



# Next-Generation Patient Transportation

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A Better Future for Non-Emergency  
Medical Transportation (NEMT)  
Management

# The Next Generation of Healthcare Logistics Has Arrived

*Introducing A Better Future for Non-Emergency Medical Transportation Management. Say hello to Veyo.*

Veyo is your proven, end-to-end solution to the logistics challenge of non-emergency medical transportation (NEMT). We are advancing performance for all modes, all geographies, and all member needs. Traditional NEMT brokers and providers have operated for decades in a relatively low-tech, fragmented and inefficient manner. At Veyo, we envisioned a better system—one where smart logistics would be an ally to healthcare organizations. A revolutionary business model, built on new technology, with innovation and real-time analytics at its core.



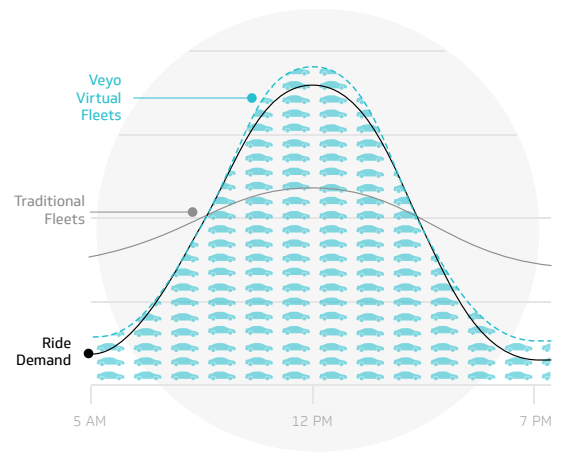
Veyo provides a full array of non-emergency medical transportation (NEMT) management services to our customers. Services include, but are not limited to:

- Member eligibility verification
- Eligibility documentation
- Call Center services
- Member appointment reminders and surveys
- Third-party transportation provider credentialing
- Training; and management
- Trip dispatching and monitoring
- Customer complaint management
- Installation of and training for customers and healthcare providers for trip management portals
- Mileage reimbursement

# How Veyo stands apart from existing NEMT brokerages

## 1. The Virtual Fleet™

Veyo’s Virtual Fleet solves the most prolific logistics problem of NEMT: matching supply to demand. The Virtual Fleet supports and proactively matches all needed modes of transportation and geographic regions, and can scale up-and-down as needed. We broker these flexible fleets—comprised of Independent Driver-Providers (IDPs) and third-party commercial providers—to allow for cost savings and efficiencies and, most importantly: rapidly increase capacity when needed to meet supply and demand.



## 2. Real-Time Supply

We are committed to getting the right type of vehicle to your members at the right time—every time. Our Virtual Fleet - in combination with GPS tracking and Big Data - allows our model to excel in both rural and urban regions.

## 3. Analytics-Driven Platform

We track and report for every aspect of NEMT, including trip details, no-show rates, grievances, and member habits. All member and trip data is managed within one platform, allowing for detailed and complete encounter data and full transparency for plans.

08/01/2018	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM
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08/01/2018	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM

FRAUD ALERT

The requested reservation trip drop off point is not in a suitable location.

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08/01/2018	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM
08/01/2018	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM
08/01/2018	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM

## 4. Real-Time Trip Management

We can track and manage trips via GPS—right as they’re happening. Real-time tracking allows us to automatically monitor for potential instances of fraud, waste, or abuse.

## 5. Predictive Analytics

Our proprietary algorithms allow us to plan for future supply deficits or surpluses with pin-point efficiency.

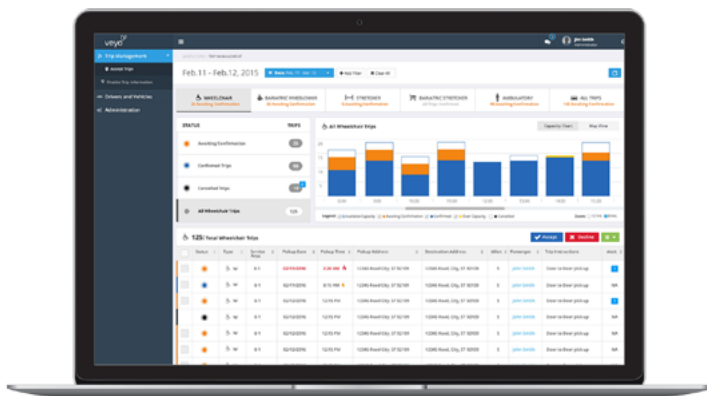
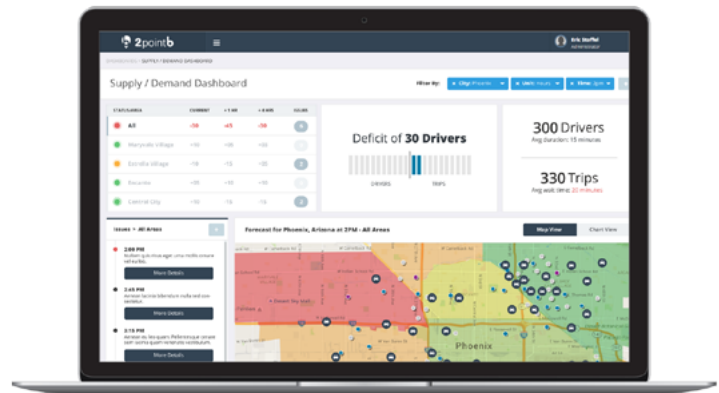
# Veyo's Technology Platform & Capabilities

The Veyo Platform manages member eligibility, trips, providers (both third-party commercial providers and IDPs), schedules and credentialing; creates dashboards and customized analytics reports; and processes provider payments.

*The Veyo Platform includes:*

## Operations Portal

Managed and operated by our next-gen Call Center and Command Center to create, manage, and update trip reservations. The operations portal also contains up-to-date member eligibility and contact information, trip history, provider credentials, and provider payment data.

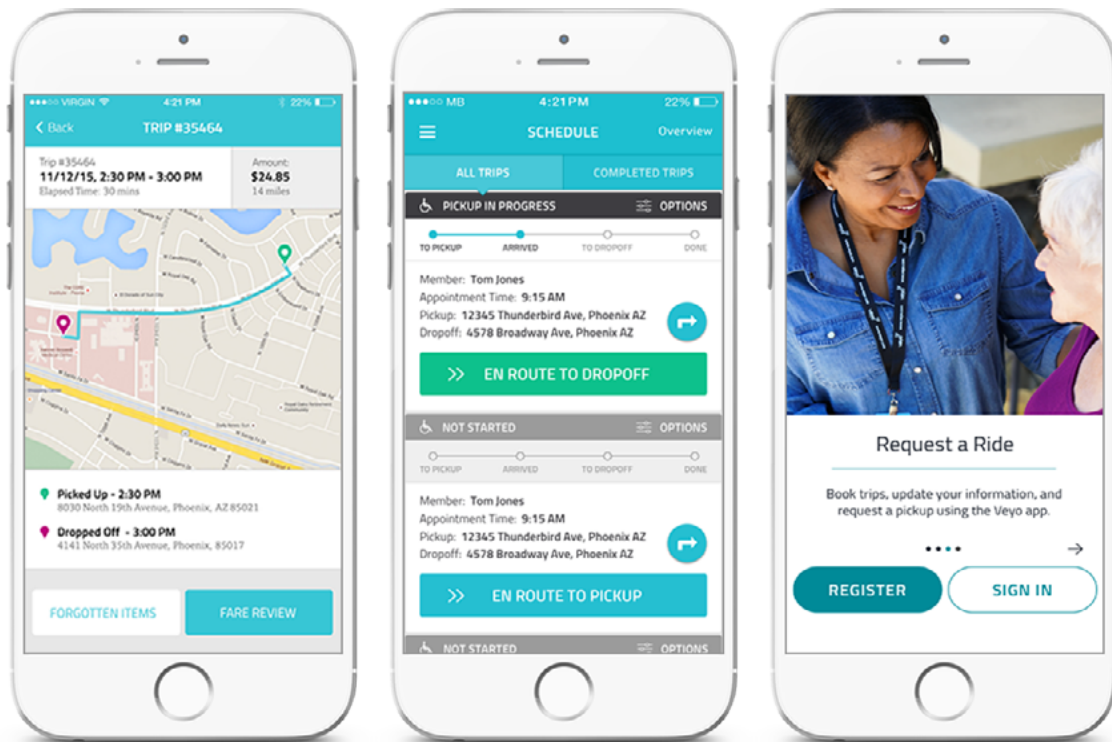


## Provider Portal

Utilized by third-party commercial transportation providers to create trip manifests, update schedules, dispatch trips, and report on trip data. The Provider Portal integrates seamlessly with our Provider App to ensure transparency and tracking through the whole process.

## Driver and Provider Apps

Allow third-party commercial transportation providers and IDPs to receive, accept and manage trips right from their smartphone. Drivers and providers can be given specific trip requests (e.g. door-to-door drop-off) and can communicate with members via the app. All third-party commercial transportation providers and IDPs undergo HIPAA, ADA, CPR and customer service training, along with extensive background checks, drug testing, and vehicle inspections.



IDP Driver App

Provider App

Member App

## Member Apps (Coming Soon)

Allows eligible Medicare Advantage or Medicaid members to book transportation, communicate with arriving providers, and update contact information from the comfort of their smartphone.

Want to find out more about Veyo?  
Learn more at [veyo.com](http://veyo.com) or reach us at [sales@veyo.com](mailto:sales@veyo.com).