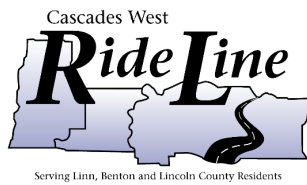


Transportation Brokerage Advisory Committee

Hybrid Meeting
Thursday, August 03, 2023
9:00 am – 10:30 am

In-Person at OCWCOG Albany Office
 1400 Queen Ave SE, Downstairs ABC Conference Room
Via Teams by clicking [HERE](#)
 Meeting ID: 260 093 601 88
 Passcode: y7oTbx
Mobile One Click Number: [1-872-242-8088](tel:1-872-242-8088)
 Phone Conference ID: 747 058 935#
Contact: Danny Magana, DMagana@ocwcog.org

- | | | | |
|---|-------|---|---|
| 1) | 9:00 | Call to Order and Roll Call | Chair, Jesse Oakley |
| 2) | 9:15 | Agenda Review | Chair |
| 3) | 9:20 | Public Comments | Chair |
| 4) | 9:30 | February 02, 2023, Meeting Minutes (<i>Attachment A</i>) | Chair |
| <i>ACTION: Decision on Minutes</i> | | | |
| 5) | 9:35 | Oregon Health Authority (OHA) Non-Emergent Medical Transportation (NEMT) updates | OHA Staff,
Michelle M. Meuwissen |
| 6) | 9:50 | Ride Line Software Update | Staff,
Emma Chavez and
Danny Magaña |
| 7) | 10:00 | 2023-2025 Provider Contract & Communications <ul style="list-style-type: none"> • <i>Contract Update</i> • <i>Communications Newsletter</i> | Emma |
| 8) | 10:10 | Staff Reports <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> | Danny |
| 9) | 10:25 | Other Business | All |
| 10) | 10:30 | Adjournment | Chair |



Name	Jurisdiction	Voting Member
Britney Chandler	Samaritan Health Plans, Network Relations Consultant	Yes
Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District	Yes
George Matland	President, Signs of Victory	Yes
Jesse Oakley	Operator, Oakley's Medical Transport	Yes
Pam Barlow-Lind	Tribal Planner, Confederated Tribe of Siletz Indians (CTSI)	Yes
Amy Peer	Program Supervisor, Senior and Disability Services (SDS)	Yes
Jasper Smith	Program Manager, Developmental Diversity (DD) Program	Yes
Laurie Barajas	Maternity Care Coordinator, Samaritan Health Services	Yes
Justin Thomas	Program Manager, Linn County Alcohol and Drug	Yes
Brad Dillingham	Benton County Special Transportation Coordinator	Yes
Ex-Officios	Jurisdiction	Voting Member
Lucille Vinent Vinceslio for Britney	Samaritan Health Plans, MPH Manager	No
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No

Article 6 Section B of the Transportation Brokerage Advisory Committee Bylaws States: "For the purpose of conducting official business a quorum shall exist when fifty-one (51) percent of the voting members are present."

OMAP Transportation Brokerage Advisory Committee
Wednesday, February 2, 2023
10:30 am – 12:00 pm
 Cascades West Center
 Via Zoom

Committee Members Present: Jesse Oakley, Cynda Bruce, Justin Thomas, Jasper Smith, Laurie Barajas, Michelle Meuwissen, Pam Barlow-Lind, Justin Thomas, Amy Peer, Brad Dillingham, and Chair Britny Chandler

Staff Present: Danny Magana, Emma Chavez, Ryan Vogt, and Sarah Lindsey

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call		Meeting called to order at 10:35 am by Chair Jesse Oakley.
2. Agenda Review		There were no changes to the agenda.
4. Public Comments		There were no public comments.
5. February 2, 2023, Meeting Minutes	Chair Jesse Oakley moved to approve the minutes as presented. Amy Peer seconded the motion. Motion carried.	Consensus to approve the February 2, 2023, meeting minutes as presented.

6. Operations Update	<p>Staffing and Recruitment Update</p> <p>Staff Danny Magaña noted that Ride Line has a few Customer Service Representative (CSR) job openings available and currently has two temps that are assisting during the phone and software systems transition.</p> <p>Samaritan Advantage 2023 Contract Update</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"> ○ The SAHP contract was renegotiated to unlimited rides for three of its plans and limited to 24 rides for one of plans. Transportation is only available for ambulatory and wheelchair modes. Stretcher transport and mileage reimbursement are currently not covered for SAHP clients. ○ Some SAHP members were not prone to calling in their routines before the unlimited rides. But, with the unlimited rides, they are now more likely to call in routines, and we are seeing those ride numbers steadily increase. 	
7. Staff Reports	<p>Statistics (Attachment B) –</p> <p>Staff Magaña stated that between October and December the largest number of rides were for IHN clients. Sedan and mileage are the most cost effective. Greyhound rides are usually discharges out of treatment facilities from Eastern Oregon.</p> <p>For SAHP members, October, November, and December of 2022, Ride Line provided 252 rides. In January 2023, Ride Line provided 280 rides, surpassing the total amount of SAHP rides for the entire 2022 calendar year.</p> <p>Costs Per Ride, Per Client (Attachment C) –</p> <p>Staff Magaña stated Lincoln County has higher costs due to less availability of medical care and many clients needing to go out of the area for medical services.</p>	

	<p>Mileage reimbursement continues to be currently the most cost-effective mode. However, OHA is looking to update the reimbursement rates as follows:</p> <ul style="list-style-type: none"> ○ Mileage increasing from .25 cents to .44 cents a mile. ○ The lodging rate increased from \$40 a night to \$98 a night. ○ Should help more members to utilize the program. <p>Budget Report (Attachment D) –</p> <p>Staff Magaña shared the FY 2022 Budget summary. He noted that with wages, leave, and benefits, we were looking to go into deficit. However, Staff has negotiated a different rate from IHN that should be able to keep us above water. There is also an option to review in six months.</p> <p>Justin Thomas asked about the busiest times for Ride Line</p> <p>Staff Magaña stated that early morning is the busiest due to so many clients going to Salem for treatment.</p> <p>Justin shared that there are groups in the evening, and he was unsure if it is possible to get rides for evening clients and how to facilitate this long term.</p> <p>Staff Magana shared that if there are certain nights that there are groups, Oakley's may be able to have a car to take care of those clients. However, there are after-hours charges that Ride Line would need to consider.</p> <p>Staff Magana stated that Ride Line tries to prevent abuse of the mileage program by following protocols. If anyone is suspected of abusing the mileage program; Staff holds off on payments, reaches out to the facility to verify if a client is being seen, and forwards fraud claims to IHN. The IHN Fraud department manages it from there. Staff is unsure of the outcomes as we are not looped in after that.</p>	
8. Other Business	Software Upgrade Update –	

	<p>Staff Emma Chavez reported that Ride Line continues with its software update implementation. A contract was signed as of February 1, 2023. There is not a set timeline for launching, and staff is working on the data migration details. Members will be kept in the loop of the update.</p> <p>The new software QRyde will include the following features that have been long waited for:</p> <ul style="list-style-type: none"> ○ Ride appointment reminders. ○ Client application to tell them when a ride is on the way. ○ A client portal for setting up rides, including mileage. ○ A facilities portal for care homes to schedule clients' rides. 	
9. Adjournment		Meeting adjourned at 10:59 am.

Cascades West Ride Line Statistics

April 1, 2023 to June 30, 2023

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
IHN				
3		3 Comm. Bus		
185		29 Lodging		
17		10 Meals		
11,746		591 Mileage		
75		70 Secure		
31,161	2,398	Sedan	49,290	Trips
141		88 Stretcher	40,807	Not Shared
5,962		630 Wheelchair	8,483	Shared
49,290	3,819	Sub Total		
OHP				
1		1 Comm. Bus		
23		2 Lodging		
202		13 Mileage		
7		7 Secure		
849		64 Sedan	1,136	Trips
4		4 Stretcher	912	Not Shared
50		16 Wheelchair	224	Shared
1,136	107	Sub Total		
SAHP				
			1,011	Trips
883		118 Sedan	913	Not Shared
128		33 Wheelchair	98	Shared
1,011	151	Sub Total		

Information provided is for the QUARTER

April 1, 2023 to June 30, 2023

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	6,854	\$ 355,692.31	\$ 51.90	542	13	\$ 656.26
Lincoln	Sedan	6,547	\$ 717,181.49	\$ 109.54	537	12	\$ 1,335.53
Linn	Sedan	18,122	\$ 991,449.95	\$ 54.71	1,313	14	\$ 755.10
Other Co's	Sedan	487	\$ 30,457.94	\$ 62.54	54	9	\$ 564.04
Benton	Wheelchair	684	\$ 45,329.64	\$ 66.27	109	6	\$ 415.87
Lincoln	Wheelchair	925	\$ 101,592.82	\$ 109.83	108	9	\$ 940.67
Linn	Wheelchair	4,231	\$ 305,633.96	\$ 72.27	400	11	\$ 764.08
Other Co's	Wheelchair	172	\$16,092.20	\$93.56	25	7	\$643.69
Benton	Mileage	2,438	\$ 6,291.68	\$ 2.58	95	26	\$ 66.23
Lincoln	Mileage	2,868	\$ 20,463.43	\$ 7.14	191	15	\$ 107.14
Linn	Mileage	6,614	\$ 23,923.00	\$ 3.62	314	21	\$ 76.19
Other Co's	Mileage	192	\$ 272.72	\$ 1.42	5	38	\$ 54.54

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

RIDE LINE BROKERAGE

June 30, 2023

FY 22

CASCADES WEST COUNCIL OF GOVERNMENTS FY 2022 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Beg Bal-Restrict for Contracts	2,471,307	-
Coordinated Care IHN CCO	7,410,000	11,238,880
Title XIX DHS FFS	461,799	431,111
Contract Revenue	200,000	227,784
Fees For Service	10,000	18,394
Grant Revenue	76,000	0
CCO Metrics Income	305,000	305,000
TOTAL REVENUE	10,934,106	12,221,169
Wages	787,382	766,431
Leave	48,585	50,901
Benefits	616,107	514,396
TOTAL PERSONNEL	1,452,074	1,331,727
Contract Expense	8,940,829	10,321,322
Materials and Supplies	499,695	466,508
Operating Contingency	41,508	0
TOTAL MATERIALS & SUPPLIES	9,482,032	10,787,830
GAIN / (LOSS)	-	101,612