



Serving Linn, Benton and Lincoln County Residents

## Transportation Brokerage Advisory Committee

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**Date:** Thursday, November 4, 2021  
**Time:** 10:30 am – 12:00 pm  
**Location:** Via Zoom by clicking [HERE](#)  
Passcode: 2021  
**Join via Phone: 16699009128**  
Meeting ID: 864 5385 7906  
Passcode: 2021  
**Contact:** Danny Magana, 541-812-2016

- |     |       |   |                                     |
|-----|-------|---|-------------------------------------|
| 1)  | 10:30 | Call to Order and Roll Call   | Chair,<br>Britny Chandler           |
| 2)  | 10:40 | Staffing & Recruitment Updates  | Staff Jenny Glass &<br>Danny Magana |
| 3)  | 10:50 | Agenda Review   | Chair                               |
| 4)  | 10:55 | Public Comments   | Chair                               |
| 5)  | 11:00 | August 5, 2021 Meeting Minutes (Attachment A)   | Chair                               |
|     |       | <i>ACTION: Decision on Minutes</i>  |                                     |
| 6)  | 11:05 | IHN-CCO Update  | Chair                               |
| 7)  | 11:15 | Samaritan Advantage Health Plan Rides   | Danny Magana                        |
| 8)  | 11:25 | Lyft and Uber Rides   | Chair/Magana                        |
| 9)  | 11:35 | 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> |                                     |
| 10) | 11:45 | Other Business  | Chair                               |
| 11) | 12:00 | Adjourn   | Chair                               |

**OMAP Transportation Brokerage Advisory Committee**  
**Wednesday, August 5, 2021**  
**10:30 am – 12:00 pm**  
 Cascades West Center  
 1400 Queen Avenue SE, Upstairs Conference Room, Albany, OR  
 Video Conference, OCWCOG Toledo Office

**Committee Members Present:** Jasper Smith, Jessy Oakley, Britny Chandler, Amy Peer, Pam Barlow-Lind, Cynda Bruce, and Brad Dillingham.

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

| TOPIC                           | DISCUSSION  | DECISION / CONCLUSION   |
|---------------------------------|---|---|
| 1. Call to Order and Roll Call  |   | <p><b>Meeting called to order at 10:35 am by Chair Britny Chandler.</b></p> <p><b>Introductions were conducted.</b></p> |
| 2. Agenda Review                |   | <p><b>There were no changes to the agenda.</b></p>  |
| 3. Public Comments              |   | <p><b>There were no public comments.</b></p>  |
| 4. June 2, 2021 Meeting Minutes |   | <p><b>Consensus to approve the meeting minutes as presented.</b></p>  |
| 5. IHN-CCO Update               | <ul style="list-style-type: none"> <li>• Ride Line Audit</li> </ul> <p>Chair Britny provided an overview of what IHN-CCO does to ensure Ride Line meets quality assurance. On an annual basis IHN-CCO and Ride Line work together to complete an oversight review. Included in that review are; review approved and denied rides, responsibility of sub-contracted transportation providers, call center details, policies and procedures, business continuity and disaster</p> |   |

plan, and accidents and incidents. The last one was for 2020 which reflects back to the previous year, 2019. The next steps of that includes an annual performance review which is delivered to the State. Ride Line passed the audit and is at 100% compliance.

- Protective Health Identification (PHI) Concerns Discussion  
Chair Britny noted that one of the community advisory councils had expressed that there was a situation with a member who called ride line requesting out of area services. The member felt that the questions asked were invasive. Chair Britny did report to the advisory council that the questions are State required and there is not getting around them. However, with the specific situation; it was pertaining to a community member who identifies as part of the trans community. The member reached out to an out of area for a cultural competent provider who the member felt comfortable with.

When a ride is denied, members may go through an appeals process. This member did proceed with an appeals and it appropriately got denied. The member did submit for an appeal and went through the process. The member has not reported any issues since.

Chandler stated that she wanted to bring it to the TBAC to receive feedback on how language could be changed in order to not incite trauma to membership.

Staff Danny Magana; per OHA regulations, members need to be transported to the closest provider of type. When a member requests to go out of area; Ride Line is required to ask the medical reason why. The insurance could may cover to any provider; however, Ride Line is required to ask in order to approve the ride. This may require a quick call to the medical office. Some exceptions to go out of area include continuity of care, seeing a specialist, and have added cultural competency. Once the information is confirmed; Ride Line reaches out to the member to advice. If additional information is

needed; the member would be asked to reach out to their medical provider to provide Ride Line with additional information.

Jasper Smith asked if once the service is confirmed; Ride Line needs to verify each time or only the first time. Magana responded that it only needs to be confirmed the first time and the member file is noted.

Amy Peer asked if there is a time limit for how long the continuity of care is in place or if it needs to be reviewed on a regular interval. Magana responded that a time limit or review has not been implemented. He added that Ride Line refers to the medical provider.

Jesse Oakley asked Ride Line advises members why we are asking the question. Magana responded that CSRs explain State required reason why the question is asked. He noted that it used to be that members were required to reach out to their provider for the information to be submitted to Ride Line. Ride Line then decided to do the leg work for members and request a letter from the medical facility in order to facilitate the process. This has resulted in a positive as the information is made available to Ride Line more quickly and members are able to receive the requested transport.

Jasper smith also asked if Ride Line asks about race and gender. Magana reported that they don't as it is not needed.

Chair Britny noted that it seems the process has gotten better since Ride Line is doing the leg work for members. She asked if it would be helpful to have education on the provider letter. Magana responded that education is always helpful.

Britny asked if it would be appropriate to add the layer of cultural competency as part of the procedures to address this concern.

Brad Dillingham questioned how transportation is impacted when

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|                                      | <p>asking a member about their ethnicity or gender. Britny clarified that the situation being discussed was as an example but that the demographic data is gathered at IHN-CCO level.</p> <p>Smith noted that it seems that Ride Line is doing a good job and addressing concerns such as this when they come up.</p>  |   |
| <p>6. Out of Area Members Update</p> | <p>Staff Magana reviewed IHN-CCOs enrollment data. While the majority of members are in the Benton, Linn, Lincoln area, some members are from Clackamas County. The report reflects the address in the system.</p> <p>A quarterly report for Ride Line notes the following as transportation services provided out of area; 386 sedan trips (52 unduplicated clients), 121 wheelchair (32 unduplicated clients), and 189 from other CCOs (2 unduplicated clients). One of the issues is clients not updating their address with IHN-CCO. Ride Line is not able to update their address in the system and can only encourage them to do so. Therefore, rides continue to be provided to those clients. In turn; Ride Line may need to send a driver to an out of area county, leaving hours of unavailability to local clients.</p> <p>Chandler noted that the CCO also cannot update a client's file but rather it comes from the State. The cost being spent on the out of area seems like a lot. Chandler asked Ride Line to continue to do what it is doing to meet member needs while she brings the issue up to her managers. She added that it will be hard to continue to reduce cost when there are a lot of out of area county trips.</p> <p>Chair Chandler asked is members had additional comments or concerns for Chandler to take back to her managers.</p> <p>Amy Peer asked if Ride Line can transfer calls to other extensions within the COG. Magana responded that Ride Line can transfer calls. Peer stated that Ride Line may be able to transfer calls to the</p> | <p><b>Discussion to continue at next meeting.</b></p> |

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|   | <p>eligibility unit which manages the address update. Peer added that one of the extensions is set up to go directly to the customer service line. Therefore, the two options would be to handle it locally or send the member to the State line.</p> <p>Smith stated that it would be helpful to have an online option. Peer responded that that is currently an option.</p> <p>Staff Jenny Glass indicated that this would be added as an internal discussion on call center operations.</p>   |  |
| <p>7. Transportation Providers/Drivers Concerns</p> | <p>Magana advised that he reached out to providers about concerns they may want to share. The largest concern was member no shows (clients cancelling under an hour notice). Providers try to confirm with members but must show up for a ride if a cancellation has not been confirmed. The provider does not get paid for a no show. It was asked if Ride Line is able to “fire” members who no show to which Magana responded that transportation services are not meant to be a barrier but rather access.</p> <p>Magana went on to note that providers are able to deny service to a member who continuously no show’s but Ride Line is not able to. A member may run into not having a provider who will transport them when they excessively no show all providers. However, Magana has only witness the situation to have occurred a very limited amount of times.</p> <p>Chair Chandler thanked Magana for stating that the transportation service should not be a barrier. She also thanked transportation providers for having the ability to stop providing service to a specific member but there has only been a handful noted. Chair Chandler went on to note that on the services side, it is unheard of.</p> <p>Magana advised that another concern since the most recent OAR</p> |  |

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|                  | <p>update is the 15 minute wait for member. The concern is not waiting for the clients when it is need but rather the members who abuse the 15 minute allowance. It has been reported that members take advantage of the 15 minute window by waiting until the provider arrives before getting ready for the transport and/or taking a break to smoke after an appointment ends before entering the transportation provider vehicle to return home.</p> <p>Jesse Oakley noted that he does not see that often and for his company they insure to call the member the night before providing the ride. Chair Chandler noted that this would be a good standard policy to go by for all providers. She went on to ask if there is a process to disseminate such ideas across all providers. Magana advised that it can be sent via email under best practices.</p> <p>Magana noted a third concern from providers is at transport pick up time when a driver goes into a facility to ask if a client is still at their appointment. Because of HIPPA, most facilities cannot answer the question and drivers wait the 15 minute allowed time and then must move on to their next trip when a client may be running 20 minutes early and being advised of this would allow transport providers to adjust the wait time based on their scheduled rides. Chair chandler asked if providers could ask a different question such as “is doctor so-and-so running behind”. She also said that IHN-CCO can bring this issue up with medical providers to see how this can be addressed.</p> <p>Jesse Oakley stated that a text reminder system would be helpful. Chair Chandler asked if Ride Line is able to do that now. Magana advised that this has been looked at a few times with no success. Chair Chandler stated that she can send this to the IHN-CCO quality advisory council as well.</p> |  |
| 8. Staff Reports | <ul style="list-style-type: none"> <li>• Statistics<br/>Magana provided a quarterly report for April to June. Ride Line</li> </ul>   |  |

continues to share rides but not at pre pandemic. Sedan continues to be the most popular mode of transport, mileage reimbursement at second most popular. Greyhound transports are also utilized as a cost effective method. Mileage reimbursement has been the same rate for many years and it is something currently being discussed as a possible change. Rides are ramping back up with close to 500 more trips per month than the last quarter.

Chair Chandler asked for the increase in percentage now vs pre-COVID. She noted that it's important to ensure have enough drivers for the needs as the numbers increase. She went on to ask how the driver capacity has maintained. Magana advised that some providers did have to lay off some drivers and then brought them back. One provider did go out of business but Ride Line has a meeting with a new potential provider.

- **Costs Per Ride, Per Client**  
Magna went on to report on the three most popular modes broken up into the three different counties. Linn County has the most member utilization. Mileage reimbursement continues to be the lowest cost of service. Linn County has the highest mileage reimbursement as well. Magana noted that the trips per client may be low when a member uses it as needed and then mileage reimbursement for the most part.
- **Budget Report**  
Fee for service is broken down with benefits and leaves. Contracts and expenses is what is paid to providers. Miscellaneous expenses could be supplies and Indirects to technology services and HR. Magana noted that a member had asked if those numbers ever fluctuate and he answered that they can fluctuate if there is a cost of living raise, and health insurance

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|                        | distributions.  |  |
| 9. COVID-19 Discussion | <p>Chair Chandler noted that at the CCO level, there has not been much new news aside from letting members know of vaccine locations. During the high heat times; it was asked if Ride Line could provide members rides to cooling shelters. She went on to note that it's tricky when tax payer dollars are being utilized and ensuring that tax payer dollars are being used in the way it was promised to be used. May requests seem simply and ethical but Ride Line and IHN must spend those dollars as were told to. In the contract however between Ride Line and the CCO to consider those type of requests. Chandler is waiting for a final decision on that.</p> <p>Jasper Smith asked if under the governors order for vaccinations and get tested weekly; is it known what is considered a healthcare worker. Chandler stated that the information shared at the employee's forum was that Samaritan are still brainstorming and contemplating that decision. She stated that she will look for more information on this. Magana stated he will reach out to OHA for more information as well.</p> <p>Amy Peer asked if drivers and passengers to wear a mask. Magana reported that both are still asked to wear a mask.</p> <p>Brad Dillingham advised that they have a procedure in place where if a member has a medical reason why they can't wear a mask, they can call eligibility and apply for paratransit services. That process requires confirmation from the member doctor.</p> <p>Chandler stated that it's known that Linn County struggles with vaccination rates. She asked members if the State required driver vaccinations; would they be concerned with driver capacity (lose drivers). Oakley stated that as of right now he would be worried. He has had those discussions with current drivers and that was the information that was related to him.</p> |  |

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|                    | Cynda Bruce reported that Lincoln County transit staff are fully vaccinated.   |   |
| 10. Other Business | <p>Ride Line posted for a CSR position. There were four applicants and two of them did not show. Reference checks will be conducted for one of the applicants and if that doesn't work; the post may need to be released again.</p> <p>It was asked if the position will be able to work remotely. Magana advised that as Ride Line was planning to return back to work, the Delta variant delayed that. Glass noted that staff will return to the office eventually and will have the option to telework after their trial service.</p> | <b>Staff to share the posting link with members for redistribution.</b> |
| 11. Adjournment    |  | <b>Meeting adjourned at 12:00 pm.</b>                                   |

## Cascades West Ride Line Statistics

July 1, 2020 to September 30, 2020

| <i>Number of Trips</i> | <i>Number of Clients</i> | <i>Mode</i>      |               |              |
|------------------------|--------------------------|------------------|---------------|--------------|
| <b>IHN</b>             |                          |                  |               |              |
| 5                      |                          | 5 Comm. Bus      |               |              |
| 214                    |                          | 26 Lodging       |               |              |
| 41                     |                          | 11 Meals         |               |              |
| 8,508                  |                          | 400 Mileage      |               |              |
| 3                      |                          | 2 Parking        | <b>36,584</b> | <b>Trips</b> |
| 37                     |                          | 35 Secure        | 30,984        | Not Shared   |
| 22,230                 | 1,873                    | Sedan            | 5,600         | Shared       |
| 261                    |                          | 118 Stretcher    |               |              |
| 5,285                  |                          | 611 Wheelchair   |               |              |
| <b>36,584</b>          | <b>3,081</b>             | <b>Sub Total</b> |               |              |
| <b>OHP</b>             |                          |                  |               |              |
| 11                     |                          | 3 Meals          |               |              |
| 635                    |                          | 29 Mileage       | <b>1,404</b>  | <b>Trips</b> |
| 1                      |                          | 1 Secure         | 1,187         | Not Shared   |
| 588                    |                          | 83 Sedan         | 217           | Shared       |
| 10                     |                          | 9 Stretcher      |               |              |
| 159                    |                          | 26 Wheelchair    |               |              |
| <b>1,404</b>           | <b>151</b>               | <b>Sub Total</b> |               |              |

**Information provided is for the QUARTER**

**July 1, 2021 to September 30, 2021**

|            |            | <b>Number<br/>Trips</b> | <b>Cost of<br/>Trips</b> | <b>Average<br/>Charge Per<br/>Trip</b> | <b>Unduplicated<br/>Clients</b> | <b>Trips Per<br/>Client</b> | <b>Charge Per<br/>Client</b> |
|------------|------------|-------------------------|--------------------------|--|---------------------------------|-----------------------------|------------------------------|
| Benton     | Sedan      | 5,304                   | \$ 248,536.93            | \$ 46.86                               | 441                             | 12                          | \$ 563.58                    |
| Lincoln    | Sedan      | 4,723                   | \$ 446,977.59            | \$ 94.64                               | 416                             | 11                          | \$ 1,074.47                  |
| Linn       | Sedan      | 12,404                  | \$ 589,227.42            | \$ 47.05                               | 1,035                           | 12                          | \$ 569.30                    |
| Other Co's | Sedan      | 387                     | \$ 65,161.26             | \$ 168.38                              | 54                              | 7                           | \$ 1,206.69                  |
|            |            |                         |                          |  |                                 |                             |                              |
| Benton     | Wheelchair | 767                     | \$ 39,780.79             | \$ 51.87                               | 109                             | 7                           | \$ 364.96                    |
| Lincoln    | Wheelchair | 626                     | \$ 47,447.63             | \$ 75.79                               | 106                             | 6                           | \$ 447.62                    |
| Linn       | Wheelchair | 3,911                   | \$ 248,076.36            | \$ 63.43                               | 395                             | 10                          | \$ 628.04                    |
| Other Co's | Wheelchair | 140                     | \$9,364.61               | \$66.89                                | 24                              | 6                           | \$390.19                     |
|            |            |                         |                          |  |                                 |                             |                              |
| Benton     | Mileage    | 1,202                   | \$ 11,114.14             | \$ 9.25                                | 47                              | 26                          | \$ 236.47                    |
| Lincoln    | Mileage    | 2,176                   | \$ 20,649.81             | \$ 9.49                                | 147                             | 15                          | \$ 140.47                    |
| Linn       | Mileage    | 5,601                   | \$ 28,524.52             | \$ 5.09                                | 229                             | 24                          | \$ 124.56                    |
| Other Co's | Mileage    | 164                     | \$ 1,782.96              | \$ 10.87                               | 2                               | 82                          | \$ 891.48                    |

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

## RIDE LINE BROKERAGE

September 30, 2020

FY 21

| <b>CASCADES WEST COUNCIL OF GOVERNMENTS</b>                        |                   |                  |
|--|-------------------|------------------|
| <b>FY 2021 Budget Summary / Financial Statement ending balance</b> |                   |                  |
| Description  | Budget            | Ending Balance   |
| Beg Bal-Restrict for Contracts                                     | 2,079,913         | -                |
| Coordinated Care IHN CCO   | 8,945,721         | 2,479,346        |
| Title XIX DHS FFS  | 376,791           | 59,851           |
| Contract Revenue   | 0                 | 58               |
| Fees For Service   | 5,000             | 1,683            |
| Miscellaneous  | 0                 | 12               |
| <b>TOTAL REVENUE</b>   | <b>11,407,425</b> | <b>2,540,949</b> |
| Wages  | 692,512           | 139,458          |
| Leave  | 38,040            | 8,677            |
| Benefits   | 486,346           | 95,133           |
| <b>TOTAL PERSONNEL</b>   | <b>1,216,898</b>  | <b>243,269</b>   |
| Contract Expense   | 7,602,810         | 1,703,619        |
| Materials and Supplies   | 355,575           | 73,210           |
| Operating Contingency  | 2,232,142         | 0                |
| <b>TOTAL MATERIALS &amp; SUPPLIES</b>                              | <b>10,190,527</b> | <b>1,776,830</b> |
| <b>GAIN / (LOSS)</b>   | <b>-</b>          | <b>520,851</b>   |