

**Cascades East Ride Center (CERC)  
Advisory Committee Meeting**

**02/28/07**

**DHS  
1135 SW Highland  
Redmond, Oregon**

**Members present:**

Debbie Heckman, Grant County; Kathy Rementeria DHS Harney County; Jane Padgett DHS Malheur County Ron Tamminga, Deschutes County Mental Health; Dennis Conley, Seniors and People with Disabilities; Julie Rychard, Full Access Brokerage; Tom Wright, Bend Fire and Rescue; Sandy Hata, District Manager SPD and Clyde Wright, City of Culver

**Members Absent:**

Lin Gardner, DHS Deschutes County; Debbie Quant DHS Harney County; Marilyn Jones DHS Baker, Union, Wallowa Counties; Toni Landis, City of Sisters; Susan Ross, Deschutes County; Kathy Ostrom, City of Bend Dial-A-Ride; Yvonne Iverson, Indian Health Services; Margaret Davidson Community Connection; Jan Goodwin, Medical Facility and Ted Comini, Crook County.

**Guests:**

Debbie Wert, DMAP

**Staff present:**

Karen Fenty Friend, Lloyd Horsley and Esther Warren CERC Staff.

**Approval of Minutes:**

Ms. Rementeria made note that the minutes did not reflect the complaint process discussed in the previous meetings. Ms Friend noted that the complaint process is talked about on page 2 of the minutes and in the handouts are located the complaint process and will be discussed in this meeting.

Mr. Tom Wright moved to approve the minutes of the January 17, 2007 Advisory Board meeting. All in favor, none apposed.

**M/S/U            T. Wright/All/Unanimous**

**Medical Transportation Program Update:**

Ms. Friend referred to the January 2007 Advisory Committee Reports. She pointed out that the reports show that the total calls received were up from December and back to normal. She reported that there were 17 provider complaints, 7 brokerage complaints and 12 denials of those 7 were non-covered services, 1 for service available locally and 3 unable to verify appointments. There were 6 no rides found, 2 in Jefferson County, 2 in Deschutes County and 2 in Malheur County all of these rides were last minute requests.

There were 3575 total rides in January 2007.

Ms. Friend reported to the committee that there were 201 after hour rides. While tracking the rides it was discovered that the count is so high due to the dialysis rides that are occurring early in the morning or late at night or on weekends.

Ms. Friend also reviewed the Last Minute non-urgent ride report. She noted that the last minute rides have not affected the program too much and negligible in cost.

Ms. Friend reviewed the brokerage complaints and there were 4 policy complaints, 1 not authorizing a ride for pick-up for x-rays, 1 for not authorizing an over night stay, 1 for not authorizing a ride after the fact and 1 for not assigning a ride to the volunteer program. There were 3 dispatch complaints, 1 for not authorizing a ride for an admin exam, 1 for entering a wrong drop off point, and 1 for assigning a ride to the wrong provider.

Ms. Friend reported that she attended the Medical Ride Brokerage Managers meeting and the meeting is now combined with the DHS advisory committee. Some of the issues that are now presenting themselves to the brokerages and clients are being resolved with the two committees working together.

**Other Items for Discussion – Committee Members:**

Mr. Horsley reviewed the Provider complaints hand out with the committee. He discussed that the process is part of our manual for the call center. The customer service representatives log the complaints into our software. The complaints are taken to the supervisor, non urgent complaints are dealt within 48 hours. All documentation regarding the complaint is documented into the system up to the point to the complaint being resolved. Once the complaint is resolved then the complaint and resolution are e-mailed to the appropriate DHS contact. Mr. Horsley noted that the process started in late January. Mr. Conley asked if a complaint from a rider is called in does the CSR tell them up front what they can expect to happen. Mr. Horsley answered there is a postcard that is sent out that thanks the client for the information and there will be an investigation regarding the complaint. Most of the complaints are either a missed pick-up or a late pick-up and the CSR's will take the information and work with the client. If the complaint is about a provider and the client appears to be endangered or at risk of harm the client is contacted by Mr. Horsley and informed that their future rides will not be with that provider pending the investigation. Once the investigation completed the client is contacted and informed of the results in those situations.

Ms. Rementeria asked what the process is if the complaint is regarding customer service issues at the brokerage. Mr. Horsley answered the complaint is handled in the same manner as the complaint will go to him and he will do the investigation. The client will be contacted for further information. The results will still go out to the DHS coordinators. Mr. Tom Wright asked if there is a way for Ms. Rementeria to follow up on a complaint. Mr. Horsley noted that the DHS coordinator could call the ride center and check on the status of a complaint as all CSR's have access to the client files. Mr. Tom Wright asked when the complaints are received if they are assigned a case number. Mr. Horsley stated that the software ties the complaint to a date and ride number.

Ms. Hata asked if in the next brochures if Mountain Time and Pacific Time can be identified. Some of the calls come in before CERC is open. She would like to know what is the best way to handle cancellations when CERC is not open the same time as some of the Eastern Oregon facilities. Ms. Friend stated that a message could be left in our system. Mr. Horsley answered that the first thing that the CSR's do in the morning is check the message line and make call backs to providers, clients and facilities.

Ms. Wert shared with the committee that when an issue comes up to please e-mail all the information regarding the worker, client or advocate has at the time you receive it so the

brokerage can research the issue. The brokerages look at it as urgent and non-urgent but they also have to take time to research all of the information in the whole complaint, not just with the client but also with medical facilities, providers and caretakers. Ms. Friend added that when the complaint is investigated that sometimes the story is very different. The more specifics that are supplied to us will be very helpful to resolve the issue. Mr. Horsley asked that when a complaint comes in from DHS if the caseworkers name could be on the complaint, or someone that he could contact.

Mr. Tom Wright asked what the up-date was for bus passes. Mr. Horsley shared with the committee that he has identified about 55 ambulatory clients in Bend that live within roughly 4 blocks of a bus stop. These clients would be good candidates to do a trial run on the bus for medical transportation using Bend Area Transit (BAT). The clients will be sent a free bus pass to take a ride on the bus in a specific time frame. The clients need to get familiar with the system before they can use it for a Medicaid ride. Ms. Rementeria asked if a 12 year old would be issued a pass to ride the bus and maybe the parent to a medical appointment. Mr. Horsley answered at this point the children have been excluded because most of the kids in Bend that are transported are going to some type of mental health counseling and they are transported by DHS volunteer services.

Mr. Tom Wright asked if there was an up-date on the gas vouchers. Ms. Friend said that right now the gas vouchers have been put on the back burner.

Mr. Tom Wright asked what the resolution was on the Burns to Bend ride regarding the meal stop. Ms. Wert stated at the last brokerage meeting there was a great deal of discussion regarding meal stops. There is a work group that is going to get together to discuss the best way to proceed on this. Right now if there is a ride request for a client who needs to stop for restroom breaks it needs to be put into the request. If it is a client who needs a snack or meal they need to plan ahead and bring a lunch. Ms. Wert asked the committee to look at the tutorial that is located on the DHS web page to review what the brokerages are required to ask the clients.

Ms. Padgett reminded the committee that Ms. Jones was drawing up a draft of procedures to follow for these kinds of incidents. Ms. Friend stated that the draft would have to be done and then taken higher up the flag pool so to speak.

Mr. Tom Wright opened up a round table discussion. Mr. Tom Wright met with Marty Betch with St. Charles and they put together a web-based program to help reduce the amount of calls at 2 in the morning. Mr. Clyde Wright discussed some of the issues regarding the volunteers used at the hospitals. Ms. Rementeria does a monthly evaluation of her volunteers and she will send to Ms. Friend to share with the committee.

#### **Adjournment:**

Mr. Tom Wright asked the committee if there was any further business. Seeing none, Mr. Conley made a motion to adjourn the meeting and Ms. Rycharde seconded, all in favor, none opposed. The meeting was adjourned.

**Next meeting Wednesday March 28, 2007 at 1:00**