



Serving Linn, Benton and Lincoln County Residents

Transportation Brokerage Advisory Committee

Date: Wednesday, June 2, 2021
Time: 2:30 – 4:00 pm
Location: **Join via Zoom Meeting:** [Click HERE](#)
Passcode: 2021
Join via Phone: 16699009128
Meeting ID: 864 5385 7906
Passcode: 2021
Contact: Danny Magana, 541-812-2016

- | | | | |
|-----|------|---|---------------------------|
| 1) | 2:30 | Call to Order and Roll Call | Chair,
Britny Chandler |
| 2) | 2:35 | Agenda Review | Chair |
| 3) | 2:40 | Public Comments | Chair |
| 4) | 2:45 | March 4, 2021 Meeting Minutes (Attachment A) | Chair |
| | | <i>ACTION: Decision on Minutes</i> | |
| 5) | 2:50 | Special Projects | Magana |
| 6) | 3:00 | IHN-CCO Update | Chair |
| 7) | 3:15 | Open Card Update | Magana |
| 8) | 3:25 | 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> | Magana |
| 9) | 3:35 | COVID-19 Discussion | All |
| 10) | 3:50 | Other Business | Chair |
| 11) | 4:00 | Adjourn | Chair |

OMAP Transportation Brokerage Advisory Committee
Thursday, March 3, 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: Britny Chandler, Amy Peer, Jesse Oakley, Jasper Smith, Cynda Bruce, and Pam Barlow-Lind
Staff Present: Ryan Vogt, Danny Magana, Ana Duffy, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call		Meeting called to order at 10:07 am by staff Danny Magana. Introductions were conducted.
2. Agenda Review	Staff Danny Magana noted that the times on the agenda were off sine the meeting was rescheduled and that the minutes that will be reviewed are the November minutes and those were included in the agenda packet.	There were no changes to the agenda.
3. Public Comments		There were no public comments.
4. Officers		Reaffirmed officers as Chair; Britny Chandler, Vice-Chair Jesse Oakley.
5. November 11, 2020 Meeting Minutes		Consensus to approve the November 11, 2020 meting minutes as presented.
6. Special Projects	Staff Ana Ojeda Duffy introduced herself to member and noted that she is coming up on two years with Ride Line and working on a Spanish Pilot project to provide outreach to the Spanish Speaking community. Duffy first reported to members that she recently reached out to 211info which connects people with health and social services	Special Projects were discussed after agenda Item 8; Staff Reports and then moved on to agenda Item 9; COVID 19 Discussion.

	<p>organization and Ride Line's transportation services have been added as a resource. Duffy moved on to provide a report on the Spanish Pilot program. The report includes key components of the project, outreach/marketing efforts, and Duffy's recommendations for continued efforts.</p>	
7. Brokerage Audit	<p>Britny Chandler with IHN provided an update on the Brokerage audit. Chandler advised that as discussed in prior meetings; the new workflow with IHN oversight is an annual audit performance specifically with Ride Line. IHN met with Ride Line staff Jenny Glass, Danny Magana, and Emma Chavez to review any draft findings which allow Ride Line a two week window to deliver any documents that further supports proof that Ride Line has implemented regulatory guidelines and contractual obligations. These include work flows, how to approve benefits and trips, and call center scripts and language. Once the final results are done the findings can be reported to the TBAC. Chandler stated that Ride Line has been working hard and things are looking well. The audit looks back at the past year and this audit is for 2019. The next annual audit will be for 2020.</p> <p>Chandler advised that IHN CCO contracts directly with OHA and in the first round of contracts with the State there were 1-2 paragraphs of regulatory requirements for transportation benefits. The 1-2 page regulatory requirement changed to 6-7 pages through the CCO 2.0 contract delivered in January 2020. There is quite a bit of overhaul for Ride Line and implementing workflows. The audit must go by the most recent regulations but they are not required before they are implemented. With the 2019 audit, it may show that Ride Line is under performing but that is why because it was prior to the new regulatory requirements and it was not anticipated that Ride Line would meet those in 2019. Ride Line will need to meet those in the 2020 audit however.</p> <p>Duffy also reported will be doing a direct mailing to all Spanish</p>	<p>The 2019 audit findings will be shared with TBAC members at the next meeting.</p> <p>Staff moved on to agenda item 8; Staff Reports.</p>

	<p>speaking clients in the IHN database. This data was received from member Britny Chandler. Chandler noted that transient and immigration status affects how members answer on the OHP applications. She stated that it would be helpful for staff to advise members that the data is beneficial to the program but it does not compromise their immigration status. Staff Danny Magana noted that if a Spanish speaking client leaves the language section on the application vacant, those clients will not be captured as such.</p>	
<p>8. Staff Reports</p>	<ul style="list-style-type: none"> • Statistics Shared ride rates are lower than previous years. Rides are at 70% pre-pandemic and have plateaued. • Costs Per Ride, Per Client Linn County as the bigger county, has the greatest cost. The most expensive trips are in Lincoln County due to out of area trips for specialty care. Lowest cost per rides are those utilizing mileage reimbursement. Mileage is reimbursed at .25 cents per mile and meals at \$40 per day. Rates are set by OHA and have not been updated since its initiation. Member Jasper Smith suggested that the mileage and meal reimbursements rates may be low compared to other States. Member Britny Chandler asked the following questions; with the reimbursement program being the most cost effective, does Ride Line do anything to encourage members to utilize their own vehicles. Magana reported that during the intake/screening process, members are advised of the mileage program. • Budget Report The budget shows Ride Line being in the positive. This is due to the Medicaid numbers increasing and utilization going 	<p>Staff to reach out to OHA and ask about the mileage and meal reimbursements.</p>

	<p>down. Historically, Ride Line has been over budget and the CCO has needed to make the program whole on the Fee for Service side. It is unknown how Medicaid numbers may change in the future. However, disenrollment is not expected to happen yet but when/if it does, the per-member per-month funds received from IHN and the rate from OHA will both decrease and we will see an increase in utilization in which case Ride Line would need to use its contingency funds to make the program whole.</p> <p>Chandler asked what if structure changes mean “system changes.” Magana noted that a system change could be the updating of the programs software system OBSS. Ride Line is looking into a third party software for a more streamlined and online functionality for members.</p> <p>Amy Peer noted that there were past discussions about having a system that included text reminders to members of their upcoming appointments. Peer asked for an update on those discussions. Magana reported that when this was looked into with COGs internal system, it was not doable. However, the software Trip Smart system does have that capability. It also includes a Trip Smart app that has additional features. Staff continues to look into the Trip Smart system to ensure if it would be a feasible switch for Ride Line.</p>	
<p>9. COVID19 Discussion</p>	<p>Ride Line has received questions as to whether transportation drivers are required to wear masks and members asked what other precautions are being taken. Magana reported that drivers and members are required to wear masks. Members must ride in the back of vehicles for safety reasons. Drivers sanitize the vehicles after every ride. Some providers have drivers provide masks to members if a member does not have one available.</p> <p>Jasper Smith questioned if rides to COVID testing are covered and if</p>	

	a member does contract COVID and must quarantine, can rides to a hotel be covered. Magana reported that tests for major procedures fall under covered rides. He also reported that Ride Line has a contract with emergency providers that can provide secured rides and Ride Line does provide rides to "higher level of care" which this situation could fall under.	
10. Other Business		There was no other business to discuss.
11. Adjournment		Meeting adjourned at 11:19 am.

Cascades West Ride Line Statistics

January 1, 2021 to March 31, 2021

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
IHN				
1		1 Comm. Bus		
261		20 Lodging		
72		9 Meals		
2		2 Meals-Escort		
8,844		393 Mileage		
4		2 Parking	35,163	Trips
40		37 Secure	31,641	Not Shared
20,376		1,806 Sedan	3,522	Shared
326		147 Stretcher		
5,237		634 Wheelchair		
35,163	3,051	Sub Total		
OHP				
1		1 Comm. Bus		
65		3 Lodging	1,407	Trips
1		1 Meals-Escort	1,285	Not Shared
638		32 Mileage	122	Shared
2		2 Secure		
558		88 Sedan		
6		6 Stretcher		
136		29 Wheelchair		
1,407	162	Sub Total		

Information provided is for the QUARTER

January 1, 2021 to March 31, 2021

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	4,633	\$ 214,629.09	\$ 46.33	400	12	\$ 536.57
Lincoln	Sedan	4,528	\$ 423,273.48	\$ 93.48	413	11	\$ 1,024.88
Linn	Sedan	11,594	\$ 529,317.00	\$ 45.65	1,029	11	\$ 514.40
Other Co's	Sedan	179	\$ 16,661.67	\$ 93.08	40	4	\$ 416.54
		20,934	\$ 1,183,881.24	\$ 56.55			
Benton	Wheelchair	643	\$ 34,439.52	\$ 53.56	119	5	\$ 289.41
Lincoln	Wheelchair	740	\$ 51,064.56	\$ 69.01	115	6	\$ 444.04
Linn	Wheelchair	3,896	\$ 238,446.12	\$ 61.20	400	10	\$ 596.12
Other Co's	Wheelchair	94	\$10,222.79	\$108.75	22	4	\$464.67
		5,373	\$ 334,172.99	\$ 62.19			
Benton	Mileage	960	\$ 7,759.19	\$ 8.08	52	18	\$ 149.22
Lincoln	Mileage	2,519	\$ 22,928.06	\$ 9.10	138	18	\$ 166.15
Linn	Mileage	5,843	\$ 28,209.14	\$ 4.83	229	26	\$ 123.18
Other Co's	Mileage	160	\$ 2,011.04	\$ 12.57	4	40	\$ 502.76
		9,482	\$ 60,907.43	\$ 6.42			

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

RIDELINE BROKERAGE

March 31, 2021

FY 21

CASCADES WEST COUNCIL OF GOVERNMENTS		
FY 2021 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	9,620,190	6,540,607
Title XIX DHS FFS	468,547	252,712
Contract Revenue	0	0
Fees For Service	4,800	2,899
Miscellaneous	1,900	0
TOTAL REVENUE	10,095,437	6,796,218
Wages	590,303	269,549
Leave	32,784	22,517
Benefits	415,352	391,043
TOTAL PERSONNEL	1,038,439	683,109
Contract Expense	8,740,746	4,890,959
Materials and Supplies	316,252	187,005
TOTAL MATERIALS & SUPPLIES	9,056,998	5,077,964
GAIN / (LOSS)	-	1,035,145