

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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Consumers;

- EB
- AJ
- WL
- ES
- TM
- AV
- ZP

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:35 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Thursday, December 14, 2023 10:33 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Importance: High

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12.14.2023

Subject: Urgent: No Companion Authorizations Post-December 31st for shared consumers Medicaid ABI Waiver

Hello Ron,

I am reaching out concerning an important matter related to our shared consumers under CT Community Care.

It has come to our attention that there are no companion authorizations in place for these individuals after December 31st. This situation has been highlighted by Sandata, and as per their guidance, I am contacting you to seek clarity and a resolution.

The absence of these authorizations post the specified date could potentially disrupt the continuity and quality of care that we jointly strive to provide. Therefore, it is imperative that we address this matter promptly to ensure that our consumers continue to receive the necessary support without any hindrance.

Could you please provide us with detailed information regarding the status of these authorizations? Additionally, any steps that need to be taken from our end to expedite this process would be greatly appreciated.

12/15/23, 12:01 PM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Understanding the critical nature of this issue, we are looking forward to your prompt response. Your assistance in this matter is crucial in helping us continue to provide exemplary care to our shared consumers.

Thank you in advance for your attention to this urgent matter.

Best regards,
David Medeiros
ABI Resources



Fw: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver.

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Fri 12/15/2023 2:28 PM

To: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; clientfraud.dss@ct.gov <clientfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

1 attachment (551 KB)

12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf;

12.15.23023

Would the department please provide a status on this challenge?

Best regards,
David Medeiros
ABI Resources



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Friday, December 15, 2023 12:25 PM

To: Commis DSS <commis.dss@ct.gov>

Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver.

Something significant and out of the norm. I have attached a pdf for you. Would the department please provide a status on this challenge?

Best regards,
David Medeiros
ABI Resources



Re: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Thu 12/21/2023 11:56 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>; clientfraud.dss@ct.gov <clientfraud.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@LIVE.COM>

12.21.2023

Subject: Immediate Action Required: Restoring ABI Resources' Reputation

Dear Andrea Barton Reeves Commissioner of the Connecticut Department of Social Services, Amy Dumont and Laurie Filippini.

I am reaching out to express my deep concerns regarding the recent technical issues with companion service authorizations impacting Medicaid Acquired Brain Injury ABI Waiver program consumers, ABI Resources and myself. While we appreciate the update on the identified technical issue at Gainwell and the temporary workaround, there is a pressing matter that requires immediate attention.

The delay in authorizations has not only disrupted our service delivery but has inadvertently caused significant harm to ABI Resources' reputation and relationships with our consumers, their families and care managers. As a leading provider in the Medicaid Acquired Brain Injury (ABI) Waiver Program, maintaining trust and reliability in our services is paramount.

Given the gravity of the situation, I am requesting that the Connecticut Department of Social Services (CT DSS) and all relevant care managers take formal and immediate steps to rectify this misunderstanding. Specifically, I ask CT DSS to:

1. Formally document and report to all consumers, families, and care management providers involved, clarifying that the delay in service authorizations was due to technical issues beyond the control of ABI Resources.
2. Directly reach out to all affected parties, including consumers, families, and care management providers, to explicitly state that ABI Resources was not at fault.
3. Issue a formal apology on behalf of CT DSS to all impacted parties for any inconvenience or misunderstanding caused by this issue.
4. Outline clear steps on how this situation will be resolved and prevented in the future, ensuring that such disruptions do not recur.

The resolution of this matter is critical to our continued partnership and the well-being of the individuals we jointly serve. It is essential that our consumers and their families understand that ABI Resources remains committed to providing the highest quality of care and support, even in the face of challenges beyond our control.

We appreciate your prompt attention to this urgent matter and look forward to your cooperation in restoring the reputation and trust that ABI Resources has diligently built over the years.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Thursday, December 21, 2023 11:28 AM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Subject: RE: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

David:

I have been advised today by our Medical Operations Unit that they have identified a technical issue on Gainwell's end that is affecting the prior authorization availability for the companion service for all ABI Waiver providers. Many ABI Waiver providers have brought this to Gainwell's attention. A Provider Important Message is going out to all providers this evening regarding efforts to correct this issue, and providers may expect to see the prior authorizations in their EVV system tomorrow. As a temporary workaround, effective today, providers may submit impacted claims through their secure Web portal account at www.ctdssmap.com using the Web Claim Submission feature or through their own billing software.

Thank you!

Amy

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Sent: Wednesday, December 20, 2023 8:29 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

Importance: High

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Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

I am writing to follow up on a recent conversation between Laurie and a conservator Richard M, concerning a significant issue that impacts several of our consumers at ABI Resources.

As per the discussion, it has come to our attention that there are challenges related to companion authorizations, which are adversely affecting our service delivery. We understand that Amy holds key information and insights on how to navigate and resolve this issue.

In light of this, we are seeking your guidance and expertise to understand the specific steps ABI Resources must undertake to correct this challenge. It is crucial for us to ensure that our consumers receive the necessary support without any interruptions.

Could you please provide detailed instructions or protocols that we should follow? Additionally, if there are any specific documents or forms that need to be completed, kindly forward them to us at your earliest convenience.

We are committed to resolving this issue promptly and efficiently, and your assistance in this matter is greatly appreciated. Please let us know if a meeting or a call would be more effective to discuss this matter in detail.

Thank you for your attention and cooperation. We look forward to your prompt response.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, December 19, 2023 3:42 PM

To: Amy Dumont <amy.dumont@ct.gov>; Laurie Filippini <laurie.filippini@ct.gov>

Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

I am writing to follow up on a recent conversation between Laurie and a conservator Richard M, concerning a significant issue that impacts several of our consumers at ABI Resources.

As per the discussion, it has come to our attention that there are challenges related to companion authorizations, which are adversely affecting our service delivery. We understand that Amy holds key information and insights on how to navigate and resolve this issue.

In light of this, we are seeking your guidance and expertise to understand the specific steps ABI Resources must undertake to correct this challenge. It is crucial for us to ensure that our consumers receive the necessary support without any interruptions.

Could you please provide detailed instructions or protocols that we should follow? Additionally, if there are any specific documents or forms that need to be completed, kindly forward them to us at your earliest convenience.

We are committed to resolving this issue promptly and efficiently, and your assistance in this matter is greatly appreciated. Please let us know if a meeting or a call would be more effective to discuss this matter in detail.

Thank you for your attention and cooperation. We look forward to your prompt response.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



Re: Solicitation of ABI Waiver Consumers by CCSNCT

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Tue 5/30/2023 2:45 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <commis.dss@ct.gov>
 Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Dear DSS Commissioner, Amy Dumont, COU CT Department of Social Services.

I am writing to again draw your immediate attention to a matter of significant concern and urgency. It has come to our notice that ABI Resources, a vital service provider within our community, has been subject to a series of distressing incidents which, to our knowledge, have not been appropriately addressed by the Department of Social Services (DSS).

The lack of evident response or preventative measures from DSS is raising concerns about the department's commitment to promoting a safe and supportive environment for such essential organizations like ABI Resources. Their invaluable contribution towards serving some of our community's most vulnerable individuals cannot be underestimated, and it is deeply concerning to observe the apparent lack of action taken to safeguard this vital institution.

We understand the complexities involved in such circumstances, but it is crucial that DSS acknowledges the issue to further occurrences. This includes conducting a thorough investigation into these incidents, implementing stricter security measures where necessary, and ensuring those responsible are held accountable for their actions.

By addressing these concerns promptly and efficiently, DSS COU will send a strong message that such behaviors are unacceptable and will not be tolerated. This decisive action will undoubtedly contribute to the strengthening of community trust and confidence in the department's dedication to ensuring the safety and welfare of all organizations under its jurisdiction.

We look forward to your prompt attention to this matter. We are confident that the DSS COU will take our concerns seriously and demonstrate its commitment to uphold the dignity and safety of all service providers in our community, particularly those as vital as ABI Resources.

Please inform us about the measures that are being taken to address this situation. We remain hopeful that with your department's prompt intervention, we can ensure a safer and more secure environment for ABI Resources, allowing them to continue their important work unhindered.

Thank you for your cooperation.

David Medeiros

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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Tuesday, May 23, 2023 3:29 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Subject: RE: Solicitation of ABI Waiver Consumers by CCSNCT

Hi David! I am looking into this matter and I will get back you.

Amy

Amy Dumont, LCSW
 Interim Director/Program Manager
 CT Department of Social Services
 Community Options Unit
 55 Farmington Avenue
 Hartford CT 06105-3725
 Tel: 860 424-5173
 Fax: 860 424-4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Tuesday, May 23, 2023 12:49 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

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From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, May 23, 2023 12:01 PM
To: Amy Dumont <amy.dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

Hello Amy and Department of Social Services (DSS) COU.

I am writing this letter to formally bring to your attention a matter of grave concern, which pertains to the activities of the ABI Waiver Program behavioral service provider, CCSNCT, with regards to Medicaid Acquired Brain Injury (ABI) Waiver consumers referrals and solicitation.

CCSNCT, in their capacity as a Medicaid ABI Waiver service provider, is involved in a concerning practice of actively referring, promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, an entirely separate entity. These solicitations have included adding Project Genesis events to consumer calendars and communication logs, and verbal endorsements of their services during Medicaid Waiver Team meetings as well as directly with consumers.

This practice violates the established norms and principles of professional conduct and integrity. It unfairly influences the choices of ABI Waiver consumers who rely on CCSNCT for their caregiving needs, and creates an undue burden on these individuals to participate in services or events they may not have otherwise chosen or needed.

Given the sensitive nature of the services offered and the vulnerability of the consumers under the Medicaid ABI Waiver, such behavior by CCSNCT is highly inappropriate. It can potentially lead to a conflict of interest, and adversely affect the consumers' ability to make fully informed decisions regarding their care and participation in various events or services.

In light of these concerns, ABI Resources respectfully request immediate attention and intervention from the Department of Social Services. The promotion of Project Genesis by CCSNCT to Medicaid ABI Waiver consumers should cease forthwith to ensure the preservation of the consumers' rights, as well as to maintain the ethical standards that service providers are expected to uphold.

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation. Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,
 David Medeiros



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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, May 23, 2023 11:59 AM

To: Amy Dumont <amy.dumont@ct.gov>; Jennifer.cavallaro@ct.gov <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

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Your prompt response is highly appreciated.

All the best,
David Medeiros



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Re: RD DSS meeting

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sat 6/10/2023 7:08 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; legal@ctbraininjury.com <legal@ctbraininjury.com>

06/10/2023

Subject: Care Management Plan and DSS Directives Update

Hello Team RD,

I am writing to provide you with an update following our recent discussions concerning our mutual collaboration in the context of care management and direct care team group training for the ABI Waiver / MFP Waiver programs for ABI Resources.

The care management team is now working on formulating a comprehensive, person-centered care plan. We are confident that the attention to detail and the personalized approach embedded within this plan will serve the best interests of the consumer. Care Management "CCC" will promptly share the finalized care plan with ABI Resources upon its completion to ensure a seamless flow of information and efficient implementation.

CCC Care Manager Shawn will meet the consumer in person for the first time soon.

Furthermore, Amy is taking the initiative to gather the Medicaid Waiver protocol and DSS directives for the specific details relating to Medicaid ABI/MFP direct care staff group team training for consumer programs. This initiative is essential in our ongoing effort to ensure our practices are in line with the guidelines and the regulatory framework stipulated by the Department of Social Services and CMS.

Amy is currently in the process of consulting with the DSS legal team to ascertain the relevant legal nuances. This due diligence is paramount in ensuring our practices are fully compliant with legal stipulations, thereby safeguarding the interests of our clients and our organization.

Once Amy has completed her consultation with the DSS legal team and compiled the necessary information, she will make these details readily available for ABI Resources and the team. We anticipate that this will further enhance the training of the care staff and ultimately lead to an enriched service delivery to for the consumer.

Lastly, Shawn would you please get a status on the consumer's DMHAS services? If the consumer is not actively participating in treatment RD may lose DMHAS services and subsidies.

We greatly appreciate your understanding and patience during this period. Rest assured, we are committed to providing you with regular updates throughout this process. If you have any questions or need further clarification, please do not hesitate to email this thread.

Thank you for your continued collaboration and support. We look forward to our ongoing work together to provide the best possible care for ABI Waiver consumers.

All the best,
David Medeiros

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**From:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Tuesday, May 30, 2023 10:43 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>

Subject: Re: RD DSS meeting

Hello Ron,

Your email is concerning.

ABI Resources email is for DSS / COU.

Request for Clear Directives and Detailed Information on Care Plan and Services

Dear DSS COU Team,

I trust this message finds you well.

I am again writing to request some pertinent information, which is crucial to the ongoing management and optimization of our services. Specifically, would provide clear directives and detailed information regarding the following:

Care Plan: Would you kindly share a comprehensive document outlining the care plan, including all the pertinent details, protocols, and procedures to be followed?

Services Breakdown: Would you provide a thorough breakdown of the services being provided, outlining the specific responsibilities, tasks, and service standards related to each element.

Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
David Medeiros

All the best,
David Medeiros



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From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Tuesday, May 30, 2023 10:37 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>

Subject: RE: RD DSS meeting

Hello David,

At this time, we need to have a meeting with all parties, particularly the conservator, who was not present at this second attempt at a rescheduled meeting this morning. Once a meeting takes place, with all parties present, we will all have a more collaborative definition and focus on the specifics of your inquiry. As the consumer has a 24-hour plan, please have your staff carry on as usual.

Michelle, perhaps you could let us know of some upcoming days/times that would work for you to assure this meeting will occur with all necessary parties present?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, May 30, 2023 10:06 AM

To: Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>

Subject: Re: RD DSS meeting

Importance: High

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Request for Clear Directives and Detailed Information on Care Plan and Services

Dear DSS COU Team,

I trust this message finds you well.

I am again writing to request some pertinent information, which is crucial to the ongoing management and optimization of our services. Specifically, would provide clear directives and detailed information regarding the following:

Care Plan: Would you kindly share a comprehensive document outlining the care plan, including all the pertinent details, protocols, and procedures to be followed?

Services Breakdown: Would you provide a thorough breakdown of the services being provided, outlining the specific responsibilities, tasks, and service standards related to each element.

Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
David Medeiros



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From: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Sent: Tuesday, May 30, 2023 9:15 AM

To: michelle205085@gmail.com <michelle205085@gmail.com>; Shawn.Grzado@ctcommunitycare.org <Shawn.Grzado@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; Mark J. Palmieri <MPalmieri@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>

Subject: RE: RD DSS meeting

The link is not working on my end. Is there a call in number?

Thank you,

Elizabeth Orejuela MSN-RN
Nurse Consultant
Department of Social Services
55 Farmington Ave. Hartford, CT 06105
Office: 860-424-5923

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From: michelle205085@gmail.com <michelle205085@gmail.com>

Sent: Tuesday, May 30, 2023 9:11 AM

To: Shawn.Grzado@ctcommunitycare.org; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; Mark J. Palmieri <MPalmieri@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: RD DSS meeting

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Is there a number. I'm on the road and my phone isn't allowing teams

[Sent from Yahoo Mail on Android](#)

On Tue, May 30, 2023 at 9:07 AM, Shawn Grzado
<Shawn.Grzado@ctcommunitycare.org> wrote:

Shawn Grzado
Care Manager, ABI
108 New Park Ave, North Franklin, CT 06254-1830
(860) 425-4055 x4055
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



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Re: Request for Clear Directives and Detailed Information on Care Plan and Services

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Mon 6/12/2023 6:58 AM

To: Amy Dumont <amy.dumont@ct.gov>

Cc: elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Dear Amy Dumont, DSS / COU,

I am writing to express ABI Resources' deep concerns regarding the actions, or lack thereof, by Connecticut Community Care (CCC) and, unfortunately, its director, Ron Sturm. These actions have eroded the trust and relationship between CCC and ABI Resources, as well as our ongoing relationships with ABI Waiver care managers. Consequently, we have consistently reported these issues to both you and the Department of Social Services (DSS) and COU.

Our recent Team Meeting with Connecticut Community Care (CCC) was both informative and shocking. During this meeting, it became evident that director, Ron Sturm, lacks a fundamental knowledge and understanding of the implementation process of Medicaid ABI Waiver program consumer care plans, consumer service goals, and service types. This is unacceptable for several reasons. I, like you and several others, believed that CCC was fully aware of what a care plan is. ABI Resources believed that CCC was choosing not to direct his staff to provide care plans to ABI Resources. This decision has resulted in numerous conflicts.

Firstly, CCC has failed to communicate effectively with consumers and conservators to develop comprehensive care plans. This lack of communication hampers our ability to provide appropriate care to consumers under the Medicaid ABI Waiver program.

Secondly, CCC has not provided care plans to ABI Resources. This omission leads to confusion and inefficiency in delivering the necessary care and support to the consumers, thereby compromising their well-being.

Furthermore, it has come to my attention that Mr. Sturm has been falsely reporting to the Department of Social Services (DSS) that care plans are in place when, in fact, they are not. This misleading information undermines the integrity of the program and also puts the consumers at risk of receiving inadequate care.

In addition to the aforementioned concerns, I would like to highlight five more areas where CCC's lack of knowledge and direction regarding the care plans is detrimental:

The ongoing challenges we have experienced with CCC's handling of the Medicaid ABI Waiver program have strained our trust and confidence in their ability to fulfill their responsibilities effectively. The following issues have been particularly problematic:

Inconsistent communication of consumer care plans: CCC has failed to maintain consistent and open lines of communication with ABI Resources. This lack of communication has hindered our ability to provide the highest quality of care to the consumers we serve.

Lack of collaboration: CCC has shown a reluctance to collaborate and work in partnership with ABI Resources. This has resulted in a fragmented approach to consumer care, causing confusion and inefficiency in the provision of services.

Poor documentation and reporting: CCC has demonstrated inadequate documentation and reporting practices, leading to inaccuracies and incomplete records. This has further undermined our ability to provide comprehensive care and has created additional challenges in reporting accurate information to DSS and COU.

Failure to address concerns: Despite our continuous reports and efforts to address these issues, CCC has not taken adequate measures to rectify the situation. This lack of action has further eroded our trust in their ability to fulfill their obligations.

Given the importance of the Medicaid ABI Waiver program and the impact it has on the lives of individuals in our care, it is crucial that these concerns are addressed promptly and effectively. We kindly request your intervention to help restore trust and ensure that CCC meets its obligations to provide high-quality care and support to consumers.

We remain committed to working collaboratively with DSS and COU to uphold the highest standards of care for our consumers. We appreciate your attention to this matter and look forward to a resolution that will allow us to rebuild the trust and relationship necessary to effectively serve the individuals under the Medicaid ABI Waiver program.

ABI Resources is requesting that DSS and COU direct CCC to provide care plans for the consumers we jointly serve. We additionally request that DSS and COU investigate the repercussions and effects this has had on the Medicaid consumers ABI Resources serves under the ABI Waiver Program. Could DSS and COU please provide information on the corrective measures they have implemented to prevent this situation from continuing?

Thank you for your understanding and support.

All the best,
David Medeiros

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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, May 30, 2023 11:05 AM

To: Amy Dumont <amy.dumont@ct.gov>
Cc: elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Subject: Request for Clear Directives and Detailed Information on Care Plan and Services

Request for Clear Directives and Detailed Information on Care Plan and Services

To the Attention of Amy Dumont and/or DSS COU Team,

I trust this message finds you well.

No plan has been provided for ABI Waiver consumer RD. DSS COU management of this challenge is extremely concerning. ABI Resources has no choice but to report this to the authorities.

I am again writing to request some pertinent information, which is crucial to the ongoing management and optimization of our services. Specifically, would provide clear directives and detailed information regarding the following:

Care Plan: Would you kindly share a comprehensive document outlining the care plan, including all the pertinent details, protocols, and procedures to be followed?

Services Breakdown: Would you provide a thorough breakdown of the services being provided, outlining the specific responsibilities, tasks, and service standards related to each element.

Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
 David Medeiros

All the best,
 David Medeiros



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Request

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Wed 6/21/2023 11:26 AM

To: Amy Dumont <amy.dumont@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

Hello Amy

I am reaching out to kindly request access to the Cognitive Behavioral Therapy (CBT) / Behaviorist Master List pertinent to the Acquired Brain Injury (ABI) Waiver Program. Would you please assist with this?

All the best,
David Medeiros



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Subject: Notice of Unapproved Position Transition of Our Team Members

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sat 7/15/2023 9:08 AM

To: Amy Dumont <amy.dumont@ct.gov>; Commis DSS <commis.dss@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@CTBRAININJURY.COM>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

Dear Amy Dumont DSS COU and DSS Commissioner.

I hope this letter finds you well. I am writing on behalf of ABI Resources to bring to your attention a concerning matter that has recently been brought to our attention.

It has come to our knowledge that The Supported Living Group (SLG) has been directly contacting members of our team who currently work with the consumer, RD. The nature of the contact relates to informing our team members that their positions are allegedly being transitioned to the SLG. Moreover, they are being instructed to complete the necessary paperwork with SLG in accordance with this transition. These actions not only undermine our professional agreements but also create a significant amount of confusion and distress amongst our team members, potentially impacting their ability to provide high-quality care to the consumer, RD.

We wish to clarify that ABI Resources has not been officially notified nor has approved any such transition. We are, therefore, quite concerned by this premature communication to our employees without the appropriate due process being observed. It is our firm belief that such matters should be approached with an abundance of transparency, professionalism, and respect for the rights of all parties involved, including our dedicated team members. This could also be seen as tortious interference, which is when a third party interferes with another's business relationships.

We kindly request your assistance in investigating and addressing this issue promptly to ensure that such inappropriate communication does not persist.

We thank you for your immediate attention to this matter, and we trust that you will handle this issue in the most professional and ethical manner possible. Should you require any additional information or wish to discuss this further, please do not hesitate to contact us.

Thank you for your understanding and cooperation.

All the best,
David Medeiros

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9 months -- Care Management Neglect of Historical Information Sharing with CBT Behaviorist for ABI Waiver Program Survivor EB

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Fri 9/1/2023 6:47 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

Bcc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@CTBRAININJURY.COM>

Date: August 31, 2023

To: Connecticut Department of Social Services (DSS)

From: ABI Resources

The ABI Waiver Program aims to assist individuals with Acquired Brain Injuries, facilitating their integration into community settings and ensuring they lead self-directed lives. Central to this program's success is the transparent exchange of information by Care Management to all involved professionals.

Report of the Meeting:

During a recent team meeting for ABI Waiver Program survivor EB from Griswold, CT, the CBT behaviorist highlighted the following concern:

In the past 9 months of providing weekly therapy services to EB since January, the behaviorist did not receive any historical behavioral or background information about EB from Care Management.

The absence of information from Care Management poses questions about the necessity and justification of the weekly ABI Waiver behavioral services being provided and billed to Medicaid. How can a behaviorist deliver effective services without prior knowledge or specific directives?

During this meeting, the Care management explained they had no information about the consumer but would look at the client's records next week when they go to the office, the behaviorist then approached ABI Resources for past and current medical and therapeutic data. However, ABI Resources provides non-medical/therapeutic support, potentially complicating the behaviorist's request.

The Cognitive Behavioral therapist raised concerns to the consumer and team about the consumer's lead medical rehab doctor's abilities and prescriptions. Such concerns have unsettled the consumer, making them contemplate seeking a new prescriber and potentially not adhering to their medication regimen. Notably, EB has been with their current doctor for over 15 years.

Implications:

Program Integrity: ABI Waiver care management consultation services are built on organization thorough information sharing and communication. A lapse in this regard undermines the quality of care as well as concerns for Care management consultation service billing that may not be provided.

Consumer Safety: Operating without a complete background can endanger the consumer, therapist, and service providers.

CBT Medication Concerns: Uncertainties regarding EB's medication necessitate immediate investigation and resolution.

Concerns Raised:

Clarity is required on the interventions the CBT behaviorist has employed with EB since January. The obstacles created by the missing historical data and the highlighted medication worries are urgent.

Request for Action:

Immediate Sharing of Information: Care Management must swiftly relay all pertinent historical details about EB to the CBT behaviorist and ABI Resources.

Audit of Care Management Protocols: An assessment should be initiated to discern the cause of this neglect and avert similar oversights for other clients.

Training: Provide comprehensive training for Care Management consultation services and behavioral providers to ensure an understanding of the roles and capacities of each associated organization.

Contact CMS: Initiate a thorough investigation into the consumer's ABI Waiver Program service plan and to ascertain if other consumers are experiencing similar.

Ensuring the concerns detailed herein are swiftly addressed is critical to preserving safety as well as the integrity and purpose of the ABI Waiver Program.

We urge Connecticut DSS to prioritize this matter and ensure proper measures are taken to rectify the situation. Lastly, ABI Resources requests follow-up information as to how the Department of Social Services has addressed this.

Sincerely,

David Medeiros

ABI Resources

Re: Urgent: Investigation Request Regarding Ethical Concerns with Connecticut Community Care's Practices

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Wed 9/13/2023 6:53 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Bcc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>; ABI RESOURCES LLC www.CTBRAININJURY.com <aabiwr@live.com>

09/13/2023

Subject: Urgent Clarification Needed on Consumer DS's Communication Discrepancy

Dear DSS Commissioner and Amy Dumont COU

I'm writing on behalf of ABI Resources to address a serious concern regarding the communication between the consumer DS's care manager and our organization.

Yesterday, ABI Resources received a text message from DS's care manager consultant indicating that they had spoken with consumer DS. The timing of this is worrisome for a variety of reasons. The content of the text message starkly contrasts with the information relayed to us by the consumer, contacted ABI Resources to support her. The disparity in communication raises questions about whether DS might have been verbally pressured over the phone to forgo a team meeting about service transitions. Given that we recently approached DSS about inconsistencies in waiver consultation services, this appears to be a potentially desperate attempt on their part to manipulate the situation.

In light of the above, I kindly ask:

1. Has DSS COU informed CCC of this discrepancy in communication between the care manager and ABI Resources?
2. What measures has DSS COU undertaken to ensure that consumer DS is not being influenced to accept services determined solely by Care Management?
3. Is there an established protocol for Care Managers to follow in situations where service transitions are discussed? If so, can it be shared for clarity?
4. How does DSS COU address and rectify conflicts of interest in waiver consultation services?
5. Are there systems in place to protect the autonomy of the consumer, ensuring they are free from undue influence?

We at ABI Resources are committed to providing the best care for consumers and ensuring their voices are heard, respected, and acted upon. We urge you to investigate this matter promptly and ensure that the rights and wishes of consumer DS are upheld.

Thank you for your immediate attention to this matter. We look forward to your timely response.

Warm regards,

David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Monday, September 11, 2023 2:59:20 PM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Subject: Urgent: Investigation Request Regarding Ethical Concerns with Connecticut Community Care's Practices

09/11/2023

Dear DSS Commissioner and Amy Dumont, DSS COU.

I hope this email finds you well. I am writing to you on behalf of ABI Resources to address a matter in light of the serious and pressing concerns raised by our clients regarding the practices of Connecticut Community Care (CCC) consultation services to the ABI Waiver program and potential unethical conduct. Specifically, a recurring pattern has been identified where consultation services seem to unduly direct consumers DS and AP toward the agency provider, New Day, facilitated by Ms. Luisa DiNino-Jones. Such actions compromise the core values of person-centered care services as well as efforts to jeopardize ABI Resources' services and reputation as a respected provider.

There have been instances indicating possible consumer discriminatory communications, whether over the phone or via email. This further complicates matters, hindering the ability of ABI Waiver program consumers to make informed decisions. Such conduct not only jeopardizes the integrity of ABI Resources care system but might also verge on discriminatory actions against these consumers.

Consumer DS has made numerous attempts to schedule a Team Meeting to address these concerns, yet no such meeting has been organized by care management. DS shares that care management has repeatedly dictated her choice of providers, steering and excluding the consumer from the decision-making process. Disturbingly, DS has also mentioned receiving derogatory remarks from the care manager, sharing that the consumer is insulted by continuously referencing her as grossly morbidly obese in a derogatory manner.

Consumer AP shares that the care manager often misrepresents their role, posing as the consumer's medical therapeutic provider. The consumer shares that there continue to be instances of wrongful diagnosis, with claims from the care manager of the consumer having manic episodes as well as inaccurate information being reported to the consumer's family via email. The consumer shares that this seems to be an attempt to establish some sort of historical form of legal conservatorship over

AP. Consumer AP share that care management has made statements about the consumer's religious beliefs. Lastly, the consumer shares that care management inappropriately comments on the consumer's past relationships in a negative way to others.

Given the severity of these concerns, we at ABI Resources formally request that the Department of Social Services (DSS) initiate a comprehensive investigation into these allegations. It is imperative to uphold the integrity and fairness of services offered to ABI Waiver program consumers.

To address these issues and protect the interests of consumers, we suggest the following measures:

Immediate Investigation: Initiate a neutral investigation into the practices of Connecticut Community Care consultation services, with a focus on referrals to New Day through Ms. Luisa DiNino-Jones.

Immediate Investigation: Initiate a neutral investigation into the practices of Connecticut Community Care consultation services, with a focus on the number of probate conservator referrals involving Ms. Luisa DiNino-Jones.

Strengthen Oversight: Augment oversight mechanisms to ensure consultation services adhere to person-centered care principles.

Enhance Communication Transparency: Establish guidelines mandating consultation services to present transparent, unbiased information to and with consumers, guaranteeing they are included and informed with documentation for consumers to reference.

Training and Awareness: Organize regular training for consultation service providers emphasizing ethical conduct, transparency and person-centered care.

Open Reporting Channels: Develop an efficient, anonymous system for whistleblowers and other consumers to report potential wrongdoing.

Regular Audits: Implement periodic audits to assess the compliance of consultation services with DSS standards and values.

Sanctions and Penalties: Enforce stricter repercussions for services that contravene DSS standards and guidelines.

Contact CMS: Initiate a thorough investigation into the consumer's ABI Waiver Program service plan and to ascertain if other consumers are experiencing similar.

Ensuring the concerns detailed herein are swiftly addressed is critical to preserving safety as well as the integrity and purpose of the ABI Waiver Program.

We urge Connecticut DSS to prioritize this matter and ensure proper measures are taken to rectify the situation. Lastly, ABI Resources requests follow-up information as to how the Department of Social Services has addressed this.

Thank you,

David Mederios

ABI Resources

Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Wed 9/20/2023 7:58 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>

To: The United States Department of Labor (DOL), Connecticut Department of Labor, and Connecticut Department of Social Services.

Subject: Request for Investigation: Employment Concerns at Supported Living Group (SLG)

Dear Sir/Madam,

The information presented in this letter is based on joint communications and inputs received both from the said consumer and their conservator. It is intended to ensure that relevant authorities are made aware of potential concerns for their due consideration and investigation. Neither David Medeiros, ABI Resources, nor any affiliated entities or individuals claim full accuracy of the details however believe that they warrant the attention of the mentioned authorities. The representation of facts is made in good faith, and it is hoped that any action taken in response is with the objective of ensuring fair and just employment practices for all individuals involved.

I am writing to formally express concerns and request an investigation into the employment practices at the Supported Living Group (SLG) located in the Executive Office of Bethany, 23 Amity Rd, Bethany, CT 06524. The details provided below pertain to a brain-injured adult man from Madison, CT who may appear to be both a consumer and employee of SLG's Medicaid federally funded ABI Waiver day program.

Employment Details:

Wage and Hour Standards: The consumer works approximately 21 hours a week but may appear to be compensated at a rate of just \$10 a day. This does not meet the federal minimum wage standards. The format of this payment (cash or check) may appear to be unclear, which can raise concerns about wage documentation and tax implications.

Workplace Safety and Health: The consumer's duties involve several physically demanding tasks. The consumer aids with PCA services, which include assisting other consumers to the restroom, setting up commodes, and transferring them to and from these commodes. The consumer also aids attendees prone to falling and even assists in lifting these individuals from the floor. Given his own health challenges due to a spinal cord injury, these tasks pose significant risks. The consumer may appear to be advised against heavy lifting and has balance and impulsivity issues, which compound the health and safety risks. It's imperative to assess if this environment may appear to be compliant with Occupational Safety and Health (OSHA) regulations.

Employment and Training: The consumer was handed supervisory duties with minimal instructions, potentially jeopardizing the welfare of both himself and those the consumer oversees.

Workplace Discrimination: The potential exploitation due to his disability, given the disparity between his responsibilities and his compensation, may appear to be concerning.

Employee Benefits Security: The ambiguity about his employment status raises questions on whether the consumer receives any employee benefits.

Unemployment Insurance and Workers' Compensation: With unclear employment details and payment methods, there's uncertainty about his coverage under unemployment insurance or workers' compensation in case of a workplace incident.

Motivation and Future Prospects:

The consumer's commitment to his role, despite the challenges, seems largely influenced by the \$10 daily pay and the potential promises of full-time employment after a year with SLG.

Communication and Conflict of Interest:

It seems there may have been some level of coercion or undue influence in the consumer's appointment to this role.

A significant conflict of interest exists, as the consumer's ABI Waiver cognitive behaviorist provider may appear to be also an SLG employee, which can hinder transparent communication about workplace grievances or concerns.

Attendees' Profile:

The attendees, supervised by the consumer, are brain injury survivors with behavioral challenges, making the consumer's responsibilities even more demanding given his own health issues.

Conclusion:

The concerns outlined underscore potential breaches in labor standards and regulations for Connecticut's Medicaid ABI Waiver day programs. The potential exploitation, safety hazards, and conflicts of interest necessitate a comprehensive investigation into SLG's employment practices to ensure the rights and welfare of all its workers, including this specific consumer, are upheld.

Sincerely,

David Medeiros

ABI Resources
860 942-0365
AabiWR@live.com

Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Mon 9/25/2023 12:11 PM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Cc: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

09/25/2023

Subject: Urgent: Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

Dear DSS Commissioner and Amy Dumont COU,

I am writing to formally raise a complaint against Connecticut Community Care Management consultation services with respect to their steering and referral processes being implemented for the federally funded Medicaid ABI Waiver Program.

It has come to our attention that consumers currently receiving CBT behavioral services from CCSN are being improperly advised to change providers and are being coerced into signing release of information agreements to transfer to the Supported Living Group. What's more alarming is that consumers are not being provided with the approved provider list and are being informed by care management that no other options are available to them, which is in direct contravention of their rights under the law.

Details of Complaint:

Issue: Unlawful steering and referral processes

Affected Program: Medicaid ABI Waiver Program

Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN

Conducting Entity: Connecticut Community Care Management consultation services

Requested Action:

Immediate Investigation: A swift and thorough investigation into the aforementioned unlawful practices to safeguard the rights and interests of the affected consumers.

Assurance of Compliance: Assurance that Connecticut Community Care Management services comply strictly with all federal and state laws governing the Medicaid ABI Waiver Program.

Provision of Approved Provider List: Immediate provision of the approved provider list to all affected consumers.

Restoration of Consumer Rights: Ensuring that consumers are well-informed of their rights and available options and are not misled or coerced into making uninformed decisions.

Legal Implications:

The actions conducted by Connecticut Community Care Management consultation services could potentially contravene federal and state laws protecting consumer rights and governing Medicaid programs, leading to severe legal repercussions, including sanctions, penalties, and loss of licensure.

I kindly request your immediate attention to this grave matter, and I urge DSS to take stringent action against any and all entities engaging in unlawful and unethical practices, ensuring the protection and well-being of all consumers under the Medicaid ABI Waiver Program.

Please inform us of any steps that will be taken in response to this complaint and any additional information you may require from us.

Thank you for your immediate attention to this serious issue, and I trust that DSS will uphold the rights of consumers and maintain the integrity of the Medicaid ABI Waiver Program.

Sincerely,

David Medeiros
ABI Resources

This communication is intended solely for the notification and addressing of potential irregularities and misconduct observed in the operation and management of the Medicaid ABI Waiver Program by Connecticut Community Care Management consultation services. The concerns and allegations made herein are predicated on reason to believe and are asserted in good faith, stemming from observed and reported practices which, if substantiated, may amount to violations of applicable law and contractual obligations.

This document and the assertions contained within it are not to be interpreted as conclusive proof or an official indictment of the identified entity's integrity, legality, or professional conduct, but rather as a conveyance of serious concerns that warrant immediate attention and thorough investigation. Until such a comprehensive investigation is conducted and its findings are disclosed, no final determinations or judgments regarding the implicated entity's legal or ethical standing should be made.

This disclaimer serves to clarify that the information provided is for informational purposes only and does not constitute legal advice, professional diagnosis, opinion, treatment or services to you or to any other individual. We expressly disclaim all liability in respect to actions taken or not taken based on any or all the contents of this communication.

We remain, to the fullest extent permissible under law, without prejudice to our rights, remedies, defenses, or claims, whether under the present circumstances or in any future situations arising out of or in connection with the issues raised herein. We reserve the right to make any amendments, revisions, and corrections to the content of this communication as and when new, more accurate, or more comprehensive information becomes available.

By acknowledging receipt of this document, you confirm your understanding and acceptance of the terms stated herein and assume responsibility for forwarding this complaint to the appropriate parties or departments for immediate attention and action.

CCCI - Steering clients

A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Wed 4/14/2021 12:31 PM

To: Amy Dumont <amy.dumont@ct.gov>

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@ctbraininjury.com>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; legal@ctbraininjury.com <legal@ctbraininjury.com>

Hello Amy,

ABI Resources has been working with a family on MFP for over a year now on discharge planning, the client is F Burton in Gales Ferry. Today at the discharge meeting it was brought to our attention that CCCI arranged a meeting with SLG for the client's family. CCCI expressed to everyone, that the family should go with a LARGE agency that can provide all services. ABI Resources is pursuing this legally as a result.

Would you please give me a call? 860 463-3638

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>

Mon 4/17/2023 3:21 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Cc: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>

Impact lookup showed W01 active until 5/31/2023.

Doreen Andrew, BSN, RN, CBIS
 Care Manager, ABI
 108 New Park Ave, North Franklin, CT 06524-1830
 860-885-2960 x4053

WWW.CTCOMMUNITYCARE.ORG[FOLLOW US ON FACEBOOK](#)**From:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Monday, April 17, 2023 12:57 PM**To:** Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>**Cc:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>**Subject:** Re: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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I am again writing to request an update on the status of unpaid invoices. It has been a while since your last communication, and it is essential for us to stay informed and aligned on the progress of this challenge.

All the best,
 David Medeiros

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**From:** Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>**Sent:** Wednesday, April 12, 2023 11:44 AM**To:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Cc:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>**Subject:** RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Hi David- I spoke to Greg earlier today and he continues to work with DSS on getting PD's T19 reinstated. He is scheduled to go again to the DSS Manchester office tomorrow, Thursday 4/13/2023. Greg told me that he would keep everyone informed.

Thanks,

Doreen

Doreen Andrew, BSN, RN, CBIS
Care Manager, ABI
108 New Park Ave, North Franklin, CT 06524-1830
860-885-2960 x4053

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From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, April 12, 2023 11:40 AM
To: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>
Subject: Re: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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Hello Doreen,

I hope this message finds you well. I am writing to request an update on the status of unpaid invoices. It has been a while since your last communication, and it is essential for us to stay informed and aligned on the progress of this challenge.

All the best,
David Medeiros



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From: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>
Sent: Thursday, April 6, 2023 3:44 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>
Subject: RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Hi David- I have left 2 calls out to Greg (COP/COE) for an update. I am still awaiting to hear back from him. I will let you know when I have some information.

Thanks,

Doreen

Doreen Andrew, BSN, RN, CBIS
 Care Manager, ABI
 108 New Park Ave, North Franklin, CT 06524-1830
 860-885-2960 x4053

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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Wednesday, April 5, 2023 1:00 PM
To: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>
Subject: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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Hello Doreen and Ron,

I am writing to bring to your attention that ABI Resources has not yet received payment for PD Brodbrook CT services rendered since February 1st.

As you are aware, prompt payment is crucial to our ability to continue providing quality services to our clients. We would appreciate it if you could check on the status of the payment and provide an update on when we can expect to receive it. Our team is committed to resolving any outstanding matters.

Thank you for your attention to this matter, and we look forward to hearing back from you soon.

All the best,
 David Medeiros



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Re: DSS Request | Notice

A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Tue 4/20/2021 12:10 PM

To: Amy.Dumont@ct.gov <Amy.Dumont@ct.gov>

Cc: legal@ctbraininjury.com <legal@ctbraininjury.com>; ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <aabiwr@live.com>

Hi Amy,

[Checking on the status of the challenges.](#)

All the best,

David Medeiros CBIS

David Medeiros
A.B.I. RESOURCES**From:** Dumont, Amy E <secureMailer.d-2424414d8b07446fb513dab1a29f8282@ct.gov> on behalf of Dumont, Amy E <Amy.Dumont@ct.gov>**Sent:** Wednesday, April 7, 2021 2:17:58 PM**To:** David Medeiros <aabiwr@live.com>**Cc:** legal@ctbraininjury.com <legal@ctbraininjury.com>**Subject:** RE: DSS Request | Notice State of Connecticut MailGate SC

Secure Message Delivery

From: "Dumont, Amy E" <Amy.Dumont@ct.gov>
Subject: RE: DSS Request | Notice

You have been sent a secured email from the State of Connecticut email system.
To view your email select the below link "Click here to view your Secure Email".
Use your password to access the message.
If you do not already have an account you will be prompted to create a password.
This email will be available online until 05/07/2021.

If you are having logon issues please go to Secure Mail FAQs below[Secure Mail FAQs](#)[Click here to view your Secure Email](#)

On 11/7/2020 our Secure Mail system was upgraded. If you had a registered account on our previous system you will be prompted to re-register your account upon first login.

Re: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Mon 4/24/2023 3:40 PM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

ABI Resources is grateful for a response from DSS COU and has presented this advocacy request letter accordingly;

Enhancing Ethical Systems and Advocating for Consumer Rights

Dear [DSS and COU Representative],

I am writing on behalf of ABI Resources to address the challenges faced by our consumers when requesting a change of care managers. We understand that various factors, such as conflicts or other concerns, may prompt consumers to consider this change. Our organization is committed to advocating for consumer rights, and we request that DSS and COU collaborate with us to improve the current system for changing care managers.

Ethical Concerns in the Current Process:

The current process poses several ethical concerns, including:

- Fear of retaliation or negative consequences resulting from requesting a change.
- Uncertainty about the process and whom to contact for assistance.
- Concerns about the confidentiality of the request and potential breaches of privacy.
- Anxiety over potential disruptions in care and support services during the transition.
- Apprehension about establishing a new relationship with a different care manager.
- Worries that the new care manager may not understand or respect their individual needs and preferences.

Conflicts Arising from Case Manager Availability:

The DSS COU response statement, "The request will be granted based on case manager availability," may create conflicts and not align with the best interests of the individuals served. These conflicts include:

- Prioritizing agency interests over consumer needs.
- Restricting consumer choice.
- Inconsistency with person-centered care.
- Challenging self-advocacy.
- Potential for strained relationships.

We request that the system be revised to align with the principles of person-centered care, consumer choice, and individual rights.

Proposed Solutions:

We kindly request that DSS and COU work to implement transparent, effective and ethical systems for consumer self-advocacy. These may include:

- Developing easy-to-understand written materials and an online resource to document the request. Including a printable "Request to change Care Manager Form"
- Designating a dedicated neutral contact person within DSS / COU and not the Care Management access agency itself.
- Implementing regular training and education for care managers and relevant staff.
- Establishing transparent and accessible channels of communication.
- Regularly reviewing and assessing the effectiveness of the system.

- Developing a clear protocol for requesting care manager changes.
- Establishing a confidential reporting system.
- Ensuring all parties involved in the process are trained in effective communication, conflict resolution, and ethical conduct.
- Providing support and resources during the transition to a new care manager.
- Encouraging ongoing feedback from consumers.

Such a system would ideally offer transparency in terms of the decision-making processes, policies, and procedures that directly affect the consumers. Furthermore, it would provide them with easy access to relevant information, enabling them to make informed decisions and assert their rights and preferences.

Would you please provide some information on whether DSS COU will implement such a system? If so, what is the anticipated timeline for its rollout, and what steps are being taken to ensure its successful integration?

By working together, we can create a streamlined and accessible system, empowering our consumers to advocate for themselves during care manager changes. This will promote a positive and supportive relationship between consumers, care managers, and the wider service system.

We look forward to collaborating with you on this important matter.

Best regards,

ABI Resources

David Medeiros

All the best,
David Medeiros



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Monday, April 24, 2023 12:50 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

David- If an individual would like to change case managers, they are permitted to do so by contacting their current case manager, access agency, or supervisor at the access agency to request such a change. The request will be granted based on case manager availability.

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Monday, April 24, 2023 6:20 AM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

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Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs.

Dear CT DSS and COU,

As a provider of waiver services for the Money Follows the Person (MFP) and Acquired Brain Injury (ABI) programs, ABI resources is reaching out to request information regarding the steps consumers must take to officially change their care managers. Your guidance in this matter would be greatly appreciated, as we aim to have a clear understanding of the process.

To help us have a comprehensive understanding of the procedures involved, kindly provide details on the following aspects:

The necessary forms or paperwork to be completed by the consumers, if any.

The appropriate channels or points of contact for consumers to submit the required documentation.

The expected timeframe for processing the change request and the potential impact, if any, on the clients' current services.

Any additional steps or considerations that consumers should be aware of during this process to ensure a seamless transition.

We appreciate your support in providing this information, as it will allow us to better understand the process and ensure that our practices align with the proper procedures. If possible, please provide any resources or guidance materials that could be helpful in understanding and completing the process.

Thank you in advance for your assistance. I look forward to receiving your response and any additional information you can provide.

Sincerely,
ABI Resources

All the best,
David Medeiros



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Re: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Mon 4/24/2023 3:40 PM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

ABI Resources is grateful for a response from DSS COU and has presented this advocacy request letter accordingly;

Enhancing Ethical Systems and Advocating for Consumer Rights

Dear [DSS and COU Representative],

I am writing on behalf of ABI Resources to address the challenges faced by our consumers when requesting a change of care managers. We understand that various factors, such as conflicts or other concerns, may prompt consumers to consider this change. Our organization is committed to advocating for consumer rights, and we request that DSS and COU collaborate with us to improve the current system for changing care managers.

Ethical Concerns in the Current Process:

The current process poses several ethical concerns, including:

- Fear of retaliation or negative consequences resulting from requesting a change.
- Uncertainty about the process and whom to contact for assistance.
- Concerns about the confidentiality of the request and potential breaches of privacy.
- Anxiety over potential disruptions in care and support services during the transition.
- Apprehension about establishing a new relationship with a different care manager.
- Worries that the new care manager may not understand or respect their individual needs and preferences.

Conflicts Arising from Case Manager Availability:

The DSS COU response statement, "The request will be granted based on case manager availability," may create conflicts and not align with the best interests of the individuals served. These conflicts include:

- Prioritizing agency interests over consumer needs.
- Restricting consumer choice.
- Inconsistency with person-centered care.
- Challenging self-advocacy.
- Potential for strained relationships.

We request that the system be revised to align with the principles of person-centered care, consumer choice, and individual rights.

Proposed Solutions:

We kindly request that DSS and COU work to implement transparent, effective and ethical systems for consumer self-advocacy. These may include:

- Developing easy-to-understand written materials and an online resource to document the request. Including a printable "Request to change Care Manager Form"
- Designating a dedicated neutral contact person within DSS / COU and not the Care Management access agency itself.
- Implementing regular training and education for care managers and relevant staff.
- Establishing transparent and accessible channels of communication.
- Regularly reviewing and assessing the effectiveness of the system.

- Developing a clear protocol for requesting care manager changes.
- Establishing a confidential reporting system.
- Ensuring all parties involved in the process are trained in effective communication, conflict resolution, and ethical conduct.
- Providing support and resources during the transition to a new care manager.
- Encouraging ongoing feedback from consumers.

Such a system would ideally offer transparency in terms of the decision-making processes, policies, and procedures that directly affect the consumers. Furthermore, it would provide them with easy access to relevant information, enabling them to make informed decisions and assert their rights and preferences.

Would you please provide some information on whether DSS COU will implement such a system? If so, what is the anticipated timeline for its rollout, and what steps are being taken to ensure its successful integration?

By working together, we can create a streamlined and accessible system, empowering our consumers to advocate for themselves during care manager changes. This will promote a positive and supportive relationship between consumers, care managers, and the wider service system.

We look forward to collaborating with you on this important matter.

Best regards,

ABI Resources

David Medeiros

All the best,
David Medeiros



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Sent: Monday, April 24, 2023 12:50 PM

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Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

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Thank you in advance for your assistance. I look forward to receiving your response and any additional information you can provide.

Sincerely,
ABI Resources

All the best,
David Medeiros



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Solicitation of ABI Waiver Consumers by CCSNCT

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Tue 5/23/2023 11:59 AM

To: Amy Dumont <amy.dumont@ct.gov>; Jennifer.cavallaro@ct.gov <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; ABI RESOURCES LLC www.CTBRAININJURY.com <aabiwr@live.com>
Bcc: LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>

05/23/2023

Hello Amy and Department of Social Services (DSS) COU.

I am writing this letter to formally bring to your attention a matter of grave concern, which pertains to the activities of the ABI Waiver Program behavioral service provider, CCSNCT, with regards to Medicaid Acquired Brain Injury (ABI) Waiver consumers referrals and solicitation.

CCSNCT, in their capacity as a Medicaid ABI Waiver service provider, is involved in a concerning practice of actively referring, promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, an entirely separate entity. These solicitations have included adding Project Genesis events to consumer calendars and communication logs, and verbal endorsements of their services during Medicaid Waiver Team meetings as well as directly with consumers.

This practice violates the established norms and principles of professional conduct and integrity. It unfairly influences the choices of ABI Waiver consumers who rely on CCSNCT for their caregiving needs, and creates an undue burden on these individuals to participate in services or events they may not have otherwise chosen or needed.

Given the sensitive nature of the services offered and the vulnerability of the consumers under the Medicaid ABI Waiver, such behavior by CCSNCT is highly inappropriate. It can potentially lead to a conflict of interest, and adversely affect the consumers' ability to make fully informed decisions regarding their care and participation in various events or services.

In light of these concerns, ABI Resources respectfully request immediate attention and intervention from the Department of Social Services. The promotion of Project Genesis by CCSNCT to Medicaid ABI Waiver consumers should cease forthwith to ensure the preservation of the consumers' rights, as well as to maintain the ethical standards that service providers are expected to uphold.

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation. Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,
David Medeiros



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RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Dumont, Amy E <Amy.Dumont@ct.gov>

Tue 5/23/2023 3:33 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

David- I will follow up with the Case Manager to determine when a meeting will be rescheduled for. I will also have him review with you the services that ABI resources should be providing on the clients plan. Thank you!

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Tuesday, May 23, 2023 2:43 PM**To:** Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>**Subject:** Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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Subject: Request for Provision of DSS Plan and Inclusion of Conservator in Meetings

Dear Amy,

I hope this message finds you well.

I am writing to address a concern that has come to our attention regarding our most recent meeting and communications. The conservator, an integral part of our team, was not included in the previous meeting. This absence has unfortunately resulted in a lapse in communication and understanding of the current status and plans.

Furthermore, we have yet to receive the DSS plan you referred to in our latest correspondence. This has led to some confusion, as your previous response seemed to suggest that such a plan was already in place and available for review.

We appreciate your diligent work and understand that oversights can occur, however, it is crucial for the transparency and success of our shared goals that these documents and updates are disseminated promptly and inclusively. The conservator, along with all the members of our team, should be kept abreast of these developments.

In light of the above, we kindly request that you share the referred plan with us at your earliest convenience, ensuring a copy is also sent to ABI Resources. Additionally, we would appreciate it if you could confirm the meeting date that will include the conservator, so we can ensure full team participation.

Thank you for your attention to this matter. We believe that, moving forward, enhanced communication and transparency will significantly benefit our joint efforts and help us work together more effectively.

Looking forward to your prompt response.

All the best,

David Medeiros

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From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Wednesday, April 26, 2023 1:55 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David:

Upon receipt of the critical incident report, the Department reached out to the Care Manager and the clinical professionals on the client's care team. Based on these discussions, including information conveyed by the client's conservator, it was determined that the client is in a safe situation and had an appropriate plan of care. This case can be discussed further at next Thursday's team meeting, where the Department will be present.

Thank you!

Amy

Amy Dumont, LCSW
 Program Manager
 CT Department of Social Services
 Community Options Unit
 55 Farmington Avenue
 Hartford CT 06105-3725
 Tel: 860 424-5173
 Fax: 860 424:4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Tuesday, April 25, 2023 3:33 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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To the DSS Care Management Team,

We are writing to address the recent critical incident report, which highlights pressing concerns related to liability and safety within your department. In response to these concerns, it is of utmost importance that immediate action is taken to implement clear and concise care management directives, ensuring compliance with industry best practices and relevant regulatory standards.

By prioritizing these concerns and demonstrating a proactive approach, we not only reaffirm our commitment to providing exceptional care but also protect our organization from potential adverse consequences. Your diligent attention to this matter is critical for upholding our reputation as a trusted care provider and fostering an environment that promotes continuous improvement.

Please be advised that failure to address these issues in a timely and effective manner may result in legal action, emphasizing the necessity for a prompt and thorough response on your part. We trust that you will take the appropriate steps to rectify the situation and safeguard the well-being of our consumers.

Sincerely,

All the best,
 David Medeiros



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Sent: Monday, April 24, 2023 1:09 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Hello Amy

Nicolle Collins, Paige Chen and possibly others from their organization.

Please find a CIR attached to this email for your review. We are currently awaiting the development and approval of a care management plan tailored to address the consumer's specific needs and mitigate any potential risks.

As we work together to provide the best possible care for our consumers, input and collaboration is crucial. We kindly request that you review the attached CIR. ABI hopes this will help expedite the process and ensure a comprehensive and effective care management plan.

We look forward to working closely with you to address this and continue providing exceptional care for consumers.

ABI Resources - Is Awaiting Care Management Plan for the Attached CIR

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Monday, April 24, 2023 10:25 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David- We are looking into this however, can you please elaborate on a couple of things:

1. I am not showing this agency, NeuroDiverse Consultant as a waiver provider in our Medicaid Management information system (MMIS). Are you aware if they go buy an alternate name?
2. Can you please provide specific examples and further elaborate of the conduct you are referring to for better understanding?

Thank you!

Amy

Amy Dumont, LCSW
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Sent: Sunday, April 23, 2023 5:15 AM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Importance: High

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Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Dear DSS and COU,

As an ABI Resources representative, I am writing to urgently express our concerns about NeuroDiverse Consulting, LLC, a service provider for the MFP and ABI Waiver programs. They have inappropriately pressured and directed our agency and staff to participate in activities outside the program scope, such as "off working hour" non-billable research, trainings, and non-working hour communications with consumers. This is consistent for each team we mutually serve.

Problematic actions include:

Directing staff to deliver waiver services without consumer presence.

Instructing staff to provide waiver services while consumers are unsupervised in their communities for undefined periods.

Insisting on "non-working hour" team research and trainings without consumer involvement conducted by NeuroDiverse Consulting LLC.

Conducting Medicaid Waiver meetings without consumer participation.

Communicating with consumers when not working.

These practices risk significant liabilities for DSS, DMHAS, Care Management, and ABI Resources and jeopardize consumer safety and person-centered care quality.

ABI Resources is committed to providing legally compliant training programs for our staff and adhering to established guidelines. We respectfully request DSS and COU to intervene and instruct NeuroDiverse Consulting to immediately cease activities exceeding the waiver program scope. Our staff's role is limited to providing non-medical and non-therapeutic support services, and we are dedicated to working closely with consumers and their support networks.

We seek your assistance in addressing these issues and ensuring adherence to waiver guidelines for consumer support, allowing us to provide exceptional care collectively.

Thank you for your prompt attention. We look forward to working together to find a constructive solution to resolve these concerns.

All the best,
David Medeiros



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1/2/24, 8:49 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

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Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Tue 5/23/2023 2:42 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
 Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Request for Provision of DSS Plan and Inclusion of Conservator in Meetings

Dear Amy,

I hope this message finds you well.

I am writing to address a concern that has come to our attention regarding our most recent meeting and communications. The conservator, an integral part of our team, was not included in the previous meeting. This absence has unfortunately resulted in a lapse in communication and understanding of the current status and plans.

Furthermore, we have yet to receive the DSS plan you referred to in our latest correspondence. This has led to some confusion, as your previous response seemed to suggest that such a plan was already in place and available for review.

We appreciate your diligent work and understand that oversights can occur, however, it is crucial for the transparency and success of our shared goals that these documents and updates are disseminated promptly and inclusively. The conservator, along with all the members of our team, should be kept abreast of these developments.

In light of the above, we kindly request that you share the referred plan with us at your earliest convenience, ensuring a copy is also sent to ABI Resources. Additionally, we would appreciate it if you could confirm the meeting date that will include the conservator, so we can ensure full team participation.

Thank you for your attention to this matter. We believe that, moving forward, enhanced communication and transparency will significantly benefit our joint efforts and help us work together more effectively.

Looking forward to your prompt response.

All the best,

David Medeiros

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**From:** Dumont, Amy E <Amy.Dumont@ct.gov>**Sent:** Wednesday, April 26, 2023 1:55 PM**To:** ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>**Subject:** RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David:

Upon receipt of the critical incident report, the Department reached out to the Care Manager and the clinical professionals on the client's care team. Based on these discussions, including information conveyed by the client's conservator, it was determined that the client is in a safe situation and had an appropriate plan of care. This case can be discussed further at next Thursday's team meeting, where the Department will be present.

Thank you!

Amy

Amy Dumont, LCSW
 Program Manager
 CT Department of Social Services
 Community Options Unit
 55 Farmington Avenue
 Hartford CT 06105-3725
 Tel: 860 424-5173
 Fax: 860 424:4963

amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Tuesday, April 25, 2023 3:33 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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To the DSS Care Management Team,

We are writing to address the recent critical incident report, which highlights pressing concerns related to liability and safety within your department. In response to these concerns, it is of utmost importance that immediate action is taken to implement clear and concise care management directives, ensuring compliance with industry best practices and relevant regulatory standards.

By prioritizing these concerns and demonstrating a proactive approach, we not only reaffirm our commitment to providing exceptional care but also protect our organization from potential adverse consequences. Your diligent attention to this matter is critical for upholding our reputation as a trusted care provider and fostering an environment that promotes continuous improvement.

Please be advised that failure to address these issues in a timely and effective manner may result in legal action, emphasizing the necessity for a prompt and thorough response on your part. We trust that you will take the appropriate steps to rectify the situation and safeguard the well-being of our consumers.

Sincerely,

All the best,
 David Medeiros



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From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Monday, April 24, 2023 1:09 PM
To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Hello Amy

Nicolle Collins, Paige Chen and possibly others from their organization.

Please find a CIR attached to this email for your review. We are currently awaiting the development and approval of a care management plan tailored to address the consumer's specific needs and mitigate any potential risks.

As we work together to provide the best possible care for our consumers, input and collaboration is crucial. We kindly request that you review the attached CIR. ABI hopes this will help expedite the process and ensure a comprehensive and effective care management plan.

We look forward to working closely with you to address this and continue providing exceptional care for consumers.

ABI Resources - Is Awaiting Care Management Plan for the Attached CIR

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Monday, April 24, 2023 10:25 AM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David- We are looking into this however, can you please elaborate on a couple of things:

1. I am not showing this agency, NeuroDiverse Consultant as a waiver provider in our Medicaid Management information system (MMIS). Are you aware if they go buy an alternate name?
2. Can you please provide specific examples and further elaborate of the conduct you are referring to for better understanding?

Thank you!

Amy

Amy Dumont, LCSW
 Program Manager
 CT Department of Social Services
 Community Options Unit
 55 Farmington Avenue
 Hartford CT 06105-3725
 Tel: 860 424-5173
 Fax: 860 424-4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Sunday, April 23, 2023 5:15 AM
To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety
Importance: High

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Dear DSS and COU,

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All the best,
David Medeiros



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Re: ABI Waiver Program Consumer Service Concern

A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Tue 11/9/2021 2:35 PM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <AABIWR@LIVE.COM>

11/09/2021

Would the Department of Social Services, please provide a status update?

All the best,
David Medeiros CBIS

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**From:** A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Friday, October 29, 2021 9:09 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/29/2021

Would the Department of Social Services, please provide a status update? The MFP consumer's conservator contacted ABI Resources again this morning requesting services.

All the best,
David Medeiros CBIS

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**From:** A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Monday, October 25, 2021 6:40 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/25/2021

Hello,

Would the Department of Social Services, please provide a status update? The MFP consumer conservator continues to contact ABI Resources.

All the best,
David Medeiros CBIS



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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Thursday, October 21, 2021 1:07 PM
To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>
Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

Connecticut Community Care removed ABI Resources from providing Medicaid Money Follows the Person services after requesting a team meeting. Connecticut Community Care falsely communicated to the family that ABI Resources quit. The conservator is actively communicating to ABI Resources they are in desperate need of services. Connecticut Community Care inaccurately misled a consumer of the Medicaid MFP program.

All the best,
David Medeiros CBIS



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From: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Sent: Thursday, October 21, 2021 10:22 AM
To: AabiWR@live.com <AabiWR@live.com>
Subject: ABI Waiver Program Consumer Service Concern

Good Morning,
 Your email to the Commissioner's Office has been forwarded to my attention.
 How may I assist you?
 Thank you.
 Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
 Director, Operations Team
 Co-Lead, Community Options Unit
 Division of Health Services
 Connecticut Department of Social Services
www.ct.gov/dss

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