

***Behavioral Health Partnership
Oversight Council Coordination of Care Committee
Council on Medical Assistance Oversight
Consumer Access Committee***

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Co-Chairs: Christine Bianchi, Sharon Langer & Maureen Smith
BHPOC & MAPOC Staff: David Kaplan and Olivia Puckett

The Committee will work with the Departments of Social Services, Children and Families, and Mental Health and Addiction Services, and the administrative services organizations that administer medical, behavioral health, dental and non-emergency transportation, to identify and monitor key issues that may impact whether individuals and families in the HUSKY Health program and Charter Oak Health Plan receive person-centered coordinated services. The Committee and its partners, along with parent and community input, will seek to ensure that participants in the HUSKY Health program and the Charter Oak Health Plan receive behavioral health care that is coordinated with their medical (primary and specialty care), dental, pharmacy, and transportation services.

**Meeting Summary: March 27, 2013
1:30 – 3:00 PM
2A LOB**

Next Meeting: **May 22, 2013 @ 1:30 PM in Room: 1E LOB**

Attendees: Co-Chairs Christine Bianchi, Sharon Langer and Maureen Smith, Lois Berkowitz, Michelle Chase, Alyse Chin, Gail DiGioia, Angie Feliciano, Carmen Gonzales, Michael Harris, Yolanda Harris, Brenetta Henry, Judith Jordan, Ellen Mathis, Quiana Mayo, Sabra Mayo, James McMellon, Marty Milkovic, Dr. Steven Moore, Trevor Ramsey, Kimberly Sherman, Eunice Stellmacher, Michelle Tournas, Benita Toussaint, and Dr. Robert Zavoski

Introductions

Co-Chair Sharon Langer convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:32 PM and the Co-chairs introduced themselves. Sharon asked all members to sign the attendance list and introduce themselves.

Family Planning Limited Benefit Update-enrollment and marketing materials


In the absence of Peter Palermino – Division of Integrated Services of DSS, Judi Jordan gave a brief status report:

- 1.) As of February 2013, 3,335 applicants were granted family planning coverage only.
- 2.) DSS has reviewed preliminary marketing materials from Planned Parenthood but has not reached a decision as how to move forward with it.

Co-chair Christine Bianchi asked Ms. Jordan to have DSS report back to the committee with a timeline for approving the materials and on issues raised on colposcopies. *After the meeting, Co-chair Sharon Langer learned that:* The federal Centers for Medicare and Medicaid Services (CMS) has a definition of family planning and colposcopy is not a covered service under this program. It is our understanding that if this procedure is needed, providers, such as Planned Parenthood will charge the patient on a sliding fee schedule.

Grievance Reports-CHN-CT, CT Dental Health Partnership, Logisticare & Value Options


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Gail DiGioia of CHN-CT, the administrative services organization (ASO) for HUSKY Health medical services, Marty Milkovic of Benecare (the ASO for the Dental Health Partnership), and Dr. Steve Moore of Value Options (the ASO for the Behavioral Health Partnership) gave the complaint reports (see above) for each of their respective organizations. Such grievance reports are contractually required. Logisticare, the transportation ASO for the HUSKY A, C and D programs will present its grievance report at the next committee meeting.

Sabra Mayo brought up the issue of HUSKY C & D members of being asked at the pharmacy to pay for co-pays of \$15 or more for certain prescriptions. She said that in some cases the HUSKY members would leave the pharmacy without their medications because they could not afford the co-pays. Ms. Mayo was told by HUSKY ASO representatives at the meeting that HUSKY A, C and D do not charge co-pays for prescriptions. In addition, if these members were dually enrolled in HUSKY and Medicare, they should only pay \$15 co-pay per month and if there were future problems, the member should call the telephone number on

back of their prescription medical card and register a complaint and the HUSKY program will take action immediately.

Update on Non-Emergency Medical Transportation (NEMT) and Discussion by DSS-Judi Jordan and Logisticare - Jim McMellon

Contract

Judi Jordan discussed the contract implementation to the transportation provider. The contract now has performance incentives. She said the contract is better because there is now more accountability. Tiers 1, 2 & 3 are about complaint resolution.

Scheduling Rides

There was acknowledgement about what the members and providers want and what they can actually get. Michele Chase has concerns with the 72 (three day) advance notice needed for a scheduled transportation appointment. Jim McMellon Director of Operations at Logisticare told her that same-day, next day urgent appointments can be scheduled under necessary circumstances. Currently, there are four to five hundred same-day, next day trips and about one-thousand 2-day trips scheduled.

Members' webpage

Co-chair Sharon Langer said that a webpage for members was not available yet. She said that Logisticare really needs to get it done because it would be a great help for everyone. Jim said that he will have a date for the installation by the next meeting date, May 22nd.

Transportation regulations

Judi said the regulations were still being drafted and have not yet progressed and she would report back at the May meeting about their development. .

Transportation provider network adequacy

Jim said the capacity of the (transportation) network is not adequate for the high demand and Logisticare has been allowed to go into other (neighboring) states to provide transportation. Judi said that DSS was getting ready to revise the contract to clarify expectations. The rules need to be clear for everyone, providers, clients, livery drivers, etc. Co-chair Christine Bianchi suggested developing a Patient Bill of Rights and Responsibilities. Creating these best practices could help improve the communication between providers of transportation, the broker and the clients served. Other suggested improvements included 1.) Integrate different media to inform members of 'Dos and Don'ts" while riding, 2.) Create a communication system of SMS Text Message or Email to let a member know that the driver is on the way. An email address usually doesn't change, making it easier to provide a consistent form of communication with a member. The communication system would be improved with the development of the person centered medical home, providing care coordination to include help with transportation issues. Feedback from Committee Client Members included time requests for rides for nursing home visits, complaints about the Call Center at Logisticare, and positive feedback about how a driver can call a school for a child who is getting a ride, reducing the chances that the child will miss his or her ride to a

scheduled appointment. Members also said that they were not aware that they had to call the driver back to get picked up after their appointments were finished. Providers said that it is hard to work with members when they are late. Judi said that there is a need for more Driver training, and the contract between DSS and Logisticare to provide for such training.

Access to Audiology and Lack of Codes in Fee Schedule

Eighteen (18) months ago this matter was brought to the attention of DSS on behalf of the CT Academy of Audiology to put it on a fee schedule. Dr. Rob Zavoski explained that a fiscal analysis is necessary because the federal government will want to know how much this program will cost. Currently, some services are already available (payable) for audiology services. Co-chair Christine Bianchi asked DSS if they could provide the Committee with a list of providers who are approved to bill services.

Other Business

Due to a lack of time, an update on roll-out of Modernization and Evaluation plans for DSS was not discussed. Hearing no other comments or questions, Co-Chair Sharon Langer adjourned the meeting at 3:14 PM. An agenda will be sent out closer to the time of the next meeting.

Next Meeting: May 22, 2013, Room: 1E LOB 1:30 PM-3:00 PM