

Veyo and Recovery Empowerment Network: *Reliable Transportation on the Road to Recovery*



Background

Recovery Empowerment Network (REN) is a behavioral health Community Services Agency (CSA) organization located in Maricopa County that provides recovery and healing opportunities in their community by sharing their recovery Journey to those who suffer from mental illness. Focusing on physical health and intentional learning, REN provides a path to wellness at each stage of the recovery process through the support of Peer Support Certified employees who were once in members' shoes. REN has served the Maricopa community for over 15 years, helping guide over 5,634 members through their personal recovery journey.

For members of the REN organization, access to reliable transportation to and from services is critical to their wellness journey. For vulnerable populations, like those with physical disabilities or behavioral health needs, taking public transportation or transporting themselves can be extremely difficult and in some cases impossible. REN appreciates a dependable transportation partner that supports the unique needs of their member volume, while bringing ease to scheduling transportation for members through their recovery journey.

Partnership

Veyo and REN partnered to provide critical transportation to REN's members through Veyo's powerful Non-Emergency Medical Transportation (NEMT) fleet. In order to

operate effectively, REN's transportation capabilities needed to be able to adapt to a variety of member needs and quickly scale to meet the changes in demands. Veyo took the time to understand the needs of REN's member population and implemented solutions to streamline the process of NEMT and ensure all members make it to and from their critical recovery services with ease.

Veyo learned that REN's members' needs vary greatly – some have physical disabilities requiring wheelchair access and door-to-door service, some have behavioral disabilities and need emotional support, and some are struggling with mental health and just need a comforting ride with a friendly face. In addition to the varying mental and physical needs of REN's members, Veyo learned that REN has varying scheduling needs and required a solution that allowed for last-minute scheduling and the ability to cancel or change trips.

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- April Dickerson, CEO of REN

The Veyo platform allows REN to put in special requests for member needs and determine the best mode of transportation - from ambulatory, wheelchair, bariatric, stretcher, or door-to-door service. To meet highly variable patient volumes and transportation schedules, Veyo implemented their online trip booking platform, Veyo **RideView®**. The RideView platform now makes it simple for REN to schedule round-trip rides ahead of time, fulfill same-day urgent trip needs and dispatch a ride at a moment's notice, all with easy eligibility checking, full transparency, and GPS-enabled driver tracking.

"When dealing with a vulnerable population, our number one priority is to make sure all of our members feel safe and comfortable," said April Dickerson, CEO of REN. "The transparency that RideView brings not only allows us to see in real time where drivers and members are on the road, but it has allowed our Recovery Coaches to better track members' appointments during the recovery process."

For last minute ride requests or schedule changes, REN is able to use the "Urgent Trip Request" feature integrated directly into the RideView portal. This capability allows REN to make a request via a quick form and reduces the time it would take to contact a call center and make the request.

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A Strong Foundation Built on Communication

Communication is at the core of REN's partnership with Veyo. REN works directly with Veyo's Facility Outreach Manager on all matters related to their transportation needs.

"It's clear that Veyo's Facility Outreach Manager truly cares about our members. Day in and day out she goes above and beyond to ensure members are making it to and from our organization," said Dickerson. "Whenever we have an urgent question or a specific need, we are able to directly call her and know that she will handle the situation. She's truly become an extension of our team and made our experience with Veyo even better."

Additionally, Veyo and REN understand that feedback is a fundamental part of achieving effective two-way communication. To that end, Veyo implemented a solution that enables REN's members to give direct feedback on their driver or trip experience via SMS after the completion of their trip.

With the support from Veyo over the past year, REN has completed over 13,000 trips, 73% of which were scheduled via RideView, to and from critical behavioral health services. Working around the clock to guide others through their recovery journey, REN is eager to continue their growth trajectory to help more people in their community.

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