

**Cascades East Ride Center (CERC)
Advisory Committee Meeting
10/10/06
DHS
1135 SW Highland
Redmond, Oregon**

Members present:

Betty Marie Baker, Deschutes County / STF; Julie Rychard, Full Access Brokerage; Dennis Conley, Seniors and People with Disabilities; Lin Gardner, DHS Deschutes County; Kathy Rementeria DHS Harney County; Tom Wright, Bend Fire and Rescue; Jan Goodwin, Medical Facility; Clyde Wright, City of Culver and Ted Comini, Crook County.

Members Absent:

Toni Landis, City of Sisters; Susan Ross, Deschutes County; Margaret Davidson Community Connection; Yvonne Iverson, Indian Health Services; Ron Tamminga, Deschutes County Mental Health; Marilyn Jones DHS Baker, Union, Wallowa Counties; Kathy Ostrom, City of Bend Dial-A-Ride; Debbie Quant DHS Harney County and Jane Padgett DHS Malheur County.

Staff present:

Karen Fenty Friend and Esther Warren, COIC.

Approval of Minutes:

Mr. Clyde Wright moved to approve the minutes of the August 8, 2006, Advisory Board meeting. Mr. Comini seconded.

M/S/U Wright/Comini/Unanimous

Medical Transportation Program Update:

Ms. Friend referred to the August 2006 and September 2006 Advisory Committee Reports. She pointed out that the reports show that the August 2006, rides were up from August 2005, and explained that this was due to the fact that Eastern Oregon was not yet operational back in August of 2005.

There were 3015 calls in September 2006 with a total of 3360 rides in September 2006, of which 17 rides were Harney County Volunteer; 339 Central Oregon Volunteers and 14 Grant County Volunteers. Grant County was implemented on September 20, 2006. Grant County Volunteer is the only provider for that area. COIC is working on contracting with another provider called "People Movers". The average cost per ride is comparable to the last few months and there were 392 after hour rides. Ms. Friend noted that there have been frequent dialysis rides scheduled on Saturdays as well as prior to 6:00am.; those rides are included in the number of after hour rides. Ms. Friend mentioned that Customer Service verifies all rides that are after hours before they put the ride into the system. The after hour rides are now verified via the facility, provider and the client. Cancellations are down, resulting in fewer rides for the call center to re-schedule. There were 58 no-shows, 19 provider complaints. CERC has one provider on suspension as a result of a client complaint. An investigation of the complaint was completed as well as a file audit, which has resulted in suspension of the provider for non-compliance. There were 21 denials, 15 were for non covered service; 1 another resource; 4 were non eligible or service was non eligible and 1 because there was no service available locally.

Mr. Tom Wright asked if we had a new secured provider in the area. Ms. Warren stated that she has been contacted by a couple of companies requesting a copy of the contract, but she has not heard back from them.

Ms. Gardner asked what the denial for other resources included. Ms. Friend explained that if the client has other means of transportation then CERC services are not needed. There are guidelines that must be followed, however sometimes there are exceptions.

Mr. Tom Wright asked if we noticed any impact from the bus system in Bend. Ms. Friend stated that there has not been any impact noted as yet and that we are in the process of researching how to incorporate the new bus system and the issuing of bus tickets.

Ms. Gardner asked about the safety complaint listed on the report against Bend City Cab. Mr. Conley mentioned a client, who was a teen, who had been left for more than a couple of hours past their appointment and wondered if this was the safety complaint. Ms. Friend agreed that was probably the same complaint.

Ms. Baker wanted to know why Bend City Cab shows so many late pick ups. Ms. Friend explained that the provider also runs another business and that possibly could be part of the late pick ups. She believes that the suspension of one of the providers has caused capacity issues as well.

Ms. Goodwin asked about the client complaint against the provider and if it was possible for that client to have another provider until the complaint has been resolved. Ms. Friend mentioned that if the client requested another provider we would honor that request until we resolve the late pick ups issue.

Other Items for Discussion – Committee Members:

Complaint process and time lines (Marilyn Jones) will be postponed to the November 14, 2006 meeting.

Mr. Tom Wright discussed with the committee a flow chart for the hospital to use for after hour rides. The hospital currently calls the ambulance for these rides when an ambulance is not actually needed. Ms. Goodwin requested a copy of the flow chart so that she can distribute it at her next meeting. Staff will work on the flow chart and forward it on to Ms. Goodwin before her next meeting. Mr. Tom Wright asked if any of the other hospitals have had issues with after hour rides. Ms. Warren explained that there have not been any after hour rides that she is aware of.

Mr. Tom Wright conducted a round table discussion and Ms. Baker reported on how she thought the Bend bus system was working. Mr. Clyde Wright discussed volunteer services. Ms. Gardner commented on the struggle of getting volunteer drivers.

Adjournment:

As there was no further discussion Mr. Tom Wright adjourned the meeting.