

Cascades East Ride Center (CERC) Advisory Committee Meeting

01/10/2006

**COIC 2363 SW Glacier Place
Redmond, Oregon**

Members present:

Ted Comini, Crook County; Gayle Rodger, Warm Springs, Clyde Wright, City of Culver; Ron Tamminga, Deschutes County mental Health; Betty Marie Baker, Deschutes County / STF; Julie Rychard, Full Access Brokerage; Kathy Ostrom, City of Bend dial-A-Ride; Dennis Conley, Seniors and people with Disabilities; Lin Gardner, Children and Families; Yvonne Iverson, Indian health Services

Members Absent:

Pat Minney; Jan Goodwin, Medical Facility; tom Wright, Bend Fire and Rescue; Toni Landis, city of Sisters; Susan Ross, Deschutes County

Staff present:

Karen Fenty Friend, Esther Warren, COIC

Approval of Minutes:

Mr. Comini moved to approve the Minutes for January 10, 2006. Mr. Tamminga seconded. Motion carried unanimously.

Medical Transportation Program Update:

Ms. Friend reported to the committee that the stats all look good. Ms. Friend was concerned with the estimated cost of the rides going up. One reason could be we are in the implementation phase in adding on the other counties, and the other factor could be October cost per rides were down. Only 45% of that cost was provider rides and in December 61% of the total cost was provider rides. So, it is a reflection of provider rides not administrative costs. The other statistic that stands out is the volunteer rides in November went up and then down in December.

Ms. Friend noted in December there were a lot of provider refusals and we are working on fixing that for the next period. Ms. Rychard asked how CERC goes about fixing the provider refusals. Ms. Friend stated we talk to the provider about cutting back rides as most of the time we have just exceeded their capacity.

Ms. Friend informed the committee that CERC is working on the expansion. The implementation for Harney County will be Tuesday January 17th. CERC is anticipating implementing in Union, Baker and Wallowa counties around the first of February. Community Connections, the only provider in those counties is ready for the implementation.

Ms. Friend reported to the committee at the last brokerage managers meeting Rogue Valley brokerage was audited by their workers compensation provider SAIF. SAIF included some of the Rogue Valley brokerage providers as employees instead of independent contractors. Rogue Valley contested to the State board but the State board agreed with SAIF. COIC will be requiring all contractors to carry workers compensation insurance. That will affect two current providers. The two providers that are contracted with COIC will be required to have workers compensation by February 15th.

At the request of Lin Gardner, Ms. Friend explained to the committee the provider complaint process. We receive a complaint. The complaint is logged in as a Customer Service Incident. All of the facts reported are recorded. A follow up is done with the provider and call center, and sometimes case manager. CERC follows up on all of the complaints. If a sanction is necessary as the result of a complaint, there is a process that is followed which begins with a notice but can ultimately result in a temporary suspension or cancellation.

Other Items for Discussion – Committee Members:

Mr. Tamminga asked if we will be having other counties join in on our meetings. Ms. Friend said the next meeting we will have others video conferencing with us. Representatives of the Eastern Oregon communities will begin to join the committee.

The February 14th meeting will be held in the large conference room at the DHS building on Highland.

Adjournment:

Ms. Rychard asked the committee if there was any further business. Seen none Mr. Tamminga moved and Ms. Gardner seconded, all in favor, none opposed. The meeting was adjourned at 9:40 am.