



Serving Linn, Benton and Lincoln County Residents

Transportation Brokerage Advisory Committee

Date: Thursday, February 3, 2022
Time: 10:30 am – 12:00 pm
Location: **Via Zoom by clicking [HERE](#)**
Passcode: 2022
Join via Phone: 1-253-215-8782
Meeting ID: 873 1183 0821
Passcode: 2022
Contact: Danny Magana, 541-812-2016

- | | | |
|----------|---|---------------------------|
| 1) 10:30 | Call to Order and Roll Call | Chair,
Britny Chandler |
| 2) 10:40 | Agenda Review | Chair |
| 3) 10:50 | Election of Officers | Staff Emma Chavez |
| 4) 11:00 | Public Comments | Chair |
| 5) 11:10 | November 4, 2021, Meeting Minutes (Attachment A) | Chair |
| | <i>ACTION: Decision on Minutes</i> | |
| 6) 11:15 | Operations Update | Staff Danny Magana |
| | <ul style="list-style-type: none">• <i>OBSS Software Update</i>• <i>Samaritan Advantage Health Plan Rides</i> | |
| 7) 11:30 | Staff Reports | Danny Magana |
| | <ul style="list-style-type: none">• <i>Statistics (Attachment B)</i>• <i>Costs Per Ride, Per Client (Attachment C)</i>• <i>Budget Report (Attachment D)</i> | |
| 8) 11:45 | Other Business | All |
| 9) 12:00 | Adjourn | Chair |

OMAP Transportation Brokerage Advisory Committee
Wednesday, November 4, 2021
10:30 am – 12:00 pm
 Cascades West Center
 Via Zoom

Committee Members Present: Britny Chandler, Jesse Oakley, Jasper Smith, Amy Peer, Tony Howell, Laurie Barajas, Cynda Bruce, and Pam Barlow-Lind

Staff Present: Jenny Glass, Danny Magana, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call		<p>Meeting called to order at 10:35 am by Chair Britny Chandler.</p> <p>Introductions were conducted.</p>
2. Staffing & Recruitment Updates	<p>Staff Danny Magaña reported that a new CSR who used to work for Ride Line has been rehired. An additional CSR position is posted, and six applications have been received. The position will remain open until filled Magaña encouraged members to get the work out on the open position and added that the agency has been having a challenge with hiring. He reached out to other brokerages and they also reported the same issue.</p>	
3. Agenda Review		<p>There were no changes to the agenda.</p>
4. Public Comments		<p>There were no public comments.</p>
5. August 5, 2021 Meeting Minutes		<p>Consensus to approve the August</p>

		5, 2021 meeting minutes.
6. IHN-CCO Update	<p>Chair Chandler reported that staff has turned in all materials on time for the annual audit and it should be finalized and back to Ride Line with results in the next 30 days.</p> <p>OHA requires a notice of all office closures and those have been submitted. Five federal holidays are permitted, and the COG has additional holidays that have been requested for approval. These have been approved in the past and it is not foreseen that there will be an issue this year.</p> <p>Chandler went on to report that the IHN/CCO and Brokerage contract is updated every year. She has completed a draft amendment that will be updated once a meeting with Samaritan is held to discuss transportation for eligible Medicare clients.</p> <p>The CCO reviews its policies and procedures in the member handbook. Chandler is currently reviewing those to ensure there is compliance for members and Ride Line. The CCO either accepts all individual policies and procedures or one handbook with all included. No CCO or brokerage delivers things in the same manner. Ride Line and its CCO delivers theirs in the member handbook, therefore the review that is currently taking place is on the member handbook. At the beginning of the year, they will begin reviewing the policies and procedures to which the response will be that the policies and procedures are included in the member handbook.</p>	
7. Samaritan Health Plan rides	<p>Samaritan reached out to Ride Line regarding providing transportation for eligible Medicare clients under the Samaritan Advantage Health Plans (SAHP). Ride Line has accepted, and both are working on logistics to provide transport. It is at a time that Ride Line is also looking to update its software system. Transportation is scheduled to initiate January 1st.</p> <p>Chandler added that SAHP has a conventional plan, a duals plan that has IHN and OHP. There are two additional plan levels, premier and premium plus which both receive 24 rides annually. There is a core team put together to execute this new service and implement January 1st. There are educational slides on this benefit that Chandler can send to Staff for distribution to community members.</p>	

8. Lyft and Uber Rides	<p>OHA gave approval for NEMT brokerages to reimburse members for Uber and Lyft rides. Ride Line would not schedule rides but would be able to reimburse clients for utilizing those services to get to their non-emergent medical appointments. The issue is that with most of our clients, the reimbursement tends to be a hardship. A trip from Corvallis to Portland would cost over \$100 one way. Ride Line would handle these requests as they do the current mileage reimbursement program where members receive a Relia card and are reimbursed on a weekly basis dependent on receiving all pertinent documentation and prior authorization.</p> <p>Chandler added that the CCO asked the state whether the member would be reimbursed at the actual cost rate or mileage rate. The state responded that the reimbursement would be at actual cost.</p> <p>Chandler went on to add that the exciting thing with both the SAHP and Lyft and Uber are that, members and other partners who are not tied to NEMT have requested these services and while there have been negative comments from the Community Advisory Council towards Ride Line, Samaritan has reached out to partner with Ride Line because of the good work that the brokerage is doing. Chandler stated that in her close work with Ride Line she knows the comments are unfair as she sees the hard work that is completed and the quality of service that is provided. These new services show members that the needs are being heard and are being implemented.</p>	
9. Staff Reports	<p>Magaña provided details on Ride Line statistics and costs per ride/client as well as reviewed the budget report.</p> <p>It was clarified that if Lyft and Uber reimbursements occur, they will be pulled separately from the regular mileage reimbursement statistics to ensure accuracy.</p> <p>It was noted that this is the first year we have contingency funds which came to be due to the increase in membership and reduction in rides due to COVID. The funds are being reserved for future needs when it comes to NEMT payment changes as needed</p>	

	and the software upgrade among anything else that may come up.	
10. Other Business	<p>Staff and Chandler met prior to the meeting to note any additional business that needed to be discussed and those are as follows:</p> <ul style="list-style-type: none"> <p>Out of Area Update</p> <p>Members who are from a different CCO for which Ride Line is providing transportation for was noted as an issue because of the high cost of not having the CCO in their region provide transportation. This happens when a change in address has not occurred and their CCO has not been updated. While Ride Line and the CCO may catch this, the State will not accept a change of address for the current CCO. Staff and SDS worked together on the issue and SDS have provided an email to Ride Line to advise when a change in address is needed with the members approval to proceed with the request. Chandler noted that on her end, she will reach out to enrollment to investigate what they can do regarding “temporary” address changes.</p> <p>Tony Howell reported via chat that he is retiring at the end of month and Linn County will send a new representative starting the next meeting.</p> <p>Driver Concerns</p> <p>Chandler noted that this is a follow up from the last meeting. Magaña reported that staff is planning on resuming the quarterly provider meetings. Along side of that, a provider newsletter will be sent out in between meetings.</p> <p>Chandler had an experience in April of 2021 at a medical facility when a member asked the receptionist to call Ride Line for a return ride home. The receptionist told the member that they could not do that though they used to be able to. The person specifically stated that she did not have funds for a phone and needed to use theirs. What IHN/CCO is doing in regard to this concern is, they are developing education materials and they will also request policies from that specific medical facility.</p> <p>Chandler noted that she previously advised that the CCO is currently reviewing the</p> 	Members agreed to the discussed and noted updates.

policies and procedures in the form of the member handbook. What they've noted thus far is that, in the handbook, we did not specifically list out the passengers' rights and responsibilities aside from having the right to file a grievance and an appeal. They specifically want the transportation brokerages rights and responsibilities in the handbook. There are a couple in the rider guide that will be included.

Chandler went on to state that she would like to cross reference what the State has advised they would like stated as member responsibility and rights and compare it to what the providers are seeing that members are obstructing their own barriers by interpreting or misinterpreting the rules that the state has put in place. Examples that were brought up include the driver fifteen-minute wait before leaving an answered call by a member, and when a driver goes to pick up a member and asks if they will be ready but are blocked because of a HIPPA concern.

Chandler shared the below edits that were requested to be made to address the mentioned concerns and asked if any others should be added:

Passenger Rights:

- Receive safe and reliable transportation services that are appropriate for your needs.
- Ask for interpretation services when talking to Customer Service and request materials in a language or format that meets your needs.
- File a grievance about your experience.
- Submit an appeal, ask for a hearing, or ask for both if you feel you have been denied a service unfairly.
- Receive a written notice when a ride is denied.

Passenger Responsibilities:

- Treating drivers and other passengers with respect.
- Calling us as early as possible to schedule, change or cancel your transportation.
- Using seat belts and other safety equipment as required by Oregon Law.
- Requesting additional stops in advance. If you need to make a stop at a pharmacy or other location, we must approve that.

Additional content per discussion:

- (Rider Guide Language) Be ready at the scheduled time of your trip

	<ul style="list-style-type: none"> ○ (Ride Guide Language) ○ Don't forget that trips take time and to remember that travel time buffer... ○ Ensure to provide trip information to your dr's front office staff. (HIPPA related to ensure Ride Line may request end of appointment timeframe from the office staff without the hurdle of HIPPA). <p>Chandler will wordsmith the additional bullets to update the member handbook.</p> <p>Jesse Oakley asked for additional language to Passenger Responsibilities, bullet 2; "At minimum an hour prior to your pick up time would be appreciated by driver staff." Magaña agreed that the time frame request is good and coincides with the one-hour cancellation or a ride is considered a no show.</p> <p>Jasper Smith noted that if the passenger responsibilities being more than their rights might be noted as a negative. To help with this, the following sixth bullet was added under Passenger Rights: "To ensure you have a quality trip, our drivers will treat you and other passengers with respect and dignity."</p> <p>Britny thanked everyone for the assistance on this topic.</p>	
<p>11. Adjournment</p>		<p>Meeting adjourned at 11:45 am.</p>

Cascades West Ride Line Statistics

October 1, 2021 to December 31, 2021

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
IHN				
4		4 Comm. Bus		
199		18 Lodging		
52		8 Meals		
9,217		384 Mileage		
2		1 Parking	36,397	Trips
40		39 Secure	30,681	Not Shared
21,267		1,849 Sedan	5,716	Shared
265		125 Stretcher		
5,351		628 Wheelchair		
36,397	3,056	Sub Total		
OHP				
32		3 Lodging		
6		2 Meals	1,415	Trips
542		31 Mileage	1,263	Not Shared
5		5 Secure	152	Shared
717		86 Sedan		
8		8 Stretcher		
105		30 Wheelchair		
1,415	165	Sub Total		

Information provided is for the QUARTER

October 1, 2021 to December 31, 2021

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	4,894	\$ 265,891.74	\$ 54.33	418	12	\$ 636.10
Lincoln	Sedan	4,216	\$ 427,995.21	\$ 101.52	419	10	\$ 1,021.47
Linn	Sedan	12,570	\$ 618,671.08	\$ 49.22	1,043	12	\$ 593.16
Other Co's	Sedan	304	\$ 16,931.96	\$ 55.70	43	7	\$ 393.77
Benton	Wheelchair	666	\$ 37,504.98	\$ 56.31	117	6	\$ 320.56
Lincoln	Wheelchair	721	\$ 53,785.07	\$ 74.60	114	6	\$ 471.80
Linn	Wheelchair	3,901	\$ 240,589.11	\$ 61.67	394	10	\$ 610.63
Other Co's	Wheelchair	168	\$12,106.50	\$72.06	27	6	\$448.39
Benton	Mileage	1,171	\$ 8,126.04	\$ 6.94	46	25	\$ 176.65
Lincoln	Mileage	1,913	\$ 11,819.14	\$ 6.48	129	15	\$ 91.62
Linn	Mileage	6,497	\$ 33,389.73	\$ 5.14	231	28	\$ 144.54
Other Co's	Mileage	175	\$ 2,069.17	\$ 11.62	5	36	\$ 413.83

Charge is based on the transportation providers base rate plus mileage rate per trip

RIDE LINE BROKERAGE

December 31, 2021

FY 21

CASCADES WEST COUNCIL OF GOVERNMENTS		
FY 2021 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Beg Bal-Restrict for Contracts	2,079,913	-
Coordinated Care IHN CCO	8,945,721	4,893,300
Title XIX DHS FFS	376,791	269,383
Contract Revenue	0	58
Fees For Service	5,000	5,392
Miscellaneous	0	12
TOTAL REVENUE	11,407,425	5,168,145
Wages	692,512	310,955
Leave	38,040	18,561
Benefits	486,346	211,457
TOTAL PERSONNEL	1,216,898	540,973
Contract Expense	7,602,810	3,587,257
Materials and Supplies	355,575	149,058
Operating Contingency	2,232,142	0
TOTAL MATERIALS & SUPPLIES	10,190,527	3,736,315
GAIN / (LOSS)	-	890,857