



***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: 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: September 25, 2019

1:00 – 3:00 PM

1E LOB

Attendees: Chair Rep. Johnathan Steinberg, Chair Janine Sullivan-Wiley, Chair Kelly Phenix, Chair Benita Toussaint, Dr. Lois Berkowitz (DCF), Gail DiGioia ((CHNCT), Olivia Hathaway, Brenetta Henry, Althea Mabayoje, Ellen Mathis, Quiana Mayo, Sabra Mayo, Marty Milkovic (CTDHP), Linda Pierce (CHNCT), Trevor Ramsey, Bonnie Roswig, Erika Sharillo (Beacon), Kimberly Sherman (CHNCT), Eunice Stellmacher, Kimberly Sullivan, Sabrina Trocchi, 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 there was a request for a public comment. Co-Chair Janine Sullivan-Wiley allowed five minutes to hear the public comment.

- One guest at the meeting, parent Erica Cabrera spoke. Her daughter needs Occupational Therapy that she formerly had with Jump Start, Inc. This company was recently denied Medicaid payments and there was no warm hand-off for her daughter to get the services she needs at another provider. She was simply given a list but several had a wait list, and her daughter had an adverse incident at another. Jump Start had over 200 patients; that is a high number to be absorbed by other providers.

- Jasmine Cortez, parent and Jump start employee said that her daughter also was cut off from Medicaid payment for services at Jump Start. Also, she has a complaint about Veyo for waiting excessive hours for transportation.
- Tania Urena (Jump Start employee) said that she, too, had NEMT issues in the northwest corner of the state.
- Another parent, Angelique Lewis, said that there are NEMT issues in the Torrington region.

(Editor's Note: These parents were immediately referred to CHNCT and are now getting the relief and support for they sought for their families.)

BHP Consumer/Family Advisory Council (Brenetta Henry)

Brenetta Henry reported that the fifth annual "iCAN" conference that focuses on partnership and community involvement will be held on the following day of this meeting. The conference will start at 8:00 AM and will run through 2:30 PM at the Artist's Collective on Albany Avenue in Hartford. The conference includes breakout sessions including holistic approaches to families, religious and spiritual aspects to community involvement and juvenile programs. She indicated that all walk-ins will be welcomed. Brenetta presented Representative Steinberg with the first conference bag/agenda packet.

Integration of Medical and Behavioral Health – Sabrina Trocchi (Wheeler Clinic)



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Sabrina noted that Wheeler has moved their focus from behavioral health to health. Primary care and behavioral health are now in one record. Some questions and answers were as follows:

- They have heard loud and clear the concerns about physician changes. They have been developing strategies to encourage physician retention, but there is strong competition.
- Access to specialty care is facilitated by community health workers. The latter must be from the community being served and know how to connect people to needed care.
- The Medicare issue that the clinician can only be an LCSW is a problem; this is a requirement of the federal government. Member felt that other licensed practitioners should also be able to be used.
- As a FQHC, Wheeler must treat all, including persons without documentation. They have a sliding fee scale (that goes down to zero); no one is refused. At this time they have roughly 7-15% of their clients with no payor source.

Discussion about internet access, how it relates to consumers accessing HUSKY DMHAS/DCF Programs and Services

This was a continued discussion from the last meeting.

Co-Chair Kelly Phenix announced that Xfinity has a Comcast program called Integrated Essentials for CT HUSKY members (must have a grey card). The internet can be installed for

\$9.95 a month. There is also an on-line learning center and a certified used computer model (base computer shells for the workplace) can be obtained for \$126. It comes with Microsoft Office and Norton Security. For more information, call: 1-855-846-8376 or write to: www.internetessentials.com This is for regular (not high-speed) speed internet with no contractual agreements, only month-to-month is required.

Co-Chair Benita Toussaint reminded members of internet services available at Hartford Public Library. Co-Chair Janine Sullivan-Wiley thanked her Co-Chairs Kelly Phenix and Benita Toussaint for bringing this to the committee's attention.

Nominations for New Consumer Co-Chair

The requirements for co-chair were reviewed. Sabra Mayo and Michelle Chase were both nominated for the Consumer Co-Chair position. An election will be held at the November 26, 2019 meeting.

Update on NEMT- Rod Winstead (DSS)



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SSNEMT Update.pptx

Rod Winstead of the Department of Social Services sent the monthly Client Report (see above) that was distributed to members before the meeting and published on the BHPOC Website. He said that the Veyo call-in center is operating within the contractual standards. Everything is in real-time information. He once again, emphasized that all complaints need to be tracked and that all member information must be given at that time in order for complaints are to be investigated and resolved. Rod said members can also call him with complaints at (860) 424-5922. He noted that he and a Veyo representative went to the location that had reported problems and found one violation. Members continued to feel that a lot of complaints were not being logged and that – for example when DSS came to the site – many people were not expressing their complaints. There was also the suggestion for a voice prompt for making complaints. Rod noted that DSS is working with IT people to develop their own system for complaints from any broker. He also noted that he and Veyo staff would be at the iCAN conference to give that entire group an easy opportunity to make complaints, or express their concerns.

Other Business and Adjournment

Co-Chair Janine Sullivan-Wiley thanked Sabrina Trocchi for her presentation and reminded members that there are many models of integrated health; Behavioral Health Homes (BHH), Person Centered Medical Homes (PCMH and PCMH+), Community Health Centers (FCHQ), etc.

Benita, at the close of the meeting, again requested that the idea of a summit be considered at the next meeting. She asked Bonnie Roswig to describe this idea at that time.

Hearing no other new business, Co-Chair Benita Toussaint reminded members that due to the Thanksgiving Holiday in November, the next meeting date was changed to Tuesday, November 26, 2019. A motion to adjourn the meeting was made and seconded and adjourned at 3:03 PM.

***NOTE: Change of Next Meeting Day/Date: Tuesday, November 26, 2019 at 1:00 PM in 1E LOB, Hartford, CT**