



**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: May 23, 2018
1:00 – 3:00 PM
1E LOB**

Attendees: Chair Representative Jonathan Steinberg, Chair Kelly Phenix, Chair Janine Sullivan-Wiley, Chair Benita Toussaint, Lois Berkowitz (DCF), David Coppock (Veyo), Ted Doolittle (OHA), Bill Halsey (DSS), Brenetta Henry, Michael Lonergan, Althea Mabayoje, Quiana Mayo, Sabra Mayo, Ann Phelan (Beacon), Linda Pierce (CHNCT), Akriti Rai (Veyo), Trevor Ramsey, Bonnie Roswig, Kimberly Sherman (CHNCT), Jacquelyn Stupakevich (Beacon), Kimberly Sullivan, Sheldon Toubman, Mark Vanacore (DMHAS), and Rod Winstead (DSS)

Introductions

All Co-Chairs were present. Co-Chair Benita Toussaint convened the meeting at 1:05 PM and introductions were made. Benita passed around the sign-in list to members. Co-Chair Janine Sullivan-Wiley announced to the members that CTN was covering the meeting so before speaking, members should state their name and remember that they are being recorded.

BHP Consumer/Family Advisory Council Update- Brenetta Henry



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Brenetta Henry reported that the fourth annual iCAN Conference will take place on Thursday, September 27, 2018 at the Artist's Collective at 1200 Albany Avenue in Hartford from 8:30 AM to 2:00 PM. The theme will be “*Step Up and Stand Out- Taking Action and True Partnership*” (see

above icon). There will be five breakout sessions which will include: Fatherhood Initiative, Young Adults and Suicide Prevention, Adult Services, Faith-Based Talk, and Wellness Discussion. Brenetta also recognized the joint workgroup between CFAC and the BHPOC which has been together now for over a year and works to support families in the BH field. They are still looking for donations and sponsorship from vendors by purchasing tables. If anyone is interested, please contact Yvonne Jones at Beacon Health Options in Rocky Hill, CT. In addition, two CFAC members were named to the NEMT Workgroup, Brenetta Henry and Cindy Thomas.

DSS Budget Update and Legislation –Bill Halsey (DSS)

Bill Halsey (DSS) gave an update on legislation S.B. 246 that became Public Act No. 18-77 regarding limiting auto refills of prescription drugs covered under the Medicaid Program and requiring the Commissioner of Social Services to provide CHIP data to the Health Information Technology Officer. This new law will prevent unnecessary costs and clinical outcomes associated with prescriptions that are unnecessarily automatically refilled. Bill said that this bill became effective upon passage and signed by the Governor. He also emphasized that this new law will not change pharmacy benefits. Co-Chair Benita Toussaint asked why this legislation was necessary. Bill replied that it was for patient safety by not getting multiple medications and thus to prevent overdoses by medications that are no longer prescribed. The legislation excludes narcotics because they are not on an auto-fill prescription. Co-Chair Janine Sullivan-Wiley reminded members to drop off their unused prescription medications at medication drop-boxes that can be found at many local police departments for proper disposal.

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



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Rod Winstead (DSS) began the discussion on Non-Medical Emergency Transportation (NEMT) by saying there have been significant improvements with Veyo and the Veyo call center, also noting that there were very significant issues especially for wait times and people who couldn't get through. The NEMT Work Group has convened (see report below). He then referred to Dave Coppock, General Manager Veyo of Total Transit, Inc. in Connecticut to begin the presentation on implementing change (see the icon above). Dave began by saying that on May 22, 2018, the State CAP (Correction Action Plan) was lifted. The wait time by phone has been reduced from an average of 45 minutes to 15 minutes. He said that every single complaint is investigated and researched. Complaints must be filed as a grievance and specifically stated as a complaint.

Althea Mabayoje questioned how wait times could be averaged at 15 minutes when she waited on the phone for around 45 minutes last Friday. Rod asked that additional information be provided so they could research the call. There was discussion on HIPAA and what information should and shouldn't be shared.

Brenetta Henry asked if Veyo has looked into after hour calling and cases where several appointments

are missed. Dave Coppock discussed how every complaint goes to the QA team and is reviewed. Bonnie Roswig questioned what would be considered a complaint. Dave Coppock explained that no-shows are not logged as complaints, while ride abandonments are. Bonnie expressed concern that complaints are not accurate because people do not know that they should specifically say it is a complaint to be documented as a complaint.

Co-Chair Kelly Phenix questioned if the providers who were no longer receiving rides were still in contract. Dave Coppock stated that Veyo has not terminated any organizations, though there are some that may not be receiving or accepting any rides. Kelly referenced p. 51, Section G of the contract which states that a \$500 fine can be implemented if there is any person who waits over an hour for a ride and asked why this provision is not being implemented. Rod Winstead stated that the Department has issued several sanctions and will continue to do so.

Co-Chair Rep. Steinberg asked about the protocol for imposing sanction. Rod explained the Department's commitment to work with every ASO when it comes to issues and making sure research has been done before giving out sanctions. There was discussion on wait times and scheduling rides. Bill Halsey (DSS) stated that complaints can always go through DSS as well. Sabra Mayo asked if there was another DSS number they could call. Rod stated he could be reached at (860) 424-5922.

Sheldon Toubman stated that it's important to know that HIPAA does not apply to one's own self, but agreed that information should not be divulged without an individual's permission. He explained that while the corrective action plan was lifted, the Department sent out a letter on May 8th to Veyo, identifying several deficiencies. Sheldon discussed the content of the letter and data that is sent to DSS from Veyo each month. There was discussion on Veyo contractually having to send the data to DSS by the end of the 20th day of each month.

Sheldon Toubman questioned the data regarding the use of independent drivers, pointing out that many rides fall under DRM which uses such drivers, but is not calculated in the 1 percent. Dave Coppock stated that independent drivers are the ones under the Veyo TNC (Transportation Network Company). DRM is not a sister entity, or in any way affiliated with Veyo; it hires its own independent contractors, all of which are DOT inspected. Co-Chair Janine Sullivan-Wiley asked for clarification on the structure of driving companies. Dave discussed the different ways for transportation companies to exist and operate. Sheldon explained that the concern is that when you have a driver who is not an employee, they set their own hours and you cannot control their availability. There was discussion on the licensure, training, and standards that independent drivers and companies have to meet.

There was further discussion on the complaint process. Akriti Rai (Veyo) stated that grievances not considered a formal complaint should still be documented as provider late or no-shows. Co-Chair Rep. Steinberg suggested that it might help to annotate the data charts, which contain many acronyms. Dave Coppock said he would look into doing a glossary that is a work in progress. Co-Chair Kelly Phenix suggested spending time at the next meeting, highlighting the data in a consumer friendly way. Co-Chair Janine Sullivan-Wiley questioned the role of this group compared to the NEMT working group. Bonnie explained that it was important to have both groups working on NEMT because members of the coordination of care committee were not allowed on the working group.

Brenetta Henry asked for clarification on where my ride is and how it is documented and addressed.

Akriti Rai explained that when a provider does not show up, it is documented against the provider and another provider is dispatched or a rescue ride is used. The protocol is the same whether the ride is after hours or not.

Sheldon questioned the number of notices of action (NOA) that Veyo is not sending out and that it has to be sent every time there is a denial of services. He asked if a NOA is sent out every time Veyo does not approve the level of service that was requested. Dave Coppock responded that the answer is yes. Bonnie questioned the numbers. Dave explained that the numbers represent trips, not people.

Bonnie recommended that the group invite livery companies to the next meeting to get a different view of what is going on. She reiterated that Rep. Abercrombie mentioned some companies have gone out of business, and this could affect availability of service. Co-Chair Janine Sullivan-Wiley suggested that it may be time to look at access, especially for wheelchairs or stretchers and people who do not speak English.

Bonnie stated that there is no legal reason why reimbursements can't be made to providers for rides they performed after January. She asked if there has been a resolution to the wheelchair issue. Dave stated that Veyo hasn't reduced the volume of wheelchair transportation. Rod asked that he be contacted of any specific cases where someone is denied a wheelchair. Benita suggested further reimbursements for past trips should be looked into. Dave explained that there are a limited number of trips for the number of providers available, so not every vendor is going to get the number of trips that they would like. He stated that trips have been lowered for some providers based on their key performance indicators (KPI), which are documented.

Co-Chair Janine Sullivan-Wiley stated that she has heard that due to non-payment or delayed payments reputable, established transportation vendors have been closing. Sheldon reiterated what Bonnie said about needing to have transportation providers present. Janine suggested reaching out to Dave or Rich about having vendors come in July.

NEMT Working Group –Rod Winstead (DSS)

Rod Winstead (DSS) told members that the first meeting of the NEMT work group was on May16, 2018. The next will be on June 30th. He read the mission statement of the work group:

To facilitate a working collaborative between members, advocates, consumers, providers, DSS and Veyo, the NEMT vendor, to identify opportunities for improvement in the NEMT structure and provide feedback regarding the implementation of the new NEMT contract.

Focus areas include:

- *Basic operations under the new NEMT vendor*
 - *Call Center interactions*
 - *Scheduling trips*
 - *Completed trips*
 - *Modes of transportation and supportive services*

- *Communication of NEMT procedures*
 - *To Medicaid members*
 - *To facilities/providers*
 - *Utilizing the DSS and Veyo website as a means for broad communication*
- *Data Collection and Data Sharing*
 - *Content and methods*

Members include Representatives Abercrombie (Co-Chair) and Steinberg, Senator Gerratana, Rod Winstead (Co-Chair), Dave Coppock (Veyo), Brie Sanka, Sabrina Trodje, Matt Barrett, Karen Buckley Ann Hogan, Debra Polun, and other invited members who are involved with the NEMT services.

Discussion was limited due to lack of time.

Other Business and Adjournment:

Co-Chair Janine Sullivan-Wiley asked for any new business. Hearing none, she announced the next meeting will be on July 25, 2018 at 1:00 PM in 1E. Co-Chair Benita Toussaint thanked everyone saying the committee would reconvene in July and to enjoy the coming summer. She then adjourned the meeting at 3:07 PM.

Next Meeting: Wednesday, July 25, 2018 @ 1:00 PM in Room 1E LOB