

***Behavioral Health Partnership Oversight Council***  
**Coordination of Care Subcommittee**

Legislative Office Building Room 3000, Hartford CT 06106  
(860) 240-0321   Info Line (860) 240-8329   FAX (860) 240-5306  
[www.cga.ct.gov/ph/medicaid](http://www.cga.ct.gov/ph/medicaid)

---

**Meeting Summary: Feb. 28, 2007**

*Next Meeting: Wednesday March 28, 2007 2PM: LOB Room 3800*

Meeting was convened at 2:15 PM. The January meeting summary was approved and requested changes noted (*see edits in italics*).



BHP OC Coordination  
Care SC 1-31-07.doc

- Value Options Report deferred to next meeting. Connie Catrone will contact CTBHP/VOI for information on MCO-ASO co-management and PCP-psychiatric committee at CTBHP/VOI for the March meeting.
- At the Subcommittee request, DSS presented an outline of State agency regulations on livery services requirements for drivers. Motor Vehicles Statutes were presented and discussed regarding the standards for drivers providing transportation for any “livery” service which is inclusive of the services that are provided for HUSKY client population.
- Extensive discussion regarding Transportation of clients and the complaint process. A draft format was presented and NEMT complaints and explanations of key indicators were reviewed for Fee-For-Service (FFS) transportation. There will be standardized format for tracking complaints for the three transportation brokers for Medicaid FFS and HUSKY. MCO transportation complaint tracking will be presented at future meeting inclusive of no show data. Logisticare identifies and contacts clients with no-show patterns. This issue is observed more frequently for behavioral health services; Logisticare is working with CTBHP/VOI and BH facilities to identify ‘best practices.
- Complaints can be from clients, delivery system, facilities that clients are picked up from and virtually anyone who has a concern. Presently DSS contracts with Logisticare and First Transit in FFS who sub contract with multiple transportation vendors for transportation services. There are formal vs. informal complaints. Clients may register informal complaints about transportation issues which would be dealt with by the broker. Formal complaints would warrant further action from the broker. When a transportation broker denies livery services (i.e. not medically necessary for special transportation), a notice of action (NOA) is sent to the client.

- Complaints of the NEMT broker (versus local NEMT vendors) can be reported through a report on formal appeals process in managed care and FFS.

Next steps - transportation:

- DSS will present the standardized c/o format and specifications.
  - At the March meeting discuss BH “no-show” issues, “best practices”. Logisticare (DSS will include CTS) will report on overall BH NEMT issues “no-shows in 2 months.
  - The HUSKY transportation reports will report on both medical and BH NEMT.
- Mercer Study Report to be discussed on conference call in March with pharmacists involved (see memo below outlining need for clarification).



Mercer  
clarification.doc

Meeting adjourned at 3:45 PM