

Notes

PROJECT: Tri-County NEMT Management

SUBJECT: Transportation Advisory Committee Meeting

LOCATION: Oak Room - Lincoln Building, Southwest Oak Street, Portland, OR

DATE: Wednesday, August 2

TIME: 1:00-3:00 PM

TAC MEMBERS: Amy Anderson (Consumer Advocate), Kirk Foster (Wapato Shores), Jeremy Koehler (FamilyCare), Issa Kamara (FamilyCare), Christy Keller (City of Portland), Angeline Hill (Providence), Jan McManus (Multnomah County), Ross Peterson (GridWorks), Ashley Schofield (GridWorks), Ron Donbar (Access2Care), Joseph Tryborn (AJ Medical Transport), Jodi Walzer (Access2Care), Julie Wilcke (Ride Connection), Stephanie Irby (Health Share)

Welcome / Announcements

- Announcements from TAC members
 - Jodi just finished hiring for her service recovery team. In the next few weeks they will transfer all the complaint investigations and follow ups under this new team that in Portland.
 - Christy discussed the changes to the code requirements for NEMT drivers which were implemented on July 21. The goal of the changes is to bring NEMT drivers in line with everybody else in the industry. The companies will have more ownership of their credentialing process. PBOT is currently taking feedback of new procedural codes.
- Introductions
 - A new TAC member was introduced. Stephanie Irby will fill one of the two Health Share (CCO) seats.
 - The public and meeting guests introduced themselves as well:
 - Emilio Ramirez - A2C
 - Crystal Rouse – Director of Operations, A2C
 - Malcolm Rex – Board member of the Empowerment Clinic and owner of SAFE Transportation, Inc
 - Christine Bartholomew – Consumer
 - Michael Thurman – President DSAC
 - Robert Noche – Vice Chair DSAC
 - Barb Rainish – Consumer advocate / DSAC
 - Scott Santana – Santana Insurance

Membership Subcommittee update was shared by Janet McManus

- Several TAC members joined a Membership Subcommittee call on July 20, 2017 to discuss the application process for potential members. The process will include seven steps:
 1. The potential member attends and observes at least one TAC meeting,
 2. If interested, the candidate fills out an application
 3. The membership subcommittee will meet virtually or in person to review all the applications received (after the 8/2 and 10/4 meetings). An interviewer will be assigned to each applicant.
 4. The interviewer will have a phone conversation with the applicant according to a script that the membership committee will develop.
 5. The interviewer will make a recommendation to a) accept the applicant as a TAC member; b) deny the applicant as a TAC member but encourage the applicant to participate in one of the TAC workgroups, or c) deny the applicant but encourage them to continue to attend and give public testimony at TAC meetings.
 6. The membership committee will meet virtually or in person to review the recommendations and make final decisions.
 7. The interviewer will call each applicant back and/or send a letter with a response to their application.
- The next step is to create an application for potential members. Janet has draft copy that she'll distribute to the subcommittee for review and eventual approval. The TAC will plan to keep the application process open until after the October 4 TAC meeting. The subcommittee does not anticipate having a full TAC until at least the December 6 TAC meeting. Ashley Schofield will be the point person to collect the applications from candidates.
- The members each agreed to circle back with the potential members that joined the TAC meeting with an application.
- The subcommittee agreed that they could still use a one-page recruitment handout to recruit more people.

Reviewed June 22, 2017 TAC meeting notes

- Since the notes were sent out late, request for changes can be sent to Ashley Schofield.
 - **Action:** Ashley will follow up with the TAC members with an email on deadline for approval of notes.
- Reviewed Action items from June 22 meeting notes:
 - A TAC distribution mailing list was created. GridWorks is working on the logistics to create a TAC@ridetocare.org.
 - A Public Testimony rules sheet was created.
 - Changes and updates to the Ride to Care website are under way with Jodi's help.
 - The first meeting for the credentialing working group is set for August 16.

- A meeting at Providence is set for August 17 to review the high-frequency destination map. Providers and A2C will plan to attend the meeting.
- A TAC sign-in sheet was created but was forgotten for this meeting and will be brought to the next meeting.

Public Testimony

- Ross clarified that TAC is a forum where issues with Ride to Care can be raised except for rates. The CCOs cannot get between the broker and providers around rates.
- Barb Rainish (Consumer) wants to be part of the TAC but is not a 100% sure what the TAC can address. She is a caregiver and advocate of a current user, and has a lot of experience getting bus tickets through Ride to Care. She realizes it's not as big of a problem with rides being on-time but would like bus tickets to be an issue that the TAC can address. Amy noted Barb is also considering becoming a AMSHAC member.
- Chris Bartholomew (Consumer) talked about her current frustrations with her Ride to Care experience. She has to go to the doctors for migraines and likes to go in her wheelchair. Before Ride to Care took over the NETM benefit, she used to get picked up by Broadway, but now with Ride to Care she is told she can't bring her chair and has to use an ambulance for rides if she wants to take her wheelchair. She doesn't understand why she has to take an ambulance for NEMT. Chris added that when she files a complaint, the representative from Ride to Care always blames it on the provider and never takes accountability for what is going wrong. Jodi asked Chris to stay behind after the meeting so she can get a detailed list of her complaints. Chris mentioned that other consumers are afraid to complain because they think they will lose services. Jodi confirmed that is a myth and will not happen. Ross mentioned that speaking up about complaints is always welcomed. Jeremy confirmed this act is illegal and not condoned by the CCOs. Amy suggested we have an open house of Ride to Care services because that myth will not go away. Christy mentioned that public cabs had to have training on this issue as well and now there are stickers that explain how a rider can complain in the cabs. This is an idea we could add in the NEMT vehicles.
- Malcolm Ricks (Representing the Empowerment Clinic but is also the owner of SAFE Transportation, Inc) described the three times he has tried to set up a ride for a therapeutic patient. He finds there is a huge runaround for setting up rides for their patient's therapeutic appointments. Stephanie brought up that she gets a lot of calls about his clinic and feels it's because of the address on their website. Stephanie and Malcolm shared contact information and Stephanie will reach out about the issue. The second topic Malcolm wanted to address was therapeutic provider of choice. Patients should have the right to culturally competent therapists which is a big problem at clinics. The driver is also not being matched appropriately.

Main Topic: NEMT 101 for TAC Members

- Ross presented a NEMT 101 training he created for the TAC members. Member education is an important issue to TAC and we wanted to make sure TAC members all

start at a basic level of knowledge of the NEMT benefit. Please reference the attached presentation for more information about the training topics.

- Throughout the training, the following clarifications and questions were made by TAC members:
 - Under the NEMT benefit, urgent care visits are covered while ER visits are not covered.
 - More follow up is needed about requiring a doctor's signature on medical necessity forms.
 - Single parents can travel with multiple kids if they let the scheduler know, but they need to bring their own car seats and take the kids out of the car.
 - Questions about eligibility information in MMIS were clarified by A2C. The member service associates are instructed to look for a member in MMIS if the member has never used the Ride to Care benefit.
 - Providers are hearing that members think they can't travel farther than 15 miles from their home for medical appointments. The CCOs and A2C clarified that is a rumor.
 - Ron and Emilio clarified that since people's circumstances change they may be asked periodically if they are interested in mile reimbursement, but there doesn't seem to be something in the consumer's profile to note if this question has been asked before.
 - Crystal clarified that members should be prepared to be picked up 60 minutes before the appointment due to traffic or other unplanned travel delays.
 - Hospital discharges or will calls are now a 60-minute wait in the service area.
 - A2C is working on its confirmation notes page to put important information at the top.
 - Amy asked if there is a way we can associate an ID for each A2C representative to help pin down the representatives giving out wrong information, which can act as a tool for educating the representative. Jeremy clarified that there is a trip number given to each trip that can be used for the same purpose.
- The following action items were collected from the training discussion:
 - **Action:** Send TAC members links to the FFS and CCO rules and broker maps. Add the caveat that the regulations have changed so the version we send may be outdated, and the members should rely on the online versions.
 - **Action:** Jan McManus will send GridWorks the member guide for Medicaid Transportation Options to make sure it is up to date with the current Ride to Care information.
 - **Action:** Have an update on the PCPs that serve frequent NEMT users and how we are using that list to educate members.

Member Education

- Based on the discussions during the NEMT 101 training, TAC members were asked what they think are the next steps to get this type of basic information about the NEMT benefit out to the members.

- **Open houses/focus groups:** Amy suggested having informal working groups to reach out to the public. Perhaps have an open-house twice a year or after open enrollment.
- **Pamphlets:** Issa suggested a pamphlet with information about how to use the service. The providers and facilities can help hand them out.
- **Comprehensive rider's guide:** Ross handed out rider guidelines from Pacific Source and Ready to Ride which could be a potential direction of what we can start doing. Jodi said we could do this by using one-pagers, legal materials, and a graphic designer to make something like the guidelines available to the Ride to Care members.
- **One-pagers:** Julie asked how do we ask members what they don't know and how can we weave that question into the training process. We can use the distribution list from AMSHAC to send out a one-pager to dispel myths.
- **Provider education:** Joseph suggested having a large meeting with providers to present the various educational resources about the benefit. Jeremy and Ross could attend on behalf of CCOs and have a A2C representative attend.
 - **Action:** Follow up with Joseph to lead this effort
- **Collaboration with the 211 service:** Is there anything that we can add to the current service?
 - **Action:** Julie to do a one-click training for next meeting.

TAC housekeeping items

- GridWorks is working on the paper work for setting up TAC member with stipends. This benefit will be available for TAC consumer members.
- Feedback on logistics
 - **Action:** GridWorks to send a survey to member to get feedback about TAC meeting logistics and the NEMT 101 training.
- Feedback was asked for Public Testimony set up. Janet said we need to be consistent. Jodi said that people who come to the meetings as potential TAC members shouldn't be part of the discussion until they are confirmed members.

Updates on issue priority list

- The provider credentialing work group has been created and the first meeting will be held on August 16. There is a handful of providers attending but still need to recruit more.
- Member education follow up will include a survey to the TAC members about today's NEMT 101.
 - **Action:** we will use the post-training survey to decide next steps to work with the members and facilities.
- Ross asked for a motion to put driver training on the issue priority list. Driver training is a priority at the state level. Kirk made the motion and Joseph seconded the motion. Everyone agreed to put on our priority list.
 - **Action:** Add driver training to the issue priority list for TAC