



**Behavioral Health Partnership
Oversight Council
Coordination of Care Committee
Medical Assistance Program Oversight Council
Quality and Access Committee**

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Chairs: Representative Jonathan Steinberg, 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: January 24, 2018

1:00 – 3:00 PM

1D LOB

Attendees: Chair Janine Sullivan-Wiley, Chair Kelly Phenix, Chair Benita Toussaint, Representative Cathy Abercrombie, Lois Berkowitz (DCF), Jason Burgo, Michael Carone (DSS), Alyse Chin (DMHAS), Holly DeFloria (OHA), Representative Mike Demicco, Kathleen Flaherty (CLRP), Bill Halsey (DSS), Olivia Hathaway, Brenetta Henry, Althea Mabayoje, Sabra Mayo, Linda Pierce (CHNCT), Ann Phelan (Beacon), Trevor Ramsey, Bonnie Roswig, Kim Sherman (CHNCT), Eunice Stellmacher, Jacquelyn Stupakevich (Beacon), Kimberly Sullivan, Sheldon Toubman, Rod Winstead (DSS), and Valerie Wyzykowski (OHA)

Introductions

Co-Chair Janine Sullivan-Wiley convened the meeting at 1:10 PM and introductions were made by members as Co-Chair Benita Toussaint personally welcomed members and asked them to sign the list. Representatives Cathy Abercrombie and Mike Demicco were also in attendance and sitting at the table.

BHP Consumer/Family Advisory Council Update- Brenetta Henry

Brenetta Henry reported that on January 11, 2018 they held a legislative training for members at the LOB. Janet Van Tassel, former Director of the CT Legal Rights Project gave an excellent orientation to consumer-members at the forum which was open to the public. Representative Mike Demicco addressed the group and answered many of the questions that the group had. Brenetta thanked Representative Demicco, Benita Toussaint for their support and participation for the training forum. Nominations to elect new chairs for Leadership and Youth Council positions for the upcoming year were also held. Brenetta also asked Representative Abercrombie who is also Co-Chair of MAPOC to look into a Consumer Representative position for that Council. Representative Cathy Abercrombie

agreed and stated that she would discuss membership further with the Council.

State Budget Update

Alyse Chin (DMHAS)

Alyse Chin reported that DMHAS had a reduction of \$20.1 million. The 5% cut to providers totaled \$13.1 million. Providers submitted 5% reduction plans that were reviewed, approved, and have been implemented. Target cuts totaled \$5.2 million, which includes senior services rebid. Regional Action Councils (RACs) and Regional Mental Health Boards are funded through 2/28/2018. Annual funding for the newly to be established Regional Behavioral Health Action Organizations will be \$1,153,020. Award letters have gone out to the 5 successful RFP applicants with the right to negotiate a contract with DMHAS. The projected go-live date for these RBHAOs is now March 1, 2018.

Representative Cathy Abercrombie asked Alyse which ones out of the former Regional Action Councils (RACs) applied for the RFP and how was that determined? Alyse stated that she was not involved in that process and said that she did not know that answer. Representative Abercrombie said she, herself, was not happy with the final decision to consolidate the RACs in the state budget and asked Alyse to get back to the Committee in writing about the determination process.

Rod Winstead (DSS)

Rod Winstead (DSS) gave an update on the DSS RFP for the Person Centered Medical Home II. Regarding the Medicare Savings Program (MSP), he deferred to Representative Cathy Abercrombie who is Chairperson of the Legislative Human Services Committee. Rep. Abercrombie explained that there was a Special Session in the beginning of January to fix the budget pertaining to MSP. Then the Governor vetoed the legislation. Then in special Veto Override session on January 31, 2018, the Legislature reconvened, overturned the Governor's veto and reinstated MSP until June 1, 2018. Rep. Abercrombie emphasized that MSP legislation will have to be worked on during the upcoming Session because the cuts to MSP were only held back until June of 2018 and by 2019 they will go into effect. The state has a major deficit and she does not know where the money will come from and expects there will need to be some adjustments but the Legislature has had an overwhelming amount of requests from seniors to individuals with disabilities that both sides of the aisle must save MSP. They are looking at what other states do. New York State has \$20 co-pays, and has an asset test. They will also look at what CMS allows.

Rod gave **MSP DSS Link:** <http://portal.ct.gov/DSS/Health-And-Home-Care/Medicare-Savings-Program/Medicare-Savings-Program>

Update on the Status of Non-Emergency Medical Transportation (NEMT)-

Rod Winstead (DSS)



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Rod Winstead (DSS) began the discussion about Non-Medical Emergency Transportation (NEMT) and the new Administrative Service Organization (ASO), Veyo of Total Transit, Inc. of Arizona (see

above icon). He noted that there have been widely observed challenges to this implementation. Committee Members were very unhappy that there was no Veyo Representative at the meeting. Representative Abercrombie expressed that there was confusion on who should be at the meeting and explained that Veyo was at the January MAPOC meeting and will be giving a full presentation at the March meeting. One person said that when her NEMT ride did not show and she missed her appointment, her provider told her that he was going to charge her for every missed appointment. Bill Halsey (DSS) said that providers cannot do that and (later) forwarded the provider bulletin that speaks to billing for missed appointments. It can be found at:
<http://www.ctbhp.com/providers/bulletins/2015/PB-2015-05.pdf>

Rod described the DSS process and noted that they will hold Veyo accountable per the contract. He said that DSS and Veyo will provide data, and will be convening a HUSKY member advisory meeting. An update will be provided at the next MAPOC meeting. DSS indicated that Veyo staff were not here as they are working to address the issues as required by DSS. Veyo actions to address issues will include a dedicated facility line, a line allocated specifically for legislators, and a dedicated RN to deal with hospitals, nursing homes and dialysis centers.

Janine shared copies of a NEMT fact sheet from the Northwest Regional Mental Health Board that included how to request rides, the Veyo website, where to call for issues or late rides, how to file a complaint, and contact information for Rod Winstead so that DSS can be kept apprised of any issues that are noted.

Co-Chair Kelly Phenix noted that there were no consumer members at the MAPOC meeting; they have not had a voice. She expressed strong frustration with the lack of research done on Veyo's history in other states, and how they seemed so unprepared for what they would experience in CT, and the repeated blaming of the previous vendor for current issues. Brenetta asked about the Quality Assurance Committee. Rod explained that the committee is being developed and that information will be coming out. Benita commented on those who are affected by the mistakes of Veyo. Althea and Olivia both described their own extremely negative experience with Veyo. It seems like – in addition to late and missed rides – they are shifting many people to bus passes. Rep. Abercrombie questioned the most appropriate oversight of NEMT issues.

Sheldon Toubman discussed the necessary oversight needed over NEMT in the absence of the Quality Assurance Committee. He described what he felt was needed for that. Bill Halsey, DSS, stated that DSS has oversight of the contract; this is their responsibility. He said that it was DSS that excused Veyo from this meeting as they wanted all of Veyo's attention on fixing the problems, rather than again reporting on them. They expect to have the data soon. Rep. Abercrombie noted that Veyo promotes itself as a data analytics company but this is not substantiated by their actions. She asked about the Corrective Action Plan DSS has given to Veyo. It is due to DSS next week. Bonnie Roswig added more examples of Veyo failures including major expenses to patients and their families when they had to make alternative arrangements to get to critical care.

Bill asked everyone to contact DSS immediately with each situation/problem. They will be following up to assure that individuals and facilities are compensated.

Sheldon offered the following suggestions for Veyo for a **90 day transition period**, requiring them to:

- a. Honor any health care provider's written medical need for a certain mode of transportation (e.g., cab vs. bus), for transportation to a provider otherwise outside of the normal distance, or for having to have a companion, while Veyo organizes a formal process for reviewing all such orders
- b. Continue to contract with any livery or van transportation provider which was providing services to Medicaid enrollees in December of 2017 (i.e. that Logisticare used)
- c. Reimburse any medical provider or consumer which has expended funds for transportation of a Medicaid patient because Veyo has not complied with contractually- mandated timeframes, e.g., one hour for a "will call" patient waiting for a return trip.

Several individuals again expressed their frustration, the unmet needs, personal experiences anger at not being able to express these directly to Veyo. This is all taking a toll. Representative Mike Demicco stated he was appreciative of everyone's comments and would be working with Rep. Abercrombie to solve the issues as timely as possible. Michael, a guest, noted that Veyo has agreed to come to Prime Time House in Torrington. This will be a good opportunity for them to hear from consumers first-hand about the issues this is causing for people in recovery.

Bill Halsey asked that in the short term, issues be sent to DSS. The discussion was concluded with agreement that the co-chairs would draft a letter to DSS summarizing the committee's concerns.

Other Business and Adjournment:

Co-Chair Janine Sullivan-Wiley asked for any new business. Brenetta Henry said she would like to have the committee meet monthly instead of quarterly so it can advance on issues for recommendations. Kelly Phenix agreed and said that pharmacy issues and pain management rehabilitation topics were important to give equal time for discussion and action.

Co-Chair Benita Toussaint then asked for more business and hearing none, she announced the next meeting will be on March 28, 2018 at 1:00 PM in 1E (Editor's Note: Room change to 2B). She thanked everyone for participating and asked for a motion to adjourn the meeting. Everyone agreed and Benita adjourned at 2:59 PM.

***NOTE: Room Change: Next Meeting: Wednesday, March 28, 2018 @ 1:00 PM in Room 2B LOB**