



***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  
MAPOC & BHPOC Staff: Richard Eighme & 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: April 22, 2015**  
**1:30 – 3:30 PM**  
**1E LOB**

Next Meeting: **Wednesday, May 27, 2015 @ 1:00 PM in Room: 1E LOB**

*Attendees: Co-Chair Christine Bianchi, Co-Chair Brenetta Henry, Co-Chair Janine Sullivan-Wiley, Co-Chair Benita Toussaint, Donna Balaski (DSS), Lois Berkowitz (DCF), Kathy Britos-Swain (DHP), David Buckley (Logisticare), Alyse Chin (DMHAS), Bill Halsey (DSS), Michael Harris, Olivia Hathaway, Quiana Mayo, Sabra Mayo, Marty Milkovic, Allyson Nadeau, Linda Pierce (CHNCT), Trevor Ramsey, LaShawn Robinson, Bonnie Roswig, Peter Sagnella (Logisticare), Eunice Stellmacher, Casey Tillman (Logisticare), Eddie Tosado (Logisticare), 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 Christine Bianchi asked committee members if they want to extend that day's meeting until 3:30 PM. Most members supported the original adjournment at 3:00 PM. She then asked members to add time limits to each agenda item so going forward, all the agenda items for that day can be covered in one meeting. New staff member for the Consumer Access Committee Rich Eighme was introduced and welcomed by the membership of the joint committee. Christine then talked about past Grievance Reports and thanked the agencies for the presentations but noted that reviewing them slide by slide takes time away from other issue areas and asked if they could be submitted in advance for members to review and then they

could be put on a Consent Calendar thus saving time for a discussion and question period. The state agency partners concurred and agreed to her request.

## Quarterly ASO Grievance Reports- Marty Milkovic (CT Dental Health Partnership)



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ACGrievancePresentC

Marty Milkovic (CTDHP) gave the presentation for the fourth quarter of 2014 (see above). In the Client Grievance Process, any client can express dissatisfaction with services and/or provider. All calls are recorded by all staff, but primarily by Client Service Representatives (CSRs) who work in the call center. The calls are also recorded by Dental Health Care Specialists (DHCS) that are recorded in the Client Relationship Management (CRM) system and managed by CTDHP Provider Relations Staff. Each grievance is recorded with a type, level, date, provider, and a narrative. The reports run daily and all clients are offered DPH complaint forms as appropriate. There are three levels of complaints: **Level I:** Non-Clinical, Administrative, **Level II:** Clinical Care, and **Level III:** Serious Issues. For the fourth quarter of 2014 there were 202 grievances. Most grievances were concerning adult clients with a broad range of concern on provider care. Other categories were broad range including benefit limitations and hearing related issues. The Client Call Center telephone number is: **855-CT-DENTAL** (M-F, 8 AM-5 PM). The Provider Relations telephone number is: **888-445-6665** (M-F, 8 AM-5 PM).

### Discussion:

Co-Chair Brenetta Henry asked if regional complaints are tracked. Marty said that currently it is not but he and Donna Balaski (DSS) agreed that this request can be produced. Most complaints are verbal; all are recorded and taken seriously. Sheldon Toubman said that he had heard of a client complaint about a/some provider(s) giving too many x-rays to children. Donna said that was true and the providers were told that excessive radiation is not good for children. Offenders of this policy have been removed from the program and are no longer associated with the Dental Health Partnership. Co-Chair Janine Sullivan-Wiley asked if there is adequate capacity for dental care in the state. Donna replied that there are about 2100 dental providers listed with the CTDHP and many are still taking on new patients. Provider members have more than doubled in the last six years.

## Non-Emergency Medical Transportation (NEMT) Update- David Buckley and Casey Tillman (Logisticare)



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David Buckley, Temporary General Manager at Logisticare CT introduced himself and Casey Tillman who is currently the Assistant General Manger but soon will be the General Manager. Both are new to the Northeast and were glad for the warm weather to finally arrive. He

pointed out that Logisticare does not do any physical transportation. It is a managed or brokerage transportation system and a gateway for information to coordinate travel and transportation. He continued with his report and said that when he and Casey came to Connecticut, they instituted **Phase 1 Plan** in the first 90 days of the year to assess facilities structure and organization and to assess staff roles and functions. Many changes have been made but there is still a long way to go.

Some of the **2015 NEMT Program Updates** include:

- Priority to create a new work culture
- Stabilize the workforce
- Improve employee morale
- Use employee recommendations to improve programmatic functions

#### **Technological Updates:**

- Update the customer service software to improve scheduling
- FAX Press
- New Phone System

#### **Member and Community Input**

- Establish a NEMT Advisory Committee

#### **Immediate Outcomes for Members**

- Line of communication opened between transportation providers and members- members can call providers directly for pick up from their appointments

#### **Meeting with Transportation Providers**

- Transitioning current billing services to a centralized processing location
- Reinforcing the Door-to-Door Policy
- Change the reroute policy so members are not left without transportation
- In the process of updating performance standards

#### **Meeting with Community Providers**

- Pilot program with Parent-Child resource center
- Implement and revise Closest Provider certification (CPC), Physician Transportation Request (PTR) forms to make it easier for providers
- Install FAX Press to improve communications and reduce time needed to process forms

#### **Install New Phone System on April 17**

- Seamless transition, no service disruption
- Recordings are much more clear
- Automatically transfers member to the next available operator rather than waiting for manual transfers

#### **Information Needed When Making a Reservation for Transportation Services**

- 2 Business Day Notice
- Member name and DOB, Medicaid ID Number
- Active phone number
- Date of Appointment
- Address to pick up and destination locations
- Reasons for trip including any special need considerations

#### **CT Member Reservations Number**

- 888-248-9895
  - ✓ This number is for the exclusive use of CT HUSKY members calling to request NEMT Transportation

#### **Where's My Ride**

- 800-592-4291
  - ✓ This number is for HUSKY members to use to check on the status of their ride.

#### **CT Facility Department Reservation Number**

- 888-866-3287
  - ✓ This number is for the exclusive use of CT Health Care Facility staff calling to request transportation for a CT DSS HUSKY A, C or D member or to request an Urgent/Same day trip request for one of your patients.

#### **CT Facility Department Fax Number**

- 866-529-2138
  - ✓ Connecticut Medical Practitioners, Case Managers or Social Workers FAX line.

#### **CT Hospital Discharge Number**

- 866-529-1946
  - ✓ This number is for the exclusive use of CT Hospitals calling to request transportation for a CT DSS HUSKY A, C or D member.

There were many questions and member comments. These clarified the contractual limitations to having other children in the vehicle with the identified patient and their parent, the companion authorization process, mileage reimbursement, transportation home from a hospital visit, the restrictions of medical necessity, etc. Operations are according to current regulations and contract. They encouraged those with problems to please contact them.

Co-Chair Christine Bianchi thanked Marty, David, and Casey for coming to the committee and giving their ASO Grievance reports.

Due to a lack of time, Agenda Item 2 (NEMT Consumer Checklist), Item 3 (Update on Pharmacy Recommendations and Grievance Report), and Item 4 (Priority Planning for 2015) were postponed. It was agreed to add these items to the May 27, 2015 meeting agenda.

#### **Other Business**

The question was asked what was the policy and medical necessity requirement for NEMT. Bill Halsey (DSS) said of the new proposed NEMT Regulations that the Department is still in development would not be discussed but the policies and protocols for all NEMT issues would be presented to the committee and the Department is examining the comments and recommendations of the committee. Mr. Savatsky stated that the written comments on the proposed regulations as submitted have been heard and will be incorporated as best they can. Bill Halsey also said that the department has a NEMT 101 presentation that can be presented at the next committee meeting. Co-Chair Christine Bianchi said that would be welcomed.

Olivia Hathaway announced that since the committee last met, with the help of the state agency partners, she has regained her health insurance and she is very pleased and thanks committee members for their intervention.

Sabra Mayo asked that DSS have a presentation on **Medical Spend Down** for an agenda item in May.

Co-Chair Brenetta Henry expressed her confidence in the new management leadership team at Logisticare saying that she is sure that soon, many of the client issues will be resolved.

A short discussion was held to move back the start time of the meeting to 1:00 PM which will extend the committee meetings to two full hours. Co-Chair Janine Sullivan-Wiley asked for a motion to make the meetings to be scheduled for two hours so to have enough time to cover all of the agenda items. A motion was made, seconded, voted upon and accepted. Co-Chair Benita Toussaint thanked everyone for coming and giving their presentations. She asked for a motion to adjourn and the meeting ended at 3:05 PM.

**Next Meeting Date, \*NOTE\* New Start Time: \*1:00 PM, Wednesday, May 27, 2015 Rm. 1E LOB**