

**Transportation Committee Meeting Minutes
Tuesday, December 11, 2007**

**Introductions: Committee Members and New DMAP Policy Administration
Unit Manager, Terri Serice.**

Early December Storms and Emergency Disaster Preparedness

We discussed the recent storms and resulting power outages. The north coast was hardest hit and because of widespread power and phone outages, NW Ride Center (SETD), was out of business for three days. There was also no cell coverage for a few days and many doctors' offices were closed for the same reasons. Cindy Howe from NW Ride Center was not able to attend the meeting, but a DHS representative from Columbia County shared what happened for them. They were not hit as hard as Clatsop county, but apparently lost telephone communications that halted their operations for a while.

The brokerages at the table asked: "What are the brokerage roles and responsibilities in any disaster?" The DHS staff shared that most care homes are going to call on mass transit for evacuation. The concern is that mass transit districts may not know they are a player in this situation. Sandy Wood shared this is a two-fold issue: 1) Communication and expectations in a disaster; 2) Medicaid vs. Private pays in Medicaid brokerages. Who has the authority to commandeer brokerage contracted providers in a disaster?

Sandy asked if there was anything further DHS/DMAP could have done to get service for clients? Was there anything more the brokerage could have done to serve clients? TripLink Brokerage was asked to provide evacuation transportation for 20 clients from a Sheridan residential home during the recent flooding. Kristie Chilcote could not reach Paula at the time so decided to go ahead and send their vehicles. Terri Serice said she and Paula will be getting blackberries to carry with us in case of emergencies like this one. Sandy pointed out, however, that DHS only pays the brokerages for Medicaid clients, not private pay clients.

Cascades West Ride Line had interruptions with the telephone service into their building, but they were able to use their backup system for incoming calls. Outgoing calls were done on personal cell phones. Phil brought up the question concerning backup power sources. Kristie shared that TripLink is researching the cost and installation of generators as backup power at their Call Center. Paula and Sandy asked if Transit districts had back up systems that the Call Centers could piggyback into. TripLink has no backup system yet, and no one was sure about Albany Transit.

Cori Walter brought up the need to back up the data every night, should the power go out. The TriMet Call Center does not have a power backup source.

Rand Stamm with LTD shared the importance of being a member at the table for the FEMA Disaster Planning and each area or region should know the Incident Command System.

Senate Bill 583

Oregon Consumer Protection ACT, new legislation effective January 1, 2008, was discussed. Because brokerages have access to DHS protected assets, they should protect confidentiality of personal and financial information, especially Social Security numbers.

Rand shared that it is imperative that agencies, districts, and private businesses, have policies and procedures in place to address security. Brokers conduct background checks for drivers and have access to personal information that is protected under the new legislation. Brokerages asked if the state could strip the social security numbers before the daily download. Bill Molloy, DHS Contracts, has said data security will be in the language of all new contracts.

Out of Area Transportation to Medical Appointments

This discussion was about client preference for an out of area doctor and no doctors available for new clients in their own areas. This issue comes up quite a bit for Cascade West (RideLine) because of the counties they serve. The question came up as to who keeps track of when doctors are taking new OHP Plus patients? Paula said that this is not posted on the

DHS web and that clients have to make the phone calls or they can call DMAP Client Services.

Volunteer Pilot Projects

Sue Coffin brought up the issue of the Volunteer Pilot Projects and whether or not it is reasonable to expect all new drivers to have the same driver training as the brokerage transportation providers. If so, how would it be implemented? In the past, volunteer drivers have attended brokerage trainings. Do we need a separate volunteer training program?

Billing Codes and New Client Eligibility, Hospitalizations

The discussion was around billing issues where a client is not in the OHP Plus program prior to being hospitalized and do not show eligible for later billings. The ACS (Acute Care Setting) is being used that will allow the branch workers to open a new OHP Plus client file and verify eligibility. However, the daily downloads for the brokers will not have the code until the next day. Once the hospital shares the ASC code with the brokerage, the code can be used for billing.

Tracking Possible Rule Changes

Paula is tracking suggested rule changes which include:
Pain Management: field complaints and citizen complaints
Out of State trips and coordination
Ambulance vs. stretcher transportation
Court Ordered Transportation
Complaints and inquiries
She has not made any major rule changes as of this date.

We are checking into holding future meetings at the DHS offices on Cherry Ave and will send an email informing everyone where the **next meeting on Tuesday January 8, 2008** will be held.