

**CASCADES EAST RIDE CENTER**  
Advisory Committee Meeting  
Central Oregon Intergovernmental Council  
COIC, 1250 NE Bear Creek, Bend, Oregon

**Minutes**

September 27, 2017

Members Present

Lindsey Stailing , **Chair**, Mosaic Medical  
Lesley Srikantaiah, **Vice-Chair**, St. Charles Health System  
Ben Nichols – Bend City Cab  
Chuck Daugherty, Central Oregon MediTran  
Audrey Lipskey – Fresenius Kidney Care - Madras  
Lesli Dickinson – Fresenius Kidney Care – Bend  
Lesley Neugebauer, PacificSource Community Solutions

Staff Present

Tony Morales, CERC Contracts and Services Administrator  
Tamara Powell, CERC Policy & Services Administrator  
Michelle Rhoads, COIC Transportation Manager

**A. Introductions and Welcome**

1. Meeting called to order @ 1:05

**B. Adoption of Minutes**

1. Mr. Nichols moved to approve the July 26, 2017 meeting minutes. Ms. Srikantaiah seconded the motion which passed unanimously.

**C. Brokerage Reports**

1. Mr. Morales reported the following:
  - a. The average call wait time is 20 seconds. Mr. Morales added that Ms. Leithauser and her team work hard to keep the hold time low and ensure clients are served, and appointments scheduled, as quickly as possible.
  - b. There was a 150% increase in August for the scheduling of after hour rides and he is looking into the reporting system after a report showed between 300-500 after hour rides logged. He added that after hour rides consists of rides scheduled before 5:00 am and after 8:00 pm. Mr. Morales noted that he is researching the report because after hour rides can sometimes run twice as much as other rides, in addition, staffing for after hour rides can be challenging.
    - i. Questions included: Do Saturday and Sunday rides count as after hour rides, to which Mr. Morales responded yes. And what time period did the increase cover to which Mr. Morales responded from June to August.
  - c. Mr. Morales addressed provider no-show rates. He reminded the group that a provider no-show means a scheduled provider did not show up to a client's house or they showed up too late and the client had to cancel. He added that a number of factors contribute to no-shows including, but not limited to, an incorrect address, clients who do not call CERC to inform them of a changed or cancelled appointment, address or client information not transcribed correctly,

facilities forgetting to inform CERC of a changed or cancelled appointment for a client, etc. Mr. Morales noted that there are so many moving pieces that it is a testament to hard work that they keep the no-show rate as low as they do. He added that for the month of July, CERC reported 20 no-shows. Mr. Morales added that 20 no-shows for the month is less than a quarter of a percent of all the rides provided however, he takes the no-show rides personally and recognizes that while the number is low for CERC, it directly impacts the client and he strives to reduce the number of no-shows.

- i. Questions included if we track the reasons for no-shows for follow up or training purposes. Mr. Morales noted that he looks at every single no-show ride and if it is a Customer Service Rep (CSR) error, he will provide information to the customer service lead for education purposes, conversely if the error is on the provider side, he will forward the complaint to them for follow up. Ms. Powell added that CERC works with providers when they discover trends and asks that providers contract CERC when they are aware of a situation that will result in a no-show so issues can be met proactively not reactively.
- d. CERC had a large number of denials this month, particularly for travel reimbursement.
  - i. Ms. Powell added that this would be a reflection of the way that denials for travel reimbursement are now being reported. In the past, travel reimbursements were reported as just one denial even if multiple services such as mileage, lodging, and meals were denied. Now, the denials are broken up separately into mileage, lodging, & meals, which results in a larger number of denials.
  - ii. Ms. Powell additionally noted that education resolves many of the denial concerns, specifically around the areas of clients getting trips prior authorized, getting forms signed by their providers, and getting their forms turned in within the required 45 day timeframe. The CERC team tries their best to reach out when they see problems and get the clients educated and on a better path so that they can get their reimbursements.
    - a. A question was asked if CERC educates non-Medicaid eligible clients about community assistance programs. Ms. Powell indicated that clients are instructed to call OHP, are given information for community assisters, and provided with website information to help them get back on Medicaid.
- e. Ms. Stailing commented on how low we were able to keep our provider no show rate considering how many rides we did. Mr. Morales commented that there are many moving parts. Mr. Nichols commented that this is the best it has ever been and it seems to be going very smooth. CERC is reaching out to providers when things need to be done.
- f. Ms. Stailing asked about the under 48 hours requests. She indicated that there were not many requests. Mr. Morales clarified that there were many requests, this reflects that there were not many denials. We are at about 99.6% capability of being able to provide these rides. Ultimately the ones who get denied are those who could not get to their appointment even if a car was in front of their house when they called.

- i. Ms. Powell interjected about the only capacity denial that we had during the timeframe. It was the same person who was the only denial in July/August. Ms. Powell indicated that CERC has invested hours talking with doctors, social service workers, facilities, and transportation providers to get this client rides due to the client's ride history. This was noted to illustrate the lengths that CERC will go to in order to assist our clients.

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

1. Ms. Powell reported that she would like to think that the team did such a good job of planning that the eclipse weekend went off without a hitch. Additionally, no complaints from drivers were made.
2. Mr. Daugherty added that he did not hear of any concerns and in some ways he benefited, for example he shared that he learned a new way to get to La Pine.
3. Ms. Lipskey added that her team had 100% attendance, which is great for a Sunday. She said they did not anticipate how excited clients would be to participate in the event and the clients she spoke with were glowing, especially in Madras.
4. Ms. Srikantaiah reported that St. Charles was very quiet, but they were all glad to see no real issues. She added that seeing all the disasters that have happened so far this summer in other parts of the world, she did not think it was too much planning to keep the community safe.
5. Ms. Stailing reported that there was a lot of hard work on the front end, but her staff was excited to enjoy the day outside and it was good planning for future events.
6. Ms. Rhoads reported that Tony, Tamara and Esther ensured their team was ready before, during and after by planning for the worst and hoping for the best. Additionally, Ms. Rhoads said that from CET's perspective, some bus routes were slowed a bit in certain heavy traffic areas such as Madras and Culver, but they predicted this and scheduled services accordingly by adding additional busses and routes so busses could stay close to on-time.

#### **E. New Business – CERC Upcoming Plans**

1. Ms. Powell informed the group that she is working on getting travel reimbursements as well as customer comments accessible for customers to find, and use, online. She added that the goal is to ensure comments are captured to improve processes. Ms. Powell noted that oftentimes customer service agents are reluctant to input compliments, or comments may be misinterpreted over the phone.
2. Ms. Powell reported that they are in the discovery process regarding updating CERC's website, which is a separate website from COIC's website. She added that currently in order to find CERC's information they would need to know that CERC is part of COIC. Ms. Powell noted that not only will the new site be more accessible, but the hope is for the new site to provide better offerings. The plan is for the new site to allow clients set up travel reimbursement trips. In the future, the hope is also to be able to create a system where clients can book other rides online as well. This, however, is a long term goal and will require a full switchover to a new operating system. Ms. Powell asked the group for feedback regarding what they would like to see on the new or updated website.
  - a. Comments included adding after-hour provider information, accessibility of information and including some way to see the provider schedules so anyone with access could log in and see when a particular ride is scheduled.

- b. A concern was noted regarding clients who do not have or use a cell phones and their ability to check in for rides.
    - i. It was noted that Medicaid pays for a certain amount of minutes and data through a company called Assured Wireless. Ms. Powell added that anytime someone indicates that they have phone issues, the customer service representatives will instruct the client about the phone services offered.
  - c. A comment was made regarding real time data and the importance of knowing where a provider is in route so they can inform their client regarding their rides. It was noted that they are exploring ways of making it happen.
  - d. Ms. Stailing asked if CET uses real time information to keep track of their drivers.
    - i. Ms. Rhoads noted that they communicate between driver and dispatcher on a real time basis.
  - e. Mr. Nichols suggested including education on the website specifically, getting people access to things they need to know, for example how the ride service works. He added that people typically read the rider handbook if they are looking for an answer to a particular question, not to discover the breadth of all services.
    - i. Challenges to finding information on the current website were discussed. After discussion, Ms. Powell asked the group to please email her any more suggestions for information they would like to see or data they think would be useful on the new or improved website.
  - f. An inquiry was made as to whether CERC would be doing a major overhaul of the website?
    - i. The response was yes and no. The major part of the vision involves a patient portal, which may be easily added or not, and the second part is a vessel to allow customer feedback, complaints, comments. It was added that the plan for the patient portal is a few years out however the vision is for a client to be able to book a ride online as well as submit travel reimbursements. It was added that CERC is hesitant about the ability of clients to book same day.
  - g. One suggestion was that CERC could dictate required fields and if CERC did not want the client to be able to book same day or next day, they could eliminate those options and ask the client to call CERC for same day or next day service.
  - h. An additional suggestion was for medical providers to be permitted special access to schedule rides for clients. For example, a provider could schedule for 2-3 clients so they could ride share.
    - i. Ms. Rhoads added that Ms. Powell will be attending a workshop regarding website design and development with the goal of designing the site that would be more accessible and easier to understand.
    - i. Ms. Stailing informed the group that they host patient advisory councils every month or so and once a draft of the website is available, she would be happy to invite CERC to a meeting to show the patients for feedback.
3. Ms. Powell informed the group that they are developing a customer service survey and exploring options regarding ways to disseminate the survey and get the survey back. She added that a brokerage recently sent out a survey but only received 12% back. She noted that she envisions having surveys in provider vehicles, but is still exploring

options. Ms. Powell asked the group for questions they feel important to include on the client survey.

a. Questions included: Please tell us about your entire experience with our organization, tell me about the cleanliness of the vehicle, was the provider on time, how was the friendliness of our staff, etc. Ms. Lipskey added that the one comment she hears most from clients is the frustration of having to wait for a ride after their appointment. Ms. Powell noted that it is a balancing act between the provider and the client as the client could have a shorter appointment than expected and the rider may be picking up another client at that time, or a facility calling a client asking them to come in earlier which would throw off the provider schedule, etc., thus it is an issue of concern but would be hard to resolve. Ms. Powell asked the group to please send her an email with additional survey suggestions.

4. Oregon Administrative Rules were discussed. Ms. Powell informed the group there are two sets of rules, one for Fee-For-Service clients and the other for CCO clients. The rules, however, rules do not match up. She added that the language is often different for each group for the same exact rule/service. Ms. Powell said it is her goal to make sense of the rules and ways to make them blend better. She asked the group to please filter any rules they know of regarding Fee-For-Service and CCO clients so she can include them as part of her suggestions. Ms. Stailing noted that minor children, specifically the transportation of minor children, is a rule that is confusing because the rule will support one child and one guardian but oftentimes several children accompany the guardian. Additionally, classes that benefit the client but are not covered under the rules can be confusing, for example a nutrition class.

a. Ms. Powell reported that regarding classes not covered, PacificSource has been pushing flex-funds for exactly that purpose, to fund classes for people that are important but not necessarily covered. For example "living well classes". She noted that PacificSource will take the application and review/approve for classes for a certain time period that the client can call in and book a ride similar to other Medicaid rides.

**F. RoundTable Discussion Topics**

1. Ms. Rhoads reported that COIC /CERC just extended the contract with PacificSource for the coming year.
2. A technical issue with provider billing question was asked which Mr. Morales indicated would be answered at the conclusion of the meeting. **Question:** When I click on provider billings, no data is present.

**G. Meeting adjourned at 2:25pm**