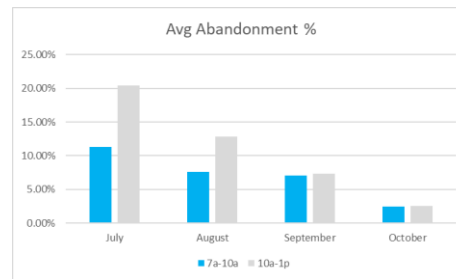
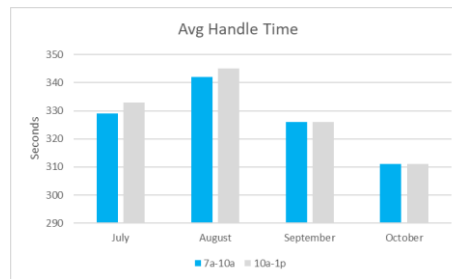
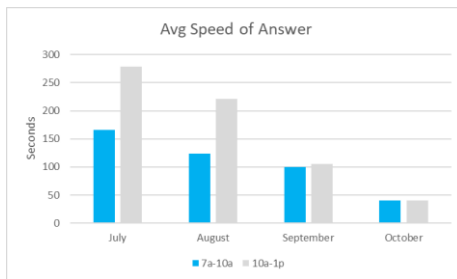


Call Center Update (cont.)

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

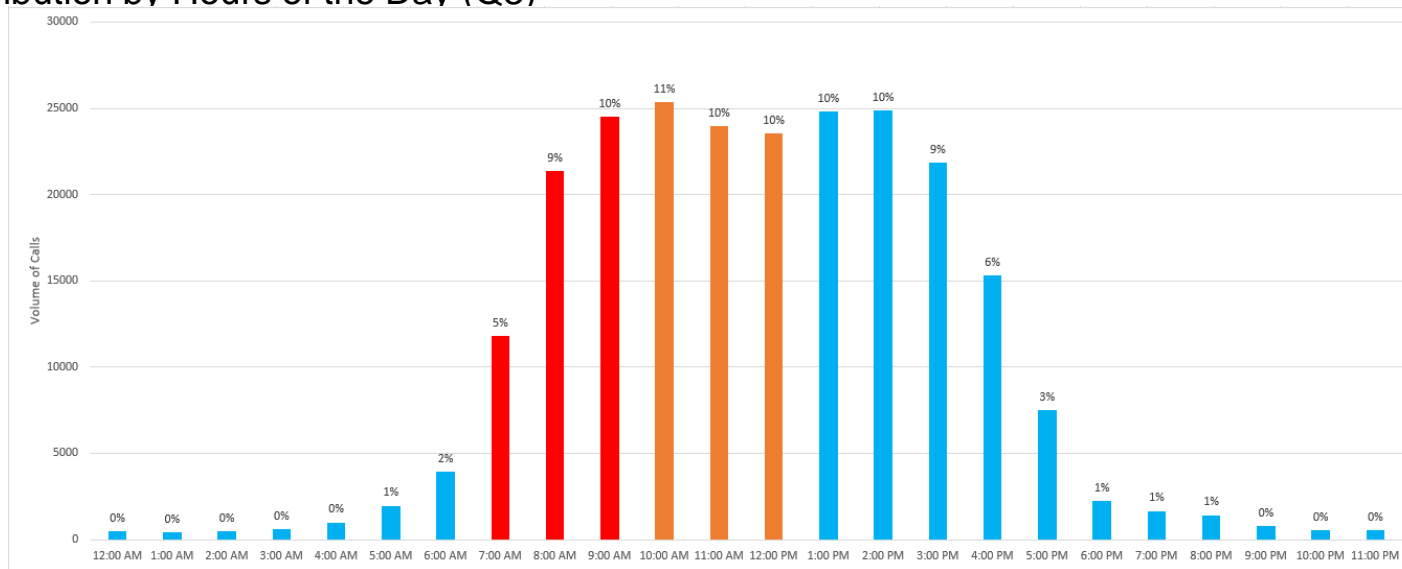


Peak Times Average Speed of Answer, Average Handle Time, Average Abandoned Calls



Call Center Update (cont.)

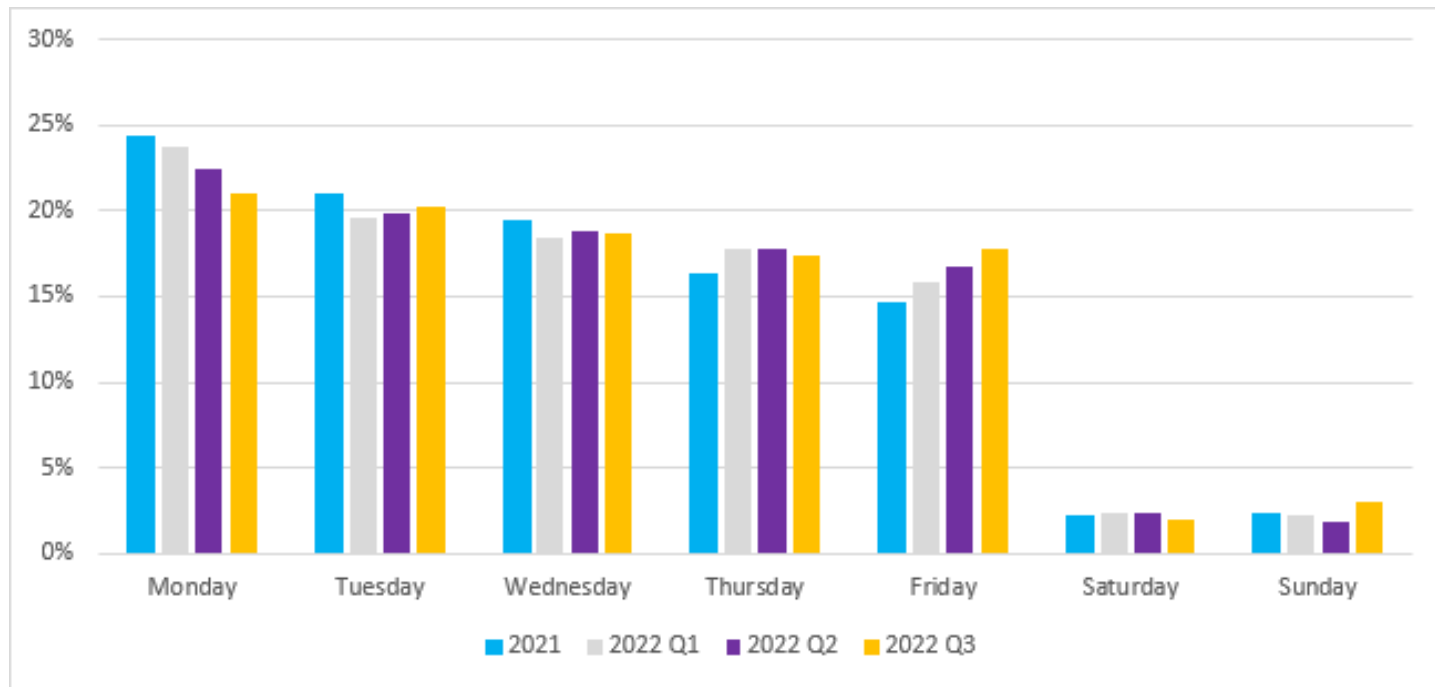
Call Distribution by Hours of the Day (Q3)



*Peaks 1 and 2 account for approximately 55% 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
- 2023 Q3: 95.1% average

Call Center Wins and Opportunities

- **Wins**

- Additional Call Center resources due to acquisition
- Post-acquisition workforce management changes
- Customer satisfaction surveys (rating 1 or 2):
 - 2021: 88.2%
 - 2022 Q1: 90.6%
 - 2022 Q2: 90.5%
 - 2022 Q3: 91.5%



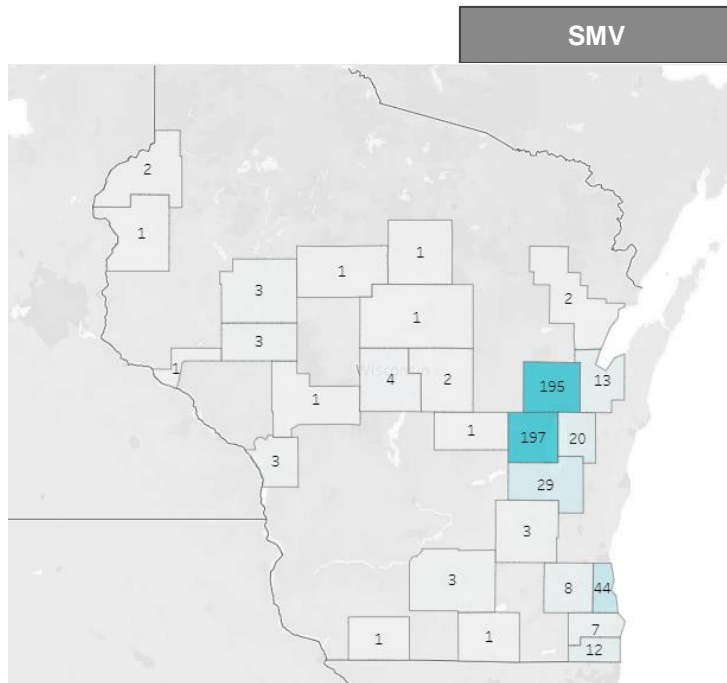
- **Opportunities**

- Availability - continuously working to expand the team and increase availability
- Learning curve of new agents
- Quality assurance - continuously working with new and tenured agents to improve quality to exceed expectations

Transportation Network: SMVs

This map illustrates the number of SMV trips provided by operators onboarded in Q3 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.



99

SMV Providers

8

New SMV Providers

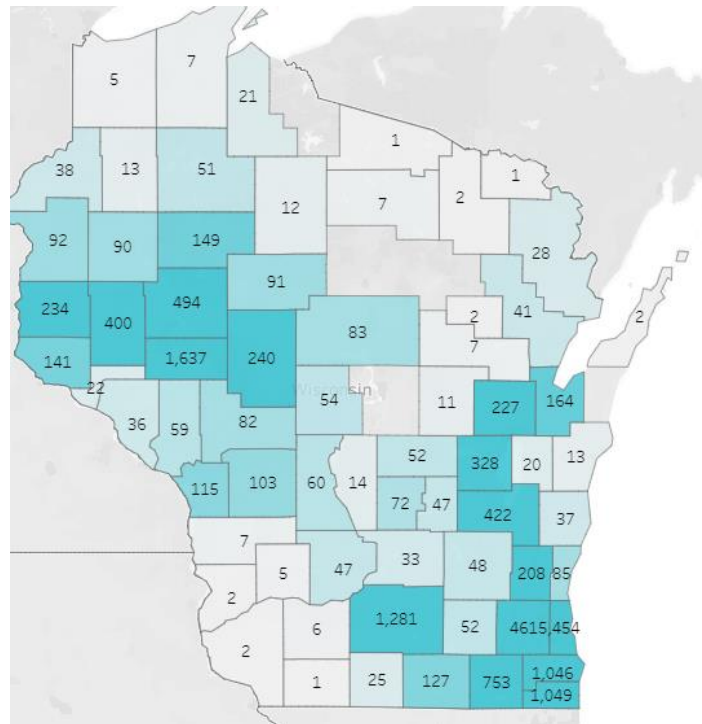
Transportation Network Common Carriers

The county level information in the map includes:

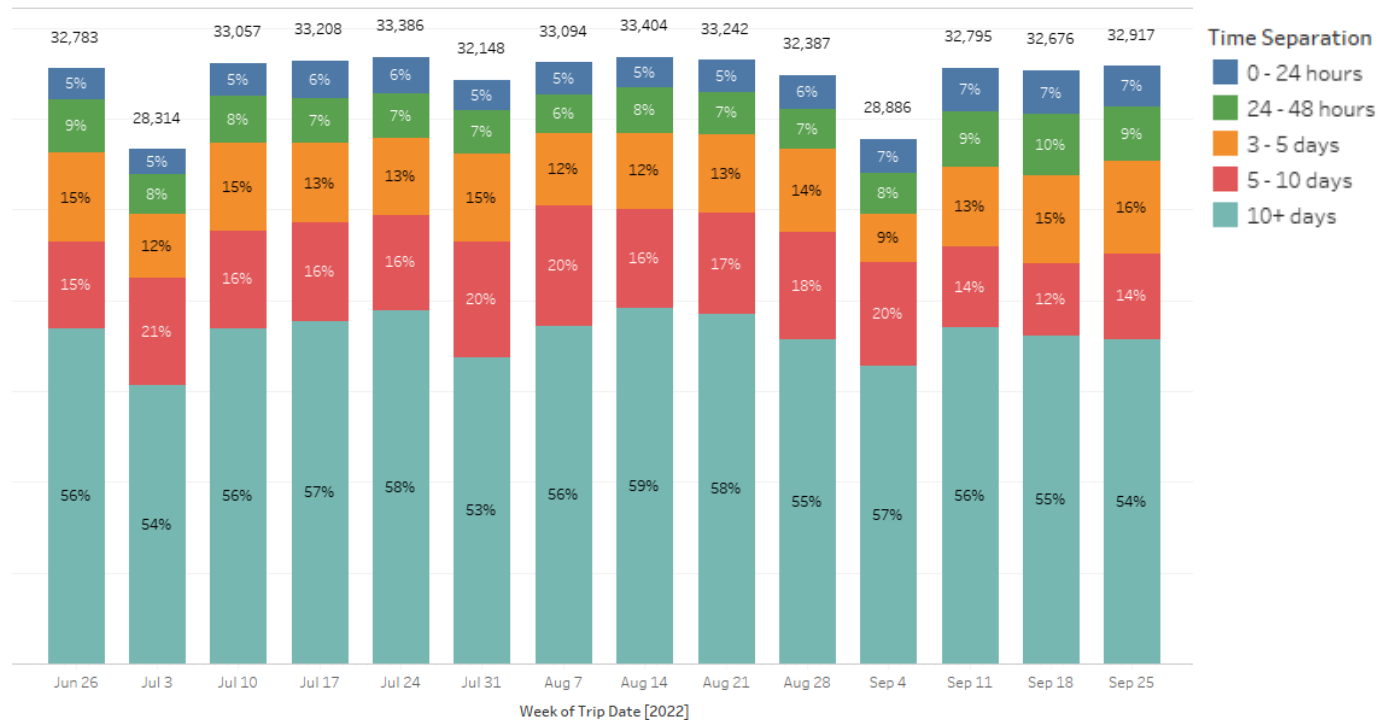
- Trips taken by Operators onboarded Q3 2022
- Ambulatory Trips Only

Actions Being Taken

- 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 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.

Thank You!