

IntelliRide

by  transdev



Transportation Community Board Region 3 Meeting Minutes and notes

Thursday March 18, 2021
10am

Updates since our last meeting, December 17th, 2020

We are still waiting to get our content and webpage up for this group. The content is ready, we are waiting on our internal internet resources. We anticipate this being up shortly.

In February, IntelliRide scheduled and completed 97,201 trips. The on time percentage for those trips was 93%, meaning that
93% on time
Grievance rate .09%

Improvements in call center performance and responsiveness

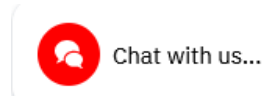
Nicole asks – how long is the average wait time to get to an agent?

Less than three minutes. If possible, always avoid calling on Mondays. We staff up for it, but we receive 3x the call volume on Mondays. If you take away Mondays, our average speed of answer is under 45 seconds.

Kevin used this as a segue way to self serve to avoid call wait times. Wait times can be virtually eliminated by avoiding Mondays, and/or using the Chat feature on our website - <https://gointelliride.com/colorado/>

Location and Access to Self Serve Resources

There are a few options – Chat – this is available on our [website](#) (bottom right of the screen, looks like this



It requires no registration of any kind to use, always has significantly less wait time, and is cell phone friendly. I have tested it myself recently

Web based – <https://colorado.ecolane.com/selfservice/login> Here is a helpful video for this <https://vimeo.com/364327869>

Cell phone based – Ecolane > available free for Android & Apple

I am finishing up tutorials for both, which I plan to share soon

Clients requesting preferred providers

Clients are allowed to request providers. Its easy for us to do, and we 'prefer' it, too! It is an easy entry that any call taker can add to a client's account. While we cannot guarantee they will always get that company (due to availability), we will always approach that company first.

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

Yes. Our validation to place trip orders is the exact same information for members or care givers/providers. Each caller needs the Medicaid ID, full name, and date of birth. With that information, you may book trips on behalf of another.

NOTE: each trip does need to come through us for it to be covered. If the client/caregiver calls the transportation company directly (even if they are listed as 'preferred' with us), it will not be free to the client. Per the contract with the state, each trips needs to be booked through us (or our self service resources)

Tracy asks – can we open a call center on the Western Slope to alleviate call volume backlog? We do currently have remote employees working on the Western Slope, but there are no plans to open an additional call center location. That does not mean it is off the table down the road, though.

Level of Service form – how it works

This form is important for many reasons. While clients do not need one in place for our services, one is needed for most exceptions. The default transportation is often a small sedan... think of a Toyota Prius. Certainly there are many that would not accommodate properly. A wheelchair or scooter may not fit in such a car. In order to make sure we send the correct vehicle. The state requires we use the lowest cost means on each trip. This is why the 'Level of Service' form is so important. In addition, exceptions like a member who needs an escort with them. We can accommodate that, but there must be a LOS form on file for us to book that trip. The form is easy to use, easy to find, and only one page! The form lives on our [website](#) under 'Member Resources'. The address on the internet to get to the form directly is here - <https://gointelliride.com/colorado/wp-content/uploads/sites/6/2020/10/Level-of-Service-Form-Aug-2020.pdf>

This form is about half filled out by the client, and half filled out by their medical representative.

Open format questions and discussions

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.

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

The two day is in place to give us time to find a provider and schedule the ride. It is required by the contract. There are exceptions if this is a life sustaining procedure, or if the appointment is urgent and the client did just find out about the appointment same day.

Sarah asked what the rules were for Covid vaccines

Excellent question! We do schedule trips for Covid vaccines. However, we do require the 2 days in advance to book. And the exceptions remain the same. Good news is that the vaccination location does not have to be in our [Health First system](#). We are seeing locations like grocery stores, and even stadiums set up clinics. Of course those would not be in our system.

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

Next Meeting – **Thursday June 17th 10am**