

**Regional Coordinating Council Meeting Notes**  
**January 23, 2013**  
**2:00 pm**

**Attending:**

Curtis Garner and Tara Styer- TTD

Judy Weber- TRPA

Susan Haas and Mike Reynolds- RSVP Carson City

Julia Tohlen- TNT-TMA

Bojana Vujeva- Community House

Graham Dollarhide: Carson City RTC

Wendi MrCray: ALTA

Paula Lambdin: El Dorado County

Gerri Grego: El Dorado County Commission on Aging

Ray Goodenough: OPEN

Cristina Wquin: SLT FRC

Kathryn Kaestner, Susan Mahonga, Zulma Rivera, Sandra Deus and Paula Ackerman: California Health and Wellness

Nicole Reaves: LogistiCare

Lai Lee, Alma Cardenas, and Amanda Solorio: Anthem Blue Cross

Janessa Jordan: Seniors First

Leanne Wagner: Barton Health

Pam Stoddart: Barton Community Health Center

Rachel Gantner: DCI Dialysis (Carson City and Gardnerville)

Kelly Beede: Town of Truckee

Maggie Hargrave: FRC Truckee

**Tara:** Welcome, acknowledges pilot of GoToMeeting.

Change to the agenda: The Anthem Blue Cross representatives presenting are Alma Cardenas and Amanda Solorio. Initiates introductions, comments and/or updates.

**Judy:** Annual SSTAC meeting will be on March 27, 2013 immediately following the RCC meeting. The SSTAC is looking at the unmet needs, if they are reasonable to meet. There will be an opportunity for input for other needs not already on the list. Judy will be sending out more information to SSTAC members.

**Susan:** Announces Mike Reynolds as the RSVP mobility manager. RSVP is looking for qualified candidates to be a mobility manager in Pahrump, NV.

**Tara:** Begin with brief summary of Medicaid transportation to frame the discussion.

- Center for Medicaid and Medicare Services (CMS) established transportation as a mandatory benefit for Medicaid recipients
- States have handled this in very different ways; Nevada has been offering NEMT with LogistiCare since 2003
- Medi-Cal traditionally has covered medical transportation by ambulance, litter van, or wheelchair van only when “public or private conveyance is medically contraindicated”

(essentially for those who are non-ambulatory). Many consider CA's previous policy to be contrary to Federal regulations; improvements to Medi-Cal transportation are very encouraging.

- A LogistiCare rep spoke at the Sept RCC meeting, but things were still uncertain, so today's meeting is an opportunity for the managed care organizations and LogistiCare to share procedures and any updates.

Nicole will be presenting for both California Health and Wellness (CHWP) and Anthem Blue Cross.

**Nicole (LogistiCare):** *(speaking about the CHWP brochure that is not yet approved by the State- this document will be forwarded to those on the RCC distribution list once approved)*

LogistiCare (LC) is a transportation management company with nationwide operation centers; operating in CA since 1999. LC is the nation's leader in non-emergency medical management. LC screens transportation requests to determine the most appropriate level of service for a patient. LC schedules and routes non-emergency patients based on medical and mobility needs. LC contracts and pays local transportation companies to perform the non-emergency transport (NET). LC and CHWP entered into an agreement on November 1, 2013 to manage and help organize the Medi-Cal transportation in the rural areas. CHWP reservation hours: M-F 8:00 a.m. - 6:00 p.m. The modes of transportation include mass transit to paratransit. Mileage reimbursement is also offered to the member themselves or a family member; this also includes wheelchair transport, gurney, and ambulance transport. Requires that member calls in three days in advance to schedule routine transportation, ensures LC has time to route the call and assign a transportation provider to transport the member. Mass transit requires a five day turnaround to make sure LC can get the routes and vouchers distributed to the members. LC is available 24/7 for same day discharges and transports. CHWP members will continue to call CHWP number and the call will be transferred to LC, to keep it easier for members. A LC customer service rep will explain benefits and the most appropriate mode of transportation based on the member's qualifications. In rural areas CHWP will allow a member to be transported up to **200** miles one way before a prior authorization is needed. Currently under Medi-Cal, members do not have any trip limits during a calendar year. CHWP and LC are working with providers to identify the members who really need to utilize this benefit to reduce overuse or abuse. There is a physician's certificate statement that LC sends out to the members' physician to authorize that the individual needs a higher level of service outside that of mass transit or mileage reimbursement. LC depends on Medi-Cal providers to review, complete, and authorize that the member qualifies for the transportation.

LC is offering courtesy transport when a member needs to get a physician certificate statement approved. It can take the physician some time to complete, so LC requires a 72 hour turnaround time for the certification. LC will honor transport to avoid any delay in patient care. Member can schedule both legs of the trip or LC can schedule it as a 'will call', so the member can call when finished with their appointment. A transportation provider will arrive 15-60 minutes to pick them up. CHWP allows the member, caregiver, or relative to schedule transportation with LC. LC has a quality assurance management team that reviews and processes daily issues or complaints related to transportation. LC provides CHWP with monthly quality assurance reports.

**Nicole:** *(presenting for Anthem BC and referring to the attached PDF presentation)*

LC and Anthem BC Medi-Cal entered into an agreement on November 1, 2013 and many of the same stipulations apply. The Anthem BC reservation hours for routine transportation are M-F 7 a.m. - 7 p.m. and there is a designated 877 number for members to call, but all calls come to LC. Members must allow three business days to set up routine transportation. Mass and paratransit requires five days advance notice. LC handles same day and urgent transportation requests or hospital discharges 24/7. LC has provided some cross training for Anthem BC field trainers to provide outreach and literature to the members and transportation benefit information has gone out to members since November.

Non-Medical Transportation (NMT) services are referred to as curb-to-curb services; the transportation provider picks up and drops off the members at the curb of their home and destination. The driver does not assist the member along walkways or up steps. LC offers a door-to-door service which includes member assistance between the vehicle and the door of their home or other destination. The driver will provide limited assistance as well as securing the member in the vehicle. The driver cannot serve as an escort (i.e. staying with the member) or help them in the facility once they arrive at the door. LC also offers non-emergency medical transportation (NEMT) services which are door through door services and assistance is provided within the origin or destination. NEMT services are usually for wheelchair and "gurney and above" services. There are no trip limits for Anthem BC Medi-Cal members, but LC monitors the trips and transportation within covered benefits. Any trip over 75 miles one way requires verification of medical necessity from LC (increased monitoring for trips over 75 miles). Members can schedule both legs of the trip or LC can schedule it as a 'will call', so the member can call when they are finished with their appointment. A transportation provider will arrive within 15-60 minutes to pick them up.

**Alma:** *(Discussion refers to job aid attachment)*

Begin with page eight and special persons with disabilities (SPD) section. Anthem identifies SPD members by the group letter (description highlighted on document). If the member's group number ends in B, C, L, or M and the effective date is from 2011 or more recent the member is an SPD member and they automatically qualify and only need five days in advance to request transportation. Any effective dates prior to 2011 requires a MD authorization form from the member's primary physician to verify if the members qualifies for transportation based on the medical condition and/or if they own a car. Ten calendar days are required for the MD authorization forms. This page of the job aid clarifies the eligibility of the SPD members.

Gas reimbursement is also provided for any appointment that is over 50 miles round trip. Five calendar days are required and the process is the same as other requests.

Page 11 of the job aid: Transportation does not typically cover CCS members (California Children's Services), but some exceptions have been made. Transportation for dental, methadone clinics, nonparticipating providers, unauthorized services, optometrist (ophthalmologists are covered), or inpatient behavioral health visits are not covered. Outpatient behavioral health visits are covered.

Gurney transportation is provided and it is also handled through LC. Rural members are referred directly to LC. Anthem is receiving an increasingly high number of requests for transportation and Anthem tries to honor next day or two day requests, but when there are other requests already scheduled by members within the timeframe it is difficult to make acceptations to the scheduling rules (e.g. five calendar days). Hospitals must arrange discharge transportation, not the patient/member; Anthem/LC cannot determine if a member is stable. First time members require 10 calendar day advance scheduling (MD authorization). Out of county transportation is through Greyhound and Amtrak and 10 calendar days are required for those trips.

Questions for LC, Anthem, and CHWP:

**Pam** (Barton Community Health Center): Where are the brochures available?

**Susan:** The CHWP brochure is a member document and must be approved by the State. Once it is approved Susan will send a copy to Tara for distribution.

**Pam:** Comments that it would be helpful for providers to be able to remind patients about the transportation benefits.

**Susan:** CHWP has not marketed benefits to members. This brochure will be distributed to providers who can identify members who qualify and tell them about the benefit. One other restriction, transportation is only provided to pharmacies when it follows a provider appointment or hospital visit. Members cannot request transportation to a pharmacy only.

**Tara:** Asks if Alma (Anthem) will also have brochures available.

**Alma:** No brochures, only the transportation job aid.

**Unknown speaker:** What is the mileage reimbursement rate?

**Nicole:** Currently \$0.55 per mile, for both Anthem and CHWP.

**Mike:** Does Anthem transportation have any providers in Northern Nevada, or just California?

**Alma:** Only California.

**Tara:** There is not a dialysis center in the Region so any residents of South Lake Tahoe and communities all around the Lake must travel to Reno, Carson City, and Gardnerville (Nevada) to dialysis clinics. Will out of state transportation be covered if the member is receiving treatment at the closest provider?

**Susan:** Inquires if question is for both health plans.

**Tara:** Confirms

**Susan:** In rural area, CHWP wants to ensure members are going to the closest CHWP contracted provider. If they have to go across the border to see a provider, transportation will be covered. If the one way transportation is beyond 200 miles, LC will need authorization from CHWP before

transportation can be provided. CHWP looks at medical necessity opposed to distance, but attempts to route a member to the closest provider.

**Tara:** Asks if Anthem has a similar policy.

**Nicole:** Only difference: any trip over 150 miles one way requires prior authorization from Anthem.

**Geri:** How long have you been delivering service in California?

**Nicole:** Since 1999, but in the urban areas.

**Tara:** Clarifies what type of services have been provided (e.g. non-ambulatory).

**Nicole:** The type of service provided depends on the LC client requests. Services are based on clients benefit matrix and what they are offering their members. LC customizes service based on the client's needs. LC process is essentially the same for all services, dependent on the individual client benefit matrix or request for membership.

**Curtis:** Has LC contracted with providers in El Dorado County for these services and if so, can contact information be provided?

**Nicole:** Nicole does not have the current provider matrix. The director of operations is working on contracting for the rural counties. Nicole does not know who the providers are or where LC is at in the contracting process. LC has been providing Anthem and CHWP with updated transportation provider matrixes. Nicole will try to send out the provider lists.

**Curtis:** Does LC partner with public agencies to provide medically necessary trips?

**Nicole:** Clarifies that public agency is Access or paratransit agencies...Yes LC contracts with those agencies.

**Curtis:** Is there a set contract rate for public agencies or is it negotiated with each individually?

**Nicole:** Michael Fell, director of operations, is the appropriate person to contact regarding rates. The rates and negotiations are done through the contracting department.

Michael Fell  
Director of Operations  
LogistiCare Solutions, LLC  
7441 Lincoln Way, Suite 200  
Garden Grove, CA 92841  
877-917-8166 x 2602 (Office)  
877-917-8167 (Fax)

**Kelly:** Requests a provider matrix for Nevada County, particularly eastern Nevada County.

**Nicole:** Nicole will provide the transportation provider matrix, which includes the contracted providers in each county or those in negotiations with LC to establish contracts. This will cover the rural counties.

**Ray:** Clarifies about 'Medi-Cal only' language on the Anthem job aid. If they are not members of Blue Cross, can a Medi-Cal person qualify?

**Tara:** Medi-Cal beneficiaries are now part of Anthem or CHWP.

**Ray:** Ray will ask clients about MCO membership.

**Curtis:** Is CHWP using LC for all transportation services?

**Susan:** Yes, all calls are filtered through LC to limit confusion.

**Nicole:** For additional questions, please contact:

Nicole Reaves  
Account Manager  
LogistiCare Solutions, LLC  
7441 Lincoln Way, Suite 200  
Garden Grove, CA 92841  
877-917-8166 Ext 2606 (Office) NEW  
877-917-8167 (Fax) NEW

Nicole will request the most updated transportation provider matrix for the counties with providers and the areas covered.

**Kelly:** Requests copies of the presentation materials.

**Tara:** Confirms that all materials will be sent out, except for the CHWP brochure (which is awaiting State approval).

(refer to PPT PDF)

At the last RCC meeting the four action items of the implementation plan were discussed. The first two action items (1- Develop and facilitate the RCC and 2- Transit orientation and travel training) are responsibilities of the mobility manager and they are underway. Tara requests that RCC members refer groups or individuals to travel training. Action item 3- joint grant applications and other funding opportunities, is an area where Tara is looking for RCC's input, specifically discussing the SLT senior center van.

Typically mobility management programs coordinate existing transportation services provided by health and social service organizations and transit agencies. The existing services are VERY limited in Tahoe (especially specialized transportation), so services need to be developed and additional funding is required. Services can be coordinated from the beginning.

The senior center van is a great community resource that requires additional funding for operating expenses. A white paper proposal has been developed to explain the current situation of the van and also includes a draft schedule and budget.

Local comments were considered in creating the schedule. For example, Kelly Ridge residents would like a local transportation service that operates mid-week, not on Monday or Friday. The schedule attempts

to accommodate that type of request as well as transportation off the hill (Reno, Placerville, Carson City, North shore/Truckee, and Roseville/Sacramento).

The schedule is based on:

- 58 hours per month
- 841 miles per month

The schedule was drafted to estimate operating hours and miles to create a budget. Once the funding agencies are identified a more complete schedule can be developed.

Under the proposed project, the mobility manager would provide the administrative support through the existing Caltrans funding. The program would be operated by the BlueGo contractor Keolis. Having paid operators ensure the program has the consistency and reliability that is sometimes lacking in volunteer driver programs. Liability is also a concern on long distance trips serving vulnerable populations. The total operating expenses are just over \$93,000 annually and after subtracting the suggested donations revenue and the Caltrans support, the amount needed to fund the program is \$82, 223.

Transportation needs are the same around the Lake and the challenges to provide the service are similar (i.e. out of area trips). There is an opportunity to share the resource and share the cost; other communities could benefit and share the operating expenses. The Area 4 Agency on Aging currently has a RFP available which is Older American's Act funding. Transportation is a category under support services and unlike other RFPs, government agencies are eligible. Unfortunately, there is not a similar RFP for El Dorado County. It seems that EDC has minimal Older American Act funds dedicated to transportation.

Here is a proposed schedule for a regional program. The operating hours are increased to 91 per month and 1150 miles. The schedule and budget were created based on high demand and both can be scaled back.

This schedule breaks down evenly for a regional service:

- Trips initiated from NLT: 35 hours; 602 miles
- Trips initiated from SLT: 34 hours; 548 miles

Again, this is a draft and the funding partners can certainly participate in the creation of the final schedule. The regional budget reflects several fixed costs (mobile phone for the driver, insurance, licensing, facility rent) and these expenses would be shared, so the operating expenses for the regional service only increases the budget by \$37, 323.

**Gerri:** Clarifies that it is the senior center van that is the proposed vehicle and inquires if it is in good shape.

**Tara:** The maintenance records look good and the mileage is not high.

Some of the benefits of a regional program are:

- Cost
- Provides local and 'off the hill' transportation for a suggested donation (ranging between \$3-10).

- Regional connections. There are South Lake Tahoe residents who need to travel to Kings Beach dental clinic as well as Tahoe Forest Hospital. If there is a need, there could also be transportation between the North shore communities and Barton Hospital.
- Utilizing employees rather than volunteers will improve the consistency of the program. The proposed operators are Keolis employees who have received appropriate training.

The third RCC action item is joint grant applications or other funding sources. The senior center van is a very valuable community resource that requires additional funding, which could be through joint grant applications. Funding agencies often restrict eligibility to 501 (C) 3s, so that inhibits TTD from applying for funding directly. Tara is willing to assist a 501 (c) 3 with a grant application and the nonprofit would serve as the fiscal agent.

The Walmart Foundation has a RFP's available, but the turnaround time to submit is quick.

**Susan:** NV RSVP has received funding from Walmart a couple times.

**Tara:** Some transportation would be for shopping and those on a limited budget want to go to Walmart.

**Susan:** Comments on the challenge of working with two states. Susan offers assistance and collaboration with NV RSVP. RSVP is exploring grant funding for Douglas County to include the Basin. Susan suggests a field representative serving both states; only possible if the funding is from a Foundation. RSVP has been pursuing funding from Caesars. If a field representative is identified they could work with TTD and RSVP to solve problems. Susan is open to collaborative ideas.

**Curtis:** Asks if RSVP has applied for a grant for a field manager position.

**Susan:** Yes

**Gerri:** Asks if four or five counties are involved.

**Tara:** Five, the conversation started with California because the EDC owns the vehicle and Placer County is part of the Area 4 Agency on Aging (RFP opportunity).

**Wendi:** Inquires about Truckee (Nevada County).

**Tara:** Interested in partnering with an organization in Truckee for the RFP.

This type of conversation is the intent of the RCC. Private contributions are another funding source for the van, if there are any suggestions.

**Gerri:** Comments that the budget would be \$25,000 per county, if divided equally.

**Tara:** May need to consider the population of the County. The service should be available to other populations in need (individuals with disabilities and low incomes), the vehicle should be full on the proposed trips.

**Susan:** "Seniors and Persons with Disabilities without Borders" should be the name of the program.

**Ray:** Inquires if the schedule is a sample. The draft schedule only represents a small portion of OPEN clients.

**Tara:** Yes, just a sample. Unsure if the van would be able to offer trips to the Bay area.

**Ray:** The first trip the van took was to Palo Alto.

**Tara:** Open to suggestions and input.

**Paula:** Suggests speaking to the Tahoe board members of the El Dorado Community Foundation.

**Judy:** Suggests Tahoe Fund for a grant or donation to support quality of life projects.

**Paula:** Paula suggests the Soroptimists.

**Wendi:** Kiwanis and two Rotary clubs. The Kiwanis Action Club is specifically for adults with disabilities and they frequently conduct fundraisers in the community.

**Tara:** Asks if it is best to attend a meeting and if meetings are open or by invitation.

**Wendi:** Comments that she has contacts at both Kiwanis and Soroptimists.

**Tara:** In closing, please send comments, suggestions or feedback on the GoToMeeting software, program ideas, or thoughts on funding.

Next meeting will be at the Parasol building in Incline Village on March 27<sup>th</sup> at 2:00. The Social Service Transportation Advisory Council (SSTAC) meeting will be immediately following.