

Care Management Access Agency Name	What is Total number of Medicaid program referrals made per Agency / Program / Year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

When the approved agency provider Goodwill, stopped providing services for the ABI Waiver Program, what number of Medicaid program consumers transitioned to different Medicaid program agency providers?

What care management access agencies were involved in the referral process?

What care management access agency referral protocols were administered?

Did DSS ensure protocols were followed?

Has DSS received complaints or concerns about these referrals? If so would the Department please provide these complaints and concerns?

What Medicaid program agency providers received care management access agency referrals?

What number of Medicaid program consumers went to each approved agency provider?

1. Elton Knowles
2. Ebony Adams - Bloomfield,
Connecticut
3. Brain Long
4. Paul C. John Duray
5. Robert Watson III
6. Jonathan Spencer
7. Eric Trudeau
8. Velda Hayton Plainfield
9. Colin Armour
10. Casey Albert
11. John Carey

11/12/2021

Mrs. Cavallaro and the Department of Social Services,

Again, ABI Resources continues to be contacted by the MFP family requesting services.

ABI Resources continues to refer all questions and concerns to the Care Manager per guidelines, and or you per your request.

ABI Resources consistently informs the department.

"If you have specific concerns you would like to discuss feel free to reach out to me or the Agency on Aging directly, but please do not contact the family."

ABI Resources is concerned as has never it has never been contacted by the Agency on Aging access agency. It may now appear that the department may not have investigated ABI Resources' complaint.

It may appear that the department is unjustly presupposing facts.

ABI Resources is not contacting the family.

Furthermore, The department's reference to the past challenge is concerning.

"DSS is communicating directly with those involved with the care of this member and has ensured the health and safety of this individual."

What is the status of ABI Resources' reported complaint?
11/12/2021

Commissioner _____, Mrs. Cavallaro and the Department of Social Services,

"If you have specific concerns you would like to discuss feel free to reach out to me or the Agency on Aging directly, but please do not contact the family."

- A) 1. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services.
- 2. ABI Resources continues to refer all questions and concerns to the Care Manager per guidelines, and or per Mrs. Cavallaro's request.
- 3. ABI Resources continues to consistently inform the Department of Social Services.

- 4. Is the Department of Social Services insinuating that ABI Resources is contacting the family?

The Department of Social Services reference to a past October 10, 2019 challenge is concerning and may be interpreted by ABI Resources as pressurizing or threatening.

"The Department of Social Services dated October 10, 2019 which references Paragraph 11 of the Provider Agreement Addendum in which the care manager, not the provider, is responsible for communicating with a client regarding the Plan of Care, including proposed changes to such Plan of Care. The Provider shall not discuss details regarding the Plan of Care with a client including, but not limited to, the Provider's desire to change or terminate services, without the Care Manager's prior approval."

- B) 1. Is the Department of Social Services directing ABI Resources not to communicate with potential Medicaid Money Follows the Person and Medicaid ABI Waiver Program consumer customers that contact ABI Resources requesting services?
- 2. Is the Department of Social Services stating that ABI Resources is not to listen or communicate with potential customers?
- C) 1. Would the Department of Social Services please provide contact information for the Agency on Aging care management access agency representative, investigating ABI Resources' 10/18/2021 complaint?
- 2. An Agency on Aging care management access agency representative has not contacted ABI Resources in regards to ABI Resources 10/18/2021 complaint to the Department of Social Services.
- 3. The Department of Social Services has not contacted ABI Resources in regards to ABI Resources complaint made to the Department of Social Services on 10/18/2021.

What is the status of ABI Resources' reported complaint to the Department of Social Services back on Thu 10/18/2021?

Onesided investigation

ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources has consistently informed the Department of Social Services. ABI Resources is very aware of the letter that was sent years ago and has had no challenges before and after the letter, not sure if you are aware that the letter was in reference to the same MFP consumer years before the client ever received MFP services. Additionally it appears that the Department is vilifying

ABI Resources appears that ABI ABI Resources is happy to read that services are going well for the MFP consumer.

All the Best,

ABI Resources is not a provider of services for the Medicaid MFP consumer. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources is happy to read services are going well for the MFP consumer.

ABI Resources is aware of the letter that was sent years ago and has had no challenges before and after the letter.

All the Best,
David Medeiros

ABI Resources has consistently informed and supported the Department of Social Services by presenting concerns. ABI

Resources' appears to be ignored, vilified and treated unjustly by the Department of Social services for reporting concerns about poor Care Management practices by it's contracted Access Agencies.

Is the Department of Social Services directing ABI Resources not to speak with Medicaid consumers about requests for ABI Resources to provide services? It appears that the Department of Social Services may be unhappy

All the Best,

ABI Resources is not a provider of services for the Medicaid MFP consumer. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources is happy to read services are going well for the MFP consumer.

ABI Resources is aware of the letter that was sent years ago and has had no challenges before and after the letter.

All the Best,
David Medeiros

The Department of Social Services has not contacted ABI Resources in regards to ABI Resources complaint made to the Department of Social Services on 10/18/2021.

What is the status of ABI Resources' reported complaint to the Department of Social Services back on Oct 6, 2021 Thu 10/18/2021?

It will be snow much fun!
Spectatualr

SUPER-DUPER SNOWMAN SOCIAL!

SUPER-DUPER SNOWMAN SOCIAL!

Re: ACR Request: RA Class Training dates and locations



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

Mon 4/26, 10:48 AM

Nicole Simmons <nsimmons@alliedgroup.org>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com> ✕

Reply all | ▼

Thank you Nicole,

Congratulations on your new addition to the family!
Happy to see you are back.

David

From: Nicole Simmons <nsimmons@alliedgroup.org>
Sent: Monday, April 26, 2021 12:13:41 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: RE: ACR Request: RA Class Training dates and locations

Hi David,

My apologies for the delay in response as I am just returning from maternity leave. I hope someone was able to assist you in my absence. In case your question has not yet been answered, the waived requirement for the RA Training is still currently in effect and we do not have a 2022 schedule as of yet. When this information becomes available, I will be sure to send a notice to all ABI agencies. Please let me know if you have any additional questions.

Hope you are staying well,

Nicole Simmons
Applications Processing Supervisor
Provider Services Department
Allied Community Resources
ph: 860-627-9500
fax: 860-627-0230
"Creating Opportunities for People"



**Please note: If you choose to send your documents using email, please send them as a PDF attachment to ACR@alliedgroup.org.

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Sent: Monday, March 1, 2021 12:21 PM
To: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>; ACR@alliedgroup.org
Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com; heather.m@ctbraininjury.com; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: ACR Request: RA Class Training dates and locations

Hello Nicole and Marihonor,

Would you please send ABI a copy of the 20221 RA Class Training Dates and Locations?

All the best,
David Medeiros CBIS

**A.B.I. RESOURCES**

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Main Office: 1-860-942-0365 | Ledyard Fax: 1-860-464-4960 | Windham Fax: 1-860-465-9591

Care Management Agency Name	Number of active Care Managers
-----------------------------	--------------------------------

Number of active MFP Care Managers

Number of active ABI Care Managers

Number PCA waiver I consumers

Number of MFP consumers actively receiving services

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

**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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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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Re: FB

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

Mon 10/18/2021 8:08 AM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Sent: Monday, October 18, 2021 8:06:25 AM

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

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: RE: FB

Good morning,

Per phone call I received from David Madeiros you stated at the end of the call that you were giving 14 day notice- right after stating that I could check Sandata for staff records as mom Mary had called me to state that you sent light duty staff, and had days where no one showed up. I don't get involved with these types of issues but need to make sure th consumer is safe and agencies are staffing according to the service orders and approved care plan.

Then you followed up with an email stating that you wanted a meeting or you would give 14 day notice.

I spoke with Mary and Jim who stated that they understood you had been with them from the beginning, however were unhappy and wanted one agency moving forward.

In the meantime the PCA agency was aware of a complain made of poaching staff which was a private conversation between Mom and the staff and did not involve Angelica or CTL. Angelica put in notice and CTL is no longer covering.

Mom and Dad both asked me to find a new agency to cover both, which I did and they are starting today. I was not able to find another agency to work as a split and the consumer needs a significant amount of hands on care.

I have spoken with DSS who stated that the family gets to choose the agency and there are no contracts or special arrangements between consumers and agencies. The family wishes are what needs to be followed.

I have also kept my supervision and DSS informed every step of this case.

The other agency is planning on starting today for PCA and RA agency.

Thank you,
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

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

Sent: Friday, October 15, 2021 5:20 PM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: Re: FB

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ABI Resources did not provide a 14 day notice.

James has informed us that you contacted him on Monday, and told him both agencies gave notice, which is inaccurate.

ABI Resources grateful for the opportunity and is always ready to support FB and his family.

David Medeiros
A.B.I. RESOURCES



From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, October 15, 2021 5:04:17 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: Re: FB

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Friday, October 15, 2021 4:50:53 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: RE: FB

Good afternoon David,

I just want to thank you for your work on FB's case and thank you for providing 14 days notice.

I spoke with both parents and they have chosen to move forward with a different agency to provide services for this case.
The new agency will start on Monday 10/18/2021, providing PCA and RA services.

Sincerely,

Kathleen Hazelton

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, October 6, 2021 1:35 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: legal@ctbraininjury.com; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>
Subject: Re: FB

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Good afternoon Kathleen,

In reference to the services, ABI Resources is actively providing for client FB in Gales Ferry. It appears that CTL has contacted the client's current ABI Resources employee, pressing employment for CTL with the same client. Unfortunately, if the provider poaching/talent raiding continues ABI Resources will be forced to provide a 14-day notice. ABI Resources is requesting a team meeting as it appears there may be current service concerns.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 22, 2021 1:08 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: FB

Good afternoon,

Frankie will be dc tomorrow to home.
 Can you restart services?

Thank you
 Kathleen

Kathleen Hazelton
 Specialized Care Manager
 43 Enterprise Dr, Bristol, CT 06010
 860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, September 1, 2021 12:39 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: HEATHER MEDEIROS <heather.m@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: Re: FB

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Hello Kathleen,

The client is not within the SANDATA scheduling / billing system. Would you please add the client so that ABI Resources may start scheduling? ABI is ready to start.

All the best,
 David Medeiros CBIS



A.B.I. RESOURCES

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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 1, 2021 11:55 AM
To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>
Subject: FB

Good morning
Francis Burton's RA staff did not show up today, resulting in the morning PCA staff having to remain in order to ensure Frankie's safety.
I attempted to call you but your vm was full.
Can you please respond ASAP so we can discuss?
Thank you
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

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Re: ACR Request: RA Class Training dates and locations unencrypted

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

Mon 3/1/2021 12:44 PM

To: Marihonor Flagg <mflagg@alliedgroup.org>

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>

Noted and thank you! 🙏

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 1, 2021 12:40 PM

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

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>

Subject: RE: ACR Request: RA Class Training dates and locations unencrypted

Greetings – there are no scheduled RA trainings due to the pandemic restrictions. Once an RA application is reviewed and completed, approval is granted contingent on the completion of the RA training once they become available. Keep in mind the acr@alliedgroup.org is an email dedicated to printing PDF documents. It's not for correspondence.

If you wish to email attachments please convert to PDF format and send to acr@alliedgroup.org.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230



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

Sent: Monday, March 1, 2021 12:21 PM

To: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>; ACR@alliedgroup.org

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Subject: ACR Request: RA Class Training dates and locations

Hello Nicole and Marihonor,

Would you please send ABI a copy of the 20221 RA Class Training Dates and Locations?

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

[WEBSITE](#) | [FACEBOOK](#)

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Re: FB

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

Mon 10/18/2021 8:08 AM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Sent: Monday, October 18, 2021 8:06:25 AM

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

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: RE: FB

Good morning,

Per phone call I received from David Madeiros you stated at the end of the call that you were giving 14 day notice- right after stating that I could check Sandata for staff records as mom Mary had called me to state that you sent light duty staff, and had days where no one showed up. I don't get involved with these types of issues but need to make sure th consumer is safe and agencies are staffing according to the service orders and approved care plan.

Then you followed up with an email stating that you wanted a meeting or you would give 14 day notice.

I spoke with Mary and Jim who stated that they understood you had been with them from the beginning, however were unhappy and wanted one agency moving forward.

In the meantime the PCA agency was aware of a complain made of poaching staff which was a private conversation between Mom and the staff and did not involve Angelica or CTL. Angelica put in notice and CTL is no longer covering.

Mom and Dad both asked me to find a new agency to cover both, which I did and they are starting today. I was not able to find another agency to work as a split and the consumer needs a significant amount of hands on care.

I have spoken with DSS who stated that the family gets to choose the agency and there are no contracts or special arrangements between consumers and agencies. The family wishes are what needs to be followed.

I have also kept my supervision and DSS informed every step of this case.

The other agency is planning on starting today for PCA and RA agency.

Thank you,
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

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

Sent: Friday, October 15, 2021 5:20 PM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: Re: FB

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ABI Resources did not provide a 14 day notice.

James has informed us that you contacted him on Monday, and told him both agencies gave notice, which is inaccurate.

ABI Resources grateful for the opportunity and is always ready to support FB and his family.

David Medeiros
A.B.I. RESOURCES



From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, October 15, 2021 5:04:17 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: Re: FB

This communication is concerning, and inaccurate.

David Medeiros
 A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Friday, October 15, 2021 4:50:53 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: RE: FB

Good afternoon David,

I just want to thank you for your work on FB's case and thank you for providing 14 days notice.

I spoke with both parents and they have chosen to move forward with a different agency to provide services for this case.
 The new agency will start on Monday 10/18/2021, providing PCA and RA services.

Sincerely,

Kathleen Hazelton

Kathleen Hazelton
 Specialized Care Manager
 43 Enterprise Dr, Bristol, CT 06010
 860-257-1503 x4119

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, October 6, 2021 1:35 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: legal@ctbraininjury.com; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>
Subject: Re: FB

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Good afternoon Kathleen,

In reference to the services, ABI Resources is actively providing for client FB in Gales Ferry. It appears that CTL has contacted the client's current ABI Resources employee, pressing employment for CTL with the same client. Unfortunately, if the provider poaching/talent raiding continues ABI Resources will be forced to provide a 14-day notice. ABI Resources is requesting a team meeting as it appears there may be current service concerns.

All the best,
 David Medeiros CBIS



A.B.I. RESOURCES

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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 22, 2021 1:08 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: FB

Good afternoon,

Frankie will be dc tomorrow to home.
Can you restart services?

Thank you
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, September 1, 2021 12:39 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: HEATHER MEDEIROS <heather.m@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: Re: FB

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Kathleen,

The client is not within the SANDATA scheduling / billing system. Would you please add the client so that ABI Resources may start scheduling? ABI is ready to start.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

[WEBSITE](#) | [FACEBOOK](#) ([Meet Abi the Elephant](#))

Main Office: 1-860-942-0365 | Ledyard Fax: 1-860-464-4960 | Windham Fax: 1-860-465-9591

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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 1, 2021 11:55 AM
To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>
Subject: FB

Good morning
Francis Burton's RA staff did not show up today, resulting in the morning PCA staff having to remain in order to ensure Frankie's safety.
I attempted to call you but your vm was full.
Can you please respond ASAP so we can discuss?
Thank you
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

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v SECURE MA...

✉ Re: ABI Waiver Pro... ✕ 📁 Inbox ✕



Comp



Inbox



Sent



Drafts



Search Mail



Manage Folders

↩ Reply ↩ Reply All → Forward 🗑 Delete

Move to folder... ▾

↔ Mc

Re: ABI Waiver Program Consumer Service Concern



Jennifer Cavallaro <Jennifer.Cavallaro@ct.gov>

To: AABIWR@live.com <AABIWR@live.com>

CC: Commis DSS <Commis.DSS@ct.gov>

📅 25 October 2021 6:44

🕒 Expires in 30 days

Good Morning Mr. Medeiros,
 We are actively investigating the concerns.
 Please feel free to refer the conservator to my attention.
 Kindest regards,
 Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
 Director, Operations Team
 Co-Lead, Community Options Unit
 Division of Health Services
 Connecticut Department of Social Services
[55 Farmington Avenue](#)
[Hartford CT 06105](#)
[860-424-5743](#) - office
jennifer.cavallaro@ct.gov
www.ct.gov/dss

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On Oct 25, 2021, at 6:41 AM, A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@live.com> wrote:

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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

<Outlook-emb0ahpj.jpg>



STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
55 FARMINGTON AVENUE, HARTFORD, CONNECTICUT 06105

October 10, 2019

Mr. David Medeiros
A.B.I. Resources LLC
752 Main Street
Willimantic, CT 06226-2504
aabiwr@live.com

RE: Suspension from ABI Waiver Program/MFP Provider Registry for New Clients

Dear Mr. Medeiros:

The purpose of this correspondence is to address issues brought to our attention from Money Follows the Person ("MFP") program staff regarding your improper communications with the family of F.B., and your violation of Department rules and regulations.

F.B. is eligible to receive home and community-based services through MFP in conjunction with the Department's Acquired Brain Injury Waiver program. As you know, F.B.'s care manager had developed a service plan that included 63 hours per week of PCA services and 21 hours per week of Recovery Assistant services. The service plan was developed based on a comprehensive assessment of his needs through a person-centered, conflict-free process, in accordance with program rules and federal requirements.

The Department recently received information that, while attempting to encourage F.B.'s family to select your agency as F.B.'s provider, you improperly intervened in the care planning process. Specifically, you communicated directly with F.B.'s family in an attempt to have the service plan modified to match the services provided by your agency, rather than the services identified by the care manager. In particular, you suggested that, although your agency does not provide PCA services, your agency could instead bill the Department for Independent Living Skills Training (ILST). ILST is a skills training service that is significantly different than the hands-on personal care provided by a PCA, but is reimbursed at a significantly higher rate than PCA services. You made this suggestion while being fully aware that F.B. has extensive hands-on care needs with his activities of daily living, which cannot be met by an ILST. Although you stated to the care manager that the ILST could provide personal care as a "hand over hand" service, personal care is outside the scope and definition of ILST, and cannot be billed as such.

The Department has determined that your conduct is abusive of the Connecticut Medical Assistance Program, and also violates several provisions of the Department of Social Services' Provider Enrollment Agreement (the "Agreement") and the Addendum to the Provider Enrollment Agreement for Acquired Brain Injury Waiver Providers, which is incorporated by reference into the Agreement (the "Addendum"). In particular, Paragraph 10 of the Addendum states as follows:

The Care Manager is responsible for developing a written individualized plan that describes the type, amount, frequency and duration of services to be provided to the client in consultation with the client, the client's family or the client's authorized representative (the "Plan of Care"). The Provider shall cooperate with the Care Manager in its development of the Plan of Care.

In addition, Paragraph 11 of the Addendum states as follows:

The Care Manager, not the Provider, is responsible for communicating with a client regarding the Plan of Care, including proposed changes to such Plan of Care. The Provider shall not discuss details regarding the Plan of Care with a client including, but not limited to, the Provider's desire to change or terminate services, without the Care Manager's prior approval.

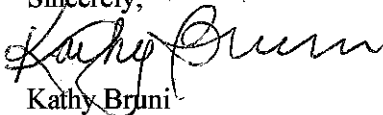
The Department has significant concerns regarding your conduct. The care manager's role in developing the plan of care with the individual is critical to ensuring that the federally-mandated person-centered planning process for ABI Waiver clients is followed. It is the care manager, not a prospective provider, who is responsible for developing the service plan and communicating with the client, family members and representatives regarding the details of the service plan. Your interference with this process: is a violation of your Agreement; could have placed a client's health and safety at risk; and is an abusive program practice.

Accordingly, pursuant to Paragraphs 9 and 33 of the Agreement, and Paragraph 9 of the Addendum, the Department is suspending A.B.I. Resources LLC from the ABI Waiver Program/MFP provider registry for *new* clients for a minimum period of three months from the date of this letter. During this period, A.B.I. Resources LLC may provide services to only its *existing* ABI Waiver/MFP clients.

The Department will review this status after three months.

Please contact me if you have questions.

Sincerely,



Kathy Bruni
Director, Community Options

Cc: Dawn Lambert
John McCormick
Michael Slitt

Ongoing Silence! Lack of Transparency in Connecticut's Federally Funded Programs Raises Alarm
Secret Directory and Practices: Concerns Rise for Brain-Injured Individuals in Connecticut Medicaid
Federal Anti-Kickback Statute | Medicaid Referral Fraud | ABI RESOURCES

Transparency and Accountability Concerns in CT's Federally Funded Programs for Brain Injury Care
Care Managers. Do you have the right to change yours? Understanding Protecting Your Freedoms
Investigating the Legality and Impact of CCC's Secret Electronic Randomization System on Federally
Disability Rights Connecticut (DRCT) Team

Dear Brain Injury Alliance of Connecticut (BIAC)

Dear Governor Ned Lamont, Advocacy Request for Brain Injury Survivors

Alleged Discrimination at Connecticut Community Care | Calls for Internal Investigation

The Importance of Informed Choice in Achieving Free Choice in Healthcare.

Informed Choice and Its Implications for Connecticut's ABI Waiver and MFP Programs

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

Enhancing Ethical Systems / Advocating for Consumer Rights and "Request to change Care Manager Form

Are They Leaving People with Slower Recovery Behind? MFP and ABI Waiver Programs

Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding.

- [Ongoing Silence! Lack of Transparency in Connecticut's Federally Funded Programs Raises Alarm](#)
- [Secret Directory and Practices: Concerns Rise for Brain-Injured Individuals in Connecticut Medicaid](#)
- [Federal Anti-Kickback Statute | Medicaid Referral Fraud | ABI RESOURCES](#)
- [Transparency and Accountability Concerns in CT's Federally Funded Programs for Brain Injury Care](#)
- [Care Managers. Do you have the right to change yours? Understanding Protecting Your Freedoms](#)
- [Investigating the Legality and Impact of CCC's Secret Electronic Randomization System on Federally](#)
- [Disability Rights Connecticut \(DRCT\) Team](#)
- [Dear Brain Injury Alliance of Connecticut \(BIAC \)](#)
- [Dear Governor Ned Lamont, Advocacy Request for Brain Injury Survivors](#)
- [Alleged Discrimination at Connecticut Community Care | Calls for Internal Investigation](#)
- [The Importance of Informed Choice in Achieving Free Choice in Healthcare.](#)
- [Informed Choice and Its Implications for Connecticut's ABI Waiver and MFP Programs](#)
- [Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs.](#)
- [Enhancing Ethical Systems / Advocating for Consumer Rights and "Request to change Care Manager Form](#)
- [Are They Leaving People with Slower Recovery Behind? MFP and ABI Waiver Programs](#)
- [Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding.](#)



U.S. Department of Health and Human Services
Office of Inspector General

Requesting information about your complaint

Every report we receive is important, however, not every submission results in an investigation.

Once submitted, we will review your complaint for relevance and completeness. If you have identified yourself, a reviewing official may contact you for further information. It is important to note that you might not be contacted by an investigator but that does not mean your complaint is not being investigated. Due to the high volume of complaints we receive, it is not possible to contact every complainant. The Hotline will not be able to confirm receipt of your complaint or respond to any inquiries about action taken on your complaint.

You may request information about your complaint through the OIG Freedom of Information Act officer (<https://oig.hhs.gov/foia>). Remember to phrase your request in terms of a search for records pertinent to your complaint, not status. You should wait at least six months before filing such a request.

Your complaint summary

Before you submit, make sure you check your information and save or print a copy for your records.

Allegation details

HHS employee, contractor, or grantee No

Allegation type Kickbacks

Healthcare program Medicaid

Program type Other: ABI Waiver Program I and II as well as MFP program

Date of activity 11/29/2022

Is the activity still happening? Yes

Subject information

Subject

Type of subject	Business
Business/Department name	Connecticut Medicaid Programs ABI Waiver I and II and MFP Program
Doing Business As (DBA)	-
Employer ID Number (EIN)	-
National Provider ID (NPI)	-
Address	-
Business phone	-
Alternate phone	-
Website	-
Additional identifying information	The complaint/tip document is attached. 24 pages in total

Witness information

Witness

Name	Many
Alias/Nickname	-
Date of birth	-
Contact details	
Home phone	-
Cell phone	-
Work phone	-
Personal email	-

Work email	-
-------------------	---

Home address	-
---------------------	---

Employment information

Job title	-
------------------	---

Employer	-
-----------------	---

Address	-
----------------	---

Employer phone	-
-----------------------	---

Your narrative

Your description of events

The complaint/tip document is attached. 24 pages in total

Attached files	Connecticut Medicaid Fraud November 29 2022.pdf
-----------------------	---

Evidence description	The complaint/tip document is attached. 24 pages in total
-----------------------------	---

Your information

Your consent to disclose	I wish to remain Confidential. You may contact me for additional information, but please keep my name confidential and do not share it outside of the HHS Office of Inspector General. I also understand that HHS-OIG may still need to disclose my identity if required by law or if deemed necessary to the investigation.
---------------------------------	--

Name	DAVID MEDEIROS
-------------	----------------

Date of birth	12/30/1976
----------------------	------------

Medicare number	-
------------------------	---

Medicaid number	-
------------------------	---

Social Security Number (SSN)	048-70-7441
-------------------------------------	-------------

Your contact details

Home phone	860 463-3638
Cell phone	-
Work phone	-
Personal email	-
Work email	David.M@ctbraininjury.com
Your home address	215 Mountain St Willimantic, CT 06226

Your employment information

HHS employee, contractor, or grantee	No

Email address

Make sure the email address you enter is the one you wish to receive the complaint submission confirmation. Please update the email address if you wish to receive it at a different address.

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

State of Connecticut

Department of Social Services.

55 Farmington Avenue, Hartford Connecticut

Attn: *Kathy Bruni and DSS*

October 21, 2019.

Hello Kathy Bruni and DSS,

There are many inaccuracies within the DSS letter received. Would you please contact, review and consider all relevant information sources?

In reference to the DSS letter:

- The father is very impressed by ABI Resources:
- The father asked what services ABI Resources provides and was informed of the services provided by ABI Resources under the waiver program, ILST, Companion, RA and when we can start.
- The father loved that ABI Resources is within one mile of their home.
- The father loved that ABI Resources is equipped with a music recording studio as FB has been and continues to be very involved with music.
- The father has worked within the local school systems with our employee Steven, that provides music education resources for ABI Resources as well as the school systems.



- Back in July, care manager Christine Russel and I had a conversation about the process of being discharged, identifying an agency for a home OT evaluation, getting that evaluation approved by DSS, identifying a company to provide home modifications, creating a transition home plan, creating a service plan, presenting that service Plan to DSS for approval, finalized by a provided service plan and date to start services.
- Later in July, Christine Russel called and asked if ABI Resources provides PCA services and I said no. ABI Resources provides ILST companion and RA services.
- The father called and asked if ABI Resources would provide PCA services and was informed that ABI resources does not provide PCA services.
- Each month ABI Resources has sent an email requesting an updated status.
- The first week of October Christina Russel called me and informed me that ABI Resources would be providing RA1 services 3 hours a day 7 days a week when approved by DSS.
- No service plan has been provided yet, as Christina and Ebony are first working on the OT home evaluation authorization from DSS.
- I have attached the email communications for reference.

I believe that this father is very impressed by ABI Resources and wants to receive all services from ABI Resources exclusively. ABI resources will only provide ILST Companion and RA services. When a service plan is finalized and provided, care manager Christina Russel will inform the family of each service and their roles.

ABI Resources wishes to have a conflict free relationship with you and the Department of Social Services.

Thank you for your time,

Respectfully,

David Medeiros CBIS

Mon, Sep 16, 2019, at 1:54 PM

Hello Christine and Eboni,

Can you please let us know the status of this case?

Thank you.

My regards,

Robert Brule, CBIS

Mon 9/16/2019 2:50 PM

From Eboni Payne

Hello Robert,

Thank you for sending the name.

On my end, we are currently awaiting DSS to approve a quote for a PT home evaluation. Once that is approved we can schedule to have the eval done.

Once the eval is done we will have a contractor come out and quote the work that needs to be done based off of the eval. Once that is finished we submit all of that to DSS for their approval. After the approval modifications can begin.

Hopefully, I will receive an answer back from DSS this week on the PT evaluation quote.

Hope this answers your questions, if you are looking for something specific that I have missed, please let me know.

Thank you,

Eboni Payne

Transition Coordinator

CCC, North Central Regional Office

Mon, 9/16/2019 10:47 PM

Vey late on Monday night, Robert Brule received this communication from Christina Russell, Care Manager

Hi Robert,

I presented the new proposed plan of care to DSS. It was denied. PCA can't be replaced with ILST. I described the service to the SW whom reviews the plans with the nurse, and she said that PCA must remain in the plan and not replaced with ILST. I did call Jim, right before he returned to work and he was going to work on identifying an agency that can provide the PCA service, only. I do have to f/u with him to check on the status. I am sure he is very busy with work and that is why I haven't heard anything yet.

Tue 9/17/2019 8:22 AM

Thank you for the email Christine. ABI Resources will only provide ILST and RA services?

My regards,

Rob Brule, CBIS

Tue 10/1/2019 11:13 AM - ABI reached out again

To: Christina Russell

Subject: MFP: Ledyard Client F.

Hello Team,

Do we have an official service plan? We have staff ready. Would you please provide a status update?

Talk soon,

David

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>**State of Connecticut****Department of Social Services.**

55 Farmington Avenue, Hartford Connecticut

Attn: *Kathy Bruni and DSS*Cc: *Dawn Lambert, John McCormick, Michael Slitt, Robert Brule***October 21, 2019.**

Hello Kathy Bruni and DSS,

There are many inaccuracies within the DSS letter received. Would you please contact, review and consider all relevant information sources?

In reference to the DSS letter:

- The father received ABI Resources' contact information via the care manager and called us for vetting.
- The father was very impressed by ABI Resources.
- During the interview, the father asked what services ABI Resources provides and was informed of the services provided by ABI Resources under the waiver program, ILST, Companion, RA and when we can start.
- The father loved that ABI Resources is within one mile of their home.
- The father loved that ABI Resources is equipped with a music recording studio, as FB has been and continues to be very involved with music.
- The father has worked within the local school systems with our employee Steven, that provides music education resources for ABI Resources as well as the school systems.
- Back in July, care manager Christine Russel and I had a conversation about the process of being discharged, identifying an agency for a home OT evaluation, getting that evaluation approved by DSS, identifying a company to provide home modifications, creating a transition home plan, creating a service plan, presenting that service Plan to DSS for approval, finalized by a provided service plan and date to start services.
- Later in July, Christine Russel called and asked if ABI Resources provides PCA services and I said no. ABI Resources provides ILST companion and RA services.



- The father called and asked if ABI Resources would provide PCA services and was informed that ABI resources does not provide PCA services.
- Each month ABI Resources has sent an email requesting an updated status.
- The first week of October Christina Russel called me and informed me that ABI Resources would be providing RA1 services 3 hours a day, 7 days a week, when approved by DSS.
- No service plan has been provided yet, as Christina and Ebony are first working on the OT home evaluation authorization from DSS.
- I have attached email communications for reference.

I would consider that the father is incredibly impressed by ABI Resources and may want to receive all services from ABI Resources exclusively. ABI Resources will only provide ILST, Companion and RA services. When a service plan is approved, finalized and provided, care manager Christina Russel will inform the family of each service and their roles. Christina Russel has been professional and a pleasure to work with. Ebony Payne has been professional and responsive to status updates.

ABI Resources and I understand your concerns. We wish to have a healthy conflict free relationship with you and the Department of Social Services.

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