



***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

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: September 30, 2015
1:00 – 3:00 PM
1E LOB

Next Meeting: **Wednesday, October 28, 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, Dr. Donna Balaski (DSS), Lois Berkowitz (DCF), Alyse Chin (DMHAS), Michelle DePaola, Michelle Doheny, Michael Dugan, Michael Harris, Olivia Hathaway, Gale Lemieux, Ellen Mathis, Quiana Mayo, Sabra Mayo, Kinson Perry, Ann Phelan, Kelly Phenix, Linda Pierce (CHNCT), Trevor Ramsey, Eunice Stellmacher, Casey Tillman, Sheldon Toubman, Roderick Winstead, and Dr. Rob Zavoski (DSS)

Introductions

Co-Chair Benita Toussaint convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:08 PM and then introductions were made.

Update on NEMT/Logisticare



CoordCare9-30-15C CoordCare9-30-15Q
ACNEMTBasics8-12-2 1Q22015DSS9212015

Co-Chair Janine Sullivan-Wiley introduced Dr. Donna Balaski (DSS) who gave the presentation on the update of changes within the Logisticare organization and the 2015 Quarter 1 Complaints/Grievance Report (see above for both). Before giving the presentation,

Dr. Balaski introduced the new booklet and pamphlets that the Department developed for NEMT. She said that the booklet was in draft version and feedback was welcome, especially from consumers. People should email DSS/Dr. Balaski soon with their comments. She explained that the pamphlets were each designed for a targeted audience.

During her presentation, Dr. Balaski noted that any changes for the regulations for NEMT are currently on hold while they evaluate and potentially change the model for the program.

She also noted that Logisticare has undergone considerable internal reorganization. This should make access easier for consumers and families; they are improving their written materials and re-building the program.

Discussion

Co-Chair Christine Bianchi, who had been at the extensive presentation on NEMT at the MAPOC meeting, expressed her concern of the cost of NEMT and the lack of data to quantify the problems. Are there geographic trends? What are the deliverables? Dr. Balaski said that Logisticare has met all of the contract standards. The few in place now are the CMS regulations. They are planning to add new performance measures, for which she would welcome suggestions adding that they must be objective measures. Members emphasized the companion/guardian issue; the issues where an alternative to bus passes are needed, and return rides.

Dr. Balaski added that they will also need to do something to address the individuals who are continually no-shows, as that affects overall cost and services to others.

The grievance report will be updated and presented at the next meeting (October 28, 2015) with the 2nd and 3rd quarter reports.

Sheldon Toubman raised several issues:

- He requested that the data on trips be broken down indicating which were by bus pass and the number by livery or other arrangements.
- He also said that a Notice of Action should be done for each denial of NEMT. Dr. Balaski said that CMS wants to verify delivery needs every six months so Sheldon's request will be done for future reports. There was a lot of commentary on the issues of notification and termination.
- There was discussion of models for NEMT; Broker Medical vs. Administrative Service, Fee for Service vs. Capitated model. The topic of sanctions came up. At the last MAPOC meeting, Dr. Balaski said that she had to impose the first ever sanction against Logisticare in September. That sanction was for a soft case in the Claims Review Process. It was a Class C, \$500.00 sanction for failure to master the claims process of getting paid.

Gale Lemieux asked who is able to sign provider driver's form. Dr. Balaski replied any licensed Medicaid practitioner, provider, or healthcare professional, i.e. PCP, APRN, RN, MD, PH.D, DDS, or LCU. These forms are good for six months only.

The expiration of the NEMT contract came up; it expires on January 1, 2017. There was considerable discussion about this. The contract with Logisticare could be extended. Co-Chair Brenetta Henry asked about re-bidding the contract. How might it be changed? At this

junction, DSS staff left the room observing that they should not be present during such discussions.

Kelly Phenix made a motion for a letter to be written from the committee to the DSS Commissioner suggesting that the RFP for the NEMT contract be issued by January 1, 2016. Sabra Mayo seconded the motion. Additional comment suggested that it not use a capitated model. Co-Chair Janine Sullivan-Wiley said she will bring this up to the BHPOC as such a letter from that group would carry more weight. She will bring that forward and report back to the committee.

Committee Membership Expansion for More Geographic State Representation

Co-Chair Brenetta Henry said she will ask members of the Consumer Access Committee from Value Options if they would like to attend the BHP Coordination of Care/Consumer Access Committee meetings. Co-Chairs Christine Bianchi and Benita Toussaint will also ask people from other committees and groups.

Other Business and Adjournment

Co-Chair Janine Sullivan-Wiley thanked DSS for the presentation and thanked everyone for their participation. She then asked for new business.

Dr. Lois Berkowitz (DCF) passed out flyers on behalf of DSS, DMHAS, and DCF seeking individuals/families with lived experience with mental health and/or substance use services to participate in decision making groups that will be steering a change in the payment and delivery of outpatient behavioral health services across the State of Connecticut. The state agencies are committed to seeking 51% membership from consumers/advocates. APPLY NOW: <http://www.ct.gov/dss/cwp/view.asp?a=4769&q=57075>

Please note that any information that is shared may become public, particularly with regard to personal health conditions. Information should only be shared for which you are comfortable making public. DEADLINE: October 2, 2015.

Sabra noted that this committee also needs to deal with issues besides NEMT. Others agreed; future agendas will reflect that.

Co-Chair Benita Toussaint announced the next committee meeting date will be on Wednesday, October 28, 2015 at 1:00 PM in 1E LOB and adjourned the meeting at 3:01 PM.

Next Meeting Date: 1:00 PM, Wednesday, October 28, 2015 Rm. 1E LOB