

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

**Minutes**  
November 18, 2015

Members Present

Bend Cab Company: Ben Nichols  
Consumer: Tashina Jordan  
DHS-APD (Central Oregon): Karren Ruesing  
DHS-CAF/CW (Central Oregon): Therese Helton  
Loving Lift Transport: Harry Hall  
Mosaic Medical: Tanya Nason  
Pacific Source Health Plans: Molly Mardesich, **Chair**

Members Absent

Bridges Health/Mosaic Medical: Vacant  
Central Oregon MediTran: Chuck Daugherty  
Crook Co. Public Health: Muriel DeLaVergne-Brown  
Oregon Health Authority: Sarah Wetherson  
St. Charles Health System: Lesley Srikantaiah,  
**Vice-Chair**

Guests Present

Deby Jones, Pacific Source Coordinated Care Organization (PSCCO)

Staff Present

Melanie Ybarra, CERC (Cascades East Ride Center)/COIC (Central Oregon Intergovernmental Council)  
Cameron Prow, TYPE-*Write II*

**A. Welcome and Introductions**

Chair Mardesich called the meeting to order at 1:05 p.m. Everyone introduced themselves. Ms. Helton arrived at 1:10 p.m.

**B. Adoption of Minutes**

**Motion 1** (7/0/0): Ms. Ruesing moved to adopt the September 23, 2015, minutes as presented. Mr. Nichols seconded the motion which passed unanimously.

**C. Brokerage Reports**

Ms. Ybarra reviewed selected ride statistics in Deschutes, Crook, and Jefferson Counties for July, August, September, and October 2015 and compared these to the same four-month period in 2014.

Total Calls Received went down in October (6,746) by about 250 compared to September (7,011) 2015, but the number of rides provided went up significantly. This difference can be related to people scheduling multiple rides at a time, i.e., all rides to go to Bend Treatment Center for a month.

Total Medicaid Rides Provided: “Total Ambulatory Rides” went up over 600 between September (6,136) and October (6,742) 2015. Nearly 400 of the additional rides were provided by CERC’s volunteer drivers. Total rides provided by CERC volunteer drivers in September (1,555) and October 2015 (1,925) were higher than their average. Previous highs of 1,500 volunteer rides per month have occurred in the middle of the year during the “Summer Blast” program. The percentages of volunteer rides provided were 25.3% in September and 28.6% in October 2015. In comparison, the 28% volunteer rides achieved in August 2014 occurred when CERC provided fewer rides. “Stretcher” rides average 25-30 per month but went down to 19 in September and 6 in October 2015. “Secured” transports have been going down: 1 in September and 0 in October 2015. “Fixed Route Bus”

numbers went up between September (270) and October (318) 2015. An additional breakdown of the Total Medicaid Rides provided in October 2015 showed the following:

OHA (Oregon Health Authority) Administered Rides	1,479
Pacific Source Rides	6,711
Other Medicaid Rides (for other brokerages)	<u>19</u>
Total	8,209

In setting up a process to track Pacific Source members separately, Ms. Ybarra discovered that Travel Reimbursements (TR) for the Month counted by the report only reflects those rides both requested and paid during the report month; trips from a prior month, where the verifications were turned in later, are not captured in the monthly TR numbers. The result is this statistic has been understating the number of TR trips that have been processed during any month. In September 2015, she added new reports to better monitor travel reimbursement trips provided and payment status. Refinements to these reports are continuing as the Ride Center tries to determine which statistics need to be tracked to accurately report the work being done by CERC. The total number of TR trips processed for payment in a month is important, not just that month's rides paid. She asked members what they wanted.

Ms. Mardesich expressed support for Trips Scheduled But Not Yet Billed in order to see the contrast between what is paid and what is still outstanding.

Ms. Helton appreciated the county breakout of total Travel Reimbursements Sch'd by County.

Total Travel Reimb Paid during Rpt Month were 2,241 in September and 2,125 in October 2015. This shows the number being requested and paid during a report month is significantly less than the total number processed. Due to the 45-day period Medicaid clients have to submit verification following their trips, August travel reimbursement requests might not be paid until October.

Total Medicaid Trips Scheduled were 13,549 in October 2015.

Ms. Helton asked what numbers were included in Total Medicaid Trips Scheduled. Ms. Ybarra responded that in October 2015 this statistic included the following numbers:

Trips scheduled but not yet billed (Rides and TR)	772
No-shows	194
Cancellations (normally around 2,000 per month)	2,558
Total Medicaid rides provided	8,209
Travel reimbursement requests made	<u>1,816</u>
Total Medicaid trips scheduled	13,549

Trips Scheduled But Not Yet Billed. This is a new statistic to capture trips requested that were received, but have not yet been either: 1) verified for travel reimbursement issuance or 2) billed by a transport provider. Most of the 772 trips scheduled for October 2015 were travel reimbursement requests, with only about 30 for trips not yet billed by transportation providers.

Cancellations: When discussing this statistic, Ms. Nason said about 30,000 people lost insurance coverage on October 31, 2015, due to not re-enrolling on time. Ms. Ybarra explained that cancellations included clients changing their minds, doctors changing appointments, and clients losing eligibility. OHA has always viewed cancellations as a positive because it means CERC is not sending providers out for a no-show client.

Eligible Clients: Ms. Ybarra said she had no numbers for October 2015 due to the state not posting them as of November 17. This statistic is supposed to be posted by the 9<sup>th</sup> or 10<sup>th</sup> but normally is not available until the 20<sup>th</sup> of the month. Had today's meeting been held on the 4<sup>th</sup> Wednesday as usual (November 25), those numbers would probably have been available. She will update that figure as soon as she receives the data. Ms. Helton noted problems with computer systems in October 2015.

Unduplicated Clients Served went up a little bit in October 2015 which is good, but these numbers are still in the vicinity of what they were in 2014.

Average Outgoing Calls went up significantly in October 2015 even though Average Incoming Calls Per Day went down. Ms. Ybarra attributed this to the fact that the person who normally does ride verifications spent most of October recovering on medical leave; she is located at Bear Creek and Ride Center staff covered this duty, so it impacted the Ride Center numbers.

Ride Match Rides Provided were 77 in September and 56 in October 2015.

Veterans Rides Provided were 50 in September and 66 in October 2015.

Breakout of Total Medicaid Rides by Provider by Mode: Ms. Ybarra presented a list of this data which appears in a less useful format than was provided by the old computer system. CERC is working to make this report more user-friendly.

#### **D. Follow-Up from Prior Meeting**

##### 1. Committee Membership

**Abilitree**: Ms. Mardesich said she would contact Peggy. Jennifer Morgan, who attended the July 2015 meeting, has been promoted.

**Central Oregon Independent Physicians Association**: Ms. Mardesich said she contacted Nancy North, who agreed to participate but was promoted shortly thereafter. She will try again.

**Central Oregon Veterans Outreach**: Ms. Ruesing said she had not yet contacted COVO but will do so. Chair Mardesich said she would mention CERC to the new COVO outreach coordinator tomorrow when she meets with her on another matter.

**Full Access**: Ms. Ybarra said she made contact, but received no follow-up response. Chair Mardesich said Nettice might be on vacation but that she would contact her.

**Mosaic Medical**: Chair Mardesich welcomed Tanya Nason as a new member.

**Regency** (assisted living facility): Ms. Ruesing reported contacting Michelle Thompson who said she would be happy to participate.

#### **E. Brokerage Update**

##### 1. Changes and Growing Pains

Ms. Ybarra reported PSCCO signed a contract with CERC on September 28 which became effective on October 1. She is working to redo existing CERC contracts with transportation providers to incorporate PSCCO expectations. She presented a copy of the service standards portion of the contract and reviewed specific sections based on interest expressed by members.

Ms. Ruessing asked for clarification of the bilingual requirement. Mr. Hall expressed concern about transportation providers hiring bilingual drivers. Ms. Ybarra replied that the Ride Center

knows which clients are bilingual when they call in, but when the clients go into the scheduler there's no flag (alert) about whether the client speaks English. CERC has four bilingual drivers who speak both English and Spanish, all of whom work for the same provider.

Ms. Ybarra reported all transport contractors are now responsible to ensure each employee has an on-the-road driving test before driving Medicaid clients. CERC will assist with this as needed by contractors.

Mr. Nichols expressed concern about providers' ability to meet new training and certification requirements before January 1, 2016. Without weekly classes, providers will find it difficult to hire new drivers if they can't put them to work until training is done. He wondered if any providers would attempt to cheat.

Ms. Ybarra said the Ride Center was aware of provider concerns and was working to address the training challenge. The list of drivers whose certifications expired in October or will expire in November/December 2015 or January/February 2016 has gone to the trainer. The trainer will add classes in sufficient numbers to train or retrain drivers before January 1, 2016. Once she receives the trainer's schedule of classes, which should be next week, she will send it to all transportation providers.

In the past it has been the contractor's responsibility to ensure its staff understands basic Medicaid rules and expectations, including client confidentiality. This is still expected; however, CERC will now also provide HIPAA (Health Insurance Portability and Accountability Act) and NEMT (Non-Emergent Medical Transport) training, and all contractor staff will be required to complete these. She will be conducting the HIPAA and NEMT classes in November on evenings and perhaps a couple of weekends, which must also be completed before January 1, 2016. CERC volunteer drivers will also undergo this training.

Mr. Hall asked why American Red Cross online training in CPR was not acceptable. He said his insurance policy requires his drivers to call 9-1-1 rather than doing CPR on passengers. Ms. Ybarra informed him that a law existed to protect Good Samaritans performing first aid on someone who had an immediate need, and drivers are expected to know to call 9-1-1, but also how they might possibly be able to help until they arrive. Mr. Hall expressed concern about the cost of training new drivers. Mr. Nichols explained how he met certification requirements and offered to work with Mr. Hall.

Mr. Nichols asked for clarification about drug testing new and existing drivers before January 1 and expressed concern about the short timeframe. Under the new contract the requirement is that every driver will be drug-tested as a new employee, and will be re-tested immediately if there's a complaint or an accident. Unless providers can supply verification that drivers who have worked for them a long time were drug-tested when they were first hired, the employees will need to be retested. There was discussion on various facilities that can complete this per requirements.

Mr. Hall said there were no ASE (Automotive Service Excellence) certified mechanics available where he lived to work on the Ford vans he uses. Is a Ford-certified mechanic good enough? Ms. Ybarra said mechanics had to be able to provide verification of their certification.

**F. 2016 CERC Committee Meeting Schedule**

Ms. Ybarra presented the proposed 2016 meeting schedule. All meetings will be held from 1 p.m. to 3 p.m. on odd-numbered months: January 27, March 23, May 25, July 27, September 28, and November 30. She has reserved this conference room.

Members agreed to the proposed meeting schedule for 2016.

**G. Service and Policy Changes**

1. No Vaporizing or Inhalants in Vehicles

Ms. Ybarra said the state has proposed a new rule that enhances the “No Smoking” rule in vehicles to include a prohibition on vaporizing or inhalants by both drivers and passengers.

There are also new rules for dental patients. Changes in what is covered for dental patients can impact which rides CERC provides.

Ms. Nason requested clarification of the Ride Match eligibility requirements. She reported bus service was available for one of her Medicare patients seeing a Sisters dentist, but the bus delivery point was about a half mile from the dentist’s office and the patient was not ambulatory. Ms. Ybarra responded that anyone who is Food Stamp-eligible and Medicaid-eligible can apply for a ride through the Ride Match program. She cautioned that people living in an area with bus service are expected to use the bus. She instructed that special situations like this be reported to her.

Ms. Helton asked if she should continue to bill OHA for rides provided for children or if Pacific Source members should be billed differently. Ms. Ybarra said she would check, and suggested Ms. Helton identify which clients are OHA and which are Pacific Source. Rides for Pacific Source clients can be billed to COIC. The Ride Center may be able to generate a monthly report to help in identifying these clients.

**H. Other Business**

1. Roundtable Reports

- \* **Abilitree:** No representative –no report.
- \* **Bend Cab Company:** Mr. Nichols reported nothing new.
- \* **Bridges Health/Mosaic Medical:** Ms. Nason reported nothing new.
- \* **Central Oregon Independent Physicians Association:** No representative – no report.
- \* **Central Oregon MediTran:** No report.
- \* **Consumer:** Ms. Jordan reported nothing new.
- \* **Crook County Public Health:** No report.
- \* **DHS-Aging & People with Disabilities (APD):** Ms. Ruesing reported nothing new.
- \* **DHS-Children & Families/Child Welfare (CAF/CW):** Ms. Helton reported nothing new.
- \* **Full Access:** No representative – no report.

- \* **Loving Lift:** Mr. Hall requested clarification on which rides he is allowed to deny. Ms. Ybarra explained transportation providers are allowed to deny any ride requests assigned to them, but must do so as soon as possible and following contract expectations, so those rides can successfully be rescheduled with another provider. Mr. Hall was also concerned about liability insurance requirements being different from those he is required to comply with through the state of Oregon. Ms. Ybarra said she would research this.
- \* **Mosaic Medical:** Ms. Nason reported nothing new.
- \* **Oregon Health Authority:** No report.
- \* **Pacific Source Health Plans:** Ms. Mardesich reported she had been promoted to Complex Care Outreach Specialist.
- \* **St. Charles Health System:** No report. Chair Mardesich commented that Ms. Srikantiah had probably had her baby recently.

**I. Adjournment**

The next meeting is scheduled for Wednesday, January 27, 2016, 1 p.m.

With no further business, Chair Mardesich adjourned the meeting at 2:19 p.m.