



SUNSET EMPIRE TRANSPORTATION DISTRICT

RIDECARE ADVISORY COMMITTEE AGENDA

7/28/17

1. Call to order & Pledge of Allegiance

- Jason Jones called the meeting to order – Pledge of Allegiance

2. Welcome and Introductions

- In attendance: Kirk Foster Wapato Shores (late), Clayton Norrbom TCTD, Jeff Hazen SETD, Elliott Jarrell Elliott's Transport, Jason Jones RideCare, Hydee Rickert HRS Specialist, Steve Zamora Medix, San SunOwen CPCCO, Justin Johnson Providence Seaside Hospital Transportation Coordinator with Community Connections, Carol Gearin Board, Donna Bugaran RideCare

3. Acceptance of the Minutes

- Steve Zamora motioned to accept the minutes, Hydee Rickert seconded the motion. Unanimous vote to accept.
- Kirk Foster arrived, taking over meeting.

4. Public Comments

- No public persons in attendance.

5. Service Improvement Issues

- Now have 2 new drivers, started in April and July. Have the largest number of volunteer drivers in Oregon, some are full time, some are part time.
- Sandra Kahler is our new Volunteer Coordinator.
- Ashleigh Naslund left RideCare for another job.
- One new hire last quarter did not work out. Plan was for 9 CSR's, but are holding at 8 until after the CCO contact is complete. Can be tight with only 8 if someone were to be out sick or on vacation.

- Call times are extended due to more clients having multiple appointments to schedule, RideCare requiring correct addresses, etc. Calls can be on hold from 3 minutes to 11 minutes. Prior to January 2017 RideCare received an average of 10,000 calls a month. From January through May received an average of 10,000 + calls a month. In June calls were 11,000+.
- No questions.
- Donna is handling the majority of unhappy clients in her position as Operational Lead. Good job to providers as the amount of serious complaints have gone down. Have even had a handful of compliments. Also, drivers are keeping RideCare informed very well as to traffic conditions they run into. Very good communication.
- Q.A right now is being handling by Jason Jones and Donna Buganan. Try to meet regularly to discuss any issues. With the turnover, team involvement is on hold. Complaints are investigated with the RideCare team, then inform member of resolution. This information goes into Grievance Reporting for the CCO quarterly. Working toward getting back to weekly meetings with a team.
- We now have call recording up and running. Jason would listen to about 10 live calls to get a good feel for what is going on. Now, with call recording, can isolate what to listen to. Gives RideCare back up now when clients make claims regarding rides. Carol Gearin asked how long the recordings are kept. Jason Jones stated indefinitely, believes 3 years, but will check with Mary Parker on what the regulations are. Medix keeps theirs for 10 years.
- New software coming up to replace OBSS – “Ride Team”. Medford brokerage is leading the development of this. This is a “need” to replace software. OBSS barely hanging on, has lost all its support. Process will be a “staged roll out” in October, but will be in same vein for paid providers as OBSS. Ride Team is a cloud-based, very secure, local server. Everything done in Ride Team will be synchronized in OBSS and vice versa. Should not see any difference during transition. Stage roll out will function exactly as OBSS. Training will be available as needed. Kirk Foster concerned about being able to upload billing to OBSS, as well as download rides from OBSS. New data bases in Portland requires manual uploading of rides. Jason Jones believes this change will be very good without those type of issues. Will follow up with Shem from Ride Team to confirm this. New software should allow for clients to access their scheduled rides. Hyde Rickert concerned that not all clients have computer access. Jason Jones confirmed there will be mobile access available to them.
- No questions.

6. NEMT Program Updates

- Donna Buganan introduced herself as the new RideCare billing clerk/operational lead. Has worked over 20 years with a medical background in offices and hospitals. Came to RideCare in January 2016 as a CRS, then moved to dispatching for Clatsop County in May. From there, transitioned in to the Volunteer Coordinator, scheduling rides for volunteers and processing manifests so volunteers would get paid. In April, took over as the billing clerk, taking care of the billing side for RideCare with backup in dispatch. Also, will take over for Ashleigh at RAC meetings.

- Jason talked about the significance of August 21st, the solar eclipse. We are working on checking with facilities and providers to see what their hours will be on the 21st, similar to what we do in bad weather. Should have a solidified plan by end of next week. Expect it to be a long weekend, from Friday, 8/18 through Tuesday, 8/22/17 with large amounts of traffic flooding the area. Wapato's Deschutes County operation will be shut down. Otherwise, business as usual. Will be following their winter policy, i.e. making sure gas tanks are full, etc. Steve with Medix stated "We don't close". They do take extra time to prepare their drivers for traffic conditions. Medix dispatchers will monitor roads and divert drivers as necessary. Heidi Rickert stated OHSU facilities will be doing business as usual. Sun SunOwen will check on CCO protocols. May work from home. Encourage to pursue essential services only. Jeff Hazen stated there will be a press release on 8/14/17; expect potential delays or cancellation of bus services. ODOT has stated there will be no construction and weigh stations will be closed to use as emergency holding areas. Elliott Jarrell will be available as usual. Justin Johnson with Providence Seaside Hospital states it will be a "holiday" for them. RideCare is informing clients to check with their facilities to be sure they will up and running. Also, will have a new outgoing message on the phone lines to remind clients of the upcoming event. Should be changed on 8/1/17. Jason asked all to let RideCare know of any ideas or hints they might have.
- Same Day/Next Day rides are quite high but have been able to cover, even though there are some challenges. Very few denials. Very important to include "SDRR/NDRR" in directions of rides for providers to know the ride is not a "turn back". Kirk Foster asked that paid providers are notified when there is a low number of volunteers available. There has also been an increase in local trips. Sun SunOwen stated CCO is encouraging clients to stay local. Hydee Rickert explained there were 3 new providers added at OHSU Scappoose in 2016 and there are 4 more expected in 2017 with 2 already there.
- Knight Cancer Center will be coming soon to Astoria.
- Appreciate all working with Kelsey to update records.
- IT company, Mind Shift, is keeping our servers running. Jason has scheduled a weekly reboot with Mind Shift on Saturdays. OBSS is getting older and there is no further support. Mind Shift, along with John Layton, are working together to keep OBSS running.
- No questions.

7. Manager's Report

- Jeff Hazen reports thanks to new tax legislation SETD now has a funding source for the long-range comprehension plan. Had never had state-wide funding source for public transportation, so new legislation is really exciting. SETD is working on adding more buses, including possibly obtaining a grant to include an electric bus. Just recently took possession on 2 new paratransit vans. Also discussed a brake issues on the buses that should be taken care of before reaching 90,000 miles. Also, a recall on "couplers".
- Jason reported the RideCare team were all able to attend a "Trauma Informed" training. Will update providers with any further training information that can include paid providers.
- Utilization numbers continue to increase, but not as dramatic as it once was.

- Still looking to find Secure Transportation locally. Have a couple of providers doing that. Right now, only have Mt. Retreat. Not always able to do what we ask them to do. Eugene does have a provider, but not in the area and would take time to get up to our area for something that needs transportation right away. Kirk Foster will get us contact to Malcolm with Safe Ride in Portland as he is looking to expand. Steve Zamora stated that Medix does do secure transport. 3 entities in Clatsop County run by the sheriff's office. Steve will talk to Duane Mullins regarding this.
- Have had 1 new provider come on board, AAA Ride Assist, covering Clatsop and Tillamook County. Intended to have 2 new, but 1 will not be coming on board.
- CCO contract is coming up for renewal. Have worked with CCO for 2 years now.
- No questions.

8. Round Table

- Kirk Foster stated has new software that will allow customers to enter their rides. Will start testing in 2 months. Will be able to see vehicles in real time. Drivers will be able to see rides and not have to call in to dispatch. New company is called "Safe Ride" (one of many!)
- Steve Zamora talked about a Portland facility demanding driver stay with client in room at appointment. Medix policy states drivers do not go in the room. San SunOwen stated this is a Door to Door service; will talk to Provider Team to do follow up. Step misconceptions on what NEMT does provide. Also working on re-education campaign for staff; looking at better education on non-emergency medical transportation. Steve also questioning time limit to do turn backs. Getting quite a few rides assigned after 3:00. Jason and Donna explained that the rides coming in that late to him are not turn backs, but same day/next day rides, and will make sure dispatch notes SD/ND rides for providers. RideCare does receive late turn backs at time. Jason will look in to notations on rides. Kirk Foster recommends adding a time limit to turn backs in the new contract.
- Hydee Rickert called in to the team to make a change on a ride 2 days out. There was miscommunication from the CRS person regarding it being a NDRR. San SunOwen is working a re-education campaign for their staff and provider network, to include better education on non-emergent medical transportation. Need to educate facilities on rules for rides; door to door, nonemergent vs emergent, etc. Exploring how to best ensure NEMT affects all in a positive way. Working on more funding. There is a 40% need, but serving only 3%, and cannot advertise. Discussed paid providers not being paid for "no shows", especially hospital discharges. Working on seeing if the State cannot make the hospitals responsible for the no shows so providers get paid.
- Kirk Foster brought up seatbelt use. Must be used in certain vehicles unless the client has an ODOT Exception. Note from a doctor is no sufficient, doctor needs to complete the DOT exception form. Concerned about correct forms to avoid law-suits and HIPPA rules regarding what you can and cannot ask as to why no seatbelt. There are certain vehicles that are large enough to not require seatbelts and Wapato does try to accommodate clients with this need.
- Elliott discussed if it is required to make clients sit in the back seat. Jason explained that is a provider prerogative. There is no rule on riding in the front seat unless the client is under 18 years of age, then must ride in the back seat.

- Elliott also brought up non-working phone numbers for clients. Members are asked every time they call in to confirm their phone number, address and DOB before scheduling rides. Hydee Rickert wanted to clarify that her phone number is not the client's contact phone number. San SunOwen stated the State will be starting with a new phone company that will allow more phone access for clients. New phone contract will be with Assurance Wireless.

9. Next Meeting: October 27th, 2017, 11:00 a.m. to 1:00 p.m. ASTORIA CONFERENCE ROOM.

Steve Zamora motioned to adjourn the meeting, Hydee Rickert seconded.