



**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: March 28, 2018

1:00 – 3:00 PM

2B LOB

Attendees: Chair Representative Jonathan Steinberg, Chair Kelly Phenix, Chair Benita Toussaint, Representative Cathy Abercrombie, Lois Berkowitz (DCF), Jason Burgo, Michael Carone (DSS), Michelle Chase, David Coppock (Veyo), Jacky Gibbs (Veyo), Bill Halsey (DSS), Olivia Hathaway, Brenetta Henry, Althea Mabayoje, Sabra Mayo, Ann Phelan (Beacon), Akriti Rai (Veyo), Trevor Ramsey, Bonnie Roswig, Christopher Savold (DPH), Eunice Stellmacher, Jacquelyn Stupakevich (Beacon), Kimberly Sullivan, Sheldon Toubman, Mark Vanacore (DMHAS), and Rod Winstead (DSS)

Introductions

Co-Chair Benita Toussaint convened the meeting at 1:03 PM and Co-Chair Jonathan Steinberg began the introductions. Benita walked around the sign-in list to members. Representative Cathy Abercrombie was also in attendance and sitting at the table.

BHP Consumer/Family Advisory Council Update- Michelle Chase

Michelle Chase reported that at the March 22, 2018 CFAC meeting, CFAC Advisor Yvonne Jones announced the newly appointed tri-chairs that will serve a term of two years:

- **Marshal Demorest, Youth/Young Adult Chair**
- **Brenetta Henry, Adult/Parent Chair**
- **Kenneth Cayones, Beacon Peer Specialist Chair**

Kristin Hunter of the Department of Social Services responded to questions raised by CFAC members in relation to the new non-emergency medical transportation (NEMT) vendor, Veyo. Questions were prepared by CFAC members prior to the meeting. Kristin will bring some recommendations and feedback to Veyo. Michelle announced that CFAC is planning for the 2018 **iCAN Conference**. It will once again be held in Hartford at the Artist's Collective on Albany Avenue in September with a date of September 27, 2018. CFAC members have signed up to participate in iCAN planning workgroups. Next month's CFAC meeting will take place at the LOB on April 13, 2018 from 9:00 AM to 2:00 PM in room 1D of the LOB with lunch at noon in the second floor Atrium. This meeting will be Part II of Legislation 101 where CFAC members will learn how to go on-line to obtain legislative resources and how to locate state representatives and senators. Members will also practice on how to give testimony in front of legislative committees for hearings.

Update on the Status of Non-Emergency Medical Transportation (NEMT)- Rod Winstead (DSS) and David Coppock (Veyo)



CoordCare3-28-18VeyoRpt.pdf

Rod Winstead (DSS) began the discussion about Non-Medical Emergency Transportation (NEMT) and introduced David Coppock, General Manager Veyo of Total Transit, Inc. in Connecticut. David brought along with him two other Veyo employees who work at the call center and customer services, Jacky Gibbs and Akriti Rai. He then began the presentation (see above icon).

Representative Steinberg asked about minimum standards.

Kelly Phenix asked for clarification on key performance indicators (KPI) and explained how smart cards work. She questioned if the timeframe would change for receiving smart cards. David replied that he did not believe the timeframe would change. There was discussion on what types of rides would qualify as “urgent.”

Benita Toussaint asked about Veyo's community engagement. David stated that Veyo is willing to partner and engage with any agency and he has been visiting a lot of facilities and organizations over the last two and a half months. Bonita stated that there are many organizations that consumers go to and people are here who have concerns. David appreciated the feedback and discussed meeting with Beacon and going through data. Veyo will go out to providers to address problems and issue areas, or just provide an overview of operations.

There was discussion on eligibility and funding for bus passes. Trevor Ramsey questioned if consumers would have to call in each month once they receive their bus passes. David explained how the “smart” cards work. Bill Halsey explained that the “smart” cards would only be for Hartford and New Haven but Veyo is in discussion for expanding to Bridgeport and New London.

There was discussion on the difference between risk and non-risk in relation to the new NEMT contract in place. Families are reporting that less expensive transportation is used like Uber and Lyft. Rod Winstead stated that the state of CT does not use Uber or Lyft. He explained that the current

contract offer more flexibility to Veyo, where they actually pay providers. In the previous contract, DSS paid the providers.

Sabre Mayo asked about the call centers and if the employees live in CT. David explained that the majority of staff is located in CT with some outsourcing to Pennsylvania and Arizona where they receive geographical training. Rep. Abercrombie added that Veyo deserves some credit for bringing on additional staff and other departments to deal with the extra calls in relation to transportation issues.

There was discussion on the wait times for calls. David stated that Veyo can research specific calls if information is provided so that they can diagnose and correct wait times that were higher than they should have been. Co-Chair Kelly Phenix requested that consumers be able to ask their questions before other members.

David discussed how the transportation system works for more rural areas. A transportation provider discussed the issues he is having with being scheduled to few of rides. David explained that Veyo wanted to create a free market in CT, where quality of care comes first. To do this, Veyo has a lot more providers on their payroll than the previous contractor, and will start to prioritize the providers who perform the best and have the best consumer satisfaction.

Sheldon Toubman explained that the NEMT model went from non-risk, to risk, which means every dollar comes from Veyo and creates an incentive to save money at the risk of consumers. Though Veyo does not use Uber or Lyft, Sheldon explained how the system of independent drivers Veyo uses, is similar to the system structure used by both companies. He expressed frustration with the lacked of metrics in the presentation; and specifically questioned the number of livery companies and independent drivers used, and the quality standards expected of both. Sheldon agreed with the need for capacity to prioritize quality providers, but believes many of the complaints against Veyo are because they are pushing for more independent drivers.

David discussed the differences between the Uber system and those drivers utilized by Veyo, who are under a transportation network company (TNC) and regulated by the Department of Transportation. Drivers receive background checks, sensitivity training and are CPR and first aid certified. They are also dedicated to the NEMT system and the Medicaid population. David explained that he did not have the specific breakdown of numbers, at the time, but DSS does have access to those numbers. He estimated that there are 8-20 independent drivers and somewhere in the range of 5,000 livery rides and 50-100 individual provider rides on a daily basis. Sheldon appreciated the answer and questioned if DSS is willing to provide the data. Rod responded that DSS has made the decision to post the data on its website. Sheldon asked about the information that was requested in the letter that was sent on behalf of 11 MAPOC members. Rep. Abercrombie stated that she and Sen. Gerratana had seen the letter and wanted to be fair to DSS with a timeline to providing such data. Her understanding is that it will be shared going forward. There was discussion on the distribution of data and what should be included. Rep. Abercrombie suggested asking the questions in the right way so DSS and Veyo could provide the appropriate data in an appropriate way, without spreading staff thin, in difficult budget times.

Bonnie Roswig believes that the picture being shown is not reflective of the patient/provider experience. She discussed the informal Quality Assurance Committee (QAC) meeting that was held

where 18 transportation providers showed up and expressed issues of less rides, lower reimbursement, insufficient notices, over booking and inaccurate location information. Bonnie stated that Veyo is hurting transportation providers as they have done in other States.

Rep. Steinberg questioned how providers know where they stand with Veyo. Veyo provides provider accountability reports and gives notifications. David explained that the number of rides is not decreasing; there are just a lot more providers. Rep. Steinberg expressed hope to deal with the complaints and issues in a constructive manner. Rep. Abercrombie took blame for some of the confusion around the former QAC committee and MAPOC's quality and access committee. She stated that she has been working with DSS and Veyo and there will be a working group convened to focus specifically on NEMT. A notification will be sent out to MAPOC and based on qualifications a membership for the working group will be established. Rep. Abercrombie explained that the group was not formed by a legislative mandate and the appointments would be done internally. The group will sunset in December or when it is felt that many of the current NEMT issues have been resolved. Rep. Steinberg stated that the group needs to focus on process and needs to be as clear as possible of how big of a problem there is.

Rep. Abercrombie stated that she knows a lot of people are aggravated and it seems this was a bad contract but at the very least, Veyo sits here and takes complaints from members. Rep. Steinberg agreed and discussed needing to work to optimize features within the contract. Bonnie discussed Veyo needing to comply with the contract and meet federal mandates. She believes there needs to be appropriate oversight. Bill explained that DSS didn't feel the previous contract was the right vehicle for the NEMT program and sharing the same goals. There was discussion on reimbursement. There was discussion on independent contractors. David stated that any citizen, who doesn't feel safe because of a driver, can refuse the ride and report it.

Brenetta Henry discussed some of the issues she has heard happening including booking the wrong address or wrong times and multiple calls without getting issues corrected. David explained that the address comes from DSS unless they have received a different address through member services. He discussed what can be done if an address is repeatedly incorrect. Kelly asked if all addresses are in the app. David discussed mistakes with addresses because of human interactions and being sure operating procedures are held to standards. He discussed the quality of contractors and independent drivers.

Bill provided additional information on addresses coming from DSS and member eligibility files needing to be updated. Rep. Steinberg stressed that members need to be sure their addresses are changed in both systems to avoid transportation issues.

There was discussion on the relationship between DRM Transit, and Veyo. David explained that DRM Transit is a third party transportation provider that uses independent drivers, that has no agreement or relationship with Veyo, outside of transportation. He added that he could not speak for their advertising, but internally all drivers have to meet certain standards previously outlined. Rep. Steinberg commented on needing to be careful about reading too much into advertisements. Sheldon asked why Veyo would contract with third party independent drivers and advertise for its own independent drivers. David stated that DRM is a separate company and Veyo is not concerned with how they structure their company. Even if the model is similar or the same as Veyo's, they would not be denied if they meet Veyo's standards and requirements.

Other Business and Adjournment:

Co-Chair Jonathan Steinberg asked for any new business. Hearing none, he announced the next meeting will be on May 23, 2018 at 1:00 PM in 1E. He thanked everyone and adjourned the meeting at 3:02 PM.

Next Meeting: Wednesday, May 23, 2018 @ 1:00 PM in Room 1E LOB