



Behavioral Health Partnership Oversight Council

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www.cga.ct.gov/ph/BHPOC

Co-Chairs: Rep. Mike Demicco, Pat Rehmer & Beresford Wilson

Meeting Summary: February 14, 2018

1E LOB

NOTE: Room Change: Next Meeting is March 14, 2018 @ 2 PM in 1D LOB

Attendees: Pat Rehmer (Co-Chair), Beresford Wilson (Co-Chair), Dr. Lois Berkowitz (DCF), Dr. Eliot Brenner, Rick Calvert, Alyse Chin (DMHAS), Terri DiPietro, Judith Dowd(OPM), Dr. Andrew Feller, Ilaria Filippi, Dr. Alice Forrester, Dr. Frank Fortunati, Jr., Heather Gates, Dr. Steven Girelli, William Halsey (DSS), Jill Holmes-Brown, Susan Kelley, Mickey Kramer (OCA), Jennifer Krom (Beacon), Judith Meyers, Marie Mormile-Mehler, Dr. Sabooh Mubbashar, Maureen O'Neill-Davis, Kelly Phenix, Sandrine Pirard (Beacon), Galo Rodriguez, Dr. Stephney Springer (DCF), Representative Jonathan Steinberg, Janine Sullivan-Wiley, Cindy Theran (Jud), Dr. Jeff Vanderploeg, Rod Winstead (DSS), Valerie Wyzykowski (OHA), and Dr. Ben Zigun

BHP OC Administration

Co-Chair Pat Rehmer convened the meeting at 2:03 PM, and introductions were made. She then asked Council Members for a motion to accept the January 2018 summary. Dr. Eliot Brenner made the motion and was seconded by Valerie Wyzykowski. All voted to accept the January summary as written with no nays or abstentions. Next, Pat asked audience members if they had any public comments and there were none.

Pat then raised the next agenda item, the Veyo (new Administrative Service Organization-ASO) Corrective Action Plan for **Non-Medical Emergency Transportation (NEMT)** for Medicaid. This was an outcome of the discussion from last month's Council meeting and other meetings that Veyo had during January, Veyo's first month of operation in Connecticut. Rod Winstead (DSS) shared with Council Members that the Department shares the frustration in the way that Veyo started the initial implementation of the NEMT contract as of January 1, 2018. It was the Department's expectation that from Day One, all of Medicaid members would receive professional, reliable, and timely transportation and the Department is going to continue working with Veyo until all expectations are met. Rod directed Members to the DSS and MAPOC Websites to see the actual working draft of the Veyo Corrective Action Plan (this link had also been sent to BHPOC Members previously to this meeting). It is the Department's opinion that this working draft did not meet the high standards of the Department so the Department is working with Veyo and they expect by the end of the week that there will be a more adequate and acceptable Correctional Action Plan.

Representative Jonathan Steinberg said that he had a recent meeting with representatives from Veyo and was told that Veyo had passed on current data to DSS and he was wondering when the Department will share that data. Rod said that current data was received, reviewed, and is ready to be shared. Representative Steinberg retorted that “This was a missed opportunity not to share it today with this Council.” Co-Chair Pat Rehmer asked if the new current data will be posted to the DSS Website. Rod said that we will check with his administration to see if it could be posted and he will let Representative Steinberg know too. Kelly Phenix asked specifically what kind of data was shared. Rod said it was typical transportation data from the call center and complaint data. Co-Chair Beresford Wilson said that DSS needs to be accountable to the primary benefactors of NEMT services and that is to the families who are utilizing these services. The Department also should consider these families involvement in the process by giving feedback and grading of the contractor. Janine Sullivan-Wiley congratulated DSS on its letter to Veyo on the need for immediate change and improvement and asked that since the letter was sent and received by Veyo, has the Department noticed any considerate and positive changes in terms of timeliness at the call centers and reduction in complaints. Rod said that the data does show significant improvements in all areas but the Department is still not satisfied with the level of improvements but will continue to work with Veyo to get where the services need to be.

Terri DiPietro from Middlesex Hospital said that sometimes patients must wait between 8 to 9 hours for a pick-up after an emergency department visit and sometimes, Middlesex Hospital pays for taxi rides home for these patients. Is there a way the ASO Veyo can reimburse the hospital for the NEMT services the hospital must provide? Rod’s understanding is that Veyo is in discussion in the process for reimbursement of transportation services provided outside of its network. Kelly Phenix who is a Co-Chair of the Coordination of Care Committee said that members of her committee were very disappointed that there we no Veyo representatives at the January meeting. She said that the consumers on that committee wanted to be heard by Veyo on the quality of NEMT services provided since the beginning of the year. Bill Halsey (DSS) said that Veyo was working with operational issues and will be present at the March meeting and that Veyo will be held accountable and that DSS was not shielding or protecting Veyo. DSS is fully holding Veyo accountable and both he and Rod were at the January meeting and they both informed Veyo of what committee members said. DSS wants to verify as much data as possible; i.e. call wait times, so it can be independently verified. Every time a complaint happens, send the data: name, date, telephone number, pick-up time, and Medicaid I.D. number and then an investigation will happen for every incident, not just on an aggregate nature.

From last month: DSS supplied a complaint number and on-line address to register complaints for non-compliance for rides. The email for the quality assurance team is:
ctqa@veyo.com<<mailto:ctqa@veyo.com>>

The telephone number is: 1-855-478-7350

The Website address is: CT.RIDEWITHVEYO.COM

Action Items

Level of Care (LOC) Guidelines: Autism Spectrum Disorder Services

Terri DiPietro (Co-Chair of the Operations Committee) said the changes to the guidelines were not substantial. Dr. Lois Berkowitz (DCF) remarked that the only changes made were to keep the language generic. Dr. Sabooh Mubbashar said that he was happy that Connecticut had guidelines but he stated that the guidelines did not answer the question of who was eligible for ASD services. Bill Halsey (DSS) said that these guidelines can never be used for a denial of services. Denials have to be based on medical necessity. After a lengthy discussion by many Council Members on flexibility, the vote to accept the guidelines was postponed so that the Operation Committee could have a further discussion and possible change of language for Autism Spectrum Disorder Services. Council Co-Chair Pat Rehmer announced that the Office of Child Advocate and Beacon Health Options will give presentations on Autism Spectrum Disorder Services at the March Council meeting.

Clifford Beers Presentation- Dr. Alice Forrester



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Beersinalrevised.ppt

Dr. Alice Forrester thanked the Council for the invitation to present on behalf of the private providers in Connecticut. For a comprehensive review of the presentation, please see the above icon.

Connecticut Behavioral Health Partnership Agency Reports: State Budget Update

Due to a lack of time, the State Agency Reports and Updates were postponed until the March meeting.

Department of Children and Families – Dr. Stephney Springer

Department of Mental Health and Addiction Services –Alyse Chin

Department of Social Services-Bill Halsey

Judicial Branch – Cynthia Theran

Committee Reports:

Due to lack of time, the Committee Reports were postponed until the March meeting.

Coordination of Care: - Rep. Jonathan Steinberg, Co-Chair, Janine Sullivan-Wiley, Co-Chair, Kelly Phenix, Co-Chair, Benita Toussaint, Co-Chair

The next meeting will be March 28, 2018 at 1:00 PM in **1E** LOB. The main agenda item will be a formal report on NEMT services from the awarded ASO, Veyo.

Child/Adolescent Quality, Access & Policy: – *Steve Girelli and Jeff*

Vanderploeg, Co-Chairs

The next meeting will be on Wednesday, February 21, 2018, 2:00 PM at Beacon Health Options.

Adult Quality, Access & Policy: -*Heather Gate, Chair*

The next meeting is scheduled for March 13, 2018 at 3:00 PM at the CT Community Non-Profit Alliance office, 35 Cold Spring Road, #522, Rocky Hill, CT. (Editor's Note: The March meeting was canceled and the next meeting will be on April 10, 2018 at 3:00 PM at the CT Community Non-Profit Alliance office, 35 Cold Spring Road, #522, Rocky Hill, CT.)

Operations: – *Susan Walkama and Terri DiPietro, Co-Chairs*

Co-Chair Terri DiPietro said that at the March meeting, the main item to discuss will be the Level of Care (LOC) Guidelines as developed by the Clinical Care Management Team as well a review of the guidelines for Autism Services. These practices and standards have been in place since inception. These guidelines will once again be the Action Item for the March meeting. The next Operation Committee meeting will be on Friday, March 2, 2018 at 2:30 PM in the Hartford Conference Room (third floor) at Beacon Health Options in Rocky Hill, CT.

BHP Consumer Family Advisory Council (CFAC) Update- Kelly Phenix

Due to lack of time, Kelly Phenix will give the report at the March meeting.

New Business/Meeting Announcement/Adjournment

Co-Chair Pat Rehmer thanked Dr. Forrester for the Clifford Beers presentation and asked for any other announcements or new business. Hearing nothing else, Pat announced the next meeting will be on March 14, 2018 at 2:00 PM in **1D** LOB and adjourned the meeting at 4:04 PM.

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