



# Veyo and New Hope Behavioral Health Center, Inc.: Equal access to a healthy recovery

## At a glance:

Industry

**Substance Abuse Treatment**

Member Count

**500+**

Headquarters

**Mesa, Arizona**

Key Challenge

**Streamline and organize transportation services to meet unique member needs, while providing consistent, timely pickups.**

## By the numbers:

**70%**

rides facilitated by Veyo

**37,000+**

total rides completed

**70**

rides completed by day

**93%**

scheduled via the RideView portal

## Background

New Hope Behavioral Health Center (NHBHC) is an outpatient substance abuse behavioral healthcare clinic that specializes in opioid use disorder, partnering with healthcare professionals to manage and treat opiate dependent patients. With an exceptional team of physicians, pharmacists, nurses and counselors, NHBHC has developed a comprehensive, holistic strategy for a balanced treatment of physical and mental health issues, helping patients lead a healthy, positive way of life. NHBHC is driven by a unique philosophy; opening a door to patients and creating an opportunity for “New Hope to Be Born Again.”

With over 500 patients served, NHBHC continues to strive for success in the development of innovative solutions for a well-balanced, healthy and diverse community suffering from substance use disorder. The organization has served the Arizona community for over 33 years and has helped over ten thousand residents turn their lives around.

## Why Veyo

For New Hope’s patients, the number one priority is making it to the facility each day to receive their treatment and stay on track with their program. For many dependent patients, treatments such as methadone and suboxone maintenance are life-saving treatments that are incredibly important in preventing them from a relapse—and reliable transportation to and from New Hope’s facility is crucial to their recovery.

“Reliable transportation plays a huge role in what we do here at New Hope,” said Samantha Schierhold, Front Office Manager at New Hope Behavioral Health Center. “A lack of transportation to our facility could be extremely detrimental to our patients' well-being, sobriety and overall recovery journey.” Each patient at New Hope is on a personalized recovery journey. This means

that some patients have to come to the facility daily Monday through Saturday, while others come once a week or every two weeks. On top of patients' standard schedules to and from the facility, there are some instances where patients need to get to the facility urgently for last-minute appointments and treatments, regardless if they have a ride scheduled or not. In addition to methadone and suboxone treatments, New Hope provides a wide variety of services, such as counseling, opioid treatment, HIV testing, Hepatitis C testing, and support groups – all of which are incredibly important to patients' sobriety and recovery.

Committed to meeting people where they are, New Hope needed a flexible transportation partner who could also accommodate the emotional and physical needs of their patients — including physical disability accessibility in vehicles and healthcare-credentialed drivers. New Hope was looking for a dependable transportation partner who could meet the unique needs of their patients while providing consistent, timely pickups.

## Partnership

New Hope partnered with Veyo to create a safety net for patients, ensuring that transportation wouldn't prohibit them from seeking treatment. To start the partnership, Veyo instantly connected New Hope with its own dedicated Veyo facility manager to serve as an open line of communication for any concerns or questions. "It's been incredible working with our facility manager from Veyo," said Schierhold. "If I ever have an issue or a last-minute question or request, it's a weight off my shoulders knowing that I have someone I can pick up the phone and call immediately to help me."

To help streamline and organize all of New Hope's transportation needs, Veyo implemented their transportation management system, Veyo® RideView. The RideView platform allows New Hope to schedule trips and access real-time information such as pick-up and drop-off details, estimated time of arrival, contact information for the driver and the member, all in one interface. In addition to scheduling rides, the easy-to-use platform serves as the one-stop-shop management system for all of New Hope's transportation needs, allowing them to increase efficiency for arranging rides and services.

With Veyo's intuitive user interface, New Hope representatives can track patient information, book rides, schedule trips in advance, view their entire trip schedule for the day, make notes on specific patient requirements, and more. RideView gives representatives full insight into patients' schedules and prevents issues or missed rides/appointments before they happen.

For last-minute ride requests or schedule changes, the Urgent Trip Request feature ensures that same-day transportation can be arranged for the most vulnerable patients and anyone requiring urgent treatment. New Hope can make an urgent request via a quick online form, eliminating the time it would take to contact a call center and make the request via phone. With GPS-enabled driver tracking, New Hope can monitor the driver as they make their way to the facility. They no longer have to depend on a call center for trip updates.

"With our old provider, there were some days where I would be sitting on hold for an hour or more waiting to get through. When someone's life is on the line, it is an incredibly stressful

situation and any extra time wasted can be extremely detrimental,” said Schierhold. “With Veyo, I have never waited longer than five minutes and we’ve seen the direct benefits that these shorter wait times have had on our patients' recovery.”

To meet New Hope’s patients’ varying physical needs, RideView allows staff to input special requests or custom notes for member needs to determine the best mode of transportation – from ambulatory, wheelchair, bariatric, or door-to-door service. The ability to add these requests straight into RideView has ensured not only that patients’ rides are on time, but that they have all of the required capabilities to transport them where they need.

New Hope transports to and from their facility each day, 70% are facilitated by Veyo. Since January 2020, New Hope’s usage of the RideView portal has increased nearly 30%, now facilitating over 93% of their total trips using the RideView platform.

Consistent and reliable patient transportation has proven pivotal in New Hope’s patient retention rate. Without a transportation barrier, patients miss fewer appointments and have the opportunity to fully engage with New Hope’s treatments and services. With Veyo as its transportation management partner-of-choice, New Hope can focus on delivering life-changing treatment for individuals dependent on opiates.

“Our partnership with Veyo has had a significant impact on our patients' outcomes,” said Schierhold. “The ability to give our patients the safety net of coordinating transportation services to and from treatment makes a huge difference in their ability to complete a program or maintain sobriety. Recovery is a long journey, and without reliable transportation it wouldn’t be possible.”

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*- Samantha Schierhold, Front Office Manager  
at New Hope Behavioral Health Center*

## Results

Since the partnership began in January of 2020, Veyo provides around 70 trips per day for New Hope patients, completing nearly 38,000 total trips. Of the 350 patients that