



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: April 11, 2018

1E LOB

Next Meeting is May 9, 2018 @ 2 PM in 1E LOB

Attendees: Beresford Wilson (Co-Chair), Paul Acker, David Borzellino, Alyse Chin (DMHAS), Terri DiPietro, Sarah Eagan (OCA), 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, Julie Revaz (Jud), Galo Rodriguez, Charlene Russell-Tucker (SDE), Dr. Stephney Springer (DCF), Janine Sullivan-Wiley, Lori Szczygiel (Beacon), Cindy Theran (Jud), Meryl Tom (DPH), Dr. Jeff Vanderploeg, Susan Walkama, Rod Winstead (DSS), Valerie Wyzykowski (OHA), and Dr. Ben Zigun

BHP OC Administration

Co-Chair Beresford Wilson convened the meeting at 2:03 PM, and introductions were made. He then asked Council Members for a motion to accept the February 2018 summary. Terri DiPietro made the motion and was seconded by Dr. Steve Girelli. All voted to accept the February summary as written with no nays or abstentions. Next, Beresford asked audience members if they had any public comments and there were none.

Action Items

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

Susan Walkama (Co-Chair of Operations Committee) gave an update on the conversation and discussion that the Operations Committee had at the last meeting. She said that all members discussed their concerns of transition and authorization services and the guidelines do not require change and does address authorization. She then said the committee as a whole was satisfied and voted the positive recommendation of the ASD LOC Guidelines to the Council. The Council then voted and all members voted to accept the guidelines as written with no nays or abstentions.

Connecticut Behavioral Health Partnership Agency Reports: **State Budget Update:**

Department of Children and Families – Dr. Stephney Springer

No report given.

Department of Mental Health and Addiction Services –Alyse Chin

No report given.

Department of Social Services-Bill Halsey and Rod Winstead

Rod Winstead (DSS) thanked all Members and their organizations for the input that was given to DSS and shared with Council Members that the Department has seen significant improvement and is confident that NEMT services will further improve with time. He invited everyone to visit the DSS Website- www.ct.gov/DSS/NEMT to view the most up-to-date metrics for NEMT which consists of 53 pages.

Terri DiPietro of Middlesex Hospital said that pick-up appointments are still not consistent and the wheelchair services are not possible and that many of the population that the hospital services uses wheelchairs. *From last month:* 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.

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

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

The Website address is: CT.RIDEWITHVEYO.COM

Judicial Branch – Julie Revaz and Cynthia Theran



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Please see above icon for the Judicial Branch report. Jeff Vanderploeg talked about an integrated approach to care coordination across the CCSD system and developing models of care and making efficiencies for services and supports. Heather Gates thanked Julie for the report and said it would have been more helpful four months ago and urged the department to think of the whole system and not just contract by contract. Co-Chair Beresford Wilson asked how is the Department engaging families in the process of consolidation and transition of CCSD to benefit kids in the system? Susan Walkama talked about funding for certain models and how the funding transfer has been reduced by 40% which translate to a significant loss to families and continuity of services. Julie stated that they are doing what they can with what funding is available. Maureen O'Neill-Davis has great concern with the consolidation and cuts made by this transition. Judith Meyers said that action should be taken. Beresford said that he will bring this up in the Executive Committee. Steve Girelli reminded the members that the Council has a Medicaid mandate.

Office of the Child Advocate- Sarah Eagan

Child Advocate Sarah Eagan thanked the Council for the invitation to present. For a comprehensive review of the presentation, please see the above icon.



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EDD Work Group - C-

Autism Spectrum Disorder Services- Lori Szczygiel (Beacon)



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m Spectrum Disorder

Due to a lack of time, this presentation will be given at the May Council meeting.

Committee Reports:

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

Kelly Phenix gave an update on NEMT services which was the main focus of the last committee meeting. She reported that Dave Coppick and two employees from Veyo's Quality Assurance and Call Center attended the meeting and it was the first time that Consumer Members had the opportunity to meet and ask questions to the company. Veyo announced that Smart cards will be used to replace traditional bus passes. They will function like debit cards but used for NEMT services. These cards will be mailed out every week and uploaded for rides with a start date of June 1, 2018. She also reported that DSS and Veyo are putting together a Quality Assurance Committee much like what the last ASO, Logisticare had but she commented that this committee was specifically not put into Veyo's current contract. In addition, the current contract does not require Veyo to give quarterly update reports like Logisticare had to do but only requires them to report directly to DSS. Co-Chair Beresford Wilson asked if the contract can be amended but it cannot. Marie Mormile-Mehler said that her clients had a slow response for bus passes and for extended day treatment programs, rides can consist of no more than five children at a time and drivers want staff to meet them outside when clients are dropped off. This is causing a large burden upon providers. Co-Chair Janine Sullivan-Wiley reported that an 85 year old woman was told to take busses instead of cabs for her NEMT appointments. She asked DSS to keep an eye on examples like this. Bill Halsey (DSS) asked whatever people can do to help, please do. He assured members that when calls are made to DSS, follow-up will be done. *From last month:* 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.

The next meeting will be May 23, 2018 at 1:00 PM in 1E LOB.

Child/Adolescent Quality, Access & Policy: – Steve Girelli and Jeff Vanderploeg, Co-Chairs

The next meeting will be on Wednesday, April 18, 2018, 2:00 PM at Beacon Health Options. The report will be given by Chris Bory (Beacon) on Emerging Adults.

Adult Quality, Access & Policy: -Paul Acker, Dr. Frank Fortunati, Jr., Heather Gate, Co-Chairs

Co-Chair Heather Gates reported that at the last meeting that was held on April 10, 2018 there were discussions held on Outpatient Service Engagement and a follow-up on a report from last fall on Opioid Dependent Treatment. Behavioral Health Homes will be the focus for the next meeting that will be on June 12, 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 the next Operation Committee meeting will be on Friday, June 1, 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- Lori Szczygiel (Beacon)

Lori Szczygiel reported that CFAC Advisor Yvonne Jones announced the newly appointed tri-chairs that will serve a term of two years:

- **Marshal Demorest, Youth/Young Adult Chair**
- **Brenetta Henry, Adult/Parent Chair**
- **Kenneth Cayones, Beacon Peer Specialist Chair**

Kristin Hunter of the Department of Social Services responded to questions raised by CFAC members in relation to the new non-emergency medical transportation (NEMT), Veyo. Questions were prepared by CFAC members prior to the meeting. Kristin will bring some recommendations and feedback to Veyo. Lori announced that CFAC is planning for the 2018 **iCAN Conference**. It will once again be held in Hartford at the Artist's Collective on Albany Avenue on September 27, 2018. CFAC members have signed up to participate in iCAN planning workgroups. Next month's CFAC meeting will take place at the LOB on April 13, 2018 from 9:00 AM to 2:00 PM in 1D LOB with lunch at noon in the second floor Atrium. This meeting will be Part II of Legislation 101 where CFAC members will learn how to go on-line to obtain legislative resources and how to locate state representatives and senators. Members will also practice on how to give testimony in front of legislative committees for hearings.

New Business/Meeting Announcement/Adjournment

Co-Chair Beresford Wilson thanked Sarah and Julie for their presentations and asked for any other announcements or new business. Hearing nothing else other than what was discussed earlier; Beresford announced the next meeting will be on May 9, 2018 at 2:00 PM in **1E** LOB and adjourned the meeting at 4:11 PM.

Next Meeting: Wednesday, May 9, 2018 @ 2:00 PM 1E LOB