



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

Legislative Office Building, Room 3000, Hartford CT 06106-1591
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Chairs: Representative Jonathan Steinberg, Janine Sullivan-Wiley, Kelly Phenix & Benita Toussaint

MAPOC & BHPOC Staff: 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: September 26, 2018

1:00 – 3:00 PM

1E LOB

Attendees: Chair Kelly Phenix, Chair Janine Sullivan-Wiley, Chair Benita Toussaint, Lois Berkowitz (DCF), Michelle Chase, David Coppock (Veyo), Carolann Gardner (DSS), Roberta Geller (CHNCT), Corey Ludington (CHNCT), Althea Mabayoje, Dr. Lawrence Magros (CHNCT), Quiana Mayo, Sabra Mayo, Linda Pierce (CHNCT), Akriti Rai (Veyo), Trevor Ramsey, Bonnie Roswig, Charles Rothenberger, Kimberly Sherman (CHNCT), Kimberly Sullivan, Sheldon Toubman, Mark Vanacore (DMHAS), Rod Winstead (DSS), and Valerie Wyzykowski (OHA)

Introductions

Co-Chair Benita Toussaint convened the meeting at 1:06 PM and introductions were made. Benita passed around the sign-in list to members. Co-Chair Janine Sullivan-Wiley asked for any new announcements and hearing none, she asked Michelle Chase to give the first report of the meeting.

BHP Consumer/Family Advisory Council Update- Michelle Chase

Michelle Chase 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*”. There will be six breakout sessions which will include: Fatherhood Initiative, Young Adults and Suicide Prevention, Adult Services, Faith-Based Talk, Trauma, and Wellness Discussion. This is a conference that consumers have completely put together themselves and have raised over \$7000 in donations toward this initiative. It is free and open to members of the public. If anyone is interested in attending, please contact Yvonne Jones (860-263-2000) at Beacon Health Options in Rocky Hill, CT.

ASO Report on Performance Standards- Carolann Gardner (DSS), Linda Pierce, Roberta Geller, Dr. Lawrence Magros (CHN-Medical ASO)



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Carolann Gardner (DSS) introduced Linda Pierce and Roberta Geller of CHNCT who gave the presentation on the Administrative Services Organization (ASO) report on Performance Standards. She said that DSS contracts with the Medical ASO and they provide data on regular intervals to help track the trends in health care. Dr. Lawrence Magros, Chief Medical Officer was also introduced later in the presentation. For a full report- see above icon.

There were many questions and comments by those present. Members commented on the high speed and quality of services. The close working relationship of CHN and DSS was noted to be helpful for consumers. Their process for dealing with denials and NOAs was described as “doing a great job.” Questions about situations where there was a primary (e.g. Aetna) and secondary (e.g. HUSKY) were clarified. There was a question about how bariatric surgery was handled, protocols for accepting patients, outcomes etc., with a request for more data on this area. CHN described a “robust care team for members,” and later their discharge plan process. Regarding Home Health Care, this is done on a case by case basis. Their complaints process was described. Concerns about having an adequate number of providers were discussed. In general, CHN encouraged members to call them with any concerns.

If any HUSKY clients have any issues, they can call the complaint line: 1-(800) 859-9889, Monday through Friday from 8:00 AM to 6:00 PM.

The conversation prompted several possible agenda items for the future:

- The relationship of post-care to outcomes
- The provider network
- How consumers can make complaints
- Hospitals using out-of-network providers and its impact on consumer billing

Obesity Prevention and Bariatric Surgery Procedures – Dr. Lawrence Magros (CHN-Medical ASO)

Dr. Magros said that the ASO uses evidenced-based guidelines to determine if a client is eligible for bariatric surgery. Currently, there are approximately 67,000 members who are identified as obese. 23,000 have pre-diabetes. In 2016, 1513 clients had bariatric surgery, and in 2017, 1597 clients had surgery. See above report.

Discussion and comments included Co-Chair Kelly Phenix emphasized that it is important for these clients to have follow-up care to help change their lifestyles because after two years, the average client who had bariatric surgery regains half the weight after two years. These surgeries are only performed at obesity centers unless there is no other option. They are able to help with post-surgical care coordination including getting the right food.

The issue of obesity was described by CHN as the bigger issue based on the numbers (see above). These use a dual pronged approach – to both providers and members including engagement tools, emails, website resources, CDC resources, social media etc. They are partnering with school-based

health centers to encourage decreased screen time and increased physical activity. It is important that these issues be addressed at annual physicals and that physicians help clients regarding weight and diet. They are putting the emphasis on pediatrics and prevention and a person-centered approach.

Co-Chair Janine Sullivan-Wiley said that for a future meeting, the committee will invite other agencies (e.g. DMHAS and DCF) to the table to discuss how health and wellness are supported through their systems.

Update on the Status of Non-Emergency Medical Transportation (NEMT)- Rod Winstead (DSS), Dave Coppock (Veyo), and Akriti Rai (Veyo)



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- a. Complaint Process**
- b. Notice of Action (NOA) Process**
- c. Bus Pass Update**

For a full report, see above icon.

Discussion and Comments included:

Members noted that Veyo's August monthly reporting package had 17,600 denials compared to CHNCT's 9200 denials. Notice of Actions letters should have been sent for all such instances. CHN has done that, Veyo has not. DSS was asked if it had issued any sanctions to bring Veyo to compliance. Rod Winstead (DSS) said that DSS has not responded specifically to Notice of Actions (NOAs) issues. They have had attorney meetings with Veyo, and the NOA process is being monitored. Another member talked about transportation issues in the Northwest part of the state and ongoing problems with bus passes versus a cab being sent. Veyo was asked about ADA sensitivity training for Veyo staff. Akriti Rai (Veyo) said that training was done to understand the population the company works with. Bonnie Roswig suggested that the committee recommend an independent audit (e.g. by Mercer) to be done on Veyo's performance. There was a question if Veyo has received any bonuses. Rod replied that there have not; the focus is on on-time performance. Co-Chair Janine Sullivan-Wiley asked if there was support for such an audit. Sheldon made the motion that MAPOC make the recommendation to DSS to ask Mercer for an audit. Janine called the motion and a majority voted by hand to accept the motion.

Due to lack of time, Janine deferred the issue of bus passes to the November committee meeting.

Other Business and Adjournment:

Co-Chair Benita Toussaint thanked everyone for their presentations and asked for a motion to adjourn. Michelle Chase made the motion and it was seconded by Althea Mabayoje. She then she announced the next meeting will be on Wednesday, November 28, 2018 at 1:00 PM in 1E and adjourned the meeting at 3:10 PM.

**Next Meeting: Wednesday, November 28, 2018 @ 1:00 PM in Room 1E
LOB**