



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

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Co-Chairs: Christine Bianchi, Brenetta Henry, Janine Sullivan-Wiley & Benita Toussaint  
BHPOC & MAPOC Staff: David Kaplan

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 25, 2015  
1:30 – 3:30 PM  
2D LOB**

Next Meeting: **Wednesday, April 22, 2015 @ 1:30 PM in Room: 1E LOB**

*Attendees: Co-Chair Christine Bianchi, Co-Chair Janine Sullivan-Wiley, Co-Chair Benita Toussaint, Lois Berkowitz (DCF), Alyse Chin (DMHAS), Bill Halsey (DSS), Michael Harris, Olivia Hathaway, Ellen Mathis, Sabra Mayo, Steve Moore (VO), Linda Pierce (CHNCT), Trevor Ramsey, Bonnie Roswig, Kimberly Sherman (CHNCT), Eunice Stellmacher, Sheldon Toubman, and Rob Zavoski (DSS)*

**Introductions**

Co-Chair Benita Toussaint convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:36 PM and introductions were made. Co-Chair Janine Sullivan-Wiley introduced Linda Pierce of CHNCT to give the first agenda item.

**Quarterly ASO Grievance Reports- CHNCT- Linda Pierce**



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CoordCare3-25-15C  
HNCTMonthlyAllLOBs:

Linda Pierce (CHNCT) gave the presentation for the October through December 2014 Member and Provider Grievances as well as the 2014 Monthly Member Services Phone statistics (see above). . She provided additional detail and answered questions from committee members on the reports. Grievance issues range from quality of provider services to the billing of missed appointments. There is a 45-day resolvment period from the time a grievance is reported. During this reported presentation time period there were 501 member grievances taken from 35,000 calls a month. Also, during this time period, providers used the portal to report 8 types of grievances, the most common related to members. Calls are only put on hold while interpreters are accessed or a provider called, in order to respond to the need of the caller.

### **Value Option Grievance Report- October-December 2014- Steve Moore- (VO)**



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Steve Moore (VO) gave the presentation for the ASO Complaints: Annual and Quarter 4 for 2014 (see above). Steve reported that annually, call volume had decreased by 7.2% with nearly 3000 fewer calls despite an increase in members. It went from a high of 130,457 in CY 2012 to a current volume of 121,077 in CY 2014. Since 2010, there has been an overall increase in the annual volume of complaints/grievances. The increase is primarily driven by an increase in the number of complaints related to access and clinical issues. After reaching the highest number of calls for 2014 in Q3 (32,817), there was an 11.83% decrease to the lowest number of calls for the year in Q4 '14 (28,934). While member and crisis calls resumed rates consistent with Q1 and Q2, provider calls decreased to the lowest number for the year in Q4 (21,822). In 2014, the quarterly volume reached a high of 58 in Q2 '14 and since then has trended down reaching a low of 36, which is similar to the volume seen in Q4'13 (35). Since 2010, there has been an annual increase in the number of informal complaints received. The increase seen in 2014 is largely driven by benefit concerns. In 2014, the quarterly volume reached a high in Q1 and Q2 but has since trended down. Q4 2014 has similar volume seen in Q4 2013.

He and Bill Halsey responded to a number of member questions and comments. In response to one type of member complaint, DSS sent a provider policy transmittal reminding providers that Medicaid consumers cannot be billed for a missed appointment. In response to a concern about lack of providers in certain areas, they noted that they are seeking and adding new providers.

Bill Halsey (DSS) summed up the Quarterly reports by giving out the Call Centers telephone numbers for consumers to use to report complaints/grievances:

CT BHP-1-877-552-8247  
Benecare-1-866-420-2924  
Logisticare-1-866-684-0409  
CHN-CT-1-800-859-9889

Co-Chair Christine Bianchi thanked Linda and Steve for giving their ASO Grievance reports.

Due to a lack of time, Agenda Items 2 (NEMT Consumer Checklist) and 3 (Priority Planning for 2015) were postponed. It was agreed to add a meeting in April. It will be on April 22, 2015 at 1:30 PM in 1E LOB. Representatives from Logisticare will be in attendance for this meeting.



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Christine related to committee members an email from Kate McEvoy (DSS) regarding comments made from members at the last meeting that DSS did not get back to them after committee members sent DSS a letter about not being invited to a meeting to discuss proposed NEMT regulations. Kate pointed out in her email to Christine that after receiving the committee member's letter, she did immediately respond back in an email to the committee members who signed the letter (see above) and she asked that members be told and reminded of her original email sent back in April 2014, which was distributed.

Sheldon Toubman asked if the committee's letter of NEMT comments and recommendations be distributed to the membership and re-sent to DSS with the committee's proper logo and stationary.

## Other Business



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Co-Chair Janine Sullivan-Wiley reminded committee members that they were not alone in their tracking of NEMT issues. She handed out a form that was put together by consumers and for consumers from the Northwestern part of the state to assist in better outcomes when they call Logisticare (NEMT). She said that this was still in draft form as it was being considered for broad use and asked for feedback from members on what their thoughts were on the form. Co-Chair Christine Bianchi thanked the staff for the work done. Some members asked for the next meeting to be scheduled for two hours so to have enough time to cover all of the agenda items. Christine then adjourned the meeting at 3:15 PM.

**Next Meeting Date:** 1:30 PM, Wednesday, April 22, 2015 Rm. 1E LOB