

Regional Coordinating Council Meeting Notes
September 18, 2013
2:00 pm

Attending:

Tara Styer- TTD

Deborah McCarthy- Barton Community Health Center

Mike Reynolds- RSVP Carson City

Wendi McCray- Alta California Regional Center

Liz Barnekeff- EDCOE CDP

Deirdre Slater- EDCOE CDP

Graham Dollarhide: JAC

Angelica Nungaray: Senior Outreach Specialist with Anthem Blue Cross Medicaid Business

Carol Almanza: Health Promotion Consultant with Anthem Blue Cross Medi-Cal

Chris Binion: Network Development Manager LogistiCare

Paula Lambdin- El Dorado County (EDC)

Tara: Senior Center van ownership is still under review.

A brief questionnaire was developed and distributed to the agencies who participate in the Lake Tahoe Collaborative. The purpose of the questionnaire is to gather each agency's transportation needs and other comments/feedback. This will provide informal information and intent is to have a more formal assessment in the future. Tara introduces Chris Binion, Network Development Manager from LogistiCare. She will explain Logisticare's role in managing Medi-Cal and Medicaid transportation.

Chris: Will discuss Logisticare's role and the changes coming with the Medi-Cal transportation and Northern California's rural expansion. LogistiCare works with MCO's (Managed Care Organizations), who have been awarded certain counties. LogistiCare will manage the transportation for the MCO's, which means they do the gatekeeping to make sure appropriate levels of service are adhered to and that individuals are going to appropriate services. LogisitiCare also ensures that the individuals are eligible for the services and for the transportation portion. Chris asks for questions.

Tara: Tara inquires if LogistiCare will also be representing the Nevada Counties in the Region.

Chris: LogistiCare has been in Nevada since 2003 managing Medicaid transportation.

Tara: Inquires if Chris can explain how transportation management works.

Chris: It includes educating the public about the services that are available to them and reaching out to the facilities to make sure they call into the LogistiCare center and follow the guidelines to get the transportation assigned to the individuals who are signed up and contracted with LogistiCare.

Tara: Asks Chris to describe the process for the individuals who contract with LogistiCare as well as those who contract with the transportation provider.

Chris: Anthem Blue Cross and Blue Shield is one of LogistiCare's clients in California. The entire state of Nevada has fee-for-service Medicaid. LogistiCare is a management company, they do not own vehicles nor have drivers. LogistiCare builds relationships and contracts with local transportation providers who

are in the area that are currently providing services. These providers become LogistiCare's clients who provide information about the individual's they serve. LogistiCare checks eligibility and ensures they are with a credentialed provider. Chris reaches out to providers in the area and sets up contracts with LogistiCare. If they are credentialed LogistiCare makes sure they are insured and their drivers have background checks and good driving records.

Tara: Requests that Chris discusses the process of eligibility for drivers (e.g. volunteer driver).

Chris: For any driver there is a background investigation required at the beginning and annually reassessed. Drug testing is also required when contracted and performed annually, some transportation companies also have random drug testing in place. Driver training includes: CPR, first aid, defensive driving, and CTAA (train the trainer). In October there will be a two day training session where individuals will be trained to secure wheelchairs according to the CTAA guidelines.

Tara: Inquires if the training is the PASS (Passenger Service and Safety) course.

Chris: Yes. LogistiCare also has negotiated a group rate through certain agencies; CTAA, as well as CPR training, which is a \$15 fee that can be done online as a provider for LogistiCare. The defensive driving and PASS training are also available online for \$15 each.

Tara: Asks what the typical out of pocket is for the driver.

Chris: It is \$45 for a driver to be trained. Drivers also have a background investigation, a drug test, and a MVR (motor vehicle record) report.

Tara: Inquires if the expansion into California is still scheduled for November 1, 2013.

Chris: As far as she knows.

Tara: There are limited transportation providers in the area. Tara inquires if LogistiCare has identified agencies to contract with in the area.

Chris: Believes that most counties are covered, but they are still reaching out to agencies that provide services. Reiterates that LogistiCare does not have drivers or vehicles and their job is managing.

Wendi: South Lake Tahoe is part of El Dorado County and many services that are offered in the western portions of the County are not available in the Tahoe area. Inquires if there are agencies that are interested in providing transportation for the Tahoe Basin?

Chris: Tahoe is an area that they are having a difficult time with and would like RCC participants to assist/explain how transportation is currently operated. Chris acknowledges that many individuals are utilizing public transportation in the rural counties and LogistiCare is trying to work with those agencies as well.

Wendi: There is not a non-emergency transportation provider in the area; there is a nonprofit called OPEN or friends and family who provide transportation. There is not a volunteer program; OPEN has

two drivers, so they can be gone all day because they drive to UCSF or UCD. Wendi has had clients who need non-emergency medical attention off the hill or who are moving to a group home use a company from Sacramento, but not if it is snowing.

If Wendi schedules an individual to move into a group home and there is a snow storm, transportation cancels the ride which causes an inconvenience.

Chris: Inclement weather will always be a transportation issue. If roads are closed, it is difficult to move anyone.

Wendi: Roads are not usually closed, but providers refuse to drive when it is snowing.

Chris: LogistiCare will do the best they can to get individuals moved. Chris asks that the RCC participants email or call her with questions or concerns.

Tara: Asks if LogistiCare has one policy regarding weather, in which all contractors would operate under the same policy or is it the driver's discretion?

Chris: Driving in hazardous conditions is very difficult, so LogistiCare will make sure it is something, i.e. medical procedure that is desperately needed to be done that day. For dialysis or chemo patients LogistiCare anticipates that there will be providers who will transport them.

Tara: Tara clarifies if one provider will not drive, LogistiCare will contact another.

Chris: The best part about having a brokered system is the ability to have different providers available. Individuals will want to remain with the same driver that they have had in the past, but if the client cannot do the job then it is LogistiCare's responsibility to find someone else.

Tara: Inquires if taxi companies can be contractors.

Chris: Yes, LogistiCare will utilize the modes of transportation that are available. Those drivers will have to be credentialed as well.

Wendi: Confirms that Medi-Cal can be billed for taxi drivers.

Chris: LogistiCare will be the transportation management company, so they are paid by their client (MCO) and their responsibility is to move the individual. The vehicle goes through inspection like any other client.

Tara: Asks if reimbursement rates have been determined.

Chris: Rates have not been determined.

Tara: Once rates are established for transit or volunteer drivers...

Chris: Clarifies 'commercial driver' of any sort.

Tara: Asks if there are two categories: volunteer drivers and commercial drivers.

Chris: There are commercial contracts and there will be agencies who utilize volunteer drivers (gas/mileage reimbursement).

Liz: Asks Chris to provide examples of the types of agencies where she recruits drivers.

Chris: LogistiCare goes to transit companies, especially in rural areas because they have taken a burden to make sure everyone gets where they need to be. Transit agencies in rural areas are very involved to make sure their communities are served. LogistiCare will also work with commercial providers, such as Macy Transportation in Auburn. In Reno there is Shovan, which is a commercial provider who has fleets dedicated to providing non-emergency medical transportation. Chris cannot list any in the Tahoe region; Macy is one of the closest providers that she is aware of. EMed, Trans Serve, Merit Medical, and Medstar are companies that LogistiCare has contracted with and they are working on getting the drivers credentialed.

Liz: Asks if the changes in healthcare and LogistiCare's expansion will provide transportation on more days.

Chris: LogistiCare will try to make that happen, as it is the most cost effective option. LogistiCare will work with the physician's office to coordinate trips.

Liz: Clarifies transportation would be covered by the insurance of the passenger.

Chris: Yes, for the Medi-Cal client. LogistiCare runs the Medicaid transportation in Nevada and has for 10 years.

Tara: Inquires about how long reimbursement rates are established for or if the rates are variable.

Chris: As a norm, the gas reimbursement rate is set by what Medicaid authorizes. The volunteer driver programs are normally reimbursed at the federal mileage reimbursement rate.

Tara: Asks how commercial contracts are handled and if the rates can be variable.

Chris: As a norm, LogistiCare sets the rates, but when gas prices increase the rates must be reviewed. Rates are also reviewed with the clients at that time as well.

Tara: Asks Chris to discuss the scheduling process.

Chris: There is a toll-free number and it is distributed to the eligible individuals. LogistiCare is open 24/7 to answer calls; the California office is in Los Alamitos. There are also offices in Stockton and Sacramento and overflow calls will go to Phoenix, which is a 24 hour facility for weekends and holidays. Providers will have their own 800 number, so they can directly reach a LogistiCare representative when they have questions or concerns. There will also be a facility line for agencies to call when they need a representative to help with any issues. The client's request determines hours of operation and what the operating procedures will be. LogistiCare will always be available.

An individual calls in and provides a Medi-Cal number and LogistiCare verifies the individual they are speaking to or that it is a caregiver or spouse. LogistiCare asks date of birth and their address to confirm pickup address, destination, and appointment time. The system regulates a pick-up time. At the beginning of a program LogistiCare will ask about current providers. It is important to know if an individual is more comfortable or accustomed to a certain provider. Individuals might be hesitant to ride with a new provider. LogistiCare checks eligibility and the phone number of the facility to verify that it is a Medicaid facility to make sure they are going to an appropriate service. If there are any issues they will let the individual know at that time and will issue an authorization number, which is also a confirmation number or trip number.

Tara: Inquires about oxygen tank policies, e.g. taxi.

Chris: There would never be an individual with an oxygen tank allowed to ride in a taxi.

Tara: Inquires about different policies for different medical needs.

Chris: The mode of transportation will be dependent on the individual's medical necessity.

Tara: Expresses concern that currently taxis might be one of the only providers in the area.

Chris: The level of service will be determined based on the medical need.

Tara: Asks if the medical provider can schedule for the patient?

Chris: It depends on what the client (MCO) outlines in the SOW (statement of work). Most of the time, if an individual has a condition that prohibits them from scheduling their own appointments then the provider would be allowed to schedule. LogistiCare will record the information of the individual making the appointment. The caller must have the Medi-Cal number, the individual's date of birth, and the caller must be authorized to schedule transportation.

Tara: Asks how far in advance transportation needs to be scheduled.

Chris: It is determined by the SOW, but normally it can be 48 hours and five days. It will be determined in the statement of work. Normally, it is between 48-72 hours, but it is up to five days in some markets. LogistiCare will try to accommodate urgent calls and will educate individuals on reservation policies. It is important for transportation providers to plan, especially in the rural areas.

Tara: Asks Chris about California dialysis patients on Medi-Cal who receive care in Nevada and if that would introduce any barrier with transportation. For example, these patients currently use TTD to go to treatment and they often pay for the bus on their own. Confirms that LogistiCare will reimburse the transportation agency and there will not be any issues with California residents traveling to Nevada to receive care.

Chris: As long as it is the closest Medicaid provider dialysis center, then it will be acceptable. It happens in every state and between counties.

Deirdre: Confirms that at this point there are no providers in South Lake Tahoe.

Chris: No, there is no one completely contracted with LogistiCare. Chris is interested to know who is providing transportation and if it is RSVP.

Mike: Not that Mike is aware of.

Tara: Carson City has some providers in addition to RSVP, but not in Tahoe.

Deirdre: The program Deirdre represents serves children and many of her children have to go off the hill for medical appointments and they generally use OPEN or they get mileage reimbursement for a friend or family member who can drive the child.

Tara: Asks about the funding source of the mileage reimbursement.

Deirdre: The mileage reimbursement comes from Tahoe Magic.

Tara: Confirms that it is not from Medi-Cal.

Chris: Inquires if Tahoe Magic is billing Medi-Cal.

Multiple speakers: No, they are a non-profit.

Tara: This is unique to this area. In other areas and in other states, Medicaid/Medi-Cal provides funding for transportation. Tara has not been able to identify Medicaid or Medi-cal funding for transportation in the area.

Wendi: The only Medi-Cal transportation is Calstar (California Shock Trauma Air Rescue) and that is for life threatening emergency situations.

Chris: Confirms that Calstar is the ambulance and responds to 911 calls.

Wendi: No, when you call 911, an ambulance comes from the hospital. For example, Calstar takes individuals who need cardiac procedures to Renown or Carson via helicopter. The 5150 calls are usually handled by mental health volunteer drivers; very seldom are ambulances used to take individuals off the hill. There is not a PUF unit here; the closest is Placerville.

Tara: Inquires what PUF stands for.

Wendi: Psychiatric Hospital Facility.

Graham: Asks what LogistiCare's criteria are for selecting a transportation provider.

Chris: LogistiCare is a pure broker, so they have to seek out providers in the other areas and Chris has personally been identifying providers in the area. Once the providers are contracted LogistiCare performs gatekeeping functions and ensures they are credentialed. Many providers contact LogistiCare to see if they can contract with them.

Chris states the LogistiCare office in Las Vegas purchases JAC passes from Graham.

Graham: That is correct. Inquires what kinds of problems are typically encountered when LogistiCare is the third party in scheduling appointments.

Chris: Clarifies if Graham is asking how trips would be assigned to a transportation provider. Once the call comes in there are individuals in the office that work with a 'router' who works with the providers. They know the area, times they operate, and how many vehicles and drivers they have. The trips are routed to them. In most cases the trips are booked 72 hours in advance. The trips are routed to the provider, who looks at the fleet and if they are not capable they reroute the trip to LogistiCare who then finds an alternative provider for the individual.

Graham: Inquires if there is only one provider available and they cannot take the trip, how is that relayed back and forth?

Chris: Once LogistiCare identifies that there is a challenge in providing a trip, then they reach out to the member and the physician's office to get the appointment rescheduled. The medical providers are accommodating, as they are not paid if the patient does not make it to the office. LogistiCare will handle these situations as diligently as any provider. Transportation is not an exact science.

Tara: Inquires about safeguards, e.g. how do drivers know that they are picking up the correct person.

Chris: The driver is given the address and any special instructions. The driver will confirm identity of the individual (or caregiver) and confirm the destination. LogistiCare gathers many trip details to ensure the individual is transported appropriately. LogistiCare will ask about certain limitations and the database will be built around the personal contact with the individual. LogistiCare tries to keep individuals with the same transportation provider for continuity.

Tara: Asks if the passenger signs for the ride.

Chris: Yes, each individual has to sign the log that they were transported. If the individual is not able to sign, that is documented. For example, if the individual is going to a dialysis center, they will ask someone at the center to sign verifying the individual arrived.

Wendi: Asks if caregivers ride for free.

Chris: Yes, correct.

Mike: Inquires if there will be an office in Nevada.

Chris: There is an office in Las Vegas, but there is not an office in Northern Nevada. LogistiCare travels to Northern Nevada frequently and there are providers in Reno. LogistiCare has reached out to RSVP on numerous occasions to serve the rural areas.

Tara: Asks if Chris is the appropriate contact person at this point.

Chris: Currently, yes, the operations in California will take over, so Chris may refer to them. Chris will keep the RCC updated.

Chris Binion
Network Development Manager LogistiCare
LogistiCare Solutions, LLC.
Cell – 702-497-3843
Christineb@logisticare.com

Tara: Tara has heard from several people that the third Wednesday is not an ideal time to meet, so she would like to get suggestions for the 2014 meetings (week, day, and time). The first week of the month is a very busy week for meetings, so we will avoid that week. Please email suggestions to Tara by **October 7, 2013** and she will create a poll for members to indicate what day/time is best. The 2014 meetings will be bi-monthly.

Next month there will be a speaker from the California DMV Senior Driver Ombudsman program. The program is a great resource for older drivers; it helps them navigate the DMV when renewing their license. Tara has requested a representative from Nevada DMV to discuss retesting policies. Tara asks about specific audiences who she should promote the talk to (e.g. senior center and senior housing). The meeting is scheduled to be held in Incline Village, but she is considering relocating the talk to a more central location to improve senior attendance.

The ombudsman program is the first in the nation and they serve as a liaison for older adults. If an older adult fails their license renewal the ombudsman works with them to see what approaches might be appropriate to help them keep their license (e.g. monitoring, or restrictions on their license).

Tara requests feedback or suggestions and concludes the meeting.

