



***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
(860) 240-0346 Info Line (860) 240-8329 FAX (860) 240-5306
www.cga.ct.gov/ph/BHPOC

Chairs: Representative Jonathan Steinberg, Janine Sullivan-Wiley, Kelly Phenix & Benita Toussaint

MAPOC & BHPOC Staff: Kayleigh Royston and 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: July 24, 2019
1:00 – 3:00 PM
1E LOB**

Attendees: Chair Rep. Johnathan Steinberg, Chair Janine Sullivan-Wiley, Chair Kelly Phenix, Chair Benita Toussaint, William Halsey (DSS), Olivia Hathaway, Brenetta Henry, Althea Mabayoje, Ellen Mathis, Quiana Mayo, Sabra Mayo, Donyale Pina (DCF), Trevor Ramsey, Kimberly Sherman (CHNCT), Eunice Stellmacher, Jacquelyn Stupakevich (Beacon), Kimberly Sullivan, Mark Vanacore (DMHAS), Rod Winstead (DSS), and Valerie Wyzykowski (OHA)

Introductions and Announcements:

Co-Chair Benita Toussaint convened the meeting at 1:03 PM, welcomed everyone, the attendance sheet was passed around, and introductions were made. She then inquired for any new announcements and hearing none, the committee moved to the first agenda item.

- Auditor Letter to DSS- At the May Coordination of Care meeting, there was a motion requesting a performance audit surrounding Non-Emergency Medical Transportation. A request for an audit to better understand the implementation of Veyo's role as well as the contract between Veyo and the Department of Social Services was also made by State Representatives Steinberg and Abercrombie. The Committee was advised of the letter from the state auditors that such an audit was to be conducted. When the audit is concluded, it will be reported to both MAPOC and the BHPOC.
- Budget Update on MSP- Kelly Phenix informed the committee that the component of an asset test as proposed in the original Governors budget was ultimately not included in the budget that passed this legislative session.

BHP Consumer/Family Advisory Council (Brenetta Henry)

Brenetta Henry informed the committee of the upcoming fifth annual “iCAN” conference which focuses on partnership and community involvement. This conference will be on Thursday, September 26, 2019 from 8:00 AM to 2:30 PM at the Artist’s Collective on Albany Avenue in Hartford. The conference will include breakout sessions surrounding holistic approaches to families, religious and spiritual aspects to community involvement and juvenile programs.

Update on NEMT (Rod Winstead)



CoordCareQualAcces
s7-24-19DSS Monthly

Rod Winstead of the Department of Social Services thanked members of the Committee for welcoming him. He mentioned that contractually, the NEMT broker (Veyo) gets the data for the prior month to DSS by close of business on the 20th of the current month. The June Monthly Reporting package was made available to DSS on July 20th per that procedure. The department continues to have NEMT at the top of the agenda items for things they are focused on and are committed to providing all Medicaid members with access to medical, dental and behavioral health programs through the state and NEMT is a critical part of that. Copies of the report were handed out to all members and made available to those in the audience, and Rod reviewed the report.

Rod Winstead mentioned the Departments dissatisfaction with on-time performances. Several members of the committee expressed skepticism regarding the accuracy of the reported 0.01% complaint percentage. Attorney Bonnie Roswig stated that she knows of several agencies, hospitals and health care centers that are paying for transportation on their own rather than relying on services provided by Veyo. With this, the Department asked her to please provide them with a list of these providers so they may address it. Other areas receiving comment included that the majority of Veyo trips are for behavioral health services; the number of independent drivers is up, there are “transportation desserts” in some areas having limited vendor or bus options, and no-show and very late pick-ups and trip cancellations. Some people were noted to have given up on Veyo, others as unwilling to complain fearing retribution, for others the amount of information needed to make a complaint can be an issue given their mental health issues. Rod was emphatic that negative repercussions from a complaint were unacceptable and said members can call him with complaints at (860) 424-5922. Beacon added that they can also be called if late or failed transportation results in problems with behavioral health providers, for medical ones.

Kelly provided information on Veyo work in other states and requested more information on independent drivers,

There was a brief discussion on sanctions, which have been issued to Veyo in the past and may be issued in the future followed by expressed frustration that Veyo is not present at this committees meetings. As previously mentioned, Veyo has been excused from subcommittee meetings and have attended MAPOC Council meetings.

Discussion about internet access, how it relates to consumers accessing HUSKY DMHAS/DCF Programs and Services (Alexander Ashley- Hartford Public Library Community Technology Coordinator)

Due to a conflict in schedule, Alexander Ashley was unable to attend. They will be reaching out to coordinate a discussion at a later meeting. Co-Chair Benita Toussaint announced that flyers from the Hartford Public Library have for the public on internet services was distributed. Benita

would like members to know that applications for this program are open at any of the Hartford Public Library branches.

Kelly Phenix reiterated that there is a real disconnect between the HUSKY community and access to the programs that are available to them due to their lack of internet access. Valerie added that the Office of Health Care Access has noted this issue as well. In some towns help is available through senior centers or town social workers. Challenges with using smart phones, social clubs and libraries for access to private health care issues were all noted. Members were asked to seek input on this issue in the local communities. The Committee looks forward to this conversation continuing at a future meeting.

Brief Reports

- **MAPOC (Kelly Phenix)**

Kelly Phenix reports that both MAPOC and the BHPOC had presentations from Director of Division Health Services Kate McEvoy on the Supportive Housing Benefits which is a new program for supportive housing. There was also a presentation on Electronic Visit Verification given to the Council- she reports that EVV is working well at this time.

- **BHPOC (Janine Sullivan- Wiley)**

Janine Sullivan-Wiley reported that at the last BHPOC meeting, a member of the public expressed concern about the lack of oversight of DMHAS' services, there were several new grants from DSS, a shift in voluntary services (DSS is taking consumer input on this), NEMT, and the issue was raised regarding the dual roles of DCF providing and protecting services. CT Strong gave a presentation at the last meeting, which is available on the BHPOC website.

New Business:

Coordination of Medical and Behavioral Health: *What does it look like to you?*

Althea Mabayoje stated that she would like to see a more integrated approach to mental health and physical health due to the shortened lifespan of those who suffer from mental illnesses. Her suggestions include gym memberships, nutritionists available, and incentives for walking more and staying active. Kelly Phenix noted the effectiveness of programs like Silver Sneakers (for some seniors), and coordination of care provided by some insurance programs. She then stressed that while there may not be money in the budget for everything but communities could work on grants or programs to help in these areas.

Bonnie Roswig emphasized the need for support from physicians in regards to their members health needs. There should be Medicaid coding for advice and support as part of the appointment. From the discussion on diabetes, Benita Toussaint suggested a summit on education and how to access resources for health services. One positive innovation that was noted, are the Western CT Mental Health Network Recovery and Wellness Center offerings.

Other Business and Adjournment

Janine asked all those in attendance to go back to their communities and discuss internet access and issues, as well as addressing the question of "*What does coordination of medical and behavioral health look like to you?*" She also reminded the committee that there will be nominations for the position of co-chair at the September meeting. Attorney Bonnie Roswig asked to have to invite DSS Commissioner Gifford to the next meeting.

Motion was made and seconded to adjourn the meeting at 3:03 PM.

Next Meeting: September 25, 2019 at 1:00 PM in 1E LOB, Hartford