Transportation Community Board Agenda
Region 2 meeting minutes for call

Thursday February 18th, 2021
10am

Updates since our last meeting, Nov 19th, 2020

We are still waiting to get our website up for the Community Board. It's been longer than we planned, but we want to make sure its thorough and helpful. Because this is still fluid, it is not too late to bring suggestions of what you would like to see on our Community Board website.

High level overview of stats: As Laura mentioned on the call, she can start sharing some high level stats of the program and what the NEMT program has accomplished. Looking at January figures:

- IntelliRide completed 96,000 trips throughout the state – about 43% through ambulatory transportation provider vehicles, 27% through public transit services, and 14.5% through mileage reimbursement.
- We answered over 32,500 calls, our Grievance rate was at .08% and our on time percentage across all modes of transportation was at 92%.

Improvements in call center performance and responsiveness

All of the key numbers have continued to improve despite the additional call volume we have seen since December. In addition, we are in testing development for our chat bot feature that will allow member's to cancel their upcoming ride(s) and get an ETA of their current ride without waiting for a human to respond. ***On that note, the Chat with us feature on our website is almost always significantly quicker than waiting on the phones. It is on our website to the bottom right, and even works from a cell phone.

Location and Access to Self Serve Resources

We have a couple self service options that members can use for NEMT services. These self serve options allow members to see their upcoming trips, schedule new trips, edit existing trips or cancel upcoming trips. The app is name Ecoland and is in the Play store for Android and Apple users. The website for the web based portal is https://colorado.ecolane.com/selfservice/login

To set up an account, members need to call us or email us. We will set up a User ID for them and send an email for them to set up a password.

There were some additional questions posed regarding the set up and some of the functionality of the self service app. I am working on a user guide I will be able to distribute to everyone and post to our website to help members avoid making errors when scheduling their appointments through the app. I anticipate having that out by our next meeting.

Matt mentioned he has a patient who used the app to book a trip, and no one showed up. We can follow up on that but need more information to log it and investigate it. Note that the app requires a 2 day notice, just as the call center does.

Clients requesting preferred providers

This is a great feature for everyone! Clients are able to request a 'preferred provider'. This will be a setting in our systems. Once this is established in an account, all future trips will first be offered to the client's preferred provider. We cannot guarantee every trip will have the same vendor, but it is a great option for consistency with transportation providers, and popular with our clients. Members only need mention this to us on their next call or Chat with us session.

It was asked 'how are we letting clients know about the option?' It was suggested that our agents proactively offer it in conversations with clients. We have decided not to do this, because we would like clients to experience the range in their market so they can make a more informed choice. Also, not offering it proactively allows our system to be the most efficient in booking the trips. It was suggested we be more proactive in educating clients of this offer.

Can local advocacy groups or medical providers designate and dispatch the transportation type for their clients?

We *do* allow proxies to call in on behalf of clients who may not be able to book for themselves. The caller will need to verify same information a client would when they call – Medicaid id, name, and DOB.

However, all of the calls and requests do still have to come to us. Say the client uses a certain provider for appointments. They, or their proxy, cannot call to the transportation provider directly, all trips still need to come through our center for the booking.

Level of Service form – how it works

This is a very important form that we use for a lot of things. The biggest item this form is used for is to be sure we dispatch the correct vehicle that can safely accommodate a member and their devices. We offer many modes of transportation so this helps to set up a member's profile appropriately as well as meet our contract requirements with the State of Colorado.

The form is on our website along this path GoIntelliride.com/Colorado > Member Resources > Useful Documents > Level of Service form. This is a one page document that is filled out by client and medical provider. [Here is the form location.]

Open format questions and discussions

It was brought up an issue about providing medical diagnosis and HIPAA. There is privacy and legal concerns with medical providers and assistants having to provide IntelliRide with sensitive medical information on their patients and their conditions. Is that really information that IntelliRide needs to book a trip.

> Excellent question, and yes we do need that information. The reason being, it can greatly impact the vehicle we send for a member. I understand many of our transportation vehicles are Toyota Priuses because of the great mileage. As mentioned above, someone in a power wheelchair or scooter or stretcher will need a specialized, larger vehicle.
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> Per our contract with the state, those requests need to be documented and explained. This is why we request that information. Our agents are very thoroughly trained in HIPAA protocols, and we remain in full state and Federal compliance with these requests.

On this topic, it was added that nurses and other caregivers may not feel comfortable providing diagnosis above their training. Could that constitute a HIPAA violation of them providing that information to us? Could they lose their licenses for discussing HIPAA sensitive information?

> Because this information is required by the state, and is in our contract, providing that information to us is protected and that information will be protected by us.
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> Laura clarified that we do not record diagnosis in their profiles. The information is simply used to approve or deny a level of service change in transportation. Those forms are not handled by our agents but by a specialized 2 person team who reviews them and makes the appropriate changes on the account for vehicle type.

Hospital Discharge problems – A concern was brought up about a hospital discharge in Trinidad that required an ambulance. It was a difficult process, and there was a lot of 'run around' and multiple requests had to be made.

> This is something we gained additional details on, investigated and responded to the appropriate teams on.

It was asked about submitting paperwork for ALS/BLS 2 days ahead of time for an anticipated hospital discharges. Would that help the process?

> Yes, it would but these forms are not needed for hospital discharges, only for transportation requests to and from medical appointments. There is a lot of information that needs to be gathered on the call. Getting us information ahead of time would likely speed the process up of the phone call to book.

It was asked what responsibility do the clients have on the LOS forms?

> It is the responsibility of the clients to bring the form to their doctor have it completed. Looking at the form, about half of it could be completed by the client

and the other half by a medical professional. Ultimately, it is the client's responsibly to get that form to us. Without it, we are not able to alter or upgrade transportation options.

It was asked if every client has to have an LOS form on file, and how would they know if we have their paperwork on file.

No, they do not need to have an LOS form on file by default. Only if they have special transportation needs. The form is for any exceptions, really.

How can they tell if they have the forms on file with us?

Members can call or chat to any agent, who would be able to see that on the account.

Can a client make edits/changes on an already booked trip from the self service options?

Yes, as long it is at least 2 days in advance of the trip.

It was mentioned we have a user guide for the Ecolane self service cell phone app. It was suggested it would be attached to these notes.

I am still building this. The one I have is an internal document and needs to be cleaned up and written for a general audience.

Here is an important point about verbiage in that app which can be confusing. When the app says "drop off time", what it means is that is the first leg of the journey. We are going to 'drop you off' at your doctor appointment. Conversely, when it says "pick up time", it is referring to the second leg of the journey… going home. We are going to 'pick you up' at the doctor's appointment and take you home. I concede this could be worded better but unfortunately we are unable to change the verbiage but we can help members better understand what they need to enter.

What decides what trips are urgent, and can override the 2 day advanced notice rule?

If an appointment is medically urgent, and/or the client just found out about it, we can book it. The agent will ask 'when you were made aware of the appointment?' For example, if a doctor's office calls and says "we need you in for a CT scan today", that is something we would accommodate. On that note, we do not provide emergency 911 type transportation to emergency rooms. For those situations, the client should call 911.

Going forward, it is an option to have a video component on the call, to talk through forms and such.

Next meeting date and time

Thursday May 20th 10am