

- What Payor? Ct Medicaid Clinical/non clinical, MHW, Etc
- Member Authorization Number:
- Name of service code(s) missing:
- How many units/hours/visits:
- Dates of service(s) missing:
- Date Authorization Uploaded (Determination Date column in DSS Portal):
- Agency Confirmed Member in DSS Portal (Y/N):
- Client Eligibility in Portal- Agency should provide Verification Number in the Eligibility Verification Response field in portal:
- DSS Portal Status Column Reflects Approved or Auto-Approved (Y/N):
- Member Checked in EVV by Customer Care Agent (Y/N):

Thanks,

Check out Sandata on Demand (with the link below), your 24/7 resource to all things Sandata support! Review release notes, how to videos and other tips for using our software.

<https://sandata.zendesk.com/hc/en-us>

Lupson Pasteur

Specialist, Support-Tier 2

Sandata Technologies

[270 Duffy Avenue, Unit 266A, Hicksville, NY 11801](#)

Samantha Brown (Sandata Technologies)

Dec 14, 2023, 10:53 AM EST

Thank you for contacting Sandata Customer Support today Heather.

We appreciate you taking the time to speak with us to resolve your issue with no authorization scheduling ticket [#539494](#).

• **Actions Taken**

- I advised Heather of why she was getting the authorization error when scheduling.

• **Next Steps**

- Heather should reach out to the case managers of the clients about the authorizations.

If you should have any additional issues or questions, please do not hesitate to reply back to this ticket!

Did you know that you can manage your tickets online and search for answers in real time? Visit us on Sandata on Demand at [Sandata.zendesk.com](https://sandata.zendesk.com) at any time for information about our products and answers to many of your questions. You can even submit your question right there on that site 24 hours a day.

You will receive a two-question satisfaction survey from Sandata in the next few hours. We hope that you will take a couple of minutes to let us know how we did today and what we can do to serve you even better in the future.

Thank you again and have a wonderful day!

-Sandata Customer Support

Samantha Brown

Tier I Support Specialist

Sandata Technologies

[270 Duffy Avenue, Unit 266A, Hicksville, NY 11801](#)

Please reach out to your designated Customer Care email group or your designated phone number if you have any questions or concerns.

Sincerely,

12/18/23, 9:46 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Sandata Customer Support Team

Did you know that you can manage your tickets online and search for answers real time? Visit Sandata on Demand at <https://sandata.zendesk.com>. Jump right into helpful resources and support for home care, I/DD, and State EVV programs. Check it out now!

REMEMBER: If you are sending any attachments, screen shots, documents that may contain PHI/PII please be sure to encrypt this content. If you are unable to encrypt through your email system, we recommend submitting through our Sandata portal at Sandata.zendesk.com or uploading to our secure SendSafely site at: <https://sandata.sendsafely.com/dropzone/sendsafely/539494>

This email is a service from Sandata Technologies.

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

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

Fri 12/15/2023 2:28 PM

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

📎 1 attachments (551 KB)

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

12.15.23023

Would the department please provide a status on this challenge?

Best regards,
David Medeiros
ABI Resources



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

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

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

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

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

Best regards,
David Medeiros
ABI Resources



FW: 12.18.2023 Not in the system. Medicaid ABI Waiver Program Consumer

Carol Siddall <carol.siddall@ctcommunitycare.org>

Wed 12/20/2023 11:03 AM

To: CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>

Cc: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Hello to whomever is covering the CTEVV@gainwelltechnologies.com email box this holiday week,

This issue referenced in the below email is PA 0771704354, and it appears the phone number for David Medeiros of ABI Resources is 860 942-0365. This poor gentleman is extremely frustrated at being given what appears to him to be the runaround.

I can see that he has not been paid anything against this PA. I looked it up – it has been there since 12/6 and he obviously has not been paid anything against the PA. Furthermore, I looked up the eligibility and it was in place (which confirms that DSS has sent all the requisite demographic information on this client into your system, as well). I sent him the PA number and tip sheet #2 and advised him to contact you himself, but because Sandata told him to contact us, he has instead sent us a whole list of questions regarding CCC's coordination with Sandata. He obviously does not understand that there is absolutely no means for CCC to communicate directly with Sandata and is appropriately frustrated at what appears to him to be the runaround.

Since so many people are on vacation this week, I'm sending this issue directly to you, but I would appreciate it if you would kindly respond directly to ABI resources. I have copied this email to them, as well as to the supervisor he has been communicating with.

I would also like to draw your attention to the fact that he is also having difficulty with a bunch of other clients. He states that the companion services have been ended 12/31/2023. This makes no sense, as 3 of the first 5 clients on his list never had companion. All of the PAs for those clients were on your website and had end-dates beyond 12/31/2023, so I declined to look up the whole list. Again, Sandata sent him to us, but it's clear that we can't help him. The problem is obviously either at Sandata or somewhere between Gainwell and Sandata. If you could convince him to communicate with you about those clients, I bet you can help him solve his problem.

If you need CCC to do anything to assist in the resolution of any of these issues, please do not hesitate to contact me with instructions. I'm not taking any time off for the rest of this week.

All my best,

Carol Siddall
Systems Analyst
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2230

WWW.CTCOMMUNITYCARE.ORG
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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Monday, December 18, 2023 8:37 AM
To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: 12.18.2023 Not in the system. Medicaid ABI Waiver Program Consumer
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).

12.18.2023

Hello Ron,

I hope this message finds you well. I'm reaching out to bring to your attention an issue concerning a consumer associated with ABI Resources, specifically our Avon consumer identified as MW. The care manager has done all that they can to address this challenge.

It appears that there may be a discrepancy or a lack of complete integration of this individual's information within the CT DSS systems. We have noticed that there are no records available in the Sandata EVV system for this consumer. This situation could be indicative of either incomplete registration or incorrect entry of their data.

Given the critical nature of accurate and complete data for the effective delivery of services, I kindly request your assistance in reviewing and rectifying this matter. An update on this situation would be greatly appreciated, as it will enable us to ensure continuity and efficiency in the services we provide.

12/20/23, 11:12 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Thank you for your prompt attention to this issue. Your cooperation and support in maintaining the integrity of our service system are invaluable.

Best regards,
David Medeiros
ABI Resources



Re: Crisis Averted?

Richard Matt <richard.matt@sbcglobal.net>

Tue 12/19/2023 3:35 PM

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

Hello DAVID,

Spoke to Lauri Filippelli from DSS concerning TRACY's ABI waiver benefits

She assured me that Tracey's benefits are in place and will continue to be.

Lauri said that the issue is at the providers level somehow. She suggested I have ABI contact a woman named Amy Dumont who handles ABI waiver through DSS.

Laurie did not know what the issue was but she said that Amy Dumont would and to have you contact her ASAP.

Please let me know if I can be of any more assistance,

Thank you

Richard Matt

Brother, conservatory

Sent from my iPhone

On Dec 19, 2023, at 2:06 PM, Richard Matt <richard.matt@sbcglobal.net> wrote:

DAVID,

I have a voicemail from a Lauri Filippini from DSS and Hartford.

I'm assuming it has to do with the situation

Would you like to conference call with me to see if we can?

2:06 PM Tuesday

Richard

Sent from my iPhone

On Dec 19, 2023, at 11:55 AM, ABI RESOURCES 860 942-0365 <AABIWR@live.com> wrote:

Hi Richard

No it has not, ABI is advocating to all the right people and places. I will keep you updated as this is happening to a large number of people.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider

[<Outlook-ovdlns5m.png>](#)

From: Richard Matt <richard.matt@sbcglobal.net>

Sent: Tuesday, December 19, 2023 10:53 AM

To: DAVID ABI Resources <AabiWR@live.com>

Subject: Crisis Averted?

David,

Dec 19 @ 10:51AM

Has the 12/31 deadline been addressed?

Richard Matt

Sent from my iPhone

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

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

Wed 12/20/2023 8:29 AM

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

Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@LIVE.COM>

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

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

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

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

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

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

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

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



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

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

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

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

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

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

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

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

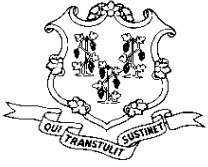
Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider





STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

OFFICE OF LEGAL COUNSEL, REGULATIONS, AND ADMINISTRATIVE HEARINGS
55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105

December 13, 2023

VIA ELECTRONIC MAIL

David Medeiros, CEO, Director
A.B.I. Resources, LLC
39 Kings Highway, Suite C
Gales Ferry, CT 06335

Re: Correspondence dated October 31, 2023

Dear Director Medeiros:

I am Legal Director for the Department of Social Services ("Department") and formally acknowledge your correspondence, dated October 31, 2023, raising several concerns related to referral processes within the ABI Waiver Program.

I understand that you have engaged in ongoing conversations with the Department, most particularly Amy Dumont, Interim Director of the Department's Community Options Unit, regarding these concerns. In addition, to better understand and address your concerns in an orderly fashion, Ms. Dumont previously offered, at the end of September, to schedule a regular monthly meeting cadence with you. To date, you have not responded to Interim Director Dumont regarding this offer. To the contrary, since October 1, 2023, you have submitted *over 30 requests* under the Freedom of Information Act to the Department related to the ABI Waiver Program, which is simply unsustainable.

Notwithstanding the above, these concerns, raised again in your October 31st letter, have been referred to the Department's Office of Quality Assurance, Special Investigations Division, for further investigation. Please be advised that the Department's Special Investigations Division may be contacting you directly to obtain further information related to your concerns.

Thank you very much and, once again, the Department acknowledges, and shall be further reviewing and investigating, the matters raised in your October 31, 2023, correspondence.

Best regards,

Matthew S. Antonetti

Matthew S. Antonetti
Legal Director



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>

Date: 12/14/2023

**Dear Matthew S. Antonetti,
Legal Director, Connecticut Department of Social Services,**

This letter is written with a heavy sense of duty and urgency, reflecting years of accumulated concerns regarding the Connecticut Department of Social Services' handling of the Acquired Brain Injury (ABI) Waiver Program, and the recent mischaracterization of the whistleblower grievances and requests for clarity and transparency from the department. As the owner of ABI Resources and a person living with a brain injury, I must assert my rights firmly and unequivocally, demanding fair just treatment from your department.

It is crucial to address the recent correspondence from CT DSS, which not only misrepresents my willingness to engage in constructive dialogue but also trivializes the profound and systemic issues we have raised over the years. The portrayal of me as reluctant to communicate is not just inaccurate; it's a disservice to the earnest efforts we have put forth in advocating for the rights of individuals with brain injuries, including myself.

Your Department letter is misleading and is an attack on me personally. I will not participate in manipulative communications. For your reference.

Re: Concerns

Fri 9/29/2023 8:00 AM

To: Dumont, Amy E

Hello Amy,

I've reviewed the content of the recent email and found it to be inaccurate and concerning. Please re-evaluate the information, and let's discuss further.

*All the best,
David Medeiros
ABI Resources*

The communication I initiated on September 29, 2023, was a genuine attempt to address and resolve the issues at hand, not to avoid or impede progress.

I am expressing serious concerns regarding the communication strategies employed by the department. It has come to my attention that there may be instances of misleading information dissemination and potential manipulation of language. Such practices are particularly concerning as they appear to be targeted towards exploiting my disabilities. This not only discredits my legitimate concerns but also significantly impedes my capacity for self-advocacy. It is imperative that these issues be addressed promptly to ensure a transparent, fair, and respectful communication environment.

The response from your department needs a thorough re-evaluation. The concerns I have raised are far from being mere referral issues. They are deep-seated problems ingrained within the system, affecting the very core of how the ABI Waiver Program operates and serves its intended beneficiaries. Discriminatory practices, lack of transparency, and unethical behavior are just the tip of the iceberg. For years, these issues have been systematically overlooked or inadequately addressed, resulting in detrimental impacts on the individuals relying on this program, including my own business operations. The attached Comprehensive Grievance Report lays out these issues in detail, underscoring the necessity for immediate and comprehensive action.

Furthermore, I must emphasize my constitutional right as a citizen and as a business owner to submit Freedom of Information Act (FOIA) requests. These requests are not a mere formality; they are essential tools that ensure transparency and

accountability in governmental operations. The portrayal of these requests as problematic, as indicated in your department's response, is not just deeply troubling but also indicative of a larger issue within the department's system – an apparent aversion to transparency, accommodation, and accountability.

This is more than just FOIA requests for records, The lack of responsiveness from CT DSS and the difficulty in obtaining necessary documentation are further exacerbating these issues. This has and continues to hinder my ability to effectively self-advocate and communicate with Connecticut. This also raises serious questions about the department's willingness to address and rectify the concerns raised by people living with disabilities.

In your correspondence, there also appears to be a misleading representation of Ms. Amy Dumont's role as Interim Director of CT Department of Social Services. Such ambiguity is not conducive to effective communication or problem-solving and only adds to the complexity of the issues at hand. A clear and accurate representation of roles and responsibilities within CT DSS is crucial for any meaningful progress.

As a whistleblower and person living with brain injury, my rights should be respected and protected, not undermined or dismissed. The concerns raised are not individual grievances; they are indications of systemic flaws that need urgent attention. These issues are not only critical for upholding the integrity of the ABI Waiver Program but are also vital for the protection and advocacy of disability rights in Connecticut.

In light of these longstanding and unresolved issues, I urge the Department to engage in a sincere and meaningful dialogue within its many government departments. This is not just about rectifying individual grievances; it's about overhauling a system that has consistently failed to meet its obligations to its most vulnerable constituents. Our mutual goal should be to improve and uphold the integrity of the ABI Waiver Program, ensuring it effectively and ethically serves those it is meant to benefit. The time for superficial acknowledgments and ineffective half-measures is long gone. We need concrete actions and a commitment to systemic change.

As a brain-injured business owner advocating for change, I have taken every step within my capacity to bring these concerns to the attention of the appropriate professionals within the department. I firmly believe that this report has been placed in the capable hands of individuals designated to address and rectify these pressing issues. It is my sincere hope that these concerns will be approached with the gravity they deserve and that the designated individuals will work diligently to find meaningful solutions.

I want to emphasize that, as a person with a disability, my ability to verbally articulate the complexities of these challenges is hindered by my condition. I am not a policymaker, an attorney, an investigator, or a judicial system professional. I am a husband, a father, a friend, and a Connecticut business owner who lives with a brain injury. My commitment to advocating for change is driven by my lived experience and a deep desire to see improvements in the system.

I implore the Department to consider the gravity of the whistleblower grievances and the request for transparency and clarity. Please approach these concerns with kindness, compassion, and understanding. My intent in bringing these issues to light is to promote the greater good and to ensure that individuals with brain injuries and disabilities receive the support and services they need and deserve.

I have done all that I can do from the standpoint of disability self-advocacy, and I have presented these whistleblower concerns to the state Department. Now, I place my trust in the department's capabilities to address these concerns, create solutions, and work in the best interests of the greater good.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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

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

Thu 12/21/2023 11:28 AM

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

David:

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

Thank you!

Amy

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Wednesday, December 20, 2023 8:29 AM**To:** Dumont, Amy E <Amy.Dumont@ct.gov>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>**Cc:** ABI RESOURCES 860 942-0365 <AABIWR@live.com>**Subject:** Re: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,**Importance:** High

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.

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

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

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

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

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

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

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

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, December 19, 2023 3:42 PM**To:** Amy Dumont <amy.dumont@ct.gov>; laurie.filippini@ct.gov <laurie.filippini@ct.gov>**Cc:** ABI RESOURCES 860 942-0365 <AABIWR@live.com>**Subject:** Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

Urgent Assistance Needed for Companion Authorizations

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

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

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



RE: Carol you are awesome!

Carol Siddall <carol.siddall@ctcommunitycare.org>

Wed 12/20/2023 4:54 PM

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

You're quite welcome, David!

I'm really looking forward to hearing when this has been resolved for you!

All my best,

Carol Siddall
Systems Analyst
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2230

WWW.CTCOMMUNITYCARE.ORG

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

Sent: Wednesday, December 20, 2023 4:46 PM

To: Carol Siddall <carol.siddall@ctcommunitycare.org>

Subject: Re: Carol you are awesome!

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).

Dear Carol,

Thank you sooo much for handling this issue so efficiently! You are greatly appreciated. I'm confident and trust in your all support. Carol I mean this THANK YOU!

David

Sent from my Verizon, Samsung Galaxy smartphone

Get [Outlook for Android](#)

From: Carol Siddall <carol.siddall@ctcommunitycare.org>

Sent: Wednesday, December 20, 2023 4:19:30 PM

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

Subject: RE: Carol you are awesome!

I received a response from the person handling the issue. She said that she has been working on this for a couple of days already and will be reaching out to you soon, so she must already be working on a list or know of a specific issue. I've worked with her extensively for many years. She is absolutely the best possible person to be helping you. She works very closely with the only person who has more experience with this program than she does. I would have escalated your issue to the two of them if you had received a poor response from the inquiry I sent earlier today. You're in good hands and I'm sure this will be resolved very soon. I promise you!

Carol Siddall
Systems Analyst
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2230

WWW.CTCOMMUNITYCARE.ORG

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

Sent: Wednesday, December 20, 2023 11:09 AM

To: Carol Siddall <carol.siddall@ctcommunitycare.org>

Subject: Carol you are awesome!

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Carol, you are awesome!

Thank you so much for your email.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



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

Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Thu 12/21/2023 5:10 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <CTEVV@Gainwelltechnologies.com>

Hi David,

Please see highlighted below. I have been working with DSS and our lead data analyst Carol S on this matter for the past few days. We can give a big shout out to her, as she has worked to help us along with assuring communication with the necessary entities is tight to bring this matter to resolution. I am hopeful that as you receive this, you have received communication from Allied and that by now, if not very soon, this matter will be resolved.

Ron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Tuesday, December 19, 2023 11:43 AM**To:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CT EVV HPE Provider Relations <CTEVV@Gainwelltechnologies.com>**Cc:** ABI RESOURCES 860 942-0365 <AABIWR@live.com>**Subject:** Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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12.19.2023

Hello Ron,

I am writing to address coordination between Connecticut Community Care (CCC), and Sandata EVV.

It has come to our attention that CCC may not have done so. Sandata EVV has specifically directed ABI Resources to contact CCC's care management team, as they are responsible for inputting this critical data into the system.

1. Did CCC care management place the stop on companion authorization past December 31? **No we have not -**
2. Could you please confirm whether CCC has indeed shared the required consumer information with Sandata EVV? This information is crucial and typically readily available to CCC, as well as the Department of Social Services (DSS). **We have not but I know that Carol Siddall has advised on this matter with Allied who I am hoping has reached out to you today on this matter. Allied will be working with Allied and Gainwell to my understanding to assure communication on this matter is solid and to assure resolution.**
3. Furthermore, I would like to inquire if CCC has been in communication with DSS regarding this matter. If so, would CCC kindly share the guidance or directives provided by DSS? **Yes, DSS advised that your agency should be in communication with Gainwell who would then look into this issue with SanData – though it has come to my attention that the matter was more complex and I am now hopeful that a resolution is in process.**
4. Lastly, it is imperative for us to understand if this challenge is exclusive only to consumers associated with ABI Resources? or is this a broader issue affecting other consumers and entities as well. **This issue is isolated only to ABI Resources. We have not heard of this matter affecting other consumers with other agencies in place.**

Your prompt attention to these queries would be greatly appreciated, as it will aid us in ensuring seamless service delivery and compliance with all relevant protocols.

Thank you for your cooperation and assistance in this matter.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>**Sent:** Tuesday, December 19, 2023 11:13 AM**To:** CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>; ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Subject:** RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

As I did not see your response, I just wanted to see if you have supplied the information that Gainwell has requested?

Thank you,

Ron

From: CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>

Sent: Monday, December 18, 2023 4:14 PM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>

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

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Gainwell is requesting the Medicaid ID#s for the clients whose initials are listed below. Once these are obtained Gainwell research with Sandata as to why these PAs are not visible in Sandata system.

The EVV Team

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

Sent: Monday, December 18, 2023 2:58 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>

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

ABI Resources needs to call Sandata and Gainwell to fix this issue. DSS is aware but the agency needs to contact these in order to fix the problem.

Thank you,

Ron

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

Sent: Monday, December 18, 2023 12:58 PM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwelltechnologies.com

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

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

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12.18.2023

Hi Ron,

Has CCC escalated this problem to DSS?

Best regards,
David Medeiros
ABI Resources

A.B.I. RESOURCES



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

Sent: Friday, December 15, 2023 11:58 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwelltechnologies.com <CTEVV@Gainwelltechnologies.com>

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

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

Would Gainwell please provide a status update on this challenge?

Best regards,
David Medeiros
ABI Resources

A.B.I. RESOURCES



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

Sent: Thursday, December 14, 2023 3:37 PM

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

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

Hi David,

For the consumers who are of concern here, you can reach out to CTEVV@Gainwellgechnologies.com to find out why the PAs in the Gainwell system are not in the Sandata system.

Thank you,

Ron

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

Sent: Thursday, December 14, 2023 11:21 AM

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

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

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Document attached

Best regards,
David Medeiros
ABI Resources



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

Sent: Thursday, December 14, 2023 10:57 AM

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

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

Could you provide me their names in a secure email?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

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

Sent: Thursday, December 14, 2023 10:56 AM

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

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

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Consumers;

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

Best regards,
David Medeiros
ABI Resources



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

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

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

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

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

WWW.CTCOMMUNITYCARE.ORG

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

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

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

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

Importance: High

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).

12.14.2023

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

Hello Ron,

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

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

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

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

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

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

Best regards,
David Medeiros
ABI Resources

A.B.I. RESOURCES



The contents of this message and any attachments may contain privileged and/or confidential information protected from disclosure under the law, including the Health Insurance Portability and Accountability Act (HIPAA). If you received this message in error, please notify the sender by replying to the message and delete the message and any attachments from all storage devices without retaining a copy or using or disclosing to others the contents of this message. Any unauthorized disclosure, distribution, copying, or storage of this message or its attachments is strictly prohibited and may subject you to criminal or civil penalties. No confidentiality or privilege is waived or lost by any transmission errors. Visit our website to learn how we collect, keep, and process private information in accordance with applicable state and federal law. Regardless of content, this e-mail shall not operate to bind any party to or referenced in the email to any order or other contract or amendment or change thereto unless pursuant to explicit written agreement or government initiative expressly permitting the use of e-mail for such purpose.

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

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

Fri 12/22/2023 6:39 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>

12.22.2023

Hello Ron,

Thank you for your recent update and the diligent efforts you and your team have been making in addressing the critical issue of companion authorizations for shared consumers under the Medicaid ABI Waiver program. Your coordination with DSS and the work of Carol S in ensuring efficient communication with the necessary entities has been instrumental in moving towards a resolution.

At ABI Resources, we deeply appreciate the collaborative approach and the swift actions taken by your team. We understand the complexities involved in these processes and are grateful for the dedication and professionalism shown.

Please be assured that ABI Resources will continue to provide updates and maintain open communication lines to ensure the seamless delivery of services to our shared consumers. The cooperation between our organizations is vital in upholding the high standards of care and support that we are committed to.

Thank you once again for your assistance and the valuable contribution of your team in this matter. We look forward to our continued collaboration.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider

A.B.I. RESOURCES**From:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>**Sent:** Thursday, December 21, 2023 5:10 PM**To:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <CTEVV@Gainwelltechnologies.com>**Subject:** RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

Please see highlighted below. I have been working with DSS and our lead data analyst Carol S on this matter for the past few days. We can give a big shout out to her, as she has worked to help us along with assuring communication with the necessary entities is tight to bring this matter to resolution. I am hopeful that as you receive this, you have received communication from Allied and that by now, if not very soon, this matter will be resolved.

Ron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Tuesday, December 19, 2023 11:43 AM**To:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CT EVV HPE Provider Relations <CTEVV@Gainwelltechnologies.com>**Cc:** ABI RESOURCES 860 942-0365 <AABIWR@live.com>**Subject:** Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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12.19.2023

Hello Ron,

I am writing to address coordination between Connecticut Community Care (CCC), and Sandata EVV.

It has come to our attention that CCC may not have done so. Sandata EVV has specifically directed ABI Resources to contact CCC's care management team, as they are responsible for inputting this critical data into the system.

1. Did CCC care management place the stop on companion authorization past December 31? **No we have not.**
2. Could you please confirm whether CCC has indeed shared the required consumer information with Sandata EVV? This information is crucial and typically readily available to CCC, as well as the Department of Social Services (DSS). **We have not but I know that Carol Siddall has advised on this matter with Allied who I am hoping has reached out to you today on this matter. Allied will be working with Allied and Gainwell to my understanding to assure communication on this matter is solid and to assure resolution.**
3. Furthermore, I would like to inquire if CCC has been in communication with DSS regarding this matter. If so, would CCC kindly share the guidance or directives provided by DSS? **Yes, DSS advised that your agency should be in communication with Gainwell who would then look into this issue with SanData – though it has come to my attention that the matter was more complex and I am now hopeful that a resolution is in process.**

4. Lastly, it is imperative for us to understand if this challenge is exclusive only to consumers associated with ABI Resources? or is this a broader issue affecting other consumers and entities as well. **This issue is isolated only to ABI Resources. We have not heard of this matter affecting other consumers with other agencies in place.**

Your prompt attention to these queries would be greatly appreciated, as it will aid us in ensuring seamless service delivery and compliance with all relevant protocols.

Thank you for your cooperation and assistance in this matter.

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



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Sent: Tuesday, December 19, 2023 11:13 AM
To: CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>; ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

As I did not see your response, I just wanted to see if you have supplied the information that Gainwell has requested?

Thank you,

Ron

From: CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>
Sent: Monday, December 18, 2023 4:14 PM
To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>
Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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Gainwell is requesting the Medicaid ID#s for the clients whose initials are listed below. Once these are obtained Gainwell research with Sandata as to why these PAs are not visible in Sandata system.

The EVV Team

From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Sent: Monday, December 18, 2023 2:58 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; CT EVV HPE Provider Relations <ctevv@gainwelltechnologies.com>
Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

ABI Resources needs to call Sandata and Gainwell to fix this issue. DSS is aware but the agency needs to contact these in order to fix the problem.

Thank you,

Ron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Monday, December 18, 2023 12:58 PM
To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwelltechnologies.com
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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12.18.2023

Hi Ron,

Has CCC escalated this problem to DSS?

Best regards,
David Medeiros
ABI Resources



From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, December 15, 2023 11:58 AM
To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwelltechnologies.com <CTEVV@Gainwelltechnologies.com>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>
Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Would Gainwell please provide a status update on this challenge?

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Sent: Thursday, December 14, 2023 3:37 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

For the consumers who are of concern here, you can reach out to CTEVV@Gainwelltechnologies.com to find out why the PAs in the Gainwell system are not in the Sandata system.

Thank you,

Ron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Thursday, December 14, 2023 11:21 AM
To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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Document attached

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Sent: Thursday, December 14, 2023 10:57 AM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Could you provide me their names in a secure email?

Thank you,

Ron

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

Sent: Thursday, December 14, 2023 10:56 AM

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

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

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Consumers;

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

Best regards,
David Medeiros
ABI Resources



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

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

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

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

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

WWW.CTCOMMUNITYCARE.ORG

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

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

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

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

Importance: High

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12.14.2023

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

Hello Ron,

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

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

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

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

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

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

Best regards,
David Medeiros
ABI Resources



The contents of this message and any attachments may contain privileged and/or confidential information protected from disclosure under the law, including the Health Insurance Portability and Accountability Act (HIPAA). If you received this message in error, please notify the sender by replying to the message and delete the message and any attachments from all storage devices without retaining a copy or using or disclosing to others the contents of this message. Any unauthorized disclosure, distribution, copying, or storage of this message or its attachments is strictly prohibited and may subject you to criminal or civil penalties. No confidentiality or privilege is waived or lost by any transmission errors. Visit our website to learn how we collect, keep, and process private information in accordance with applicable state and federal law. Regardless of content, this e-mail shall not operate to bind any party to or referenced in the email to any order or other contract or amendment or change thereto unless pursuant to explicit written agreement or government initiative expressly permitting the use of e-mail for such purpose.

Re: Companion services for TBI clients

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

Fri 12/22/2023 6:26 AM

To: tina greene <redamigo2@msn.com>; LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>; DAVID MEDEIROS <DAVID.M@CTBRAININJURY.COM>

Thank you for keeping us in the loop, Unfortunately, ABI Resources was left out of the message. I think all will be okay now; however, if it is not, ABI will inform you.

Talk soon.

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider

**From:** tina greene <redamigo2@msn.com>**Sent:** Thursday, December 21, 2023 8:34 PM**To:** LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>; DAVID MEDEIROS <DAVID.M@CTBRAININJURY.COM>**Subject:** FW: Companion services for TBI clients

I HOPE you got this email...

That means all is good?!!

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

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

Date: 12/21/23 3:51 PM (GMT-05:00)

To: redamigo2@msn.com

Cc: "Alexson, Deborah" <Deborah.Alexson@ct.gov>, "Commopshearings.DSS" <hearings.Commops@ct.gov>, Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>, wbcomplaints@cga.ct.gov

Subject: RE: Companion services for TBI clients

Dear Ms. Greene:

Your message was forwarded to me by the Office of the Commissioner. Unfortunately, it appears that you were provided with inaccurate information regarding the status of companion services after 12/31/23. Please be assured that there are no changes being made to this service. Rather, there is currently a technical issue that is affecting the prior authorization availability for the companion service for all ABI Waiver providers, which is preventing all ABI Waiver providers from viewing prior authorizations after 12/31/23. The Department is working with the contractor (Gainwell) that operates the system where prior authorizations are housed in order to fix the problem. A message is going out to all providers this evening regarding efforts to correct this issue, and providers may expect to see the prior authorizations in their electronic visit verification (EVV) system tomorrow. As a temporary workaround, effective today, providers may submit impacted claims through their secure Web portal account at <http://www.ctdssmap.com/> using the Web Claim Submission feature or through their own billing software. Your provider is aware of this situation. Again, this short-term technological problem regarding billing authorization for companion services does not affect the services of any ABI Waiver recipients, and the Department has never advised any providers that services were going to be interrupted to any individuals in the ABI Waiver program. The Department apologizes for any inconvenience this may have caused.

Thank you!

Amy

Amy Dumont, LCSW

Interim Director

CT Department of Social Services

Community Options Unit

55 Farmington Avenue

Hartford CT 06105-3725

Tel: 860 424-5173

Fax: 860 424:4963

amy.dumont@ct.gov

-----Original Message-----

From: Alexson, Deborah <Deborah.Alexson@ct.gov>
Sent: Wednesday, December 20, 2023 3:41 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>
Cc: Madison, Candace R <Candace.R.Madison@ct.gov>; Sosa, Yismilka <Yismilka.Sosa@ct.gov>; Perez, Bernice <Bernice.Perez@ct.gov>; Battles, Stefani <Stefani.Battles@ct.gov>
Subject: FW: Companion services for TBI clients

Hi Amy,

Not sure if this is suppose to come your way. If not, please let me know.

Thanks,

D

Deborah E Alexson
Department of Social Services
Division of Equal Employment Opportunity and Diversity
Office: 860-424-5044
Deborah.alexson@ct.gov

-----Original Message-----

From: tina greene <redamigo2@msn.com>
Sent: Tuesday, December 19, 2023 10:20 AM
To: DSS, Commis <Commis.DSS@ct.gov>; wbcomplaints@cga.ct.gov; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>
Subject: Companion services for TBI clients

[You don't often get email from redamigo2@msn.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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.

Client : Alan Jacobson Case # 100281209; client ID 002215844

Dear Commissioner and General Assembly

It has come to my attention that companion services will be changed for Alan on 12/31. I am unclear as to what has caused there to be a sudden change in his services and I am kindly appealing to you to review and restore his services and they are authorized within the system, prior to Dec 31. My brother desperately needs these services to ensure his quality of life and most importantly, his safety! It is crucial he has care to prevent safety issues, such as walking alone at night (he is incapable of understanding "stranger danger") and safety in his home. His team from ABI Resources is amazing in providing him with quality care and we appeal for this to continue.

I'm urgently requesting a review for uninterrupted care for him. Thanking you, in advance for your assistance in this serious situation.

Tina Jacobson Greene
Sister/conservator for Alan Jacobson

Sent from my iPad

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Busanet 001055045 no Auth past 12.31.23
Jacobson- 002215844 no Auth past 12.31.23
Landry- 002751300 no Auth past 12.31.23
Matt- 001716939 no Auth past 1.31.24
Porter- 003891216 no Auth past 12.31.23
Silva- 002493834 no Auth past 12.31.23
Velte- 004150275 no Auth past 12.31.23

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

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

Thu 12/21/2023 11:56 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>; clientfraud.dss@ct.gov <clientfraud.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

12.21.2023

Subject: Immediate Action Required: Restoring ABI Resources' Reputation

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

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

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

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

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

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

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

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



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

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

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

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

David:

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

Thank you!

Amy

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

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

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

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

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

Importance: High

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Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

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

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

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

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

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

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

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

A.B.I. RESOURCES



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

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

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

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

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

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

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

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

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

A.B.I. RESOURCES



interChange Provider Important Message

Attention: Home Health Providers

Electronic Visit Verification (EVV) Updates

- 1) EVV Home Health Claims Enforcement Target Date for all Providers**
- 2) EVV Billing Guidance for all Providers**
- 3) Important Updates for Sandata Agency Management Users**
- 4) Select Questions & Answers to be included in a Second EVV Frequently Asked Questions (FAQ) Document**
- 5) Resources**

The purpose of this Important Message is to provide key updates to **all** home health providers, whether using the State's EVV system (i.e., Sandata Agency Management system) or a third-party ("Alternate") EVV solution to capture visit data. Please note, the information below is related to the federal mandate in Section 12006 of the [21st Century Cures Act](#) that requires all states to use an EVV system for Medicaid home health care services (HHCS).

1. EVV Home Health Claims Enforcement Target Date for all Providers

Home health providers must prioritize onboarding and submission of EVV production data for all HHCS. Home health claims without a confirmed visit will result in a payment denial for dates of service **effective January 15, 2024, and forward.**

2. EVV Billing Guidance for all Providers

As communicated in Provider Bulletin [2018-17](#) for providers billing outside of Sandata Agency Management, it is important to ensure visits are confirmed in a timely manner, at least 24 hours prior to claim submission, in order to avoid unnecessary claim denials.

For providers moving to the Alternate EVV solution, it is extremely important that your vendor send daily files to the Sandata Aggregator. Once the confirmed visit is in the Aggregator, please allow an additional 24 hours prior to claim submission to avoid unnecessary claim denials.



interChange Provider Important Message

3. Important Updates for Sandata Agency Management Users

Visit Maintenance Module Fixes for Providers using Schedules

As of December 14, 2023, issues in the *Visit Maintenance* module for providers using schedules have been resolved. Providers will no longer experience auto-confirm issues. Visits and schedules are now merging correctly. Additionally, the service captured at the time of visit, check in-time, event code modifier of ZZ, and visit type (e.g., "visit", "hourly") are now displaying correctly, eliminating incorrect exceptions in *Visit Maintenance* and/or a need for providers to manually merge and correct the data in their systems in order to confirm and bill properly.

Outstanding Visit Type Issue for Providers not using Schedules

For providers not using schedules, there is a known issue where the visit type is changing from "visit" to "hourly". In the interim, it is important for providers to confirm the visit data is correct. Sandata Technologies is researching and will provide an update as soon as available.

Client Bulk Upload for Non-Waiver Clients

For providers that have submitted client bulk upload files to add non-waiver clients, there continues to be a known issue that Sandata is working to resolve. Sandata is researching and will provide an update as soon as available. Any files previously submitted to Sandata will be processed after this date.

Providers are reminded not to begin manual entry of clients while awaiting this fix as any duplicates that exist on the previously provided bulk upload files will cause issues requiring manual resolution within Sandata Agency Management.

interChange Provider Important Message

Manual Client Data Entry for Non-Waiver Clients

As a reminder for providers manually adding non-waiver clients within Sandata Agency Management, please be advised that there are two areas in which the *client ID* must be entered. Failure to do so may cause visit issues and data not being reported in the Aggregator. Please reference **Attachment A** on the final page of this Important Message for screen prints that demonstrate entry of the *client ID* in two locations.

Group Visit Feature and Visits Less than Eight (8) Minutes Update

Sandata has been working on the implementation of a new feature to accommodate group visit functionality to better serve the needs of non-waiver HHCS providers. This feature is expected to be available prior to January 1, 2024. Updates will be provided when available.

Changes to accommodate visits less than eight (8) minutes were previously implemented.

4. Select Questions & Answers to be included in a Second EVV FAQ Document

DSS and Gainwell Technologies are currently working on a second FAQ document. In the meantime, we would like to share three critical questions raised by providers along with corresponding answers.

Question #1: Can you give me some direction on when a clinician does a recertification for an existing patient regarding the appropriate time in/out of EVV? Many of our clients will not be agreeable to have the clinician stay in the home to complete the OASIS paperwork.

Answer: The clinician may complete the recertification document (i.e., review of care plan) outside of the member's home. Please note, if documentation is completed outside the home, the clinician will need to check-in and check-out for the time spent with the member. The EVV visit check-out time may be manually adjusted in Sandata Agency Management – *Visit Maintenance* to reflect the

interChange Provider Important Message

additional time used to complete the required documentation. The reason code of "Other", with a note identifying the reason for the manual adjustment to the visit, must be utilized to document the change. For providers using an Alternate EVV solution, the visit start and end times sent to the Aggregator must include the time spent completing the documentation. If the visit is manually adjusted due to the documentation being completed outside the member's home, the visit change segment must be updated with the reason code of "Other" and a note must be entered to notate the reason for the change.

Question #2: Will EVV be required for instances when Medicaid is billed as the secondary payer for clients with Medicare or private insurance (i.e., primary payer)?

Answer: DSS is not requiring EVV for crossover claims or when a private insurance, i.e., third-party insurance (TPL), pays a portion of the claim.

Question #3: If a Medicaid-eligible member resides in a 24-hour residential setting such as a group home and a home health provider is providing additional billable services to the member, do these services require EVV?

Answer: Since the home health provider is a separate agency from the 24-hour residential home and is providing HHCS, then EVV requirements would apply to the home health provider.

5. Resources

Helpful and up-to-date information regarding the EVV HHCS implementation is available on the Connecticut Medical Assistance Program (CMAP) Web site – EVV [Home Health Implementation Documentation](#) Web page including [Alternate EVV Specifications](#), [Alternate EVV Frequently Asked Questions](#), Provider Bulletins, Important Messages, Town Hall materials, and training requirements.

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: ctaltevv@sandata.com. As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.



interChange Provider Important Message

Attachment A Manual Client Data Entry – Non-Waiver Clients



Adding New Clients: Continue Data Entry

Personal Screen:

- ▶ Add the Client's Medicaid ID
 - Personal Screen > Agency Designations > Other ID

Agency Designations

Disaster Lvl:

DNR:

DNR Date:

Transportation Assistance Level:

Last Updated:

Other ID:

Sandata

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Adding New Clients: Continue Data Entry

General Screen:

- ▶ Add the Coordinator
- ▶ Add the Client's service
- ▶ Add the Client's Customer Number (Medicaid ID)
 - Chart > General > Payor > Cust. No.

Payor Information for Client - Riddie, Thomas

General

* Payor:

* Rate Plan:

Rank:

Send Bill To:

Percent:

Numbers, Etc.

Cust. No.:

Medicaid ID:

Group No.:

Referral No.:

Begin:

End:

Options

☐ Capitated Rates Transition to Next Payor

☐ Suppress in Electronic File

☐ Responsible for Copay

☐ Requires Pre-Denial

RSP Type:

Re: Solicitation of ABI Waiver Consumers by CCSNCT

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

Tue 5/30/2023 2:45 PM

To:

- Dumont, Amy E <amy.dumont@ct.gov>;
- Slitt, Michael <Michael.Slitt@ct.gov>;
- Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>;
- DSS, Commis <commis.dss@ct.gov>

Cc:

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

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

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

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

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

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

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

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

Thank you for your cooperation.

David Medeiros



A.B.I. RESOURCES

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

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ABI Resources Connecticut home-based supported living and community care services for the MFP, ABI and PCA Waivers.

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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Subject: RE: Solicitation of ABI Waiver Consumers by CCSNCT

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

Amy

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

Fax: 860 424:4963
amy.dumont@ct.gov

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

05/23/2023

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

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

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

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

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

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

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation.

Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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Your prompt response is highly appreciated.

All the best,
David Medeiros



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A.B.I. Resources LLC

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Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,



raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

ABI Resources

