

CRT & Wheelchair Repair Advisory Council
MEETING MINUTES
Tuesday, September 24, 2024
11:00 AM in Room 1B of the LOB and Zoom and YouTube Live

I. Convene Meeting

The meeting was called to order at 11 AM by Co-Chairman, Jonathan Slifka.

II. Roll Call:

Members: Co-Chair Jonathan Slifka, Co-Chair, Maureen Amirault, Michelle Johnson, Sheldon Toubman, David Morgana, Diane Racicot, Farrah Garland, Darrell Ruopp, Joseph Shortt, Ginny Mahoney, Adam Prizio, Shirley Skyers-Thomas, Jim Carson

Absent: None

Guests: Gary Gilberti, NuMotion

III. Minutes

Ms. Amirault asked for a motion to approve the August 20, 2024 Meeting Minutes as presented.

Motion was made by Mr. Prizio and was seconded by Mx. Garland.

The Motion passed with 13 yeas, 0 nays, 0 abstaining.

IV. Addition of Industry Reps as Guests to Advisory Council

Mr. Slifka stated that the Council has asked Mr. Gilberti to join the Advisory Council as a guest representing NuMotion.

V & VI. Data Presentation and Discussion

Office of Healthcare Advocate

Mr. Prizio read into the record the statutory duties of the OHA per PA 24-58. Mr. Prizio presented an interim data report for July 1- September 18. He stated there were 7 total complaints with 4 after July 1.

Mr. Toubman inquired about outreach to consumers on the complaint process. Mr. Prizio responded that information is provided on the front page of the website, but there are no resources to provide further outreach. One barrier is the OHA does not have a list of wheelchair users.

Ms. Garland suggested that item VII on the agenda be moved forward so that there can be a consensus on the Law Summary.

Seeing no objection, Mr. Slifka asked Mx. Garland to present the cease and desist along with the Law Summary.

Department of Social Services (DSS)

Ginny Mahoney said that DSS was asked if there is any data on prior authorization for wheelchair repairs. Because of the legislation passed in 2024 (PA 24-58), DSS no longer receives prior authorization requests for wheelchair repairs and therefore does not have any data to present.

Industry Report

Ms. Racicot presented the industry's repair report for September. She stated that each month the timeline for repair completion is being improved by 2-3 days. One barrier is that the parts manufacturing companies are taking too long to quote parts for repair. On average 80-85% of repairs are hitting the timeline.

Continue to Discuss agenda item VII. on cease-and-desist letter.

VII. Discussion on Cease-and-Desist Letter to NSM & Law Summary

Law Summary

Mx. Garland presented a memo written by the Connecticut Wheelchair Reform Coalition that summarizes the timeline requirements for PA 24-58.

Ms. Racicot asked for clarification on whether PA-24-58 applies to all insurance plans or is strictly Medicaid-based.

Mr. Toubman responded that he disagreed with the interpretation that the Act only applies to Medicaid recipients. He believes that the Act applies to all wheelchair users. Mr. Prizio agreed with Mr. Toubman's interpretation.

Ms. Racicot stated that during working groups before the finalization of the PA, the intent was focused on Medicaid recipients.

Mr. Slifka stated that he would clarify language with leadership and possible LCO. Resume Agenda item V. data presentation from the industry.

Cease and Desist Letter

Ms. Racicot stated that the matter raised in the cease-and-desist letter has been rectified by removing language from the voice memo. She asked that in the future any concerns be communicated directly.

VII. Communication Provided to Consumers

Mr. Toubman inquired how the industry was advising their customers on PA 24-58 and complaints to OHA. He asked about training for employees and what the industry is willing to do about informing their clients about the new law.

Mr. Gilberti responded that it was not on NuMotion to promote PA 24-58. He did agree that employees would be trained on the new law. Ms. Racicot stated that she is concentrating on building her team and becoming compliant with the law.

Mr. Toubman asked if either company would be willing to provide their customers with information on PA 24-58 or the complaint number for OHA.

Ms. Racicot and Mr. Gilberti did not respond one way or the other.

VIII. Next Meeting

Mr. Slifka scheduled the next Council meeting for Tuesday, October 22, 2024 at 11am via in person at the LOB Room 1B or by Zoom.

IX. Adjournment

Mr. Slifka asked for a motion to adjourn at 12:28 pm, Mr. Morgana moved and Mx. Garland seconded. The vote was unanimous. The Complex Rehabilitation Technology & Wheelchair Repair Advisory Council is adjourned until October 22, 2024 at 11am in Room 1B at LOB and on Zoom.

Chandra Persaud
Task Force Administrator

Sarah Makowicki
Minutes Prepared by