

WINTER 2005

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TRIPLINK STATS

- As of February 1, 2005 there are 34 companies contracted to provide transportation.
- 185 vehicles in the program
- 310 drivers eligible for TripLink service.
- Total rides for:

| | |
|-----------------|---------------|
| October | 12,625 |
| November | 12,471 |
| December | 12,839 |

NEW LOOK FOR THE TRIPLINK NEWSLETTER

Beginning with this issue, we've made some changes to the look and name of the TripLink quarterly newsletter. While the look may be different, our goal is to continue to give providers and drivers current and useful information.

In this new, improved, TripLink Connections, you'll find articles and information on Portland business licenses, transportation needs of people on dialysis, annual reviews of providers, the history of transportation brokerages in Oregon, and information on Cascades West Ride Line, the new brokerage starting soon in Linn, Benton and Lincoln Counties.

In addition, we will continue to provide ongoing information on

total number of trips assigned through TripLink, future training opportunities for drivers, and more.

If you have topics or ideas you would like to see addressed in TripLink Connections, please contact Dave Kussman or Missy Bradley at 503-588-2424, or fax at 503-588-5119.

TripLink

503-315-5544

Or toll free

888-315-5544

FAX NUMBERSBilling

503-315-5513

Rates

503-588-5119

Call Center

503-315-5514

ANNUAL REVIEWS STARTING IN FEBRUARY

TripLink has now been fully operational for one and a half years. Beginning in February 2005, we will begin our annual review of all providers providing transportation to TripLink. Contractually, companies are required to keep files on all drivers, vehicles and trips completed. The annual review proc-

ess looks at these documents, as well as all vehicle maintenance files, insurance certificates required by contract, drug-free workplace policy, and original driver manifests for the year. Typically, several days throughout the year are selected by the review team, and companies must retrieve the

manifests for these days. TripLink records and company records will be analyzed for accuracy.

We will send letters about a month prior to the scheduled review date so companies will have a chance to prepare.

PORTLAND REQUIRES BUSINESS LICENSE

TripLink received a call from Don Drury of Don's Van regarding an incident that occurred at OHSU in Portland.

Don was approached by a representative of the City of Portland who informed him that companies doing business in Portland are required by city code to have a license.

A call to the City of Portland confirms this. A business license is required for any

business activity within the City of Portland where total gross receipts for all business everywhere is \$25,000 or more annually. The minimum fee for a City of Portland Business License is \$100.

Providers who are transporting clients to Portland through the TripLink bid process will need to contact the City of Portland Bureau of Licenses to make sure they

are in compliance with city requirements. Applications are available online at the Bureau of Licensing web page www.pdxbl.org. For more information, contact the Bureau at 503-823-5157, or write to them at City of Portland, 111 SW Columbia St., Suite 600, Portland, OR 97201-5840. The fax number is 503-823-5189.

All businesses grossing over \$25,000 annually must have a City of Portland Business License to do business within the city.

A NEW BROKERAGE TO THE SOUTH

This Spring, a new call center and brokerage will begin operations in Linn, Benton, and Lincoln Counties. Cascades West Ride Line is scheduled to open its' doors around March 1, 2005. Initially, the brokerage will serve Benton County, then roll out in Linn and Lincoln Counties once the kinks have been worked out in Benton County.

This is similar to the way

TripLink began service, starting with Polk County in June, 2003, then bringing on Yamhill County in July, and finally Marion County in September, 2003.

The Cascades West Ride Line call center will be based in Albany. Phil Warnock is the brokerage manager.

Phil says that they anticipate around 2500 trips per month once the three county broker-

age is fully operational, with an estimated 12 to 15 companies providing transportation.

Companies will be required to complete a contract with the brokerage to provide service. The contract for Cascade West Ride Line is similar to the TripLink Contract.

Please contact Phil at 541-924-8474 if you would like more information.



2005 ADVISORY COMMITTEE MEETINGS

The TripLink Advisory Committee advises Salem-Keizer Transit and the State Office of Medical Assistance Programs on issues regarding the plans, policies and programs for transportation provided through TripLink. The Advisory Committee is scheduled to meet on the following dates this year.

- February 9, 2005
- March 9, 2005
- April 13, 2005
- May 11, 2005
- June 8, 2005
- July 13, 2005
- August 10, 2005
- September 14, 2005
- October 12, 2005
- November 9, 2005
- December 14, 2005

All meetings are open to the public and begin at 9:00AM. The location is the training room at 3140 Del Webb Ave. in Salem.

If you plan on attending, please let us know ahead of time so we can have enough handouts available.



TRANSPORTING PEOPLE FROM DIALYSIS

People on Dialysis...

- Might not be able to leave the dialysis clinic immediately after treatment if bleeding does not stop right away.
- May have bleeding from a site in their arm or leg where they receive dialysis. If they are unable to hold the site themselves to stop bleeding, you may have to assist them. Tell someone in the dialysis clinic.
- May experience changes in blood pressure or blood sugar that could cause dizziness, weakness, confusion, or fainting. Tell someone in the dialysis clinic.
- May experience extreme shortness of breath due to excess fluid in their heart or lungs. If this occurs, tell someone in the dialysis clinic.
- Have an access for treatment either in their arm, leg, chest, or neck. If they need assistance getting into a car/van, be careful not to hold their arm/leg too tightly, or pull on the catheter (plastic tube) in their chest or neck. Ask if you are unsure where the site is.
- May appear weak, tired, disoriented, or sleepy before a dialysis treatment. They may need nursing assistance. Please notify the staff at the dialysis clinic if you notice any change in his or her routine behavior. They may also appear weak, tired, or sleepy and have some cramping after the dialysis treatment.
- May need to eat or bring a snack while traveling due to sudden changes in blood sugar. A client can become light-headed or faint if their glucose levels became too high or too low.
- Must come to dialysis on a regular basis. If a client does not answer their door when you arrive, notify the staff at the dialysis facility immediately or call 911 (also, call TripLink). The client may need an ambulance called for them.

This information adapted with permission from the Southeastern Kidney Council, Inc.

A SHORT HISTORY OF OREGON MEDICAID BROKERAGES

In 1994, the State of Oregon entered into a contract with Tri-Met in Portland to provide a multi-county transportation brokerage, whose purpose was to arrange non-emergency medical transportation to Medicaid eligible clients living in Multnomah, Clackamas, and Washington counties. Prior to this, all transportation was coordinated and arranged through a client's case manager in the local branch of the State Dept. of Human Services (DHS) office. Transportation providers were contacted by the branch office, and trips were billed directly to DHS. The Tri-Met brokerage proved successful in reducing the overall cost to the State and increasing access for the clients it served. In addition, the State was able to capture accurate data on total number of trips provided by mode of transportation (sedan, wheelchair, stretcher, secured, bus, etc), and at what cost.

Ten years later, there are six multi-county Medicaid transportation brokerages in Oregon (TripLink was the fifth), with the seventh soon to open (see page 2). The Northwest Ride Center covers Tillamook, Columbia and Clatsop Counties and is based in Astoria. Rogue Valley Transportation District, based in Medford, runs Translink. Translink provides non-emergency medical transportation to eligible clients in Josephine, Jackson, Douglas, Curry, and Coos Counties in Southwest Oregon. Five rural counties in the Mid-Columbia region of the state are covered by a brokerage in The Dalles. Salem-

See "Short History", continued on page 4

WHAT IS MEDICAID?
Simply put, Medicaid is a Federal insurance program that enables states to furnish medical assistance, rehabilitation, and other services to help families and individuals whose income and resources are insufficient to meet the costs of such services.



TRAINING IN FEBRUARY



We will be offering Defensive Driving and Passenger Assistance/Securement training in February. 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, FEBRUARY 18, 2005

SATURDAY, FEBRUARY 19, 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.

DRIVER TRAINING REQUIREMENTS FROM OUR CONTRACT:

"Contractors will inform drivers of their job duties and responsibilities and provide adequate, documented training for all equipment related to their vehicles. This will include,

1. *Briefing about the program, reporting forms, vehicle operation and geographic area.*
2. *Road testing with the type of vehicle the driver will be operating*
3. *Completion of the four (4) hour National Safety Council Defensive Driving Course, or an equivalent, within six months of date of hire.*
4. *Completion of Passenger Assistance and Sensitivity Training, within six months of date of hire.*
5. *Approved First Aid, Cardiopulmonary Resuscitation (CPR) and blood spill procedures within six months of date of hire."*



AFTER HOURS SERVICE

Companies providing transportation after hours have noticed some changes in the way these trips are being assigned. TripLink has been working with the after hours answering service over this past month to provide training, direction, and procedures for after hours trip assignment.

Each month, providers have the ability to submit a rate sheet listing their prices as well as after hours rates. These rates are ranked according to cost; based on each service (ambulatory, wheelchair, stretcher, after hours etc.). The answering service then assigns after hours trips based on the ranking provided to them by TripLink. If a provider is unable to do the trip, the next provider is called based on the next lowest rate.

A SHORT HISTORY (CONTINUED)

Salem-Keizer Transit runs the TripLink call center, serving Marion, Polk, and Yamhill Counties. In September, 2004 Cascades East Ride Center, based in Bend, Oregon, began providing service in Jefferson, Crook, and Deschutes Counties in Central Oregon. This Spring, Cascades West Ride Line begins to serve Linn, Benton and Lincoln Counties. The final piece in the Oregon Medicaid Brokerage puzzle will be Lane County. Larry Daimler of the State of Oregon Dept. of Human Services Office of Medical Assistance Programs (OMAP) has stated that all Oregon counties will be under some kind of brokerage contract by the end of 2006.

Medicaid brokerages in Oregon are run through transit districts in larger metropolitan areas, and through local Council of Governments (COGS) in smaller communities. These organizations enter into a contract with DHS. The District or COG then enters into contracts with local transportation providers. These contracts require transportation providers to meet specific standards for drivers, vehicles, service and safety. Overall, the goal is to raise the level of service and safety to the people being transported and to coordinate transportation within a given area to achieve cost savings.

