



***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
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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, Sabra Mayo and Kelly Phenix
MAPOC & BHPOC Staff: David Kaplan

**Wednesday, March 24, 2021
1:00 PM – 3:00 PM
Via Zoom (hosted by Beacon Health Options)**

Present on call:

Staff: David Kaplan

Co-Chairs: Janine Sullivan-Wiley, Kelly Phenix and Sabra Mayo

Other participants: Travis Barker (Coordinated Transportation Solutions), Lois Berkowitz (DCG), Kim Davis (OHCA), Gail DiGioia CHNCT), Robin Entress (Community Child Guidance Clinic), Elizabeth Gemski (YNHH), Jacky Gibbs (Veyo), Brenetta Henry, Bill Halsey (DSS), Yvonne Jones (Beacon), Keri Lloyd (DSS), Ellen Mathis, Quiana Mayo, Sabra Mayo, Marty Milkovic (Benecare), Linda Pierce (CHN), Akriti Rai (Veyo), Trevor Howard Ramsey, Robert Reed (YNHH), Dr. Brad Richards (DSS), Erika Sharillo (Beacon), Benita Toussaint, and Mark Vanacore (DMHAS)

Introductions and Announcements

Co-Chair Janine Sullivan-Wiley convened the meeting at 1:03 PM as a Zoom meeting, advising that the meeting was being recorded. All were asked to introduce themselves.

Guest: Brad Richards, MD, new Chief Medical Officer for DSS

Dr. Brad Richards was thanked for coming and introduced himself to the group. He started at DSS in early January. He has been in general medical/primary care in New Haven, mostly

serving Medicaid patients. He still does patient care a half day each week. He is particularly interested in underserved populations, and would like to see changes and improvements, with large scale reform. That attitude was very well-received by the group. He described his role within DSS as clinical guidance and engaging with outside agencies and systems.

How is Access to Healthcare going during this Pandemic?

Consumer Feedback, Experience and Waitlists

Regarding transportation access:

- Ellen Mathis began the conversation. She still sees people struggling and gave several examples. One person has a friend pick her up for appointments. Another had a particularly nice, caring (Veyo) driver. Another person in the same apartment sits by the dumpster (to be outside as she doesn't have a cell phone) and is never picked up. In discussion it was noted that it is a complicated address, in a parking lot. Bill Halsey responded, suggesting that they get and use trip notes from the person who has been successfully picked up. He will follow-up on this with Jacky Gibbs (Veyo) and Akriti Rai (Veyo).
- Brenetta Henry had a recent call to get a scheduled vaccine and had a great response from Veyo. She found them responsive, with a cordial phone representative.

Regarding getting appointments and telehealth access:

- Brenetta spoke about only using telehealth, including audio only, when she was not able to meet in person. "It works." She hoped it would continue until it was safe to have in-person care.
Bill responded that there will be some billing complications with audio-only after the state of emergency is lifted.
- Trevor Ramsey spoke about a phone visit with his PCP that needed a follow-up with a heart doctor. Making that connection was a problem. Linda Pierce got the necessary contact information and will have someone from CHN contact him to help coordinate those medical services.

This led to a discussion about how this coordination of care would happen for someone who was not in this meeting.

- There is a member services unit at CHN-CT. They also have Care Management M-F, 8 a.m. – 6 p.m. Their number is on the back of the blue and white HUSKY card: 1-800-859-9889. They have English and Spanish speaking representatives as well as the use of the Language Line for other languages. People can also go on their website.
- It was suggested to Dr. Brad Richards (DSS) that he communicate this resource to all of the physicians so they can know to use CHN-Ct care coordination and related resources for their patients.
- There was additional discussion about people with diabetes. Linda Pierce (CHN) replied that while there are guidelines for insulin-dependent diabetes, all authorizations are individualized. Some may need prior authorization.
- Quiana Mayo asked about these kinds of coordination resources for people with Medicare only.
- Co-Chair Kelly Phenix said that care coordination should be available for *all* HUSKY members. It might be simple or involved. She also noted that care coordination depends on

the kind of service-medical or behavioral health. It ought to be a single agency, rather than as now Beacon for behavioral health and CHN for medical. Erika Sharillo (Beacon Health Options) responded that the two organizations work behind the scenes to coordinate the two. They decide on the primary need then coordinate the two teams with the primary taking the lead role, then making a warm hand-off as the needs change.

Regarding vaccines:

- Brenetta said she found it easy. She got an email from Hartford Health Care that she was eligible and signed up. Getting NEMT for transportation was included in their process. It was felt that HHC got it right.
- Benita Toussaint suggested that 211 and 311 can be called to access vaccine appointment. Toussaint also stated that she had no problem procuring her vaccine through the City of Hartford.
- Kelly couldn't get anything on the VAMs system. She found an appointment at Walmart by calling after midnight. The problem noted was that Walmart, Walgreens, CVS etc. were not in the VAMs system so people have to go to many different places to find a vaccine, and not all sites work with all browsers.
- Charter Oak also has tests and vaccines (call 550-7500).
- Trevor noted that vaccines are being given in Hartford every Wednesday from 8 a.m. – 3 p.m. He heard though announcements on the radio (QTQ).
- All agreed that the VAMs system was not user-friendly.
- There was also the question about publicity and public information. Some people found information on TV. Different people listen to different radio stations; some of the latter cater more to people of color. These things should be considered to have equity in information access.
- People can call 211 for information on vaccines; 311 works in Hartford.

Continued Discussion about Racial and Ethnic Disparities in Healthcare

- Benita Toussaint suggested that there should be some kind of clearinghouse to take care of people, across all of their needs: centralized care coordination inclusive of physical and behavioral health (in cases like Trevor Ramsey, to procure medical records). She also noted that Catholic Charities has something like that for immigrants.
- Ellen Mathis, along with 10 drill team kids, has been going door-to-door giving out flyers in the north end of Hartford neighborhood, 1000 each in English and Spanish, providing information about COVID-19 vaccines. All agreed that this was a best practice: “of the community, by the community, for the community.” Dr. Brad Richards expressed his thanks for this.

Brief Update on NEMT (Veyo) – the New Complaint Process

Akriti Rai (Veyo) went through Veyo's new complaint process using a PowerPoint presentation. This presentation was also given at MAPOC.



MAPOC2-11-21 Veyo presentation.ppt



MAPOC2-11-21 DSS NEMT Update.pptx



CoordCareQualAccess3-11-2021 - CTBHP.pptx

Complaints can be made by phone at (855) 478-7350 or online using their complaint form. If concerned, members can also complain directly to DSS but Bill Halsey (DSS) noted that to do the best investigation they need all the information: name, Medicaid number, date, time of the issue. Each complaint is different, so they prefer to hear directly from the member. He emphasized that members do not need to fear a negative impact whether they complain to Veyo or DSS. If a member is concerned that they did, notify DSS. Jacky Gibbs added that she or Akriti Rai would also like to hear if there were any reprisals.

-Brenetta Henry asked what happens if member and provider disagree if it is substantiated? The auditors recommended that if it is ambiguous, it is considered substantiated.

Update on the Behavioral Health Partnership Oversight Council Meetings

Co-Chair Janine Sullivan-Wiley gave a brief update on the last BHP-OC meeting. There was discussion about quite a few bills under consideration in the legislature. There was a report on the work of this committee. There was an update on the Substance Use Disorder Waiver that is being formulated.

Bill Halsey (DSS) gave this group more information about that.

The Diversity, Equity and Inclusion Committee made a recommendation: that to reduce structural barriers, that services should not be by site but by agency (e.g. so they might be provided in more locations in the community that are where people live). All agreed that services where people live would be the most accessible to all people.

Co-Chair Kelly Phenix is no longer on CFAC so there was no report. She was thanked for her many years of service on that committee.

Update on Consumer Family Advisory Council (CFAC)

-Brenetta Henry commended Janine on her “wonderful” presentation about the Coordination of Care Committee to the CFAC members. She expressed thanks to all of the BHP-OC for providing such in depth information on all of its committees. It helps consumers to navigate the system and have an impact on the system.

-The iCAN conference will be virtual and in the second half of September (23, 2021).

-There will be a focus group on links to providers.

-Yvonne Jones (Beacon) added that in May, Bill Halsey (DSS) will be speaking about the SUD Waiver.

-There was a question about having more Spanish-speaking people in this meeting (Coordination of Care) as there are in CFAC. Beacon indicated that they could provide a translator with one week’s notice. Janine noted that the committee also needs more people from other parts of the state.

Old Business/Announcements

-Brenetta Henry asked about expanding the membership of this committee. Co-Chair Janine Sullivan-Wiley emphasized that anyone can attend, and more participation is always welcome.

However, if people expect to receive a stipend for participation, that is more complicated. The roster of people receiving stipends is probably very limited or closed. DMHAS has continued that for people already receiving them but she was unsure about adding people as the Federal funding that once supported that has long since ended. She will speak to Mark Vanacore (DMHAS) about it.

The Meeting was adjourned at 2:54 p.m. upon a motion by Brenetta Henry, seconded by Co-Chair Sabra Mayo.

***NOTE: May Meeting CANCELED: Next Meeting: 1:00 PM, Wednesday, July 28, 2021 via Zoom**