



**Behavioral Health Partnership
Oversight Council
Coordination of Care Committee
Council on Medical Assistance Oversight
Quality & Access**

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

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 and receive behavioral health care that is coordinated with their medical (primary and specialty care), dental, pharmacy, and transportation services.

Co-Chairs: Rep. Jonathan Steinberg, Janine Sullivan-Wiley, Kelly Phenix, and Benita Toussaint

MAPOC & BHPOC Staff: Kayleigh Royston and David Kaplan

Tuesday, November 26, 2019

1:00 PM – 3:00 PM

Hearing Room 1E LOB

Attendees: Chair Rep. Johnathan Steinberg, Chair Janine Sullivan-Wiley, Chair Kelly Phenix, Chair Benita Toussaint, Dr. Lois Berkowitz (DCF), Michell Chase, Bill Halsey (DSS), Brenetta Henry, Althea Mabayoje, Quiana Mayo, Sabra Mayo, Marty Milkovic (CTDHP), Quiana Patton, Linda Pierce (CHNCT), Trevor Ramsey, Bonnie Roswig, Kimberly Sullivan, Mark Vanacore (DMHAS), and Rod Winstead (DSS)

1. Introductions and Announcements

Meeting was called to order by Co-Chair Benita Toussaint. The chairs introduced themselves and welcomed the group to the meeting. Co-Chair Janine Sullivan-Wiley reminded the group that the meeting was being televised on CT-N and asked that members please introduce themselves as they speak.

At this time, Co-Chair Janine Sullivan-Wiley asked the group for a consensus on amending the agenda to postpone the election of a new consumer co-chair until later in the meeting when more members were present.

2. Election of New Consumer Co-Chair

At a previous meeting, it was established that Michelle Chase and Sabra Mayo were nominated for the position of Consumer Co-Chair. Janine Sullivan-Wiley asked the committee if there were any nominations from the floor, seeing none, elections were held via secret ballot and were counted and verified by staff.

Following the vote, Sabra Mayo was announced as the Consumer Co-Chair elect, her term will begin in January. Both were thanked for their willingness to serve in that position.

3. Review of the Consumer/Family Stipend Policy

Prior to the beginning of the meeting, each member was given a copy of the Consumer/Family Stipend policy. The intent of the stipend is to have one per household, which is defined in the proposal, to ensure the broadest

possible group of recipients and is meant to defray costs associated with attending these meetings, such as childcare or transportation. It can also be used to repay a person who is willing to drive a member. To insure fairness and enable the broadest possible inclusion of persons from different geographic areas and demographics, stipends are limited to one per family (defined as immediate family, including spouse, child, parent, grandparent/grandchild, sibling). It is the responsibility of every member to disclose any such relationship if a stipend is sought. In case of participation/attendance of multiple members of a family/household, the decision as to which person receives the stipend may be agreed upon by those members or, without such prior agreement, decided by the staff or leadership of that committee. There was one clarifying question, and no further discussion.

4. BHP Consumer/Family Advisory Council- Brenetta Henry

Brenetta Henry informed the committee that on December 12, 2019, there will be a celebration (appreciation luncheon) for the success of the i-Can Conference with an opportunity to bring in new ideas for the upcoming year and to pursue a further relationship with the council.

5. Update on NEMT - Rod Winstead (DSS)



CoordCare11-26-19 CoordCareQualAcce CoordCare11-26-19
DSS Monthly Client ss11-26-19DSS-NEM VeyoTotalTransitUp

Rod Winstead, of the Department of Social Services, gave an overview of the 2019 YTD Total Transit Update from Veyo, which included the initiatives and improvements that Veyo has been working on in collaboration with the Department. Please see posted Veyo/Total Transit Update.

Highlights from the presentation include:

- Performance improvements: the removal of 13 underperforming providers from the transportation network and the addition of 9 new providers to the network.
- With 4.2 Million trips completed, there is a total grievance rate of 0.13% and a substantiated grievance rate of 0.06% (substantiated grievances are complaints that can be authenticated with evidence.)
- The launch of a new Facility Portal: Rideview
 - Rideview allows healthcare facilities to book and manage transportation for their patients from one location.
 - Contains real-time trip information
 - Supports multiple facility locations
- Launch of Automated Speech Recognition system, allowing members to interact with the IVR system through voice or touch tone options.

Co-Chair Janine Sullivan-Wiley thanked the Department for the presentation and opened the floor up for questions and comments.

- Brenetta Henry asked about the grievance percentage being reported at 0.06% and asked if the Department could comment on where the data is being collected. She further noted that in her community, she is still seeing issues with NEMT and requested clarification on the data collection process at a later meeting. At this point, Rod Winstead (DSS) reminded the council that he is under no assumption that there have been no complaints and that he is aware that there are complaints within the community which are not being relayed to the Department. He emphasized that if you let him know personally about any issues, he will address them directly. Ms. Henry asked if the improvement could potentially be from consumers not using NEMT services, to which Mr. Winstead identified that more NEMT rides are currently being offered than in the past.
- Althea Mabayoje mentioned that there have been issues with NEMT providers refusing transport to the "Prime Time House" facility in Torrington. Co-Chair Janine Sullivan-Wiley clarified that this location is considered a "social" trip and would not fall under the purview of "medical" transportation.
- Bonnie Roswig asked for clarifications on Veyo's policy regarding sibling travel or companion travel and

asked for an update on the status of the state audit regarding Veyo. Rod Winstead stated that Veyo's policy remained unchanged and said he had no current update on the status of the audit.

- Co-Chair Kelly Phenix asked if the Rideview portal was unique to CT and asked how their feedback is being established. Kelly then reminded the committee that while they were all waiting for the results of the pending audit, many of their questions will remain unanswered until that point.
- There were also concerns about bus passes not being received on time.

Members continued to be unhappy that Veyo was not attending these meetings. The co-chairs reminded the committee that this was a standing situation and that Veyo would not be in attendance at these meetings for the time being. Bonnie Roswig expressed frustration about Veyo continuing to not attend these committee meetings and requested that the chairs request that they be here.

Rod Winstead emphasized to the council that he is willing to address any issues personally and gave his contact information to the council. He can be reached at 860-424-5922 and his email address is

Roderick.Winstead@ct.gov.

Bonnie Roswig brought up transportation companies that have lost business after the state switched from Logisticare to Veyo and acknowledged that there are more independent drivers than previously used in the state and while they are receiving higher performance rates, they are undercutting companies that have previous experience in the state.

Ms. Roswig then asked that if Veyo is a year away from their contract expiring, she'd like to know if the Department is planning on renewing their contract or if they are planning to issue an RFP. Mr. Winstead let the committee know that there was no update from the Department on this issue at this time and that the new commission and leadership at the Department would be making a decision in due time.

The discussion was concluded noting that the people that rely on Veyo are often just trying to survive.

6. Consideration of a Summit - Benita Toussaint and Bonnie Roswig

Co-Chair Benita Toussaint addressed the committee on the idea of a "summit", which would be designed to "address medical insurance, the complexity of clinical and social health, the complicated forms that must be filled out, and look at the treatment process, with a view to making adjustments, while narrowing down the care issues." In reading her multi-page statement she emphasized the desire for person-centered care and the need to combine various health care agencies and services to address those needs. She turned the floor over to Bonnie Roswig.

Bonnie Roswig emphasized that many of the issues addressed at this committee are impacting families with behavioral health issues and while the comments made by the co-chair were broad, there are consumers around the table who have enormous concerns with NEMT, particularly the families with both behavioral health and substance abuse issues. Since not all these families are in the Hartford area, her thought is to go out into the communities and collect data and experiences from these people. She stressed that if the problems are not being solved here at the table then the committee should go out into the community to fix them.

Brenetta Henry supported the idea and expressed concerns about funding and asked how this can be impactful to the legislature. She reminded the committee and those watching that the 2020 session is a short session and that they should actively be in the communities spreading information so that people have the ability to attend public hearings and be involved.

Rep. Steinberg told the committee that since he does not sit on the Human Services committee, he cannot guarantee that there will be a placeholder regarding NEMT specifically and that he believes that February is an ambitious goal for the audit to be complete. He recommends that the committee narrow down its focus to areas which may lend themselves to legislation.

Co-chair Janine Sullivan-Wiley supported Ms. Roswig's concept of focus groups within the communities but emphasized that there is not specific funding for the councils (MAPOC and BHPOC). Bonnie stressed that this can fall onto the council members and can be a long-term project which constantly evolves.

Brenetta Henry mentioned the State Health Improvement Plan and inquired if there was a way to tap into that initiative as a resource. Since Ms. Henry is involved with the State Health Improvement Plan, she has agreed to relay this information to the committee.

Ms. Sullivan-Wiley then recommended connecting to the Keep the Promise Coalition for legislative issues. Michelle Chase and Brenetta Henry are members and have agreed to bring information back to the that group.

Ms. Toussaint said she would like a summit concept to focus on transportation needs and asked Ms. Roswig to take the lead on that task. Ms. Roswig mentioned the vast collective knowledge throughout the state and perhaps the committee should be looking at existing programs and information available.

7. Other Business and Adjournment

Co-Chair Kelly Phenix mentioned that at the BHPOC meeting, Beacon gave a presentation on outcomes and services. She mentioned medication assisted therapy Programs (MAT), and asked if there was a directive from DSS to deny clients meds if they are unable to attend therapy portion due to work and if so why? Bill Halsey (DSS) told the committee that the Department would prefer all treatment be individualized so inputting a blanket policy would be counterproductive to that goal and that much of this discretion belongs to the physician or a medical professional.

- Benita Toussaint reminded the committee that the census is being taken at the Hartford Library and that everyone should make the effort to be counted, regardless of legal status. She also mentioned library services and classes which are available. You do not need to be a Hartford resident to receive these services or attend classes.
- Co-Chair Janine Sullivan-Wiley congratulated member Bonnie Roswig on receiving the Keep the Promise award, which supports the needs to children seeking NEMT services to get to their mental health services.

A motion was made by Brenetta Henry and seconded by Sabra Mayo to adjourn the meeting at 2:49 PM.

Next Meeting: 1:00 PM, Wednesday, January 22, 2020, Rm. 1E LOB, Hartford, CT