



VEYORIDE IDP POLICY 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)**.

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OVERVIEW

Thank you for choosing to drive with VeyoRide!

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

VeyoRide IDPs operate with professionalism and go above and beyond in customer service and passenger satisfaction. Please read this manual carefully and if you have any questions about the policies, please email 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, using your blinker, and parking regulations.
3. Keep conversations professional in the car - don't get too personal.
 - o Be respectful, polite, and friendly.
 - o Refrain from comments about personal appearance or asking personal questions.

- o Don't offer personal or medical advice.
- 4. Understand how to use the VeyoRide Driver App and email us at support@Veyo.com if you have questions.
- 5. Provide the level of service indicated on every trip. For example, **Curb-to-Curb/Door-to-Door/ Person-to-Person/Hand-to-Hand**.
- 6. You are required to call the passenger when leaving to pick up the member, when you arrive, and before you cancel.
- 7. We recommend that passengers ride in the back seat on the passenger side, however, passengers are allowed to ride in the front seat, upon the passenger's request, 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 VeyoRide 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

There are many resources available to you as a VeyoRide IDP. You will primarily be working with Driver Support and VeyoRide 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 /immediate trip issues**, for example, the passenger is requesting a change in address during any phase of the trip.

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

Arizona: Driver support: [\(855\) 722-0228](tel:(855)722-0228)

Connecticut/Wisconsin: Driver support: [\(877\) 771-5972](tel:(877)771-5972)



Florida/Missouri/Ohio: Driver Support: [\(636\) 695-5539](tel:6366955539)

Michigan/Texas: Driver Support: [\(877\) 986-7416](tel:8779867416)

Dispatch agents may reach out to you from [\(888\) 513-0708](tel:8885130708) . Save this number to your contacts so that you don't miss a call!

VeyoRide Support is best suited to handle your technical and account needs. VeyoRide Support can be contacted at, 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.

Your support teams are to be respected. Rude or unprofessional behavior is subject to suspension or further action.

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 phone's 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. - Do not provide the passengers name to avoid confusion.
- 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 after you have arrived at the pick-up location before cancelling a trip. Passengers may have mobility or hearing issues and may not be able to get to their phone in time to answer the first call.

- 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.
- VeyoRide magnets must be properly displayed on both sides of your vehicle.
- VeyoRide sticker must be properly displayed on Passenger rear window, facing 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 VeyoRide 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 the passengers are being transported to important, non-emergent medical appointments and our goal is that each passenger arrives to their appointment safely and on time. 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".

TRANSPORTING PASSENGERS

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

Never transport a minor without an adult caregiver unless VeyoRide has provided instructions to do so. Additionally, if the State child safety seat rules require that a car/booster seat be used, no child should be transported without one, regardless of what the adult caregiver may say. Failing to follow State child safety seat rules will result in termination of your transportation services agreement with VeyoRide and you will be responsible for any associated fines associated with 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 transportation services agreement with VeyoRide.

Transporting Non-English-Speaking Passengers

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

- 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 VeyoRide 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 Disabilities

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

- Always have your VeyoRide 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:
 - If the passenger is visually impaired, ask if they would like assistance before you grab their arm.
 - If the passenger is in a manual wheelchair, ask if they would like assistance before you start to push them.
 - 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:
 - A passenger who is hypersensitive (for example, a child who wants to keep touching everything).
 - A passenger who may have "triggers" that result in an exaggerated response. If this happens, it is important that you do not overreact.
 - 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.
- Ensure the member enters the drop off location safely.

If you need assistance, do not hesitate to call Driver Support found on support@Veyo.com.

ACCOUNT COMPLIANCE

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

If a potential issue is identified, the VeyoRide driver and/or vehicle may be suspended in the system and MTM will conduct an investigation. Based on the results of the investigation, the VeyoRide driver may be re-trained or its agreement with MTM may be terminated.

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 VeyoRide employees and independent contractors partnered with VeyoRide.

As an independent contractor partnered with VeyoRide, 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, biometric identifiers (voice and/or full-face image), 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.

VeyoRide 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.

Service Animals

State and federal law prohibits IDPs using the VeyoRide 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 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 VeyoRide Driver App.

Vehicle Requirements and Maintenance

VeyoRide IDPs must perform routine 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 when transporting a member, alert the regional office. VeyoRide's regional office will inspect all vehicles and determine whether the repairs meet the standards set forth in your transportation services agreement.

Records of vehicle maintenance and repairs must be kept and provided to VeyoRide upon request. IDPs are required to bring in their vehicles for re-inspection annually and pass VeyoRide's vehicle inspection check. Failure to come in for a re-inspection will



result in the inability to log in to the VeyoRide Driver App and receive trips from VeyoRide's system.

IDPs must use their credentialed/approved vehicle when providing services.

- 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
- As applicable – “Vehicle is monitored by audio and video surveillance”
 - Camera policy is applicable in all states excluding Wisconsin

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

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 may result in termination of your transportation services agreement with VeyoRide and you will be responsible for any relevant fines incurred while transporting a passenger.

Recording Device

The use of dash cameras, cell phone recorders, or other audio and/or video recording devices during Trips may be subject to Federal, State and local regulations. It is the sole responsibility of the IDP to review and understand those regulations. Please refer to your applicable Federal, State and local regulations on recording devices when servicing Trips.

Broadcasting another person's image, video and/or recording without their express consent is prohibited

Professionalism

VeyoRide expects that all passengers, IDPs, and support agents 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. VeyoRide maintains a zero-tolerance policy regarding all forms of discrimination, harassment, or abuse.

English Proficiency

Drivers must be able to speak and comprehend English in order to communicate with members.

Please speak slowly and clearly to ensure that your passengers can understand you.

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 VeyoRide Driver App.

Inappropriate Behavior

It is disrespectful to make derogatory, inappropriate, or unwelcome 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

VeyoRide 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

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

Cultural Competence Service Delivery

As a reminder, please refer to the training modules completed in the VeyoRide 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 passengers while under the influence of drugs and/or alcohol
 - Positive drug and/or alcohol test result(s) on screenings requested by MTM Health/VeyoRide
- Transporting a minor without a car/booster seat in accordance with 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, but not limited to, posting screenshots of trips or other trip information on social media platforms
- Any form of discrimination

- Denying service animals
 - IDPs must allow service animals in their vehicles as per the Americans with Disabilities Act
- Possessing weapons of any kind in your vehicle while driving with VeyoRide
- Collusion while a passenger is in the vehicle that results in disruption of regular operations
- Fraud, Waste, and Abuse
- Violence, harassment, abuse
- Pursuing personal relationships with passengers
- Any other conduct that affects the potential safety of any passenger
- Family/Friends present while transporting members

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 VeyoRide or passengers
- Improper cancellations
- 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 to maintain personal auto liability insurance at all times and are highly encouraged to notify your insurance carrier that you are providing rideshare services. In addition, VeyoRide recommends that you obtain an endorsement to cover the period when you are logged into the VeyoRide app as available to accept trip requests, but you have not yet accepted a trip. This is often called a rideshare endorsement.

MTM maintains liability insurance coverage that is in effect during the operation of the vehicle in compliance with the terms of the IDP Agreement. The liability insurance coverage maintained by MTM covers only the types and amounts of coverage necessary to satisfy the requirements of applicable state laws, any federal or local ordinances, and/or any Service Agreement to which MTM is a party. Any and all other types and amounts of insurance coverage that may be waived by MTM are hereby waived. MTM provides auto physical damage coverage only if the VeyoRide IDP maintains this same coverage on their personal auto policy. The auto physical damage coverage is subject to a \$1,500 deductible. For additional insurance information, please visit [support.Veyo.com](https://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 VeyoRide's commitment to detect and eliminate fraud, waste and abuse, IDPs driving with VeyoRide may not be Medicaid recipients.

VeyoRide 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 VeyoRide Support (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. Terminations specifically related to violation of VeyoRide 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 VeyoRide 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

Reporting an accident

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 VeyoRide Driver App, please complete the following steps:

- Assess the situation: Are you injured? Is your passenger injured?
- Call 911
- Call Driver Support based on your region

- Get photos of all 4 sides of your vehicle and the other vehicle(s) involved in the accident plus any other damaged areas
- Exchange information with the other driver(s) and obtain their:
 - Full name
 - Phone number
 - Insurance information
- If safe and possible, have the passenger stay in the vehicle and keep them comfortable with AC/heat, as needed
- Wait for a VeyoRide rescue vehicle to transport the passenger, if needed
- 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 filed, and your information will be reviewed.

Failure to report an accident will result in termination of your transportation services agreement with VeyoRide. Depending on the situation, IDPs may be suspended while an accident investigation is conducted.

Cleaning incidents

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, VeyoRide will reimburse you for reasonable expenses up to \$75 (unless otherwise authorized) for the cleaning of the damaged area only. During any incident while logged onto the VeyoRide Driver App, please complete the following steps:

- Take photos of the damage with your cell phone.
- 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. VeyoRide will not accept handwritten receipts.
- 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.
 - 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.

- This form will be filed, and your request will be reviewed.

LOST AND FOUND

All drivers should check the area in which the passenger was seated to ensure no belongings are left behind after completing a trip. If a passenger leaves something in your vehicle, please notify support@Veyo.com immediately and return the item to the VeyoRide regional office. If your VeyoRide office is remote, please contact your Rideshare Specialist immediately.

PAYMENT

IDPs earn 100% of their fares; VeyoRide 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 VeyoRide 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. 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 #12345678 that happened on 1/10/25. 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 VeyoRide Driver App to update or change your bank account information, email address, 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 to assist you. Additional vehicles must be compliant with company policy and are subject to denial.

Thank you and drive safely!
