

Hospital Frequently Asked Questions

Q. Does Veyo require transportation providers to supply wheelchairs when needed for discharge purposes?

A. Veyo will work with as many providers as possible to provide wheelchairs in special circumstances; however, as a rule Veyo does not require transportation providers to provide any durable medical equipment and is unable to inventory such equipment for medical facilities.

Q. Will there be specific staff assigned to work with hospitals?

A. Yes, hospitals should call Veyo at 866-907-1493 and select the option for facilities. Customer service representatives will be able to support hospital discharge requests as well as other medical facility issues.

Q. Will it take three hours for Veyo to accommodate a request for a hospital discharge?

A. Veyo has up to three hours to pick up a discharge; however, Veyo offers features that hospital staff and members can use to narrow down when during the three-hour time frame pickup will occur. For example:

- Members who have opted into text messaging from Veyo will receive updates on the location of their transportation provider and the provider's estimated time of arrival (ETA) once the provider is on the way to pick them up.
- Members who have used the Veyo Member Portal can log in and view updates on the location of their transportation provider and the provider's ETA once the provider is on the way to pick them up.
- Hospital discharge planners who use Veyo RideView to book and manage transportation can view the progress of a pickup, including the ETA, vehicle, and driver information. They can also directly contact the driver through RideView.
- Members, caregivers, or hospital discharge planners can call Veyo at 866-907-1493 and follow the prompts for the Where's My Ride option to receive an ETA for the member's ride.

Q. Who should a hospital or medical facility contact if they have questions or need materials?

A. Forms and other materials are always available on Veyo's website at wi.ridewithveyo.com. In addition, Veyo's Education, Training and Outreach (ETO) Coordinator is a valuable resource that hospitals and medical facilities can utilize. In Wisconsin, the ETO Coordinator is Jonathan Liegeois and he can be reached at wifacility@veyo.com.

Q. What are the hours of operation for hospital discharges?

A. Hospital discharges are considered urgent trips and can be scheduled 24 hours a day, seven days a week.



Q. Will the driver come to the floor where the patient is located for pickup?

A. The driver is not required to enter the building to pick up the member. However, if this service is requested, Veyo will attempt to identify a transportation provider who can/will accommodate this type of request.

Q. Is Veyo RideView available for hospital discharge staff?

A. Yes. However, before you can use the Veyo RideView portal, you will need to contact Veyo to obtain a username and password so you can access it.

Q. Can a hospital/medical facility use Veyo RideView to request an urgent trip?

A. No; for urgent trips, a hospital/medical facility should call Veyo at 866-907-1493.

Q. Can Veyo provide transportation from an outpatient clinic (including Urgent Care) to the ER?

A. No. Veyo does not provide rides to the emergency room.

Q. Does Veyo utilize stretcher vans?

A. Yes. Veyo will utilize stretcher vans in the Veyo Network.