



**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: November 28, 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), Kathy Flaherty, Olivia Hathaway, Brenetta Henry, Jennifer Lombardi, Althea Mabayoje, Quiana Mayo, Sabra Mayo, Jennifer McLellan, Ann Phelan (Beacon), Linda Pierce (CHNCT), Trevor Ramsey, Magdalena Rosado, Bonnie Roswig, Marline Schenpp, Kimberly Sherman (CHNCT), Dr. Stephney Springer (DCF), Eunice Stellmacher, Kimberly Sullivan, Mark Vanacore (DMHAS), Rod Winstead (DSS), Valerie Wyzykowski (OHA), and Carleen Zambetti

Introductions

Co-Chair Benita Toussaint convened the meeting at 1:05 PM and introductions were made. Benita passed around the sign-in list to members. Benita asked for any new announcements and Bonnie Roswig asked if representatives from Veyo (ASO for NEMT) were in attendance. Seeing that there were no Veyo employees in the room, Co-Chair Representative Jonathan Steinberg said that going forward with all future meeting, since the Coordination of Care/Quality Access Committee oversees NEMT, Veyo should have a representative present and giving a NEMT report and update. He then asked to have clarification and confirmation that Veyo will be present at the meetings. Co-Chair Kelly Phenix noted that the whole monthly report does not have to be reviewed, just the last 10 pages which usually has the updates. Rod Winstead said that he would convey the strong sentiments of the members to Veyo and that representatives of the company will be in attendance at the next meeting in January. Benita then asked Brenetta Henry to give the first report of the meeting.

BHP Consumer/Family Advisory Council Update- Brenetta Henry

Brenetta Henry reported that the Council is wrapping up its 2018 agenda and having a luncheon at Beacon on December 13, 2018. They are preparing for the 2019 year by reviewing their strategic planning process, reviewing committees and making sure there is alignment. Terri DiPietro of the BHP-OC Operations Committee came to the meeting and spoke about the new telehealth initiative and asked for feedback. Members also received information on naloxone and how it is administrated and an introduction for a potential phone app so the group may act as a focus group centered on new technologies. They are also trying to take the annual iCAN Conference go to a national level and they want to patent the iCAN name.

ASO Report on Performance Standards- Ann Phelan (Beacon)



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Rod Winstead (DSS) introduced Ann Phelan (Beacon) who gave the presentation on the Behavioral Health Administrative Services Organization (ASO) report on Performance Standards. For a full report- see above icon.

During the meeting it was noted that they meet or exceed all of their performance standards. Valerie Wyzykowski (OHA) asked if the Beacon data on complaints for access issues was broken down by geography and unfortunately, it is not. They can look into that. Valerie also asked how long families usually have to wait for IICAP services for their adolescent children. Ann responded that families usually gain access to services immediately and then have about six months of services which may also be used to treat for multiple siblings. In some cases where there might be a delay they use EMPS to bridge. There was a request for more information on waits. It was noted that there are a variety of in-home services, including for children with autism. It was also noted that it can be very difficult for families who have children needing different services; if possible families are provided with services from the same agency to make it less complicated. The discussion was concluded noting that Beacon is doing a wonderful job for the State of Connecticut.

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



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For a full report, see above icon. Rod summarized the information in the 57 page report. He noted that Veyo is the *broker* for NEMT. Unlike with Logisticare, they are a risk contract. In October there were a total of 117,756 calls. 11,988 of those were from facilities, for which there are dedicated operators. October saw a total of 383,890 trips completed; they have done over three million trips since January. Their complaint rate is 0.14% (555 complaints.) He detailed the numbers denied and notices of action, which DSS reviews to see that they are timely. They meet together regularly.

Since January there have been 38 sanctions, most related to timeliness. DSS has monitored pick-ups by going to UCONN, Hartford Hospital etc. to see if rides are timely and that they are waiting long enough. DSS recognizes that many people don't make a complaint, and recognize that there is still a lot of room for improvement.

Discussion and Comments included:

Brenetta Henry said that though she is a member of the NEMT Work Group, she did not attend the last meeting because at the previous meeting, she felt that she was unable to comment and that she was being ignored. When she was able to say something, she felt disrespected and was interrupted when reading a statement and asking questions. She does not feel the work group is getting to the core of the problems with NEMT, it is not an open meeting, and that it is not really an effective forum for consumers. Bonnie Roswig said that a letter of complaint went to Commissioner Bremby about NEMT but Rod said that he was not aware of it. Kathy Flaherty said that consumers are still not getting Notices of Action (NOA) on denial of transportation. Janine said that bus passes were still an issue to look into further. Veyo came to Prime Time House and they felt that to be helpful, but members are still compiling letters of concern. It was also requested that "stranded" (i.e. not picked up for hours) also be added as tracked data. The category of "unfulfilled rides" was also of concern. Hopefully, Veyo can speak to all of the issues at the next meeting in January.

Other Business and Adjournment:

Other agenda items suggested: spend-downs, including eligibility and debt incurred not just what has to be paid.

On behalf of the Co-chairs, Co-Chair Benita Toussaint thanked everyone for their presentations and participation in the discussions and asked for a motion to adjourn. Sabra Mayo made the motion and it was seconded. She then she announced the next meeting will be on Wednesday, January 23, 2019 at 1:00 PM in 1E, wished everyone a prosperous and peaceful holiday season and she adjourned the meeting at 2:56 PM.

**Next Meeting: Wednesday, January 23, 2019 @ 1:00 PM in Room 1E
LOB**