

<  Mass text 3 ▾ ⋮

Wednesday, November 23

Hello Team RR,
It was brought to ABI
Resources' attention
that CCCI's plan is to
use ABI Resources'
service providers intill
December 31, 2022.
Inorder to provide
time for SLG to find
providers, at that time
ABI Resources will
be removed. Is this
correct?

9:32 AM

FW from Pam. Not to
be removed until SLG
has provided staff for
Ronald.

MMS

ABI Resources
resignation from
services is today.

MMS

9:36 AM



PAM sister PC

Meet and greet is

Close Previous Next

CCCI - **Steering** clients

A A.B.I. RESOURCES L.L.C. 860 942-0365

To: Amy Dumont
Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR); ABI RESOURCES LLC www.CTbrainINJURY.com; legal@ctbraininjury.com

Wed 4/14/2021 12:31 PM

Hello Amy,

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

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES
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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ABI RESOURCES | Request / Medicaid care management access agency complaint

A A.B.I. RESOURCES L.L.C. 860 942-0365

To: David.M@ctbraininjury.com; commis.dss@ct.gov; Cavallaro, Jennifer
Bcc: aabiwr@live.com

Mon 11/15/2021 11:55 AM

11/15/2021

Good afternoon Commissioner Gifford and Mrs Cavallaro,

ABI Resources has been informed that the new agency contacted ABI Resources employees who were working with the Gales Ferry MFP client and has hired them to work with the same exact Gales Ferry MFP client. This is a clear conflict of interest. What safeguards does the Department of Social Services have in place to stop what may appear to be inclusion, referral steering and **poaching**?

All the best,
David Medeiros CBIS



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D David.M@ctbraininjury.com

To: commis.dss@ct.gov; Cavallaro, Jennifer
Bcc: aabiwr@live.com

Fri 11/12/2021 12:45 PM

11/12/2021

Good afternoon Commissioner Gifford, Mrs. Cavallaro, and the Department of Social Services,

Would the Department of Social Services please provide ABI Resources a detailed status update in regards to the reported complaint submitted to DSS in early October?

All the best,
David Medeiros CBIS



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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 WCAAA 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



7613



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Gales Ferry CT, 06335

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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



7613



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**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:** 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



A.B.I. RESOURCES

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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: 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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Sent: Friday, October 29, 2021 9:09 AM
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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**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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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



A.B.I. RESOURCES

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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



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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



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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: 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

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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,

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All the best,
David Medeiros CBIS



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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
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Subject: RE: FB

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 43 Enterprise Dr, Bristol, CT 06010
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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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All the best,
 David Medeiros CBIS



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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

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I attempted to call you but your vm was full.
Can you please respond ASAP so we can discuss?
Thank you
Kathleen

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Dear Erin,

I hope this email finds you well. As a provider of quality care for the brain-injured population, ABI Resources is dedicated to maintaining the highest standards of person-centered care and upholding client rights. In the pursuit of this commitment, we sent the email below with a detailed inquiry regarding the process for clients who wish to change their agency service provider or care management provider. Unfortunately, we have not yet received a response from you and are now increasingly concerned about the implications.

Given the importance of this issue and its potential impact on the community we serve, we would like to express our concern about the lack of acknowledgment and answers to our questions. We understand that everyone has a busy schedule, however, we believe that addressing these concerns is crucial for ensuring that our clients receive the best possible care and have their rights respected.

To recap, our previous email contained a series of questions aimed at understanding the process involved in changing an agency service provider or care management provider, as well as how the principles of person-centered care and client rights apply in such situations. We kindly request your assistance in providing us with information on the following topics:

The process for clients who wish to change agency service providers, care managers, or care management agency providers.

The required documentation and steps for clients to successfully submit and process their requests.

The procedures for handling cases in which clients are uncomfortable making these requests directly to their current providers.

We cannot emphasize enough the importance of addressing these concerns for the well-being of our clients and the community we serve. We understand that collaboration and open communication are essential for providing quality care, and we hope that you share our commitment to these principles.

We must reiterate the importance of addressing these concerns for the well-being of our clients, our staff, and our business. We kindly request your prompt attention to this matter.

Thank you again for your time and consideration. We look forward to resolving this issue together, ensuring the best possible care for our clients and a strong, collaborative relationship between our organizations.

We eagerly await your response.

Warm regards,

David Medeiros



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

Sent: Friday, March 17, 2023 7:30 AM

To: erin.kane@ctcommunitycare.org <erin.kane@ctcommunitycare.org>

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

Hello Erin,

Thank you for taking the time to read this email. As a provider of quality care for the brain-injured population, ABI Resources is deeply committed to upholding the highest standards of person-centered care and client rights. In line with this commitment, we are writing to inquire about the process involved in the event a client wishes to change an agency service provider or care management provider.

We understand that clients may sometimes feel uncomfortable with their current care manager or agency service provider, or may wish to have a different care management agency provider for any reason. We would like to know if clients have the option to request and receive a different agency service provider, care manager, or care management agency provider. If so, we would like to understand the process and how the rules of person-centered care and client rights are applied in such situations.

Furthermore, we would like to understand how this request is officially implemented.

- a. If a client wishes to document their request, what specific form or documentation must a client complete?
- b. What steps must they take to ensure that their request is successfully processed?
- c. Does the client sign an official request to change agency service providers, a care manager, or care management agency?
- d. Is this signed document provided to the current provider?
- e. Where can clients locate these documents?
- f. Is this document provided to the client by care management? and how does care management provide request forms such as these?
- g. What periods for notices are implemented?
- h. In the event that a client is uncomfortable with making this request directly to their care manager, agency service provider, or care management provider, how may the client do so?

As a valued partner in providing quality care to the brain-injured population, we understand that some clients may request the option to change care managers, agency service providers, or care management providers. It is essential for ABI Resources to better understand this process to ensure that our clients receive the best possible person-centered care and rights of the person served. We appreciate any information you can provide us on this matter to help us better serve our mutual clients.

Thank you again for your time and consideration, and we look forward to hearing from you soon.

All the best,
David Medeiros



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Warm regards,

David Medeiros



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

Sent: Friday, March 17, 2023 7:30 AM

To: erin.kane@ctcommunitycare.org <erin.kane@ctcommunitycare.org>

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

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Thank you again for your time and consideration, and we look forward to hearing from you soon.

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Friday, March 17, 2023 5:43 AM
To: erin.kane@ctcommunitycare.org <erin.kane@ctcommunitycare.org>
Subject: Subject: Comprehensive Inquiry: Referral Process, Provider List, and Care Manager's Role

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 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



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All the best,
David Medeiros



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Dear Erin,

It is important for me to apologize and ask for your forgiveness, I am sorry. I would like to express my gratitude for your previous response on March 13th. Your assistance and guidance have been valuable to me, and I truly appreciate your willingness to help.

As a TBI (Traumatic Brain Injury) survivor of 45 years and a recent stroke survivor, I sometimes have a hard time reading between the lines, making assumptions, and clearly communicating requests. I understand the importance of providing the best possible care and support for our clients and staff. In order to further enhance my understanding of the CCC process, I requested more clarity on certain aspects of the program. My goal is to utilize this information to better serve the individuals under our care and to contribute effectively to the growth of our community.

I understand that you have mentioned directing further programmatic questions to the Department of Social Services. However, I was hoping you could provide some initial guidance or point me in the right direction before I approach the department. DSS has established your agency team as our first point of contact. Your insights, based on your experience and expertise, would be invaluable in helping me navigate this process more efficiently.

My aim is to gather as much knowledge as possible to ensure that our practices are aligned with the broader goals and initiatives of the greatest good. As we both share a deep commitment to supporting TBI survivors, I believe that working together and exchanging information can be a crucial factor in achieving the best outcomes for our clients and staff.

Thank you in advance for your time and consideration. I look forward to hearing from you soon and hope to establish a productive and collaborative relationship in our efforts to support TBI survivors. I only wish to help the greatest good and provide real support for those in need, this is why I have asked you these questions. Would you please help me understand your team processes better?

Wishing you a great day!

David Medeiros



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From: Erin Kane <Erin.Kane@ctcommunitycare.org>
Sent: Monday, March 27, 2023 10:44 AM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: FW: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.

Hi David,
The below was brought to my attention by Julia Evans Starr. I responded to your initial inquiry on March 13th and felt I was forthcoming in my response. As I mentioned then, additional programmatic questions should be directed to the Department of Social Services. The nature of these questions are much more global than CCC internal practices/processes.

Have a nice day,
Erin

Erin Kane
Head of Quality and Performance Improvement
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2227
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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Monday, March 27, 2023 9:45 AM
To: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.
Importance: High

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. (Review email address of sender to ensure it looks familiar and valid).

Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers

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



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



Dear Erin,

I am writing to you on behalf of ABI Resources to formally inquire about the status of our previous correspondence concerning your Care Manager, Doreen Andrews. As a reputable provider of services to individuals receiving Medicaid waiver program services, we are deeply committed to ensuring that the care and treatment provided to our clients and care teams are of the highest standard.

Regrettably, we have yet to receive any follow-up regarding the information we requested in August of 2022, which has given rise to growing concerns on our part regarding the lack of communication and progress on this matter. We are gravely concerned that the lack of resolution to this matter may have a detrimental impact on the community of individuals we mutually serve. As such, we deem it necessary that this matter receives your urgent attention.

The handling of this challenge has resulted in significant expenses and financial challenges for ABI Resources. Therefore, we are requesting an immediate update on the status of our inquiry and investigation into this matter. Additionally, we would appreciate clarification as to why we have not received a follow-up regarding our initial inquiry.

Please be advised that we take matters such as these very seriously, and we expect a prompt response to these concerns. ABI Resources is committed to establishing a positive and professional relationship with your organization, and we strongly believe that clear communication is vital to resolving challenges like these.

We appreciate your attention to this matter and look forward to hearing from you soon.

Sincerely,

David Medeiros



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From: Erin Kane <Erin.Kane@ctcommunitycare.org>

Sent: Thursday, September 1, 2022 12:15 PM

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

Subject: To the attention of David Medeiros CBIS

Hello:

Please see attached in reference to the formal inquiry/request for investigation letter submitted to Connecticut Community Care on August 1, 2022.

Thank you & please let me know if you have any questions.

Erin

Erin Kane

Head of Quality and Performance Improvement

43 Enterprise Dr, Bristol, CT 06010-7472

860-314-2227

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Head of Quality and Performance Improvement

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Good Afternoon,

Your request for information has been received.

The Department will respond in accordance with the requirements of the CT FOIA.

If there are any costs associated with complying with your request, an estimate will be provided to you before the records are compiled and provided to you.

Thank you.

FOIA Officer
Department of Social Services
55 Farmington Avenue
Hartford, Connecticut 06105

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

Sent: Monday, March 20, 2023 7:12 AM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Chase, Paul <Paul.Chase@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; DSS, FOIA <FOIA.DSS@ct.gov>; Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

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

Subject: Re: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

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

Dear COU/CT DSS Recipients,

I hope this email finds you well. I am writing to inquire about a discrepancy in the correspondence I have been receiving from the COU/CT DSS.

On 3/10/2023, I received an email from ACR containing certain information that is crucial for ABI Resources to provide effective services to our clients and ensure the community has complete access to our services. However, I have not been receiving any correspondence from the COU/CT DSS regarding this matter. This has raised concerns about the accuracy and reliability of the information provided.

In light of this, I would like to kindly request your assistance in verifying the accuracy of the information provided by ACR in the email below:

[Again, Included within this email thread is the ACR email in reference]

Please confirm the accuracy of this information. If you find any inaccuracies or outdated information, kindly inform us and provide the correct details.

Additionally, I would appreciate it if you could look into the issue of why I have not been receiving correspondence from the COU/CT DSS on this subject, and advise on any necessary steps to rectify the situation.

Your assistance in ensuring that our organization has access to accurate and up-to-date information is greatly appreciated. Please let us know if there are any further steps we need to take in order to obtain this verification.

Thank you for your time and attention to this matter. I look forward to your prompt response.

All the best,
David Medeiros



A.B.I. RESOURCES

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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

Sent: Tuesday, March 14, 2023 8:47 AM

To: Jennifer.cavallaro@ct.gov <Jennifer.Cavallaro@ct.gov>; Paul <paul.chase@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; foia.dss@ct.gov <FOIA.DSS@ct.gov>; Amy Dumont <amy.dumont@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

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

Subject: Fw: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hello COU / CT DSS,

I am reaching out on behalf of ABI Resources to request verification of the accuracy of the information provided by ACR within this email below.

As you know, it is crucial that our organization has access to accurate and up-to-date information in order to effectively provide services to our clients as well as ensure the community has complete access to our services. Therefore, we would like to request that DSS verify the accuracy of the following information provided by ACR below:

We kindly request that you confirm the accuracy of this information as soon as possible. If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

We greatly appreciate your help in ensuring that our organization has access to accurate information. Please let us know if there are any additional steps we need to take in order to obtain this verification.

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

Sent: Monday, March 13, 2023 9:49 AM

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

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

Subject: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hello Amy,

I am reaching out on behalf of ABI Resources to request verification of the accuracy of the information provided by ACR.

As you know, it is crucial that our organization has access to accurate and up-to-date information in order to effectively provide services to our clients as well as ensure the community has complete access to our services. Therefore, we would like to request that DSS verify the accuracy of the following information provided by ACR below:

We kindly request that you confirm the accuracy of this information as soon as possible. If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

We greatly appreciate your help in ensuring that our organization has access to accurate information. Please let us know if there are any additional steps we need to take in order to obtain this verification.

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>
Sent: Monday, March 13, 2023 8:25 AM
To: ABI RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: Valerie Giannelli <vgiannelli@alliedgroup.org>; Nicole Simmons <nsimmons@alliedgroup.org>
Subject: FW: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Greetings – the answers are in red. Also, the acr@alliedgroup.org is for general document submission only. You do not need to CC that email address on correspondences.

Marihonor Flagg
Outreach & Training Coordinator
Allied Community Resources
Fax: (860) 627-0230

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Saturday, March 11, 2023 6:59 AM
To: Marihonor Flagg <mflagg@alliedgroup.org>; ACR@alliedgroup.org
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Thank you Marihonor,

I hope this email finds you well. I am reaching out to inquire about the ACR Provider List and our listing on it. I noticed that several agencies are listed 3 to 4 times with the same information, and I was wondering if ABI Resources may do the same? Would ACR please list ABI Resources on the ACR Provider List in the same manner as other agencies listed 3 to 4 times with the same information? **The directory is produced by program. ABI Resources participates in the ABI Program and appears on that directory only.**

What is the process for being listed at the top of the ACR Provider List and how may ABI Resources ensure that we are consistently listed at the top of the list? **The directory is sorted by alphabetical order.**

As a reputable agency, we would like to ensure that our services are easily accessible to those seeking care, and being listed at the top of the provider list would help us achieve this goal. Therefore, I would appreciate any information you can provide on how this process works and what we can do to be listed at the top consistently. **The directory is sorted by alphabetical order**

Additionally, the ACR PIU document provided does not show areas and locations, which raises the concern that ABI Resources may not be listed for all areas. Therefore, I would like to ensure that we are