



# Veyo Independent Driver Provider Manual

---

Information provided in this manual is subject to change. To ensure you are reviewing the most current version of the manual, visit [support.veyo.com](https://support.veyo.com).

*Last updated: May 11, 2020*



# Table of Contents

<b>OVERVIEW</b>	<b>3</b>
<b>BEST PRACTICES</b>	<b>3</b>
<b>TAKING A TRIP</b>	<b>4</b>
HOW TO COMPLETE A QUALITY TRIP	4
TRIP INSTRUCTIONS	10
CANCELLATIONS	10
MEMBER NO SHOW	11
MEMBER CANCELLED	12
INCORRECT INFORMATION	12
WEATHER	12
PROVIDER INCIDENT	12
FARE REVIEWS	13
PEAK TIME REWARDS	14
FUTURE MATCH TRIPS	15
GENERAL RECOMMENDATIONS AND GUIDELINES	15
<b>DRIVER SUPPORT VS. VEYO SUPPORT</b>	<b>17</b>
<b>TRANSPORTING PASSENGERS</b>	<b>17</b>
TRANSPORTING CHILDREN	17
AZ, CA, CT & MI STATE LAWS: CHILD SAFETY SEATS	18 - 19
TRANSPORTING NON-ENGLISH-SPEAKING PASSENGERS	20
TRANSPORTING PASSENGERS WITH BEHAVIORAL AND/OR DEVELOPMENTAL DISABILITIES	20
<b>ACCOUNT COMPLIANCE</b>	<b>21</b>
HIPAA	22
SERVICE ANIMALS	22
VEHICLE REQUIREMENTS AND MAINTENANCE	23
HANDS-FREE DRIVING	24
VIDEO RECORDERS	24
PROFESSIONALISM	24
NON-DISCRIMINATION	24
INAPPROPRIATE IDP BEHAVIOR	25
INAPPROPRIATE PASSENGER BEHAVIOR	25
PASSENGER COMPLAINTS	25
ZERO TOLERANCE	25
WARNINGS	26
INSURANCE	27
DOCUMENTATION REQUIREMENTS AND COMPLIANCE TRAINING	27
SUSPENSIONS AND TERMINATIONS	28
<b>EMERGENCIES</b>	<b>28</b>
<b>LOST AND FOUND</b>	<b>30</b>
<b>PAYMENT</b>	<b>30</b>
HOW TO RESOLVE A PAYMENT DISCREPANCY	31
UPDATING YOUR ACCOUNT INFORMATION	31



## Overview

---

Hello and thank you for choosing to drive with Veyo!

As a Veyo Independent Driver-Provider (IDP), you will help make medical transportation more accessible and efficient for those who need it.

Veyo IDPs operate with professionalism and go above and beyond in customer service and passenger satisfaction. There are a number of policies that need to be followed in order to be in compliance with our account contracts. Please read this manual to learn how you can be a professional, safe, and caring Veyo IDP. If you have any questions about our policies, please email [support@veyo.com](mailto:support@veyo.com).

## Best Practices

---

1. Always keep a clean vehicle – a clean car is the easiest way to make a passenger feel safe and comfortable.
2. Follow the rules of the road – this includes speed limits, stop signs, your blinker, and parking regulations.
3. Keep conversations professional in the car - don't get too personal.
  - Be respectful, polite, and friendly.
  - Refrain from comments about personal appearance or asking personal questions.
  - Don't offer personal or medical advice.
4. Understand how to use the Veyo Driver App and don't be afraid to email us at [support@veyo.com](mailto:support@veyo.com) if you have questions.
5. Provide **Door-to-Door/ Person-to-Person/Hand-to-Hand** service on every single trip – no exceptions.
6. Call the passenger and go to the pick-up address on every single trip.
7. We recommend that passengers ride in the back seat on the passenger side –



however, passengers are allowed to ride in the front or back seat, with the exception of minors who must always ride in the back.

8. Do not use the safety locks for the back-seat doors of the vehicle.
9. Identification – Always wear your Veyo ID badge.
10. Appearance – Maintain a neat and clean appearance.
11. Never leave a Member unattended: Always ensure that the facility is open or someone is there to receive the Member.

## Important Contact Information

---

### DRIVER SUPPORT BY REGION

Each region has its own support team that you can contact as you drive with Veyo. Below outlines the contact information for each:

**Arizona/California** Driver support: **(855) 722-0228**

**Connecticut** Driver support: **(877) 771-5972**

**Michigan/Virginia** Driver Support: **(877) 986-7416**

## Taking A Trip

---

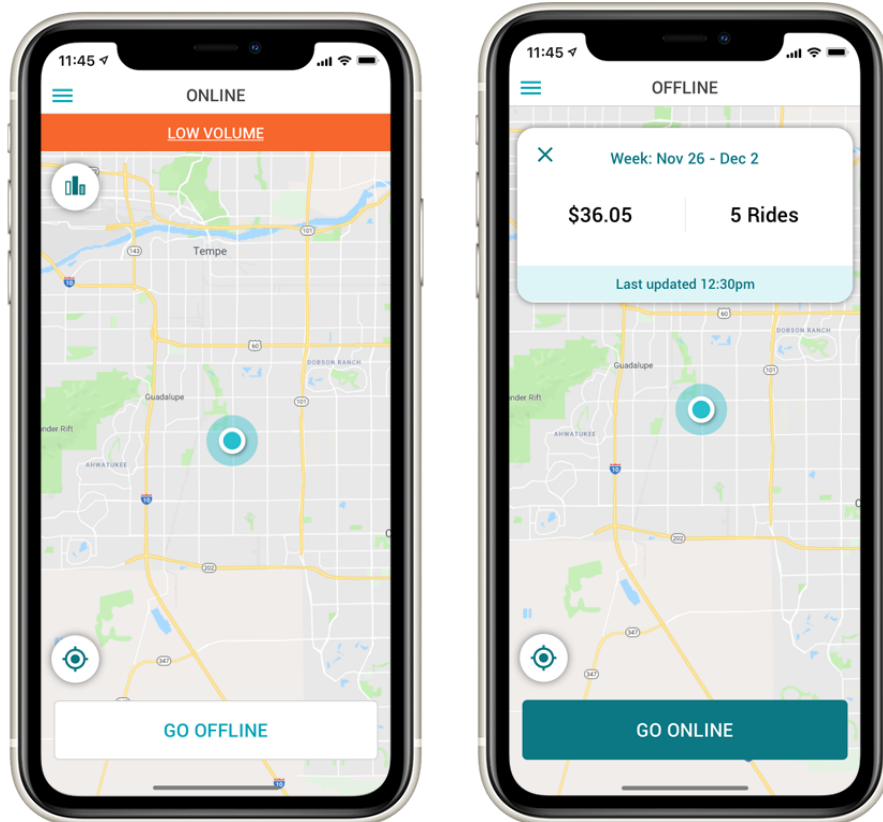
### HOW TO COMPLETE A QUALITY TRIP

Veyo's top priority is to make sure passengers get to and from their appointments safely and on time. In order to provide exceptional customer service and to adhere to contractual agreements, we recommend IDPs follow the steps below:

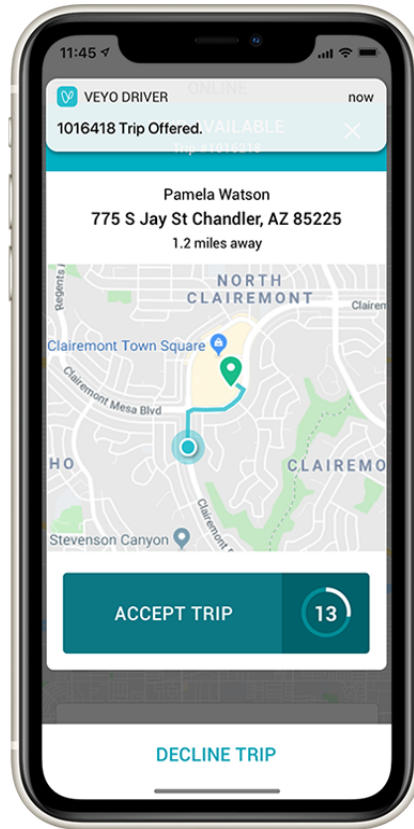
1. Set your Driver Status to **"Online"** by tapping the **"Go Online"** button. When your Driver Status is set to **"Online"**, you are indicating you are ready to accept

trip offers.

2. If you'd like to take a short break, you can go offline by clicking “Go Offline”. If you're done driving for the day, please set yourself to “Offline” and log out of the app. It's important that you log out of the app at the end of the day so that you don't keep receiving trips. *Note:* If you do not set yourself to “Offline” or **log off**, you will receive trips. Ignoring or declining those trips may affect your acceptance rate.



3. Once you are “Online”, you will start receiving trips. When there is a trip near you, you will receive a notification for a trip offer. A trip notification lasts for 15 seconds.
4. Accept the trip by tapping the “Accept Trip” button.
5. Once you accept a trip, you will receive trip instructions for that trip. Check the boxes to the left to acknowledge each instruction.



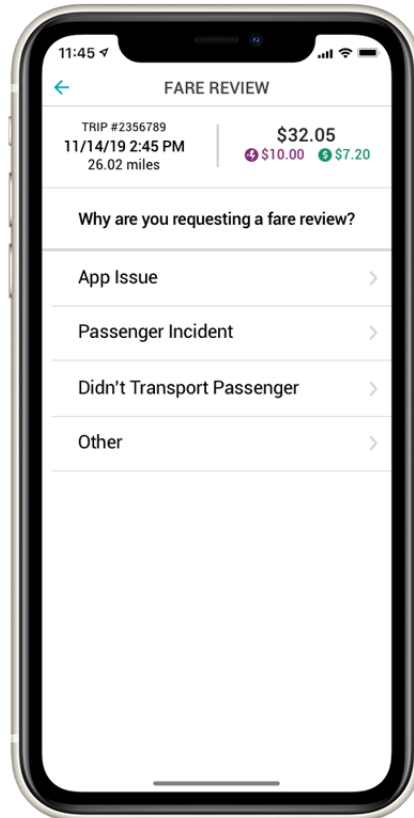
6. Attempt to contact the passenger to confirm their pick-up location and their full name by giving them a call. Click the *phone icon* to call the passenger. If the passenger does not pick up on the first call, please attempt to call them two more times. *Remember that many passengers may be slow to respond due to mobility issues or they may be in a clinical environment.*

**Rule of Three:** you must call the passenger **three times**, and be at the pick-up location, before you can cancel a trip. Remember, during all calls, your phone number and the passenger's number will remain private.

**Location update:** If contact is made and there is a change to the passenger's pick-up and/or drop off location, you must notify Driver Support to obtain authorization and confirm the location change before proceeding.



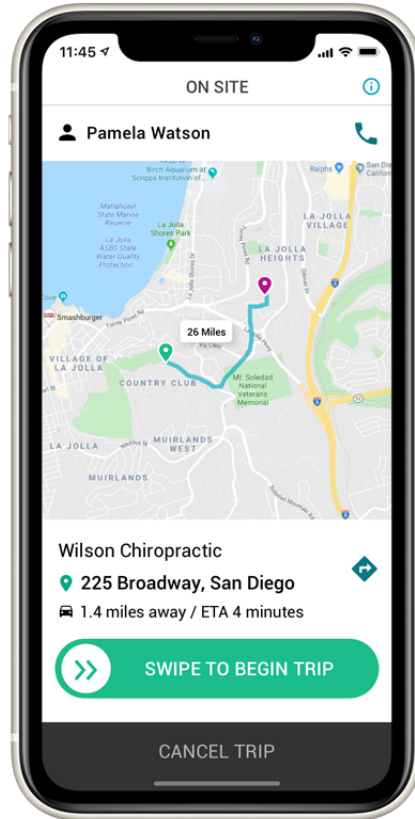
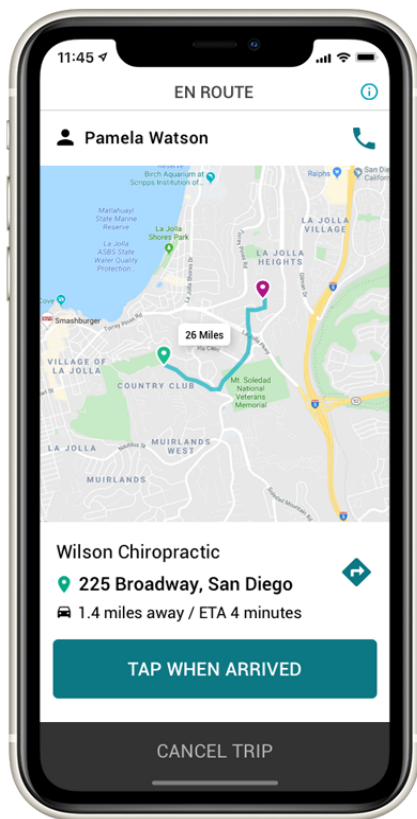
If you had an approved location change but feel your fare was not calculated correctly, please select “**Fare Review**” at the end of the trip and provide details and supporting



documentation for why you are requesting a Fare Review. More information on Fare Reviews can be found below.

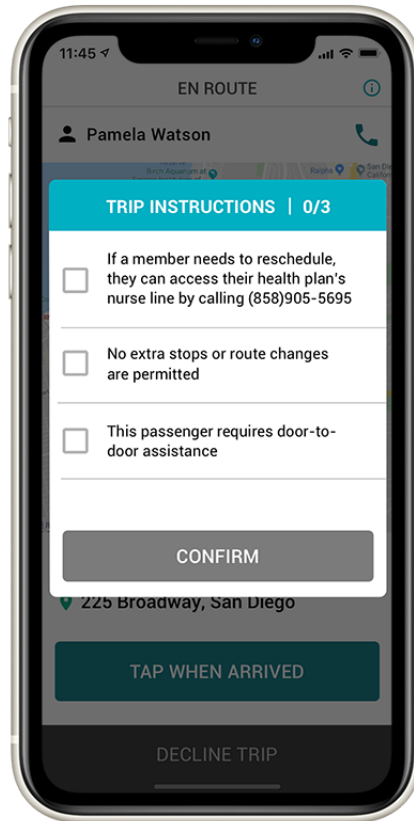
For directions to the pickup location, click the “**Directions**” button located next to the address. If no contact is made with the passenger, please continue to proceed to the pickup location. This is a contractual obligation.

Upon arrival at the pick-up location, hit the “**Tap When Arrived**” button.



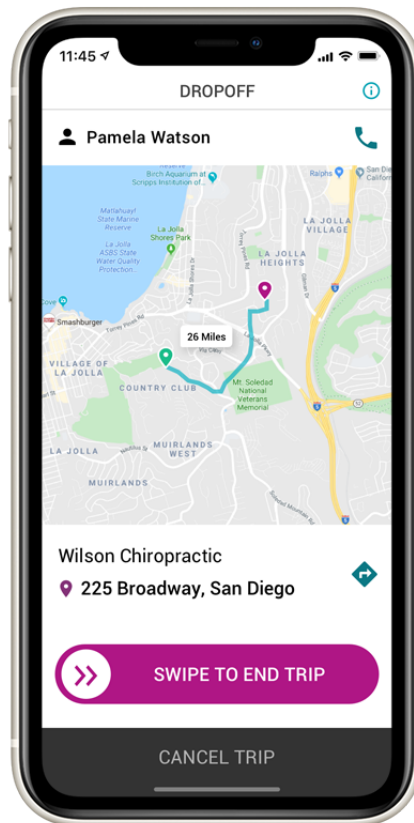
Follow the in-app **“Trip Instructions”** and assist the passenger as needed. Confirm the passenger’s full name and drop-off destination. If the drop-off destination changes, contact Driver Support. Trip instructions can also be found by tapping the **“Information”** button anytime during the trip.





Once the passenger is securely in your vehicle and has confirmed their destination, slide the “**Begin Trip**” button. Transport the passenger to their drop-off destination.

Once you arrive and safely deliver the passenger at the destination address, slide the “**SWIPE to End Trip**” button. You may receive additional instructions like “**Door-to-Door**” or “**Hand-to-Hand**” (explanations can be found in the Trip Instructions section of this manual).



Once the passenger has securely exited the vehicle and you have helped safely deliver them to their destination, review your trip summary and tap the **“Complete Trip”** button.

## TRIP INSTRUCTIONS

Trip Instructions will appear in the app after you have accepted a trip. You must check off the instructions and confirm that you have read them before you can start the trip. The most common Trip Instructions are **“Door-to-Door”** and **“Hand-to-Hand”**.

- **“Door-to-Door”** service means that at the pickup location, you assist the passenger from their house or facility into the vehicle. When you drop them off, you are required to assist the passenger from your vehicle to their house or

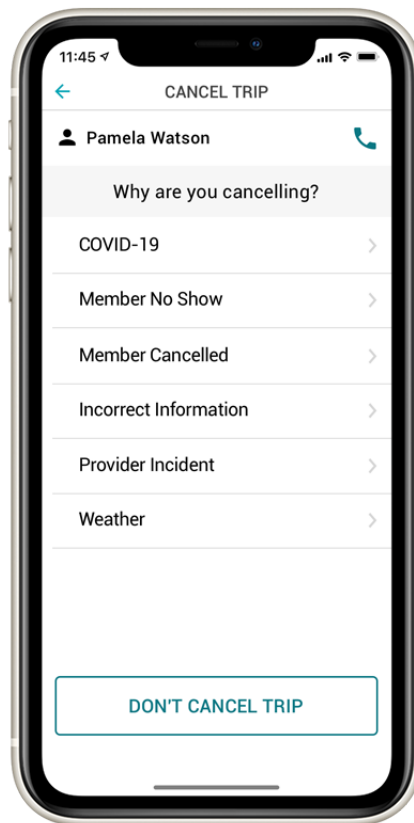


facility. *Door-to-Door is the expectation on every trip.*

- **“Hand-to-Hand”** or **“Person-to-Person”** means that you must get acknowledgement from another person (other than the passenger) at both the pickup and drop-off. At pickup, the acknowledgement is that the passenger is going with you. At drop-off, the acknowledgement is that a responsible person is at the location receiving the passenger.

## CANCELLATIONS

If you need to cancel a trip, please make sure to select the correct cancellation reason. In order to prevent fraud, waste, and abuse, passenger and driver behavior is monitored on an ongoing basis. The cancellation reasons are used to determine whether or not a trip was cancelled correctly. Below are definitions for each Cancellation Reason:





## MEMBER NO SHOW

Please select “**Member No Show**” if you have arrived at the pick-up location and completed all of the following:

- Knocked on the passenger’s door and did not get a response;
- Looked for the passenger and waited for at least five (5) minutes past the scheduled pick-up time and were unable to find them.
- In Connecticut, looked for the passenger and waited for at least ten (10) minutes past the scheduled pick-up time and were unable to find them.
- Called the passenger three (3) times and did not get through to the passenger.

## MEMBER CANCELLED

Please select “**Member Cancelled**” if the passenger verbally cancels the trip over the phone or after arriving. The passenger needs to **verbally confirm** that they do not want to take the trip.

## INCORRECT INFORMATION

Please select “**Incorrect Information**” when passenger information is incorrect. Examples include wrong address, wrong appointment time, member has moved, or if the passenger is in the hospital and/or no longer needs a trip. Please be sure to provide information in the text section describing what information was incorrect.

## WEATHER

Please select “**Weather**” for delays in transportation or road closures due to severe weather.

## PROVIDER INCIDENT

Please select “**Provider Incident**” for an accident, vehicle breakdown, or passenger

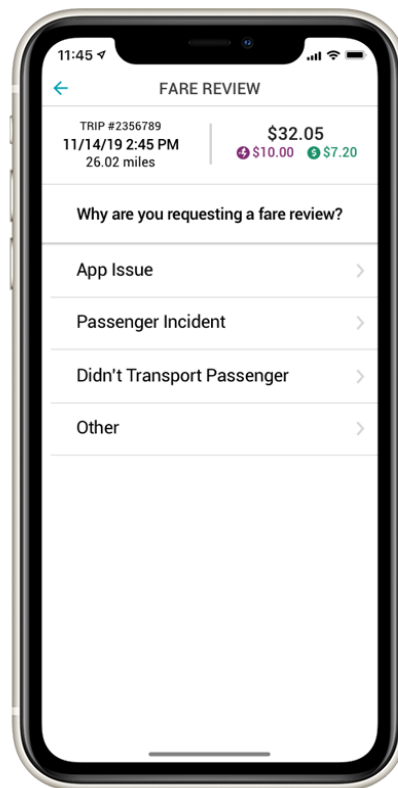


emergency. You must call the Driver Support line to report the incident (for detailed information on what to do in the event of a vehicle accident, please refer to the Emergency section at the end of this manual).

After selecting the correct cancellation reason, please provide detailed information in the text section when you cancel.

## FARE REVIEWS

We understand that miscalculations, location changes, and GPS issues happen. If your fare was not calculated correctly, please select “**Fare Review**” at the end of the trip and provide details and supporting documentation for why you are requesting a fare review. Veyo will pay the uncontested amount of the fare and work with you to reconcile any disputed amount.



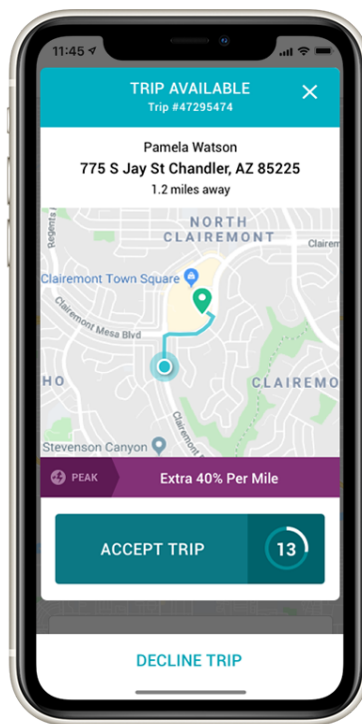


Trips are paid using the most direct estimated route based on the pickup and drop-off locations. IDPs are expected to take the most direct route possible and to not take any more time than the calculated route would have taken. Trips where an alternate route is taken may be reviewed for appropriateness. If there is a change in drop-off address and you forget to submit a fare review, the trip may be considered fraudulent.

The **“Fare Review”** option can also be used if you made an error while using the app. Possible errors include starting and ending a trip without transporting the passenger, transporting the wrong passenger, or an app malfunction. IDPs will be notified sixty (60) days prior to the effective date of any changes to submitting or processing fares.

## PEAK TIME REWARDS

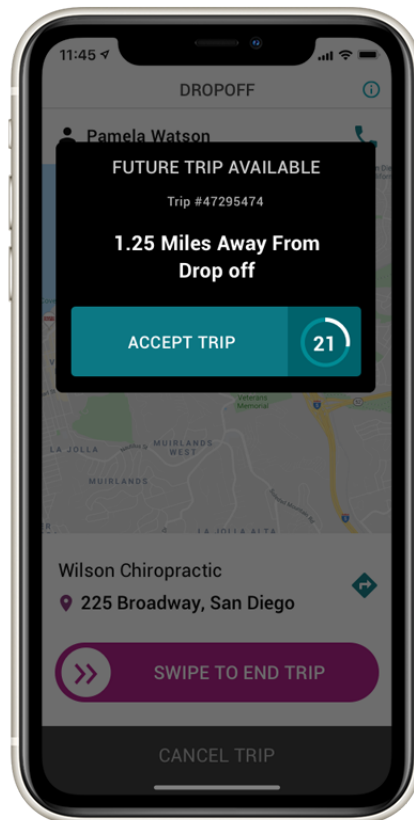
To ensure that we have enough drivers online, we often offer rewards during certain hours. These rewards will show up on the trip offer. Rewards may be per mile or may be a certain dollar amount.





## FUTURE MATCH TRIPS

You will receive Future Match Trips while you are nearing your current trip's final destination. The trip offer will pop up on the screen and you will have 30 seconds to accept the trip before it's sent to another driver. Once you've accepted the trip, you will be directed back to your current trip page.



## GENERAL RECOMMENDATIONS AND GUIDELINES

Below are other recommendations and guidelines for when you are online:

- Keep your phone plugged in using a car charger.
- Keep your phone in a car cradle for safety.
- Keep your volume turned up to hear trip offer notifications.
- Avoid phone conversations so that you are available for trip offers.



- Pick up your passenger immediately after accepting a trip offer.
- Ask passengers for their full name to ensure that you are picking up the correct person/people.
- Confirm both the pickup location and drop-off destination with the passenger. If either of these changes, contact Driver Support for approval.
- Call passengers at least three (3) times before cancelling a trip. Passengers may have mobility or hearing issues and may not be able to get to their phone in time.
- Do not use your phone while on a trip. If necessary, please pull over safely to do so.
- Do not accept trip offers from other rideshare companies while on a trip.
- Veyo magnets must be properly displayed on both sides of your vehicle.
- Veyo sticker must be properly displayed on Passenger rear window, racing members.

Driver side rear door.



Passenger side rear door.



When you are online and your status is available, you are expected to accept trip offers that come in through the Veyo Driver App. Failing to respond to, skipping, or ignoring a trip offer can adversely affect the passenger and client service level by causing delays in the passenger's transportation.

Many of our passengers - especially those attending dialysis appointments - may suffer health complications if they miss an appointment. Our goal is to make sure that each passenger is successfully transported to his/her appointment. Multiple skips in a short period of time may result in limited or no access to trips. If you need to take a break or you are unable to take a trip at a given time, please set your app status to "**Offline**".





## Driver Support vs. Veyo Support

---

There are many resources available to you as a Veyo IDP. You will primarily be working with Driver Support and Veyo Support.

**Driver Support** is a 24/7 in-person team that can be reached. Region specific Driver Support contact information is displayed above. Driver Support should only be contacted in the following situations:

1. If you have **any type of accident**. See specific information in the “**Emergencies**” section of this manual for guidelines related to accidents.
2. If you have **any urgent trip issues**, for example, the passenger is requesting a change in address during any phase of the trip.

**Veyo Support** is best suited to handle your technical and account needs. Veyo Support can be contacted at [support@veyo.com](mailto:support@veyo.com) and inquiries will be answered in 24-48 hours. Please note, during high volume times, these hours are subject to change. Additional support can be found at our online support center at [support.veyo.com](http://support.veyo.com).

## Transporting Passengers

---

### TRANSPORTING CHILDREN

You are required to ensure that the law is followed. It is your responsibility to know and comply with State law regarding child seats, booster seats, seat belts, and/or requirements to have minors sit in the rear seat (state guidelines can be found below). Passengers (or caregivers of passengers) are required to provide their own car or booster seat in order to be transported.



**Never transport a child without an adult caregiver unless Veyo has informed you that it is ok to do it, or without a car/booster seat,, regardless of what the adult may say.** Failing to follow State child safety seat rules will result in termination of your Veyo driver account and you will be responsible for paying any associated fines received for transporting a child without an appropriate car/booster seat.

You may be picking up children at school. If you arrive for a school pickup, please go to the main office of the school and follow that school's procedure for checking that student out.

When transporting minors, extra care needs to be given during pickup and drop-off. Please make sure that the facility is open and that there is a responsible adult at the facility to accept the passenger. If the facility is closed or there is no one at the drop-off location, you cannot leave the child unattended. Please call Driver Support to determine the best course of action. Failure to follow this policy may result in termination of your Veyo driver account.

#### **ARIZONA STATE LAWS: CHILD SAFETY SEATS**

In Arizona, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND height thresholds, including:

- Any child who is 4 years old or younger must be placed in an infant or convertible car seat that meets federal standards.
- Any child between ages 4 and 7 and/or under 4 feet 9 inches must ride in a booster seat.
- All children must ride in the rear seat of the vehicle.
- The adult is responsible for properly securing the car/booster seat in the vehicle and buckling in the child(ren).

#### **CALIFORNIA STATE LAWS: CHILD SAFETY SEATS**

In California, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND height thresholds, including:



- Children under 2 years of age shall ride in a *rear-facing car seat* until they weigh 40 pounds or more or are at least 40 inches tall. Children shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat.
- Children can move to a forward-facing car seat once they have outgrown the legal limits and manufacturer's specifications for the rear-facing car seat.
- A child is ready for a booster seat when they have outgrown the weight or height limit of their forward-facing harnesses. This usually occurs around 65 pounds.
- Once children reach 8 years of age OR have reached 4'9" in height, they may graduate from the booster seat to a safety belt, however, children are safest in a booster seat until they are 4'9".
- All children must ride in the rear seat of the vehicle.
- The accompanying adult is responsible for properly securing the car/booster seat in the vehicle and buckling in the child(ren).

### **CONNECTICUT STATE LAWS: CHILD SAFETY SEATS**

In Connecticut, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND height thresholds, including:

- Members under 12 years of age must be accompanied by an adult, 12-16 can travel unattended with written permission.
- Always check with dispatch if in doubt.
- All children 2 years of age and 30 lbs. and under must be in a rear-facing car seat
- All children 5 years and 40 lbs. must be in a 5 point car seat
- All children 8 years and 60 lbs. must have a booster seat provided by a guardian.

### **MICHIGAN STATE LAWS: CHILD SAFETY SEATS**

In Michigan, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND height thresholds, including:

- Children younger than age 4 to ride in a car seat in the rear seat if the vehicle has a rear seat. If all available rear seats are occupied by children under 4, then a child under 4 may ride in a car seat in the front seat. A child in a rear-facing car seat may only ride in the front seat if the airbag is turned off.



- Children must be properly buckled in a car seat or booster seat until they are 8 years old or 4-feet-9-inches tall. Children must ride in a seat until they reach the age requirement or the height requirement, whichever comes first.

## **TRANSPORTING NON-ENGLISH-SPEAKING PASSENGERS**

You may be transporting passengers who do not speak English. Below are some easy ways to help communicate when there is a language barrier:

- Use the word “Taxi” to denote that you are there to provide transportation.
- Use pictures to communicate. For instance, pull up a picture of a car seat, a picture of a hospital, a picture of a car on your mobile device.
- Remember that if a passenger doesn’t speak English, they probably can’t read English either. Do not ask them to verify if they are the correct passenger by showing them the name in the Veyo Driver App. Always ask the passenger to identify themselves.
- A translation app may prove to be helpful in many instances. Many of these apps are available to download for free.

## **TRANSPORTING PASSENGERS WITH BEHAVIORAL AND/OR DEVELOPMENTAL DISABILITIES**

Here are some general guidelines for transporting passengers with behavioral or developmental disabilities safely and comfortably:

- Always have your Veyo magnets and sticker on your vehicle and your ID badge on you so that the passenger is reassured that you should be transporting them.
- Look at the passenger directly and introduce yourself. Tell them you will be driving them today.
- Always offer assistance before you act:
  - o If the passenger is visually impaired, ask if they would like assistance before you grab their arm.
  - o If the passenger is in a manual wheelchair, ask if they would like assistance before you start to push them.



- o If the passenger has a bag, ask if they would like assistance before attempting to assist them by carrying the bag.
- Do not be afraid to ask the clinical workers if there is anything special that you need to know about today's trip (for example, if the passenger is extra talkative, or extra quiet). Please follow any instructions they might provide.
- Don't correct a passenger unless they might harm themselves, you, or the vehicle. Just stay calm and try to reassure the passenger. Examples may include:
  - o A passenger who is hypersensitive (for example, a child who wants to keep touching everything).
  - o A passenger who may have "triggers" that result in an exaggerated response. If this happens, it is important that you do not overreact.
  - o If a passenger starts an emotional or very personal conversation, try to keep your responses neutral and simple. Do not engage with your opinions. Slowly and politely try to change the topic to something neutral like the traffic or the weather.
- Always follow the given **Trip Instructions** (for example, drop-off location) and not what the passenger may try to tell you. For example, a passenger may identify a house as theirs when it is not, or a child may ask for food that they are allergic to.
- Never leave Member's unattended, especially if the facility is closed or no one is at the drop off location.
- If you need assistance, do not hesitate to call Driver Support found on [support@veyo.com](mailto:support@veyo.com).

## Account Compliance

---

In order to ensure compliance with account contracts, and to ensure the highest quality of service for passengers, Veyo actively monitors all trips and events within the system. Access to trip offers will be reviewed when IDPs fail to meet these guidelines.

In all cases, when a potential issue is identified, the IDP and/or vehicle will be suspended in the system and Veyo will conduct an investigation. Based on the results of the investigation, appropriate action will be taken. Measures that may be taken



include coaching, re-training, or termination of the IDP agreement.

## **HIPAA**

HIPAA (Health Insurance Portability and Accountability Act) is a United States law designed to provide privacy standards to protect patients' medical records and other health information. These standards are adhered to by health plans, doctors, hospitals, other health care providers, and all Veyo employees and independent contractors partnered with Veyo.

As an independent contractor partnered with Veyo, the trip requests received are protected health information (PHI). Therefore, you are required to follow HIPAA standards regarding security, privacy, and protection of all passengers' health data. PHI includes the passenger's name, phone number, address, photo, medical issue, special care instructions, insurance information, and any other trip-related information. IDPs are authorized to use this information in order to provide the designated transportation, but cannot share it with other passengers, other IDPs, or reveal it in a way that can be heard by bystanders.

For example, if you are in a reception area, you should not call out the passenger's full name. You should go to the reception desk or just call out the first name. If you have a question or feel as though HIPAA has been violated, please contact [compliance@veyo.com](mailto:compliance@veyo.com).

Veyo strongly recommends that you do not make paper or electronic notes about passengers outside of the app. If you do, those are PHI and must be maintained in a secure manner and disposed of correctly. For detailed information please contact [compliance@veyo.com](mailto:compliance@veyo.com).

## **SERVICE ANIMALS**

State and federal law prohibits IDPs using the Veyo Driver App from denying service to passengers with service animals because of the service animal, and from otherwise discriminating against passengers with service animals. IDPs are not permitted to inquire about the passenger's disability, require medical documentation, require a special identification card, or training documentation for the animal. Nor can they ask that the service animal demonstrate its ability to perform the work or task. \*Only dogs



are recognized as service animals under titles of II and III of the ADA.

IDPs who engage in discriminatory conduct or refuse to transport a passenger with a service animal will lose their ability to use the Veyo Driver App.

## **VEHICLE REQUIREMENTS AND MAINTENANCE**

Veyo IDPs must perform vehicle maintenance and any necessary repairs on their vehicles. Vehicle maintenance includes but is not limited to:

- Oil changes
- Tire checks
- Fluid checks
- Battery checks
- Fixing any vehicle damage, including cosmetic damages

When a vehicle is damaged, alert the regional office. Veyo's regional office may fail a vehicle's inspection if the repair is not within Veyo's standards.

Records of vehicle maintenance and repairs must be kept and provided to Veyo upon request. IDPs are required to bring in their vehicles for re-inspection annually and pass Veyo's vehicle inspection check. Failure to come in for a re-inspection will result in the inability to log in to the Veyo Driver App and receive trips from Veyo's system.

IDPs must use their credentialed/approved vehicle when providing services. The use of a borrowed or rental car is not authorized.

Vehicles must display signage that includes the following information:

- Seat belts must be worn
- No smoking or vaping
- A way to report compliments or issues

Vehicles must have the capacity to safely stow a passenger's oxygen, personal assistive devices, medical equipment, or personal bag for carrying medical equipment or supplies.



## **HANDS-FREE DRIVING**

California is a hands-free driving state. No driver in California may hold a cell phone for any reason while behind the wheel, except to make emergency calls to law enforcement or medical authorities or while on private property. IDPs must utilize a “hands-free device” that allows voice-operation or one-touch voice operation while transporting passengers. Cell phones must be mounted in a way that does not interfere with the view of the road. Failure to follow this policy will result in termination of your Veyo driver account and you will be responsible for any relevant fines incurred while transporting a passenger.

## **VIDEO RECORDERS**

Veyo does not permit IDPs to utilize or turn into the "ON" or "RECORDING" position video recorders, dash cams, cell phone video recorders, or other video or audio recording devices while transporting passengers for Veyo due to federal and state privacy, confidentiality, and record maintenance requirements. Violations of this policy will result of termination of your IDP account.

## **PROFESSIONALISM**

Veyo expects that all passengers and IDPs treat one another with respect and courtesy. Calm and clear communication is the most effective way to defuse any confusion or disagreement that may arise between you and a passenger. Veyo maintains a zero-tolerance policy regarding all forms of discrimination, harassment, or abuse.

## **NON-DISCRIMINATION**

It is unacceptable to refuse to provide transportation based on a passenger’s race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age, or any other characteristic protected under applicable federal or state law. This kind of conduct will result in permanent loss of access to the Veyo Driver App.





## **INAPPROPRIATE IDP BEHAVIOR**

It is disrespectful to make derogatory, inappropriate, or unwelcomed remarks about a person or group. Commenting on appearance, asking overly personal questions (for example: race, religion, politics) or making unwanted physical contact are all considered inappropriate and will not be tolerated. We encourage you to be mindful of your passengers' privacy and personal space. Violence and/or harassment of any kind will not be tolerated.

## **INAPPROPRIATE PASSENGER BEHAVIOR**

Veyo also expects that passengers treat IDPs with the same level of respect as listed above. If you experience anything during a trip that makes you feel uncomfortable, we want to know about it. Please see the "Emergencies" section for more details.

## **PASSENGER COMPLAINTS**

Veyo takes passenger complaints very seriously. For each complaint we receive, we reach out to both the IDP and the passenger to address the issue.

## **CULTURAL COMPETENCE SERVICE DELIVERY**

As a reminder, please refer to the training modules completed in the Veyo driver app regarding the cultural competence service delivery details.

## **ZERO TOLERANCE**

The following actions will immediately result in termination of your IDP agreement:

- Drug/Alcohol Use
- Transporting a minor without a booster seat in accordance to the state law
- Soliciting or accepting cash from a passenger
- Ending a trip, even if the route is followed, without transporting a passenger



- Negligent or reckless behavior that threatens passenger, public or driver safety
- Unlawful behavior, including violations of car/booster seat laws and/or hands-free laws
- Sharing of Protected Health Information (PHI), including posting screenshots of trips or other trip information on social media platforms
- Any form of discrimination
- Denying service animals
- Possessing weapons of any kind in a vehicle while driving with Veyo
- Collusion while a passenger is in the vehicle that results in disruption of regular operations
- Fraud, Waste and Abuse
- Violence, harassment, abuse
- Pursuing unwanted personal relationships with passengers

## **WARNINGS**

The following actions will generally result in a warning but have the potential to result in termination of the IDP agreement based on severity:

- Complaints of reckless driving
- Client or passenger complaints regarding driver conduct
- Client or passenger complaints regarding vehicle condition
- Dishonest or misleading statements to Veyo or passengers
- Cancelling before pick-up time
- Accepting a trip when not able to immediately proceed to the passenger (e.g. currently servicing another trip, stopped on personal business, etc.)
- Driver's Average Arrival Time vs. ETA based on Google Directions is more than 50% higher than the Area Average
- Average actual routing mileage vs. shortest Google Directions mileage is more



than 50% higher than the Area Average

- Above average fare review submissions due to beginning and ending a trip improperly

## **INSURANCE**

You are required to maintain personal automotive insurance at all times and to notify your insurance carrier that you are providing Transportation Network Company (rideshare) services. In addition, the law requires that you obtain an endorsement to cover the period when you're logged into any TNC/rideshare app as available to accept trip offers. This is often called a rideshare endorsement.

There is a \$1,500.00 deductible you must pay when a claim is made to Veyo for any accident that occurs when you are engaged in an active trip on the Veyo App. For additional insurance information, please visit [support.veyo.com](http://support.veyo.com).

## **DOCUMENTATION REQUIREMENTS AND COMPLIANCE TRAINING**

- You must maintain current and valid documents and certifications annually or as they expire. This includes, but is not limited to, vehicle registration, driver's license information and proof of insurance.
- As part of Veyo's commitment to detect and eliminate fraud, waste and abuse, IDPs driving with Veyo may not be Medicaid recipients.
- Veyo may conduct annual background checks and motor vehicle report checks at its discretion.
- Annual completion of compliance training, ADA and sensitivity training, customer service training, and blood borne pathogens part 1 and 2 training are required. Defensive driver training and First Aid/CPR training are required every two years. Additional Compliance training courses may be added to the requirements, as needed.
- Failure to maintain current and valid documents and certifications, and failure to complete compliance training will result in account suspension.



## SUSPENSIONS AND TERMINATIONS

In the case of a suspension, please contact your Regional Office for details on what actions need to be taken (for example: re-training, re-uploading documents for those that have expired).

**Please note that Veyo Support ([support@veyo.com](mailto:support@veyo.com)) cannot lift or discuss a suspension.**

When an IDP agreement is terminated, the IDP will generally have the opportunity to appeal that decision. The IDP will have 72 hours to appeal the action by emailing [compliance@veyo.com](mailto:compliance@veyo.com). Terminations specifically related to violation of Veyo policy or violations of state law are considered final and are not appealable. Upon receiving an appeal, the Compliance team will convene a panel and schedule the appeal within 72 hours. The review will be held within 7 days of the date the request for appeal was received, and the panel will consist of three Veyo managers not directly involved in the situation. During the appeal, the IDP will have 15 minutes to present information to the panel; the panel will then have 15 minutes to ask questions.

The IDP can request that the appeal be rescheduled once, providing that request is received more than 24 hours in advance. The panel will make their decision to either support the termination of the IDP agreement or reinstate the IDP's agreement. A Corporate Compliance Department designee will notify the IDP of the panel's decision within 48 hours of the appeal meeting.

## Emergencies

---

If at any time you feel that you are faced with a situation that requires immediate emergency attention, please call the emergency service number in your area. Most frequently, 911.

If you have been in any **accident** while logged onto the Veyo Driver App, please complete the following steps:



1. Assess the situation: Are you injured? Is your passenger injured?
2. Call 911
3. Call Driver Support based on your region
4. Get photos of all 4 sides of your vehicle and the other vehicle(s) involved in the accident plus any other damaged areas.
5. Exchange information with the other driver(s) and obtain their:
  - Full name
  - Phone number
  - Insurance information
6. If safe and possible, have the passenger stay in the vehicle and keep them comfortable with AC/heat, as needed
7. Wait for a Veyo rescue vehicle to transport the passenger, if needed
8. Go to [support.veyo.com](https://support.veyo.com) to fill out the accident form by clicking Submit a Request in the top right corner. This form will be filled and your information will be reviewed.

Failure to report an accident will affect the insurance coverage provided by Veyo and will result in termination of your Veyo driver account. Depending on the situation, IDPs may be ineligible to drive while the report is undergoing review.

If you have had an **incident** during a trip involving a passenger's bodily fluids or bloodborne pathogens, you will need to get your vehicle professionally cleaned and submit an incident report for reimbursement. Because it is a health concern, Veyo will reimburse you for reasonable expenses. During any **incident** while logged onto the Veyo Driver App, please complete the following steps:

1. Take photos of the damage with your cell phone.
2. Promptly get your car cleaned to remove bodily fluids as they present a biohazard to you and your passengers. Please also take a photo of your receipt.
3. Go to [support.veyo.com](https://support.veyo.com) and submit an Incident report form by clicking on Submit a Request in the top right corner. This form will be filled and your information will be reviewed.
4. Select that you'd like a Cleaning Reimbursement, attach the photos of the



damage and the receipt. Your request will then be sent to support for reimbursement.

## Lost and Found

---

All drivers should check the passenger's seating area to ensure no belongings are left behind after completing a trip. If a passenger leaves something in your vehicle, please notify [support@veyo.com](mailto:support@veyo.com) immediately and return the item to the Veyo regional office. Veyo will hold any lost and found items for a period of 30 days from the time of drop-off. We will tag each item with any pertinent information including passenger name, address, phone number, date of drop-off, and any other special instructions. If for some reason there are narcotics or concealed weapons of any kind, we are required to contact the local authorities. We will attempt to contact the passenger of the lost item three times during the course of a 30-day period. After that third attempt and after the 30th day, we will donate or dispose of the item properly.

## Payment

---

IDPs earn 100% of their fares; Veyo does not take a licensing fee. Fares are based off of the best and most direct route between pickup and drop-off locations. Anything under a specified minimum trip length will receive a flat payout rate as determined by the region you are in. Additionally:

- Payments are typically made every Wednesday. Please note: bank holidays may affect this schedule.
- Payments cover the previous Sunday through Saturday.
- You will be paid using the ACH account entered during your registration process.
- You will receive notification of payment via the email address associated with your IDP account.



## HOW TO RESOLVE A PAYMENT DISCREPANCY

Please read over the **Fare Reviews** section of this Manual. If you believe there are any discrepancies with your payment, please access the trip information via the Veyo Driver App and send the trip ID, date, amount you believe should have been paid, and the amount that was deposited into your account to [support@veyo.com](mailto:support@veyo.com). Please also include the reason why you are requesting a fare adjustment (e.g., change in destination address).

### Example:

*“I was only paid \$13.70 for Trip #123456 that happened on 11/10/15. I should have been paid \$14.45 because the destination address changed to (new address).”*

Please follow this format so that the issue can be corrected in an efficient manner. If there are multiple trips with incorrect amounts, please include them all in the same email correspondence.

## UPDATING YOUR ACCOUNT INFORMATION

You can use the Veyo Driver App to update or change your bank account information, phone number, or any other relevant documents. Please keep all of your information and documents up-to-date to avoid disruptions with your account. Changes in your bank account information may take 1-2 payment cycles to take effect.

To add or modify vehicles within your IDP account, please contact [support@veyo.com](mailto:support@veyo.com) to assist you. Additional vehicles must be compliant with company policy and are subject to denial.