

Mon, 9/16/2019 10:47 PM

Unusually 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



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

October 31, 2019

Mr. David Medeiros
ABI Resources LLC
752 Main Street
Willimantic, CT 06226-2504
aabirw@live.com

Dear Mr. Medeiros,

The Department of Social Services is in receipt of your letter dated October 21, 2019. Your letter requests that the Department contact and consider relevant information sources regarding our October 10, 2019 letter to you. We have, in fact, reviewed and spoken with relevant sources, both before and after your letter, and stand by our October 10, 2019 letter.

Although you don't reference or acknowledge it in your letter, our investigation revealed that, even though the care manager had determined that PCA services were necessary for F.B., you improperly attempted to convince the care manager, and informed F.B.'s family members, that 63 hours of PCA services per week could be replaced with ILST services at ABI Resources. As you know, F.B. has extensive hands-on care needs. He is wheelchair-bound, and recovering from multiple serious injuries, including pelvic fractures, scapular fractures, and bilateral pulmonary contusions. ILST is an inappropriate service to address his needs, and would have placed his health and safety at risk.

Nevertheless, your letter implies that F.B.'s service plan would still include ILST services, even though both the care manager and our October 10, 2019 letter have made it perfectly clear that F.B. is not a candidate for ILST services at this time. By writing that F.B.'s father "may want to receive all services from ABI Resources exclusively," and that ABI Resources "will only provide ILST, Companion and RA services," we conclude that you still do not understand the inappropriateness of your actions. If ABI Resources does not provide PCA services, it doesn't matter that F.B.'s father would prefer to receive all services from your agency.

After reviewing your letter and our documentation, the Department stands by its decision that you violated your provider agreement with the Department when you improperly interfered in the conflict-free care planning process. This is an abusive program practice that, had the Department not intervened, would have placed F.B.'s health and safety at risk.

Sincerely,


Kathy Bruni, Director
Community Options Unit

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>

Thank you CCSN!

ABI Resources would like to offer our heartfelt gratitude to The Center for Children with Special Needs. Thank you for expanding your Connecticut services to include the Medicaid ABI Waiver Program. CCSN's therapeutic expertise is incredibly needed. You are noticeably improving the lives of people living with and recovering from brain injuries. CCSN's services and specifically the outstanding professionalism of Kaitlin Scanlon Crowe, M.A., BCBA are well felt and appreciated. Kaitlin's ability to adapt and support the unique needs of individuals align with ABI Resources' core values of quality care. CCSN's ethics and compassion for serving others is clear. You are producing real results and are a respected addition to many Connecticut care teams. Thank you again CCSN for all that you do, with and for the many people and families in need.

Best regards,

David Medeiros CBIS

David Medeiros CBIS

Founder

ABI Resources, LLC



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
GALES FERRY, CT 06335
(860) 942-0365
WWW.CTBRRAININJURY.COM



The Connecticut Community Care (CCC) is a vital resource for many individuals and families in the state, providing a range of services and supports to help people live independently and with dignity. However, recent reports have raised concerns about the lack of transparency and accessibility in the answers and responses provided by CCC to the questions and concerns of the community it serves.

This lack of transparency and accessibility is a cause for concern, as it undermines the trust and confidence that individuals and families have in CCC and its services. Without clear and accessible answers to their questions and concerns, individuals may feel frustrated, ignored, or even helpless and may be less likely to seek out the help and support they need.

Furthermore, the lack of transparency and accessibility in CCC's responses also raises questions about accountability and governance. If CCC is not providing clear and accessible answers to questions and concerns, how can individuals and families be assured that their needs and interests are being taken into account in the decision-making processes of the organization?

In order to address these concerns, it is essential that CCC take steps to improve the transparency and accessibility of its answers and responses to community questions and concerns. This may involve providing more detailed and comprehensive information, using clear and concise language, and making information more readily available through multiple channels, including online and in-person.

By taking these steps, CCC can demonstrate its commitment to accountability, transparency, and accessibility, and help ensure that individuals and families in Connecticut have the information and support they need to live independently and with dignity.

ABI Resources contacted,

Erin Kane Head of Quality and Performance Improvement for CCC Connecticut Community Care.

Dear Erin,

Thank you for your prompt and informative response to my inquiry about Connecticut Community Care's referral process. I appreciate the detailed explanation you provided and the clarification on the provider selection criteria.

I understand that Amy Dumont from DSS will be able to address my questions regarding documentation and eligibility. I look forward to her input on these matters.

In the meantime, I have some additional questions for you. Can you please elaborate on the electronic randomization process used for provider selection when a client does not indicate a preference? I am curious to learn more about how the system works to ensure a fair distribution of referrals. I have a few additional questions to help me better understand the referral system:

Provider List:

- a. Approximately how many agency providers are currently in the Connecticut Community Care referral system? Understanding the number of providers in the system will give me a better idea of the diversity and range of options available to clients.
- b. Who provides Connecticut Community Care with the list of agency providers included in the referral system? Is there a specific department or organization responsible for maintaining and updating the list of providers?
- c. How often is the list of agency providers updated? Is there a regular schedule or is it updated on an as-needed basis?
- d. How may we ensure that ABI Resources is listed within the system for all areas and services? May I see how ABI Resources is listed within your system?

Electronic System:

- a. What is the name of the electronic system used for randomizing provider selection when a client does not indicate a preference?
- b. Can you please elaborate on the electronic randomization process used for provider selection to ensure a fair distribution of referrals?
- c. Who is responsible for managing the referral system and ensuring its smooth operation? Is there a specific department or organization responsible for maintaining and updating the list of providers?

d. Could you please elaborate on how the selected provider is presented to the care manager? Additionally, how is this selection subsequently presented to the client? Are there specific steps or protocols followed to ensure clients are fully informed and understand their options?

Regarding the role of care managers in the process:

a. What is the care manager's role in presenting agency providers, such as ABI Resources, to clients during the referral process?

b. How do they ensure that clients are well-informed and make the best choice based on their needs and preferences?

c. Do all care managers have access to the electronic system used for provider selection? If so, are they able to operate the system independently, or is there a specific protocol they must follow? Could you please elaborate on the level of involvement and autonomy care managers have when utilizing CCC the electronic system during the referral process?

I want to take a moment to emphasize how much we value the information you have provided and will continue to provide about Connecticut Community Care's referral process. This knowledge not only helps ABI Resources better navigate and understand the system, but it also enables us to more effectively serve the brain injury population.

By comprehending the intricacies of the referral process, we can work closely with care managers, adapt our services to meet clients' specific needs, and ensure that clients are presented with the most accurate and relevant information about ABI Resources. This collaborative approach is essential in empowering clients to make informed decisions about their care, which ultimately contributes to better outcomes for those affected by brain injuries.

Once again, thank you for your ongoing assistance and dedication to helping us serve the brain injury community more effectively.

Understanding the involvement of care managers in the process will help us better collaborate with them and support clients effectively. Your insights are greatly appreciated, I look forward to your response and any additional insights you can provide on this topic.

All the best,

David Medeiros

Following Up on Unacknowledged Requests from CCC Connecticut Community Care, ABI Resources followed up with this email.

Dear Erin,

I am writing to express our deepening concerns over the lack of response to ABI Resources' inquiry regarding Connecticut Community Care's referral process. As a provider of services to the brain injury population, we are committed to ensuring that individuals with disabilities have full access and receive the care and services they need to thrive.

We recognize that you and your team may be facing many challenges, and we urge you to prioritize ABI Resources' inquiry. The lack of communication is raising serious doubts about the reliability of information and responsiveness of your organization, and this is creating significant new concerns.

We cannot overemphasize the importance of ensuring that Medicaid consumers of the above programs have full and complete access to ABI Resources services.

We are committed to working together with you and your organization to improve the lives of individuals with disabilities. We urge you to respond to our inquiries and to work with ABI Resources to address any concerns or issues that may arise.

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

Sincerely,

David Medeiros

Following Up on Unacknowledged Requests from CCC Connecticut Community Care, ABI Resources followed up with this email to,

Julia Evans Starr, President, of CCC Connecticut Community Care.

Dear

Julia Evans Starr, President,

I hope this email finds you well. I am writing to express our concern regarding a series of unanswered inquiries and concerns that we at ABI Resources have raised with Connecticut Community Care pertaining to Medicaid federally funded waivers. As we both strive to serve the same community, it is vital that our questions be addressed promptly to ensure the best possible support for the individuals who rely on our services.

Below is a list of unacknowledged email inquiries sent to Connecticut Community Care, Head of Quality and Performance Improvement detailing inquiries and concerns which have yet to receive a response:

Subject: Comprehensive Inquiry: Referral Process, Provider List, and Care Manager's Role.

a. Sent: Fri 3/17/2023 5:43 AM

b. Sent: Wed 3/22/2023 5:01 PM

Subject: Inquiry Regarding Client's Option to Change Agency Service or Care Management Provider. MFP, ABI and PCA Waivers.

a. Sent: Fri 3/17/ 2023 7:30 AM

b. Sent: Wed 3/22/2023 5:00 PM

Subject: Care Management Referral Process Inquiry for MFP Program and Waivers.

a. Sent: Sat 3/11/2023 7:17 AM

Subject: To the attention of David Medeiros CBIS.

a. Sent: Wed 3/22/2023 5:02 PM

b. Pertaining to the received communication from

Thu 9/1/2022 12:16 PM

We kindly request that these concerns be brought to the attention of the Board of Directors at the earliest opportunity, as they directly affect our mutual mission to serve the community. We believe that addressing these questions and concerns will not only strengthen our collaboration but also ensure that the individuals we serve receive the highest quality of care and support.

The lack of response to our inquiries is causing growing concerns for numerous reasons, particularly in relation to the well-being of Medicaid consumers and providers. This situation not only impairs our capacity to offer optimal care to our clients, but it also casts doubt on the effectiveness of communication and collaboration between our organizations, as well as the ability of care managers to effectively provide for the Medicaid waiver brain injured population while ensuring the rights of the person served are adhered to. It is vital to address these concerns swiftly to preserve trust and nurture a positive working relationship moving forward. At ABI Resources, we are committed to partnering with your organization to develop practical solutions to the challenges faced by Medicaid consumers. By working together, we can make a meaningful difference and enhance the quality of care provided to these individuals, ultimately improving their well-being and overall experience.

Please provide a timeline for when we can expect a response to the aforementioned inquiries. We appreciate your attention to this matter and look forward to a productive dialogue.

Thank you for your cooperation.

Sincerely,

David Medeiros

ABI Resources has taken steps to address these concerns by reaching out to the federal government for assistance. Specifically, the organization has requested an investigation into management practices and has requested more detailed information about the programs, including the total number of program-approved agency providers, the entity responsible for managing and updating the approved provider directory list, information about public access to this list and Care Management referral practices of federal program agency providers. ABI Resources' requests for information have been made in accordance with the Freedom of Information Act (FOIA).

ABI Resources remains committed to steadfast advocacy for the rights of individuals with disabilities. We are dedicated to staying informed and up-to-date on the latest developments, and we pledge to keep you informed as we receive new information.

This article sheds light on the concerns surrounding the lack of transparency and accountability in Connecticut's federally funded programs.

Connecticut, brain-injured individuals, , transparency, accountability, Approved Provider Directory, care management referral processes, Medicaid agency providers, lack of access, concerns, confusion, investigation, advocacy, Freedom of Information Act. Trending

This article explores the critical issues surrounding transparency and accountability in Connecticut's federally funded programs for brain injury care. With a focus on the challenges faced by individuals and providers due to the lack of access and clarity in the approved provider directory and care management referral processes, this piece emphasizes the importance of addressing these concerns for the benefit of the community. Through ongoing advocacy efforts by providers and an investigation currently

underway, this article provides valuable insights into the ongoing efforts to improve the quality of care provided to individuals with brain injuries.

NEW BREAKING UPDATE NEWS / Connecticut

"Transparency and Accountability Concerns in CT's Federally Funded Programs for Brain Injury Care"

This article sheds light on the concerns surrounding the lack of transparency and accountability in Connecticut's federally funded programs.

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This lack of transparency and accessibility is a cause for concern, as it undermines the trust and confidence that individuals and families have in CCC and its services. Without clear and accessible answers to their questions and concerns, individuals may feel frustrated, ignored, or even helpless and may be less likely to seek out the help and support they need.

Furthermore, the lack of transparency and accessibility in CCC's responses also raises questions about accountability and governance. If CCC is not providing clear and accessible answers to questions and concerns, how can individuals and families be assured that their needs and interests are being taken into account in the decision-making processes of the organization?

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ABI Resources contacted,

Erin Kane Head of Quality and Performance Improvement for CCC Connecticut Community Care.

and

Julia Evans Starr, President, of CCC Connecticut Community Care.

#FOIA #BreakingNews #NewsUpdate

#WorldNews #politics #business

#healthcare #technology #DSS #trendingnow #Youtube #Connecticut #advocate #family #ethics
#compassion #CT

#ctnews #newsletter #humanrights #updates #activism #socialjustice #civilliberties

Connecticut, brain-injured individuals, transparency, accountability, Approved Provider Directory, care management referral processes, Medicaid agency providers, lack of access, concerns, confusion, investigation, advocacy, Freedom of Information Act. Trending

#community #people #management #quality #help

Top 5 questions to ask your Care management care manager.

ory of understanding and supporting the consumer,

despite the complex and often challenging moral, ethical, and legal concerns involved.

We acknowledge the essential role that ABI Resources, Connecticut Community Care, the Department of Social Services, the Department of Mental Health, and the Judicial System play in supporting the consumer and understanding new current challenges. It is also crucial to address legal liabilities and responsibilities. By collaborating and maintaining a strong commitment to professional excellence, we can continue to provide the highest level of care and support for the consumer while upholding the necessary legal and ethical standards.

We appreciate your timely attention to these matters and hope for a comprehensive plan that ensures the consumer's safety, well-being, and compliance with the appropriate guidelines and regulations.

Thank you for your understanding and cooperation. We are confident that, with your guidance, we can effectively address these issues and provide the best possible care for the consumer.

Sincerely,

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>

August 1, 2022.

Connecticut Community Care Inc.
43 Enterprise Drive
Bristol, Connecticut 06010

Formal inquiry and request for internal investigation.

In reference to consumer services, provided under the guidelines of the ABI Waiver Program and protocols set forth by Medicaid and Connecticut's Department of Social Services. On July 25, 2022, at 8:00 am, Connecticut Community Care manager Doreen Andrews directed the immediate removal of ABI Resources without notice with a Willington Consumer of the Medicaid Abi Waiver Program. An ABI Resources Program Support Manager recieved a text message with the care management immediate directive. ABI Resources is concerned this action may appear to conflict with the regulations of the Medicaid ABI Waiver Program as well as the values and mission of ethical person-centered care provided by Connecticut Community Care as a whole.

ABI Resources is requesting a Connecticut Community Care internal investigation.

Regards,

David Medeiros CBIS

Member David Medeiros CBIS
Founder, CEO, Director, Team Member
ABI Resources, LLC

A.B.I. RESOURCES



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ABI Resources is requesting a Connecticut Community Care internal investigation.

Regards,

David Medeiros CBIS

Member David Medeiros CBIS
Founder, CEO, Director, Team Member
ABI Resources, LLC

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To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery**D-1: Service Plan Development (6 of 8)**

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username, and created a password for consumers of the ABI Waiver Program.
- Many of the disabled ABI Waiver Program population cannot afford the internet and the equipment needed to access the internet to navigate their listing.
- Many disabled ABI populations cannot navigate and understand internet-based communication processes.
- Many disabled ABI Waiver populations live with communication and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for callbacks, or requesting the listing mailed to their home address is a highly complex process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without giving the complete DSS



contracted fiduciary listing. This action is not ethical and maybe biased as disabled ABI waiver consumers are not afforded their complete full and unbiased selection of providers that may provide a more beneficial Case Management relationship. ABI Waiver and MFP consumers may appear not completely informed or misled during decision-making and may be left entirely out of the selection process. This may appear to be discriminating and misleading to consumers with disabilities and not providing them the same civil rights in their person-centered program decision process. An example of this would be a verbal phone conversation promoting a specific provider, leading or steering a client to meet with or arranging a referral before a consumer is wholly informed or provided their complete options by a Case Management selected provider.

- DSS, Case Management providers, and the contracted, the fiduciary listing provider may be aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not discriminated against and provide the procedural validation system to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to confuse the disabled ABI Waiver consumer in this way. Below are the first two webpages of many that DSS'S contracted fiduciary is listing; note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate, and more.

Juniper Homecare LLC	●	(860) 523-1418	West Hartford
Juniper Homecare LLC	●	(860) 523-1418	West Hartford
Absolute Independence LLC		(860) 347-3082 melhornahkj288@gmail.com	Middletown
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Lifeline Nursing LLC	●	(203) 891-8243 info@lifelinenursing.net	Orange
Lifeline Nursing LLC	●	(203) 891-8243 info@lifelinenursing.net	Orange
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Home Healthcare Companions LLC		(860) 908-7870 annjea.cormier@gmail.com	Waterford
Simple Home Care Solutions LLC	●	(860) 944-2770 nancyhackbarth@att.net	Bristol
Simple Home Care Solutions LLC	●	(860) 944-2770 nancyhackbarth@att.net	Bristol
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven

- Note that ABI Resources is listed once.

Positive Outlooks	●		sherrylmccowan@positiveoutlookslc.com	Waterbury
Positive Outlooks	●		sherrylmccowan@positiveoutlookslc.com	Waterbury
ABI Resources LLC	●	(860) 942-0365	ABI@CTBRAININJURY.COM	Gales Ferry
24/7 Harmony Home Care Services LLC	●	(860) 646-4193	asumaduj@247hhcare.com	Manchester
24/7 Harmony Home Care Services LLC	●	(860) 646-4193	asumaduj@247hhcare.com	Manchester
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Prestige Companion & Homemakers LLC	●	(203) 262-0046	Prestigehcare@gmail.com	Southbury
Prestige Companion & Homemakers LLC	●	(203) 262-0046	Prestigehcare@gmail.com	Southbury
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
Second Chance Home Care LLC		860-263-8259	info@secondchancehomecare.com	East Hartford
Advanced Cognitive Development LLC		(860) 478-1910	crystalj_acdabi@outlook.com	Mansfield Center
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
A&D Home Health Solutions Inc		(860) 667-2275	dfisher@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges understanding the list of provider types.

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program: ABI

Provider Types:

Click to Select Provider Types

- Agency
- Private-Household
- Private-SE & H
- Private-Self-Empl.
- Click to Select Towns

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

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- Note that the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with, such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

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Directory Report Criteria

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Program:

Provider Types:

Regions:

Services:

Assistive Technology
Environmental Accessibility Adapt.

Towns:

Additional Languages:

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- CBT and Behaviorist services are not listed on the DSS contracted fiduciary listing. This may create questionable and concerning challenges that may promote a discriminatory or biased decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and maybe selecting, making initiative-taking referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and biased practice.

ABI Resources formally requests a Department of Social Services internal investigation of these practices and concerns and a FOIA request for the policies and procedures for protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
David Medeiros
David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



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>

To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery**D-1: Service Plan Development (6 of 8)**

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username, and created a password for consumers of the ABI Waiver Program.
- Many of the disabled ABI Waiver Program population cannot afford the internet and the equipment needed to access the internet to navigate their listing.
- Many disabled ABI populations cannot navigate and understand internet-based communication processes.
- Many disabled ABI Waiver populations live with communication and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for callbacks, or requesting the listing mailed to their home address is a highly complex process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without giving the complete DSS



contracted fiduciary listing. This action is not ethical and maybe biased as disabled ABI waiver consumers are not afforded their complete full and unbiased selection of providers that may provide a more beneficial Case Management relationship. ABI Waiver and MFP consumers may appear not completely informed or misled during decision-making and may be left entirely out of the selection process. This may appear to be discriminating and misleading to consumers with disabilities and not providing them the same civil rights in their person-centered program decision process. An example of this would be a verbal phone conversation promoting a specific provider, leading or steering a client to meet with or arranging a referral before a consumer is wholly informed or provided their complete options by a Case Management selected provider.

- DSS, Case Management providers, and the contracted, the fiduciary listing provider may be aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not discriminated against and provide the procedural validation system to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to confuse the disabled ABI Waiver consumer in this way. Below are the first two webpages of many that DSS'S contracted fiduciary is listing; note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate, and more.

Juniper Homecare LLC	●	(860) 523-1418	West Hartford
Juniper Homecare LLC	●	(860) 523-1418	West Hartford
Absolute Independence LLC		(860) 347-3082 melhornahkj288@gmail.com	Middletown
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
The Supported Living Group LLC	●	(860) 774-3400 kbrisson@slg-ct.com	Danielson
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Handz-On Inc.	●	(860) 560-7700 myra@handzon.org	Hartford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Change A Life Time Companies Inc	●	203-526-2496 changealifetime@yahoo.com	Stratford
Lifeline Nursing LLC	●	(203) 891-8243 info@lifelinenursing.net	Orange
Lifeline Nursing LLC	●	(203) 891-8243 info@lifelinenursing.net	Orange
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Change Inc	●	(860) 346-0771 dgibbs@changeinonline.org	Middletown
Home Healthcare Companions LLC		(860) 908-7870 annjea.cormier@gmail.com	Waterford
Simple Home Care Solutions LLC	●	(860) 944-2770 nancyhackbarth@att.net	Bristol
Simple Home Care Solutions LLC	●	(860) 944-2770 nancyhackbarth@att.net	Bristol
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven
A & B Homecare Solutions LLC dba Northwest Home Care LLC	●	(203) 495-1900 joronzo@carefinders.org	New Haven

- Note that ABI Resources is listed once.

Positive Outlooks	●		sherrylmccowan@positiveoutlookslc.com	Waterbury
Positive Outlooks	●		sherrylmccowan@positiveoutlookslc.com	Waterbury
ABI Resources LLC	●	(860) 942-0365	ABI@CTBRAININJURY.COM	Gales Ferry
24/7 Harmony Home Care Services LLC	●	(860) 646-4193	asumaduj@247hhcare.com	Manchester
24/7 Harmony Home Care Services LLC	●	(860) 646-4193	asumaduj@247hhcare.com	Manchester
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Helping Others to Succeed Inc	●	(877) 885-8516	afreeman@hotsabi.com	Newington
Prestige Companion & Homemakers LLC	●	(203) 262-0046	Prestigehcare@gmail.com	Southbury
Prestige Companion & Homemakers LLC	●	(203) 262-0046	Prestigehcare@gmail.com	Southbury
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
CareGivers Connecticut LLC	●	(860) 436-2779	rmancell@caregivershpc.com	Manchester
Second Chance Home Care LLC		860-263-8259	info@secondchancehomecare.com	East Hartford
Advanced Cognitive Development LLC		(860) 478-1910	crystalj_acdabi@outlook.com	Mansfield Center
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Angel Touch Care LLC	●	(860) 461-7123	odski@sbcglobal.net	West Hartford
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
A&D Home Health Solutions Inc		(860) 667-2275	dfisher@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges understanding the list of provider types.

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program: ABI

Provider Types:

Click to Select Provider Types

- Agency
- Private-Household
- Private-SE & H
- Private-Self-Empl.
- Click to Select Towns

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

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- Note that the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with, such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program: ABI

Provider Types:

Regions:

Services:

 Assistive Technology
 Environmental Accessibility Adapt.

Towns:

Additional Languages:

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- CBT and Behaviorist services are not listed on the DSS contracted fiduciary listing. This may create questionable and concerning challenges that may promote a discriminatory or biased decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and maybe selecting, making initiative-taking referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and biased practice.

ABI Resources formally requests a Department of Social Services internal investigation of these practices and concerns and a FOIA request for the policies and procedures for protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
David Medeiros
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



Hello Ron,

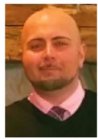
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

We are interested in learning more about the CCC process for making referrals. Could you please provide us with details regarding how referrals are made, what criteria are used to determine eligibility, and any relevant timelines or documentation requirements?

I appreciate your time and attention to this matter. Please let me know if you require any additional information from ABI Resources or if there is anything else we may do to be fully accessible to all consumers seeking services.

Thank you for your assistance.

All the best,
David Medeiros



A.B.I. RESOURCES

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

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

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Hello Ron,

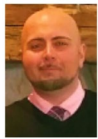
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We are interested in learning more about the CCC process for making referrals. Could you please provide us with details regarding how referrals are made, what criteria are used to determine eligibility, and any relevant timelines or documentation requirements?

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Thank you for your assistance.

All the best,
David Medeiros



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David Medeiros

215 Mountain St.

Willimantic CT. 06226

David.M@ctbraininjury.com

860 463-3638

Would the Department please keep my personal information confidential to your agency only? I will speak with and aid the Department to provide more clarity. I may be a valuable resource as I have had the unique experience of being a provider for Connecticut Medicaid programs since they began in 1998 and as a survivor of TBI. I have significant concerns about whistleblower retaliation against me personally and the agency I am the founder of, ABI Resources LLC.

This information is based on my past and current experiences providing services for the brain-injured population of Connecticut. I am unsure if this is indeed fraudulent activity or if people are using loopholes to achieve personal financial gain; however, it does appear to be wrong for many reasons. The disclosure is based on a reasonable belief that the alleged wrongdoing has occurred.

November 28, 2022.

1. Who: What may appear to be;

- a. Medicaid Consumers, possibly hundreds of Medicaid Consumers.
- b. [The Connecticut Department of Social Services CT DSS,](#)
- c. Medicaid Care Management Agencies and
- d. [The Medicaid agency provider, The Supported Living Group LLC](#)

2. What: What may appear to be;

- a. Federal Medicaid Funded Programs. Multiple *Medicaid-Funded home-based community services* and *Medicaid Funded Cognitive Therapy* for each Brain Injury Program.
- b. [CT Acquired Brain Injury \(ABI\) Waiver \(0302.R05.00\),](#)
- c. [CT ABI Waiver II \(1085.R01.00\) and,](#)
- d. [The Money Follows the Person Program, MFP.](#)
- e. [Multiple Medicaid-funded home-based and community services.](#)

- f. *Medicaid-funded cognitive behavioral therapeutic services.*
 - g. The total number of agencies on the CT DSS Medicaid Approved Agency Provider List.
 - h. The total number of these Medicaid Consumers on the above brain injury programs.
 - i. The total number of these Medicaid Consumers currently with The Supported Living Group LLC.
 - j. The time period of bulk Medicaid Referrals to The Supported Living Group LLC.
 - k. CT DSS Care Management has and continues to make an astounding amount of Medicaid Referrals to The Supported Living Group LLC. There are hundreds of CT DSS Medicaid-approved providers.
 - l. For both The Supported Living Groups' *Medicaid Home-based services*, as well as,
 - m. The Supported Living Groups *Medicaid Cognitive Behavioral Therapy services*.
3. **How: What may appear to be;**
- a. Corruption of medical decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, or inducements for Medicaid Referrals.
 - b. Violation of any law, rule, or regulation;
 - c. Gross mismanagement;
 - d. Gross waste of funds;
 - e. Abuse of authority; or
 - f. CT DSS care management appears to be funneling Medicaid Referrals to the Supported Living Group LLC exclusively and not using the CT DSS Medicaid approved agency provider list. Excluding hundreds of approved Medicaid Agencies, the Consumer's right to choose and use what may appear to be a referral kickback process.
 - g. Undocumented verbal authorizations, Using the Medicaid Consumer's disabilities to manipulate and mislead.
 - h. The Medicaid Consumers' urgent need for financial support to recover at home, the family's need to return to work, and the Medicaid Consumer's economic desperation.
 - i. CT DSS care management is making medical therapeutic Medicaid Referrals to The Supported Living Group LLC for Medicaid *home-based* services as well as *Cognitive Behavioral Therapy services*. The Supported Living Group LLC therapist dictates the amount of Medicaid funding services each Consumer requires then the Supported Living Group LLC provides these Medicaid-funded *home-based* services.

- j. The Supported Living Group LLC's Medicaid *home-based* service providers then provide the need for more Medicaid Therapeutic services in what appears to be a conflict of interests and kickback system.
 - k. **CT DSS** Medicaid approved provider list is intentionally biased, discriminatory, and corrupt. This corruption has been repeatedly reported to CT DSS for many years. CT DSS and the access agency that manages the Approved Provider Lists have a mutually beneficial relationship.
4. **Why: What may appear to be;**
- a. Consumers have the right to choose their Medicaid providers. Consumers can select multiple Medicaid providers for their *home-based* and community services. CT DSS care management is steering Medicaid-Funded program services and Medicaid Consumers to the Supported Living Group to reduce the CT DSS care management workload, violating the Medicaid Consumers' right to choose. These actions also place the individual into a significantly disadvantaged situation forcing the level of CT DSS care management to be reduced. Additionally, the relationship between CT DSS care management and the Supported Living Group is a significant conflict of interest for the Medicaid Consumer, and each agency works together for their agenda, not the Individuals' needs to support the kickback system.
 - b. CT DSS care management agencies benefit financially by reducing the number of Care Managers needed and reducing the operating costs of their time and effort. CT DSS's benefits include one place to contact and one location to have multiple required meetings on the same day. CT DSS care managers want to refrain from speaking with various agency providers.
 - c. The Supported Living Group LLC appears to receive payment from Medicaid Consumers for housing, Medicaid Funded *home-based* services, and Medicaid-funded Therapeutic services. This arrangement traps the Medicaid consumer into services and contractual relationships.
 - d. Some Medicaid Consumers may appear to be paid stipends from The Supported Living Group LLC to trap the Medicaid consumer into services and contractual relationships.
 - e. Monetary gain.
 - f. Time and ease of care management operations.
 - g. Reduced care management operating costs.

The Connecticut Department of Social Services may appear to be manipulating Medicaid Consumers recovering from brain injuries for financial gain. CT DSS may be using the Medicaid Consumer's disabilities against them. CT DSS may appear to be using a complete lack of knowledge, a crafted complex information system, desperation, time constraints, compromised communication skills, memory challenges, and cognition disabilities. CT DSS care management may appear to be fostering and praying on disabled Medicaid Consumers' lack of informed knowledge and awareness of the rights and policies of their personal Medicaid service programs. CT DSS care management has and continues to arrange and assign Medicaid Referrals to The Supported Living Group LLC to Medicaid Consumers forcing, misleading, and tricking the unaware into using the Medicaid services of the Supported Living Group LLC exclusively.

CT DSS care management first provides the Medicaid program Consumers Medicaid referral to the Supported Living Group LLC with the Medicaid Consumer's information. Secondly, CT DSS care management informs Medicaid Consumers when home Medicaid services will begin through The Supported Living Group LLC. The Medicaid referral process may appear to be completed verbally, mostly over phone calls, leaving the Medicaid Consumer at the will of CT DSS care management directives and conversation time constraints. During this process, the Medicaid Consumer may appear not to be made aware of the DSS-approved Medicaid agency provider list and that there are numerous Medicaid-approved agencies to select. In most cases, CT DSS care management specifies and dictates the Medicaid referral to The Supported living Group LLC to the Medicaid Consumer. Suppose by chance, during the Medicaid referral process; the Medicaid Consumer independently discovers they have more Medicaid agency options. In that case, CT DSS care management verbally explains that the DSS-approved Medicaid provider list may appear outdated.

The Connecticut Department of Social Services may appear to be violating the policies of the Medicaid MFP Money Follows the Person Program and the Medicaid ABI Waiver Programs I and II. Medicaid Consumers are told the Supported living Group LLC is the agency provider of *Medicaid home-based services* and *Medicaid Cognitive Behavioral Therapeutic services*.

- a) CT DSS fosters a complex online self-discovery method to confuse and frustrate Medicaid Consumers to follow their instructions.

- b) CT DSS and Medicaid care management agencies hide the CT DSS Medicaid-approved agency provider list and *Medicaid Cognitive Behavioral Therapist* list from Medicaid Consumers' awareness, using complex conversations and misleading website processes.
- c) CT DSS will not allow the approved Medicaid Provider List to be openly public.
- d) The CT DSS' Medicaid Approved provider list appears intentionally biased and manipulated to benefit CT DSS' care management operation costs and The Supported Living Group LLC, not the Medicaid Consumer.
- e) CT DSS uses a covert internet-based lock and key system to hinder disabled Medicaid Consumers from viewing the approved Medicaid agency provider list. What may appear to be using disability against the Medicaid Consumer and knowing that trusting Medicaid Consumers cannot ask for what they do not know exists. Medicaid consumers' ability to make informed decisions about their Medicaid service provider choices may appear hidden from them. This manipulation enforces the Kickback referral system.
- f) The CT DSS' approved Medicaid agency provider list may appear presented to confuse, frustrate, and manipulate Medicaid Consumers' decision-making process in a grooming-like effort to support and enforce the Medicaid kickback referral process.
- g) CT DSS care management actively lists and promotes the Supported living Group LLC's contact information more than four times on the Medicaid-approved agency provider list.
- h) It may appear that CT DSS care management is benefiting financially from a kickback system of Medicaid Referrals.
- i) CT DSS care management may appear to be masking Medicaid program information from Medicaid Consumers.
- j) CT DSS care management may appear to be misleading Medicaid Consumers and complicating their ability to make informed decisions.
- k) CT DSS care management may force Medicaid Consumers to make quick decisions before they can research, discover, and invoke their rights.
- l) CT DSS care management may appear to monopolize on time frames, expecting Medicaid Consumers to know and understand their rights under the Medicaid program and to advocate for their Medicaid services before individuals know what Medicaid services they have.
- m) CT DSS care management may appear to be the only Medicaid program information source permitted to communicate with Medicaid Consumers about their Medicaid services. Medicaid Agency-provided verbal information or communication about Medicaid services may not be

allowed. CT DSS refers to this communication as a manipulation of the care management process.

- n) CT DSS care management may appear to retaliate against Medicaid agency providers communicating with Medicaid Consumers about Medicaid services.
- o) CT DSS makes it clear to Medicaid agencies that any effort by a Medicaid agency provider to inform Medicaid Consumers of their rights or by showing Medicaid Consumers where to locate information about Medicaid services may result in the possible removal of that Medicaid agency from CT DSS Medicaid-managed programs as well as threats of DSS audits.
- p) CT DSS care management may appear to have and continues to be funneling directly to, promoting, and referring The Supported Living Group LLC's Medicaid services.
- q) Due to what appears to be a kickback system, the Supported Living Group LLC has swiftly become the largest and most dominating Medicaid MFP and ABI Waiver I and II agency provider in Connecticut.
- r) CT DSS care management gives little or no attention to reports of manipulations or kickbacks.
- s) CT DSS care management ignores reported concerns.
- t) CT DSS care management displays The Supported Living Groups' valuable artwork in their offices. This art is a promotional tool to consistently advertise to Medicaid Consumers within CT DSS care management offices. The Supported Living Group LLC provides the art.
- u) CT DSS care management uses The Supported living Group LLC's art for website advertising and internet-based social media sites promoting The Supported Living Group LLC's Medicaid Services and their Care Management services.
- v) CT DSS care management may appear to be using the Medicaid Consumers' disabilities against them to achieve the kickback agenda using verbal authorizations versus documented communication to hide their actions and avoid a paper trail.
- w) CT DSS care management quickly uses time constraints and overwhelm. To seal the deal, Medicaid Consumers must sign Medicaid program contracts quickly before careful review.
- x) CT DSS Care management agencies are pressuring Consumers verbally during quarterly Medicaid-required Team Meetings to switch Medicaid agencies to the Supported Living Group LLC for Medicaid *home-based* services as well as *Medicaid Funded Cognitive Behavioral Therapy Services*.

- y) CT DSS Care management agencies are pressuring Consumers verbally during quarterly Medicaid-required Team Meetings with Medicaid agencies to the Supported Living Group LLC for *Medicaid Funded Therapy services*.
- z) CT DSS uses requests and directives from people, not Medicaid Consumers or legal conservators, to their vantage.
- aa) CT DSS care management has and is making additional Medicaid Referrals forcing The Supported Living Group LLC LLCs' Medicaid Therapist on Medicaid Consumers.
- bb) The number of Consumers on the program versus the number of clients The Supported Living Group LLC serves may appear grossly disproportionate to the number of approved Medicaid agency service providers.
- cc) CT DSS may appear to be purposely not collecting or hiding Medicaid data to manipulate FOIA requests. Information such as the number of Medicaid Consumers who receive Medicaid services from The Supported Living Group LLC.
- dd) What is the total number of CT DSS-approved Medicaid agency providers on the CT DSS Approved Provider List?
- ee) What is the total number of Medicaid Consumers receiving MFP and ABI waiver services?
- ff) What number of Medicaid Referrals has The Supported Living Group LLC received from CT DSS care management? What number of Medicaid Referrals have been made to the Supported Living Group LLC?
- gg) What is the total number of Medicaid Consumers receiving Medicaid services from The Supported Living Group LLC?
- hh) What is the total number of CT DSS care management Medicaid Referrals from the Supported Living Group LLC?
- ii) What is the total amount of Medicaid funding billed between The Supported Living Group LLC and CT DSS care management agencies?
- jj) CT DSS care management is dictating Medicaid Referrals to the Supported Living Group LLC and excluding hundreds of approved Medicaid Agencies.
- kk) The Supported Living Group LLC or its owners may force Medicaid Consumers to live in apartments owned by the company president or people with mutual financial benefits. These Medicaid Consumers use Federal Social Security disability funds to pay the rent. If these Medicaid Consumers wish to change Medicaid agency providers, they may also lose their

apartments. These actions are a manipulated complex effort to force Medicaid Consumers to avoid terminating Medicaid relationships.

- ll) The Supported Living Group LLC may have a covert and active stipend system to pay Medicaid Consumers. This type of financial relationship with Medicaid Consumers forces the Medicaid Consumers to stay with The Supported Living Group LLC because they are paying them.
- mm) The Supported Living Group LLC Director of Clinical Services Doctor provides *Medicaid-Funded Cognitive Behavioral Therapy* to the same Medicaid Consumers receiving Medicaid *home-based* services from the same agency. The individual Medicaid consumer is trapped within a circle of Medicaid Funding, each feeding the other in a back-and-forth kickback system. The Therapist dictates the *home-based* Medicaid services needed. The Supported Living Groups' *home-based* providers report the need for more therapeutic services back to The Supported Living Groups' Therapist and vice versa. This back-and-forth process increases Medicaid-Funding services and traps the individual with The Supported Living Group. And CT DSS care management Medicaid services are needed and funded. The Supported Living Group LLC dictates the need for Medicaid service funding and receives the Medicaid services funding. This kickback system dictates the type of Medicaid Services and the number of Medicaid services the Medicaid Consumer must use.
- nn) Care managers have and continue to take verbal actions by consistently calling Medicaid Consumers, pressuring them to change agencies to the Supported Living Group LLC.
- oo) Care Managers are violating Medicaid program policies and intentionally not informing or investigating Medicaid agency providers about concerns.
- pp) CT DSS care management forces the individual to receive The Supported living Group LLC's *Medicaid-funded Cognitive Behavioral Therapy services*, knowing that the Consumer must attend these therapy sessions at The Supported living Group LLC's offices. This is a significant conflict of interest as Medicaid consumers, and other agency employees are poached at this location.
- qq) CT DSS forces Medicaid Agency Providers to be trained and certified by the Supported Living Group to provide the same Medicaid Services.

The Supported Living Group LLC.

Executive Office of Danielson: 113 School St, Danielson, CT 06239

Executive Office of Avon: 147 Simsbury Rd, Avon, CT 06001

Executive Office of Bethany: 23 Amity Rd, Bethany, CT 06524

Western Connecticut Satellite Office: 97A Whiting St, Plainville, CT 06062

(860) 774-3400

<https://www.supportedlivinggroup.org/>

Therapist <https://www.supportedlivinggroup.org/mbrisman>

ABI. RESOURCES

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>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

To the Connecticut Department of Social Services, DSS Legal, and FOIA request departments. In reference to Medicaid funding of ABI Waiver programs I and II, and MFP, Money Follows the Person program.

Medicaid FOIA request: Current Medicaid funding service information pertaining to November 7, 2022.

1. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Connecticut Community Care Inc?
2. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and SWCAA Southwestern Connecticut Area on Ageing?
3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

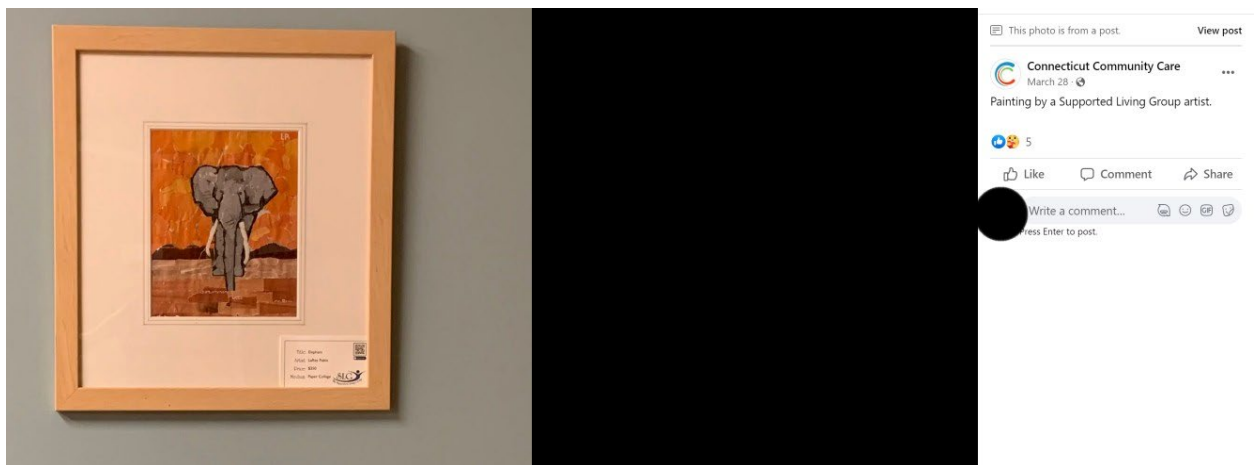
David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC

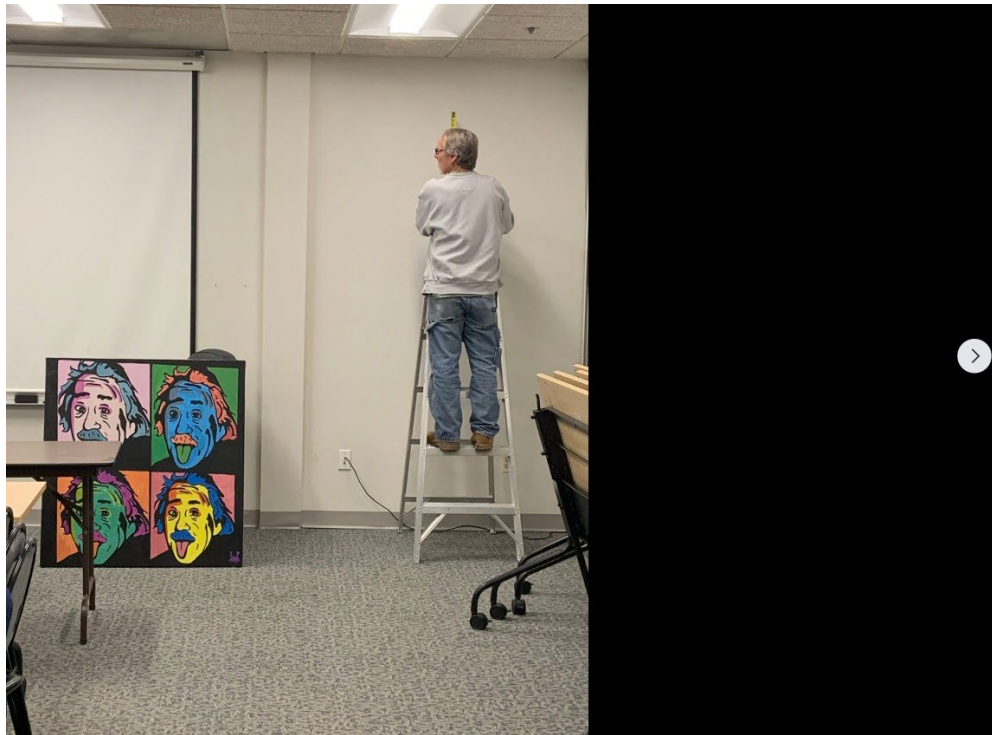


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7615









The Supported Living Group

Intro

The Supported Living Group is an organization dedicated to the rehabilitation, restoration, and renew

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113 School Street, Danielson, CT, United States, Connecticut

(860) 774-3400

Cbrisson@slg-ct.com

supportedlivinggroup.org

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The Supported Living Group

March 31 ·

The artists associated with SLG's vocational art program are thankful for the ongoing support that they have received from Connecticut Community Care in showcasing their work across their cooperate offices!

Thank you Ron Sturm, Amanda Gaipa, Sherry Ostrout, Michelle Moquin, Debbie Farslow and Karen Green for helping to make the collaboration happen! Interested in viewing the pieces for purchase? Email communications@ctcommunitycare.org

#ABI #TBI #Artist #CTBraininjury #Vocrehab #CTABI #CTTBI #DisabilityArt #ART



Connecticut Community Care

March 28 ·

We have the honor of displaying and admiring artwork on loan from a talented group of artists, participating in the vocational art program through [The Supported...](#) [See more](#)

Carol DeJesus and others

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The Supported Living Group

March 15 ·



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Comment

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The Supported Living Group

January 7 · 🌐

The Supported Living Group (SLG) is thrilled to announce a newly established link with Connecticut Community Care (CCC) <https://www.facebook.com/ctcommunitycare> which will work to promote art pieces produced by brain injury survivors!

The link established will enable art pieces created in SLG's ABI Waiver associated supported employment programs to be displayed at CCC offices throughout Connecticut. It is hoped, that this link will provide greater levels of exposure for SLG's talented artists from the brain injury community and open dialogue around the complex recovery process that they have faced.

To learn more about SLG's array of specialized brain injury support services contact us today at: 860-774-3400.

#braininjury #braininjurysurvivor #braininjuryawareness #braininjuryrecovery #ctbraininjury #artist #artwork #artrehab #vocrehab #CCCI #community



👍❤️ Kerri Lynn Foster and others



Michelle Brisman, Ph.D.

Director of Clinical Services

Dr. Michelle Brisman comes to us with a B.A. from Binghamton University and a Doctorate of Philosophy from Yeshiva University. She began her formal career as a clinical neuropsychologist at the United Cerebral Palsy Association in NY before undertaking her internship at the Kessler Institute for Rehabilitation in NJ, where she specialized in cognitive rehabilitation of various medical and neurologically compromised populations — a specialization she continued to pursue when she was offered the position of Director of Medical Rehabilitation Services at the Capital Region/Eastern Connecticut Easter Seals in 2001, working closely with neurologically affected groups, such as those with TBI/ABI, stroke, Multiple Sclerosis, seizure disorders, and brain tumors.



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>

To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery

D-1: Service Plan Development (6 of 8)

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username and created password for consumers of the ABI Waiver Program.
- Much of the disabled ABI Waiver Program population cannot afford internet and the equipment needed to access the internet to navigate their listing.
- Much of the disabled ABI population are unable navigate and understand internet-based communication processes.
- The majority of the disabled ABI Waiver population live with communication, and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for call backs or to request the listing be mailed to their home address is a very complicated process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without providing the complete DSS



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contracted fiduciary listing. This action is not ethical and biased as disabled ABI waiver consumers are not being afforded their complete options and possibly bias selection of providers that may provide a more beneficial Case Management relationship. ABI Waiver and MFP consumers may appear to be not completely informed and misled during the decision-making process and may be left completely out of the selection process. This may appear to be discriminating and misleading to consumers with disabilities and not providing them the same civil rights into their person-centered program decision process. An example of this would be a verbal phone conversation promoting a specific provider, leading or steering a client to meet with or arranging referral before a consumer is completely informed or provided their complete options by a Case Management selected provider.

- It may appear that DSS, Case Management providers and the contracted fiduciary listing provider are aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not being discriminated against and provide the procedural validation system used to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to intentionally confuse the disabled ABI Waiver consumer in this way as well. Below are the first 2 webpages of many, that DSS'S contracted fiduciary is listing, note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate and more.

Juniper Homecare LLC	(860) 529-1818	West Hartford
Juniper Homecare LLC	(860) 529-1818	West Hartford
Absolute Independence LLC	(860) 347-3092	me@honesty288@gmail.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Lifeline Nursing LLC	(203) 691-6243	info@lifenursing.net
Lifeline Nursing LLC	(203) 691-6243	info@lifenursing.net
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Home Healthcare Companions LLC	(860) 808-7870	enjoyee.commer@gmail.com
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org

- Note ABI Resources is listed once.

Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
ABI Resources LLC		(860) 942-0365	ABI@CTBRAININJURY.COM	Gales Ferry
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigehcare@gmail.com	Southbury
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigehcare@gmail.com	Southbury
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershpc.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershpc.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershpc.com	Manchester
Second Chance Home Care LLC		860-263-6289	info@secondchancehomecare.com	East Hartford
Advanced Cognitive Development LLC		(860) 478-1910	crystal_ardais@outlook.com	Mansfield Center
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhpc.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhpc.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhpc.com	New Britain
A&D Home Health Solutions Inc		(860) 667-2275	dshier@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges with understanding the list of provider types.

ABI RESOURCES LLC

“Creating Opportunities for People”

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Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program:

Provider Types:
Click to Select Provider Types

Agency

Private-Household

Private-SE & H

Private-Self-Emp.

Click to Select Towns

Regions:
Click to Select Regions

Services:
Click to Select Services

☐ All ☒ Any [Reset Filter](#)

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- Note the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

- CBT and or Behaviorist services are not listed on the DSS contracted fiduciary listing. This creates many questionable and concerning challenges that may promote a discriminatory and/or bias decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and may be selecting, making proactive referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and bias practice.

ABI Resources is formally requesting a Department of Social Services internal investigation of these practices and concerns as well as a FOIA request for the policies and practices of protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
 David Medeiros CBIS
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



ABI Resources LLC 39 Kings Highway Suite C, Gales Ferry, CT, 06335
 www.CTbrainINJURY.com 860 942-0365

PH

Patricia Hinrichs

To: LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net); ABI RESOURCES LLC. CTbrainINJURY.com 860 942-0365
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 10:17 AM

Good morning,

I received notice that HFSC will no longer be able to provide services for JP, I have made a referral for CBT services with Ms. Brisman through SLG for 4 visits 1xmonth. I will keep the team update on this matter

Thank You,
Patricia A Hinrichs MS-HS-BCP
Lead ABI Care Manager
WCAAA
84 Progress Lane 2nd floor
Waterbury CT 06705
P-203-465-1000 ext 147
f-203-465-1030

A

A.B.I. RESOURCES LLC. 860 942-0365

To: Patricia Hinrichs; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:04 AM

Hi Patty,

Would you please check with DSS on the CBT referral process in regards to the ABI wavier program?

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

This message is encrypted. What's encryption?

PH

Patricia Hinrichs

To: A.B.I. RESOURCES LLC. 860 942-0365; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:51 AM

Dave,

I was notified by HFSC and in returned confirmed this with JP and offered the new agency which he accepted. I have to go with what JP agrees to as he is not conserved.

<  Mass text 2 ✓

Monday, October 24

MMS
9:33 AM

Hello Shannon,
apparently SLG is
going to the clients
today. Is ABI being
removed and should
Laura continue with
the new staff that has
been identified?

Index D: Participant-Centered Planning and Service Delivery
D-1: Service Plan Development (6 of 8)

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MMS 9:44 AM

Thursday, October 27

MMS
4:43 PM

Hello Shannon,
The SLG rep you sent
over has attempted to
poach ABI Resources
employee.



Monday

