



***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: September 25, 2013
1:30 – 3:00 PM
1E LOB

***NOTE DATE CHANGE* Next Meeting: November 20, 2013 @ 1:30 PM in**
Room: 1E LOB

Attendees: Co-Chair Sharon Langer, Dr. Lois Berkowitz, Tanisha Bonner, Angela Carter, Michelle Chase, Alyse Chin, Darlene Cooper, Pat Cronin, Mary Ann Cyr, Stan Duley, Robin Hamilton, Michael Harris, Yolanda Harris, Olivia Hathaway, Anthony Henry, Brenetta Henry, Mary Hryniewicz, Sandra Iwaniec, Niejaa Jackson, Barbara Johnson, Julia Lentini Marquis, Ellen Mathis, April Mayo, Debra Mayo, Ebony Mayo, Sabra Mayo, Tanea Mills, Steven Moore, Deanne Privette, Trevor Ramsey, Yvonne Rodriguez, Bonnie Roswig, Sherry Rowles, Taurus Silon, Roselyn Slaughter, Eunice Stellmacher, Sheldon Toubman, Michelle Tournas, Benita Toussaint, Michael Weatherington, Elaner Williams, Katrice Williams, and Carmen Woolford

Introductions

Co-Chair Sharon Langer convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:35 PM and told the committee that Co-chair Maureen Smith was in the hospital and she would be sending her a card on behalf of the committee. Also, she said that Co-chair Christine Bianchi would not be in attendance due to a work emergency. Sharon asked all members to sign the attendance list and introduce themselves. She then thanked

the family and consumer members for attending and welcomed them to participate in the discussions. She explained that the travel stipends are for those member-consumers who represent groups and/or either themselves or specific family members involved in the system. Member-consumers will be given a questionnaire/survey to fill out after the meeting. The co-chairs of the committee will determine which consumers should be representatives to the committee based on their responses to the questionnaire, and their past participation in meetings, to ensure that the committee has a mix of consumers, who represent the different programs of HUSKY, who live in different geographical areas of the state, and belong to different ethnic groups. Sharon asked everyone in the room if there was input, questions or comments. Hearing none, she proceeded to the next agenda item.

Screening for Depression, including Maternal Depression- Mary Ann Cyr (CHNCT) and Steven Moore (Value Options)

Mary Ann Cyr, Vice President for Health Services from CHNCT said that routinely all consumers are screened for a variety of health problems, including medical issues, hospitalizations, pregnancies, as well as post-partum issues. If the answers to the screening questions raise concerns that something else may be going on in the consumer's lives that will trigger more questions to determine if depression is present.

Nurses and LPNs are trained to do more assessment if necessary. There are key questions in the instrument/tool that questions are appropriate to ask in the screening to determine depression. Depending on the answers given, more questions are asked to get further details. Behavioral Health issues are reviewed so consumers can get access to care. Consumers are questioned if they have past experience for treatment of depression. If a positive response is given, further questions are asked, i.e.; is there an immediate need of care, is there a risk of suicide? If so, a warm transfer (meaning that the CHNCT staff person immediately transfers the call to the BH partner so that a three-way conversation takes place). Depending on the circumstances CHNCT and/or BH staff will provide referrals or information for high risk medical/social intervention.

Steve Moore, Chief Operating Officer of Value Options said the BHP staff can help consumers who are identified as depressed regardless of what screening they went through. Information provided through authorization for services allows the BHP to identify the type of depression the consumer may be experiencing. The staff maintains sensitivity and privacy. Many women who have behavior health issues are experiencing hormonal changes and this is related to post-partum depression. Co-management cases with CHNCT are reviewed. He gave examples of post-partum psychosis, miscarriages, and stillbirths that are reviewed and properly and sensitively managed. Dr. Moore and Ms. Cyr believe that coordination of care between the two ASOs is working well and they are pleased with the partnership.

Mary Ann said that over 50% of the more than 38,000 births in Connecticut last year were to parents in the HUSKY program. "Healthy Beginnings" is the name of the program for pregnant women who have been screened for a highest risk factor. There is a whole group of services and trained professionals to help mothers-to-be. Dr. Moore said that depression is hard to identify and consumers may not even know if they are depressed. Family members are crucial to coordination of care of such patients.

Update on Non-Emergency Medical Transportation (NEMT) and Discussion- Julia Lentini Marquis (DSS Staff Attorney), Pat Cronin (DSS), Robin Hamilton and Niejaa Jackson (LogistiCare Solutions LLC)

Status on Implementing Regulations and Revisions to DSS Contract with LogistiCare
Attorney Julia Lentini Marquis reported that she is currently working on a draft of the regulations. DSS has a partnership as well as a contractual relationship with the transportation ASO- LogistiCare. The contract between DSS and LogistiCare supersedes any prior regulations until the promulgation of new regulations that govern the NEMT program.

Attorney Lentini Marquis provided the definition of Non-Emergency Medical Transportation (NEMT) and said that transportation was available to Medicaid recipients who are without any means of private transport at the least expensive, medically necessary manner and only for Medicaid-covered service appointments. She said developing a regulation is a 14-step process and quite time consuming. There will be some revisions made to the DSS contract with LogistiCare. She said that she would provide a copy of the new contract to the committee via either through the DSS Website, on disc, or by other means. Attorney Sheldon Toubman of New Haven Legal Assistance Association asked Julia what was the problem of sharing the regulations with the committee before the 14-step process begins. Attorney Lentini Marquis said that a discussion with such a large group as the committee would be unwieldy and suggested having the committee identify 5 or 6 individuals who represent different constituencies discuss their concerns with the Department. She would be happy to take questions sent to her prior to meeting with a small group on issues with the proposed regulations. Attorney Toubman and Co-chair Sharon Langer agreed with Julia and the co-chairs will identify a small group from the committee to meet with Attorney Lentini Marquis and other DSS staff in the near future.

Discussion

Michelle Chase, consumer representative, voiced her concerns with contracted drivers from LogistiCare using cell phones without hands-free devices when communicating with their home offices. She recommends that their employers get them hands-free communication equipment so that they comply with Connecticut State Laws. Trevor Ramsey, another consumer, told the committee and LogistiCare representatives at the meeting that he is not getting his bus passes on time. Sometimes they come a day or two late even though he notified LogistiCare a month in advance about his medical appointment. Others in the audience indicated that they or others they know experienced the same delay in receiving bus passes. Bonnie Roswig, attorney with the Center for Children's Advocacy in Hartford said that she was not sure if these problems were the fault of DSS or of LogistiCare. She gave additional examples of concern such as the inability of a parent to bring a sibling in the cab when a child has a medical appointment. . DSS Attorney Lentini Marquis explained that in the past, the transportation company had been assuming the cost of carrying the non-medical passenger (i.e., siblings). Now DSS is assuming that cost and has told LogistiCare that no siblings may ride in the cab because the sibling does not have a Medicaid-covered service appointment. An exception to this rule is for nursing infants who may accompany a mother to

the Medicaid-covered service appointment of the mother's minor child. Attorney Roswig provided another example: 16 year olds were given bus passes for medical appointments but parents/guardians were excluded of passes to accompany their child even though the parents/guardians were expected to participate in the appointment or needed to ensure that the minor attended the scheduled appointment. Julia Lentini Marquis said that parents/guardians are permitted to accompany the minor child and that the problem would be corrected by DSS and LogistiCare. In the future, two passes would be mailed for children's medical appointments; one for the minor and one for the parent/guardian.

Website for Members



CoordCare9-25-13LogisticarePPP.pdf

Niejaa Jackson (Facilities/Training Manager- LogistiCare) gave a report on the Member Services Website (see report above).

Other Business

Co-Chair Sharon Langer asked for additional comments or new business. Hearing none, she reminded committee members that the next meeting will have a date change to Wednesday, November 20, 2013 to accommodate the Thanksgiving Holiday and thanked people for their participation and adjourned the meeting at 3:01 PM.

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