



Serving Linn, Benton and Lincoln County Residents

## Transportation Brokerage Advisory Committee

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**Date:** Thursday, August 5, 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)  | 10:35 | Agenda Review  | Chair                     |
| 3)  | 10:40 | Public Comments  | Chair                     |
| 4)  | 10:45 | June 2, 2021 Meeting Minutes (Attachment A)  | Chair                     |
|     |       | <i>ACTION: Decision on Minutes</i>   |                           |
| 5)  | 10:50 | IHN-CCO Update <ul style="list-style-type: none"> <li>• Ride Line Audit</li> <li>• PHI Concerns Discussion</li> </ul>  | Chair                     |
| 6)  | 11:00 | Out of Area Members Update (Attachment B)  | Magana                    |
| 7)  | 11:15 | Transportation Providers/Drivers Concerns  | Magana                    |
| 8)  | 11:25 | Staff Reports <ul style="list-style-type: none"> <li>• Statistics (Attachment C)</li> <li>• Costs Per Ride, Per Client (Attachment D)</li> <li>• Budget Report (Attachment E)</li> </ul> | Magana                    |
| 9)  | 11:35 | COVID-19 Discussion  | All                       |
| 10) | 11:50 | Other Business   | Chair                     |
| 11) | 12:00 | Adjourn  | Chair                     |

**OMAP Transportation Brokerage Advisory Committee**

**Wednesday, June 2, 2021**

**2:30 to 4:00 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, Laurie Barajas, Pam Barlow-Lind, Amy Peer, Cynda Bruce, Brad Dillingham, and Tony Howell

**Guest:** Jay Mayernik (Lane Transpo)

**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 2:37 pm 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>Chair Britny Chandler reported that she attended the Lincoln County Community Advisory Council which advises IHN/CCO on anything that is related to the members they serve. During last month's meeting, there were questions around how Ride Line screens members before they can receive non-emergent medical transportation. There was a concern on the perspective of protected health information (PHI) and the trans community in that area that feel transportation providers in this area do not understand their needs. Chandler stated that this has been a concern across the community and she and Danny will continue the discussion. However, she wanted to make the committee aware.</p>	<p><b>There were no public comments.</b></p>

	<p>She went on to note that what she related back was that this is not a matter of maliciousness; rather they are state requirements to ensure that tax payer dollars are being spent in the way tax payers voted. Britny and Danny will review the customer service script and take it to OHA and ask how other CCOs are asking that question.</p> <p>Chandler asked Magana if this is a common concern during customer service phone calls. Magana responded that that has recently come up and is most common when addressing the closest provider of type requirement and a member requests to go out of area for lab work. CSRs will have to ask for the medical reason to go out of area without asking for specific details. CSRs advise members that they are HIPPA trained and that the information is confidential and not shared with anything including transport drivers.</p>	
4. March 4, 2021 Meeting Minutes		<b>Consensus to approve the meeting minutes as presented.</b>
5. Special Projects	<p>Software Update – Magana reported that staff continues to work towards a software update.</p> <p>Staffing – COG will be posting for an additional position. Ride Line has had a couple of vacancies that were not filled during COVID but with call volumes going up, an additional staff will be helpful. An internal posting is completed first and then it will go out as a public posting if no internal COG staff apply.</p>	
6. IHN-CCO Update	Chandler reported that she continues to work on finalizing the Ride Line audit. Staff met all of the timeframes and submitted all the required documentation needed. The complete and finalized audit should be completed by the end of this week. If there is one unmet finding; there will be 30 days for Ride Line to submit a corrections action plan which notes the steps that will be taken to remediate the findings. Having a finding does not reflect on the quality of work that	

	<p>is completed. It is to prove to the state that we are compliant with Federal, State, and contractual obligations as well as to show membership the quality of work that the brokerage provides.</p> <p>Prior to implementing the audit; a lot of the concern and feedback received from membership was on the quality of service provided by Ride Line. Chandler stated that it's been beneficial for her to hear the negative comments, then getting to know Magana and Ride Line and as part of the audit being able to be the internal Samaritan voice to indicate that Ride Line and its staff provide great customer service but for some reason it is not coming across that way to members. There is now proof to say that the practices Ride Line has implemented are standard care, they are regulated, and Ride Line is meeting all quality assurance. Chandler took a moment to congratulate Ride Line for a very successful first audit.</p> <p>Chandler moved on to report that in the past; Ride Line has been heavily involved in pilot projects. The letters of interest were due this morning with none submitted by Ride Line but Chandler will look for pilots that Ride Line may be able to partner in.</p>	
<p>7. Open Card Update</p>	<p>Magana reported that he did reach out to OHA in regards to the reimbursement rates for mileage, lodging, and food. It was reported that the same rate has been in effect for over ten years. OHA is currently working with the budget team to look into the possibility of raising the rates. OHA will keep Ride Line up to date on the discussions and final decisions.</p> <p>Chandler added that dental partners had a major decrease this year and what IHN/CCO learned is that OHA contracts out to set those rates. This means that when OHA says that they are reviewing rates that means that the vendor is reviewing it. If the rates come back lower; Chandler suggested that the topic come back up to initiate a discussion between the CCO's, DCO, OHA, and the financial vendor</p>	

	to remedy that.	
8. Staff Reports	<p>Magana provided a report on statistics, costs per ride, per client, and the budget report.</p> <p>Chandler reported that they are getting more and more members that do not live in the tri-county area. She stated that this puts Ride Line and its providers at an increased risk of not meeting the members need. She asked if there is data that would support a discussion at a higher level. Magana responded that data can be pulled and added that a factor could be clients who are released to temporary care homes who don't update their address with IHN and their coverage does not switch over. Chandler stated that while IHN may not require an address change, the state does require it but does not enforce it. What this causes is a cost to Ride Line and the CCO that is being paid to another CCO. Chandler stated that she would like to have the data for the next meeting in order to have a deeper conversations.</p> <p>Lori Barajas advised that with their patients; they review the insurance and ensure the CCO is updated accordingly.</p>	<b>Out of area members to be added to the next agenda item with data report.</b>
9. COVID-19 Discussion	Magana reported that there have been concerns reported from members in regards to the type of face covering drivers have been wearing. In May, OHA sent out a notice that masks must be worn under face shields when face shields are worn. Staff forwarded the OHA requirements and recommendations to transportation providers.	
10. Other Business	Chandler noted that she would like to hear feedback from the transportation providers and/or drivers on concerns they would like to share with the committee.	<b>Magana will reach out to members to provide feedback that can then be related to the committee.</b>
11. Adjournment		<b>Meeting adjourned at 3:17 pm.</b>



Monthly Medicaid Population Report  
 CCO, Managed Care, and Open Card - June 2021 (Preliminary)

This report contains data that are a "snapshot" in time and reflects only those enrolled/eligible on the 15th day of each month. This data comes from the Medicaid Management Information System (MMIS); Decision Support/Surveillance and Utilization Review System (DSSURS). Eligibility and Enrollment data are updated on a monthly basis. This data includes enrollable and unenrollable members - please see footnotes. **Numbers less than 10 have been suppressed for each CCO, but not from the Totals.**

\*Total Enrolled in CCO Data Load Date: 6/28/2021

	ADVANCED HEALTH	ALLCARE CCO	CASCADE HEALTH ALLIANCE	COLUMBIA PACIFIC	EASTERN OREGON CCO	HEALTH SHARE OF OREGON	INTERCOMMUNITY HEALTH NETWORK	JACKSON CARE CONNECT	PACIFICSOURCE CENTRAL	PACIFICSOURCE GORGE	PACIFICSOURCE LANE	PACIFICSOURCE MARION POLK	TRILLIUM COMM HLTH PLAN TRI-COUNTY	TRILLIUM COMMUNITY HEALTH	UMPQUA HEALTH ALLIANCE	YAMHILL COMMUNITY CARE	Total Enrolled in a CCO	Total Enrolled in Managed Care other than CCO (PACE,DCO,MHO,PCO)	Total FFS (Open-Card)	Total OHP/non-OHP	% County Enrolled in CCO
Baker					5,282			15,713									5,290	411	5,701	92.8%	
Benton							15										15,758	1,561	17,319	91.0%	
Clackamas						74,577						24	3,200				77,849	184	7,266	85,299	91.3%
Clatsop				11,554		10											11,570	845	12,507	92.5%	
Columbia				12,056		12											12,082		1,484	13,566	89.1%
Coos	21,596																21,622		2,298	23,920	90.4%
Crook									7,606								7,620		788	8,408	90.6%
Curry	3,136	4,066															7,207		653	7,860	91.7%
Deschutes						18			47,230								47,276	<10	3,949	51,226	92.3%
Douglas	12	940							11					2,304	32,625		35,916	4,370	40,286	89.2%	
Gilliam					468												470		46	516	91.1%
Grant					1,908												1,916		168	2,084	91.9%
Harney					2,561												2,565		245	2,810	91.3%
Hood River										6,574							6,577		486	7,063	93.1%
Jackson		14,994						56,713									71,744	5,755	77,499	92.6%	
Jefferson									7,914								7,919		3,395	11,314	70.0%
Josephine		35,033						11									35,075	2,257	37,332	94.0%	
Klamath			22,700						702								23,418	3,585	27,003	86.7%	
Lake					2,469												2,476		226	2,702	91.6%
Lane		10				17	27	13		75,365		10		31,906	16		107,399	8,912	116,311	92.3%	
Lincoln							15,356										15,363		1,801	17,164	89.5%
Linn							38,596				11	22		762			39,424	3,882	43,306	91.0%	
Malheur					12,420												12,430		886	13,316	93.3%
Marion		14				153	39				29	102,745				10	103,038	9,595	112,633	91.5%	
Morrow					3,610												3,616		400	4,016	90.0%
Multnomah				13		205,252	30		10		11	17	8,509	16		10	213,887	1,035	14,696	229,618	93.1%
Out-of-State					10	62					14	17					152		599	751	20.2%
Polk												18,145				2,172	20,338	2,907	23,245	87.5%	
Sherman					464												468		71	539	86.8%
Tillamook					7,657												7,665	<10	695	8,361	91.7%
Umatilla					22,607												22,628		3,182	25,810	87.7%
Union					7,818												7,820		689	8,509	91.9%
Wallowa					2,208												2,211		133	2,344	94.3%
Wasco										8,154							8,156		824	8,980	90.8%
Washington				12		103,663						14	4,224			3,294	111,239	217	9,080	120,536	92.3%
Wheeler					382												382		28	410	93.2%
Yamhill						23						20				25,595	25,644		3,135	28,779	89.1%
Total Enrolled in a CCO	24,777	55,084	22,742	31,318	62,255	383,882	69,847	56,779	63,537	14,754	75,485	121,043	15,966	35,029	32,670	31,119	1,096,287	1,530	101,318	1,199,135	91.4%

Starting December 2017, the OHP Eligibility and Enrollment reports include retroactive enrollment, providing a more complete picture of total OHP Enrollment.  
 \*OHP Only - does not include CAWEM or Non-OHP (non-Enrollable)

## Cascades West Ride Line Statistics

April 1, 2020 to June 30, 2020

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
<b>IHN</b>				
7		7 Comm. Bus		
258		22 Lodging		
43		14 Meals		
8,977		400 Mileage		
2		1 Parking	<b>36,294</b>	<b>Trips</b>
36		34 Secure	32,104	Not Shared
21,350	1,844	Sedan	4,190	Shared
252		121 Stretcher		
5,369		639 Wheelchair		
<b>36,294</b>	<b>3,082</b>	<b>Sub Total</b>		
<b>OHP</b>				
44		4 Lodging		
2		2 Meals	<b>1,497</b>	<b>Trips</b>
726		32 Mileage	1,334	Not Shared
3		3 Secure	163	Shared
561		79 Sedan		
3		3 Stretcher		
158		22 Wheelchair		
<b>1,497</b>	<b>145</b>	<b>Sub Total</b>		

**Information provided is for the QUARTER**

**April 1, 2021 to June 30, 2021**

		<b>Number Trips</b>	<b>Cost of Trips</b>	<b>Average Charge Per Trip</b>	<b>Unduplicated Clients</b>	<b>Trips Per Client</b>	<b>Charge Per Client</b>
Benton	Sedan	5,001	\$ 222,998.48	\$ 44.59	420	12	\$ 530.95
Lincoln	Sedan	4,738	\$ 460,847.07	\$ 97.27	403	12	\$ 1,143.54
Linn	Sedan	11,786	\$ 543,253.09	\$ 46.09	1,040	11	\$ 522.36
Other Co's	Sedan	386	\$ 33,201.72	\$ 86.01	52	7	\$ 638.49
Benton	Wheelchair	822	\$ 39,965.04	\$ 48.62	111	7	\$ 360.05
Lincoln	Wheelchair	612	\$ 46,048.59	\$ 75.24	115	5	\$ 400.42
Linn	Wheelchair	3,972	\$ 245,867.11	\$ 61.90	397	10	\$ 619.31
Other Co's	Wheelchair	121	\$11,386.96	\$94.11	32	4	\$355.84
Benton	Mileage	1,077	\$ 8,501.19	\$ 7.89	46	23	\$ 184.81
Lincoln	Mileage	2,672	\$ 24,068.12	\$ 9.01	144	19	\$ 167.14
Linn	Mileage	5,765	\$ 29,670.23	\$ 5.15	236	24	\$ 125.72
Other Co's	Mileage	189	\$ 2,236.75	\$ 11.83	2	95	\$ 1,118.38

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

**RIDELINE BROKERAGE**

06/31/2020

FY 21

<b>CASCADES WEST COUNCIL OF GOVERNMENTS</b>		
<b>FY 2021 Budget Summary / Financial Statement ending balance</b>		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	9,620,190	8,897,625
Title XIX DHS FFS	468,547	285,222
Contract Revenue	0	0
Fees For Service	4,800	5,626
Miscellaneous	1,900	0
<b>TOTAL REVENUE</b>	<b>10,095,437</b>	<b>9,188,473</b>
Wages	590,303	518,785
Leave	32,784	30,118
Benefits	415,352	355,726
<b>TOTAL PERSONNEL</b>	<b>1,038,439</b>	<b>904,629</b>
Contract Expense	8,740,746	6,670,082
Materials and Supplies	316,252	250,867
<b>TOTAL MATERIALS &amp; SUPPLIES</b>	<b>9,056,998</b>	<b>6,920,948</b>
<b>GAIN / (LOSS)</b>	<b>-</b>	<b>1,362,896</b>