



Serving Linn, Benton and Lincoln County Residents

## Transportation Brokerage Advisory Committee

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**Date:** Thursday, February 2, 2023  
**Time:** 10:30 am – 12:00 pm  
**Location:** **In-Person at OCWCOG Albany Office;**  
**1400 Queen Ave SE, Downstairs Conference Room, or**  
**Remote via Microsoft Teams by clicking [HERE](#)**  
Meeting ID: 279 499 481 186  
Passcode: kT4bgc  
**Join via Phone: 1-872-242-8088**  
Meeting ID: 688 041 251#  
**Contact:** Danny Magana, 541-812-2016

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|----------|---|---------------------|
| 1) 10:30 | Call to Order and Roll Call   | Chair, Jesse Oakley |
| 2) 10:40 | Agenda Review   | Chair               |
| 3) 10:50 | Public Comments   | Chair               |
| 4) 11:00 | November 3, 2022, Meeting Minutes (Attachment A)  | Chair               |
|          | <i><b>ACTION: Decision on Minutes</b></i>   |                     |
| 5) 11:10 | Staffing and Recruitment Update   | Staff Danny Magana  |
| 6) 11:20 | Samaritan Advantage 2023 Contract Update  | Magana              |
| 7) 11:30 | Staff Reports   | Magana              |
|          | <ul style="list-style-type: none"><li>• <i>Statistics (Attachment B)</i></li><li>• <i>Costs Per Ride, Per Client (Attachment C)</i></li><li>• <i>Budget Report (Attachment D)</i></li></ul> |                     |
| 8) 11:45 | Other Business  | All                 |
|          | <ul style="list-style-type: none"><li>• <i>Software Upgrade Update</i></li></ul>  |                     |
| 9) 12:00 | Adjournment   | Chair               |

**OMAP Transportation Brokerage Advisory Committee**  
**Wednesday, November 3, 2022**  
**10:30 am – 12:00 pm**  
 Cascades West Center  
 Via Zoom

**Committee Members Present:** Jesse Oakley, Justin Thomas, Jasper Smith, Pam Barlow-Lind, Justin Thomas, Amy Peer, George Matland, and Chair Britny Chandler

**Staff Present:** Jenny Glass, Danny Magana, Emma Chavez, Sarah Lindsey

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call		<b>Meeting called to order at 10:43 am by Chair Jesse Oakley.</b>
2. Agenda Review		<b>There were no changes to the agenda.</b>
4. Public Comments		<b>There were no public comments.</b>
5. November 3, 2022, Meeting Minutes	Chair Jesse Oakley moved to approve the minutes as presented and Pam Barlow-Lind seconded the motion. Motion carried.	<b>Consensus to approve the August 4, 2022, meeting minutes as presented.</b>

<p>6. Operations Update</p>	<p>Staff Danny Magaña noted that Ride Line has hired another full-time Customer Service Representative (CSR) staffer; and they are in training. Magana added that staff are going to have a Quality Assurance (QA) staffer assisting with training, coaching, and helping out management. The QA staffer will help backfill the shortage in staffing.</p> <p>Staff Magaña stated that recruitment for CSR's is closed at this time.</p> <p>Staff Magaña noted that Ride Line is in negotiations for new software, it should go into effect early next year. Magana also added that staff will see how the new software update will impact the following needs:</p> <ul style="list-style-type: none"> <li>○ For CSR's and for providers, it will change everything.</li> <li>○ Members and facilities can request rides online but still determining, if possible, with the app.</li> <li>○ The new software should help on call volume and lower wait times.</li> <li>○ Not ready to move forward with advertising to clients until we have the portal and training complete.</li> <li>○ Need to see the workflow for facilities.</li> <li>○ Will offer automatic reminders and give option to verify or cancel rides.</li> <li>○ May help with no show counts.</li> <li>○ Biggest features are online portals and automatic reminders.</li> </ul> <p><b>Samaritan Advantage 2023 Contract Update</b></p> <p>Staff Magaña reported on the Medicare Samaritan Advantage Health Plan (SAHP) by providing the following details:</p> <ul style="list-style-type: none"> <li>○ Goal is to do unlimited rides, currently in contract stage.</li> <li>○ No way of anticipating influx of calls.</li> <li>○ Cover nontraditionally covered rides, so will need to discuss whether those will still be covered.</li> </ul>	
<p>7. Staff Reports</p>	<p>Statistics (<b>Attachment B</b>) –</p> <p>Staff Magaña stated that Greyhound bus rides going to treatment centers had gone down since the pandemic. Magana noted that the treatment facilities currently are still</p>	

not accepting members via Greyhound. Staff Magaña also added that the providers transport them there, but on the ride back we transport via Greyhound.

Staff Magaña stated that the percentage may be a little off, but staff are starting to share rides a bit more. Shared rides are usually clients in the same household or facility. We try to share rides in bigger vehicles. Staff Magaña noted that the biggest shared rides are the treatment facilities in Salem and in Albany. Staff Magaña added that Open Card clients that are not assigned to the CCO are smaller. Staff Magaña updated the committee members that Open Card clients make up about 5% of our rides, as long as they are in one of our 3 counties Linn, Benton, or Lincoln City County.

Staff Magaña added that staff have heard from OHP clients that other brokerages pushback and say that they are not their clients. Therefore, we have sent providers out of area to get clients and taken them home, due to other brokerages not willing to transport them.

Staff Magaña noted for SAHP clients, we are still only doing wheelchair and sedan, no stretcher or mileage rides. Staff Magaña also stated that rides are not where they were pre-pandemic in reference to getting their numbers back up there.

Staff Magaña noted that the 3 most used forms are:

- Sedans/minivans
- W/C accessible
- Mileage- most cost effective

#### Costs Per Ride, Per Client (**Attachment C**) –

Staff Magaña noted to committee members that mileage is still the same rate for lodging \$40 a night, meals are anywhere from \$3.00 to \$5.50 each, and reimbursement is \$0.25 a mile. Mileage payments are done every week on Thursday; we process payments and clients see them on Friday or Monday. There was an uptick in rides in March compared to January/February, and it is anticipated that ride counts will go back up. Oregon Health Plan (OHP) rides are in our three-county area; sedan is the most utilized, then mileage reimbursement, and wheelchairs are right behind.

	<p>Medicare clients can only receive sedan or wheelchair rides, but no mileage or secured rides. OHA is still talking about changing the rates, as it has been the same rates for at least 10 years.</p> <p>Budget Report (<b>Attachment D</b>) –</p> <p>Staff Magaña shared that during the pandemic Ride Line was in the green, but now is in a deficit. Oregon Health Authority (OHA) lowered the rates with ride counts going down during the pandemic.</p> <p>Staff Magana added that the ride count has gone back up since then and OHA is going to raise rates. Magana noted that hopefully there won't be a big deficit next meeting, but it will show the software expense.</p>	
8. Other Business	<p>Staff Jenny Glass stated she will be leaving the COG; she shared that it has been great to be a part of this team. Glass will be in touch from her new position.</p> <p>Staff Emma Chavez asked if there was a preference for hybrid meetings and since there is, meetings will continue to use a hybrid format.</p> <p>Staff Magaña reminded everyone that meetings are set for next year. Meetings will be quarterly, starting with the first Thursday of the month.</p>	<p><b>Consensus to approve hybrid model for 2023 TBAC meetings.</b></p>
9. Adjournment		<p><b>Meeting adjourned at 11:12 am by Chair Jesse Oakley.</b></p>

## Cascades West Ride Line Statistics

October 1, 2022 to December 31, 2022

<b>Number of Trips</b>	<b>Number of Clients</b>	<b>Mode</b>		
<b>IHN</b>				
4		4 Comm. Bus		
64		18 Lodging		
35		17 Meals		
10,674		478 Mileage		
4		1 Parking		
49		43 Secure	<b>42,804</b>	<b>Trips</b>
26,461	2,127	Sedan	35,824	Not Shared
223		110 Stretcher	6,980	Shared
5,290		634 Wheelchair		
<b>42,804</b>	<b>3,432</b>	<b>Sub Total</b>		
<b>OHP</b>				
12		6 Meals		
944		37 Mileage	<b>2,046</b>	<b>Trips</b>
7		7 Secure	1,840	Not Shared
941		88 Sedan	206	Shared
15		12 Stretcher		
127		26 Wheelchair		
<b>2,046</b>	<b>176</b>	<b>Sub Total</b>		
<b>SAHP</b>				
183		57 Sedan	<b>252</b>	<b>Trips</b>
69		21 Wheelchair	244	Not Shared
			8	Shared
<b>252</b>	<b>78</b>	<b>Sub Total</b>		

**Information provided is for the QUARTER**

**October 1, 2022 to December 31, 2022**

		<b>Number Trips</b>	<b>Cost of Trips</b>	<b>Average Charge Per Trip</b>	<b>Unduplicated Clients</b>	<b>Trips Per Client</b>	<b>Charge Per Client</b>
Benton	Sedan	5,392	\$ 259,661.37	\$ 48.16	457	12	\$ 568.19
Lincoln	Sedan	5,673	\$ 618,061.77	\$ 108.95	474	12	\$ 1,303.93
Linn	Sedan	15,856	\$ 855,933.99	\$ 53.98	1,228	13	\$ 697.01
Other Co's	Sedan	478	\$ 28,870.05	\$ 60.40	47	10	\$ 614.26
Benton	Wheelchair	695	\$ 42,550.23	\$ 61.22	121	6	\$ 354.65
Lincoln	Wheelchair	661	\$ 53,445.57	\$ 80.86	104	6	\$ 513.90
Linn	Wheelchair	3,846	\$ 254,873.18	\$ 66.27	398	10	\$ 640.38
Other Co's	Wheelchair	215	\$14,869.33	\$69.16	35	6	\$424.84
Benton	Mileage	1,792	\$ 4,695.64	\$ 2.62	69	26	\$ 68.05
Lincoln	Mileage	2,270	\$ 19,262.17	\$ 8.49	150	15	\$ 128.41
Linn	Mileage	6,558	\$ 28,457.40	\$ 4.34	293	22	\$ 97.12
Other Co's	Mileage	141	\$ 1,427.11	\$ 10.12	7	20	\$ 203.87

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

## RIDE LINE BROKERAGE

December 31, 2022

FY 22

<b>CASCADES WEST COUNCIL OF GOVERNMENTS</b>		
<b>FY 2022 Budget Summary / Financial Statement ending balance</b>		
Description	Budget	Ending Balance
Beg Bal-Restrict for Contracts	2,471,307	-
Coordinated Care IHN CCO	7,410,000	4,532,008
Title XIX DHS FFS	461,799	257,219
Contract Revenue	200,000	118,417
Fees For Service	10,000	6,870
Grant Revenue	76,000	0
CCO Metrics Income	305,000	0
<b>TOTAL REVENUE</b>	<b>10,934,106</b>	<b>4,914,514</b>
Wages	787,382	370,058
Leave	48,585	23,602
Benefits	616,107	242,724
<b>TOTAL PERSONNEL</b>	<b>1,452,074</b>	<b>636,384</b>
Contract Expense	8,940,829	4,820,693
Materials and Supplies	499,695	198,489
Operating Contingency	41,508	0
<b>TOTAL MATERIALS &amp; SUPPLIES</b>	<b>9,482,032</b>	<b>5,019,182</b>
<b>GAIN / (LOSS)</b>	<b>-</b>	<b>(741,052)</b>