

Provider List - Help Attachments

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Tue 8/28/2018 11:43 AM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; Bruni, DSS Kathy A. DSS <kathy.a.bruni@ct.gov>; ABI RESOURCES L. L. C. CTbrainINJURY. com 860 942-0365 <AABIWR@LIVE.COM>

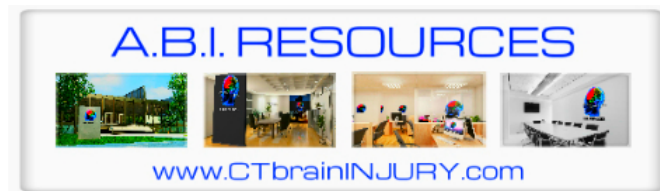
14 attachments (4 MB)

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Hello Kathy and George,

I think there maybe a chance that you were not able to view the photos I sent yesterday, so i have included them within this email as attachments. They will definitely help everyone.

David

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

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

Fri 9/1/2023 6:47 AM

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

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

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

Date: August 31, 2023

To: Connecticut Department of Social Services (DSS)

From: ABI Resources

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

Report of the Meeting:

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

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

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

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

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

Implications:

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

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

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

Concerns Raised:

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

Request for Action:

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

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

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

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

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

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

Sincerely,

David Medeiros

ABI Resources

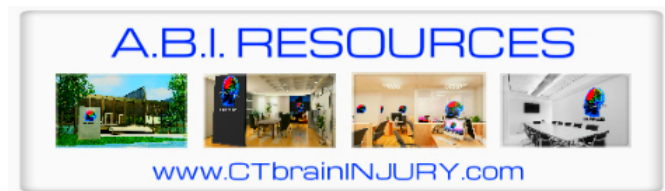
Re: VERY CONCERNED - 211 Connecticut United Way ABI Waiver provider list.

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Tue 9/11/2018 11:44 AM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>

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From: Chamberlin, George <secureMailer.d-244243b006114b42b5abc3f649b88c19@ct.gov> on behalf of Chamberlin, George <George.Chamberlin@ct.gov>

Sent: Tuesday, September 11, 2018 10:40 AM

To: ABI Resources

Cc: Kathy Bruni

Subject: FW: VERY CONCERNED - 211 Connecticut United Way ABI Waiver provider list.

 **State of Connecticut**

Secure Message Delivery

From: "Chamberlin, George" <George.Chamberlin@ct.gov>
Subject: FW: VERY CONCERNED - 211 Connecticut United Way ABI Waiver provider list.

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On 8/29/17 our Secure Mail system was upgraded. Even if you had a registered account on our previous system you will be prompted to re-register your account upon first login.

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

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

Wed 9/13/2023 6:53 AM

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

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

09/13/2023

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

Dear DSS Commissioner and Amy Dumont COU

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

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

In light of the above, I kindly ask:

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

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

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

Warm regards,

David Medeiros
ABI Resources

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

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

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

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

09/11/2023

Dear DSS Commissioner and Amy Dumont, DSS COU.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Thank you,

David Mederios

ABI Resources

Allied - Request

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

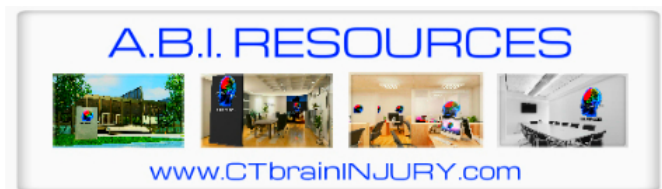
Tue 9/18/2018 9:39 AM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; A. B. I. RESOURCES www. CTbrainINJURY. com <aabiwr@live.com>
 Bcc: Patricia Fondelheit <pfondelheit@msn.com>

Hi George,

Last time we spoke you were going to call Allied and get back to us.
 How did that go?

David

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From: ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365

Sent: Tuesday, September 11, 2018 11:44 AM

To: George.Chamberlin@ct.gov

Subject: Re: VERY CONCERNED - 211 Connecticut United Way ABI Waiver provider list.

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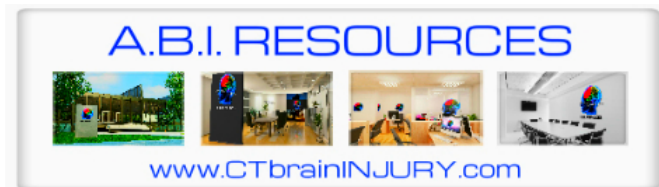
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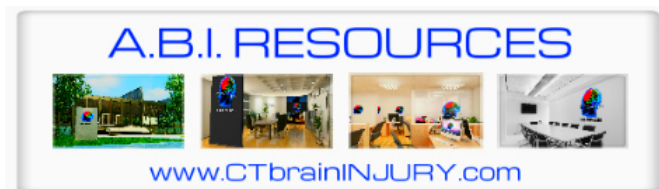
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Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

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

Wed 9/20/2023 7:58 AM

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

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

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

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

Dear Sir/Madam,

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

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

Employment Details:

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

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

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

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

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

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

Motivation and Future Prospects:

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

Communication and Conflict of Interest:

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

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

Attendees' Profile:

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

Conclusion:

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

Sincerely,

David Medeiros

ABI Resources
860 942-0365
AabiWR@live.com

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

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

Mon 9/25/2023 12:11 PM

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

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

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

09/25/2023

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

Dear DSS Commissioner and Amy Dumont COU,

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

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

Details of Complaint:

Issue: Unlawful steering and referral processes

Affected Program: Medicaid ABI Waiver Program

Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN

Conducting Entity: Connecticut Community Care Management consultation services

Requested Action:

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

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

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

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

Legal Implications:

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

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

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

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

Sincerely,

David Medeiros
ABI Resources

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

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

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

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

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

Re: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

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

Wed 9/27/2023 11:24 AM

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

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>

Dear Connecticut Department of Social Services,

I hope this message finds you well. I am experiencing significant challenges navigating CT DSS governmental resources due to a brain injury and stroke. I am reaching out to request your urgent assistance and support in connecting me with the appropriate DSS representatives who can aid me in the delivery of this information. Your guidance and support is needed to navigate the necessary CT DSS systems and to ensure my requests are directed appropriately and fully.

Would you please assist me? I appreciate your immediate attention to this matter and look forward to your prompt response.

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Wednesday, September 27, 2023 9:52 AM**To:** providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Re: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

NEW: Additional Information. Please review the new attachment.

****Subject: Immediate Investigation Required: Unauthorized Letter and Violation of Medicaid Referrals Leading to Neglectful Abuse of a Vulnerable Consumer****

Dear CT DSS Commissioner and Ms. Amy Dumont, COU Community Options Unit,

I am compelled to bring to your immediate attention more an egregious incident involving CBT Behaviorist Ms. Nichole Collins and a letter presented to the vulnerable consumer under the Medicaid ABI Waiver Program during the surprise ABI Waiver Team meeting. This action, which is in clear violation of Medicaid referrals, has serious implications and constitutes neglectful abuse of an individual living with a brain injury.

****Details of the Incident:****

Ms. Nichole Collins presented a letter to the consumer for later reference, misleading the consumer by presenting she and the Supported Living Group are the consumer's sole resources for acquiring CBT, or no CBT services and dismissing other approved providers. This letter is not in alignment with the approved provider list and is misleading, offering an apparent ultimatum: to either engage with the Supported Living Group or forgo receiving any CBT services.

****Legal and Ethical Implications:****

1. ****Violation of Medicaid Referrals:****

Presenting referral options to a consumer is a direct violation of Medicaid standards and procedures. This violates care management consultation services.

2. ****Neglectful Abuse:****

Providing false information to an individual living with a disability, thereby limiting their access to approved service providers, constitutes neglectful abuse.

3. ****Manipulation and Exploitation:****

The false presentation of available resources manipulates the consumer's understanding of available services and exploits their vulnerability due to lack of correct information.

4. ****Breach of Trust and Professional Misconduct:****

Such deceptive actions undermine the trust between service providers and consumers and tarnish the integrity of the program.

****Immediate Actions Required:****

1. ****Thorough Investigation:****

An immediate and meticulous investigation into the incident and the contents of the unauthorized letter is crucial.

2. ****Strict Action Against Violators:****

Appropriate punitive measures against Ms. Nichole Collins and any involved parties disseminating false information to uphold the integrity of Medicaid programs.

3. ****Corrective Measures:****

Rectification of misinformation provided to the affected consumer and reassurance regarding access to all approved providers.

4. ****Consumer Support****

Immediate support to alleviate the distress and confusion caused by this incident.

5. ****Program Audit:****

A comprehensive audit of current practices to identify and rectify any similar misconduct and to ensure strict adherence to the Federally Funded Medicaid ABI Waiver Program approved provider lists and referral procedures.

****Conclusion:****

This incident is not only a grave violation of Medicaid referral procedures but is also a stark example of the neglectful abuse of a vulnerable individual living with a disability. I implore you to treat this matter with the utmost seriousness and urgency it deserves and undertake immediate action to investigate and rectify this serious breach of conduct, ensuring such incidents do not recur, and maintaining the integrity and trust in the Medicaid ABI Waiver Program.

I request to be kept informed about the developments and the corrective measures implemented in this regard.

Thank you for your prompt attention to this critical issue. I am hopeful for a swift and just resolution to protect the rights and well-being of all consumers and providers under the Medicaid programs.

Sincerely,
David Medeiros
ABI Resources

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

Sent: Tuesday, September 26, 2023 7:27:51 PM

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

Subject: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

Dear Commissioner [Commissioner's Last Name] of the Connecticut Department of Social Services and Ms. Amy Dumont of the COU Community Options Unit,

I am reaching out as a concerned representative of ABI Resources to formally lodge a complaint and request an immediate investigation and rectification of grievous misconduct, potential abuse, and manipulation observed under the Medicaid ABI Waiver Program.

I have been approached by a distressed consumer of the program who receives services from CBT Behaviorist Ms. Nichole Collins. The consumer reported a deeply troubling incident today, resulting from a surprise ABI Waiver program team meeting with a Connecticut Community Care manager consultant. This consumer was subjected to deceptive and potentially abusive behavior during this unexpected confrontation.

Incident Overview:

Ms. Nichole Collins reportedly informed the client that she is currently aligned with the Supported Living Group and explicitly stated her refusal to cooperate with Mr. David from ABI Resources due to a personal dislike. The consumer, in turn, was left distressed, confused, and worried as Ms. Collins made false statements, asserting, "David reported me to the state" and "David said I did a bunch of things I never did," concluding with, "I will not ever work with David." "However, I work with the Supported Living Group, and they provide the same ABI Waiver Program services as ABI Resources."

Alarming, the care management consultant present did not intervene to rectify this misleading guidance, leaving the consumer feeling vulnerable and questioning his relationships with ABI Resources, David, and his care manager consultant. This incident constitutes severe misconduct and necessitates immediate attention to ensure the emotional and psychological well-being of the consumer involved.

Legal and Ethical Implications:

This situation raises substantial concerns regarding:

Consumer Abuse and Exploitation: Misleading a brain-injured disabled adult and manipulating their perceptions is abusive and exploitative.

Violation of Professional Standards: Falsifying information and failure to maintain professional relationships compromise adherence to professional and ethical standards.

Breach of Trust: The incident has severely impaired the trust between the service providers and the consumer, undermining the integrity of the program.

Requested Actions:

Immediate Investigation: A thorough and swift investigation into this incident to ascertain the truth and implement corrective measures.

Review of Similar Incidents: An examination of other cases within the Medicaid ABI Waiver Program to ensure no other consumers are experiencing similar abuse or manipulation.

Comprehensive Audit: An audit of all Medicaid programs receiving federally funded managed consultation services to ensure compliance with legal and ethical standards.

Reassurance to Affected Consumers: Immediate steps to reassure and support the affected consumer and rectify any misinformation or damage caused by the alleged misconduct.

Notification to Higher Authorities:

Given the serious nature of the misconduct and potential abuse in question, I believe it is crucial for the Connecticut Department of Social Services to escalate this complaint to the following:

Department of Health & Human Services (HHS)

Centers for Medicare & Medicaid Services (CMS)

Division of Healthcare Policy (DHP)

Office for Civil Rights (OCR)

Connecticut Department of Public Health (DPH)

Adult Protective Services (APS)

Connecticut Office of the Attorney General

Their involvement is crucial to ensuring thorough evaluation and implementation of necessary corrective measures across all relevant programs and services, guaranteeing that consumer rights and well-being are staunchly protected under federal law.

This will ensure that not only are the abuses within the Medicaid ABI Waiver Program appropriately addressed but also serve to reinforce compliance, transparency, and adherence to the highest standards of care and professional conduct throughout the related federally funded services.

The swift involvement of these entities would signify a commitment to upholding the rights and well-being of consumers, reinforcing trust in the Medicaid programs and services, and ensuring such grievous incidents do not occur in the future.

I trust that the Connecticut Department of Social Services will consider this recommendation seriously and act promptly in involving the appropriate federal entities to address and rectify the aforementioned concerns and to fortify the integrity of the services provided to all consumers under the Medicaid programs.

Conclusion:

Addressing this grave misconduct immediately is imperative to prevent further distress to the concerned consumer and to maintain integrity and trust in Medicaid programs and services. Such manipulative and abusive behaviors must be promptly eradicated, with stringent measures implemented to ensure the protection and well-being of all consumers of federally funded programs.

I implore you to treat this matter with the utmost urgency and severity it warrants and to keep me informed about the progress and outcomes of the investigations and remedial actions taken.

Thank you for your immediate attention to this critical matter. I look forward to your prompt response and resolution.

Sincerely,
David Medeiros
ABI Resources

Urgent Request for Resolution: Persistent Issues within Medicaid ABI Waiver and MFP Programs

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

Wed 9/27/2023 2:41 PM

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

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

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

Urgent Request for Resolution: Persistent Issues within Medicaid ABI Waiver and MFP Programs

Dear Officials of the Connecticut Department of Social Services,

I hope this correspondence finds you in good health and spirits. I am David Medeiros, a representative of ABI Resources, an approved agency provider within the Medicaid ABI Waiver Program. In addition to my professional role, I have personal experience as a survivor of brain injury and stroke. This dual perspective motivates me to urgently bring forth significant concerns and challenges that seem to have been systematically overlooked or potentially disregarded by the Department of Social Services (DSS). I have witnessed the evolution of the Medicaid ABI Waiver Program from its inception, experiencing firsthand its developments and, regrettably, its ongoing challenges. The program has long operated without the necessary structured policies and procedures, leading to minimal management of standards of care and considerable distress for consumers.

I, together with ABI Resources, have unfortunately faced multiple instances requiring us to notify DSS and COU about grave safety issues, mismanagement of consumer programs, considerable challenges, and ensuing concerns. It is distressing to acknowledge that our earnest appeals for resolution and proper treatment of our consumers, especially those within the federally funded Medicaid ABI Waiver and the Money Follows the Person (MFP) programs, seem to be either inadequately addressed or outright ignored.

The origin of these issues remains ambiguous--whether they are a result of miscommunication, preplanned or intentional withholding of information, or whether they are indicative of broader structural issues within DSS contributing to the recurring complications. Hence, we formally urge Connecticut DSS to facilitate transparent communication among its various departments, associated governmental authorities, and resources. Establishing such open dialogues is imperative for ensuring justice and essential support to the disabled population dependent on Medicaid ABI Waiver Program services. It is critical that the concerns of consumers and ABI Resources are properly recognized, resolved, and preventive measures are instituted to avert future occurrences.

Our attempts at communication, notably with Commissioner and COU's Ms. Amy Dumont, have regrettably been unsuccessful, potentially owing to the severity and complexity of the highlighted issues requiring substantial resources to address. ABI Resources and I extend our unwavering cooperation and support to DSS, committed to addressing these significant challenges and ensuring that resolutions are not merely identified but are effectively enacted to prevent the repetition of historical, consistent challenges.

We earnestly request the department to allocate the necessary resources to ensure the welfare and protection of the consumers of the ABI Waiver program. A comprehensive review of our previous communications to Commissioner and COU Ms. Amy Dumont is crucial, and we anticipate a cooperative initiative to develop enduring solutions to these critical concerns.

ABI Resources and I stand ready to meet at your earliest convenience to deliberate on these matters in detail and expedite the resolution process, safeguarding the well-being of those we serve. Please inform us of a convenient time for you or the suitable representative, and we will make the necessary arrangements.

We sincerely hope for your understanding, immediate attention, and decisive action on this crucial matter to uphold the rights, dignity, and safety of the consumers under our purview.

We thank you for your time, consideration, and anticipated cooperation.

Yours sincerely,

David Medeiros

ABI Resources

Subject: Inquiry Regarding Management of ABI Waiver and MFP Program in Connecticut

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

Wed 9/27/2023 6:18 AM

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

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

09/27/2023

Subject: Inquiry Regarding Management of ABI Waiver and MFP Program in Connecticut

Dear Ms. Dumont,

I hope this message finds you well. ABI Resources and I are reaching out to inquire about the current management of the Acquired Brain Injury (ABI) Waiver Program and Money Follows the Person (MFP) Program, both federally funded initiatives under the Connecticut Department of Social Services. CT.gov has no DSS Commissioner listed.

It is my understanding that you were previously overseeing these programs on an interim basis through COU, and I am seeking clarification as to whether this is still the case or if there has been a permanent appointment made.

Understanding the proper point of contact is crucial for ensuring smooth communication and coordination between our organizations as we strive to serve the community." I sincerely hope to confirm who currently holds the responsibility for the oversight and management of these essential programs, so we can correspond and collaborate more efficiently on matters relating to the ABI Waiver Program and the MFP Program.

I appreciate your prompt attention to this matter and look forward to your response at your earliest convenience. If there has been a change in leadership, kindly furnish the contact details of the current person in charge, or if it is more appropriate, please feel free to forward this email to the concerned individual. I am available at AabiWR@live.com, should there be any additional information or clarification needed.

Thank you very much for your assistance.

Sincerely,
David Medeiros
ABI Resources

Re: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

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

Thu 9/28/2023 7:59 AM

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

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

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

A Wellness Check has been called in for the consumer.

" I greatly appreciate your persistence. Please continue as I'm badly in need of your services.

I have numerous doctors appointments I need to schedule. Some of which are over due. I often have to go without water and food due to no transportation. I'm elderly and have been very isolated. I don't presently have nursing services and I've never gone without nursing services. I'm unable to shower, do laundry, get out in the community.

I need to find a new place to move to, pack my belongings and move somewhere safe.

Thank you for your understanding!! "

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

Sent: Thursday, September 28, 2023 7:12 AM

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

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

Subject: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

09/28/2023

Subject: Urgent: Addressing Serious Concerns and Seeking Immediate Resolution for Glastonbury Medicaid ABI Waiver Program Beneficiary.

Dear Connecticut Department of Social Services and COU.

I hope this correspondence finds you well. I am writing to support Consumer JG, a resident of Glastonbury and a consumer of the Medicaid Acquired Brain Injury (ABI) Waiver Program.

Consumer JG contacted ABI Resources on September 9, 2023.

The concerns conveyed by the consumer include:

Little to no care management

Absence of service providers

Numerous safety concerns

Housing concerns

Uncertainty over ABI Waiver CBT services

Potential police involvement

Potential judicial involvement.

The consumer explicitly requested that all communications include JG and be conducted via email.

JG has requested that ABI Resources continue attempting to contact care management and has reported significant challenges in obtaining food and water.

ABI Resources, alongside the consumer, has undertaken several initiatives to communicate and acquire clarification from care management. However, care management seems reluctant to provide the necessary information to support the consumer adequately. This information is crucial for Medicaid ABI Waiver Program agency providers to determine if they are adequately equipped to provide the level of services required to address current challenges and concerns.

Some potentialities:

Safety, Legal, and Civil Challenges:

Violation of Rights and Well-being:

The lack of adequate care and communication undermines the consumer's rights to safety, proper living conditions, and now apparent access to essential resources such as food and water.

Breach of Contract and Service Agreement:

Failing to provide the stipulated care and services represents a significant breach of contractual and service agreement obligations, causing distress and potential harm to the consumer.

Violation of Privacy and Autonomy:

The absence of inclusive communication violates the consumer's right to information and decision-making autonomy concerning care.

Risk to Safety and Security:

The identified safety concerns, combined with potential police involvement, significantly endanger the consumer's safety, security, and overall well-being.

Legal Implications and Liabilities:

The above-stated challenges and violations might expose the responsible parties to legal actions, penalties, and liabilities for neglect, maltreatment, and failure to comply with regulatory standards and laws.

Immediate Resolution Requested:

Given the gravity of these reported concerns, we respectfully request your immediate intervention to address and resolve the issues raised by JG. We seek an expedited review of JG's care management, service provisions, and communication processes to ensure that JG's rights, safety, and well-being are upheld and that all legal and contractual obligations are met.

I urge your department to liaise with JG's care management provider and all relevant parties to facilitate a prompt and comprehensive resolution. We are amenable to working collaboratively with all stakeholders involved and providing any necessary support and information to rectify the situation urgently.

We anticipate a swift response and resolution to these pressing concerns and assure you of our utmost cooperation. Thank you for your immediate attention to this critical matter.

Yours sincerely,
David Medeiros
ABI Resources

This document and the information contained herein are provided in good faith, solely for the purpose of addressing and resolving potential serious concerns and deficiencies in services provided to Consumer JG under the Medicaid Acquired Brain Injury (ABI) Waiver Program. The concerns, observations, and representations made in this document are based on information available to, and understood by, ABI Resources as of the date of this correspondence and are not intended to be, and should not be construed as, legal allegations or assertions of liability against any party. The intention behind this communication is to seek immediate and amicable resolutions to safeguard the well-being, rights, and interests of Consumer JG.

Any assertions or references to legal implications or potential liabilities are not intended to serve as formal legal claims or accusations but are mentioned to underline the seriousness of the matter and the urgency with which resolution is sought.

This letter is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited.

We reserve the right to take any further necessary and appropriate actions, legal or otherwise, should the concerns raised herein remain unaddressed.

Thank you for your understanding and cooperation.

Re: Concerns

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

Fri 9/29/2023 8:00 AM

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

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

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

From: Dumont, Amy E <Amy.Dumont@ct.gov>**Sent:** Thursday, September 28, 2023 4:48 PM**To:** David Medeiros <AABIWR@LIVE.COM>**Subject:** Concerns

David-

We have received the numerous communications you have sent to the Department in recent weeks. The frequency and volume of your communications exceeds the ability of the Department to respond to them individually. While the Department has been looking into your concerns we would request that, going forward, you consolidate your communications to a weekly or biweekly frequency.

In addition we could be available for a discussion once per month to discuss any concerns that you may continue to have.

I encourage you to raise any concerns with the relevant parties and/or direct sources of information first, absent an emergency situation, before reaching out to the Department. This would include the applicable care manager, the client and/or responsibility party and any other persons who may have information.

Thus far, the Department's investigations of your previous concerns have consistently revealed that the facts you have conveyed are either inaccurate or based on misunderstandings of the circumstances.

In addition, family members of individuals have expressed concern that you are making complaints on their behalf without their knowledge or consent and often based on inaccurate information.

Please advise as to whether you wish to schedule a monthly call regarding your concerns.

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



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

September 3, 2024
AABIWR@LIVE.COM

Dear Mr. Medeiros:

As you know, the Department has been attempting to fulfill the large number of FOIA requests¹ that you have filed since 2023. The Department remains committed to collaborating on ways to fulfill these comprehensive requests in a more expedited manner, without interfering with the Department's capacity to perform its operations.

With respect to your request for an accommodation under the Americans with Disabilities Act ("ADA") to restrict all future correspondence and responses related to your FOIA requests, as well as any other matters with the Department of Social Services, to be conducted exclusively via email, I have forwarded your request to the Department's Equal Employment Opportunity Division. A representative from EEOD will contact you with a response. Please be aware, however, that the Department has now uploaded all your FOIA requests, separated by request number, and including any correspondence with you that may be associated with each request, into a new online portal known as [GovQA](#). It was the Department's hope that uploading your FOIA requests into the new GovQA portal would alleviate some or all of the problems you have previously raised regarding your stated difficulty in locating and keeping track of your own FOIA requests and related correspondence, as well as the need for the Department to expend time and resources cataloguing each of them for you. For example, I am re-attaching a chart that the Department previously created for you at your request, which catalogued and summarized each of your FOIA requests. While we understand and respect that you want to keep using email as your sole means of communication, we encourage you to take the opportunity to review each of your requests in the GovQA portal, as well as the previously-created chart.

Notwithstanding your request to confining your communications with the Department solely to email, the Department would still like to offer you the option of scheduling a phone or Microsoft Teams meeting to discuss ways of fulfilling your requests in a more expedited manner, including, but not limited to, identifying requests that should be prioritized, withdrawn, or modified to reflect reasonable requests that the Department can fulfill. This includes a discussion of the Department's objections to many of the requests², and opportunities to meaningfully reduce the volume of documents potentially needing to be reviewed.³ However, in accordance with your request, the Department is amenable to maintaining these discussions via email, if that is your preference.

¹ Many of these requests contain multiple parts.

² For example, the Department cannot provide any documents that contain protected health information, or which are protected by the attorney-client privilege. Every page of every document needs to be reviewed individually for non-disclosable information.

³ This would include an agreement on reasonable search terms for the large number of requests requiring the Department to conduct electronic discovery through the Department of Administrative Services.

Sincerely,

Kelly Bartomioli
FOIA Officer
Department of Social Services

55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105-3730

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STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

September 3, 2024
AABIWR@LIVE.COM

Dear Mr. Medeiros:

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