



June 22, 2007 (10:30 – 12:30)

Transportation Team Minutes

Attendees: Holly Harper, Tink Miller, Bonnie Gore, Ellen Smith, Other healthnet , Eva Ghioni, DeAnne Thornton, Veronica Blake, Lauren OBrien

Next Meeting Time: Friday, July 6 9-10:30, call-in 1-888-355-1195, passcode: 341963

1) Overview and Updates

- The team welcomed Health Net and discussed where we are.

2) Database Review

- The team reviewed the database
 - Visit: <http://healthexpress.midtownmicro.com> , user = Admin, password = password
- Some initial comments were:
 - Add specialty field for Dr. to track type of service
 - Add fields to the purpose field: medical (sub category OB), dental, PT, chiropractic, pediatric
 - In Requirements field: add non-conforming devices , walker
 - For Health coverage: Health Net to provide levels, could have subcategories (Medicaid: Healthy families, etc., or Commercial: Blue Cross, Health Net, etc.
- **Action: All participants** to view the database and get comments to Holly by end of June.

3) Financial

- **Health Net** explained their interest in partnering on this project. At the point they can not estimate the number of users, however, they would like to pay by usage rather than an upfront contribution.
 - Health Net can provide transportation for those where it is a “medical necessity” or “hardship assistance” is needed
 - Generally pay contractors the Medi-cal fee schedule for these transports.
 - **Action: Health Net** to send fee schedule to Holly and Lauren (Lauren@streamlineimpact.com) by next meeting.
- **Placer County HHS** described that 85% of their customers need transportation. Most of the need is in the Adult System of Care, Children System of Care and Human Services.
 - **Action: Eva** to quantify the need in Adult System of Care along with the current cost of the solution (by next meeting)

- **Action: Lauren** to quantify the need in the Children System of Care and Human Services working with the Directors in those departments. (by next meeting)
- Other Partners: The team discussed other potential partners.
 - CSTA (contracted out to PRIDE Industries by Placer County Transportation and Planning Agency – David Melko)
 - **Action: Lauren** to set up meetings with these 2 organizations (in July)
 1. Lauren and Holly to attend
 - **Cities:** Cities of Rocklin, Roseville, Auburn and Lincoln should all get a presentation on this along with a request for support.
 - **Action: Lauren** to coordinate meetings with these folks (in July)
 1. Lauren, Holly and/or Candace to attend
 2. Bonnie Gore to attend City of Lincoln due to her involvement with the Lighthouse project
 - **Other insurers: Blue Cross, Molina, Carefirst**
 - **Action: Holly** to coordinate meeting with Blue Cross (in July)
 1. Candace and Holly to attend
 - **Transportation Collaborative – Tink** is associated with this group and is willing to keep this group abreast of our work. Tink mentioned a potential conflict of interest whereby this Transportation project could reduce traffic on the public bus system. If this occurs, public transit could potentially lose some of its funding from the State.
 - **Decision: The Team agreed** that we do not want to conflict with public transportation and will work on providing incentives to folks to take public transportation if it is possible. We might need to raise prices in certain areas where public transportation is available.
 - **Partner Letter** - In order to receive funds from partners a letter is typically required.
 - **Action: Candace** to write letter that gives appropriate information so that funding can occur (by end of June).

4) Marketing

- The Team reviewed the “rack card/brochure” on Health Express. Some edits were given directly during the meeting.
 - **Action: Team should send additional edits** should be sent to Lauren@streamlineimpact.com by July 6.
- **Decision: It was agreed that Health Express logo** would be the only logo on the face of the van. A list of partners will be provided on the brochure and website and other marketing materials.

Founding partners as well as funding partners will be distinguished from others.

- **Action: Lauren** to price out order to 2 magnets (one on each side) for end of July delivery.
- Elements and timing of launch will be discussed at the PR meeting. We will either launch in October or January.
- The good news is with the partners at the table we have a very extensive reach to our customers.
- PR meeting is set for July 20th: Location and time TBD, attendees are Holly, Lauren, Bonnie Gore and Candace
 - **Action: Lauren and Holly** to develop an initial communications plan before then.

5) Customer Definition

- **Agreements:**
 - It was agreed that this project will support medically related appointments in Placer County
 - It was also agreed that if a funder came to the table to request addition support for another cause we would consider it if the money and capacity was there to support it.
 - We would also consider going outside Placer if there was funding and capacity to support it.
 - We reviewed DeAnne Thornton's request that children supervision/public guardian visits be included. We indicated that this could be a possibility if there was funding to support these visits.

6) Operations

- Vic was not on the call to verify that he has ordered the van. However, our understanding is that is has been ordered.
- Candace was not available to present the phone call triage, matrix and scripting.
 - **Action: Candace** to provide this at the next meeting
 1. The group also wanted to put somewhere that if there are numerous public bus transfers and or other ways that made accessing other forms of transportation difficult (mental illness), then we push them to this project instead of other alternatives on the matrix.
- On-hold announcement with support request/envelope on bus
 - **Action: Candace** to inform us to where we are with this at next meeting.
- Staff person
 - It was recommended that this person be bilingual
 - It was recommended that we purchase the ATT language line

1. **Action: Candace** to order this service by August.
- Test phase end of July
 - We would like to do a test run end of July. . still tracking to this.
 - This team will meet every other week til end of August.
 - **Next meeting: Friday July 6th 9-10:30 am .**