



# Transportation Community Board Agenda Meeting Minutes

April 2, 2024

## Board Members in Attendance:

Joshua Lewis  
Lisa Thomas  
Matthew Paswater  
Eli M.  
Melissa Montoya  
Bernie Lyons

The Colorado Community Board Meeting convened at 10:00 am. The previous meeting minutes were reviewed by the board. Lisa T. motioned to accept the previous meeting minutes and Melissa M. seconded the motion. Minutes were accepted.

Next, the Board went over a general overview of Transdev Services. Transdev Services handled non-emergent medical transport for Colorado citizens who are receiving Medicaid through Health First Colorado. This is brokered through nine (9) of Colorado's counties (Adams, Arapahoe, Broomfield, Boulder, Denver, Weld, Larimer, Jefferson, Douglas). Riders will need to have at least two business days' notice to schedule a ride and at least two hours notice to request a mileage reimbursement trip confirmation number. If the rider is being discharged from the hospital, is on dialysis, or had a last minute appointment scheduled, it is possible that a ride can be scheduled for the same day. Joshua L will send a list of case managers who handle the RTD bus passes to the Board for reference.

Next order of business was going over the questions submitted. Melissa M submitted the first question concerning RTD bus passes. The question presented asked for the time frame a rider would need to have to switch from a bus pass to receiving rides and what requirements would be needed. A Level of Service would be required if a rider is no longer able to get onto the bus and it will need to state specific reasons as to why. A rider will need at least two business days notice to Transdev if they are wanting to switch from bus passes to rides and will also need to return any unused bus passes to Transdev once the rides commence.



The next question presented was from Lisa T. She wanted to know more about mileage reimbursement and the 25 mile level of service form requirement for riders who live in rural and frontier counties. The 25 mile medical certification for service has been in place for several years, but had gotten lax through COVID. Due to the recent investigations into the transportation providers, the 25 mile requirement is back in effect. If a patient does not have a provider within 25 miles of their residence, they do not need to complete a 25 mile certification. If a patient has multiple appointments at a health services center or hospital, the 25 mile certification can be provided for each department or provider. If a patient receives a referral for a specialist through their primary care provider (PCP), the reason for the medical necessity will be used if the specialist is over 25 miles from the patient. If a provider moves their office, the patients will have up to 90 days to find a closer provider. This policy is going to be further reviewed by Transdev because of continuity of care not being considered. Also, Transdev confirmed that they check the distance for every mileage reimbursement submission and also check to see if there is a closer provider available. Per Matt W, the 25 mile medical certification is a state rule and not just a Transdev rule. He will be forwarding the waiver for patients who have no providers within 25 miles of their residences to the board for future reference.

The third question addressed was from Melissa M. concerning the wait time a driver should be waiting for a rider to answer or come to the vehicle as there have been numerous reports from different clinics in Northern Colorado that drivers are not waiting for riders. The drivers are supposed to wait a minimum of ten minutes for the rider and Bernie L. asked for Melissa M. to gather more information so that Transdev can investigate the drivers further.

The last question asked was from Melissa M and referred to the appointment times for riders to arrive at their designated medical offices. Transdev confirmed that riders cannot change their ride times with the drivers directly as this does not match the standing orders that have been submitted. Drivers also are not to solicit rides from other riders or medical offices.

Eli M. asked about how patient preferences for transport companies will be affected when Transdev will be shifting to a single broker for the entire state in 2025. Transdev is still discussing the preferences as many drivers have been stealing trips from other drivers and they would like to address this.

There were no further questions or topics, so Joshua L. adjourned the meeting at 10:43am.