

CASCADES EAST RIDE CENTER
Advisory Committee Meeting
Central Oregon Intergovernmental Council
Headquarters Building, 334 NE Hawthorne Avenue, Bend, Oregon

Minutes
September 28, 2016

Members Present

Bend Cab Company: Ben Nichols
Central Oregon MediTran: Chuck Daugherty
Community Member: Elizabeth Schmitte (@ 1:15)
Crook County Public Health: Muriel DeLaVergne-Brown (via phone for a portion of meeting)
DHS-CAF/CW (Children and Families/Child Welfare – Central Oregon): Therese Helton (@ 1:16)
Loving Lift Transport: Harry Hall
St. Charles Health System: Lesley Srikantaiah, **Vice-Chair**
DHS-APD (Aging and People with Disabilities – Central Oregon): Cyle Hartzell for Karren Ruesing

Members Absent

Central Oregon Veterans Outreach (COVO): Carley Brause
Community Member: Tashina Jordan
Oregon Health Authority (OHA): Sarah Wetherson
Abilitree: Peggy Gilbert
Mosaic Medical: Lindsay Stailing
Pacific Source Health Plans: Molly Taroli, **Chair**

Guests Present

Randy Moss, American Medical Transit
Pacific Source Health Plans: Kristina Winkler, Member Support Specialist

Staff Present

Tony Morales, CERC Contracts and Services Administrator
Tamara Powell, CERC Policy and Services Administrator

A. Introductions and Welcome

1. Ms. Powell announced the following changes to the Advisory Committee Meeting:
 - a. TypeWriteII will no longer be taking meeting minutes. A voice recorder will be used to record the meeting. Speakers need to identify themselves as they speak. This will also assist those on the phone with knowing who is participating as well.
 - b. Meetings will generally be shorter and we will be seeking input on various matters from participants. If anyone has additions to the proposed agenda when sent out, contact Tamara Powell prior to the meeting to discuss adding the topic for discussion.
2. Meeting was called to order at approximately 1:05 by Ms. Srikantaiah
3. Ms. DeLaVergne-Brown announced that Ms. Holly Wenzel will be taking over for her at future meetings.

B. Adoption of Minutes

1. Mr. Nichols moved to accept the July 27, 2016, minutes. Mr. Daugherty seconded the motion which passed unanimously.

C. Brokerage Reports

1. Mr. Morales reviewed the Advisory Committee Report for June through August 2016. The call center has hired new customer service representatives which has increased wait times slightly while staff train. Eligibility numbers steadily decline. The exact reason is uncertain, but there is still an application backlog.
2. More process changes have been implemented. Clients are being approached with the option of travel reimbursement as a means to get to their appointment if they have transportation available to them. Travel reimbursement numbers increased June to July, and have been steady in August.
3. Cancellations and provider no-shows continue to rise. CERC is still looking for solutions. The state requires CERC to provide rides, and the ways to respond to no-show issues is limited. One of the ideas that CERC is hoping to implement soon is a call out system. CERC is looking into the systems and their costs in the hopes that using this system may reduce late cancels and no shows.
4. Ms. Powell spoke about CERC's new process for working with Pacific Source on no-shows. This process provides for more in depth case management and interaction by Pacific Source with CCO clients to determine reasons for their no shows and how best to ensure clients are showing up for their appointments. CERC is hopeful this will reduce no shows in the future. Additionally, some coding issues for no shows has been resolved which should assist with the current no-show process working properly.
 - a. Ms. Schmitte mentioned that victims of trauma are hesitant to go to appointments.
 - b. Ms. Powell indicated that there are four categories of no-show clients, three of which are mental health providers, and this new process allows for Pacific Source's case management team to drill down and find out why clients are not going to their appointments and finding the best process for individual clients to ensure they will attend their appointments.
5. Question from Mr. Moss regarding report totals. Mr. Morales explained that the denial totals are broken down in the categories under the totals. Mr. Morales confirmed that after hours ride numbers are a combination of rides approved after the fact as well as those scheduled for times while the call center is closed. Mr. Morales also explained the non-billed trips (which include rides and travel reimbursements) reflects trips that may be in process at the time as well as rides not billed by providers. This is a fluid number as some of these trips will be billed over time after the reports are generated.
6. Question from Ms. Schmitte regarding abandoned calls and whether that may be due to limited minutes on cell phones. Mr. Morales acknowledged that may be one of the reasons.

D. Follow-Up from Prior Meeting

1. Rider's Guide/NEMT Flyer Distribution Follow-up
 - a. Pacific Source is seeking outside of the box ideas that go beyond distribution of flyers. Radio is one option, but that costs money. The ideas Pacific Source is wanting is how we can reach certain target populations such as pregnant women or non-English speaking populations. Any ideas you have in the future you can send an email to Ms. Powell @ tpowell@coic.org.

- b. Ms. Schmitte indicated that she had attended the last Central Oregon Health Council Meeting and the Madras Citizen Advocacy Council president said people were having trouble getting rides. Ms. Schmitte stated that she pulled out the flyer and pointed out number, but she was amazed they did not know of the program. Ms. Powell indicated that even at the state level there are complaints about the inability to obtain transportation, and not because it is not available, but because people don't know about it. It is apparent that information about this program is not getting out to people. Ms. Powell stated that even the OHP packets say nothing about this program.
- c. Ms. Winkler asked if assisters have this info as they are the first line. Ms. Powell stated that a lot of the locations for the flyers have been addressed, it is finding other ways to get the info out that would like ideas on.
- d. Ms. Schmitte suggested texting the info to clients. Ms. Powell indicated that is an idea had come up from another group and that she would be bringing it to the next advertising meeting.
- e. Ms. Srikantiah indicated that OHP dissemination of the information may be the best route. Ms. Powell indicated that this would be a hope for the future as with the current application backlog, getting OHA to do anything more at this point may be difficult.

E. Brokerage Update

- 1. Volunteer Driver Program
 - a. Ms. Powell stated that CERC is looking at ways to change this program. CERC is considering obtaining signs to identify volunteers for the Medicaid and RideMatch programs. These signs would assist in making it more apparent who drivers are and may free up the ability to split legs between volunteers and other providers.
- 2. Veteran's Program Update
 - a. Mr. Morales indicated the following plans are in process:
 - i. Jefferson County has developed a limited plan based upon available funding. Veterans from Jefferson County will be using vouchers for the bus. For special needs cases, CERC will evaluate the costs of the ride and the ability to obtain a driver and the VA will pay CERC for these rides.
 - ii. Crook County is considering having a shuttle three days a week to bring groups to town for shopping and medical purposes. This should include spouses as well.
 - iii. Deschutes Co. has not developed a plan at this time.
- 3. Development of NEMT services in rural areas
 - a. Ms. Powell indicated that Pacific Source is seeking ideas for development of services in rural areas. The idea of routine shuttles has been suggested, but often medical providers have not been willing to accommodate set times for appointments. Rural areas would include Madras, Warm Springs, Culver, Gilchrist, Chemult, etc.. Please email ideas to Ms. Powell at tpowell@coic.org
 - i. Ms. Helton raised the issues of shared riders not wanting to share because they don't want others knowing where going. Ms. Powell indicated that at least we can offer these opportunities, and if the client turns it down that is their choice.

- ii. Mr. Moss asked if CERC is seeking ideas to better serve the clients or serve them cheaper. Ms. Powell indicated that it is the ability to do more and think outside the box.
 - iii. Mr. Moss indicated that from the provider side these rides are burdensome as they take large amounts of time. Weather is also is a contributing factor on being able to provide service to these areas.
 - iv. Mr. Moss stated that CERC's system limitations on billing these rides cause issues as some of these rides are off paved roads and billing system does not take account of these issues.
 - v. Ms. Powell asked about the viability of a plan where one transportation provider may be used to get people from these remoter areas to a centralized location for another provider to then transport them the lengthier portion of the trip.
 - vi. Mr. Hall stated that it is time consuming to gather people.
 - vii. There was additional discussion about a particular road that presents issues and the use of grant money to fix roads that are privately owned.
 - viii. Ms. Winkler indicated it may come back to the issue of advertising the benefit rather than rides not being available in the rural areas. Mr. Daugherty agreed.
4. Rider's Guide update
- a. Rider's Guide is complete. It is going out in beta mode with knowledge that there are changes that need to be made. If there are any ideas please email Ms. Powell.

F. Other Business

1. Roundtable Reports (Ms. Powell clarified that this is for subjects that affect the community as a whole, targeted subjects can be addressed after the meeting or at an additional meeting)
- a. Ms. Powell indicated that Pacific Source is holding a Community Stakeholder meeting regarding CERC's NEMT services. This meeting will be on Thursday, October 6, 2016. If interested in attending, email Ms. Powell and she will forward agenda when received.
 - b. Mr. Moss expressed his frustration over lack of ability to communicate with the clients to confirm rides due to no working phones. Mr. Moss stated that at a minimum clients need to have a way to get in touch with them. Ms. Powell indicated that she believed there was a phone program and would look into it. Ms. Schmitte stated that phones provided by Assurance program at no charge and they get 400 minutes a month. Ms. Winkler stated that with Pacific Source being involved in the no-shows may help with these situations and getting phones into the hands of clients. She stated she would bring this back to her team at Pacific Source. Ms. Srikantiah indicated the way to best phrase this may be to ask the best way to get in touch with them the day of their ride instead of asking for their phone number.
 - c. Ms. Srikantiah asked about after hours rides and communicating with CERC that the ride has been set up. Mr. Morales explained that the transportation provider reports the added ride to CERC, so there is no responsibility by hospital to report the ride request.
 - d. Ms. Winkler expressed that she is looking forward to working as a Pacific Source member service specialist to resolve client no-show issues.

H. Adjournment

The next meeting is scheduled for **Wednesday, November 30, 2016, 1 p.m.**
With no further business, Chair Srikantaiah adjourned the meeting.