



Veyo | State of Wisconsin

February 17, 2022



Agenda

- Highlighted Discussion Topic
 - Veyo IDP Program Development
 - Travel Training Discussion
- Technology Engagement
- Operations Update
 - Call Center
 - Transportation Network
 - Critical Care Team
 - Gas Mileage Reimbursement
 - Public Transportation
 - Data Management
- Complaints Trends
 - Member Ombuds
- Veyo NEMT Contact Information
- Open Discussion and Feedback

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



Hunter Griendling

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



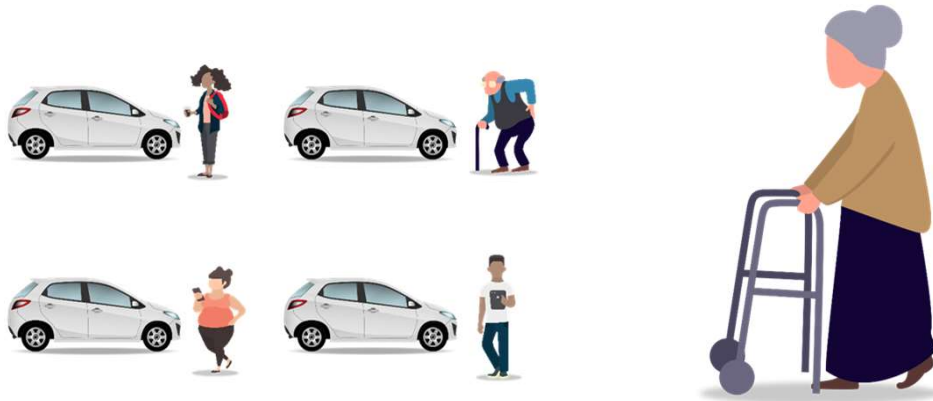
Jonathan Liegeois

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

Veyo's Virtual Fleet: Two Provider Types Meet all Member Needs

	Veyo Independent Driver Providers	Traditional Provider
 Modes	Curb-to-Curb Hand-to-Hand Door-to-Door Credentialed	Ambulatory Wheelchair Stretcher Credentialed
 Service Quality	★★★★★ 4.6	★★★★★ 4.6
 Cost	\$	\$\$\$

Traditional Brokers Rely on a Fixed Number of Vehicles

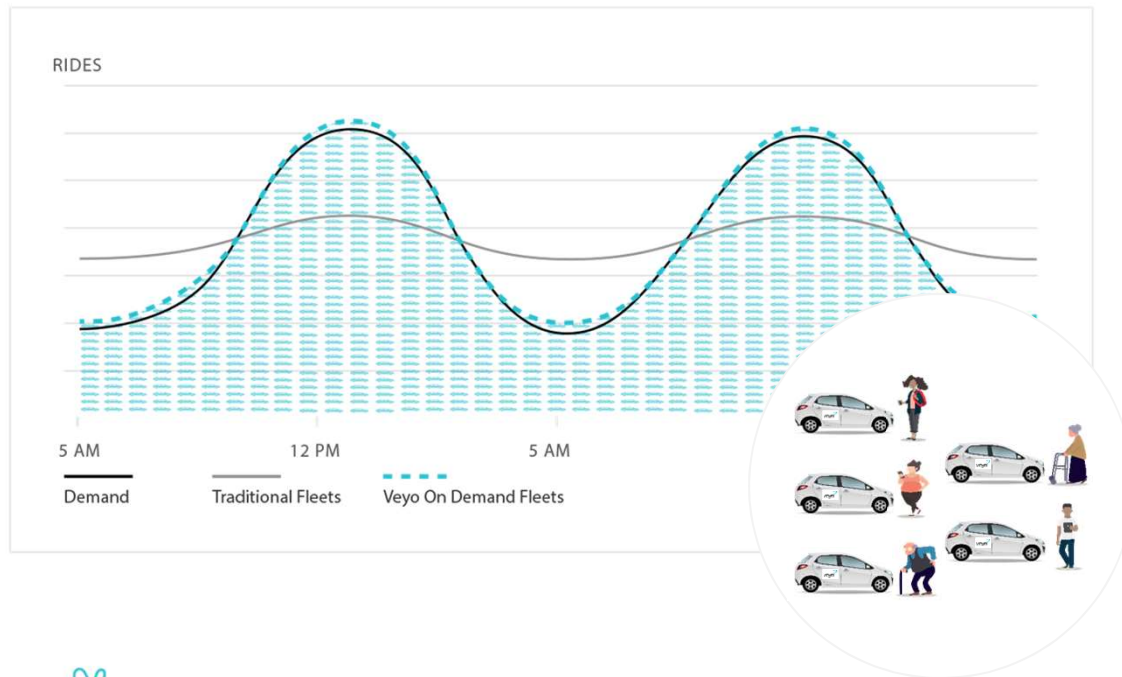


With a ***fixed fleet*** of 4 vehicles...

**The 5th member's
needs can't be serviced**

A traditional ***fixed fleet***
has points of failure that
will affect the Member's
Experience.

Veyo's Virtual Fleet Integrates Medicaid-Designed Rideshare Independent Driver Providers (IDPs)



- Veyo's Virtual Fleet scales as needed to ensure service for every member.
- Veyo IDPs undergo training specific to Medicaid and member needs.
- Member's have on-time trip assurance with real-time supply/demand adjustments.

Network Development Phase II *Virtual Fleet (IDP) On Demand Success*

3500+

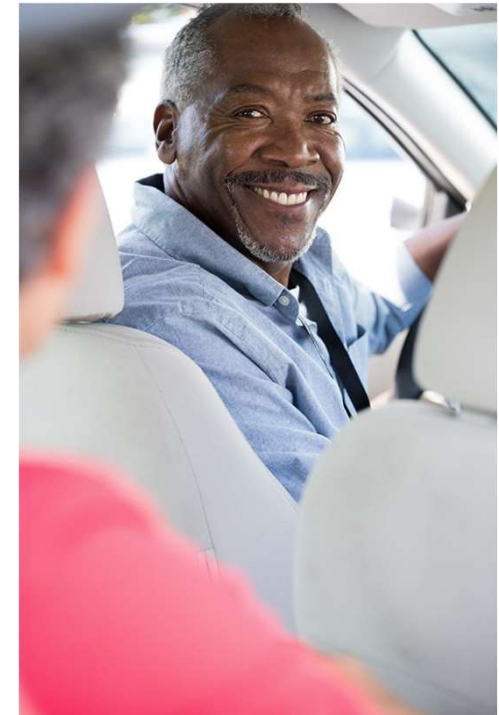
Completed
Trips

392

Rate-my-Ride
Surveys

93%

On-Time Pickup



Active Drivers

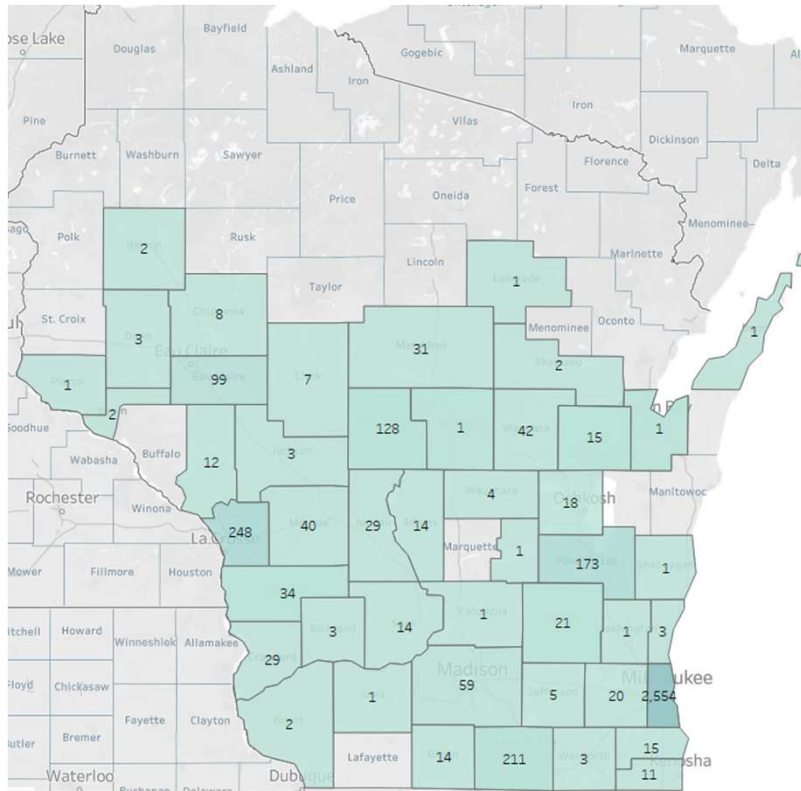
- 120+ Active Drivers
- 100 Milwaukee
- 7 Madison
- 13 Statewide

Same day Urgent Trip Success!

- 1/16 - 82 Discharges 259 Total
- 1/23 - 73 Discharges 245 Total
- 1/30 - 102 Discharges 282 Total
- 2/6 - 106 Discharges 281 Total

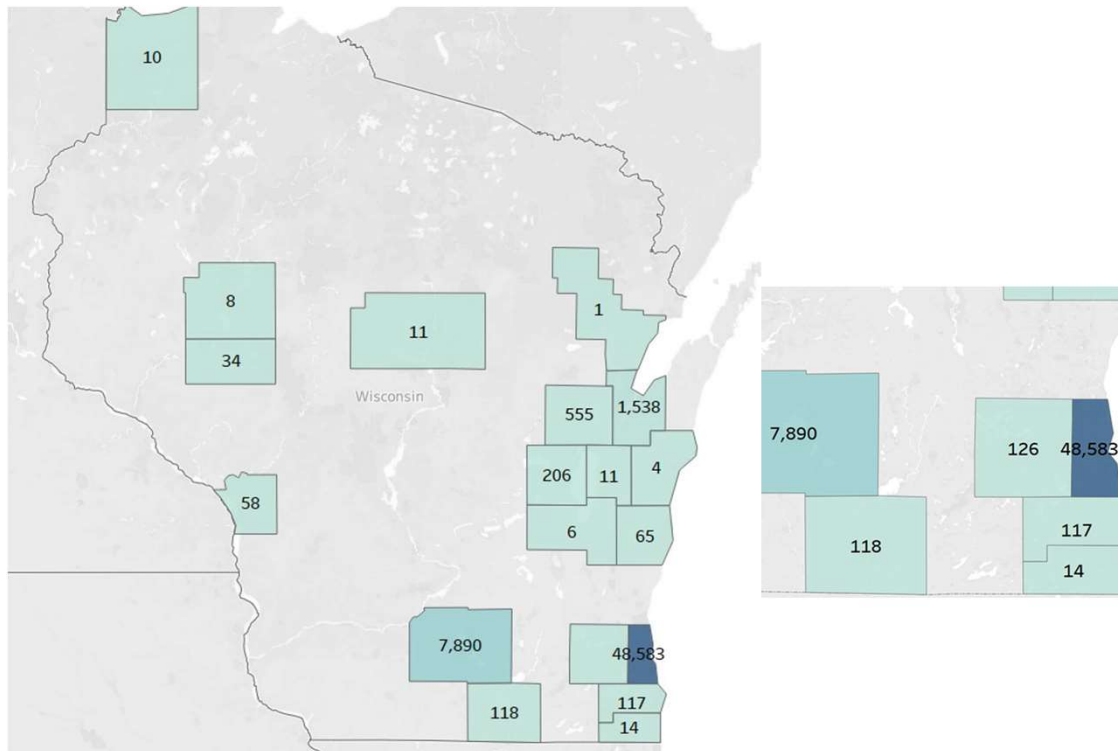


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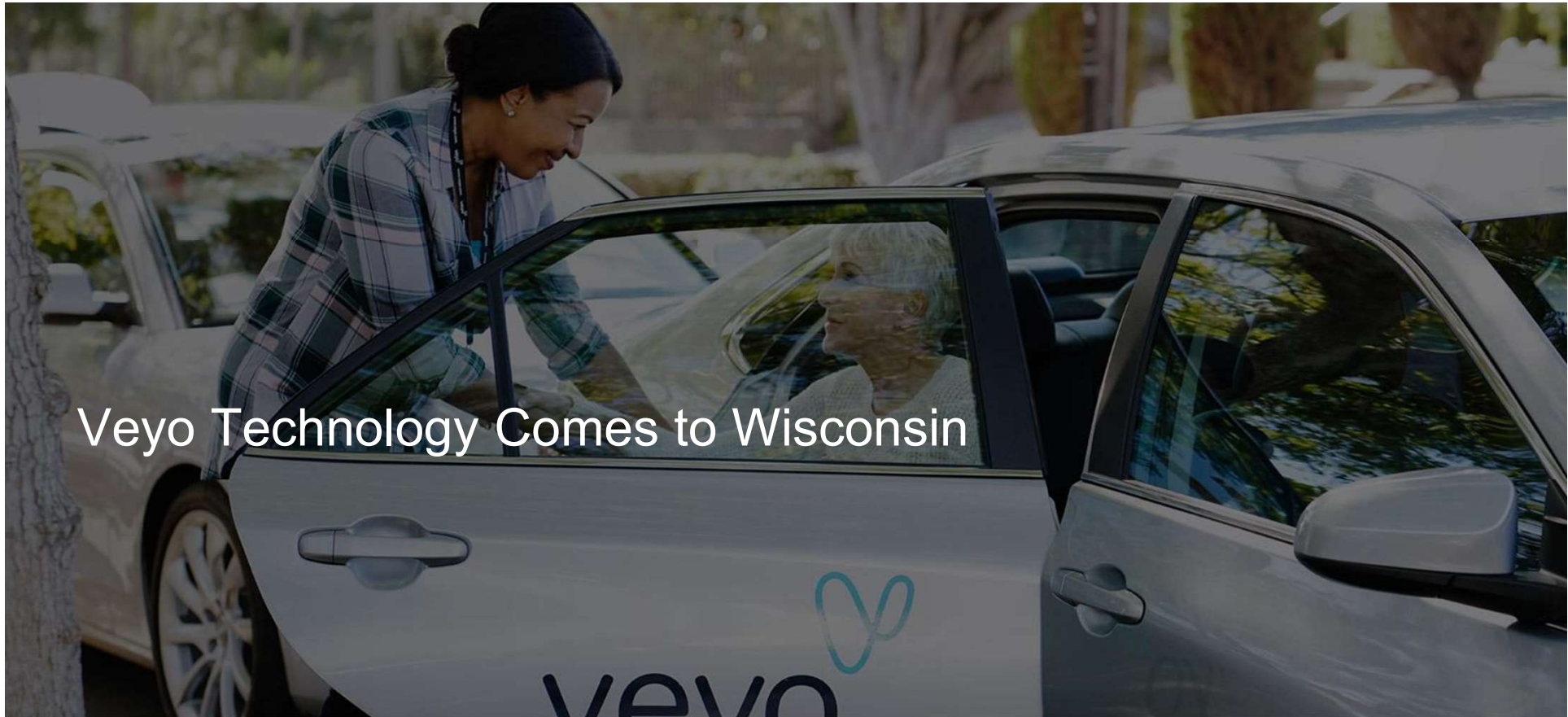
Public Transportation



Account Name	Product Name	Trip Status Name	County	Trip Count
WISCONSIN MEDICAID	Public Transit	Meter Off	BROWN	1,538
			CALUMET	11
			CHIPPEWA	8
			DANE	7,890
			DOUGLAS	10
			EAU CLAIRE	34
			FOND DU LAC	6
			KENOSHA	14
			LA CROSSE	58
			MANITOWOC	4
			MARATHON	11
			MILWAUKEE	48,583
			OCONTO	1
			OUTAGAMIE	555
			RACINE	117
			ROCK	118
			SHEBOYGAN	65
			WAUKESHA	126
			WINNEBAGO	206

Public Transportation Travel Training Program

- Program Intent
 - Facilitate the usage of public transportation by assisting members with knowledge and skills necessary to take public transportation
- Development State
 - Veyo Approach: Efficiently and effectively facilitate the training program by leveraging partnerships, technology while evolving to meet the needs of the member community
 - Focus on major metropolitan areas and work closely with public transportation organizations
 - No change to LON process
- TAC Discussion Items
 - What's worked well in the past? What hasn't?



Veyo Technology Comes to Wisconsin



In Review

30K

Members
Scheduled

687K

Completed
Trips

301K

Calls
Taken

234

Transportation
Providers Contracted

1,768

Vehicles

18K

Trips Booked
Through RideView

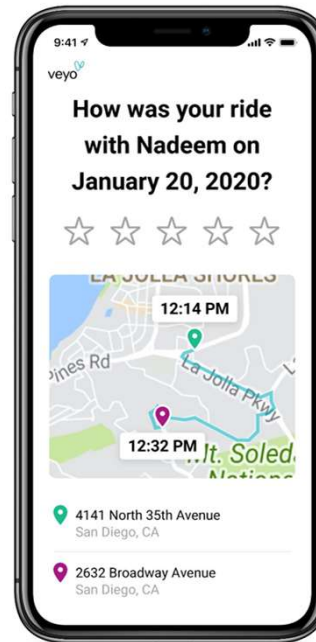
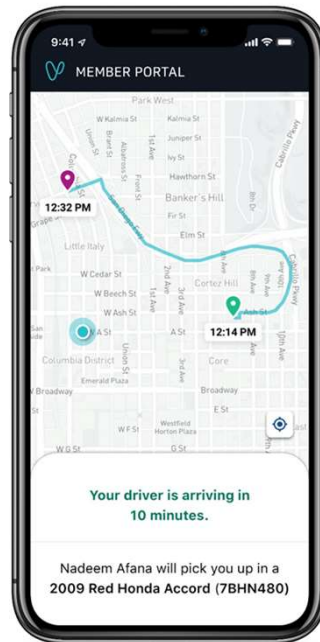
1.7K

Members Using
Member Portal

120+

Independent Driver
Providers Taking Trips

Veyo Text Messages



SMS Opt-In

22,787 Members have opted in to receive SMS



Member Engagements

+900 Members Confirmed or Edited Trips





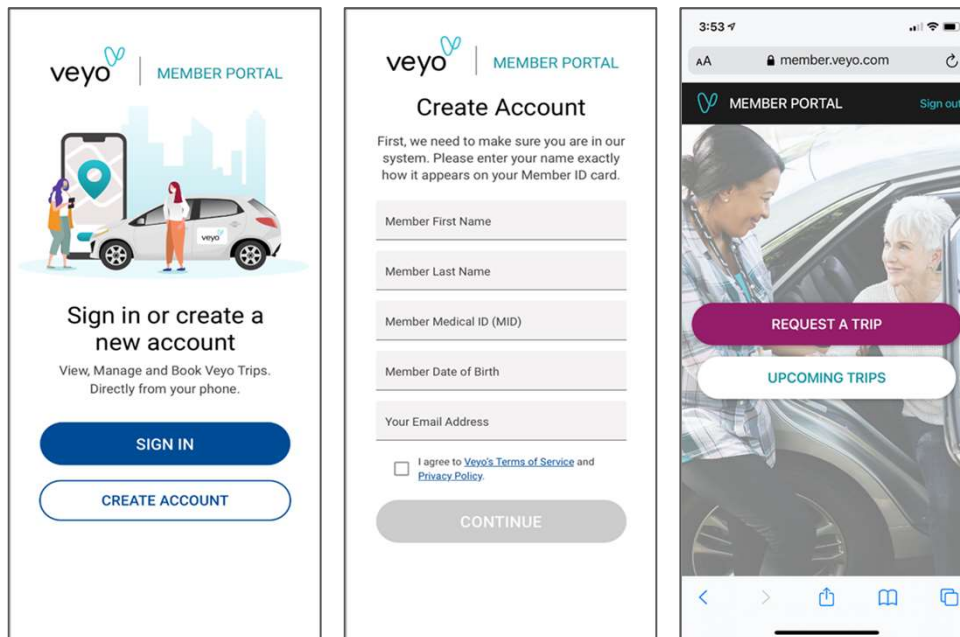
4.6/5 Star Rating
23,322 Driver Surveys
submitted since Launch

- Actionable feedback from our post-trip Driver Survey!
- Same day feedback loop on service delivery outcomes.



*Surveys submitted as of 1/24/22

Veyo Member Portal



- 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.

- 1,720 Member Portal Users since launch!
- +160 Members have booked over 500 trips



Education, Training & Outreach Efforts

The screenshot displays the Rideview web application. On the left is a 'FILTER TRIPS' sidebar with fields for Facility (STARR Boise), MID, First Name, Last Name, DOB, Confirmation #, Start Date, and End Date. The main area is titled 'Your Facility's Trips' and features a 'REQUEST TRIP' button and a 'VIEW YOUR PASSENGER'S TRIPS' link. Below this, a detailed view of a 'Non-Repeating Trip' is shown for 'Trip 1' on 11/10/2017. It includes trip status, date, pickup time, primary contact, operator, ETA, driver, vehicle, license, phone, pickup location (Home), and dropoff location (Care Center). A map shows the route between these locations. Below the trip details is a table listing other trips for the same date and facility.

Date	Time	Passenger Name	MID	DOB	Conf. #	Actions
Nov 10	9:10 AM	Stanford Virgo	MID: 8302799DH2	DOB: 08/20/1967	Conf. #: 478HJK	[Icons]
Nov 10	9:10 AM	Hayden Normanson	MID: 738DHEJ736	DOB: 04/19/1975	Conf. #: 09073	[Icons]
Nov 10	9:15 AM	Jason Blackwood	MID: 0283HD7EJ2	DOB: 09/10/1984	Conf. #: JD8E7G5	[Icons]
Nov 10	9:20 AM	John Smith	MID: 73846182D	DOB: 10/11/1987	Conf. #: 8ERJ23	[Icons]
Nov 10	9:20 AM	Lloyd Miles	MID: HD8EY73H40	DOB: 03/24/1978	Conf. #: 90DHE7	[Icons]
Nov 10	9:30 AM	Charley Milford	MID: SJ837HD33	DOB: 10/14/1977	Conf. #: JDS873H	[Icons]
Nov 10	9:30 AM	James Karolak	MID: 893H0YE72H	DOB: 11/12/1985	Conf. #: KSDHF8	[Icons]

*Test data

- Critical/Urgent Trip Facility Outreach
 - Primary Focus Dialysis and Day Treatment Facilities
- Refugee Outreach and Training
- Facility Feedback Escalation
- Ride View Facility Portal Rollout
- Council of Nephrology Social Workers and WAMM Presentations

- Over 40 Facility Groups live!
- Larger Facilities in the later stages of On Boarding
- 18,372 trips booked through Rideview!
- With over 66 Active Users

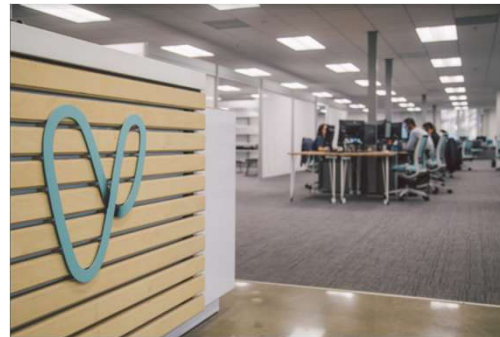
A photograph of a smiling man with grey hair and a beard, wearing a light blue button-down shirt, driving a car. He is holding the steering wheel with both hands. The car's interior and the view through the windshield are visible. The text "Operations Update" is overlaid on the left side of the image.

Operations Update

Call Center Update

November to January Improvements

- 85% Improvement in hold time from 7:00am - 9:59am
- 93% Improvement in hold time from 10:00am - 1:00pm
- 54% Improvement in calls answered within 4 minutes
- 83% Improvement in answered calls
- 21% Improvement in talk time

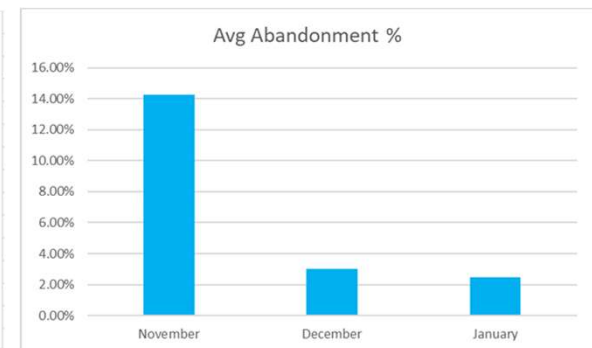
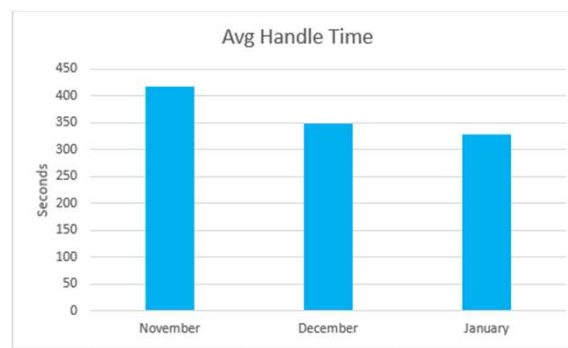
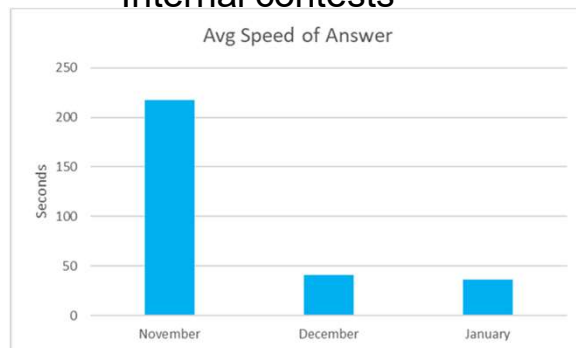


Call Center Update (cont.)

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

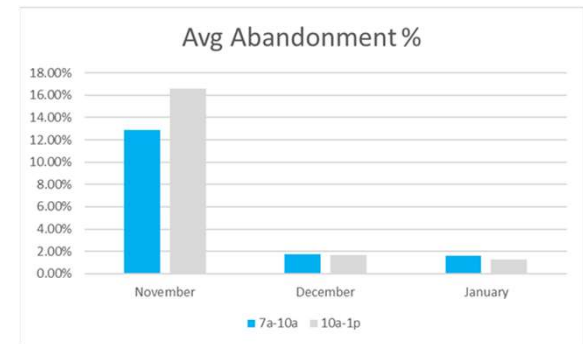
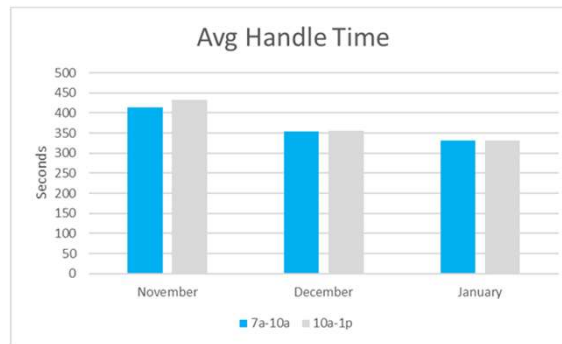
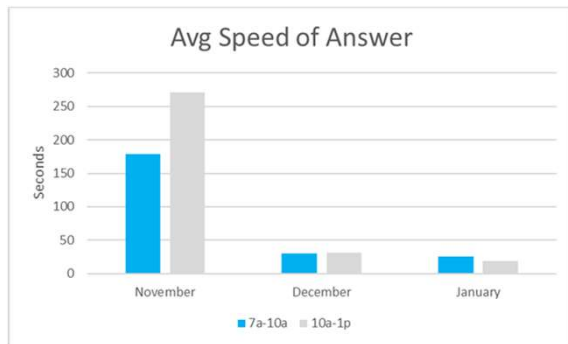
Some Reasons for Improvements:

- Member familiarity with Veyo and all the overall changes
- Continued coaching, development, and growth of the team
- Constant balancing and adjustments of resources
- Internal contests



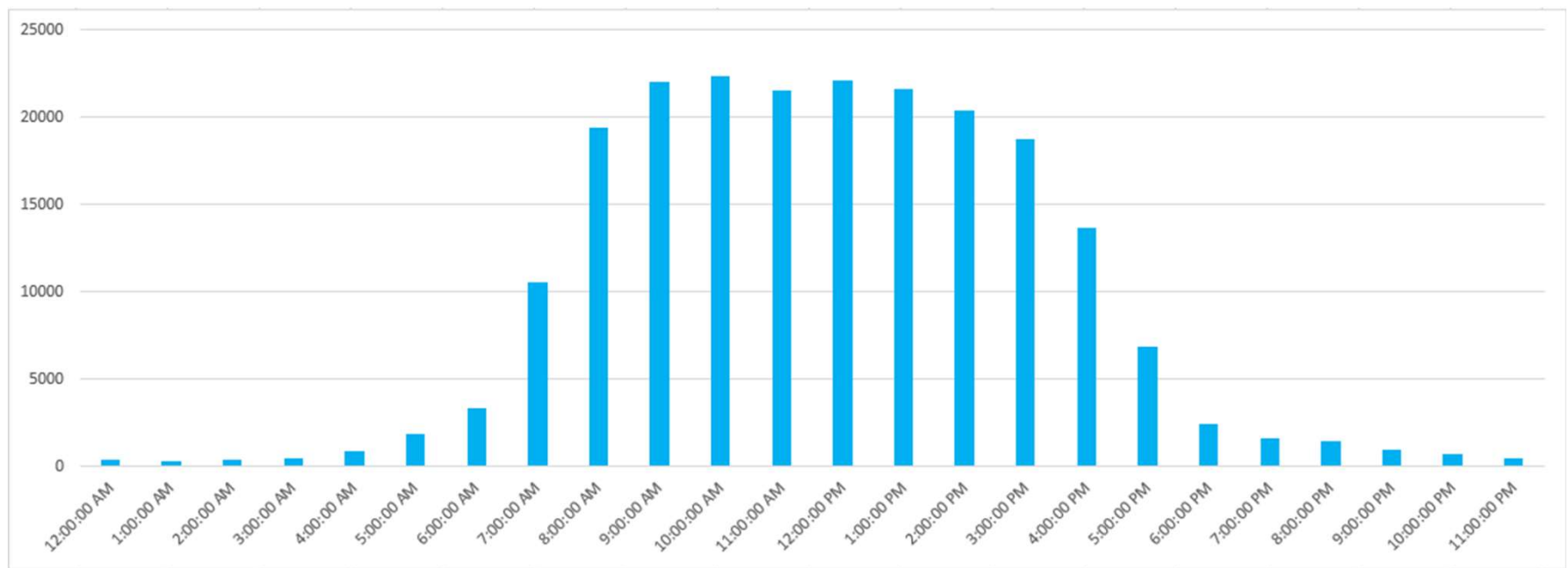
Call Center Update (cont.)

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



Call Center Update (cont.)

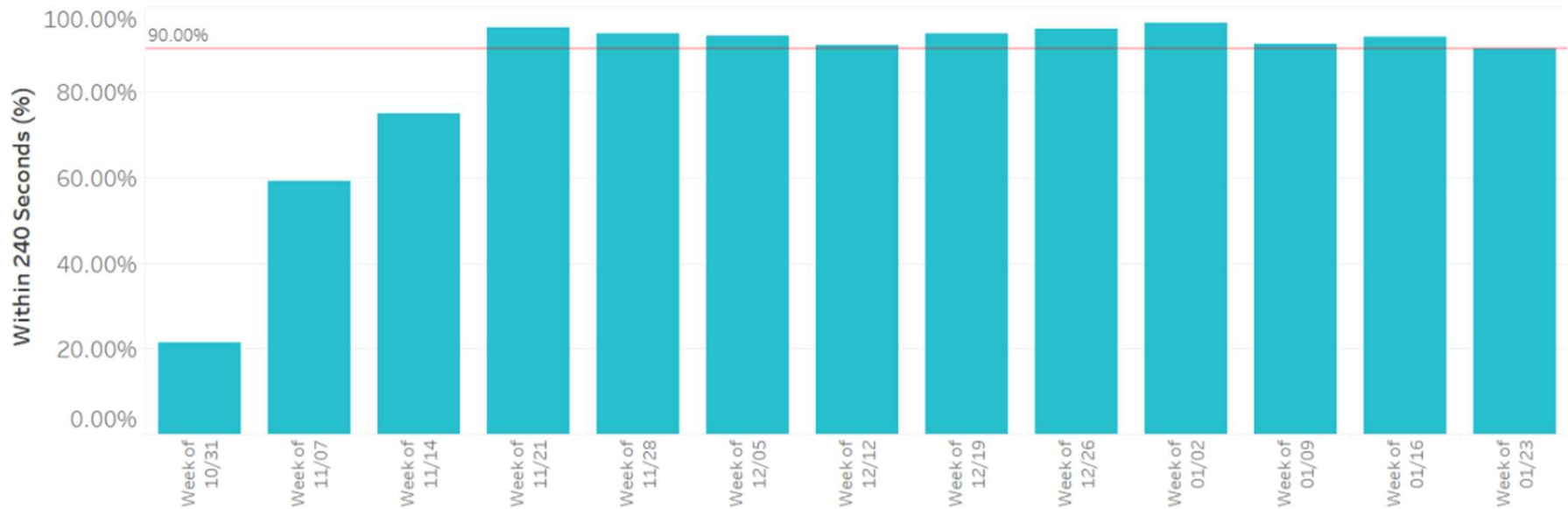
Calls by Hour



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Call Center Updates (Cont.)

Average Percentage of Answered Calls Within 240 Seconds



Call Center - Quality Assurance Program

- Call Center Supervisor team evaluates 4 - 6 calls per month per agent
- Quality standard: 91%
- 2 sections within each QA evaluation: Mission Critical and Coaching Opportunities
- Agents must meet all mission critical attributes
 - Missing just one mission critical attribute results in the call not meeting quality standards
- Calls not meeting quality standards are discussed with the agent immediately

- **Quality Standard Results**
 - November: 94.0% average
 - December: 92.6% average

Call Center Wins and Opportunities

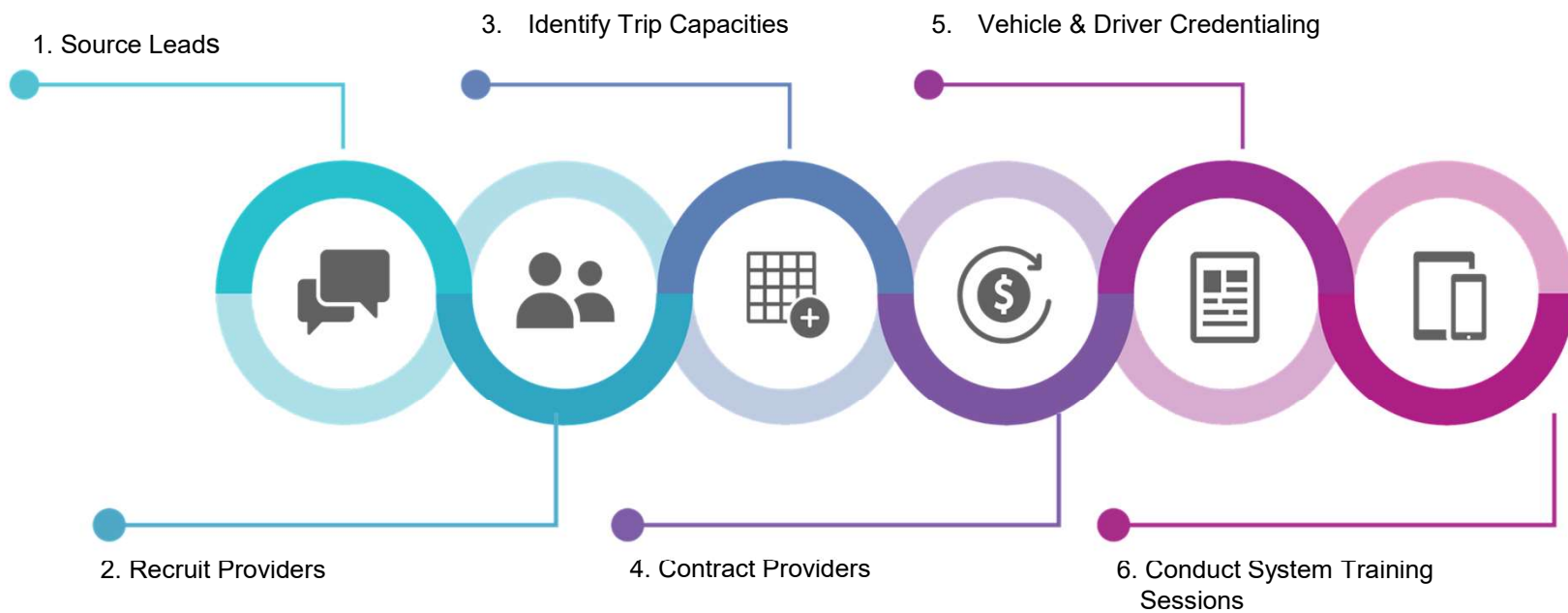
Wins

- Significant improvement in all call center stat averages
- Internal growth of department
- Customer satisfaction surveys:
 - November: 85.90%
 - December: 91.33%

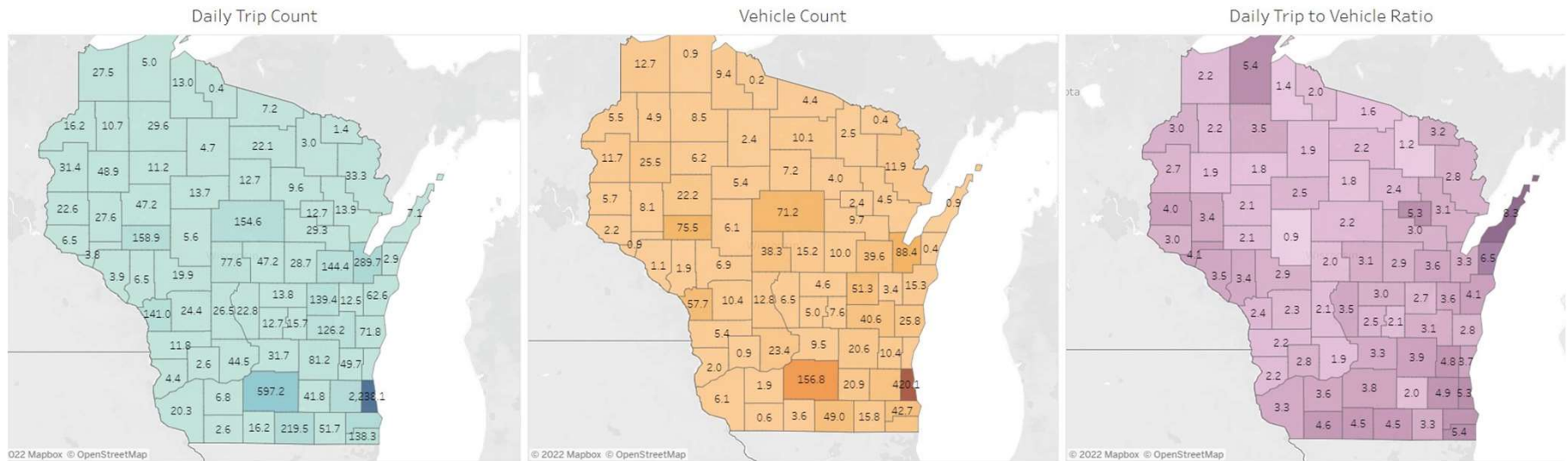
Opportunities

- Afterhours (early mornings and weekend) availability
- Quality scores (meeting standard, but striving to exceed the standard)

Veyo Network



Network: Trips and Vehicle Ratios

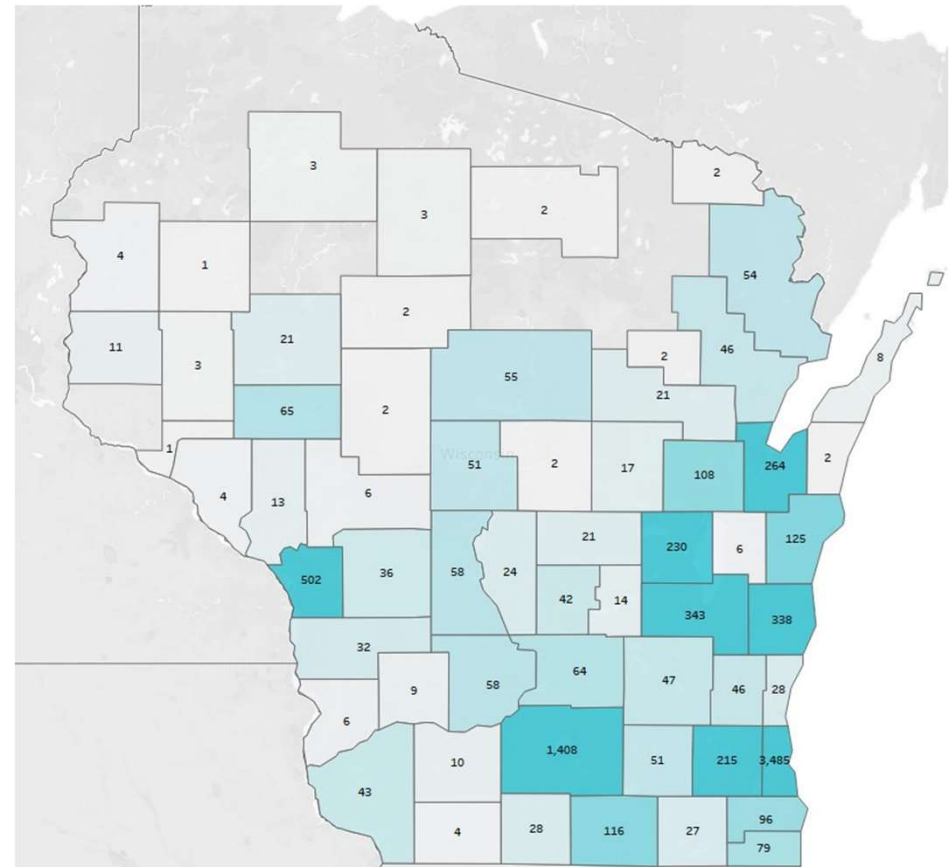


Network Wins and Opportunities

This map illustrates the number of trips by newly added providers by county since 12/1/2021



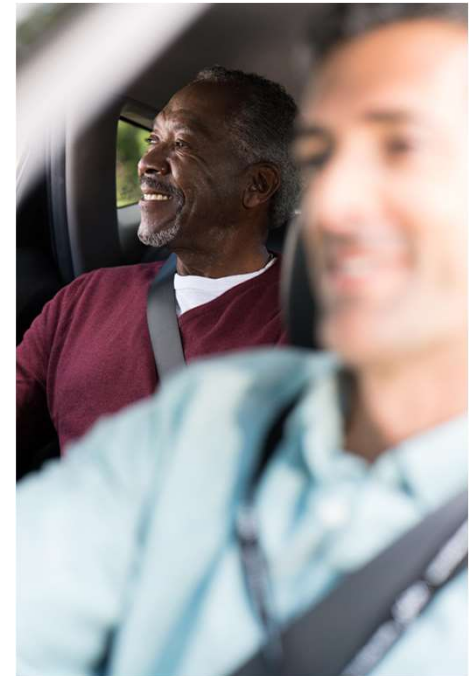
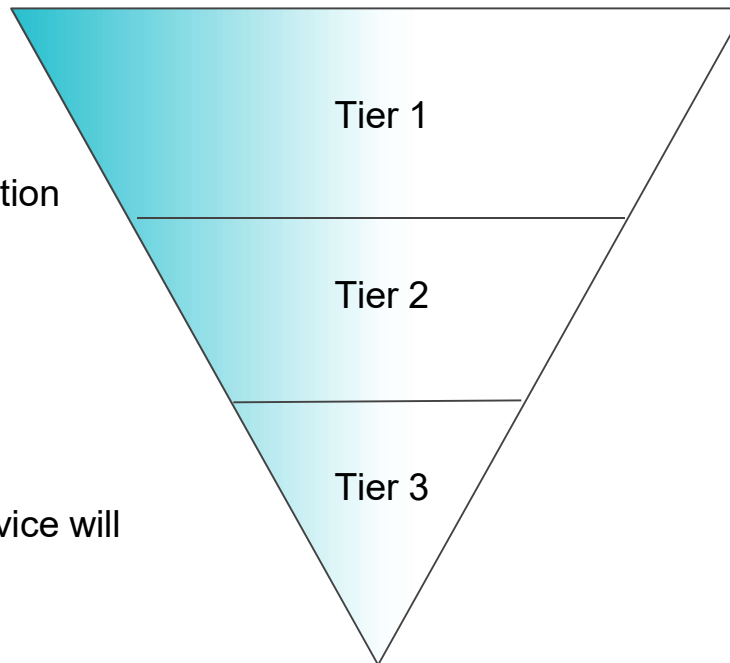
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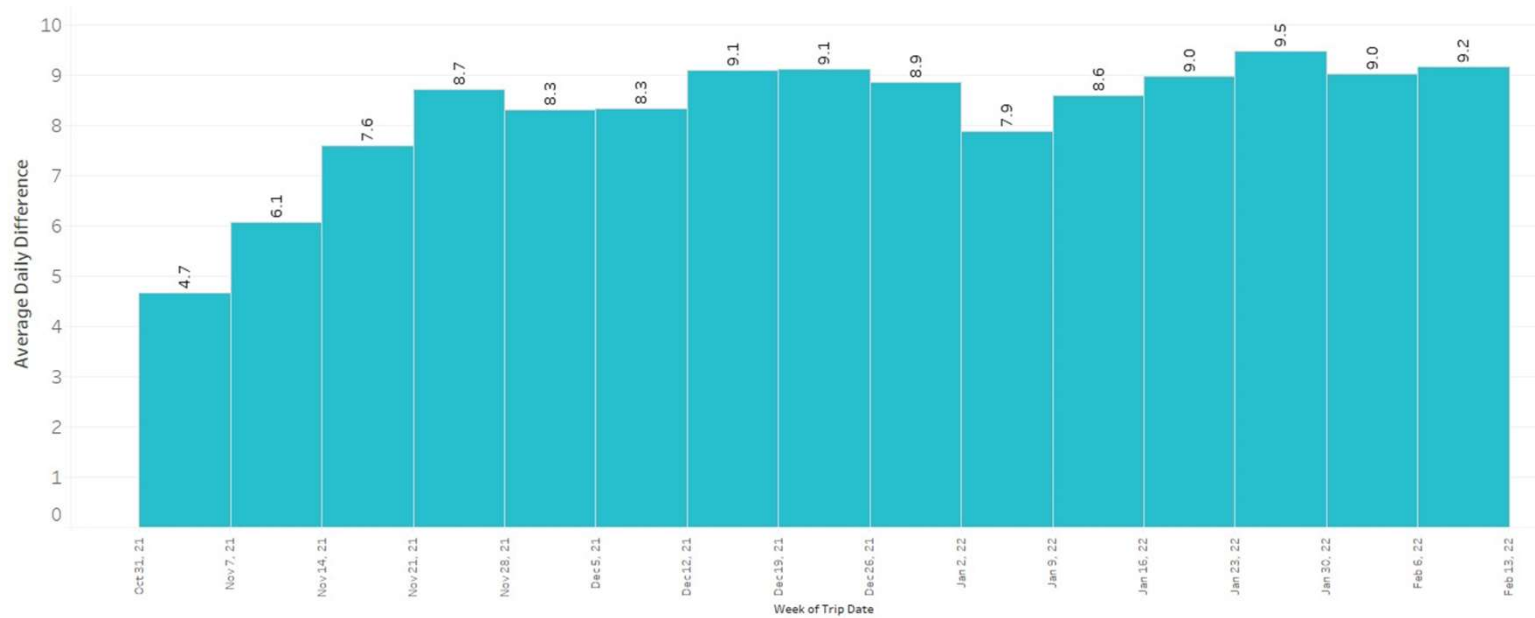
Network: Tiering Enhances Trip Allocation

Using acquired data the Veyo Engine will tier transportation providers by evaluating several quality factors.

Providers delivering quality service will get trips allocated to them first.



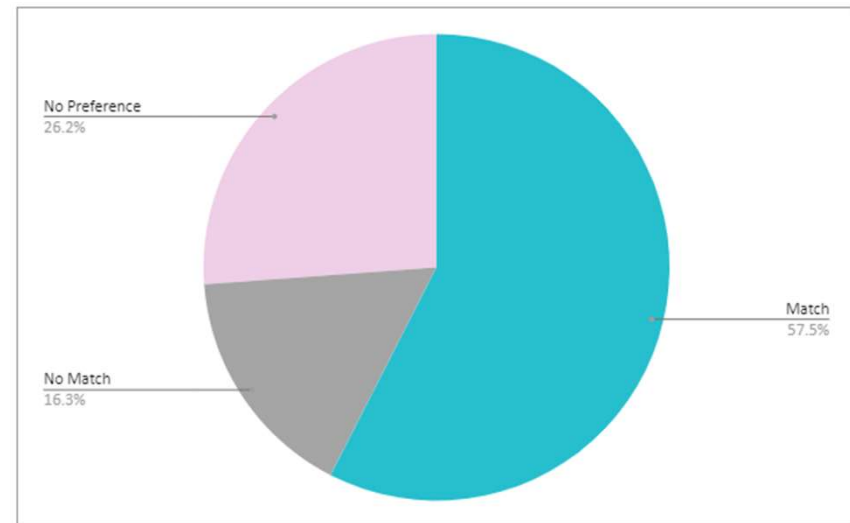
Average Advanced Trip Confirmation Trend



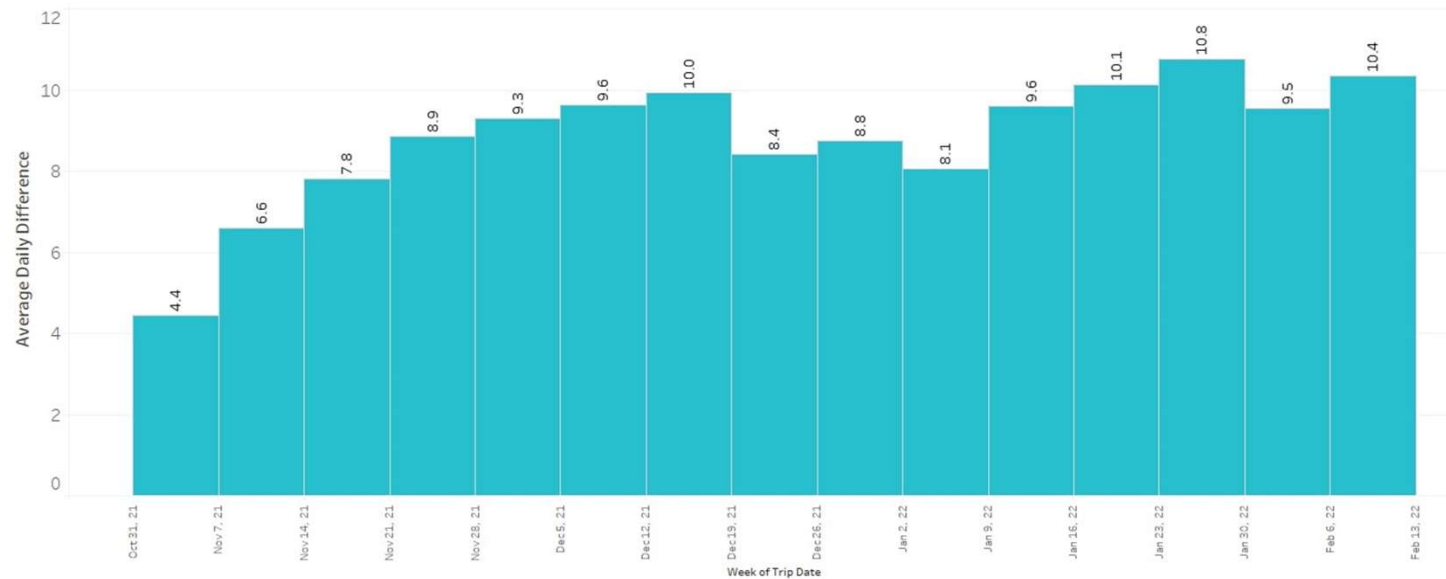
Critical Care Team: Making the Right Match

- Veyo has successfully implemented a dedicated Urgent and Critical Transportation Unit, also known as the Critical Care team that works to ensure all urgent and critical member transportation requests are fulfilled.
- This includes identifying consistent reliable transportation providers for standing orders for members on Dialysis, Chemotherapy, etc.
- The team researches critical care transportation challenges as they occur, and modifies future trip plans as needed to ensure future success.

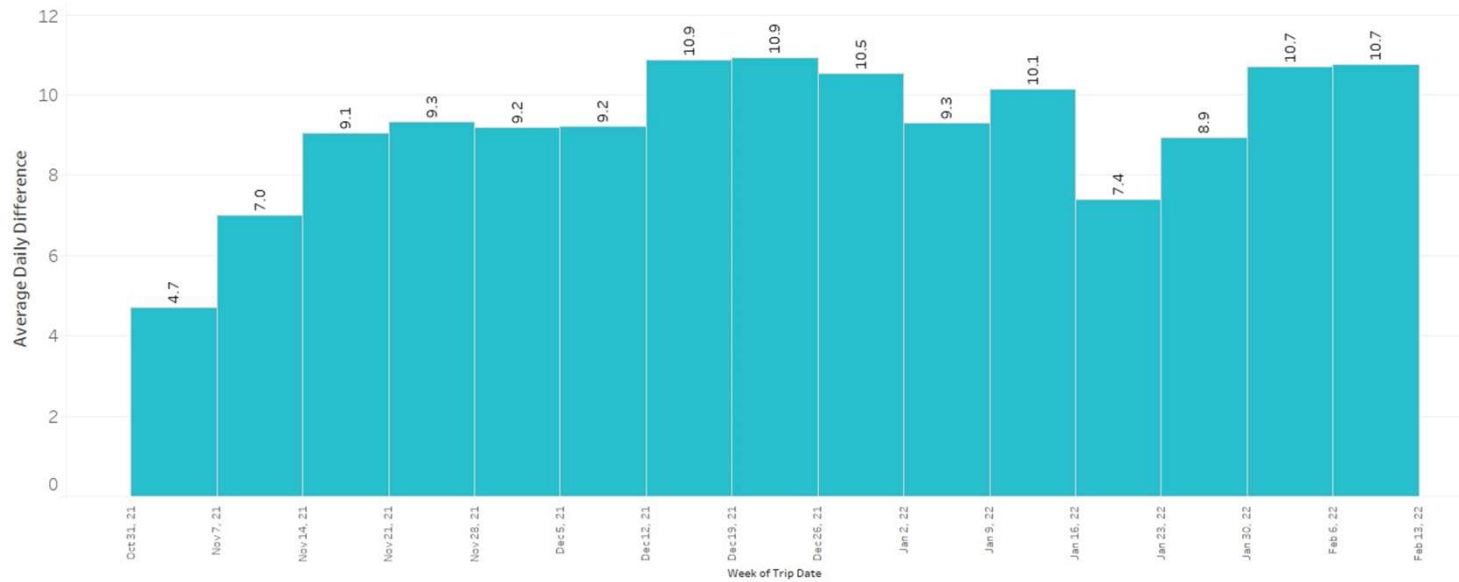
Analysis of the Critical Care Members Transportation Plans	Count	Percent
Matched and Executed	7643	57.5%
Matched but Needs Inspection	2168	16.3%
Not matched	3476	26.2%



Trip Confirmation Average - Dialysis



Trip Confirmation Average - Day Treatment



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.



Gas Mileage Reimbursement Review cont.

VEYO Gas Mileage Reimbursement


Member Trip Details

Member Forward Health ID

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


Member First Name

Member Last Name

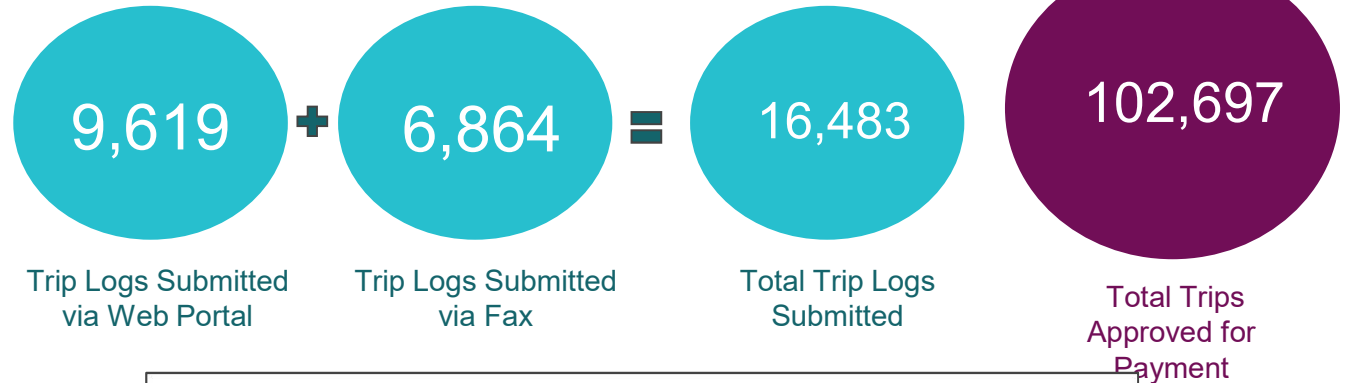
Member DOB 

Member Phone Number

Numbers only: 6191234567

Trip Dates 

NEXT



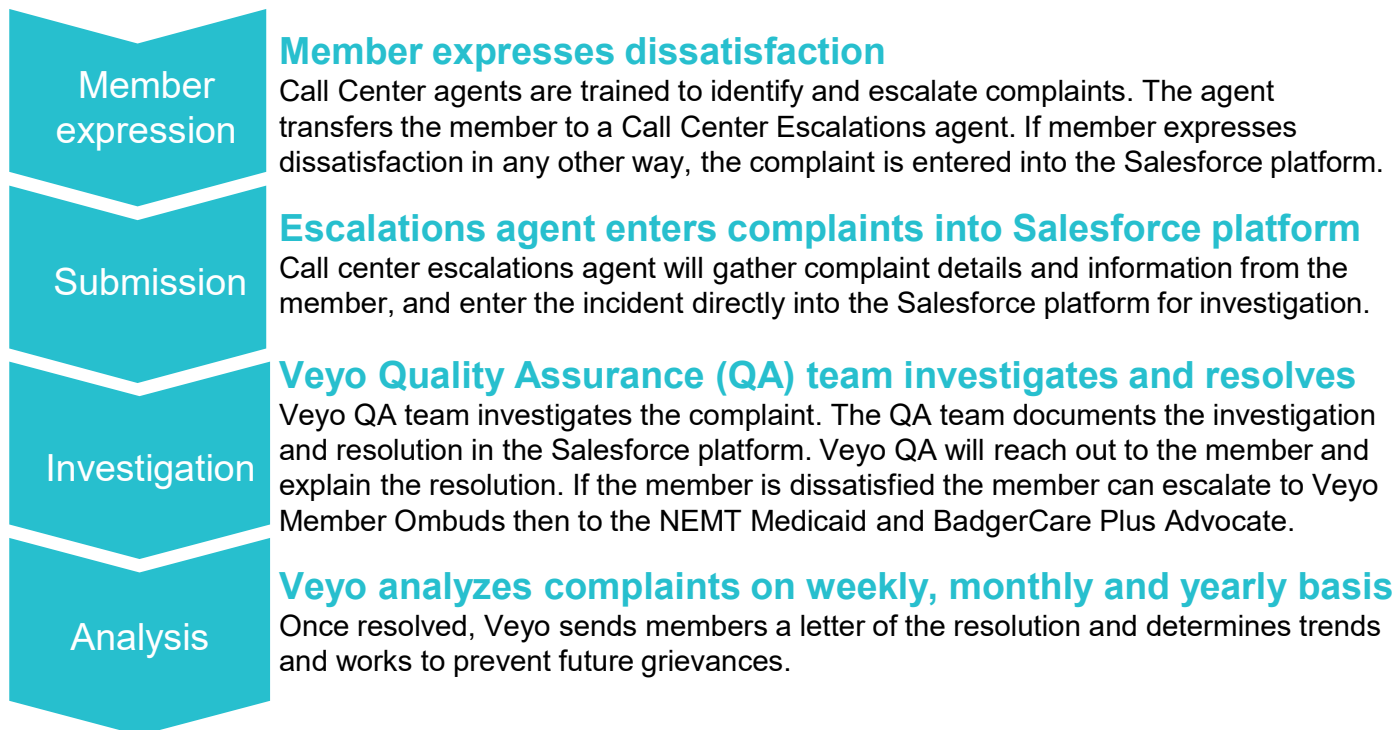
veyo		Wisconsin Medicaid and BadgerCare Plus Mileage Reimbursement Trip Log	
Mileage Reimbursement Trip Log			
Trip #1	Appointment Date:	Appointment Time:	Type: <input type="checkbox"/> Round Trip <input type="checkbox"/> One-Way
	Address where trip started: <input type="checkbox"/> Home <input type="checkbox"/> Other:		Health Care Provider Phone:
	Health Care Provider Name:		Health Care Provider Address:
	I certify that this patient was seen for a Medicaid/BadgerCare Plus covered service.		Signature & Title of Health care Provider: ▶
Trip #2	Appointment Date:	Appointment Time:	Type: <input type="checkbox"/> Round Trip <input type="checkbox"/> One-Way
	Address where trip started: <input type="checkbox"/> Home <input type="checkbox"/> Other:		Health Care Provider Phone:
	Health Care Provider Name:		Health Care Provider Address:
	I certify that this patient was seen for a Medicaid/BadgerCare Plus covered service.		Signature & Title of Health care Provider: ▶

Data Management Team Activities

- Daily Automated Dialer Appointment Notification
- Internal Trip Denial Audit
- Recurring Trip Extensions
- Member No-Show Investigation
- Trip Data Integrity Audit
- Facility Outreach for Holiday Schedules

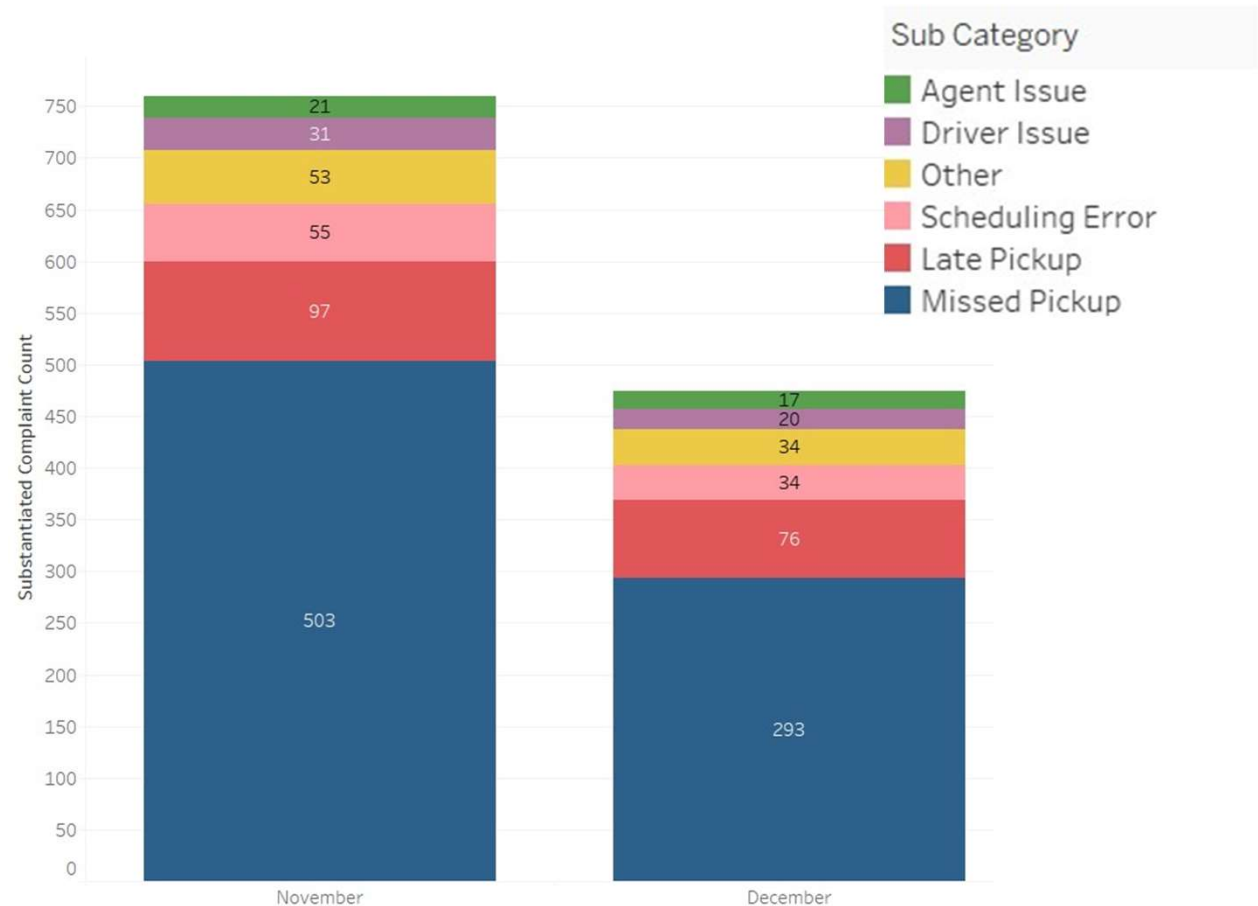


Detailed Complaints Process Leads to Consistent Improvements



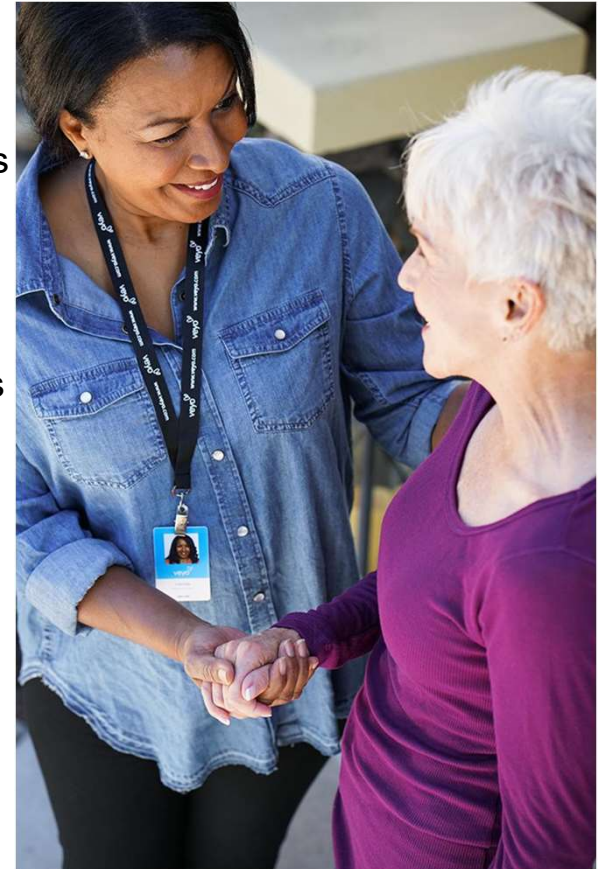
Complaint Rates

- Veyo has completed more than half a million trips.
- Of those 500,000 trips, Veyo has received 2,700 complaints.
- Total Veyo complaint rate: 0.5%
- Substantiated rate: 0.21%



Member Ombuds

- Advocates on behalf of WI Medicaid members for NEMT services with Veyo
- Assists with specific members issues and concern
- Proactively helps to secure transportation for escalated members
- Communicates with advocacy groups and members by answering questions, second reviews of complaints, and NEMT education
- Assists in resolving transportation issues from members with historical concerns to ensure successful future transportation



Veyo NEMT Contact Information

Member and Health Provider Number: 866-907-1493

- Health Providers Contact
 - 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



Que Hatchett - Member Ombuds

608-673-3207



Jonathan Liegeois - ETO

608-472-4722

WIFacility@veyo.com



**Robert Verrette -
Transportation Provider Ombuds**





Veyo Open Discussion and Feedback