



Serving Linn, Benton and Lincoln County Residents

## Transportation Brokerage Advisory Committee

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**Date:** Thursday, February 7, 2019  
**Time:** 10:30 am – 12:00 pm  
**Location:** Oregon Cascades West Council of Governments  
 Upstairs Conference Room, 1400 Queen Ave. SE, Albany  
**Contact:** Danny Magana, 541-812-2016

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| 1. | <b>10:00 Call to Order and Agenda Review</b>  | <b>Chair</b>        |
| 2. | <b>10:05 Public Comment</b>   | <b>Chair</b>        |
| 3. | <b>10:10 Minutes from August 17, and November 30, 2018</b><br><i>(Attachments A&amp;B)</i><br><b><i>ACTION: Decision on minutes</i></b>   | <b>Chair</b>        |
| 4. | <b>10:15 2019 Meeting Calendar</b><br><i>(Attachment C)</i><br><b><i>ACTION: Approval of 2019 Meeting Calendar</i></b>  | <b>Chair</b>        |
| 5. | <b>10:45 Pilot Project Updates</b> <ul style="list-style-type: none"> <li>• <i>Well Care Program</i></li> <li>• <i>Travel Training</i></li> <li>• <i>Mileage Reimbursement</i></li> <li>• <i>Bi-lingual engagement</i></li> </ul>   | <b>Staff</b>        |
| 6. | <b>11:15 Staff Reports</b> <ul style="list-style-type: none"> <li>• <i>Statistics</i> <span style="float: right;"><i>(Attachment D)</i></span></li> <li>• <i>Costs per ride per client</i> <span style="float: right;"><i>(Attachment E)</i></span></li> <li>• <i>Budget report</i> <span style="float: right;"><i>(Attachment F)</i></span></li> </ul> | <b>Danny Magana</b> |
| 7. | <b>11:30 Other Business</b>   | <b>Chair</b>        |
| 8. | <b>11:45 Adjournment</b><br><i>Thursday, May 2<sup>nd</sup> at 10:30 am.</i>  | <b>Chair</b>        |

**OMAP Transportation Brokerage Advisory Committee**  
**Friday, August 17, 2018**  
**10:00 to 11:30**

Cascades West Center  
 1400 Queen Ave SE – Upstairs Conference Room  
 Albany, Oregon

Video Conference  
 Toledo Office

**Committee Members Present:** Amy Peer, Carolyn Fry, Cheryl Landis, Lee Lazaro, Mary Marsh-King, Suzette Boydston, and Pam Barlow-Lind (video)

**Members Absent:** Jasper Smith, Laurie Barajas, and Tony Howell

**Ex-Officio:** Tamatha Tracer (phone)

**Staff Present:** Brenda Mainord, Danny Magana, Katie Trebes, Kara Beck, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
I. Call to order and Agenda Review	<p>Self-introductions were conducted at 10:05 am.</p> <p>The Chair, Suzette Boydston reviewed the agenda. She requested to add Public Comment to all future agendas.</p> <p>Boydston also requested to receive an electronic copy of the Transportation Brokerage Advisory Committee (TBAC) membership roster.</p> <p>Boydston officially called the meeting to order at 10:12 am when Vice-Chair, Lee Lazaro arrived.</p>	<p><b>Additional agenda item: Mobility Management Grant Discussion</b></p> <p><b>Staff will email the membership roster to members.</b></p>
Public Comment		<b>There were no public comments.</b>
II. Election of Chair and Vice Chair	Lee Lazaro voted for Suzette Boydston to continue to serve as the Chair of the TBAC. Lee Lazaro was nominated to continue to serve	<b>Consensus by the Transportation Brokerage</b>

	<p>as the Vice-Chair. Pam Barlow-Lind voted for Boydston to serve as the Chair and Lazaro as the Vice-Chair, Cheryl Landis seconded. Members met consensus.</p> <p>Members questioned the terms of the officers, and requested a copy of the bylaws. Staff provided copies to members. Boydston advised that membership term expirations are good in order to get new knowledgeable citizens an opportunity. She noted that it would be good to add consumers as member to the TBAC.</p>	<p><b>Advisory Committee for Suzette Boydston to serve as the Chair, and Lee Lazaro to serve as the Vice-Chair.</b></p>
III. Minutes from the May 18, 2018	<p>Amy Peer moved to approve the May 18, 2018 meeting minutes, Barlow-Lind seconded. Consensus to approve the minutes as written.</p>	<p><b>Consensus by the TBAC to approve the May 18, 2018 meeting minutes as written.</b></p>
IV. Pedal Corvallis Presentation	<p>Oregon Cascades West Council of Governments (OCWCOG) staff, Ulisses Martinez provided an update on Pedal Corvallis.</p> <p>Martinez has worked for OCWCOG for a little over a year as an Outreach Ambassador. He has provided community engagement on the program, Pedal Corvallis by attending events.</p> <p>Martinez advised that Pedal Corvallis is a Bikeshare program. Bikeshare is prevalent outside of the US, and prevalent in large cities within the US. Bikesharing is different from a bike rental in that there are stations where the bicycles are checked out from. Martinez went on to provide a full presentation on the program.</p> <p>Pedal Corvallis launched in 2016 with 6 stations, 33 bikes, and 2 trikes. The program was set to target IHN-CCO clients and the public, 18 and older. In April 2017, 2 additional stations were added with 8 bikes. In the fall of 2018, 2 additional stations will be added at OSU, with 9 bikes. The program consists of sponsors and partners that provide gift cards, and incentives.</p> <p>The annual membership for non-IHN members is \$25 annually, or</p>	<p><b>Staff to follow up at the next meeting with responses to pending questions.</b></p>

	<p>\$10 monthly. Membership covers rides up to 2 hours; additional time is \$3 per hour. There is also now a pay as you go at \$1 every ½ hour with the first two hours being free. IHN members receive the service for free.</p> <p>OCWCOG has contracted with Zagster to provide the bicycles, maintenance, and call service. To check out the bicycles, the Zagster application is downloaded to a smartphones. If a smart phone is not available, texting is available to check out the bicycles. A code is provided to unlock the bicycles via the application or text.</p> <p>Members noted that a possible barrier are the persons that do not have a cell phone, or a computer with which to sign up for the service.</p> <p>As of August 15<sup>th</sup>, total participation has reached 1,110 with 8,024 total trips. Repeat ridership is above average, with IHN membership being about one-quarter of active members.</p> <p>In the Summer of 2017, Pedal Corvallis did a neighborhood-focused outreach to 600 households in the Garfield neighborhood. A service analysis data on the outreach was done. Members received an overview of the data results in their agenda packet, and Martinez reviewed the results.</p> <p>Member questions and feedback:</p> <ul style="list-style-type: none"> <li>• Why was the City of Corvallis chosen over other communities?</li> <li>• How much money is collected in fees per ridership?</li> <li>• How much went back to Medicaid clients? <ul style="list-style-type: none"> <li>○ Note from Boydston: Per Federal Statute, funds collected must be dedicated to a Medicaid clients.</li> </ul> </li> <li>• What is the budget and who is the fiscal agent?</li> </ul>	
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	<ul style="list-style-type: none"> <li>• South town Corvallis is a good area to target with additional outreach and to get data on usage at its station. Would be good to get a second station there.</li> <li>• Growth in Linn County shows the need for expanding the service to the area.</li> <li>• It's a good model program for other local areas.</li> </ul>	
V. Statistics and Budget Report	<p>In the interest of time, staff Danny Magana questioned if there were specific questions on the report.</p> <p>Boydston advised that she would like a detailed report on where clients are taking trips to. Mainord advised that transportation is only available for non-emergent medical appointments, therefore; all appointments are to clinics, hospitals, medical facilities. The only instance where we take clients to a different type of facility is when a client is transported to a pharmacy.</p> <p>Additionally, Boydston would like to know why only about 10% of the approximate 55 thousand eligible clients are utilizing the RideLine transportation service. Mainord advised it depends what they are eligible for under Medicaid, as well as some members have their own means of transportation or family members who provide transportation to them.</p> <p>Cheryl Landis noted that it would also be good to know how RideLine compares to other like services across the Country.</p>	<b>Staff to follow up on questions at the November 16<sup>th</sup> 2018 meeting.</b>
ADDITIONAL AGENDA ITEM	<p>Lazaro advised that there is a concern that not enough eligible clients are utilizing the service and that not enough outreach is being conducted. This in turn could cause a lack of potential ridership in the community. This population seems to be less healthy than the average population and more in need. The concerns have been outlined and emailed to the TBAC Chair, and have been discussed with COG Board representatives.</p>	<p><b>Tamatha Tracer to provide a presentation at the November 16<sup>th</sup> meeting.</b></p> <p><b>Staff to follow up on questions at the November 16<sup>th</sup> meeting.</b></p>

	<p>Lazaro advised that they would like to know if this is a real concern. He noted that a survey could be developed to find out if members know of the service. This would help to find out if they are aware of it; why are they not taking advantage of it. If they are not aware of the service, find out how can the Brokerage can make it more accessible.</p> <p>Staff provided RideLine brochures and trifold to members and advised that they are provided at tabling events. Additionally, the Well Care program provides a venue for staff to meet with community members in the Region. What staff has found is that many discharge planners, as well as facilities do not know how to navigate the service.</p> <p>Questions and feedback:</p> <ul style="list-style-type: none"><li>• If developing a survey, make it available in multiple ways</li><li>• What number of eligible clients are using the service?</li><li>• Look into what the barriers are, and how to address them</li><li>• Educate about RideLine to TBAC members, and in general</li></ul> <p>Tamatha Tracer advised that when a new member comes into IHN, they receive a new member packet with information on all the services they are eligible for, including information on transportation services. Additionally, with their ID cards they receive a member guide with information they need to know within the first 30 to 60 days. This also includes information about the transportation services. Tracer also noted that it's important to keep the financials in mind when budgeting.</p> <p>Boydston questioned if the transportation service funds are restricted. Tracer advised that yes, it is. Lee wanted clarification if the transportation is capitated. Tracer advised that it is capitated. The</p>	
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	<p>capitation is analyzed in every other year basis and reset for every two years, given the history. This is looked at Statewide, not by CCO. However, there is not a never ending budget. Landis wanted to know how it can be capitated if every member is capitated. Tracer advised that, it is a service that every Medicaid members is eligible to have, however; the CCO's are paid a capitated premium. Landis stated that there could be a distribution issue. Tracer advised that Samaritan is a non-profit organization and they do not keep any of the funds. She noted that she is available to make a presentation on how the funds are spent. Lazaro requested for Tracer to focus her presentation on the constraints Samaritan CCO is faced with.</p> <p>Katie Trebes advised that last fiscal year, the COG applied for a Mobility Management grant regarding dialysis transportation in Lincoln County. The current CTAA grant also targets Lincoln County, however; it is not focused on Medicaid services. The grant is designed to create a best practices guide for partners to use when it comes to outreach and inclusion during planning processes. The CTAA grant focus is to get the seniors and people with disabilities involved. Staff has had a kick-off meeting, and is expecting to send out the survey this afternoon.</p> <p>Member Feedback:</p> <ul style="list-style-type: none"> <li>• Reach out to members not being served</li> <li>• How many members call and cannot receive a ride?</li> <li>• Connect with Meals on Wheels for outreach on RideLine</li> <li>• Utilize the one on one Federal Statute of one visit per year, per client</li> </ul>	
<p>VI. Well Care Program</p>	<p>Staff, Kara Beck advised that the purpose of the Well Care program is to provide transport to additional services that will enhance overall wellness and quality of life for members by improving social determinants of health, ultimately reducing hospital admissions, ER and urgent care visits.</p>	

	Landis advised that she has received concerns that from people about not wanting to converse about what they have already discussed, and that if RideLine is only gathering data, they do not want to have discussions. She suggested for Beck to connect with Nicole Fields with Health Promotions.	
VII. Other Business	<ul style="list-style-type: none"><li>• Legislative Update</li><li>• Member updates</li></ul>	<b>Due to running over time on other agenda items, this agenda items was not discussed.</b>
VIII. Adjournment		<b>Meeting adjourned at 11:55 am.</b>

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**Friday, August 17, 2018**  
**10:00 to 11:30**

Cascades West Center  
 1400 Queen Ave SE – Upstairs Conference Room  
 Albany, Oregon

Video Conference  
 Toledo Office

**Committee Members Present:** Laurie Barajas, Amy Peer, Suzette Boydston, Mary Marsh-King, and Jasper Smith

**Members Absent:** Tony Howell, Lee Lazaro, and Pam Barlow-Lind

**Ex-Officio Present:** Tamatha Tracer

**Staff Present:** Tarah Campi, Danny Magana, Phil Warnock, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to order and Agenda Review	The Chair Suzette Boydston called the meeting to order at 10:00 am.	<b>There were no changes to the agenda.</b>
2. Public Comment		<b>There were no public comments.</b>
3. Minutes from August 17, 2018	<p>Boydston noted that she appreciates the layout of the minutes and how it makes it very clear what topics have been brought up and the decisions that were made.</p> <p>She went on to remind the Committee that it would be good to have a consumer as part of the TBAC.</p> <p>Boydston also noted that Friday meetings are tough.</p> <p>Staff Phil Warnock advised that OCWCOG will be focusing on a renewing commitment from members.</p>	<p><b>A quorum was not met and the minutes were tabled for the next meeting.</b></p> <p><b>Introductions were conducted after membership discussion.</b></p>

	<p>Members noted that it would be important to let consumers know that transportation could be provided via transportation services such as dial a bus.</p>	
<p>4. Samaritan Health Plan Presentation</p>	<p>Tamatha Tracer provider a presentation on the Oregon Health Authority (OHA) rate settings per the TBACs conversation at its last meeting.</p> <p>Tracer noted that Rates are established within state budget guidelines to support the Oregon Health Plan (OHP). Settings are set as such:</p> <ul style="list-style-type: none"> <li>• Rates must be actuarially sound and meet CMS requirements.</li> <li>• IHN works closely with OHA's Actuarial Services to gain understanding and give feedback throughout the rate development process.</li> <li>• Once rates are completed, they are included in IHN's contract with OHA for the coming year</li> </ul> <p>Tracer went on to review the 2019 timeline, noting that the rates process kicks off in March with final submittal in October. During the setting process, workgroups are set to validate and analysis data, and payment rates.</p> <p>The process allows for an opportunity to discuss the things that have a special rate setting process such as maternity and dental case rates. The state looks at all the maternity cases and if it lands within the corridor, the cost is already figured into rates. If it goes above that, there is a reconciliation with the state. Dental is currently carved out due to an agreement within OHA and the dental agencies in Oregon. All of the dental services go through a dental organization, and the CCOs contract with those organizations.</p> <p>Warnock noted that one of the things that has been a challenge on</p>	

	<p>the delivery side for coordination and also has an impact on the rate is, if the CCO is responsible for a member for any of the configurations of the benefits; the CCO is responsible for transportation for that member.</p> <p>Tracer went on to review the different versions of OHP that are available, noting that the Cadillac version covers everything under one CCO. Other versions include partial coverages. In the past, the type of coverage received was based on the health of the member and where they needed to get there services.</p> <p>In 2019 there will be there will be an effort from OHA to assign members to a CCO for the Cadillac version of coverage. This is to assist with coordinating the care and bridge the gap as they enter into the CCO. Tracer advised that they have been told that there's about 3,900 members starting as of April 1, 2019.</p> <p>Tracer continued with the presentation and noted that OHA looks at every case and makes sure that all claims have been approved. In July of the planning year the trending is analyzed, and the Region rates are adjusted. Tracer clarified that our service are is Linn, Benton, and Lincoln County. The Region consists of parts of Marion and Lane Counties.</p> <p>Warnock noted Ride Lide was advised that we were spending too much during the 2017 to 2018 rate settings when the super region was compared statewide. He noted that is contrary to the statement that if you provide more rides, they'll provide more funding and that this is why there is a capitation.</p> <p>Boydston questioned if there have been positive health changes to consumer who utilize the services.</p>	
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	<p>Tracer answered that when OHP was first implemented, the aim was for consumers to get the services that they needed. The overall trend has started to bend with focus on preventative care, and early intervention.</p> <p>Tracer advised that OHP is now at the end of the rate setting period and has received next year's budget numbers. The overall budget for 2019 has taken a 1% cut from 2018. OHP is taking a look at all the services that it provides, and making sure that the funds are going where they needed. She stated that the goal is to give members equal access to all the services.</p> <p>Additionally, Tracer noted that OHP meets with the Brokerage to discuss utilization and mileage reimbursement, etc. One of the focuses is to keep the funds within the region. However, consumers are taken to where they need to go in order to get the services they need is they are not available locally.</p> <p>OHP has started to allow payment to providers who aren't typically credentialed. One of those providers, is a traditional health worker. OHP sees the need for traditional health workers.</p> <p>Warnock noted that three years ago, the Delivery System for Transformation Workgroup received a proposal from Benton County to establish a Traditional Health Worker training program. OCWCOG is having a staff person go through the process of becoming a Traditional Health Worker.</p> <p>In regards to the TBAC members question on whether outreach is taking place to people who need the services; Boydston noted that there are only enough funds to serve so many people.</p> <p>Tracer stated that outreach can still be looked at to see if there are</p>	
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	<p>any gaps that need to be addressed.</p> <p>Warnock added that the blanket outreach is not missing, it's the targeted outreach that needs to be defined. He advised the Brokerage is focusing on this and looking at opportunities for this type of outreach. He stated that part of it is the coordination of the partner community (e.g. navigators, receptions, etc.). Another component are the personal needs, or root causes to transportation barriers (e.g. childcare needs).</p>	
5. Staff Reports	<ul style="list-style-type: none"> <li>• Pedal Corvallis Update – Staff Danny Magana provided copies on the email that went out after the last meeting. The email includes answers to the questions at the last meeting. Magana briefly reviewed the email.</li> <li>• Well Care Program Update – The program has started providing rides. Kara Beck has gone through the Health Worker certification process. The process has opened up new engagement opportunities that may assist with the TBAC membership.</li> <li>• Statistics – Members received additional statistics. Magana reviewed the documents with members.</li> <li>• Costs Per Ride, Per Client – Magana reviewed the attachment.</li> </ul> <p>Magana also provided a handout of call center data from the past two years.</p> <ul style="list-style-type: none"> <li>• Budget Report – Magana reviewed the budget report.</li> </ul> <p>RideLine Survey – is now in Spanish.</p>	

	<p>Whitepaper – Staff has been assigned with developing a whitepaper that can assist with new member onboarding. It will reference back to the Regional Chapter of the Service Coordinated Plan, the role of Brokerages, and additional data.</p>	
6. Other Business	<p>Human Services Coordination – When asked, Warnock advised that Jim Owens was in charge and a final meeting of stakeholders was held last week. The final draft should be posted soon.</p> <p>Bilingual Pilot Project – Warnock stated that a disconnect was noted at a meeting with Health Care Navigators in regards to the Spanish speaking community. In order to address this disconnect, COG submitted for funds for a bilingual pilot project. The project will help identify efficacy, cultural barriers, and hesitancy from the Spanish speaking community. Ride Line will identify, provide outreach, and training to partners, referral points, and members for access to services. Reach target population and increase their understanding of the services, their utilization, confidence and comfort in seeking services, and decrease denials.</p> <p>Transportation Network Companies - Warnock advised that something that there is legislation around transportation network companies and licensing fees. Staff is tracking this because the definitions are currently vague and could inadvertently sweep in non-emergent medical transportation. Companies could be lost, which would cause an increase in capacity. This would hurt the rural communities very negatively. Staff will continue to track this and will report back.</p>	
7. Adjournment		<b>The meeting adjourned at 11:30 am.</b>

# **Transportation Brokerage Advisory Committee**

## **2019 Meeting Calendar**

Meets quarterly, on the 1<sup>st</sup> Thursday of the Month

10:30 am – 12:00 pm  
OCWCOG, Albany Office  
1400 Queen Avenue SE, Albany  
Upstairs Large Conference Room

February 7<sup>th</sup>

May 2<sup>nd</sup>

August 1<sup>st</sup>

November 7<sup>th</sup>

## Cascades West Ride Line Statistics

October 1, 2018 to December 31, 2018

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
<b>IHN</b>				
32	6	Bus		
27	24	Comm. Bus		
154	20	Lodging		
73	15	Meals		
22	8	Meals-Escort		
11,278	546	Mileage	<b>48,597</b>	<b>Trips</b>
33	30	Secure	36,951	Not Shared
30,063	2,216	Sedan	11,646	Shared
193	129	Stretcher		
3	3	UNASSIGNED!		
6,719	642	Wheelchair		
<b>48,597</b>	<b>3,639</b>	<b>Sub Total</b>		
<b>OHP</b>				
2	2	Comm. Bus		
12	1	Lodging		
6	4	Meals		
8	3	Meals-Escort		
612	54	Mileage	<b>1,801</b>	<b>Trips</b>
1	1	Secure	1,471	Not Shared
1,025	115	Sedan	330	Shared
15	13	Stretcher		
120	33	Wheelchair		
<b>1,801</b>	<b>226</b>	<b>Sub Total</b>		
<b>wcare</b>				
49	9	Sedan	<b>49</b>	<b>Trips</b>
49	9	<b>Sub Total</b>	45	Not Shared
<b>50,447</b>	<b>3,874</b>	<b>Grand Total</b>	4	Shared

**Information provided is for the QUARTER**

**October 1, 2018 to December 31, 2018**

		<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	5,768	\$ 220,887.95	\$ 38.30	418	14	\$ 528.44
Lincoln	Sedan	5,032	\$ 363,733.63	\$ 72.28	465	11	\$ 782.22
Linn	Sedan	19,545	\$ 683,721.68	\$ 34.98	1,381	14	\$ 495.09
Other Co's	Sedan	743	\$ 31,444.10	\$ 42.32	38	20	\$ 827.48
Benton	Wheelchair	966	\$ 39,626.25	\$ 41.02	111	9	\$ 356.99
Lincoln	Wheelchair	929	\$ 49,545.20	\$ 53.33	95	10	\$ 521.53
Linn	Wheelchair	4,876	\$ 250,993.92	\$ 51.48	447	11	\$ 561.51
Other Co's	Wheelchair	68	\$3,850.11	\$56.62	14	5	\$275.01
Benton	Mileage	1,116	\$ 7,225.97	\$ 6.47	59	19	\$ 122.47
Lincoln	Mileage	3,147	\$ 32,959.47	\$ 10.47	220	14	\$ 149.82
Linn	Mileage	7,492	\$ 46,447.07	\$ 6.20	306	24	\$ 151.79
Other Co's	Mileage	135	\$ 1,494.79	\$ 11.07	6	23	\$ 249.13

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

**RIDELINE BROKERAGE**

December 31, 2018

FY 18

<b>CASCADES WEST COUNCIL OF GOVERNMENTS</b>		
<b>FY 2017-2018 Budget Summary / Financial Statement ending balance</b>		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	7,379,243	2,828,338
Title XIX DHS FFS	516,000	112,011
Contract Revenue	15,000	0
Fees For Service	3,000	688
Miscellaneous	0	3,120
<b>TOTAL REVENUE</b>	<b>7,913,243</b>	<b>2,944,157</b>
Wages	507,744	236,941
Leave	25,337	15,337
Benefits	382,844	137,790
<b>TOTAL PERSONNEL</b>	<b>915,925</b>	<b>390,067</b>
Contract Expense	6,733,769	3,615,979
Materials and Supplies	263,549	124,728
<b>TOTAL MATERIALS &amp; SUPPLIES</b>	<b>6,997,318</b>	<b>3,740,707</b>
<b>GAIN / (LOSS)</b>	<b>-</b>	<b>(1,186,617)</b>