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**RIDESOURCE CALL CENTER
ADVISORY COMMITTEE MEETING**

Wednesday, November 9, 2016

10:30 a.m. to 12:00 Noon

LTD Board Room

LTD Administrative Offices

3500 E. 17th, Eugene (in Glenwood)

AGENDA

I. CALL TO ORDER

ROLL CALL – Chair DaVee

- Tara DaVee (Chair)
- Ruth Linoz
- Nick Kassa
- Lynne Boone
- Bill Morganti
- Summer Cox
- Josh Haring
- Jay Mayernik
- Vacant (3) Organization/Government Medical Provider
- Vacant (2) Organization/Government Non-medical Provider
- Vacant (1) Lane County Developmental Disabilities Services

II. ANNOUNCEMENTS AND AGENDA REVIEW – Chair DaVee

III. APPROVAL OF MINUTES: September 28, 2016, Meeting

IV. RIDESOURCE CALL CENTER SERVICE UPDATE – Richard Belcher

- A. Compliments/Complaints/Resolutions
- B. Ridership Information
- C. Provider Reports

V. PROJECT UPDATES - Kris Lyon

- A. Utilization Management/Quality Improvement - Trillium
- B. Software Update
- C. Volunteer Coordination Project
- D. Transportation Provider Meeting, October 11, 2016

VI. NEW BUSINESS – Chair DaVee

VII. NEXT MEETING – Wednesday, February 15, 2017, 10:30 a.m., LTD Board Room

VIII. ADJOURNMENT

The facility used for this meeting is wheelchair accessible. If you require any special physical or language accommodations, including alternative formats of printed materials, please contact LTD's Administration office as far in advance of the meeting as possible and no later than 48 hours prior to the meeting. To request these arrangements, please call 682-5555 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments.

COMMITTEE MEMBERS:

Rider Representatives (3)

CHAIR: Tara DaVee
Vacant
Vacant

Transportation Provider Representatives (3)

VICE CHAIR: Ruth Linoz, South Lane Wheels
Jay Mayernik, Oregon & Deluxe Taxi
Josh Haring, River Cities Taxi

Organization/Government Medical Provider Representatives (3)

Vacant (PeaceHealth Social Work, TBD)
Vacant (Dialysis Clinic Social Work, TBD)
Vacant

Organization/Government Non-Medical Provider Representatives (3)

Vacant (MENTOR Oregon, TBD)
Vacant (National Alliance on Mental Health (NAMI), TBD)
Nick Kassa, Full Access Brokerage

Lane Council of Governments – Senior and Disabled Services (1)

Lynn Boone

Trillium Community Health Plans – Coordinated Care Organization (1)

Summer Cox

LTD Accessible Transportation Committee (ATC) (1)

Bill Morganti

Lane County Developmental Disabilities Services (1)

Vacant

STAFF:

David Braunschweiger, RideSource Program Manager
Richard Belcher, Brokerage Manager
Dave Sedgwick, RideSource Operations Manager
Cosette Rees, Lane Transit District, Customer and Accessible Services Program Manager
Kris Lyon, Lane Transit District, Human Services Transportation Coordinator

MINUTES OF MEETING
RIDE SOURCE CALL CENTER ADVISORY COMMITTEE

Wednesday, September 28, 2016
10:30 a.m. to 12:00 Noon
Lane Transit District
Board Room
3500 E. 17th, Eugene

Members Present:

Tara DaVee, Chair
Ruth Linoz, Vice Chair (Arrived at 10:36 a.m.)
Jay Mayernik
Bill Morganti
Nicolas Casa

Members Absent:

Josh Haring
Summer Cox
Lynn Boone

Staff Present:

Kris Lyon, Lane Transit District
Richard Belcher, RideSource Call Center
David Braunschweiger, Special Mobility Services
Beth Mulcahy, Special Mobility Services

Ms. DaVee convened the RideSource Call Center Advisory Committee at 10:31 a.m.

INTRODUCTIONS, AGENDA REVIEW

Those present introduced themselves.

MINUTES REVIEW

Ms. DaVee, seconded by Mr. Mayernik, approved the minutes of the July 13, 2016, meeting of the RideSource Call Center Advisory Committee. The motion was approved by unanimous vote.

RIDESOURCE CALL CENTER SERVICE

A. Compliments/Complaints/Resolutions

Mr. Belcher reported that complaints were low. The complaints received regarded service. He said that he was working on the complaint module in order to find a way to communicate with providers without releasing Health Insurance Portability and Accountability Act (HIPAA) sensitive information.

Mr. Mayernik observed that late service complaints went down in August, which he said he found encouraging.

Mr. Belcher attributed the drop in late service to the new scheduling team.

Mr. Morganti mentioned that there were no complaints in November 2014, while in November 2015, there were more than other months. Mr. Belcher said that was attributed to lost complaints that were tracked manually.

Ms. Ruth Linoz arrived at 10:36 p.m.

B. Ridership Information and Provider Reports

Mr. Belcher distributed and summarized the handout titled, *2016-2017 RideSource (NEMT) Provider Report- September*.

Ms. Linoz asked if the report included volunteer and bus passes. In response, Mr. Belcher confirmed that all modes of transportation were included.

Mr. Belcher noted that there was a significant drop in wheelchair transportation. This was due to the focus on appropriateness of transportation.

Ms. Lyon said Trillium was enforcing the utilization of service. Any out-of-area service trip needed preauthorization prior to service. Therefore, RideSource was verifying 100 percent of out-of-area trips with Trillium to ensure service was covered. This may have contributed to the reduction in the number of trips.

Ms. Linoz asked if service providers got paid if a service was not authorized prior to the verification and preauthorization of out-of-area trips. In response, Ms. Lyon said that RideSource was paid on a capitation rate per-member/per-month, so the service providers were paid whether or not the trip was authorized. Currently RideSource was paid on a fee-for-service basis; hence the focus on that ensuring all trips were authorized.

Ms. Linoz asked if the demand for service was high. Ms. DaVee stated that it was difficult to measure the demand because less than 10 percent of people were utilizing the services of which they were eligible. Ms. Lyon added that Trillium's transportation brochure was recently rewritten, which highlighted reimbursement and bus passes. It also explained an assessment process was available to help customers determine the most appropriate mode of transportation. Over the last four months, there had been an increase in assessments--most of which were from the ambulatory population. The assessments found many people who should have been bus riders rather than taxi riders. Ms. Linoz suggested taking the rural populations into consideration when planning for services.

Ms. Linoz stated that the ride counts were skewed in the past and she asked if this was corrected by enforcing ride counts within a 30-day window. In response, Ms. Lyon said that providers are now required to submit invoices to the Call Center within 30 days, providing more accurate, up-to-date trip counts. Ms. Linoz asked if the RideSource data presented was four weeks off; for example, if the data presented for November was work done in October. Mr. Braunschweiger replied, stating that the data was reported from invoice dates rather than service dates. Ms. Lyon suggested that the reports be done by service date to mirror LTD's reports.

C. Provider Reports

Mr. Belcher stated that the provider rates were listed on the last page of the handout titled, *2016-2017 RideSource (NEMT) Provider Report - September*. He said that he planned to send the rates to providers, but he wanted feedback before doing so. In response, Mr. Mayernik said that the rates list provided more information to the providers. He believed it would make the bidding process and the rates more competitive. Ms. Mulcahy suggested that the provider rates be shared without listing provider names. Mr. Belcher said that providers discussed sharing the provider rates at the last provider meeting. The majority of providers indicated that they felt comfortable with provider names being shared on the list.

Mr. Morganti reported that he is experiencing difficulty getting a ride after his dialysis treatments. His treatments sometimes go longer than planned; and when they do, his taxi is gone. He said that he wanted to ensure that he would have a taxi ride regardless of how long his treatment would go. Ms. Lyon explained that the taxis were typically scheduled for other trips as well. If a taxi had a trip scheduled, they needed to ensure they were on time. Ms. Lyon suggested that Mr. Morganti call *RideSource* to request a new taxi, and one would arrive within 30-45 minutes. Mr. Morganti said that he had called *RideSource* for a new taxi, and he waited nearly an hour and a half. Ms. Lyon suggested calling *RideSource* because a new taxi was required to arrive within one hour. Mr. Morganti said he did report the incident. Ms. Lyon said dialysis treatment was a service that *RideSource* wanted to look at more closely and may be considering a dialysis transportation project.

Ms. Linoz commented that she had not previously seen *RideSource* listed as a provider. She asked if *RideSource* charged a flat rate of \$19.68 despite trip distance. Ms. Lyon said *RideSource* only served the metro area and had low availability. *RideSource* provided services for the majority of ADA, Pearl Buck, and developmental disability trips. Mr. Braunschweiger said that LTD determined how much the *RideSource* vehicles could be used for trips other than ADA or Pearl Buck. *RideSource* was not a very big provider for Medicaid or the non-medical waiver services. Ms. Linoz stated that it was challenging for *RideSource* to be fair when trying to best utilize the most available resource, which were the *RideSource* vehicles. Ms. Lyon said that *RideSource* could put every wheelchair ride on a *RideSource* vehicle for lower costs. The difficulty was that some of the contractual requirements with DDS and Pearl Buck stated *RideSource* vehicles had to be used.

Mr. Belcher asked for suggestions on the provider rate report. Mr. Mayernik asked if Mr. Belcher planned on presenting the report at the next provider meeting before sending out the report. Mr. Belcher planned to distribute the report without names. Ms. Lyon said it would be beneficial to send the report out prior to the provider meeting so that providers could review it and provide feedback at the meeting. Mr. Mayernik said that he had mixed feelings about the report. Ideally, providers set rates based on cost and a normal profit margin. The downside of the provider rate report was that it might cause providers to set rates based solely on competition. Ms. Linoz said that she appreciated the tangibles of the provider rate report. It provided previously unknown information. Rather than averages and percentages being based on unknown information, the provider rate report provided information on which to base data.

Mr. Mayernik asked for more information about the ride assignment process. Mr. Belcher said the ride assignments started with the most cost effective companies. Ms. Lyon said that it was a change in policy to start with the most cost-effective companies, and it needed to be discussed further.

Ms. Mulcahy asked if RideSource was accepting new providers. Mr. Belcher said there were enough providers, so they were not accepting new providers. Mr. Braunschweiger stated that some communities outside the Eugene-Springfield area considered utilizing Uber and Lyft as providers. Ms. Lyon reported that she was attending a conference next month in which one session focused on utilizing Uber and Lyft for Medicaid rides. Ms. Linoz asked if Uber and Lyft would be held to the same drug testing and training that RideSource providers were required to perform. Ms. Lyon noted that training was a concern. Mr. Mayernik asked how many places used Uber and Lyft for Medicaid rides nationwide. Ms. Lyon reported that she was only aware of six places utilizing Uber and Lyft. Each state had different rules and training requirements. Oregon was very strict about background checks and training requirements. Mr. Mayernik said that utilizing Uber and Lyft for Medicaid rides put providers at a competitive disadvantage.

Ms. Linoz stated that Oregon was different in how Medicaid was allowed to be delivered with federally funded vehicles. She asked if there was movement in trying to change that. Ms. Lyon reported that the Oregon Department of Transportation was working on this.

PROJECT UPDATES

A. Utilization Management/Quality Improvement – Trillium

Ms. Lyon reported that the Cost Strategy Work Group was formed last spring to focus on the costs of trips that went through the Call Center. The Work Group examined a variety of different types of trips, such as most frequent and most expensive, to determine if the trips' needs were legitimate and if there was some other way to serve the individuals utilizing those trips.

One of the requirements placed on RideSource in the new contract with Trillium was to create a utilization management/quality improvement group made up of representatives from LTD, Special Mobility Services, Trillium, and transportation providers from both metro and rural areas. The group meets monthly. Currently, the group is reviewing policies and procedures. The next meeting will focus on customer pharmacy usage and if customers are using their transportation benefit correctly. Mr. Belcher commented that the process had been very insightful. It provides clear direction on where to improve and how to review RideSource.

Ms. Lyon stated that the group discussed how to empower contract providers and their drivers to respond to customers who were not behaving appropriately. Perhaps an educational card or handout on trip rules for drivers to give to riders might be useful.

Ms. Linoz asked if it were possible to have better criteria of what type of mobility device riders had. It was difficult to determine which vehicle was needed for a trip when little

information about the size of the mobility device was provided. Ms. Lyon said the new software might allow the ability to identify different service types.

B. Software Update

Ms. Lyon reported that RideSource was still working on the development of a new software system. Training was planned for February or March 2017, and implementation was planned for June 2017. The timeline could shrink based on conversations with the development team; more work had been done than the development team anticipated. RideSource continues to meet with the development team every week on a conference call. Ms. Lyon did a test run of the software and some features were still needed. For example, there was neither the ability to set a time frame for bidding nor to bundle trips.

Ms. Lyon said the software was a web-based program, and providers needed access to the internet to utilize the software. Ms. Linoz said it would be helpful to know what the internet requirements were because rural internet service might not be as strong as metro.

Mr. Mayernik asked for an explanation regarding the billing aspect of the new software. Ms. Lyon responded, stating that the billing aspect was still being developed. She said that she believed that billing would be once a week, and anything that was invoiced would be bundled and sent to the provider for verification. If one part of an invoice was incorrect, the provider needed to reject the whole invoice. The software development team was developing a way to do adjustments through that system.

Ms. Linoz recommended that RideSource give the providers as much information as possible. Ms. Lyon said that RideSource plans to introduce the software at the provider meetings. In January and February 2017, RideSource plans to demonstrate the software functionality and to hold group and individual provider software trainings.

C. Volunteer Coordination Project

Ms. Lyon reported that the Volunteer Coordination Project team had met three times and was in the process of developing a survey about volunteer needs from both a volunteer perspective and an agency perspective. The project team planned to create a universal training for the volunteer programs across the area. The team also planned to focus on volunteer recruitment for all volunteer programs.

In reference to the volunteer project, Ms. Linoz said that it would be useful to know the volume of volunteers that were receiving reimbursement. This is not reported out separately in most of the service data but is included with paid provider trips. She suggested pulling that information out of the reports by adding an additional line to the provider rates report chart for the volunteer reimbursement program and how many rides they provided.

Mr. Mayernik asked how liability insurance worked with the volunteers. In response, Ms. Mulcahy said that if the volunteers drove their own vehicles, their insurance was primary; but RideSource also covered volunteers' rides with umbrella coverage.

D. Transportation Provider Meeting, October 11, 2016

Ms. Lyon said that the next Transportation Provider Meeting was scheduled for October 11, 2016, at 10:00 a.m. Ms. DaVee asked how often the provider meetings were held. Ms. Lyon stated that the provider meetings were held quarterly, but RideSource was hoping to meet with providers more regularly in the future.

E. Other

Ms. Linoz asked if there was a resolution for RideSource training. Mr. Belcher responded, stating that RideSource had a new trainer, Bob Durack, who was also a part-time RideSource driver. Ms. Lyon said with Oregon Health Authority (OHA) taking away focus on training, RideSource was able to add a part-time trainer position, which also entailed some work on quality assurance. In the next 30 days, training is planned to start again.

Ms. Lyon suggested that the new trainer be introduced to the providers during the next provider meeting. Ms. Linoz asked when training would be offered. Ms. Mulcahy said that she anticipated more training to be offered more often, and she asked for feedback on which days of the week were best for providers.

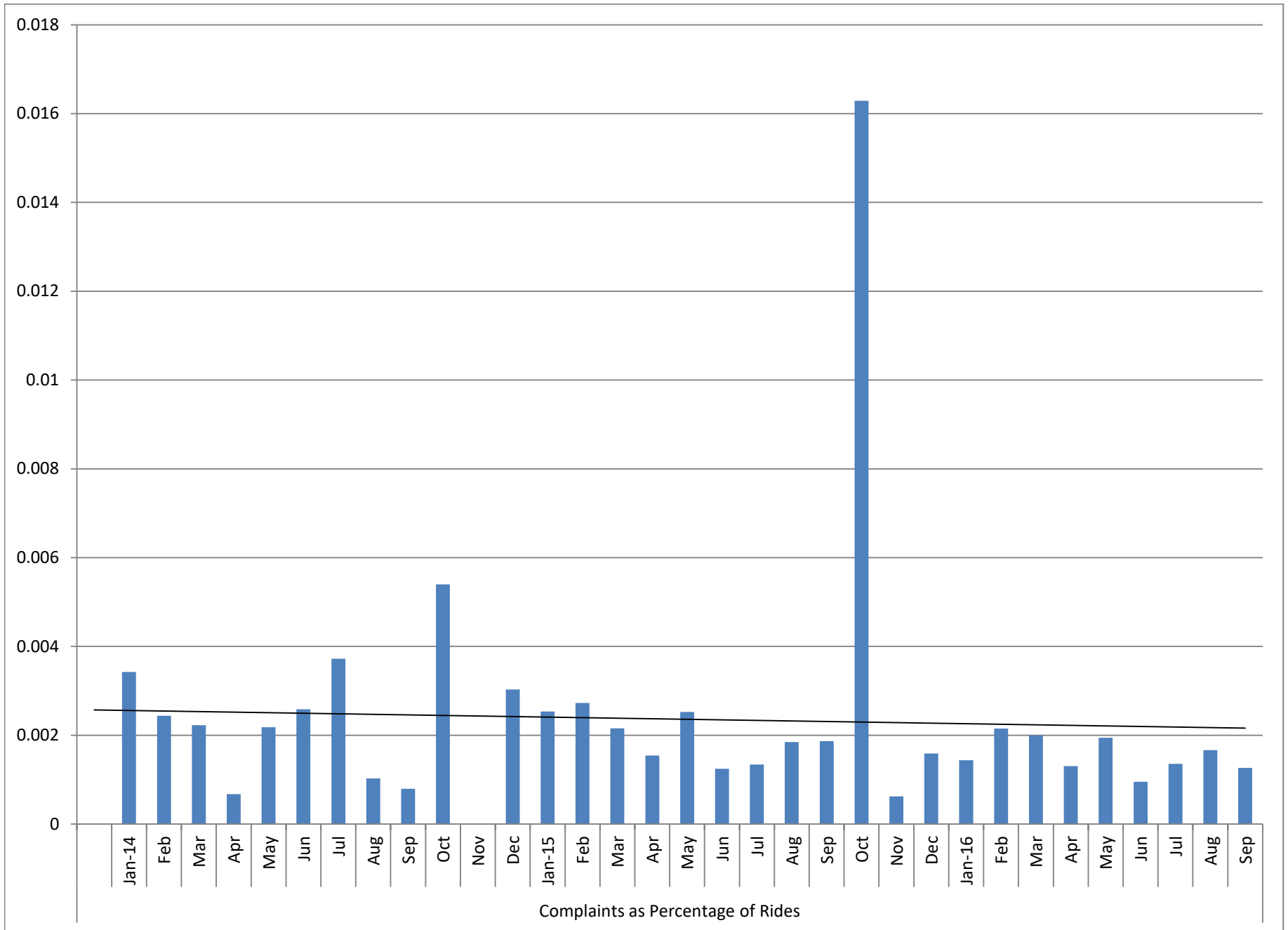
Ms. Linoz asked if providers were expected to pay for training. Ms. Lyon said that RideSource was still examining this, but she anticipated that there would not be a need for providers to pay for training. Ms. Mulcahy added that RideSource was working on making the trainings more relevant to the services providers administered; for example, if a provider did not provide wheelchair service, the training would not include wheelchair training.

NEXT MEETING: Wednesday, November 9, 2016, 10:30 a.m., LTD Board Room

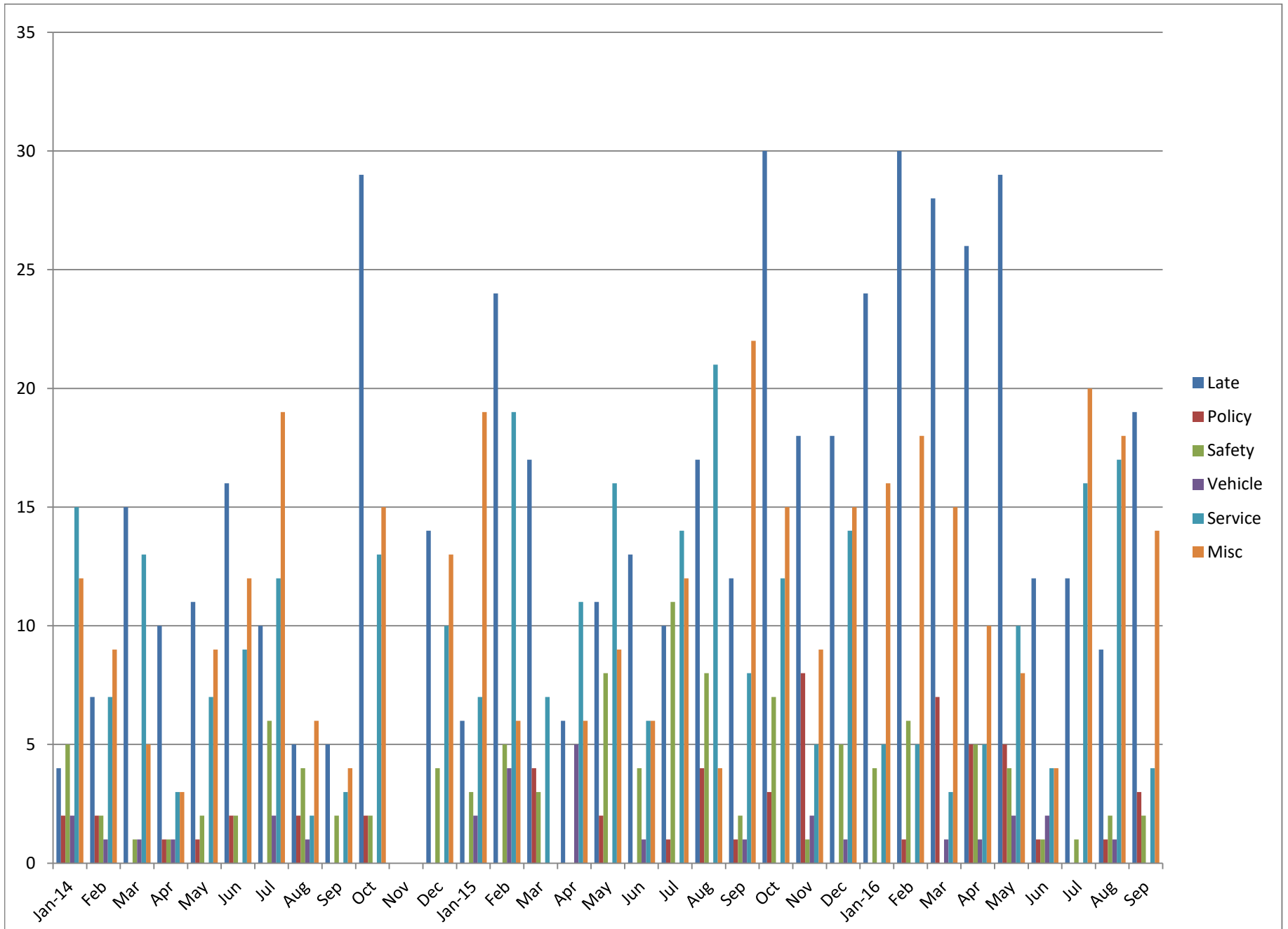
ADJOURNMENT: Ms. DaVee adjourned the meeting at 11:59 a.m.

(Recorded by Emily Mathis, LCOG)

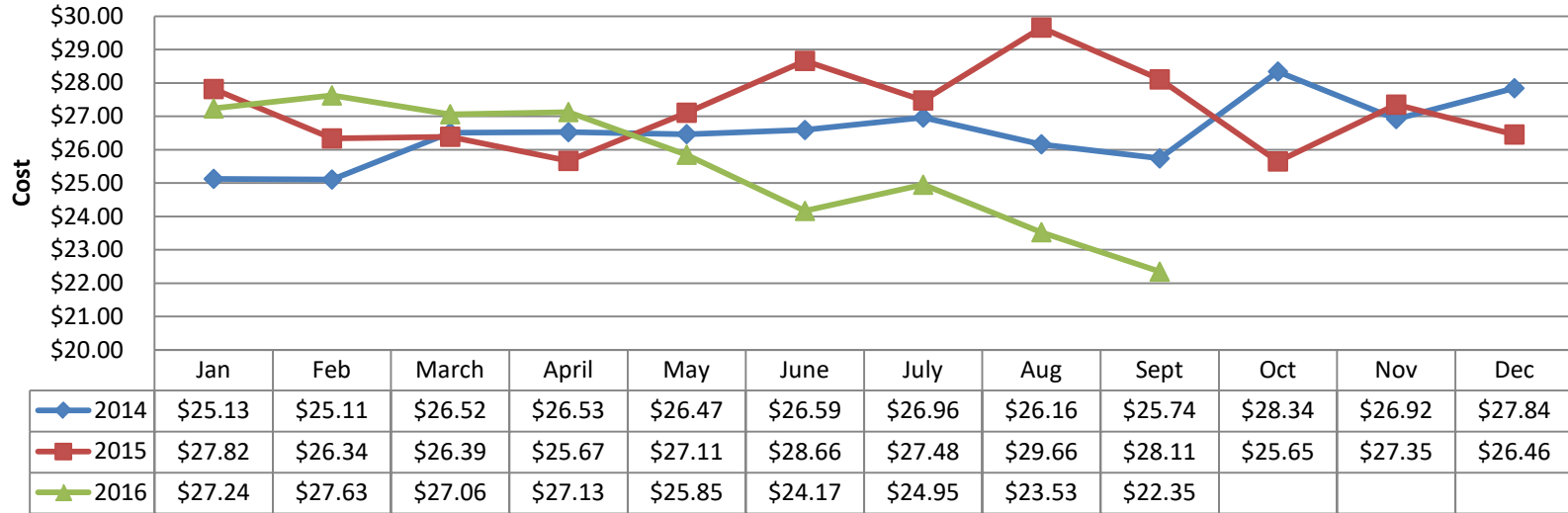
RideSource Call Center



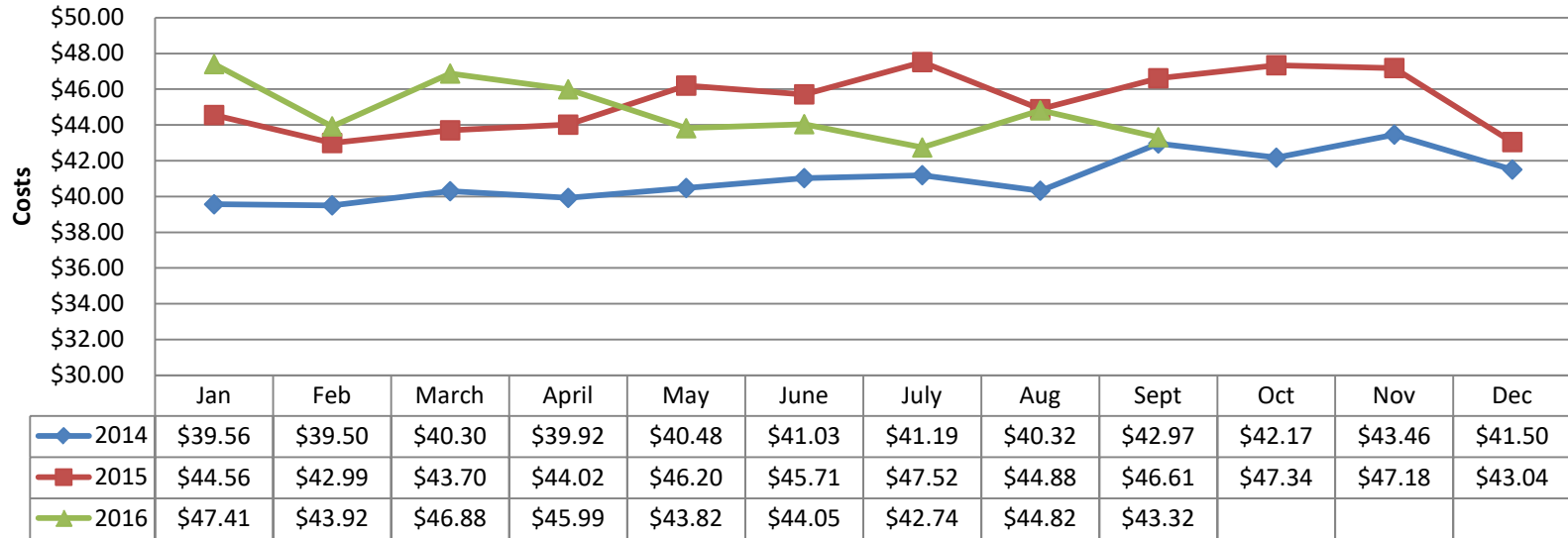
RideSource Call Center



Cost per Ride - Ambulatory

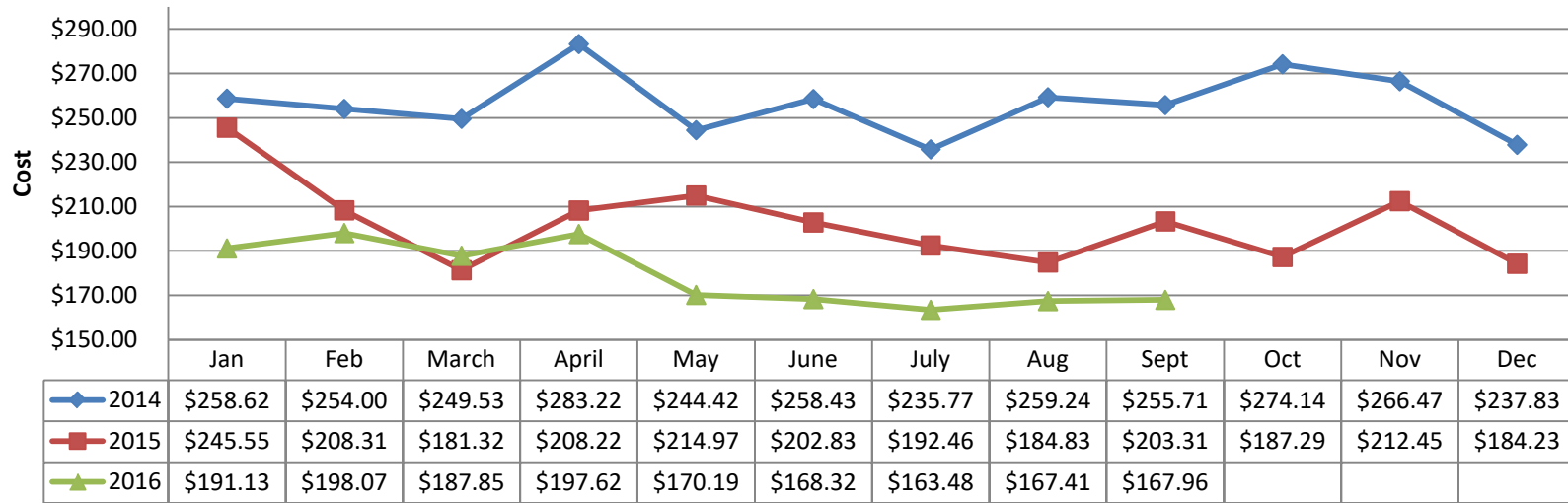


Cost per Ride - Wheelchair

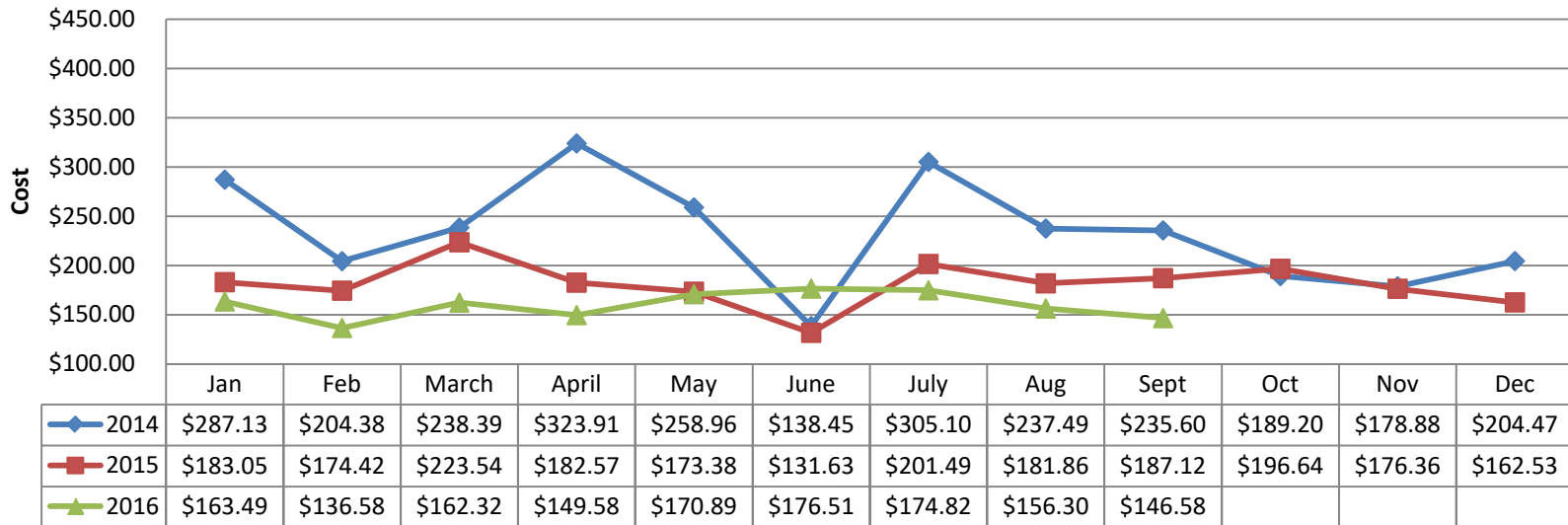


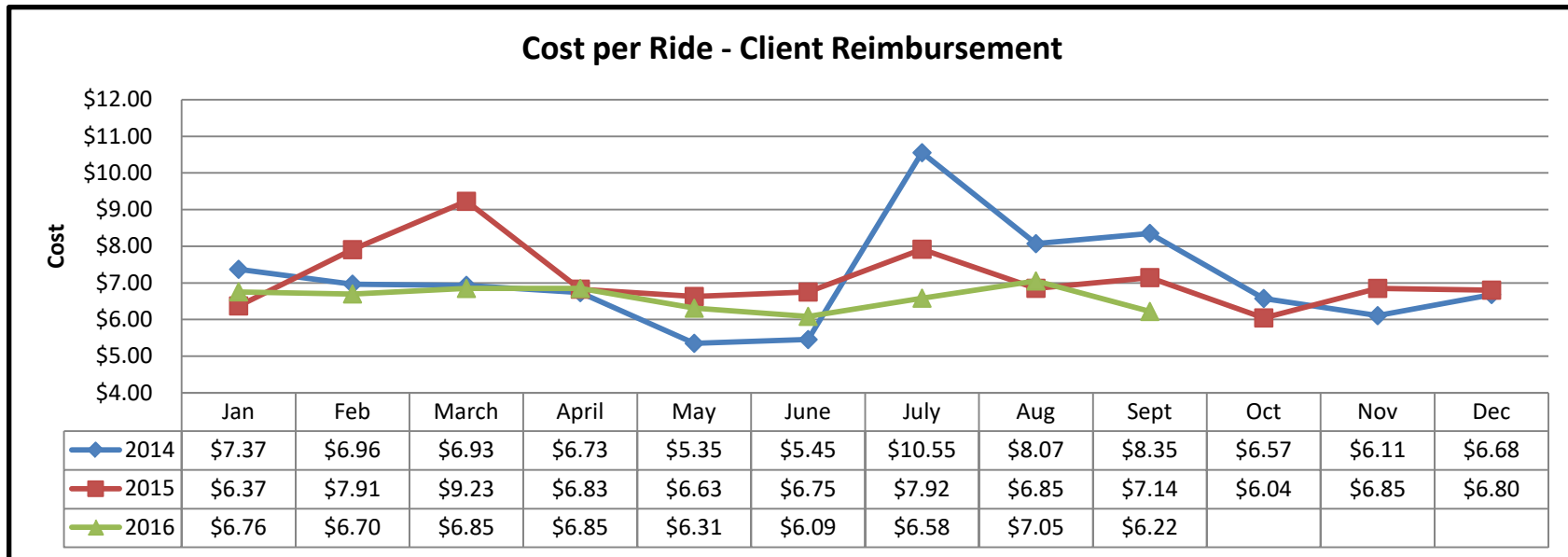
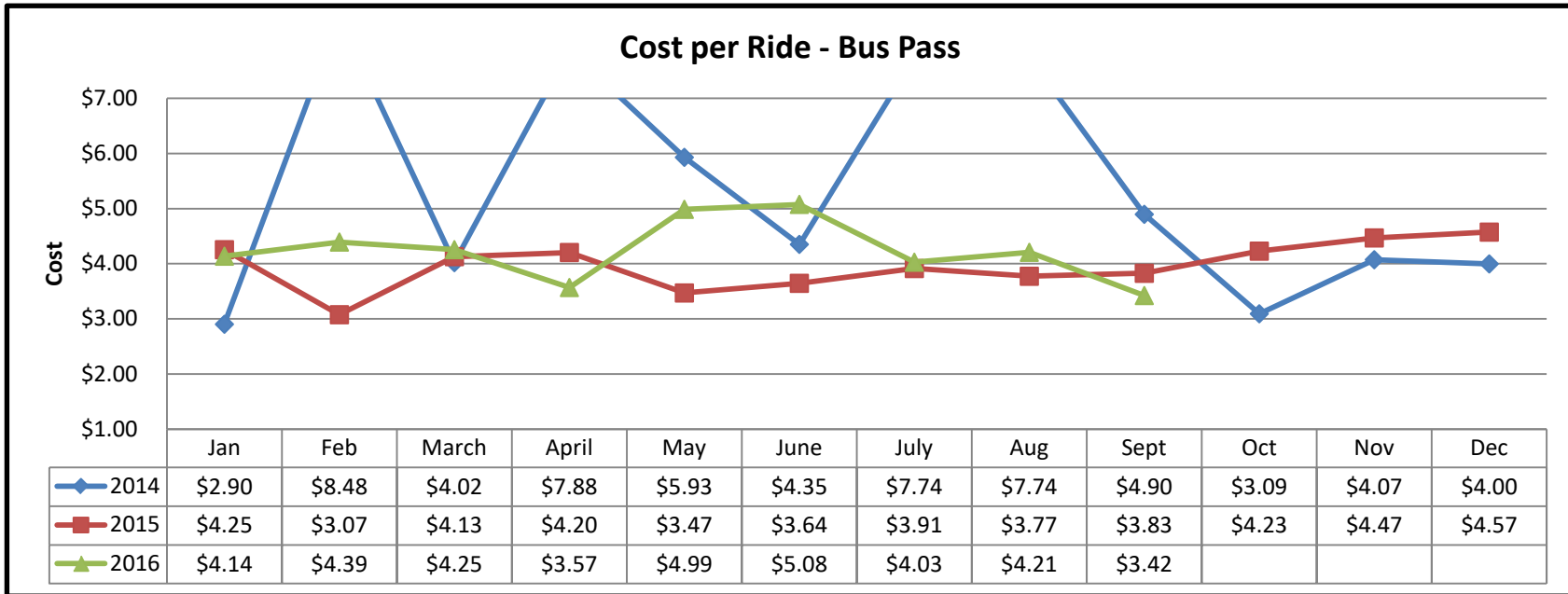
RideSource Call Center

Cost per Ride - Stretcher

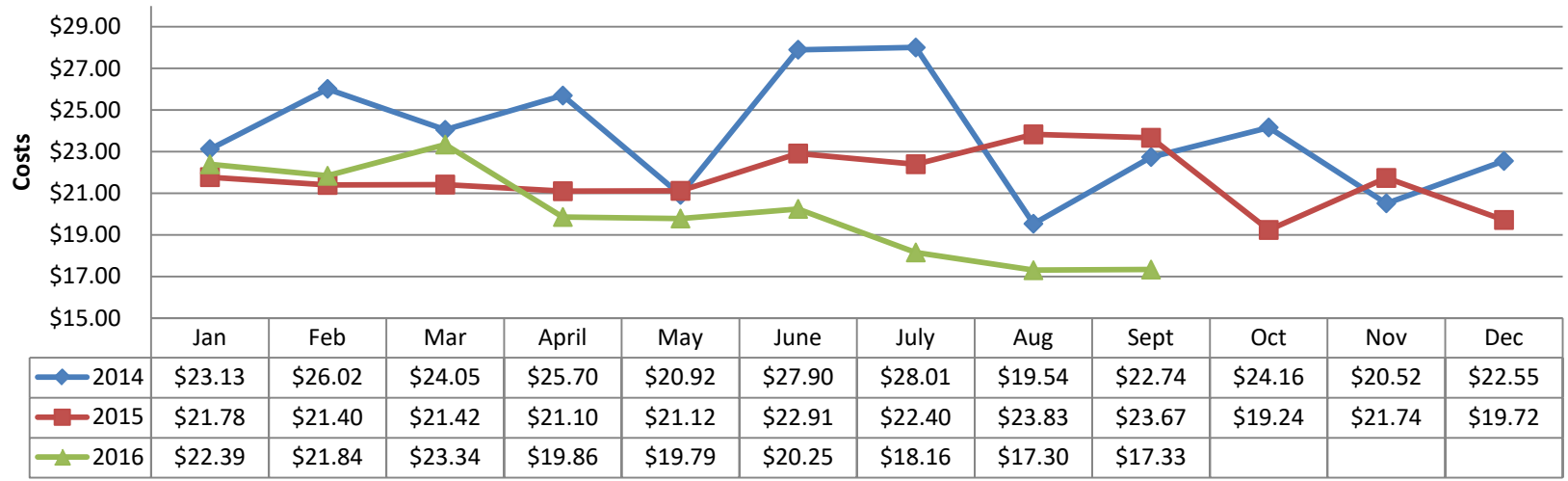


Cost per Ride - Secured

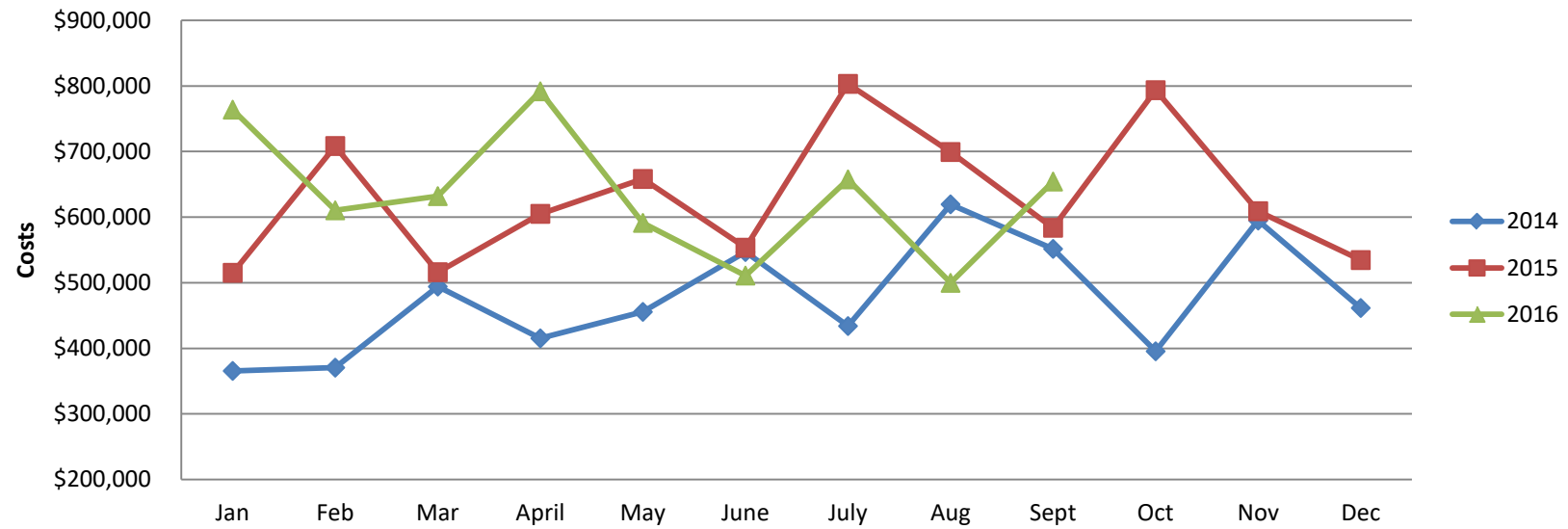




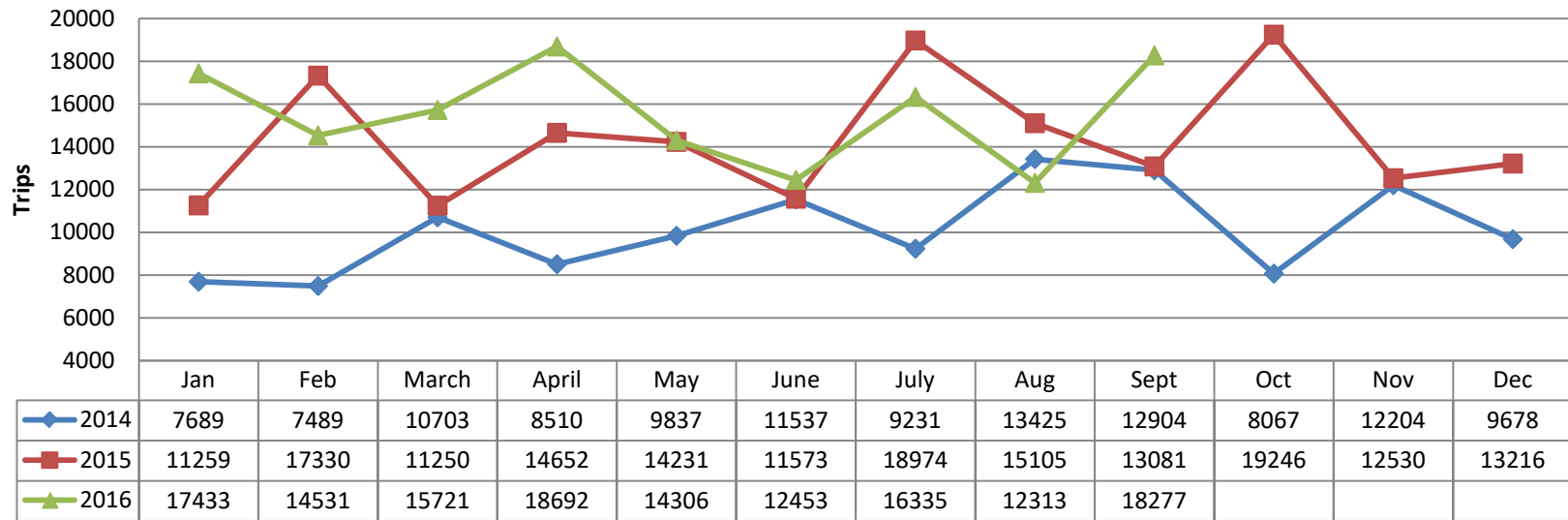
Combined Cost per Ride



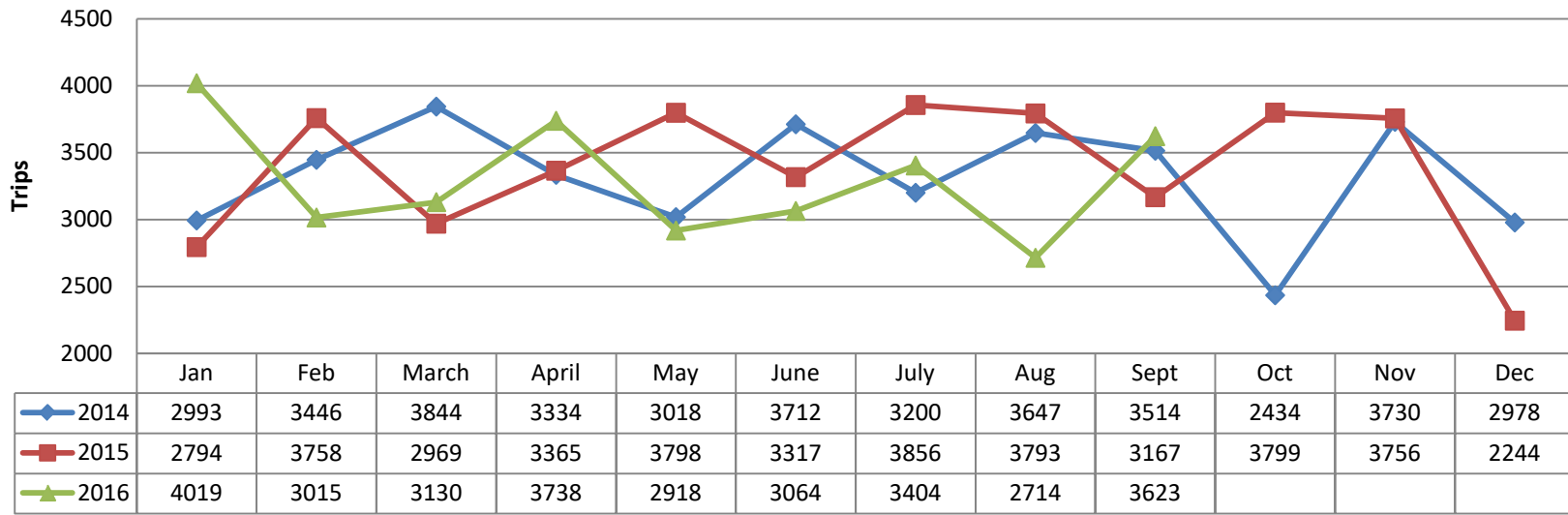
Total Provider Payments per Month



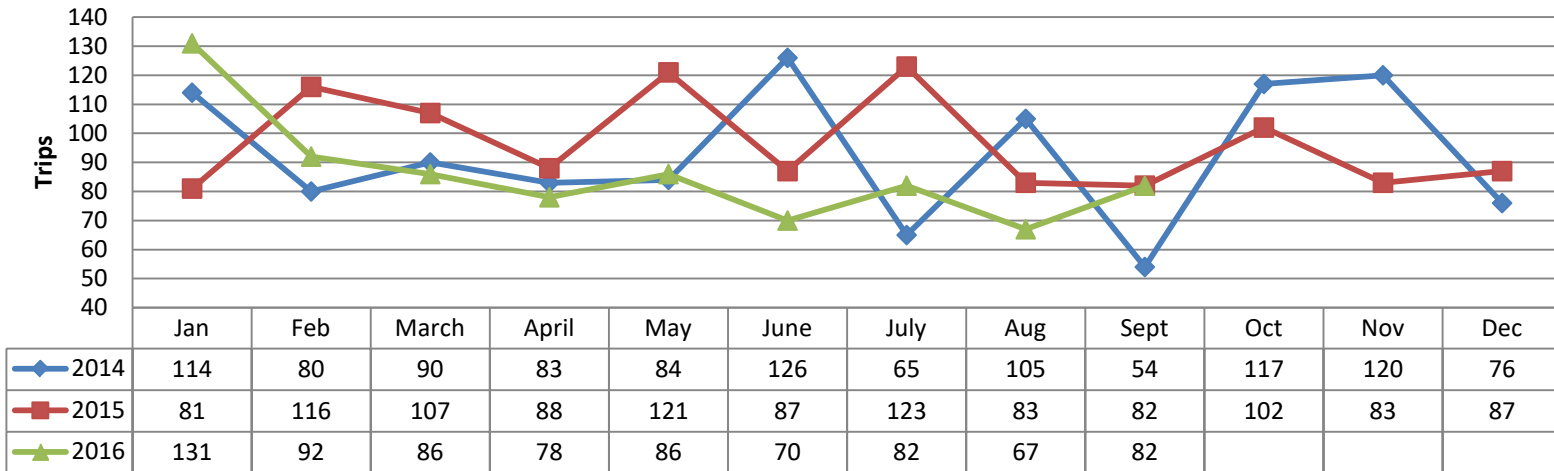
Number of Rides - Ambulatory



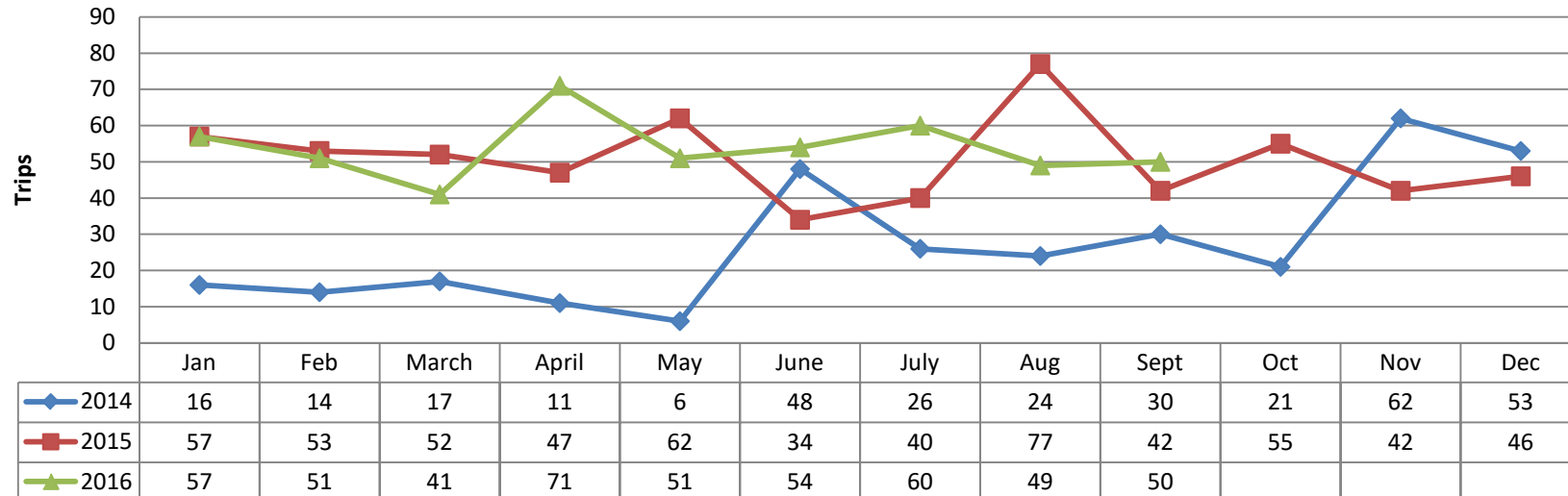
Number of Rides - Wheelchair



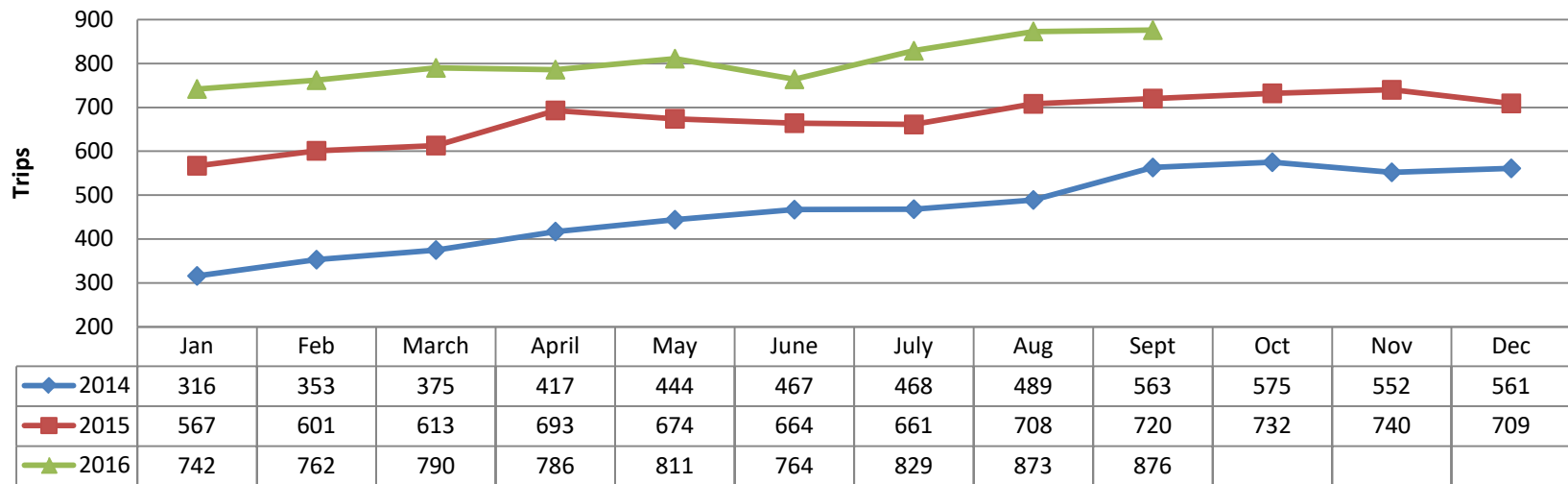
Number of Rides - Stretcher



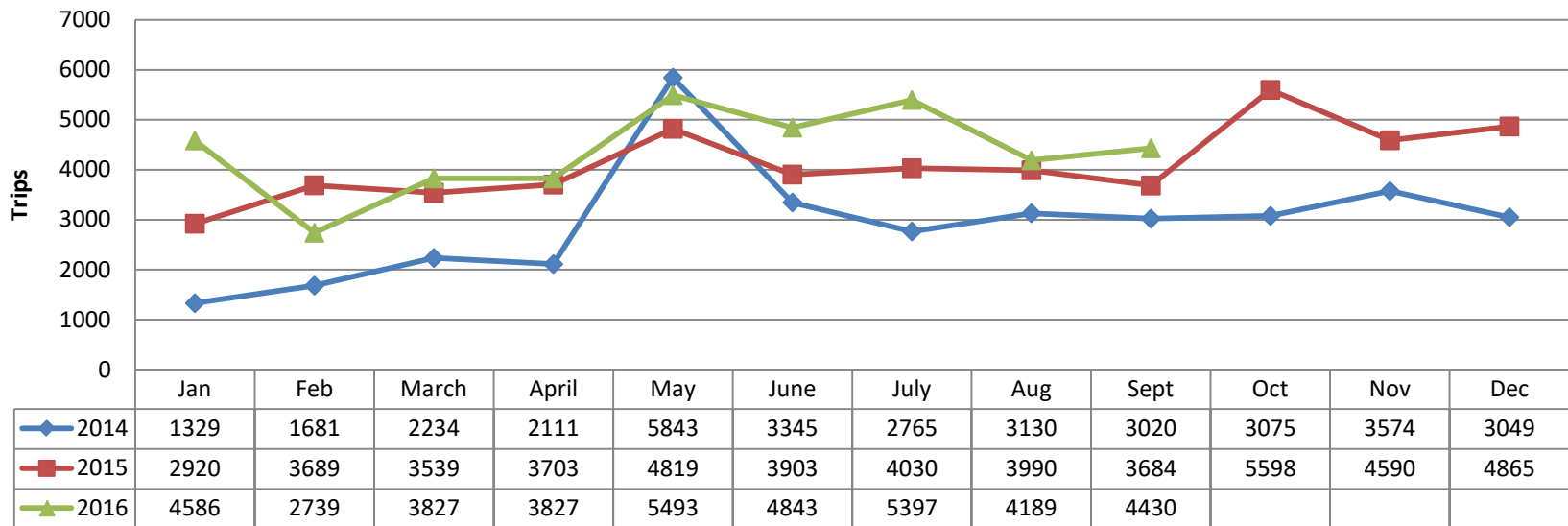
Number of Rides - Secured



Monthly Transit Passes Issued - By Month of Use



Number of Rides - Client Reimbursement



RideSource Call Center

