



***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: December 15, 2015  
1:00 – 3:00 PM  
1E LOB**

Next Meeting: **Wednesday, January 27, 2016 @ 1:00 PM in Room: 1E LOB**

*Attendees: Co-Chair Brenetta Henry, Co-Chair Janine Sullivan-Wiley, Co-Chair Benita Toussaint, Robin Abraham, Kathryn Britos-Swain, Alyse Chin (DMHAS), Michelle DePaola, Bill Halsey (DSS), Michelle Doheny, Michael Dugan, Michael Harris, Olivia Hathaway, Danielle Herbert, Gale Lemieux, Ellen Mathis, Quiana Mayo, Sabra Mayo, Paul Mirandi, Ann Phelan (VO), Kelly Phenix, Linda Pierce (CHNCT), Sandra Quinn, Trevor Ramsey, Joseph Riter, Bonnie Roswig, Kimberly Sherman (CHNCT), Eunice Stellmacher, Casey Tillman (Logisticare), Sheldon Toubman, Eddie Tosado (Logisticare), Barbara Ward-Zimmerman, and Rod Winstead (DSS)*

### **Introductions**

Co-Chair Benita Toussaint convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:09 PM and a moment of silence was observed for those who are in public service and armed forces. Introductions were then made. Co-Chair Janine Sullivan-Wiley wished everyone season's greetings and then she reviewed the meeting agenda.

## **Follow-up on NEMT/Logisticare and Quarterly Grievance Report, re: Review of Existing Categories – Casey Tillman, General Manager (Logisticare) and Rod Winstead (DSS)**



CoordCare12-15-15  
ComplaintASODraftFc

Bill Halsey (DSS) began the presentation and Casey Tillman (Logisticare) passed out new Grievance Report forms to committee members. Casey then took over from Bill and gave the remainder of the report. This was followed by questions and comments.

Bonnie Roswig asked what would be done with complaints and how will the medical community be alerted to changes in the NEMT process. She also asked why Logisticare tracks “member behavior”. Eddie Tosado (Logisticare) replied that the medical community is notified of all changes including for forms. They plan to do a lot of outreach. In response to her second question, he said that one member set up 123 trips and then canceled each of them. Documenting member’s issues helps eliminate problems so that other members’ trips will not be affected. Bill said that such tracking also supports the members as BH services can be notified for Intensive Care Management (ICM) from BH providers. Casey added that 8000 rides per month are no-shows.

There was more discussion about outreach. Logisticare will also be talking to their Quality Committee for more feedback.

Benita Toussaint talked about the hygiene of some of the transportations vehicles which leaves a lot to be desired. Casey said that the Field Supervisors spot check the vehicles on a continuing basis. This could be documented under the suggested “miscellaneous” category. One major goal is to have a better mechanism to collect data as opposed to the trip notes used previously.

Co-Chair Janine Sullivan-Wiley thanked Logisticare and DSS for upgrading the Grievance report forms and for being responsive to consumer suggestions.

Bill Halsey asked for committee approval to authorize Logisticare to initiate these new changes and begin the improved data collection. He stated that the process is on-going and once the data is collected more discussion can be had on what should be included in the grievance report. Janine asked for a motion to approve the new data collection categories and for implementation. Bonnie Roswig pointed out the committee does not need to make a motion to approve the changes. The committee members agreed that progress is being made in the delivery of NEMT services. Casey said that another new category for cleanliness can be added to the grievance report forms. Janine asked for an electronic update by the end of January 2016 and a full report will be given after the first quarter of 2016.

## **Follow-up on June 2015 Mercer Report – Casey Tillman, General Manager (Logisticare) and Bill Halsey (DSS)**



COordCare12-15-15  
2014MercerAuditFind

Mercer was contracted by DSS to conduct a review of the Non-Emergency Medical Transportation (NEMT) services program in 2014. Casey Tillman said the 2015 Mercer Report on NEMT Services essentially asked if DSS was using the right model, has the right contract requirements, and does DSS have the right vendor for the program? Bonnie Roswig questioned who reviews the critique? Bill Halsey replied that a combination of DSS and Logisticare staffs review the report and collectively put together the presentation today. They then went through the PowerPoint (attached to these minutes).

Sheldon Toubman brought up specific complaints from the Mercer report, including; systematic under reporting of complaints and if a complaint is reported, it may not get resolved within a 24-hour period. This was followed by questions and discussion regarding assurance that all complaints are captured and addressed. Now “any expression of dissatisfaction” is to be logged as a complaint. Sheldon asked to see the manual that Logisticare uses to train its employees; Logisticare will send it to Bill who promised to send it electronically to committee members by the end of the day.

Sheldon then brought up the letter that he and 33 consumers sent to DSS about issuing a new RFP for NEMT services. He is concerned that if DSS waits until after the first quarter to review services, that it may also be too late to issue a RFP before the end of Logisticare’s contract which expires on December 31, 2016. According to a FOI request that Sheldon obtained, DSS did not have any corrective actions towards Logisticare in regards to the Mercer Report. Sheldon believes that it was not until advocates took action and brought it up in public meetings that DSS and Logisticare responded to the Mercer report. Bill said the department did not ignore the Mercer report.

Sheldon asked what the performance measures are for Logisticare. Bill said that DSS is internally working on it as they have a contractual relationship with Logisticare. Sheldon asked if the committee had any say in the measures. Bill then invited Sheldon to come up with suggestions to submit to DSS and they will be reviewed. Bonnie Roswig asked why a RFP would not go out for competitive bidding well before the contract expiration date if a vendor was below par. Bill replied that DSS is not opposed to putting out an RFP. He wants to exhaust the contractual obligations to see if that works first. DSS wants improvement *now*. That is where the focus is: immediate improvement on the service. The department wants to ensure access for consumers.

## **Review of 2016 Committee Goals and Objectives**

Co-Chair Janine Sullivan-Wiley asked committee members for their priorities for the coming year.

- Access to pharmaceuticals and prescription drugs
- Autism Spectrum Disorder Services: what they are and utilization
- Coordination and Integration of Behavioral Health and Primary Care

- Consumer Group focusing on NEMT
- Communication for members without computers

Due to time restraints, the next agenda will include continuation of the discussion on Committee Goals and Objectives for 2016.

## **Follow-up on Coordination of Care and Integration of Behavioral Health and Medical Care**

Regrettably, due to lack of time this agenda item will be continued to January. Barbara Ward-Zimmerman asked if this issue could be number one on the agenda. The Co-Chairs agreed. One early step in this discussion will be to identify what is already happening in Connecticut regarding this.

## **Other Business and Adjournment**

Rod commented that DSS and Logisticare are reaching out to listen to and collaborate with people in the state. They are open to invitations.



BHP OC 2016  
Schedule Template Cc

The 2016 BHPOC Master Schedule was distributed to the membership. Co-Chair Benita Toussaint wished everyone happy and peaceful holidays and asked for a motion to adjourn. Sabra Mayo made the motion and was seconded by Ellen Mathis. Hearing no new business, Benita adjourned the meeting at 3:05 PM.

**Next Meeting Date:** 1:00 PM, January 27, 2016, 1E LOB