



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

Legislative Office Building, Room 3000, Hartford CT 06106-1591
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Co-Chairs: Christine Bianchi, Brenetta Henry, Janine Sullivan-Wiley & Benita Toussaint
MAPOC & BHPOC Staff: Richard Eighme & 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: May 25, 2016
1:00 – 3:00 PM
1E LOB**

Next Meeting: **Wednesday, July 27, 2016 @ 1:00 PM in Room: 1E LOB**

Attendees: BHPOC Co-Chair Representative Mike Demicco, Co-Chair Benita Toussaint, Srinivas Bangalore (DSS), Lois Berkowitz (DCF), Alyse Chin (DMHAS), Evan Dantos, Rick David, Bill Halsey (DSS), Olivia Hathaway, Gale Lemieux, Ellen Mathis, Quiana Mayo, Margaret Mixon, Sabra Mayo, Ann Phelan (Beacon), Kelly Phenix, Linda Pierce (CHNCT), Sandra Quinn (Beacon), Trevor Ramsey, Joseph Riter, Bonnie Roswig, Kimberly Sherman (CHNCT), Eunice Stellmacher, Casey Tillman (Logisticare), Eddie Tosado (Logisticare), Sheldon Toubman, Rod Winstead (DSS)

Introductions

In absence of committee co-chairs Sullivan-Wiley and Bianchi, BHPOC Co-Chair Representative Mike Demicco convened the Coordination of Care Committee/Consumer Access Committee meeting at 1:08 PM and introductions were made. Representative Demicco reminded everyone to sign the attendance sheet for an accurate count for the meeting summary.

Update on Non-Emergency Medical Transportation (NEMT) - Rod Winstead (DSS), Casey Tillman (Logisticare), and Eddie Tosado (Logisticare)



CoordCare5-25-16C
ACNEMT.pptx

Eddie Tosado (Director of Operations-Logisticare) gave the quarterly presentation on Non-Emergency Medical Transportation (NEMT). See above for the full report.

Discussion

Trevor Ramsey asked about “Injuries” that showed up in the report. Eddie responded by saying that injuries are a Tier 1, First Priority, and they are immediately reported to DSS. Sabra Mayo asked about bus passes and Casey Tillman responded that the passes must have at least five (5) business days advanced request. Monthly bus passes are sent out around the 25th of the month prior to use due to the possibility of eligibility changes. Sheldon Toubman talked about how complaints were systematically under reported (as cited in the Mercer Report) and the lack of information on how to file a claim. Casey said that corrective action was taken and with committee and consumer input a new complaint system was instituted in January 2016. Logisticare will be hosting webinars that outline how to report complaints. Olivia Hathaway stated that she needed a companion for a ride and she was directed by Casey to the Logisticare Website where all forms can be found and downloaded for use. Kelly Phenix asked if trips can be tracked by region. Casey said yes it can be tracked by region and that can be reported at future meetings. Kelly also said that the Complaint Button on the Website should have a prominent position on the Webpage and Casey agreed with her and thanked Kelly for her suggestion. Bonnie Roswig stated it was a problem that the website had just added Spanish translation and suggested that the font should be bigger with the ability to understand at a fifth grade level. Casey explained the verification process for urgent, same day and next day requests. Most of the requests are made by a facility and approved. Sheldon discussed a meeting on NEMT he had recently attended and the concern of people being denied transportation to behavioral health appointments. Casey asked that he be informed of these specific issues so he could make the necessary corrections. Bill Halsey asked what this specific meeting was so he could follow-up on the details.

Legislation regarding NEMT (passed, Special Act No. 16-8)

http://cga.ct.gov/asp/cgabillstatus/cgabillstatus.asp?selBillType=Bill&which_year=2016&bill_num=5437

Representative Demicco read the title and content of the passed legislation that is currently



NEMTVeto Message
SA 16-8 HB 5437.pdf

awaiting signage by the Governor.

Sheldon Toubman said that a letter of support with forty-two advocate signatures was sent to the Governor. (Editor's Note: The legislation was vetoed on June 3, 2016).

Update on How Budget will Affect Access to Services

Representative Demicco informed the committee that the House and the Senate passed the budget during a Special Session. Bill Halsey (DSS) said the department is still analyzing the budget and is trying to implement services and programs that have significant cuts in funding. Dr. Lois Berkowitz (DCF) said this was a difficult budget and it will take some time to analyze the budget so that it will have the least amount of harm to DCF Clients. Alyse Chin (DMHAS) echoed much of the same of her two previous colleagues. Gale Lemieux (YNHH) said with these cuts (in funding) implemented, the hospital(s) are trying to maintain core services. Hospitals are the safety nets of the communities (in the state). Sabra Mayo asked if the agencies will have a definitive answer to speak about the impact (on services) by the July meeting. Bill replied, yes because the new budget will be implemented on July 1, 2016.

Other Business and Adjournment

Co-Chair Benita Toussaint asked for new business or announcements. Hearing none, she asked for a motion to adjourn. Ellen Mathis made the motion, seconded by Sabra Mayo. Benita informed the committee members the next meeting will be July 27, 2016 at 1:00 PM in 1E LOB. She thanked everyone for attending and the meeting was adjourned at 2:06 PM.

Next Meeting Date: 1:00 PM, July 27, 2016, 1E LOB