

# One Care IC Round-Robin Discussion from December 10, 2019 - Highlights

January 14, 2020

The importance of non-medical transportation options is ***enormous***.

- The connection between physical and mental health is undeniable.
- Lack of transportation options leads to serious social isolation and mental health challenges.
- Social events are immensely important, and not everyone has an adequate transportation network.

The issues members have experienced and heard about are ***widespread***.

- Riders have had great difficulty communicating with drivers – to the point of no communication at all sometimes.
- Estimated travel times and arrival times can be wildly inaccurate.
- There have been negative experiences when interacting with drivers..

There are still significant grey areas when it comes to *rules* for non-medical rides.

- Do non-medical medical rides allow for member's children to join them?
- The restrictions and classifications of non-medical rides are murky at best.
- Bringing a service dog to the vet is classified as a non-medical ride? A trip to the chiropractor?
- Better understanding of the trip category Plans use.

Both Plans and Care Coordinators need to keep members ***informed*** of their ride options.

- Members are in large part not even aware of the non-medical ride option.
- Low utilization numbers are likely due to low awareness.
- Care Coordinators need to be versed in the option and convey it to the member.