

## **Transportation Committee Meeting Minutes Tuesday, November 13, 2007**

**Attendees:** Gail Bauhs, Rand Stamm, Cori Walter, Sandy Wood, Rene Hosler, Dan Schwanz, Kristie Chilcote, Lloyd Horsley, Janet Williams, Veneda Frank, Tracy Walstead, Fred Stoffer, Beth Mulcahy, Julie Brown, Steve Smith, Jason Walling, Phil Warnock, Sherrin Coleman.

Introductions

October minutes approved

**Agenda Topic: Review Committee Recommendations:** Client Behavior, No-Shows, and Bariatric Transportation. It was agreed that a similar process to Washington State's rules could be used for dealing with client behavior and no-show issues. Their no-show policy was talked about in the October 9 committee meeting and is outlined in the October minutes. The committee agreed to put this issue aside and that possibly a rule change would be appropriate.

Bariatric transportation continues to be a challenge because of limited transportation providers with the proper equipment to transport these clients. Sandy Wood and Paula have been working with SPD in researching the possibility of home health care visits. Sandy also stated that it comes down to some possible rule changes and future DHS internal processes.

### **Agenda Topics: Driver Roles for Hospital Discharges**

Among the challenges with hospital discharges are: Expectations from hospitals as to what is required of drivers; after-hour discharges; discharge times changing; and client eligibility.

Hospitals expect drivers to pick client up in their room if they leave on a stretcher or in a wheelchair, but the drivers are not expected to do this per DMAP policy.

After-hour and weekend discharges are a problem and drive up costs. Hospitals tend to call non-emergent ambulances for non-ambulatory clients. They should technically be giving 24 hour notice of discharge to the brokers as they are required to do with clients. Frequent changes in discharge plans contribute to increase costs because providers having to change their plans or show up and client is not discharged. It was suggested that brokers work with community advisory committees that include hospitals if they are not already.

Client eligibility is an issue when a client becomes eligible upon being admitted to a hospital but is not shown as eligible for the transportation after being discharged. Veneda Frank said there is a special code used by branch offices and she will research what that is.

**Agenda Topic: HIPAA Compliance**

Concerns about broker's responsibility for protecting client privacy while providing transportation services was discussed. Specifically, computer data systems between DHS and brokers for verifying eligibility. The question of whether or not brokers are exempt because they are not technically a health service. There will be new language when all contracts are renewed that specifies contractors responsibility in protecting DHS data. The issue comes down to contractors in good faith, providing reasonable data security.

**Agenda Topic: Child Transports**

Children under 4'9" and under must have a booster seat. Tri-Met is requiring a parent or guardian install the car seat and accompany the child. The consensus was that "parent or guardian" should also include caregivers. Misty said she might be able to provide some direction from the Director's Office on child transports under ages 13 (children 12 and under must have an escort).

This concluded the morning session.