



# SUNSET EMPIRE TRANSPORTATION DISTRICT

## RIDECARE ADVISORY COMMITTEE AGENDA

10 /27/17

### 1. Call to order & Pledge of Allegiance

- Kirk Foster called the meeting to order – Pledge of Allegiance

### 2. Welcome and Introductions

- In attendance: Kirk Foster Wapato Shores, San SunOwen CPCCO, Fadra Mathews Knight Cancer Center, Elliott Jarrell Elliott's Transportation, Danny Hernandez CCR, Carol Gearin Board, Marika Shimkus HRS Specialist, Hydee Rickert HRS Specialist, Gabriella Korosi Transitional Care & Outreach RN, Justin Johnson PSH Community Connections, Donna Bугanan RideCare, Jason Jones RideCare.

### 3. Acceptance of the Minutes

- Carol Gearin motioned to accept the minutes, Hydee Rickert seconded the motion. Unanimous vote to accept.

### 4. Public Comments

- No public persons in attendance. Jason Jones encourages the public to attend RAC meetings. Hydee Rickert asked about transportation for members to meetings. Advised to contact Donna to arrange transportation.

### 5. Service Improvement Issues

- Volunteers utilized for transportation are run by DHS. Had a recent driver who is no longer with us due to dismissal. Proper process was taken, which worked out very well.
- Quarterly CCO reports done by Jason went very well. Complaints were very low; manageable. Do encourage, through a variety of scenarios and education, our members to get ahold of us if services are unsatisfactory. For the most part, don't have any major, glaring issues. The worst issues are timely issues. It's a reality that moving large numbers of people can cause a backup; i.e. traffic, not enough time scheduled. Resolutions are simple and easy to solve. Attribute this great work by our dispatchers; Sandra, who specializes with the volunteers, and Kelsey, who

specializes with the paid providers. They do overlap from time to time, help each other out and support each other. Donna oversees. For denials, when we get an impossible ride, multiple eyes look at it. First eyes can't see anything and recommend a denial, then a second set of eyes looks at the ride and can usually find a solution. If they also determine there is no option, then it goes to Donna or Jason. Most the time if it gets to Jason he does approve the denial. Of course, providers have to look on their end also. We do get calls back from providers who do find a way to do a ride. All providers are more than welcome to come in to RideCare dispatch to watch the process.

- Donna is now going to start helping maintain Quarterly Reports. Very difficult for Jason to maintain on a weekly basis with all his other responsibilities. Donna will take over all the "Service Improvement" forms on a daily basis; i.e. looking at SIPs on a daily basis. Will also look to see where improvements can be made. Having been in the Lead position for as long as she has been has given Jason an opportunity to utilize Donna in more ways.
- Having a Lead position was talked about almost 3 years ago. Over time, have finally been able to add Donna into that position.
- Spoke last time about a replacement for our scheduling software, OBSS. The new software program is called Ride Team. This is a challenging change. Will have a staged implementation of the new program. Will keep OBSS operating and bring in parts and pieces of Ride Team. Will not do away with OBSS until we have the full Ride Team package installed and running for 6 months. Need to be sure that Ride Team is sufficient in every area. First to receive the new program will be our call team staff, probably around the end of November. If not, then probably won't start up until the beginning of the year. Everything done in Ride Team will mirror into OBSS and vice versa. Kirk Foster asked who the vendor is; Rogue Valley Transportation District, who has hired a developer. Being done in-house.
- RideCare on pace, so far, for us to eclipse 10,000 calls per month for the first time ever in a calendar year. Last year, in 2016, it was 9,500 calls. Variety of reasons for that. Simply put, members need to schedule rides to their medical appointments. One month may be slower and the next may be twice as busy. Our call times average 90-92 seconds hold time. There are people on hold much longer, but there are people on hold for a much shorter period of time. Complicated calls have gotten much greater; i.e. multiple trips scheduled on one day, multiple appointments to schedule and member may not have all the correct information. Biggest problem is members call without complete information. Question to group; "What do you do when member does not have complete information"; i.e. no address for facility. Kirk Foster with Wapato always ask for more info, if not available they start "running with it" by using software to look up any history, will google what info that is available. RideCare has client history, but if a clinic makes any changes in address/phone number it does not change in the history, so that would have incorrect information. Justin Johnson with Community Action follows a lot of what Wapato does by checking the client's history or using google. Hydee Rickert with HRS can usually look in the clients' medical chart. San SunOwen does all authorizations for CCO clients. She can look in Claim System in Provider Data Base. Sketchy info does come up so can't always assume. Elliott Jarrell had an issue with a VET ride not having address for a Food Bank. (RideCare has an in-house VET ride service). Kirk Foster wonders if there is any type of Vet services in Columbia Co? He has been offering free services to a Vet. San SunOwen believes the closest thing would possibly be Dial-A-Ride. Danny Hernandez with CCR states that they do not have a dedicated Vet service, but they do Vet rides. They are working with Alta to get something going in Columbia Co. for Vets. Will forward Alta's

info to Kirk Foster. Clatsop County has a very good program that does need to expand to other counties. RideCare has been as strict as ever to get correct info. Very important to help keep costs down. Incorrect info wastes times, elevates cost and, in reality, clients are not getting service when info is not correct. If any providers hear of any concerns from members not getting to where they need to go, please let Jason know. Wrong info could ultimately lead to member not receiving their services. Justin asked about client not having info in the case of upcoming surgery. Most clients know the date and we work with them on getting the last minute time info. We do put ride in, knowing something may change causing a next day/same day scenario. "Is it fair to say clients get letter or appointment card from doctors' office for upcoming appointments?" "No"...sometimes clients forget about appointments or lose cards. Justin Johnson walks in with a lot of the patients and sees them walk away without getting an appointment. RideCare devotes a lot of time verifying long distance rides and averages about 5-6 per day that are incorrect i.e. appointment time and length, which facility appointment is at, incorrect date. Would like group to think about any possible solutions: clients could set up possible phone alert or use phone calendar. Jason suggested that the call team ask clients if they have a smart phone to enter appointments into. Revisit at next quarterly meeting to see if any ideas come up. Goal is to ensure service is obtained. San SunOwen suggested in certain situations to call the CCO; i.e. Customer Service can look at providers to see correct address, multiple locations etc.

- Will have one of our team mates out of the office for an extended period of time. Have asked (a long time ago) and recently to check into Temp Services. If a member is out for weeks to a couple of months need to ensure we have someone in on a temporary basis. Wants the committee to know we are moving in that direction. If anyone has any experience with temp services we would like to hear about it. Hoping to have someone in by mid-November. "Has anybody used temp services?". Gabriella Korosi has used in nursing. Works really well. Danny Hernandez looks for volunteer services; i.e. new college grads, retirees. Will get phone number for who they go through. Carol Gearin was a nurse and had worked temp for a while. San SunOwen knows of a couple of agencies that work here in Oregon; Paradine and Manpower. Has worked with them previously and are pretty dialed in to what a company's needs are. RideCare looking at Seaside Temps. Understanding is they will send someone in to get training on what we do and then set up a scenario at their office to train others. Carol Gearin believes the biggest problem will be finding someone who can handle the amount of calls RideCare receives daily. "Any questions?" Gabriella Korosi wonders when that service will be needed. Start relationship at least 2 weeks prior to need. Maybe in December or January when services will be needed.

## 6. NEMT Program Updates

- RideCare is contracted with CPCCO. We are in the process of negotiating our contract to continue services with them. Hopefully, at the next meeting, it will be complete. New things always come up in negotiations and there are definitely some things we will be looking at. The CCO is very happy to be working through this process with us.
- RideCare had call recording off and on. When we had an IT individual he came in and worked with our server, reconfigured a lot of things and the big thing was to find a better phone style. It was brought in, but through grave oversights, did not get call recording. Found our phone system did not have the capability to record phone calls. It's important to have for a variety of reasons; for one, listening to our calls with customers and ensure that our customer services is

top notch all the time. In some case, be able to find out the truth on what had happened. Example, a client knew they had done something, but all evidence pointed to the contrary. Being professional, we do have to come to a satisfactory conclusion. Member was belligerent and had to be told to stop. Was told she could contact the CCO with her issues/complaints. Was able to give the member the facts because of the call recording. The call went from high abuse to totally calm. Call recording does show both sides of the call; i.e. call member could have done better at explaining our services to a new client.

- Will be attempting before the end of the year to have our servers maintained. This is done 1-2 times a year. If we are down for any amount of time, those affected will be notified. This should not be an issue.
- Largest area of complaints is on-time performance. Intend to look at closely. We strive very hard to ensure that this is not a problem. Hoping providers can describe their biggest challenges when it comes to picking up a member to go to an appointment. Elliott Jarrell states going to apartments; only one place to pull in, can't reach client by phone. Sometimes takes 15 minutes to get them, then feel like they have to hustle to stay on track. Coming into Portland at 8:00 usually hardest due to rush hour. Kirk Foster states on go trip member is not ready; not awake. On shared rides drivers pick up one client and call ahead to their next pickup to try to wake them up. Biggest problems seem to be the clients not being ready. Return rides at big facilities need more info of where the client is being seen at; suite numbers are a "god send". Justin has more person-to-person contact being a small entity. He usually stays with the patient and waits in the lobby/waiting room for them. Will sometimes take 3 people into Portland. They are more on a personal level with their transport. Will continue to work together to find solutions. Kirk Foster states on the return the biggest challenge is client is not done on time, so driver has to move on as drivers are on a schedule. Wapato now has 8 vehicles running back and forth from the Portland area into Columbia Co. all day long to supplement that issue. Usually can circle back within an hour and a half. Member may be 20 minutes late, but may have to wait another 45 minutes after they are ready, so they are not happy. One thing that slows them down a lot is a member may be done with their appointment, but are waiting in line to schedule their next appointment. Often that pushes them beyond how long drivers can wait. Do build 15 minutes into every ride and wait longer if they can. RideCare has a certain number of providers. Each company has their own level of capacity. Sometimes to match the amount of rides with the capacity we have to really make sure there is a schedule to work off of. With our contracts there has always been a 15 minute leeway on both ends of the ride. Drivers don't just leave. There is always a call made, usually to RideCare, before leaving. It is a very delicate balancing act. Shared rides can only be charged half the pickup fee and done as much as possible by Wapato. On average, have reduced their bill to RideCare by about \$2500.00 a week. If one client is late, that can affect the other clients in the shared ride. If they have to leave a client will always give the client a card to call when they are ready. Is there any way to add in to routine at the call center to inform clients that they need to be ready 15 minutes early for their initial pickup? Hydee Rickert concerned that a client on the second floor needs time to make it down to the ride. Always helpful to have client request a note be put in their file that they be called when driver arrives. Elliott Jarrell does not allow his drivers to go up to the door when it's dark, but Wapato will go to the door; required to find client. Many call when they are on their way, so client is ready to go and will also text clients. Gabriella Korosi wonders if there is a trend from doctors' office causing lateness?

## 7. Manager's Report

- Evaluation from the CCO came back on RideCare. The CCO feels and sees that RideCare is doing everything it can to ensure members are transported and cared for through transportation. Every year there is an evaluation document that goes out. This year shows that we were at 100% compliance overall. Variety of things looked at: notification, timing, grievance system, handling of grievances, notice of actions, Medicaid program integrity compliance. Jeff Hazen, executive director, was very happy with it and brought it to the Board meeting yesterday to share. This shows that there are things we are doing right, but even at 100%, there are things we need to do better. Carol Gearin, vice chair of the board, would like to congratulate Jason and appreciates him and his team. A lot of items that come out of discussions at RAC meetings Jason takes back to RideCare to help improve our services.

## 8. Stats

- Handout passed out to all for advice. "Early Learning Hub". Does the committee think this should be passed on to the Board? Trying to move forward. Spend time to read and have Kirk Foster ask if all agree to have this document sent to the Board to move forward. Kirk thinks this is a great idea, just a matter of figuring out how to piece it together. One thing, Admin rules allow up to 1 PCA, but not limited to 1. Child care is hard to get and is expensive. RideCare will not deny a ride because of child/children going along. This program will help a segment of the population that we cannot help at this time due to being ineligible in the Medicaid program. Fadra Matthews finds it challenging to get rides for their clients. Justin Johnson can step in with the Providence Seaside Hospital Community Action program. They help uninsured clients and clients that need to go to nonmedical appointments. Elliott Jarrell also will take uninsured rides. Kirk Foster often has extra seats for uninsured clients. Is it ok to share RideCare clients with private pay clients? Jason states it happens all the time on the "bus", but has not had a strenuous discussion regarding this. Is not in the contract, but will look further into it. Could be liability concerns. Gabriella Korosi wonders when clients fall off insurance would they fall under this Hub plan? Many noticing a lot of members falling off of insurance lately. San SunOwen explained this trend. Eligibility requirements have changed. OHA had automatically enrolled without any eligibility checks during the AHA expansion a few years ago. Recently came out with change in the Medicaid criteria. Has more to do with the long-term care. The older and disabled population seem to be ones that will get kicked on and off, depending on both medical need and income. Kirk Foster wonders if this document is a jumping off point. Carol Gearin states board would have a lot of discussion on it, so may see it changed a little bit. May take more than 1 presentation to the board. San SunOwen motioned to present to the board. Hyde Rickert seconds the motion. Unanimous vote to accept.

## 9. Round Table

- San SunOwen is part of the team that does the contract negotiation and working on the Early Learning Hub with Jason.
- Fadra Mathews biggest concerns was the gaps in rides their clients need. Doesn't happen that often, but is stressful for the client. Elliott Jarrell stated that many providers are willing to pitch in to help. Justin Johnson also has services they can provide. No requirement to enter their

program, just a small intake process. RideCare clients are not eligible with Community Connections. Main requirement is they are a Clatsop County resident.

- Elliott Jarrell asked about SDRR for hospital discharges. If client is ready now, drivers need time to get to facility. Needs time to contact driver and get back to RideCare with an ETA.
- Marika Shimkus appreciates being invited to the RAC meeting. She learned a lot.
- Hyde Rickert states when she calls in between 1650 and 1655 she gets a weird beep. Jason will look into that.
- Gabriella Korosi found the meeting to be helpful. Wonders if there is a transportation resource list? Not a list, per se. Member Handbooks, education materials are sent out to new members. Information can be obtained on the Web Site. Hydee Rickert wonders if the Web Site is updated. Jason states it is a work in progress. SETD board is concerned that all the information is there and correct.
- San Sun Owen is working on Data analytics to share at the next meeting; demographic information, who is utilizing the services, how it's being utilized. If experiencing issues with providers or facilities and feel it's inappropriate, please contact San so she can work with them. This includes Assisted Living facilities sending clients alone when they should not go by themselves.
- Jason reminds all that weather is coming up. Thank you all in advance. Open communication and talking will be very important.
- Kirk Foster requests late in the day and SD/ND rides are called into them. If Julie is not reachable, call Wapato's main line at 503-341-0868 or shoot Kirk an email.

**10. Next Meeting: January 26<sup>th</sup>, 2018, 11:00 a.m. to 1:00 p.m. ASTORIA CONFERENCE ROOM**

\_\_\_\_\_ motioned to adjourn the meeting, \_\_\_\_\_ seconded the motion.