



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

Legislative Office Building, Room 3000, Hartford CT 06106-1591  
(860) 240-0346 Info Line (860) 240-8329 FAX (860) 240-5306  
[www.cga.ct.gov/ph/BHPOC](http://www.cga.ct.gov/ph/BHPOC)

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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: May 27, 2015**  
**1:00 – 3:00 PM**  
**1D LOB**

Next Meeting: **Wednesday, July 22, 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, Lois Berkowitz (DCF), Kathy Britos-Swain (DHP), Michelle Doheny, Bill Halsey (DSS), Michael Harris, Olivia Hathaway, Frances Kula (DSS), Ellen Mathis, Quiana Mayo, Sabra Mayo, Allyson Nadeau, Linda Pierce (CHNCT), Trevor Ramsey, LaShawn Robinson, Bonnie Roswig, Kimberly Sherman, Eunice Stellmacher, and Rob Zavoski (DSS)*

### **Introductions**

Co-Chair Benita Toussaint convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:20 PM. She then asked the committee members and audience for a Moment of Silence to remember and to thank our American Armed Forces around the world. After that, introductions were made.

### **Update on Pharmacy Recommendations**

Co-Chair Christine Bianchi told committee members that the Pharmacy Recommendations comes from a 2012 Consumer Access Committee meeting where certain recommendations were agreed upon. She said that she will ask staff person Rich Eighme to research the files to come up with the agreed recommendations and to see whether or not they have been implemented.

## Medical Spend-Down- Frances Kula (DSS)



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end-downPresentatio

Frances Kula (DSS) gave the presentation on medical spend-down (see above). Both Xerox and DSS are partnering in addressing medical spend-down issues. The number of people in the State of Connecticut who are in spend-down is in the thousands and may be about 55,000 people. The **HUSKY Spend Down Processing Center (Xerox)** is in East Hartford.

- Telephone Number: **1-877-858-7012**
- Fax Number: **1-888-495-2897**

Members, including the co-chairs, found the information in the presentation to be complex and had many questions. Presenters agreed to send the PowerPoint to everyone. Members were pleased that with the Medicaid expansion, fewer people have spend-downs as this can be a major barrier to receiving necessary services. Ms. Kula noted that many states do not offer the option of Medicaid for people who go over the income limit for part of the year; this is a benefit offered by Connecticut. Several case examples were used to answer questions. There were questions about meeting the Affordable Care Act requirements while on a spend-down.

## Priority Planning for 2015

Co-Chair Janine Sullivan-Wiley asked committee members for their suggestions and recommendations for areas of concern to the committee for the rest of the year. Ideas suggested, to be prioritized at the next meeting, were as follows:

- Are NEMT Services a medical benefit and if so, is DSS responsible for it?
- What is DSS doing about Logisticare? Are they complying with the terms of the contract? Should there be sanctions for non-compliance?
- Is there a process to decide if the contract should be renewed? Will the new NEMT contract be renewed or go out for re-bidding when it expires on January 1, 2017?
- How to get Logisticare information to Care Coordinators?
- From the Medical Home Advisory Council: A question on Billing Codes for DSS. Some providers are not able to provide care for services because there is no set billing code (e.g. for Care Coordinators). Can DSS look into establishing new codes? Can providers find out what codes already exist so that they can bill properly?
- Pharmacy Recommendations: Prior-authorization, getting clarity on temporary ID numbers, how long is it good for? Will providers be paid?
- How to utilize Out-of-State medical care and pharmacies?
- Are Service animals allowed for spend-down?
- How to find the best possible provider.
- How to switch medical providers without a referral?
- Will there be adequate access for services if medical providers are changed?
- How to put doctors and other providers on notice for non-compliance?
- Can the committee have a forum for other consumers with outside issues and concerns?

- How to get state-wide recognition of the committee and its work?
  - Development of Rights and Responsibilities for DSS service recipients for NEMT.
- Two ideas were suggested after the meeting:
- Coordination of behavioral and medical health care.
  - Developing more geographic diversity of the committee membership.

Janine said this was a good start and was happy to have all the questions and suggestions and at the next meeting, these areas of concern will be addressed so that they may come to fruition.

## **NEMT Consumer Checklist Review- Co-Chair Janine Sullivan-Wiley**



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Co-Chair Janine Sullivan-Wiley brought this NEMT Consumer Checklist to the committee's attention. It was developed with input from consumers in the Northwest part of the state. Suggestions to add to the form include:

- Include age with the birthdate category
- If a request is denied, a written statement should be sent to the consumer to include why and the nature of the denial (Reports and Responsibility document).
- Actual date of the request
- The title of/Who is being visited by consumer
- Actual place of the pick-up, not just what is already filed in the DSS information. System.
- If this is for a one-way or round-trip
- Telephone number for "Where's My Ride"
- Note that for people who need a ride home from the Emergency Department that they should ask the ED to request NEMT.

## **Other Business and Adjournment**

Co-Chair Janine Sullivan-Wiley thanked DSS for the presentation and thanked everyone for their participation and suggestions. She then asked for new business and Ellen Mathis said that there will be a party at Basso's Lounge in East Hartford and everyone is invited. It will be on Sunday, May 31, 2015 at 7:00 PM. It is her birthday and the committee wished her a Happy Birthday. Co-Chair Brenetta Henry announced the next meeting is scheduled for Wednesday, July 22, 2015 at 1:00 PM in Room 1E LOB. She then asked for a motion to adjourn. Ellen Mathis made the motion and it was seconded. The meeting was ended at 3:01 PM.

**Next Meeting Date:** 1:00 PM, Wednesday, July 22, 2015 Rm. 1E LOB