

Transit Action Group (TAG) Agenda
Thursday, January 10, 2019 11am-1pm
ECIA
7600 Commerce Park
Dubuque, IA 52002

Meeting Minutes

Present: Jess Bleile (United Way), Rachel Naderman (ARC), Genevieve Heinold (Unified Therapy), Stacie Scott (RTA), Peggy Petlon (DCCS/ECR), Ashley Robins (Hills & Dales), Jodi Munyon (Unified Therapy), Debbie Devenuta (LSI), Michelle Huseman (EIRHA), Jeff Lund (United Healthcare) & Tricia Wagner (RTA)

Special Guest presentation by:

Jeffrey Lund, SME-Employment, Supported Employment Specialist
UnitedHealthcare Community Plan of Iowa
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- Jeff Lund shared his background and how he came to be in this position at United Healthcare. He is the main contact for all things employment. Fields a lot of emails with questions from supportive employment specialists. Helping members get work and keeping work. IA is an Employment 1st state. Only 2 individuals denied work support in 2 years- BI and couldn't meet their needs so referred to Voc Rehab.
- Jeff was involved in hiring the new CBCMs, going from what he was originally told of roughly 100, to suddenly 500. This required a massive amount of training there just wasn't enough time, so when December 1, 2017 came around they didn't have enough CBCM's trained, and fully trained yet.
- There are four options on the table on how to bring on the 3rd MCO on July 1. One is to put all 600,000 individuals into a pot and assign them all lottery style.
- Any money assigned to a member that isn't used, goes back to the State.
- MTM only for medical.
- United Healthcare decides the transportation providers for Dubuque, telling MTM which provider to use. Taxi's should be their last resort, but admittedly in some cases the UHC rep may be taking the easiest way as it is more work to find the different and less expensive transportation providers available. Clients sometimes request a taxi as well. Sometimes the CBCM want easy way out so sends request to MTM even though more money.
- The goal is to have the most comprehensive list of transportation systems as possible available as options across the state. They do currently use Uber, but not Lyft. Lyft doesn't currently provide enough support for the rider (driver helping in/out of

vehicle), and not enough vans. Possibly an issue with background checks not being done as well.

- UHC expanded to an app for scheduling transportation and the questions were asked, are they working on having this be available with android? There's been feedback that the website for scheduling is not very user friendly and people aren't using it, have they had any feedback on the website? Jeff has sent this to his IT contacts for some clarification.
- If a provider is having trouble accessing the portal in terms of seeing funding for all services, it might be that the tax ID numbers aren't matching up having something to do with multiple locations/addresses. Call your provider advocate, and they will fix it or they will contact Jeff to fix it.
- CBCM's are responsible for sending providers authorizations. NOD's are sent through USPS. They send screen shots by email. CBCM's are also responsible for renewing a member's authorization as well as notifying the provider when the authorization is close to expiration and when renewed, or if changed or updated. If you have any issues, questions or need assistance, contact the CBCM and if they are not responding, contact their supervisor, and if still having trouble contact Jeff, he will help. If needing to talk with Jeffery send email to arrange a time to talk.
- If United has an active authorization on file - RSW can go directly to RTA.
- If a member's authorization expires but services continued for a period of time beyond the expiration date and there is money owed to you for those services, you will be reimbursed. If you are not able to get this resolved call Jeff for help.
- ID Waiver-transportation ended with transportation provider as of the end of November 30, 2018. ID tiers became effective December 1, 2018 - SCL daily providers took over that service. Considered part of daily rate.
- Some providers have heard that no new services are being offered to current providers, and not to new providers either. Jeff wasn't aware of this and is checking into it for us.
- A city in MO has a mental health facility working with supported employment specialists to set up their own company to provide transportation by their own consumers, paying the consumers to drive fellow consumers. IA isn't doing this, but nothing says it can't. HAB individuals are most likely to be the drivers. The TAG group didn't think this was feasible in our region, not enough consumers who could drive and be responsible in this way.
- Jeff is going to get Tricia a list of Team Leaders for the CBMCs for our region so we can include them in the TAG meetings.

Next meeting: Wednesday, January 23, 2019:

Special guests, presentation by Community Outreach Specialist, Lorin Renner and the employment specialist, Denise Juhl with Amerigroup