

A photograph of a middle-aged man and an older woman smiling and talking. The man is wearing a dark polo shirt and a lanyard. The woman is wearing a light-colored sweater and glasses. They are standing in front of a dark car with the Veyo logo on it. The Veyo logo is also visible in the top left corner of the image.

veyo

Veyo | State of Wisconsin

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 Supervisor - Leads Veyo's network management team and ensures that transportation providers meet all expectations

Agenda

- 1. Technology Engagement**
- 2. Highlighted Discussion Topics**
 - a. Same day urgent trips
 - b. Consistent providers for recurring trips
 - c. Minor transportation
 - d. Ambulance post-authorization timeframe update

Agenda

- 1. Operations Update**
 - a. Critical Care Team
 - b. Member Ombudsman
 - c. Quality Management
 - d. Education, Training & Outreach
 - e. Call Center update
 - f. Transportation network
 - g. Mask Update
 - h. Appendix



Technology Engagement

Quick Stats 2022

39K

Members
Scheduled

856K

Completed
Trips

319K

Calls
Taken

220

Transportation
Providers Contracted

1,690

Vehicles

44K

Trips Booked
Through RideView

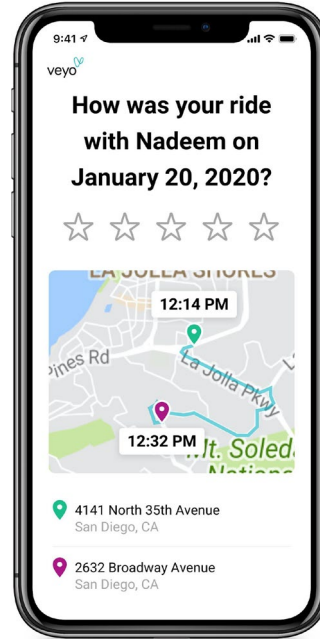
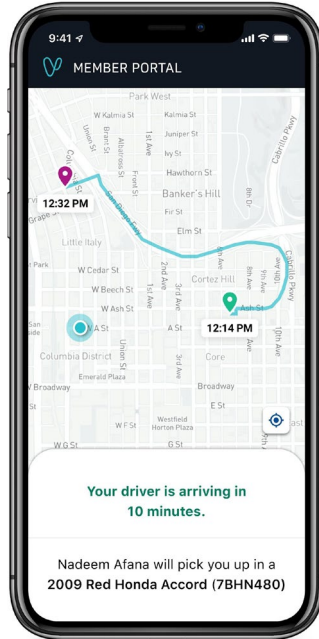
2.4K

Members Using
Member Portal

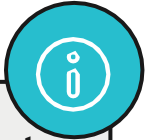
242

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

Veyo Member Portal

Veyo Mobile Portal

Book and manage trips using your computer, smart phone, or other mobile device.



- 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
- 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.

For more information and FAQs, visit support.ridewithveyo.com

- 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.

- 2,600 Member Portal Users since launch!
- +350 Members have booked over 1,755 trips

RideView Facility Portal

The screenshot displays the RideView Facility Portal interface. At the top, there is a navigation bar with the RideView logo, 'TRIP LIST', and 'MANAGE USERS' options. The main content area is divided into two sections: 'FILTER TRIPS' on the left and 'Your Facility's Trips' on the right. The 'FILTER TRIPS' section includes dropdown menus for 'Facility' (STARR Boise), 'MID', 'First Name', 'Last Name', 'DOB', 'Confirmation #', 'Start Date', and 'End Date', along with 'RESET' and 'APPLY' buttons. The 'Your Facility's Trips' section features a 'REQUEST TRIP' button and a 'VIEW YOUR PASSENGER'S TRIPS' button. Below these buttons is a table of trips. The first trip is highlighted, showing details for a 'Non-Repeating Trip' on Nov 10 at 10:30 AM for Carolina Blackwood. The trip details include the operator (Tom's Transport), driver (Tom Hanks), vehicle (Purple Mazda), pickup location (Home), and dropoff location (Care Center). A map shows the route between these locations. Below the details is a 'CANCEL' button. The table below the details lists several other trips for Nov 10, including those for Stanford Virgo, Hayden Normanson, Jason Blackwood, John Smith, Lloyd Miles, Charley Milford, and James Karolak.

Date	Time	Name	MID	DOB	Conf.#	Actions
Nov 10	10:30 AM	Carolina Blackwood	MID: 12345678	DOB: 02/15/1952	Conf.#: 12345678	[Icons]
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.#: 89D73	[Icons]
Nov 10	9:15 AM	Jason Blackwood	MID: 0283HD7EJ2	DOB: 09/10/1984	Conf.#: JD8E7GS	[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.#: 98DHE7	[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: 893HDYE72H	DOB: 11/12/1985	Conf.#: KSDHF8	[Icons]

*Test data

- Working with stakeholder groups to establish RideView at their locations.
- Certain challenges in regards to User Agreement and BAA for HIPAA.

- Close to onboarding larger systems
- Books tripped in RideView
 - 8,362 in Jan
 - 7,984 in Feb
 - 9,315 in March
 - 9,742 in April
- With over 120 Active Users



Highlighted Discussion Topics

Routine Trips vs. Urgent Trips

Routine medical trips must be scheduled at least 2 business days in advance of the appointment.

For routine appointments:

- Calls on Monday can schedule for Wednesday
- Calls on Tuesday can schedule for Thursday
- Calls on Wednesday can schedule for Friday
- Calls on Thursday can schedule for Monday
- Calls on Friday can schedule for Tuesday
- Contact Center is closed for routine scheduling on Saturday and Sunday

Urgent Same Day/Next Day Transportation will allow for up to 3 hours from when the request is made unless the request is for an urgent scheduled appointment that is more than 3 hours from the request.

If a member is calling in an appointment with less than the required notice and the appointment reason is not one of the urgent reasons listed in the contract, the agent will need to verify urgency with the member's healthcare provider and schedule, or, if urgency cannot be verified, offer GMR or deny the ride.

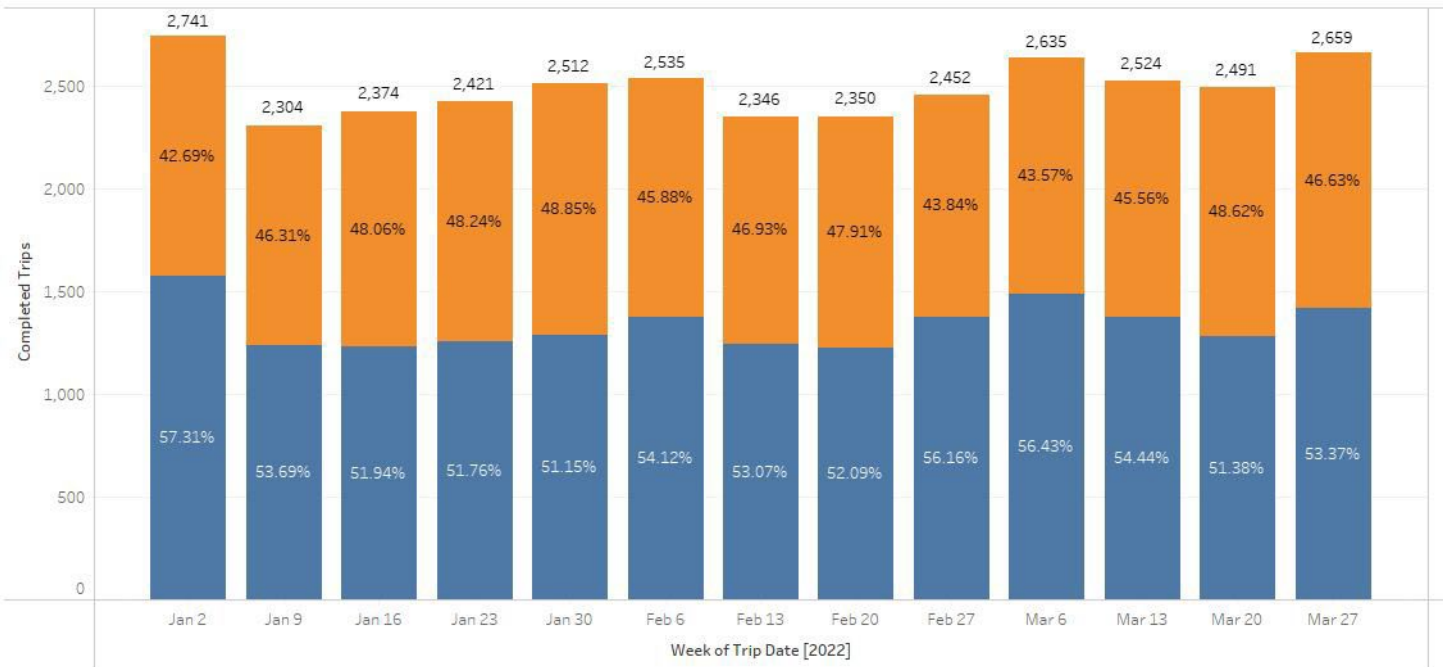
Same Day Urgent Trips

Short Notice Trips

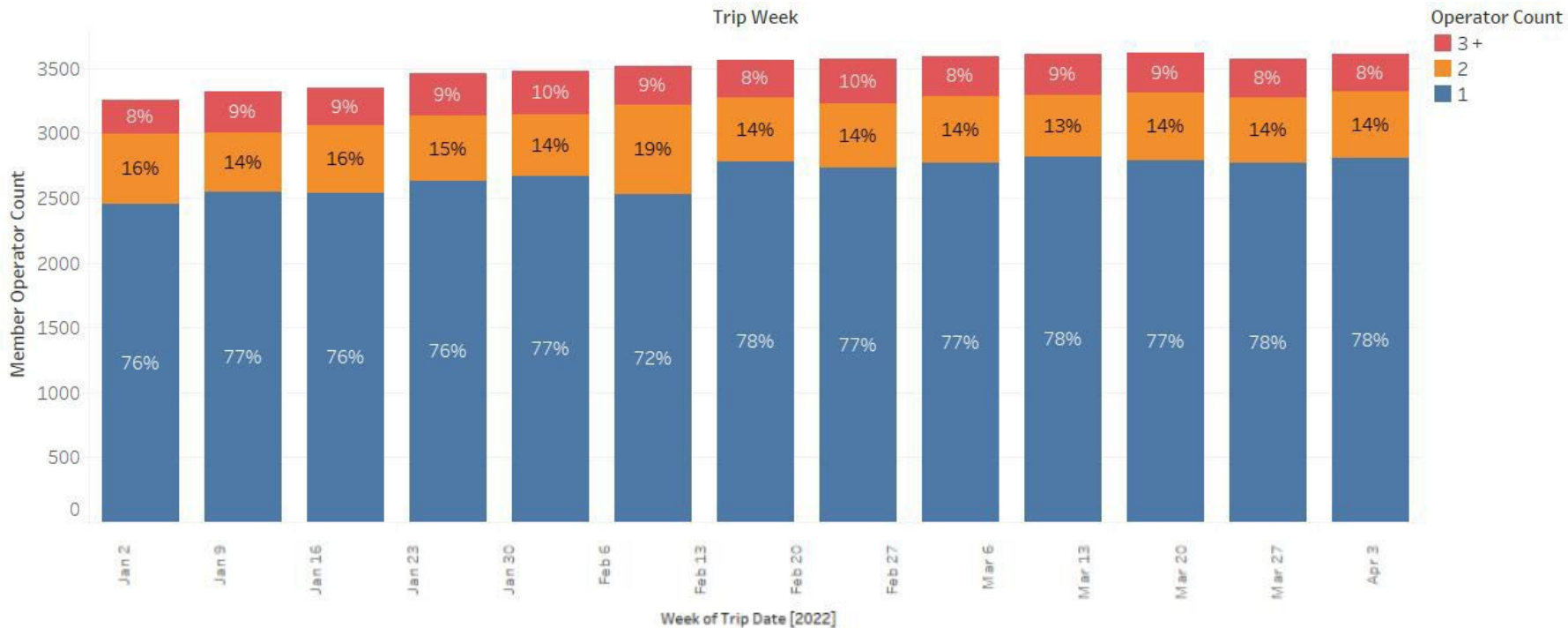
Same Day Booking

True

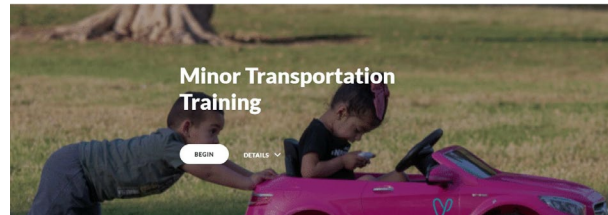
False



Consistent Provider



Minor Transport: Enhancements



- All providers who transport minors must complete an enhanced training, pass a competency exam, and sign an attestation prior to being assigned any trips for minors. The training includes the provider's responsibility to report:
 - Any witnessed known crime, during the transportation of a member, to local authorities/law enforcement.
 - Any incident of abuse or neglect to Child Protective Services (CPS)
- Veyo's Accident/Incident Facilitator is also responsible for reporting any complaint, accident, or incident of abuse or neglect to CPS.
- Veyo's Minor Transportation Coordinator reaches out to all providers, for any incomplete trips, after the scheduled arrival time to confirm the minor(s) arrived safely and timely.
- Veyo has increased the frequency of unannounced vehicle inspections for providers that transport minors.

Ambulance Provider Post Authorization Policy Update

- The ForwardHealth policy has been updated, with more updates forthcoming, to allow ambulance providers 60 days, from the transportation date, to contact Veyo to obtain a trip identification number. Previously this was 2 business days.
 - Veyo updated the Policy & Procedure Manual.
 - Veyo notified our ambulance provider network of this change.
- The change went into effect on Wednesday, April 27, 2022.
- The two step process can now be done in one step, as long as it's within 60 days of the trip.



A photograph of a middle-aged 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, including the steering wheel and dashboard, is visible. The background shows a blurred view of green foliage through the car window.

Operations Update

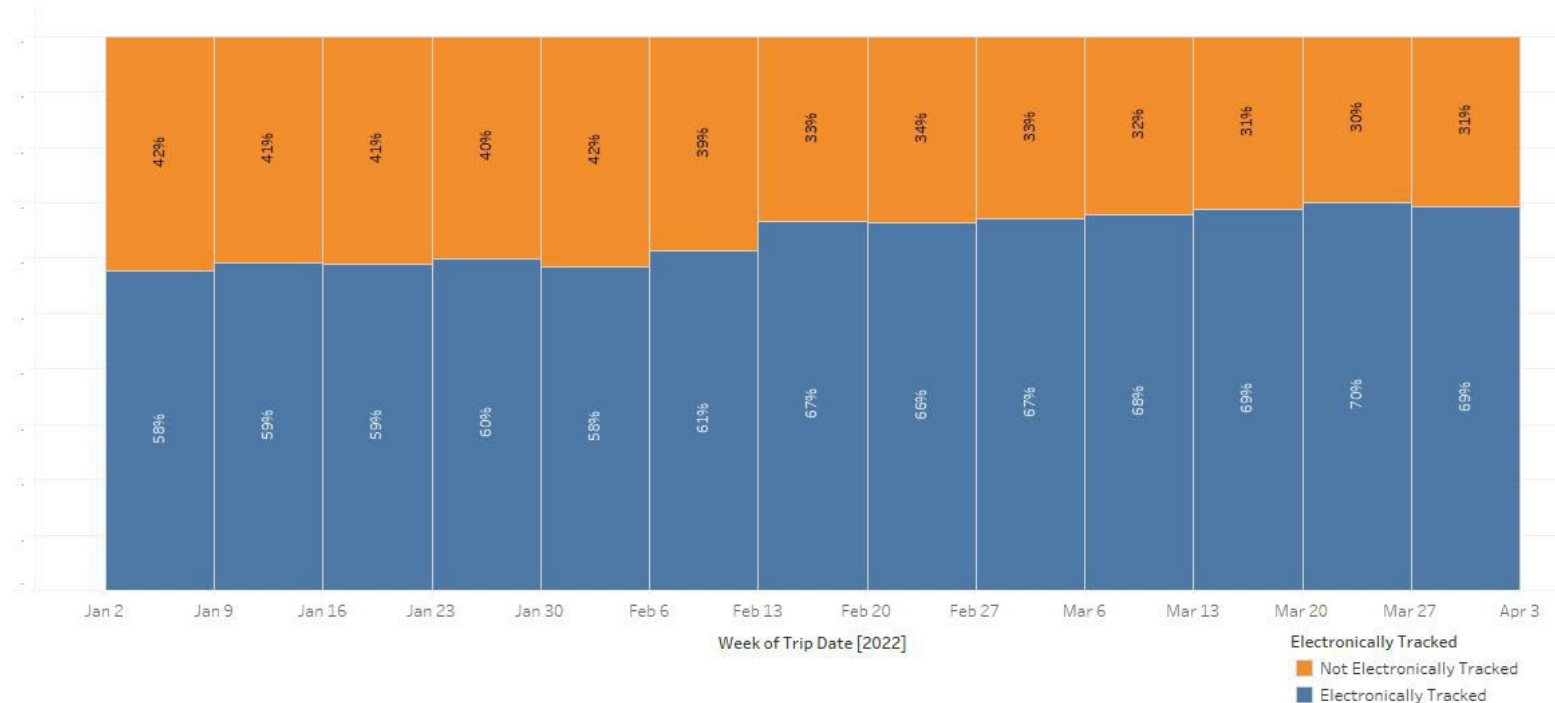
Critical Care Team

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



Critical Care Team

Electronically vs Non-Electronically Tracked Trips



Member Ombuds

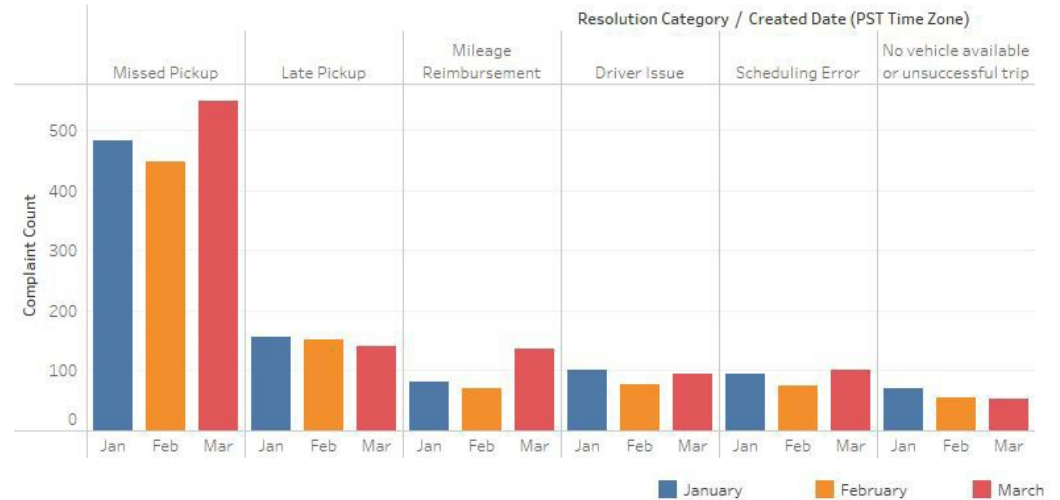
- Advocate on behalf of WI Medicaid members for NEMT services with Veyo.
- Proactively helping to secure transportation for escalated members.
- Communicates with advocacy groups and members by answering questions, second reviews of complaints, and NEMT education
- Assists in resolving transportation issues from member with historical concerns to ensure successful future transportation
- Member Ombuds addressed 133 member concerns for the time frame of January-March. The breakdown of these concerns were as follows:
 - 93 concerns were in regards to gas mileage reimbursement (GMR)
 - 17 concerns were in regards to transportation mode
 - 13 concerns were in regards to eligibility
 - 10 concerns were in regards to forms and documentation requirements



**Que Hatchett -
Member Ombuds**

Top Five Complaint Reasons for January-March

- Veyo completed 690,004 trips in January-March.
- Of those 690,004 trips, Veyo received 3,368 complaints, of which 2,142 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 high complaint Providers

*March data preliminary



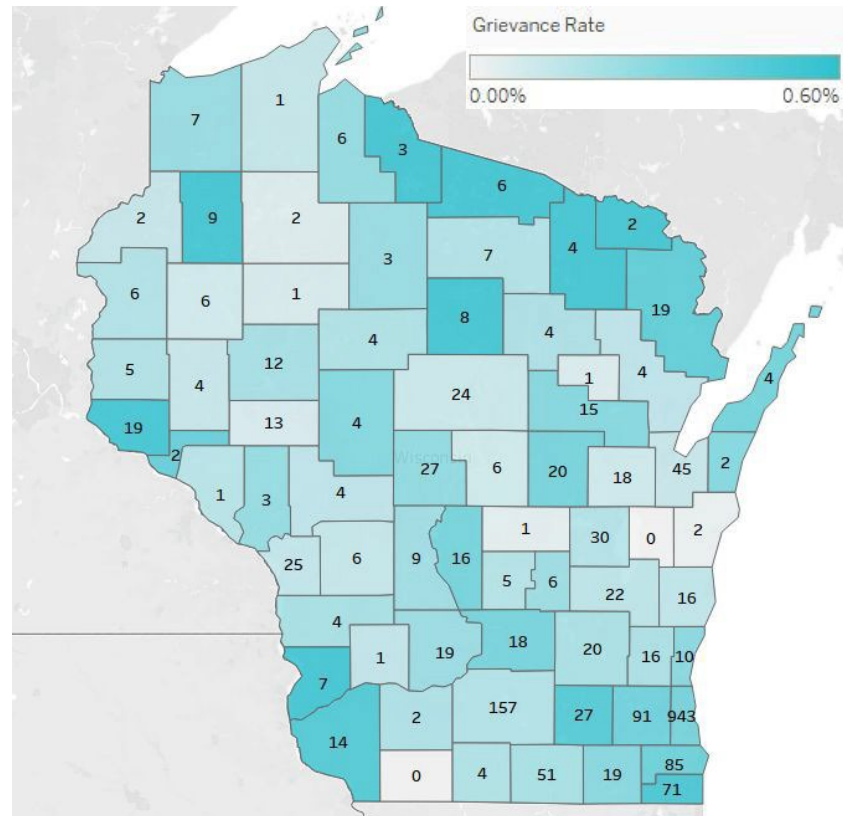
Complaint by County for January-March

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

Top counties that have the highest complaint rates are as follows:

- Iron County: 2.14%
- Pierce County: 1.46%
- Florence County: .98%
- Forest County: .70%
- Crawford County: .63%
- Vilas County: .63%

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



ETO Activities throughout the State

Unitypoint Meriter

- First hospital system in WI to use RideView!
- Added additional visibility for staff
- Audit trips for members
- Call center
- Over 3000 trips scheduled last month
- Bi-Weekly touch base and check-ins
- Improved communications

Davita Dairyland Dialysis

- Weekly leadership calls
- Accessible to all social workers
- Establish direct line of communication with ETO
- Works closely with Critical Care team
- Assign consistent providers for members
- Liaison between the Social Workers and Veyo to address any concerns or needs

Call Center Update

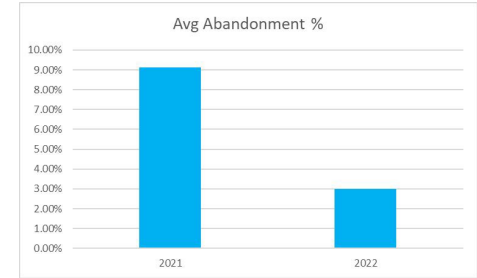
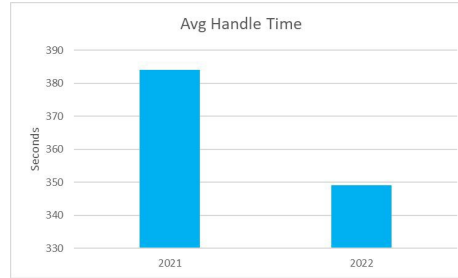
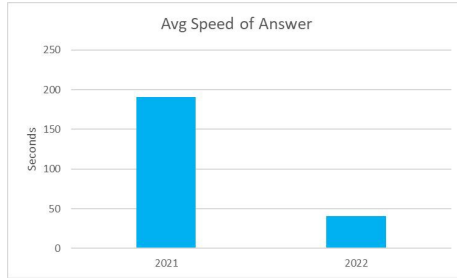
2021 to 2022 Improvements

- 48% Improvement in hold time from 7:00am - 9:59am
- 57% Improvement in hold time from 10:00am - 1:00pm
- 55% Improvement in daily average hold time
- 16% Improvement in talk time
- 16% Improvement in calls answered within 4 minutes
- 52% Improvement in answered calls

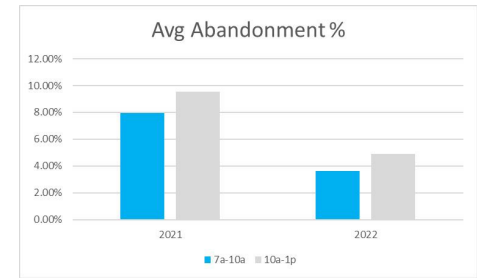
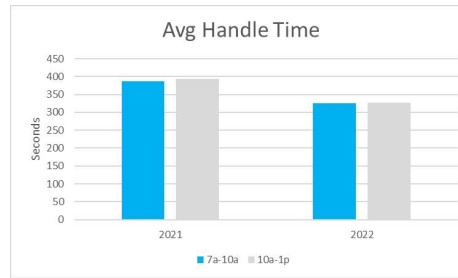
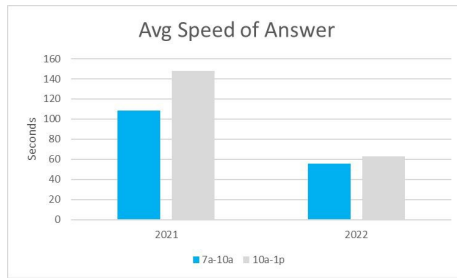


Call Center Update (cont.)

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

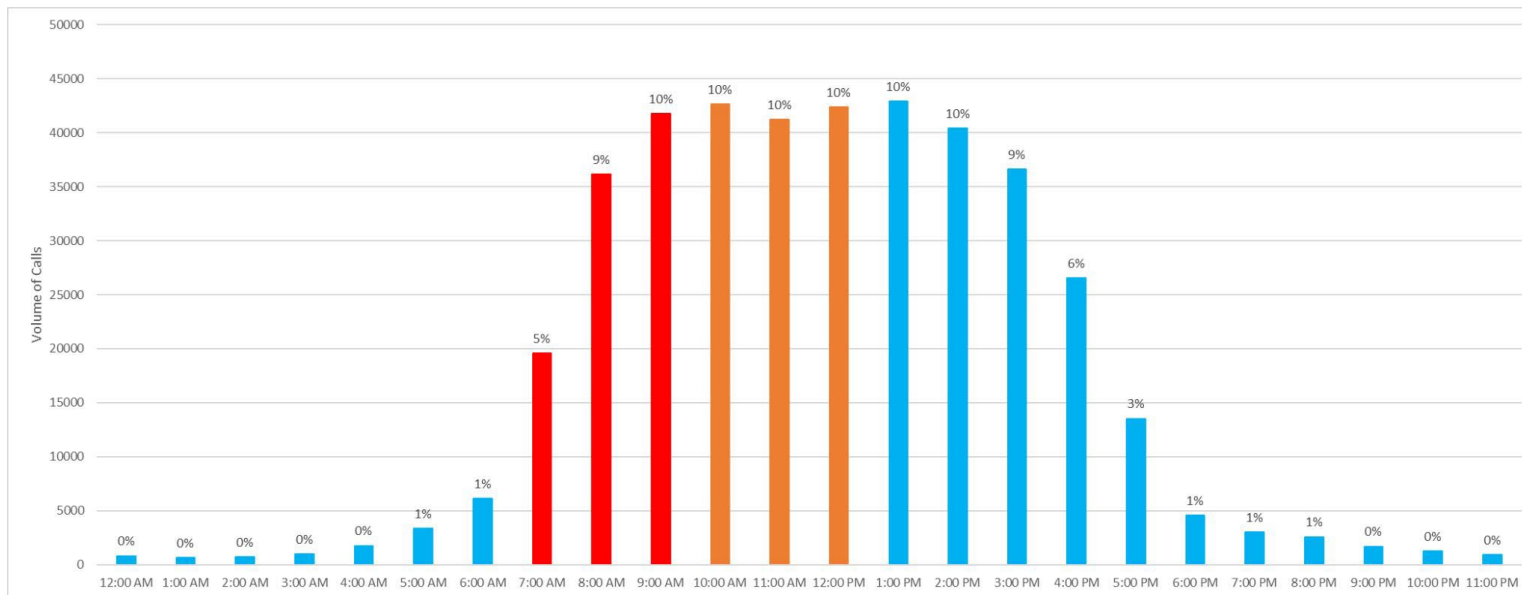


Monthly Peak Times Average Speed of Answer, Average Handle Time, Average Abandoned Calls



Call Center Update (cont.)

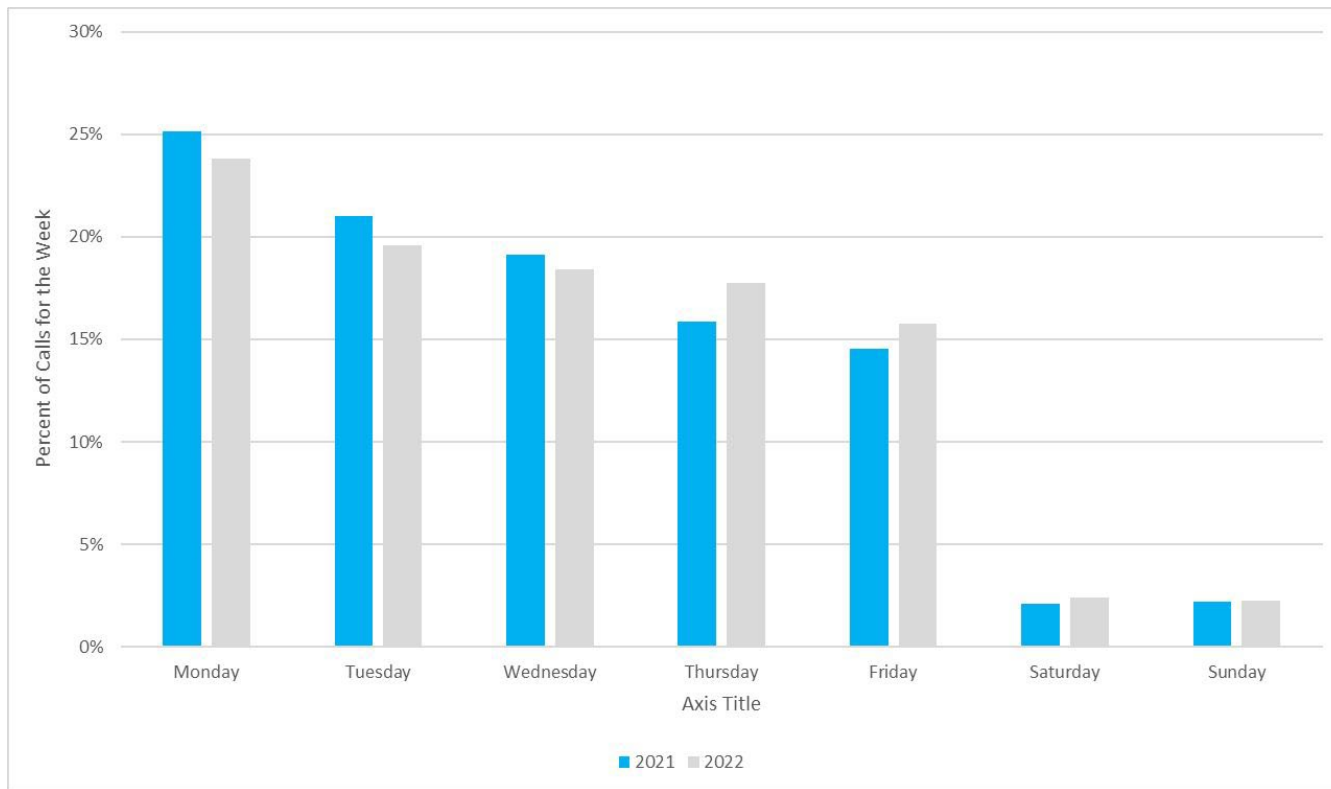
Call Distribution by Hours of the Day



*Peaks 1 and 2 account for approx 54% 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)
 - Assess/identify/assign appropriate mode
 - Scheduling guidelines

- Path to Success:
 - Immediate coaching
 - Additional monitors
 - Performance managed for success
 - Regular evaluator collaborations

- Results:
 - 2021: 93.5% average
 - 2022: 90.4% average

Call Center Wins and Opportunities

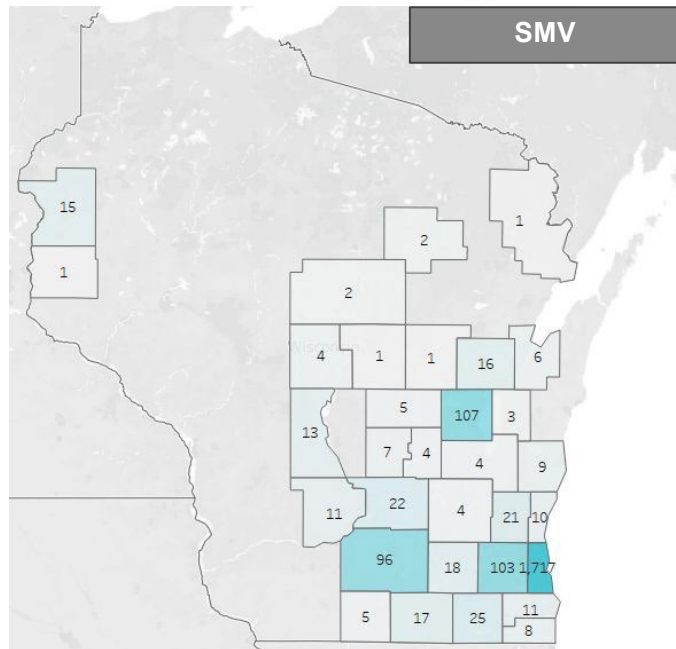
- Wins
 - Stabilization in Call Center stats
 - Internal growth of department
 - Customer satisfaction surveys (rating 4 or 5):
 - 2021: 88.19%
 - 2022: 90.55%
- Opportunities
 - Afterhour availability - continuously working to expand the team and increase availability
 - Monday speed of answer - continuously 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 Q1 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.



102

SMV Providers

18

New SMV
Providers

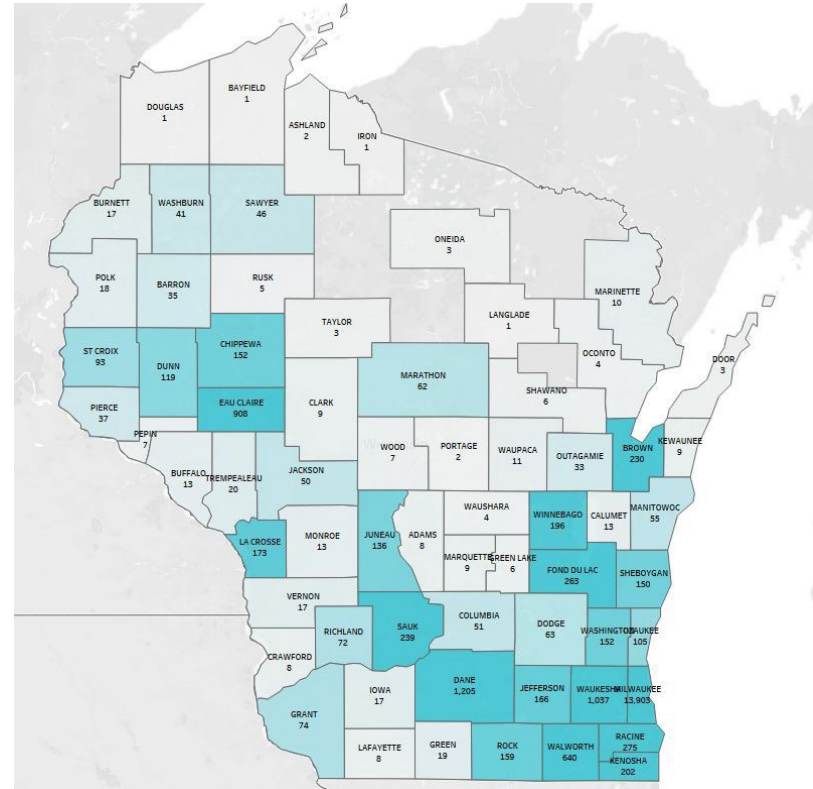
Transportation Network Common Carriers

The county level information in the map includes:

- Trips taken by Operators onboarded Q1 2022
- Ambulatory Trips Only

Actions Being Taken

- Continued Contracting
- IDP Recruitment
- Capacity Utilization

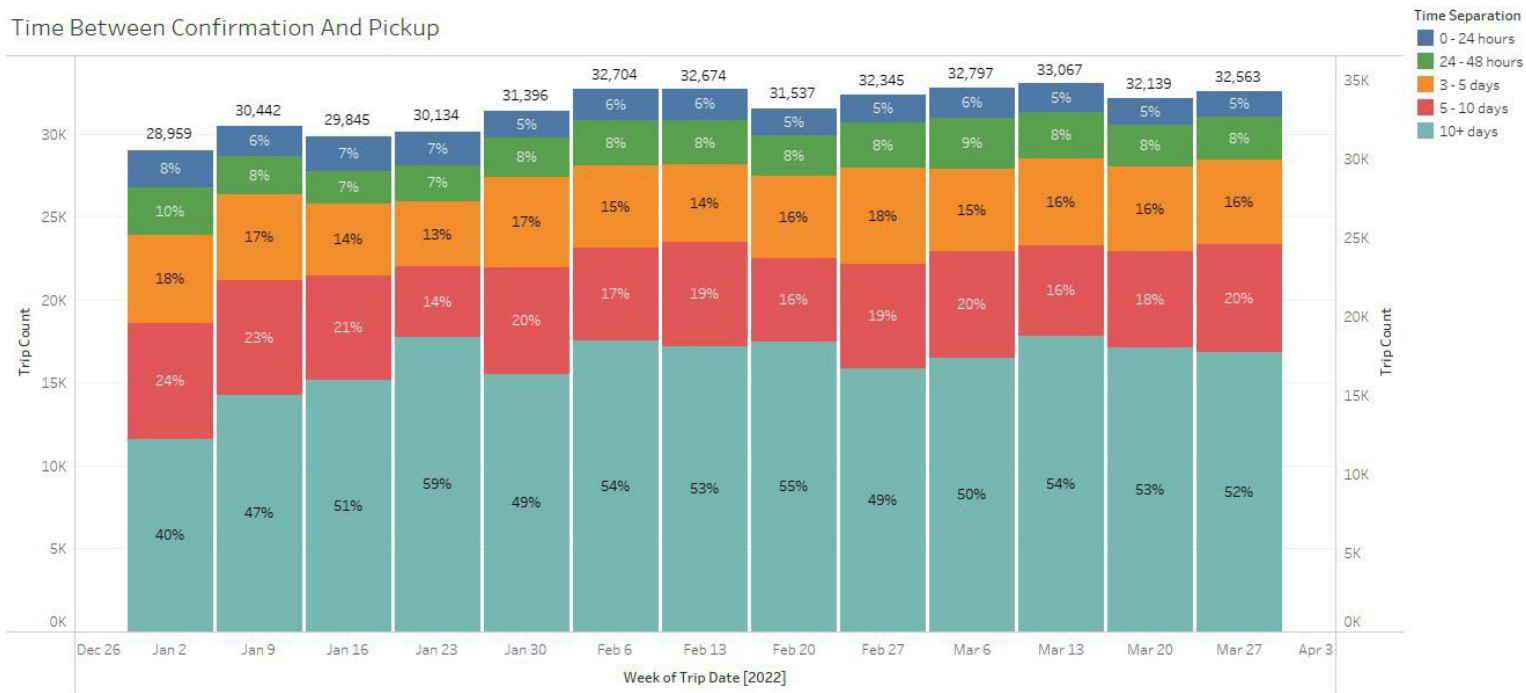


Network Confirmation Behavior



Network Confirmation Timing

Time Between Confirmation And Pickup



Masking Policy Updates

- Veyo continues to require all members and transportation providers comply with federal, state and local mandates in regard to face coverings/masks.
- Members are asked during the scheduling process if they have any special accommodations, which includes a face covering/mask.
- When a member requests the driver and/or other passengers wear a mask, the request is shared with the transportation provider accepting the trip. Veyo requires drivers to comply with all face covering/mask requests. Corrective action will be taken if a driver does not comply.
- Veyo requires all transportation providers to have a face covering/mask available while transporting our members. Thus, a member also may request the driver wear a mask upon arrival.
- Veyo also verifies the availability of a face covering/mask during unannounced vehicle inspections.

A photograph of an older man with a mustache, wearing a light blue button-down shirt, driving a car. He is smiling and looking towards the right. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred view of greenery outside the 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

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 a mustache, wearing a light blue button-down shirt, driving a car. He is smiling and looking towards the right. The car's interior, including the steering wheel and dashboard, is visible. The background shows a blurred view of greenery outside the window.

Thank You!