



**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

Tri-Chairs: Janine Sullivan-Wiley, Kelly Phenix & 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 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 receive behavioral health care that is coordinated with their medical (primary and specialty care), dental, pharmacy, and transportation services.

**Meeting Summary: May 24, 2017
1:00 – 3:00 PM
1E LOB**

Attendees: Co-Chair Janine Sullivan-Wiley, Co-Chair Benita Toussaint, Lois Berkowitz (DCF), Kathryn Britos-Swain (DPH), Michael Carone (DSS), Alyse Chin (DMHAS), Emily Garfinkel, Bill Halsey (DSS), Danielle Herbert, Brenetta Henry, Ellen Mathis, Quiana Mayo, Margaret Mixon, Sabra Mayo, Linda Pierce (CHNCT), Sandra Quinn (Beacon), Trevor Ramsey, Alyssa Rhodes, Cathy Risigo-Wickline, Bonnie Roswig, George Sousa (Logisticare), Kimberly Sullivan, Eddie Tosado (Logisticare), Sheldon Toubman, and Rod Winstead (DSS)

Introductions

Co-Chair Benita Toussaint called the meeting to order at 1:14 PM and introductions were made by the Co-Chairs and members. Kelly Phenix, the new Co-Chair, was not present because she had surgery and was in the ER. Co-Chair Janine Sullivan-Wiley asked everyone to keep her in their prayers.

It was also reported that Representative Jonathan Steinberg is expected to be appointed by MAPOC as their representative, becoming one of the co-chairs.

BHP Consumer/Family Advisory Council Update- Brenetta Henry

Brenetta Henry reported to the committee that the Council met the week before and had a presentation on services for emerging adults. This topic will also be included in the next ICAN Conference which will be on September 28, 2017 at the Artist's Collective in Hartford. The conference will begin at 8:00 AM and will continue in the afternoon. Brenetta said the panel conference went so well that they are going to make it an ongoing thing and it has been a great joint venture so far. Logisticare (NEMT) has confirmed that they will have information and a representative at the Providers table.

Update from DSS on Pharmacy Data Questions

Bill Halsey (DSS)



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Bill Halsey (DSS) apologized by saying that Herman Kranc could not be present at the meeting. Any new questions about pharmacy issues should be submitted to Rich Eighme and he would forward them to Herman Kranc at DSS.

Discussion

Brenetta Henry started the discussion with an issue raised at a meeting she attended the day before. One of her colleagues, a state employee, was denied Narcan from a pharmacy and they are having trouble getting it. Bill Halsey (DSS) said that under Medicaid, pharmacists can get paid when they disperse Narcan but he said that different carriers may have different rules. Co-Chair Janine Sullivan-Wiley said that she thought all pharmacies carry Narcan but in this case, it may have been a non-participating pharmacy. Bill concluded that he will look into the situation and get back to the committee on it. Bill will make sure the committee gets the Medicaid coverage rules for Narcan. Alyse Chin (DMHAS) stated that information is on the DMHAS website. Alyse agreed with Bill that it could be because the State employee would not be on Medicaid. It may depend on your insurance and what pharmacy you go to. Alyse also stated that she should not wait until the next meeting if person needs it now.

Sheldon Toubman shared the chart that was distributed several years ago to compare the numbers which confirms that about 800 people went to the pharmacy on Medicaid seeking a drug and were denied all payment because the provider did not get Prior Authorization (PA). There is the one time temporary supply and then they cannot get anymore. He explained that the critical number is how many were rejected in the first place. $\frac{3}{4}$ seemed to get some drug the first time but there is a gap. The older chart shows this and the numbers are about the same now. The ones that circled on the chart are about the same percentage that we are seeing in the new data. So what the chart confirms is that it is an ongoing issue. Sheldon believes the Department's summary downplays this but that is about 800 people a month going to the drug store and not getting what they were prescribed.

He again made the suggestion about the Department sending letters to the enrollees when this happens and letters to the prescribers saying the patient went in and was denied because they did not get PA. Bill Halsey stated the cost of doing that would be significant and after talking it over the Department does not believe it would be an effective strategy relative to the cost. Sheldon questioned if there were other strategies to consider since flyers that are supposed to be handed out are not an effective strategy. Bill deferred to the Pharmacy unit. Sheldon commented that the advocates think that a letter is legally required. Other ideas were explored. Sheldon questioned if it would be possible for the pharmacist to print out a slip when a denial occurs that explains why it was denied. Bill said that it would mean changes in the National Council for Prescription Drug Programs and a push from DSS for that to happen. He will take the Sheldon's concerns, questions, and suggestions back to the Department and try to get answers before the next meeting. Co-Chair Janine Sullivan-Wiley thanked Herman Kranc in his absence for his quick turnaround for Sheldon's previous questions.

Update on Trip Data, Call Center, and Complaints on Non-Emergency Medical Transportation (NEMT)

Rod Winstead (DSS) and George Sousa (New General Manager at Logisticare)



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Rod Winstead (DSS) stated that George Sousa would take the lead in the presentation. George introduced himself as the new General Manager of Logisticare for CT. He worked in Rhode Island for the last three years and then he began the presentation (see above icon).

Discussion

Comments noted the increase in members missing an appointment due to a late pick-up. Provider no-shows are an issue and George indicated that they are working on strategies for that, to hold providers accountable.

Brenetta Henry noted that if there is a complaint, people should call Logisticare, not 211. She said that many people have called her notifying her of complaints and she is concerned that many of these complaints are not getting logged in because people are instead mistakenly calling 211. George said they can call the Logisticare complaint line; file it online or through go DSS. Bonnie Roswig stated that there has been ongoing discussion about the complaint process and educating the public. There was a time when there were issues with the complaining process; however, while that may have changed the word is not getting out to the community. The only time the public is told they have the right to complain is when they call “Where’s My Ride”. She has been pressing DSS and Logisticare to do more, like including a message about the complaint process with redetermination notices.

Eddie Tosado (Logisticare) stated that people can call any line to complain and it is shared and listed as a complaint. He discussed the many different ways to submit complaints. Member pamphlets are given out that say how to record complaints. They are trying to publicize this but there is no way to reach every member. The website has been revamped and they have increased facility outreach about how to complain. Benita Toussaint talked about a person who had a difficult time getting a ride back from the Emergency Department. She had to wait for hours at a time to get back home. Eddie stated they could look into that. Bonnie responded that people aren’t told of their right to complain. Eddie stated that Bonnie was right, that people are not educated about that at the time of each reservation. George explained that Logisticare now has a one call resolution; meaning no matter what number they call a complaint can be registered. Janine asked for clarification on getting picked up. Eddie explained that there are two different types of pickups: “Call return ride,” is where a member calls and then there is a one hour window for pickup. The second way is a “scheduled return ride” where the ride has a prescheduled pick-up time. Members should call the provider to let them know if they will be early or late. There is a 15 minute window before or after the ETA. Anytime a transportation provider is over that window a complaint should be made. Logisticare has created a second outreach coordinator position to educate consumers of the procedures of the company. There was an example of rides often

being late for a DDS client, and another situation where a senior citizen kept being told “they’re looking for a ride.” Logisticare agreed that sometimes there may be an accident, traffic or they may be unable to find a vehicle/driver able to provide that ride. If there is willful negligence on the part of the driver, corrective action is taken. George said they need to – as in R.I. – “grow the program” and be tougher on their providers.

Sheldon Toubman stated that it’s not the first time where Logisticare did this presentation and listed all complaints about a provider being too late, too early, or a no show under provider transportation quality. He explained that sometimes these are the fault of the ASO and it is not accurate to say 100 percent of the time it is the transportation providers fault. George stated that he would agree, and it could be the provider but it is the broker’s responsibility. Sheldon asked if there is anything issued once or on an annual basis that states what to do if you have a complaint about Logisticare. George stated that it is not feasible to send out a letter to all 75,000 users, but new members receive a booklet and in 2017 there is now a section on grievances and the phone numbers for all ASO’s are there. The booklet is sent out through eligibility, once to all new members. Sheldon questioned if it could be included when redeterminations are done by mail because it would not cost extra. Rod stated that that this has been explored, and he has already advised Sheldon that it is not feasible to do according to the eligibility people. Sheldon would like to know why it was not feasible.

Brenetta Henry noted that human nature should also be considered – people do not always read everything, and recommended having a focus group on NEMT and how the complaint process works. She talked about the need to get out into the community and talking to consumer groups. Rod thanked her for the recommendation and said they are happy to go anywhere in the state and meet with anyone. He added that there is a monthly quality assurance meeting and they invite NEMT users. It is at DSS from 10:00 AM to 11:30 AM the third Thursday of the month at the 55 Farmington Avenue, Hartford.

Michael from the audience stated it would be interesting to see if DSS could put in a one page outreach memo. Bonnie suggested that if they are doing robo calls now, the recording should also include information on the right to complain. George stated that could be something they can add but 80 percent of calls are hung up before the message completes. However, George added that he would be uncomfortable hearing about complaints before hearing about the service.

The Chairs asked why it’s not possible to include in the redetermination. Rod stated that the redetermination goes out automatically but he will follow up and get back as to why it is not feasible.

Benita stated that the BHP Consumer Family Advisory Council would be good to reach out to. Logisticare is on the agenda. Eddie agreed and stated they have been working with Beacon because rides related to substance abuse are one of the heaviest users of NEMT. Ellen Mathis stated that whenever they call Uber, they are on time. She questioned if Logisticare could partner with them. George noted that Logisticare has a partnership with Lyft in other states and have found great success in operations and markets that have it.

Guest Catherine Risigio-Wickline noted that in her therapy sessions with children it goes well but then it goes downhill while a child is waiting for a ride. Some children coming in for behavioral issues do not want to come anymore because of the transportation. Rod asked if this has been communicated. Catherine explained that she has video tapes of parent’s responses to the transportation. She has called

multiple times, but they won't talk to anyone but the parent. Rod asked to talk to her about the situation after the meeting.

Bonnie expressed concern that the contract continues, while Logisticare is receiving more money, and putting the fault on the client or provider. Kim Sullivan agreed with everyone's experiences that were discussed and shared some issues she has seen.

Danielle from the audience suggested that the number to call for complaints be put on the ConneCT card.

Janine commented that more complaints being noted may in fact represent that the process of taking and logging complaints may be working better. Logisticare added that the number of trips they provide increased 14% November – January. They also described the process used in other states for clients where the rider was a no-show and the ride wasted. Those individuals were moved to use of mass transit. Sheldon stated that was illegal, as it would be denying medically necessary service as a behavior modifying process.

Bonnie stated that as we talk about performance and issues, the Legislature unanimously ordered a new RFP with a timeline and date to be chosen as of April 1st though in December of 2016 we found out that the current contract had been extended by a year. Bill Halsey stated there had been no way to issue and execute a RFP with enough time without extending the process.

Janine asked what the current status of NEMT is. Bill read what is on the website. DSS is in the final stages of choosing a bidder. Rod explained where to go on the DSS website (under programs A-Z you can look under NEMT and see all of the updates).

Other Business and Adjournment:

Co-Chair Janine Sullivan-Wiley asked for any new business. Hearing none, she called for a motion to adjourn. Ellen Mathis made the motion and it was seconded by Brenetta Henry. Benita announced the next meeting will be on July 26, 2017 at 1:00 PM in 1E LOB (Editor's Note: July Meeting was canceled). The meeting was then adjourned at 3:03 PM.

(Editor's Note: July Meeting Canceled) **Wednesday, July 26, 2017 @ 1:00 PM**
in Room: 1E LOB -Next Meeting: September 27, 2017 @1:00 PM in
Room 1E LOB