



# Transportation Provider Operations Manual

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This Transportation Provider Manual (as amended from time to time) is an integral part of and subject to the TRANSPORTATION PROVIDER AGREEMENT between you (as Provider) and Veyo (as set forth on the signature page of such Transportation Provider Agreement).

Revised 2021



## NOTICE REGARDING FRAUD, WASTE, AND ABUSE

CMS regulations surrounding Medicare and Medicaid require any party administering program benefits to also actively prevent, detect and report fraud, waste and abuse (FWA). As part of Veyo's transportation network, your company must comply with the federal laws governing FWA, including without limitation, the False Claims Act, the Anti-Kickback Statute and the Criminal Health Care Fraud Statute (18 U.S. Code section 1347). These laws specify the criminal, civil and administrative remedies the government may impose upon individuals or companies that commit FWA. Violation of these laws may result in nonpayment of claims, civil monetary penalties, exclusion from all Federal health care programs, and criminal (including imprisonment) and civil liability.

All transportation completed by your company and submitted to Veyo for payment must comply with these laws. Specifically, all trips your company (including all employees and drivers representing the company) finalizes in Veyo's Provider Portal, completes using Veyo's App, or submits via a paper claim must include accurate information to validate each trip. ***Improperly submitting trip information or finalizing trips that were not completed can be considered FWA and maybe be subject to the aforementioned statutes.***

Any suspected fraud, waste or abuse by a provider will be reported accordingly to proper authorities, including Veyo's clients. All investigations will require providers to support completed trips submitted to Veyo for payment with trip records, which are required to be maintained per the provider agreement. In addition, should Veyo identify a pattern of FWA, your company may be subject to a pre-payment review prior to releasing any payments for trips.

Thank you for your cooperation with Veyo's effort in preventing, detecting and investigating potential fraud, waste and abuse.

## Table of Contents

1. Definitions	Page 3
2. Veyo Overview	Page 4
3. Responsibilities of Provider	Page 4
a. Administrative, Reservation Receipt, and General	Page 4
b. Pick-up and Delivery Standards	Page 4
c. Driver Requirements	Page 6
d. General Vehicle Requirements	Page 8
e. Wheelchair-Accessible Minivan Requirements	Page 8
f. Wheelchair Vehicle Requirements	Page 8
g. Stretcher Vehicle Requirements	Page 8
h. Non-Emergency Ambulance Vehicle Requirements	Page 9
i. Maintenance of Records	Page 9
j. Provider Performance Standards/Quality Assurance Plan	Page 10
k. Accidents Requirements	Page 10
l. Medical Emergency Requirements	Page 11
m. Reporting Requirements	Page 12
4. Provider Dissatisfaction, Complaint or Appeal	Page 12
5. Complaints against the Provider	Page 13
6. Trip Distribution	Page 13

### References:

Veyo\_Supply\_001 Transportation Provider Credentialing Process  
 Veyo\_Supply\_001\_01 Company Credentialing Checklist  
 Veyo\_Supply\_001\_02 Driver Credentialing Checklist  
 Veyo\_Supply\_001\_03 Vehicle Credentialing Checklist

1. **Definitions.** Capitalized terms used and not otherwise defined herein will have the meaning given to them in the Provider Agreement. In addition, the following terms will have the meanings set forth below:
  - a. “Agreement” or “Provider Agreement” means the Transportation Provider Agreement between you and Veyo, of which this Manual is an integral part.
  - b. “Bariatric” means either a passenger whose weight is over 300 lbs.; a wheelchair with a wheel base wider than 32 inches; or a combined passenger/wheelchair of 800 lbs. or over.
  - c. “Client” or “Clients” means the governmental or private agencies or entities with which Veyo has a Client Contract.
  - d. “Client Contract(s)” means the contract pursuant to which Veyo provides non-emergency medical transportation management services for Passengers covered by insurance, reimbursement or other similar payment services, responsibilities or arrangements of a Client.
  - e. “Credentialing Checklist” means a company, driver or vehicle credentialing checklist used by Veyo in its verification procedures in connection with a Provider’s compliance with the terms and conditions of this Agreement (including this Manual).
  - f. “Door-to-Door” means the service where the driver escorts or ensures visually that the passenger gets between the door of the residence or medical facility and the door of the vehicle.
  - g. “Person-to-Person” means the service where the driver must get acknowledgement from another person at both the pick-up and drop off. At pick up, the acknowledgement is that the passenger is going with the driver and at drop-off, that a responsible person is at the location.
  - h. “Law(s)” means any federal, state, local, municipal, foreign or other Law, statute, legislation, constitution, principle of common Law, resolution, ordinance, code, edict, decree, proclamation, treaty, convention, rule, regulation, listing standard, ruling, directive, pronouncement, requirement, specification, determination, decision, opinion or interpretation that is, or has been issued, enacted, adopted, passed, approved, promulgated, made, implemented or otherwise put into effect by or under the authority of any Governmental Authority including but not limited to the Centers for Medicare and Medicaid Services (“CMS”).
  - i. “NEMT/NET” means Non-Emergency Medical Transportation/Non-Emergency Transportation.
  - j. “Network” means the body of transportation providers contracted to provide services on behalf of Veyo.
  - k. “Passenger” means an individual recipient of transportation service provided on behalf of the Client in connection with a Client Contract.
  - l. “Provider” means the party hereto specified as Provider on the signature page of the Provider Agreement.
  - m. “Service Area” means a geographic area that the Provider has indicated that they service.
  - n. “Trip” means a transportation of a passenger from pick-up to a destination location.

- o. "Trip Failure" means a missed, late, or otherwise improperly executed trip which requires rescheduling of the Passenger's appointment.

## 2. **Veyo Overview.**

- a. Veyo is a transportation brokerage services company which contracts with both private and public agencies to provide fully outsourced, turnkey non-emergency medical transportation management services on behalf of the Client.
- b. Veyo provides Providers with trip dispatch services and other backroom support services designed to improve the quality, efficiency, and cost effectiveness of the Providers' operations.

## 3. **Responsibilities of Provider.**

- a. Administrative, Reservation Receipt, and General.
  - i. Provider will give "will call" receipts to Passengers that provide them with information on how to arrange for their return trip.
  - ii. Provider will keep logs documenting the date, time and telephone number for each call made to/from passengers regarding transportation.
  - iii. Provider will promptly inform Veyo if a Passenger is assigned to an improper level of service (e.g., an ambulatory patient assigned to a wheelchair trip or a wheelchair-bound patient assigned to an ambulatory trip).
  - iv. Provider will not require or allow shared rides/multi-loading for passengers when it is medically inappropriate, including, but not limited to, situations in which a member is immunocompromised.
- b. Pick-up and Delivery Standards.
  - a. Providers are expected to provide "on time" performance at all times. Transportation services must be performed within the following parameters to be considered "on time."
    - A. The transportation provider must establish the specific pick-up time and location with the member at least twenty-four (24) hours ahead of the scheduled healthcare appointment. The transportation provider must notify the Contractor of the specific pick-up time prior to the trip.
    - B. For scheduled trips, "on time" is defined as picking up the passenger in a fifteen (15) minute window before or after the scheduled time and that the passenger will arrive at their destination no more than 1 hour prior to their appointment time and in no case later than their appointment time.
    - C. In cases where there are more than one Passenger travelling together in a single vehicle, none of such Passengers should remain in the vehicle for more than forty-five (45) minutes longer than the average travel time required to transport an individual using that mode, from the point of pick-up to the destination.
    - D. For "will call" trips, "on time" is defined as within forty five (45) minutes of notifying Provider.
    - E. Hospital discharges will be picked up within three (3) hours of Provider being notified and Provider will notify Veyo if they expect any delay.

1. The driver will make his/her presence known to Passenger upon arrival at the pick-up address by providing their name and company.
2. The driver will ask for the minimal necessary personal information to confirm identity and will do so in as discrete a manner as possible.
3. Drivers will provide the Passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance will include, but not be limited to, opening the vehicle door, utilization of wheelchair securement devices, storage of mobility assistance devices and closing the vehicle door.
4. Passengers shall have their seat belts buckled at all times while they are inside the vehicle. The driver shall assist Passengers who are unable to fasten their own seat belts.
5. The driver shall not move the vehicle until all passenger seat belts have been buckled.
6. Drivers may not assist wheelchair passengers up or down more than one (1) step, unless it can be performed safely as determined by the passenger, guardian, and driver.
7. The driver will wait at least ten (10) minutes on scene and at least ten (10) minutes after the scheduled pick-up time before a Passenger may be considered a “no show.” If a Passenger is not present for pick-up, the driver will notify Provider’s dispatcher before leaving the pick-up location.
8. Some Clients will require the Provider/Driver to obtain signatures from the passenger and/or attendant as a means to verify and validate that transportation was provided. A separate signature will be required for each leg of a trip. In the event a signature is not able to be obtained Provider will document the circumstances to report back to Veyo; service will not be denied.
9. If a delay of fifteen (15) minutes or more occurs in the course of picking up scheduled Passengers, Provider must contact waiting Passengers to inform them of the delay and the expected arrival time of the vehicle.
10. Provider must advise scheduled Passengers of alternate pick-up arrangements when appropriate (e.g. vehicle substitution).
11. If a Provider-caused delay occurs that results in a Passenger being late for a medical appointment, Provider must immediately notify Passenger’s medical provider of the delay. If the delay requires Passenger to reschedule their medical appointment, Veyo must be notified immediately.
12. Passengers are allowed to have one attendant or personal assistant accompany them at no additional charge.
13. When transporting an individual on a stretcher, bed-to-bed service is required.
14. Special requirements for transporting minors:
  - a. Passengers who are 12 years of age or younger will not be transported without a parent or guardian.
  - b. Passengers 13 years or older, but younger than 17 years of age, can

be transported alone with advance written approval from the parent or guardian. The permission is not a release of liability but is a permission to transport only. This is a Hand-to-Hand level of service.

- c. Children under 13 years old must have advance written approval from a parent or guardian, and they must be accompanied by an attendant (This means two adults will be on the vehicle while the child is being transported). The permission is not a release of liability but a permission to transport only. This is a Hand-to-Hand level of service.
- d. Drivers must be trained on local and state child restraint Laws and regulations. If an infant/booster seat is required by any applicable Law, the parent or guardian must furnish one that meets federal car seat requirements for the age or weight of the child. The car seat must be left with the child at the appointment. Drivers must be trained on local child restraint Laws/regulations and must not transport any child where the required infant/booster seat has not been furnished.
- e. Passengers 17 years or older, but younger than 18 years of age, can be transported alone based on the parent/guardian's consent when booking the transportation.
- f. Unless specifically requested by a medical provider, a Passenger under 18 years of age will be transported in the rear seat or compartment of the vehicle and will not be permitted to travel as a front-seat passenger.

c. Driver Requirements.

- i. All drivers performing services under this Provider Manual and Provider Agreement will meet the qualifications specified in the relevant Credentialing Checklist.
- ii. The records and qualifications for each driver and attendant (if provided by the company; e.g. for stretchers services) are subject to an initial and annual inspection by Veyo, as well as interim inspections as required at the discretion of Veyo.
- iii. No driver will use any substance (alcohol, over-the-counter medication, prescription medication, narcotics, or illegal drugs) that may impair his/her ability to perform while on duty, or abuse alcohol or drugs at any time.
- iv. A driver or attendant can use prescribed medication as long as his/her duties can still be performed in a safe manner and Provider has written documentation from a physician or pharmacist that the medication will not impact the ability of the driver.
- v. No drivers will allow firearms, alcoholic beverages in open containers, unauthorized controlled substances, or highly combustible materials to be transported in the vehicle.
- vi. No drivers will solicit or accept controlled substances, alcohol, or medications from Passengers.

- vii. No drivers will make sexually explicit comments, solicit sexual favors, or engage in sexual activity while in the course of their job duties.
  - viii. No drivers will make derogatory, inappropriate, or unwelcomed remarks about a person or group. Comments regarding appearance; questions related to race, religion, or politics, etc.; or making unwanted physical contact are prohibited.
  - ix. Provider will not require or allow a driver to drive when their ability is impaired, they are fatigued, ill or for any other reason that would cause unsafe driving.
  - x. No drivers will solicit or accept money from Passengers.
  - xi. All drivers will provide an appropriate level of assistance to a Passenger when requested or when required by Passenger's physical condition.
  - xii. No drivers will smoke or vape while in the vehicle, while assisting a Passenger, or in the presence of any Passenger. Passengers will not be allowed to smoke in the vehicle.
  - xiii. No drivers will wear any type of headphone while on duty, with the exception of hands-free headsets for cell phones. Cell phones may only be used in performance of services under the Agreement, and driver will at all times comply with applicable Laws regarding the use of cell phones by the driver of a moving vehicle.
  - xiv. All drivers will park the vehicle so that Passenger does not have to cross streets to reach the entrance of the destination.
  - xv. No drivers will leave a Passenger unattended in the vehicle.
  - xvi. All drivers will ensure that any packages or loose items are safely stored before the driver moves the vehicle. Drivers and/or attendants are not responsible for Passengers' personal items.
  - xvii. All drivers will be courteous, patient, and helpful to all Passengers.
  - xviii. All drivers will be neat and clean in appearance and maintain hygienic grooming practices.
  - xix. If the behavior of a Passenger or other passenger or any other condition impedes the safe operation of the vehicle, the driver will park the vehicle in a safe location out of traffic, notify Provider, and request assistance.
  - xx. All drivers will operate the vehicle in compliance with applicable traffic regulations, ordinances, and Laws of the jurisdiction in which they are being operated.
  - xxi. All drivers will not operate any vehicle while the doors are open (starting, in transit, stopping).
  - xxii. All drivers will wear their seatbelt at all times while operating the vehicle and will encourage passengers to wear theirs. When state Law or the Contract require passengers to wear seatbelts, the driver will follow those regulations.
  - xxiii. All drivers will set the parking brake and leave the vehicle in a safe condition any time an unattended Passenger is in the vehicle.
- d. General Vehicle Requirements.
- i. All vehicles must be made available to Client or its agent(s) for inspection with seventy-two (72) hours' notice.
  - ii. The number of occupants in the vehicle, including the driver, will not exceed the vehicle manufacturer's approved seating capacity.



- iii. Vehicles should not be refueled in a closed building and the number of times a vehicle is refueled when passengers are onboard should be minimized.
- iv. Smoking or vaping is prohibited in and around all vehicles at all times. All vehicles shall have the following signs posted in their interiors, easily visible to the passengers:
  - A. "NO SMOKING"
  - B. "ALL PASSENGERS SHALL USE SEAT BELTS"
- v. Vehicles will be externally marked in accordance with the vehicle credentialing standards.
- vi. Vehicles will be kept free of strong scents/smells.
- e. **Wheelchair-Accessible Vehicle Requirements.**
  - i. A "wheelchair-accessible" Vehicle is described as a standard passenger van converted to accommodate side-or rear-loading of wheelchair-bound passengers via a pull-out or fold-out ramp, or lift. All such vehicles used to transport wheelchair passengers must meet the "General Vehicle Requirements" set forth above as well as the additional requirements specified in State or local Law or in the Credentialing Checklist.
  - ii. Installation of a wheelchair ramp or lift will not cause the vehicle to exceed manufacture's GVWR, gross axle weight or tire rating to be exceeded.
  - iii. Proper procedure of ramp/lift instructions will be kept on vehicle at all times.
- f. **Wheelchair Vehicle Requirements.** A "wheelchair vehicle" is a full-sized multi-passenger or cargo van converted to accommodate side or rear-loading of one or more wheelchair-bound passengers utilizing hydraulic (manual or electric) or electromechanical lifts. All such vehicles used to transport wheelchair passengers must meet the "General Vehicle Requirements" set forth above as well as the additional requirements specified in State or local Law or in the Credentialing Checklist.
- g. **Stretcher Vehicle Requirements.**
  - i. Stretcher van service is an alternate mode of non-emergency medical transportation. It will be provided to an individual who cannot be transported in a sedan, wheelchair-accessible vehicle, or wheelchair Vehicle, and who does not need the medical services of an ambulance. All stretcher vehicles must meet the "General Vehicle Requirements" set forth above as well as the additional requirements specified in State or local Law or in the Credentialing Checklist.
  - ii. Unless the manufacturer of the equipment states in its specification sheet that the equipment may be operated by one operator, a driver and an attendant operator will staff the vehicle, which will be specifically designed and equipped to provide non-emergency transportation of individuals on an approved stretcher.
  - iii. A stretcher passenger will not be left unattended at any time.
  - iv. The driver and attendant, if one is required, will confirm that all restraining straps are fastened properly and that the stretcher, stretcher fasteners, and anchorages are properly secured.
  - v. The attendant, if one is required, will be seated in the passenger compartment while the vehicle is in motion and will notify the driver of any sudden change in the Passenger's condition.

- vi. Unless specifically licensed for these purposes, the stretcher vehicle will not be used:
  - A. For emergency medical transportation.
  - B. To transport a passenger who requires basic or advanced life support.
  - C. To transport a passenger who has in place any temporary invasive device equipment, such as an intravenous administration device, an airway maintenance device, or any medical device which might require administration during transport.
  - D. To transport a passenger who requires close observation or medical monitoring.
- h. Non-Emergency Ambulance Vehicle Requirements. All vehicles used to transport Passengers that require covered non-emergency basic life support (BLS) or advanced life support (ALS) service must meet the “General Vehicle Requirements” set forth above as well as the additional requirements specified in State or local Law or in the Credentialing Checklist.
- i. Maintenance of Records. To support claims, annual documentation reviews, credentialing and recredentialing activities, Provider will create and maintain driver, vehicle, trip and other records as detailed in the Provider Agreement. Providers must utilize an electronic trip tracking system that includes a GPS tracking or device for all trips completed for Veyo. If Provider does not have its own electronic trip tracking system with GPS tracking, then the Provider is required to utilize Veyo’s Provider/Driver app for all trips completed for Veyo.

Within three business (3) days’ notice from Veyo, the Client, or their agents, Provider must submit designated trip records from the electronic tracking system. Trip record data requirements are detailed in Exhibit A - Rates & Payments to the Provider Agreement.

- i. Trip records will include:
  - A. Date of service;
  - B. Driver’s name;
  - C. Driver’s signature (written or digital);
  - D. Attendant’s full name (if applicable);
  - E. Passenger’s name;
  - F. Passenger’s or attendant’s signature (if applicable);
  - G. Vehicle Identification Number (VIN) or other identifying number on file with the Contractor;
  - H. Mode of transportation;
  - I. Trip Number;
  - J. Actual start time (from base station) (in military time);
  - K. Each authorized Passenger transported with the actual pick-up time (in military time);
  - L. Trip indicator (i.e. Trip completed, Passenger no-show, etc.);
  - M. Each actual drop-off time (military time) for authorized Passenger;
  - N. Actual number of wheelchairs, attendants, and children, per trip;
  - O. Actual return time (to base station) in military time;

- P. Authorized stamp, or signature, or digital timestamp of the transportation provider; and,
- Q. Other pertinent information regarding completion of the trips.
- ii. Provider shall ensure that all information trip logs are complete and accurate.
- iii. Provider shall ensure that trip logs shall be maintained and available in an easily retrievable electronic format for no less than five (5) years.
- iv. All credentialing, annual documentation reviews, and re-credentialing records, detailed vehicle maintenance records, investigations on grievances and complaints, and corrective action plans will be maintained and accessible for ten (10) years.
- v. Investigation reports, corrective action plans, and related supporting documentation for any event involving a vehicle and resulting in a fatality, injury or property damage. (Ten years from the date of completion of the investigation.)
- vi. All records will be maintained and available for review by authorized personnel during the entire term of the Provider Agreement and then in accordance with federal, state and local Laws.
- vii. If a credentialing review is in progress or litigation is in progress or threatened, all documents will be maintained until such credentialing review and/or litigation is fully resolved.
- viii. In compliance with 42 CFR § 1001.1301, the U.S. Department of Health and Human Services, or their agents, will be given immediate access to, and permitted to review and copy any and all records relied on by the Provider in support of services billed to Medicaid.
- j. Provider Performance Standards/Quality Assurance Plan. Provider agrees to participate in Veyo's quality assurance plan, which may include discussing Provider's performance in the delivery of transportation. Provider agrees to assist in the development of corrective action plans and cooperate with all data collection that may be requested to monitor the results of such corrective action plans.
- k. Accident Requirements:
  - i. In the event of an accident during transportation, all drivers must comply with the following:
    - A. If there are resulting injuries that require immediate medical assistance, the driver should call 911 first and then call their company dispatch.
    - B. If there are no injuries, the driver should contact their company dispatch.
    - C. The driver must report the following:
      - 1. Detailed description of emergency.
      - 2. Name of Passenger(s).
      - 3. Trip #.
      - 4. Name of driver.
      - 5. Vehicle ID/License number.
      - 6. Description of any injuries.
      - 7. Location of incident.
      - 8. Any other pertinent details that first responders may need.
    - D. Veyo will immediately suspend drivers and vehicles from taking trips for Veyo and open an investigation for the following circumstances: an accident

- involving transportation in which a Passenger is injured or dies; failure of equipment related to and/or affecting Passenger's safety; or an incident involving the use of alcohol or drugs.
- E. Reinstatement to active status is dependent on the findings of the investigation and any required re-inspections by Veyo, or the Department of Transportation (DOT) or other relevant agency, as applicable. Failure to cooperate with Veyo's investigation, respond to inquiries related to the investigation in a timely manner, or participate in and pass any required vehicle inspections are grounds for termination of the Provider Agreement.
- ii. In the event of an accident during transportation, the Provider's dispatch must comply with the following:
    - A. Determine if the driver called 911 themselves or if the provider's dispatch personnel need to call 911 on behalf of the driver.
    - B. Call 911 as needed.
    - C. Send a backup vehicle to transport passenger(s) to their destination.
    - D. Determine if a rescue vehicle is required and send as needed.
    - E. If the transportation provider is unable to transport the participants, immediately notify Veyo.
    - F. Document all the information provided by the driver and notify Veyo.
    - G. Veyo must be notified of passenger fatalities, injuries, or other major incidents within one (1) hour of occurrence.
    - H. Veyo will notify the Client as appropriate.
- I. Medical Emergency Requirements:
    - i. In the event of a medical emergency during transportation, all drivers must comply with the following:
      - A. If the incident requires immediate medical assistance, the driver should call 911 first and then call their company dispatch.
      - B. The driver must report the following:
        - 1. Detailed description of emergency.
        - 2. Name of Passenger.
        - 3. Trip #.
        - 4. Name of driver.
        - 5. Vehicle ID/License number.
        - 6. Description of any injuries.
        - 7. Location of incident.
        - 8. Any other pertinent details that first responders may need.
    - ii. In the event of a medical emergency during transportation, the Provider's dispatch must comply with the following:
      - A. Determine if the driver called 911 themselves or if the Provider's dispatch personnel need to call 911 on behalf of the driver.
      - B. Call 911 as needed.
      - C. Determine if a rescue vehicle is required and send as needed.
      - D. Document all the information provided by the driver and notify Veyo staff within one (1) hour.
      - E. Veyo will notify the Client as appropriate.

- m. Reporting Requirements: The Provider will provide a written report to Veyo as soon as possible but within three (3) business days of the accident/medical emergency and will cooperate with Veyo and Client during any ensuing investigation. Provider will include a copy of any police reports and tickets/summons with its written report as supporting documentation.
  - i. The Provider will complete a full investigation as soon as practical on any accident/incident that could result in liability to Provider or Veyo and communicate their findings regarding liability to the Passenger, Veyo, and their insurance provider as appropriate. This report will include a description of the investigation, identified causal factors; and corrective actions.
  - ii. All reports can be sent to [providersupport@veyo.com](mailto:providersupport@veyo.com) or completed online at [https://providersupport.veyo.com/hc/en-us/requests/new?ticket\\_form\\_id=360000495472](https://providersupport.veyo.com/hc/en-us/requests/new?ticket_form_id=360000495472).
  - iii. Liability for any personal injuries and/or property damage that occur as a result of an accident are the sole responsibility of the Provider and not Veyo or the Client. The indemnification provisions of Paragraph (5) of the Provider Agreement are explicitly applicable.
  - iv. In addition to these general requirements, for all DOT related accidents/incidents; the provider must assist Veyo in reporting to the Client:
    - A. A fatality where an individual is confirmed deceased, within three days of a Transportation services-related event.
    - B. A detailed report within ten days of the event.
    - C. Injuries requiring medical attention away from the scene for two (2) or more individuals.
    - D. Property damage totaling more than one thousand dollars (\$1000.00).
4. **Provider Dissatisfaction, Complaint or Appeal:**
  - a. A Provider has the right to contact Veyo's operational management team regarding dissatisfaction with Veyo.
  - b. The Veyo operational management team will investigate the issue and respond to the Provider within ten (10) business days.
  - c. A Provider may also submit formal complaints or appeals to Veyo related to any dissatisfaction, including but not limited to claims payment or recoupment disputes, credentialing or re-credentialing activities or decisions, contract terminations, compliance concerns, etc.
  - d. Formal complaints and/or appeals must be submitted in writing at: <https://providersupport.veyo.com/hc/en-us/articles/4467384674971-Contact-Us-> and must clearly state:
    - i. A detailed explanation of the issue.
    - ii. Actions that the provider has taken to mitigate the situation.
    - iii. Others with knowledge of/information regarding the issue.
    - iv. Others with an interest in the issue.
    - v. Proposed solution or desired remedy.

- e. It is Veyo's policy to investigate and resolve formal complaints and/or appeals no later than thirty (30) calendar days of receipt.

**5. Complaints against the Provider:**

- a. Upon receipt of a complaint on the services provided by a Provider, Veyo will collect all pertinent information. This will include the time and date of the incident, the vehicle number, the driver name if available - as well as a detailed description of the incident. The complaint will be categorized based on a series of topic areas for reporting purposes.
- b. The complaint will be forwarded to the Provider.
- c. Unless required sooner by the Client, the Provider will have three (3) business days to investigate and respond to the complaint. The response will include as much detailed information as available to address the complaint. This information will include verification of the vehicle identification number, driver name, and trip related information. In addition, the response will either:
  - i. Validate the complaint as true,
  - ii. Dispute some or all of the complaint, or
  - iii. Deny responsibility for the complaint as the trip was not performed by the Transportation Provider.
- d. If the Provider disputes or denies the allegations in the complaint, the Provider must provide refuting information and documentation to justify their assertion. This documentation must be verifiable in order for the complaint to be deemed unjustified and closed.
- e. Complaint Log. Veyo will maintain a record of all complaints and investigations.

**6. Trip Distribution.** Trips will be distributed through a combination of automatic and manual distribution.

- a. Automatic Distribution. Providers with acceptable performance will automatically be assigned trips in their designated service area. Trips will generally be assigned 48 - 12 hours in advance. Any trips that Provider cannot accommodate must be declined as soon as possible in the portal.
- b. Manual Distribution. Trips such as same day discharge and other urgent trips will be distributed manually.
- c. Based on the unique circumstances involved in a trip a Single Case Agreement may be negotiated. Any Single Case Agreement must be negotiated prior to performing the trip.
- d. Confirming Awaiting Trips.
  - i. Once a trip has been successfully distributed to a Provider, it will be posted to Provider's portal under "Awaiting Confirmation."
  - ii. Providers are expected to accept and complete all trips received through the trip distribution methods described previously.
  - iii. All trips assigned should be confirmed/declined with three (3) or more business days remaining until the trip date.

- iv. At a minimum, any trips assigned with more than a forty-eight (48) hour notice must be confirmed/declined at least forty-eight (48) hours prior to the pick-up time.
  - v. For any trips assigned with a forty-eight (48) hours or less notice prior to the pick-up time, Provider must confirm/decline within one (1) hour of receipt.
  - vi. Those occasional trips that the Provider cannot accept should be declined as soon as possible.
- e. Trip Finalization. Upon completion of a confirmed trip, Provider must fill out completed trip data required to successfully finalize the trip in the Veyo portal and submit the trip for payment. In addition, the Provider must meet the conditions of Exhibit A to the Provider Agreement– Rates and Payments.
- i. Trips must be finalized within forty-eight (48) hours of trip completion. Veyo reserves the right to cancel all trips not finalized by the Provider within seven (7) days of trip completion or by the 5<sup>th</sup> day of the following month, whichever comes first. Cancelled trips are considered untimely claims. Untimely claims will be adjudicated according to Veyo’s reimbursement process.
  - ii. Any trip marked as “Cancelled Member No Show” must be done within twenty four(24) hours.
  - iii. Finalization of trips constitutes the Provider’s attestation that the trip was completed as finalized.
- f. Canceled Trip. A trip can only be canceled if there was verbal confirmation by a Passenger that they are no longer going to their appointment or if they are no show. The Provider must maintain records for all cancelled trips, including but not limited to, driver’s arrival and departure time in the event of a no show.
- g. Mile Adjustment Requests. A request may occur from time to time that require review and approval of requests for mileage adjustments. The request will be reviewed and either approved or denied.
7. **Zero Tolerance.** The following actions will immediately result in termination of a driver and may result in termination of your Provider Agreement:
- a. Drug/Alcohol Use;
  - b. Soliciting or accepting cash from a passenger;
  - c. Ending a trip, even if the route is followed, without transporting a passenger;
  - d. Negligent or reckless behavior that threatens public or driver safety;
  - e. Unlawful behavior;
  - f. Sharing of confidential, Protected Health Information (PHI);
  - g. Any form of discrimination;
  - h. Denying service animals;
  - i. Possessing weapons of any kind in a vehicle while driving with Veyo;
  - j. Collusion while a passenger is in the vehicle that results in disruption of regular operations; or
  - k. Fraud, Waste and Abuse.
8. **Reporting Compliance Concerns to Veyo.** Provider agrees to report any suspected Fraud,



Waste, and/or Abuse; suspected violations of applicable Laws and contractual obligations; or other compliance concerns immediately to Veyo upon discovery. These reports can be submitted to [compliance@veyo.com](mailto:compliance@veyo.com).