

**CASCADES EAST RIDE CENTER**  
Advisory Committee Meeting  
Central Oregon Intergovernmental Council  
Headquarters Building, 334 NE Hawthorne Avenue, Bend, Oregon

**Minutes**  
November 30, 2016

Members Present

Molly Taroli, **Chair**, Pacific Source Health Plans  
Lesley Srikantaiah, **Vice-Chair**, St. Charles Health System  
Central Oregon MediTran: Chuck Daugherty  
Loving Lift Transport: Harry Hall  
Holly Wenzel, Crook County Public Health  
Therese Helton, DHS-CAF/CW (Children and Families/Child Welfare – Central Oregon)

Guests Present

Keisha Bigler, Pacific Source Health Plans  
Ross Peterson, GridWorks

Staff Present

Tony Morales, CERC Contracts and Services Administrator  
Tamara Powell, CERC Policy and Services Administrator  
Esther Leithauser, CERC Call Center Manager

**A. Introductions and Welcome**

1. Meeting called to order @ 13:01
2. Housekeeping item: please state name when talk as meeting being recorded for minutes

**B. Adoption of Minutes**

1. Mr. Hall moved to approved the September 28, 2016 minutes. Ms. Srikantaiah seconded the motions which passed unanimously.

**C. Brokerage Reports**

1. Mr. Morales reported the following:
  - a. CERC is currently training more call center staff.
  - b. There is still a decline in eligible clients for the region. This trend has been consistent since April/May 2016. Mr. Morales stated that he is uncertain if this is still related to processing backups.
    - i. Ms. Taroli indicated that she believes that redetermination issues still a big part of what we are seeing in the numbers.
  - c. The state averages show about 90% of OHP recipients are enrolled in a CCO and 10% are FFS. In Central Oregon the FFS population is higher.

- d. Utilization numbers have gone up. We have done very limited marketing so far, but information about the service is getting out.
- e. There has been about a 40% increase in the usage of the travel reimbursement program. CERC customer service representatives mention the TR program to all callers setting up rides. This program has also been marketed to a limited degree via flyers.
- f. Client no-shows have decreased. CERC has been implementing an education plan and working with Pacific Source on no-show prevention. The most common form of prevention has been for clients to confirm their rides. The no-show number does fluctuate.
- g. CERC will be implementing a call-out system to remind clients of scheduled rides. CERC received a grant from Pacific Source to implement this system. Clients will receive a reminder and get a chance to cancel their ride if the ride is no longer needed. This will hopefully reduce unnecessary trips.
  - i. Ms. Taroli asked if this was just phone call or if there is a text option.
  - ii. Mr. Morales indicated that text will be done differently through a different program.
- h. Complaints have decreased. The bulk of complaints related to provider missed or late pickups. A large number of these clients who have missed or late pickups (approximately 60%) still end up with a ride to their appointments.
- i. Ride Match rides have increased due to cessation of veteran program. Counties are to take these programs on themselves. A number of veterans have qualified for Ride Match. About 80 of the rides are non-Medicaid, dialysis clients. The remainder are mostly quality of life rides. This program no longer has funding so it may not be sustainable.
  - i. Mr. Peterson confirmed these rides are for clients who are not on OHP.
  - ii. Ms. Taroli confirmed that OHP clients can still use these rides for quality of life purposes.

#### **D. Follow-Up from Prior Meeting**

1. Ms. Powell discussed how the format of these meetings will be changing to be more interactive with more community input being sought from those in attendance.
2. Ideas generated after the meeting regarding development of NEMT in rural areas include:
  - a. Outreach to churches to provide transportation was suggested by Ms. Gilbert. Love Inc works with churches and may be a good connection point.
  - b. Using text blasts for outreach was also suggested.
3. Please feel free to make suggestions for agenda additions as committee members and attendees see problems that we at CERC may not. These meetings will serve as a platform for generating ideas for Pacific Source and OHA as well as for filling gaps in services created by the retirement of certain programs.

#### **E. Brokerage Update**

1. Ms. Powell elaborated on the call out system that is being developed. The system was made possible through the assistance of a QIM grant (Quality Improvement Measurement) grant.

No shows is one of the measurements state wanted to focus on with these grant dollars. CERC will be using the reminder system to prevent no shows. We may also expand the program later to provide information to clients about our services, such as the travel reimbursement program.

2. Bus passes for NEMT riders are available. If a client is within the bus route and schedules at least 2 confirmed medical appointments with us we can issue a monthly bus pass that client can use freely for other trips. This assists with quality of life improvement as well as medical rides.
3. Discussion was held around developing ideas for services to client groups.
  - a. Example: CERC recently proposed a program for Bend Treatment Center to have a shuttle service from the outlying areas that transports a group of clients to their dosing appointments. While on the bus, a counselor would be present and can do group counseling. This would allow for shared rides that CERC would not otherwise be able to share due to slight appointment time differentiations. Additionally, this will assist with issues where clients have counseling appointments that extend their appointments, but which were not scheduled that way. CERC would like to develop ideas for other groups. Examples are DCBH, dialysis, and drug and alcohol.
  - b. Mr. Hall indicated that dialysis rides present problems due to the fact that they are so early in the morning and there is a big gap in time until other rides start running. This means that a provider who performs these rides often will have a couple of hours until there is other work available to make it worth going out so early in the morning. Mr. Hall believes dialysis needs to be approached to change their timing for people in outlying areas. Outlying areas should be scheduled later in the day.
  - c. Ms. Srikantiah indicated that offices at St. Charles can work with certain client groups to arrange for trips from outlying areas (i.e. Prineville). This is currently being done for veteran's groups.
  - d. Ms. Taroli wanted to be mindful of clients being restricted to certain times just because they are on OHP.
  - e. Mr. Peterson indicated Klamath County CCO has community health workers acting as drivers for seniors and complex care clients. They have been tracking the effects and have seen emergency room visits dropping. Community health workers answer medical questions for clients which helps prevent unnecessary visits.
  - f. Mr. Hall inquired as to why not using volunteers for these areas and sharing rides. Ms. Powell and Mr. Morales explained the limits of volunteers and the distance issues.
  - g. Mr. Hall indicated that insurance costs make it unrealistic to be able to perform these outlying rides, so bus may be the best route.
  - h. Mr. Daugherty indicated that shared riders have complained about these rides as they say they have been picked up an hour before their rides to accommodate a shared rider.
    - i. Ms. Powell addressed fact that when CERC has investigated complaints, the underlying facts are often different than the broad statement being made by the client. Ms. Powell asked that if hear of these types of situations to file a

complaint because CERC rides are not scheduled in any way in which that should happen.

**F. Other Business**

1. Mr. Morales: Evaluating certain programs at CERC. Ride Match is one of the programs as discussed. We are also evaluating volunteer program.
2. Mr. Peterson: In Central Oregon to work with Abilitree and Pacific Source on a possible grant program for bus riding training for individuals who have bus riding concerns.
3. Ms. Srikantaiah: Have not had a lot of recent no show restriction requests. Internal issues. Should be receiving in future.

**G. Meeting adjourned at 14:04pm.**