

SPRING 2005

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As of March, 2005 there are 32 companies contracted to provide transportation.

163 vehicles in the program

297 drivers eligible for TripLink service.

Total rides for:

October	12,625
November	12,471
December	12,839
January	12,593
February	11,624
March	13,424

MEET THE CALL CENTER

Two years ago, on May 5, 2003, the TripLink staff was assembled. We chose our cubicles and hunkered down for the ultimate 8 am to 5pm ride. "We" presently consist of seven call takers: Phyllis, Joe, Heather, LeAnn, Darla, Laura, and Caleb. Amanda is our office manager and Leann also assists in billing. Our schedulers are Mark and Maggie. Kristie has recently joined TripLink as our general manager and we are proud and relieved to add she is surviving.

We have favorite clients, grateful clients, angry clients, and impossible clients—a kaleidoscope of personalities as well as needs. Just when we think we have experienced every possible scenario, an innovative client (or driver!!) surprises us. Before our TripLink jobs, we had no idea that going from Point A to Point B would be such a complicated experience.

We are call makers as well as call takers. Each of us speaks with many of you or your dispatchers several times a day. We are very aware that our success and your success are intertwined when it comes to getting the client

to and from appointments. We are united in our desire to serve each client in an efficient and professional manner.

Unlike our drivers, with few exceptions, we have no faces to connect with the voices of our clients. Nonetheless, we get to know some of them well, especially our frequent flyers. This is also true of our drivers.

For someone unfamiliar with the call center, watching us when we have calls in queue can cause vertigo. It's much like a newsroom when a major story breaks: To the observer it may look like total chaos, but we know what needs to be done and we hurry to service each call. The noise level multiplies and we may race from cubicle to printer to fax to supervisor to cubicle to set a trip in motion.

The past two years have been an incredible journey for all of us. We are proud to be a part of TripLink and the service we provide. We wouldn't have this pride without the same commitment from the companies and drivers providing transportation. Thank you for making TripLink work.

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HIPAA AND CONFIDENTIALITY

On April 14, 2003, federal privacy standards went into effect to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers. The *HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)* provides patients with access to their medical records and more control over how their per-

sonal health information is used and disclosed. HIPAA provides safeguards to protect the security and confidentiality of health information.

What does that mean to you? TripLink provides non-emergency medical transportation to eligible Medicaid clients. All information regarding the client and medical appointment is considered confidential information

and may not be shared or disclosed. In fact, our contract states that contractors shall treat every aspect of a medical transport as confidential, including the fact of Medicaid and OHP eligibility and any or all information pertaining to a client's physical or mental health status or condition. For more information on HIPAA, visit the U.S. Dept. of Health and Human Services Office of Civil Rights web site, www.hhs.gov/ocr.

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INTRODUCING SUE COFFIN STATEWIDE BROKERAGE TRAINER

Sue Coffin has joined Salem Area Mass Transit District as the Specialized Transportation Trainer.

Sue has been a life-long learner and has a Bachelor's degree in Management and Organizational Leadership and a Master's of Arts in Counseling from George Fox University. She will be teaching classes in Defensive Driving; Passenger Service and Safety for all brokerages in the State of Oregon. Starting June 3, 2005 she will be teaching 44 classes before December 16, 2005.

Transportation has been part of Sue's career since the age of 20. She started out in the Traffic Department for the Meier and

Frank Company. During the past eighteen years she has been coordinating and managing specialized transportation for students with disabilities from birth to age 21 in Marion County. In 2004 Sue received the Oregon Pupil Transportation Association- Buck Klem Award for Outstanding Transportation Service to Students with Disabilities.

You may not see Sue very much but when you do, take time to greet her!



NEW DRIVER FINGERPRINTING

TripLink’s contract states; “Drivers and applicants must be pre-qualified by SAMTD/TRIPLINK prior to performing service for the program. Drivers for SAMTD/TRIPLINK providers will be subject to fingerprint printing and a criminal records check as required by Oregon law. Pre-qualification includes but is not limited to: A fingerprint background records check and DMV record check.

SAMTD/TRIPLINK will process driver personal history information, fingerprint criminal background checks and Department of Motor Vehicle checks.”

TripLink offers fingerprinting services every Tuesday morning between 8:00 AM and 10:00 AM at Salem Keizer Transit’s main administrative offices located at 555 Court St. NE, Suite 5230, Salem, OR 97301.

New drivers are required to bring a current Oregon Driver’s License at the time of fingerprinting. Those drivers who do not have an Oregon Driver’s License, or whose Oregon license is not current (correct address) will be not be fingerprinted, and will be asked to

update their license information and come back at a later date. In addition, we will call the company wanting to employ the driver to verify they are indeed an applicant for a driving job.

At the fingerprinting session, we will take a photo of the prospective driver that will be used to make their TripLink ID badge. In addition, we will take a photocopy of their driver’s license.

Next, the driver fills out an information card listing all current information about them and their past. We then give them a check and send them to the Oregon State Police office in Salem, where they are electronically fingerprinted. The new driver then returns their fingerprint cards to Salem-Keizer Transit for processing. Processing takes approximately 3 to 6 weeks.



NOTE FROM THE SCHEDULERS: *Never assume that a client lives at the same address you might have picked them up from before. Clients can be moved from home or facilities quite often. ALWAYS CHECK THE ADDRESS ON YOUR MANIFEST TO BE SURE.*

BID TRIPS TO PORTLAND

TripLink serves Marion, Polk and Yamhill Counties. Trips outside this three county area are offered to transportation providers on a case by case “bid” basis. Over this past year, we have seen the number of trips to Portland area locations increase steadily. Currently, TripLink has approximately 20 ambulatory and 10 wheelchair clients each week needing to go to Portland appointments. The cost of providing these trips has increased as the total number of rides increases. In an effort to curb these rising costs, Trip-

Link attempts to group shared rides where possible. When it makes economic sense, we are asking providers to give us bid rates for using their vehicle all day for unlimited trips to the Portland area. This is especially true of companies that are running larger vans capable of transporting up to 12 ambulatory and 2 wheelchairs in a single trip. This shuttle concept not only saves money in transporting multiple clients at once, but it also saves the provider operational expenses such as gas. “Obviously, grouping cli-

ents together for a shuttle to Portland will not work for every client. We will still have need for one-on-one transportation to Portland. But where a client has no medical or mobility issues, we are going to try and use the shuttle,” according to Kristie Chilcote, TripLink General Manager. For some clients, this could mean being in Portland most of the day. When this occurs, TripLink staff notifies clients of the delay, and that they may want to pack a lunch if necessary.

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TRAINING IN JUNE

We will be offering Defensive Driving and Passenger Assistance/Securement training in June. The training will be held at our TripLink offices located at 3140 Del Webb Ave. NE, Salem, Oregon 97303. This one-day class runs from 8:00 AM until 5:00 PM on the dates listed below:

FRIDAY, JUNE 3, 2005

SATURDAY, JUNE 4, 2005

The morning session focuses on Defensive Driving and the afternoon session focuses on Passenger Assistance Techniques, Sensitivity, and Securement, with lots of hand-on exercises.

REMEMBER, YOU HAVE SIX MONTHS FROM CONTRACT SIGNING OR DATE OF HIRE TO HAVE THESE TRAININGS. WE OFFER THEM TO YOU FREE. CLASS SIZE IS LIMITED, SO CALL MISSY BRADLEY AND RESERVE YOUR SPACE NOW. 503-588-2424.



BILLING DEADLINE IS WEDNESDAY AT 4 PM



Getting paid is a good thing. In order for providers to get paid each week, we must have all your information entered into the system by 4:00 PM on Wednesdays. TripLink needs this data in order to send accurate information for Salem-Keizer Transit to process. At 4:00 PM on Wednesdays, TripLink closes your file for all runs from the previous week. These files are then sent to Salem-Keizer Transit for processing payment. If your information is not entered by

4:00 PM, we cannot close your file and send it to Salem-Keizer Transit for payment processing. You will not be paid for that work until the next week and a correction will need to be made. If you have to enter data past Wednesday, please let the billing clerk know that you have made a correction so that the information will balance.

Call GM Kristie Chilcote at 503-315-5520 if you have questions.



PHONE NUMBERS

503-315-5544

888-315-5544

FAX NUMBERS

BILLING

503-315-5513

BID SHEETS

503-315-5514

RATES

503-588-5119