

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

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

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

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

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

Dear Erin,

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

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

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

Provider List:

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

Electronic System:

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

Regarding the role of care managers in the process:

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

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

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

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

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

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

Dear [Recipient's Name],

I am writing to you on behalf of ABI Resources to express our concerns about the email response from CCC Head of Quality and Performance Improvement and to seek your assistance in addressing these issues.

Why is CCC unwilling to engage in supportive communications, which may increase our ability to understand better and serve those in need?

As an organization dedicated to providing the highest quality support and care for individuals with brain injuries and other disabilities, we are troubled by certain ambiguities in CCC's processes.

We have noticed that these ambiguities have led to the referral of inquiries to the Department of Social Services, which may signal a lack of clarity and understanding in care management practices. These practices could potentially infringe upon the rights of the individuals served and create conflicts of interest. Consequently, we respectfully request that you bring these concerns to the attention of your Board of Directors. We trust that they will take appropriate action to address the issues raised.

As many of your staff are aware I am Traumatic Brain Injury (TBI) survivor and a recent stroke survivor, this cause is deeply important to ABI Resources and I. My life experiences have given me a profound understanding of the unique challenges and hardships faced by those who endure similar life-changing events. Through my own journey, I've developed a passionate commitment to raising awareness, promoting research, and advocating for better support and resources for fellow survivors and their families.

In the aftermath of my TBI and stroke, I have faced numerous physical, cognitive, and emotional obstacles that have significantly impacted my life. These experiences have taught me the value of resilience, the importance of empathy, and the strength that can be found in a supportive community. I am dedicated to using my voice and experiences to inspire others and to help create a world where survivors have access to the care, resources, and support they need to rebuild their lives and thrive.

At ABI Resources, we are committed to working collaboratively with your organization to ensure the highest quality care for our community members. We strive to deepen our understanding of the diverse needs of those we serve, adapt, and evolve. We wish to have a great relationship with your organization and create a mutually supportive system of care. Our mission is to continually enhance the quality of care we provide, ensuring that we deliver the most effective and compassionate support to those who depend on us.

We appreciate your attention to this matter and look forward to your prompt response. We are confident that by working together, we can achieve the best possible outcomes for the individuals we serve. Thank you for your time and consideration, and we look forward to continuing our partnership in enhancing the quality of care for our community members.

Sincerely,

Who:

- Medicaid Consumers,
- The Connecticut Department of Social Services CT DSS,
- Medicaid Care Management Agencies and,
- The Medicaid agency provider The Supported Living Group LLC.

What: Federal Medicaid Programs.

- ABI Waiver Program I and II and,
- The Money Follows the Person Program, MFP.

How:

- Corruption of medical decision-making, patient steering, and unfair competition monopolization efforts.
- CT DSS care management is providing Medicaid Referrals to the Supported Living Group LLC exclusively, excluding hundreds of approved Medicaid Agencies and using what may appear to be a referral kickback process.
- Undocumented verbal authorizations, Using the Medicaid Consumer's disabilities to manipulate and mislead.
- The Medicaid Consumers' urgent need for financial support to recover at home, the family's need to return to work, and the Medicaid Consumer's economic desperation.
- Some Medicaid consumers appear to be forced to use housing dictated by the Supported Living Group.
- Some Medicaid Consumers appear to be paid stipends from The Supported Living Group.
- CT DSS care management is making medical therapeutic Medicaid Referrals to The Supported Living Group for Medicaid home-based services as well as Cognitive Behavioral Therapy services. The agency, in return, dictates the amount of Medicaid Funding services needed and provided by the Supported Living Group.

Why:

- Monetary gain.

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

CT DSS care management first provides the Medicaid program consumers Medicaid referral to the Supported Living Group LLC with the Medicaid consumer's information. Secondly, CT DSS care

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

The Connecticut Department of Social Services may appear to be violating the policies of the Medicaid MFP Money Follows the Person Program and the Medicaid ABI Waiver Programs I and II. Medicaid consumers are told the Supported living Group LLC is the agency provider of Medicaid Services.

- a) It may appear that CT DSS care management is benefiting financially from a kickback system of Medicaid referrals.
- b) CT DSS care management may appear to be masking Medicaid program information from Medicaid consumers.
- c) CT DSS care management may appear to be misleading Medicaid consumers and complicating their ability to make informed decisions.
- d) CT DSS care management may force Medicaid consumers to make quick decisions before they can research, discover, and invoke their rights.
- e) CT DSS care management may appear to monopolize on time frames, expecting Medicaid consumers to know and understand their rights under the Medicaid program and to advocate for their Medicaid services.
- f) CT DSS care management may appear to be the only Medicaid program information source permitted to communicate with Medicaid consumers about their Medicaid services. Medicaid Agency-provided verbal information or communication about Medicaid services may not be allowed. CT DSS refers to this communication as a manipulation of the care management process.
- g) CT DSS care management may appear to retaliate against Medicaid agency providers communicating with Medicaid consumers about Medicaid services.
- h) CT DSS makes it clear to Medicaid agencies that any effort by a Medicaid agency provider to inform Medicaid consumers of their rights or by showing Medicaid Consumers where to locate information about Medicaid services may result in the possible removal of that Medicaid agency from CT DSS Medicaid-managed programs as well as threats of DSS audits.
- i) CT DSS care management may appear to have and continues to be funneling directly to, promoting, and referring The Supported Living Group LLC's Medicaid services.
- j) CT DSS care management directly provides Medicaid Consumer program referrals to the Supported Living Group LLC. Due to what appears to be a kickback system, the Supported Living Group LLC has swiftly become the largest Medicaid MFP and ABI Waiver I and II agency provider in Connecticut.
- k) CT DSS care management gives little or no attention to reports of manipulations or kickbacks.
- l) CT DSS care management ignores reported concerns.

- m) CT DSS and Medicaid care management agencies hide the Medicaid-approved agency provider list from Medicaid consumers' awareness, using complex conversations and misleading website processes.
- n) The CT DSS' Medicaid Approved provider list appears intentionally biased and manipulated to benefit CT DSS' care management operation costs and The Supported Living Group LLC, not the Medicaid consumer.
- o) CT DSS fosters a complex online self-discovery method to confuse and frustrate Medicaid consumers to follow their instructions.
- p) CT DSS uses a covert internet-based lock and key system to hinder disabled Medicaid consumers from viewing the approved Medicaid agency provider list. What may appear to be using disability against the Medicaid consumer and knowing that trusting Medicaid Consumers cannot ask for what they do not know exists. The ability of Medicaid consumers to make informed decisions about their Medicaid service provider choices may appear hidden from them. This manipulation enforces the Kickback referral system.
- q) CT DSS will not allow the approved Medicaid Provider List to be openly public.
- r) CT DSS care management may appear to be using the Medicaid Consumers' disabilities against them to achieve the kickback agenda using verbal authorizations versus documented communication to hide their actions and avoid a paper trail. To seal the deal, Medicaid consumers must sign Medicaid program contracts quickly before careful review.
- s) The CT DSS' approved Medicaid agency provider list may appear presented to confuse, frustrate, and manipulate Medicaid consumers' decision-making process in a grooming-like effort to support and enforce the Medicaid kickback referral process.
- t) CT DSS care management actively lists and promotes the Supported living Group LLC's contact information more than four times on the Medicaid-approved agency provider list.
- u) CT DSS care management displays valuable artwork in their offices. This art is a promotional tool to advertise to Medicaid consumers within their offices consistently. The Supported Living Group LLC provides the art.
- v) CT DSS care management uses The Supported living Group LLC's art for website advertising and internet-based social media sites promoting The Supported Living Group LLC's Medicaid Services and their Care Management services.
- w) CT DSS care management agencies benefit financially by reducing the number of Care Managers needed and reducing the operating costs of their time and effort. CT DSS's benefits include one place to contact and one location to have multiple required meetings on the same day. CT DSS care managers want to refrain from speaking with various agency providers.
- x) CT DSS uses requests and directives from people, not Medicaid consumers or legal conservators, to their vantage.
- y) CT DSS care management has and is making additional Medicaid referrals forcing The Supported Living Groups' Medicaid Therapist on Medicaid consumers.
- z) The number of consumers on the program versus the number of clients The Supported Living Group serves may appear grossly disproportionate to the number of approved Medicaid agency service providers.
- aa) CT DSS may appear to be purposely not collecting or hiding Medicaid data to manipulate FOIA requests. Information such as the number of Medicaid Consumers who receive Medicaid services from The Supported Living Group LLC.

- bb) What is the total number of CT DSS-approved Medicaid agency providers on the CT DSS Approved Provider List?
- cc) What is the total number of Medicaid consumers receiving MFP and ABI waiver services?
- dd) What number of Medicaid referrals has The Supported Living Group received from CT DSS care management? What number of Medicaid Referrals have been made to the Supported Living Group LLC?
- ee) What is the total number of Medicaid consumers receiving Medicaid services from The Supported Living Group LLC?
- ff) What is the total number of CT DSS care management Medicaid referrals from the Supported Living Group LLC?
- gg) What is the total amount of Medicaid funding billed between The Supported Living Group LLC and CT DSS care management agencies?
- hh) CT DSS care management is dictating Medicaid Referrals to the Supported Living Group LLC and excluding hundreds of approved Medicaid Agencies.
- ii) The Supported Living Group or its owners may force Medicaid consumers to live in apartments owned by the company president or people with mutual financial benefits. These Medicaid consumers use Federal Social Security disability funds to pay the rent. If these Medicaid Consumers wish to change Medicaid agency providers, they may also lose their apartments. This is a manipulated complex effort to force Medicaid consumers to avoid terminating Medicaid relationships.
- jj) The Supported Living Group LLC may have a covert and active stipend system to pay Medicaid consumers. This type of financial relationship with Medicaid Consumers forces the Medicaid consumer to stay with a Medicaid provider that is paying them.
- kk) The Supported Living Group LLC Director of Clinical Services Doctor provides Medicaid-paid Cognitive Behavioral Therapy to the same Medicaid Consumers receiving Medicaid home-based services from the same agency. The Therapist dictates the home-based Medicaid services needed. The Medicaid home-based providers report the need for more Medicaid CBT services. This back-and-forth process increasingly provides more Medicaid-paid services and CT DSS care management Medicaid services needed and paid. The Supported Living Group dictates the need for Medicaid service funding and receives the Medicaid services funding. This kickback system dictates the type of Medicaid Services and the amount of Medicaid services that must be used by the Medicaid Consumer.

ABI Resources
39 Kings Hwy STE C
Gales Ferry, CT. 06335
Email AabiWR@live.com

12/06/2021

Medicaid Programs / Connecticut Department of Social Services Freedom of Information Act FOIA request.

Would the department please provide the price for the processing of this data in a digital pdf format?

Please provide Medicaid Program specific data for each of the following Medicaid Programs:

- ABI Waiver Program 1
- ABI Waiver Program 2
- MFP Money Follows the Person Program
- PCA Waiver program

For years:

- 2018
- 2019
- 2020
- 2021

For services:

- ILST
- COMPANION
- RA1
- RA2
- PCA

For counties:

- Fairfield
- Hartford
- Litchfield
- Middlesex
- New Haven
- New London
- Tolland
- Windham

County Name	Per county, What number of people have <u>applied</u> for each Medicaid program per year?															
	ABI WAIVER 1				ABI WAIVER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield	0	0	0	0												
Hartford	0	0	0	0												
Litchfield	0	0	0	0												
Middlesex	0	0	0	0												
New Haven	0	0	0	0												
New London	0	0	0	0												
Tolland	0	0	0	0												
Windham	0	0	0	0												

County Name	Per county, what number of people have been <u>approved</u> for each Medicaid programs per year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield	0	0	0	0												
Hartford	0	0	0	0												
Litchfield	0	0	0	0												
Middlesex	0	0	0	0												
New Haven	0	0	0	0												
New London	0	0	0	0												
Tolland	0	0	0	0												
Windham	0	0	0	0												

What is the average Medicaid program consumer's wait list period to start Medicaid program services for each program?

When approved for the MFP, what is the average time period for home-based services to actively start?

County Name	Per county, what number of people received services for each Medicaid program per year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield																
Hartford																
Litchfield																
Middlesex																
New Haven																
New London																
Tolland																
Windham																

County Name	Per county, what is the total number of Medicaid program consumers on each Medicaid program?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield																
Hartford																
Litchfield																
Middlesex																
New Haven																
New London																
Tolland																
Windham																

Since 2018, What number of Medicaid program consumers transitioned from Medicaid Programs ABI Waiver 1 too ABI Waiver 2?

County Name	What is the total number Medicaid program service <u>hours</u> billed per year, for each Medicaid program, for the following services?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
ILST																
COMPANION																
RA1																
RA2																
PCA																

What is the total number of Medicaid approved agency providers?

What are the names of the ten largest Medicaid approved agency providers providing ILST, companion, RA1, RA2 and or PCA services for each of the 4 Medicaid programs?

Ten Largest Approved Agency Provider Names	What is the total number of Medicaid program consumers served per Agency / Program / Year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Ten Largest Approved Agency Provider Names	What is the total number of Medicaid program consumer referrals received per Agency / Program / Year? What number of Medicaid program referrals went to each of the ten largest agency providers individually?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Care management access agencies.

What are the names of the care management access agencies for each of the 4 Medicaid programs?

What care management access agencies make Medicaid program service referrals, for each program?

What are the care management access agencies Medicaid program approved agency provider referral protocols for each program?

What is the title and qualification requirements for care management access agency employees assigned to the Medicaid approved agency provider referral process for each program?

What is the total number of specific Medicaid program referrals made by each care management access agency employee individually?

Example:

- Employee A
- Number of Referrals
- Per Year
- What Medicaid program approved agency provider received the referral?

Do any care management access agencies use software generated Medicaid program agency provider referral systems? If so, please provide the name of the access agency and the software referral system used.

Does Connecticut permit care management access agency's use of software that generates Medicaid agency provider referrals for Medicaid programs?

How does Connecticut ensure Medicaid program referral protocols are adhered to?

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

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

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

What care management access agency referral protocols were administered?

Did DSS ensure protocols were followed?

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

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

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

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

11/12/2021

Mrs. Cavallaro and the Department of Social Services,

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

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

ABI Resources consistently informs the department.

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

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

It may appear that the department is unjustly presupposing facts.

ABI Resources is not contacting the family.

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

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

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

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

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

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

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

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

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

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

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

Onesided investigation

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

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

All the Best,

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

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

All the Best,
David Medeiros

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

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

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

All the Best,

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

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

All the Best,
David Medeiros

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

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

It will be snow much fun!
Spectatualr

SUPER-DUPER SNOWMAN SOCIAL!

SUPER-DUPER SNOWMAN SOCIAL!

Re: ACR Request: RA Class Training dates and locations



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

Mon 4/26, 10:48 AM

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

🔄 Reply all | ▼

Thank you Nicole,

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

David

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

Hi David,

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

Hope you are staying well,

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



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

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

Hello Nicole and Marihonor,

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

All the best,
David Medeiros CBIS

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

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

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

Number of active MFP Care Managers

Number of active ABI Care Managers

Number PCA waiver I consumers

Number of MFP consumers actively receiving services

Re: ABI Waiver Program Consumer Service Concern**A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**

Tue 11/9/2021 2:35 PM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <AABIWR@LIVE.COM>

11/09/2021

Would the Department of Social Services, please provide a status update?

All the best,
David Medeiros CBIS

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

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, October 29, 2021 9:09 AM
To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <aabiwr@live.com>
Subject: Re: ABI Waiver Program Consumer Service Concern

10/29/2021

Would the Department of Social Services, please provide a status update? The MFP consumer's conservator contacted ABI Resources again this morning requesting services.

All the best,
David Medeiros CBIS

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Monday, October 25, 2021 6:40 AM
To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: commis.dss@ct.gov <commis.dss@ct.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>
Subject: Re: ABI Waiver Program Consumer Service Concern

10/25/2021

Hello,

Would the Department of Social Services, please provide a status update? The MFP consumer conservator continues to contact ABI Resources.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

Sent: Thursday, October 21, 2021 1:07 PM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

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

Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

Connecticut Community Care removed ABI Resources from providing Medicaid Money Follows the Person services after requesting a team meeting. Connecticut Community Care falsely communicated to the family that ABI Resources quit. The conservator is actively communicating to ABI Resources they are in desperate need of services. Connecticut Community Care inaccurately misled a consumer of the Medicaid MFP program.

All the best,
David Medeiros CBIS



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From: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Sent: Thursday, October 21, 2021 10:22 AM

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

Subject: ABI Waiver Program Consumer Service Concern

Good Morning,
Your email to the Commissioner's Office has been forwarded to my attention.
How may I assist you?
Thank you.
Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
Director, Operations Team
Co-Lead, Community Options Unit
Division of Health Services
Connecticut Department of Social Services
www.ct.gov/dss

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Re: FB

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

Mon 10/18/2021 8:08 AM

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

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

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

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

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

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

Subject: RE: FB

Good morning,

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

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

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

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

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

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

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

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

Thank you,
Kathleen

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

WWW.CTCOMMUNITYCARE.ORG

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

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

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

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

Subject: Re: FB

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.

ABI Resources did not provide a 14 day notice.

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

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

David Medeiros
A.B.I. RESOURCES



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

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

Good afternoon David,

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

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

Sincerely,

Kathleen Hazelton

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

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

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Good afternoon Kathleen,

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

Good afternoon,

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

Thank you
 Kathleen

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

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

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Hello Kathleen,

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

All the best,
 David Medeiros CBIS



A.B.I. RESOURCES

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

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

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

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

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

Mon 3/1/2021 12:44 PM

To: Marihonor Flagg <mflagg@alliedgroup.org>

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

Noted and thank you! 🙏

All the best,
David Medeiros CBIS



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From: Marihonor Flagg <mflagg@alliedgroup.org>

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

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

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

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

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

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

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230



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

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

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

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

Subject: ACR Request: RA Class Training dates and locations

Hello Nicole and Marihonor,

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

All the best,
David Medeiros CBIS



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Re: FB

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

Mon 10/18/2021 8:08 AM

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

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

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

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

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

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

Subject: RE: FB

Good morning,

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

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

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

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

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

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

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

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

Thank you,
Kathleen

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

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

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

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

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

Subject: Re: FB

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ABI Resources did not provide a 14 day notice.

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

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

David Medeiros
A.B.I. RESOURCES



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

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

Good afternoon David,

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

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

Sincerely,

Kathleen Hazelton

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

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

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.

Good afternoon Kathleen,

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

An amazing opportunity to be a part of something much greater than ourselves, helping people become the best version of themselves.

NOTICE OF HIPAA CONFIDENTIALITY: This e-mail (including attachments) is covered by the Electronic Communications Privacy Act 18 U.S.C. Sec 2510-2521 and is confidential. This confidential transmission may include privileged medical, psychiatric, and/or drug treatment information intended only for the recipient(s) names above. If you are not the intended recipient, reading, disclosure, discussion, dissemination, distribution or copying of this information by anyone other than the intended recipient or their legal agent(s) is strictly prohibited. Nothing in this communication is intended to constitute a waiver of any privilege or the confidentiality of this message. If you have received this in error, please notify ABI Resources by e-mail and/or telephone at 860-942-0365, delete the original message and any copy of it from your system. Also, ABI Resources accepts no responsibility for any loss or damage from the use of this message and/or any attachments, including damage from viruses. Thank you. NOTE: Messages to or from the State of Connecticut domain may be subject to the Freedom of Information statutes and regulations.



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

Good afternoon,

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

Thank you
 Kathleen

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

WWW.CTCOMMUNITYCARE.ORG

[FOLLOW US ON FACEBOOK](#)



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

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Hello Kathleen,

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

All the best,
 David Medeiros CBIS



A.B.I. RESOURCES

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

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

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

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

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

WWW.CTCOMMUNITYCARE.ORG
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v SECURE MA...

✉ Re: ABI Waiver Pro... x 📁 Inbox x



Comp



Inbox



Sent



Drafts



Search Mail



Manage Folders

↩ Reply ↩ Reply All → Forward 🗑 Delete

Move to folder... ▾

↔ Mc

Re: ABI Waiver Program Consumer Service Concern



Jennifer Cavallaro <Jennifer.Cavallaro@ct.gov>

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

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

📅 25 October 2021 6:44

🕒 Expires in 30 days

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

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

CONFIDENTIAL INFORMATION: The information contained in this e-mail may be confidential and protected from general disclosure. If the recipient or reader of this e-mail is not the intended recipient or a person responsible to receive this e-mail for the intended recipient, please do not disseminate, distribute or copy it. If you received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately. We will take immediate and appropriate action to see to it that this mistake is corrected. [*LD*]

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

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.

10/25/2021

Hello,

Would the Department of Social Services, please provide a status update? The MFP consumer conservator continues to contact ABI Resources.

All the best,
 David Medeiros CBIS

<Outlook-emb0ahpj.jpg>



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

October 10, 2019

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

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

Dear Mr. Medeiros:

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

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

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

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

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

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

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

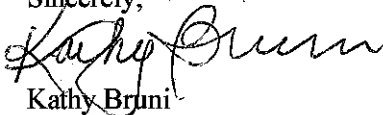
The Department has significant concerns regarding your conduct. The care manager's role in developing the plan of care with the individual is critical to ensuring that the federally-mandated person-centered planning process for ABI Waiver clients is followed. It is the care manager, not a prospective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

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

The Department will review this status after three months.

Please contact me if you have questions.

Sincerely,



Kathy Bruni
Director, Community Options

Cc: Dawn Lambert
John McCormick
Michael Slitt

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

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

Dear Brain Injury Alliance of Connecticut (BIAC)

Dear Governor Ned Lamont, Advocacy Request for Brain Injury Survivors

Alleged Discrimination at Connecticut Community Care | Calls for Internal Investigation

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

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

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

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

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

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

- [Ongoing Silence! Lack of Transparency in Connecticut's Federally Funded Programs Raises Alarm](#)
- [Secret Directory and Practices: Concerns Rise for Brain-Injured Individuals in Connecticut Medicaid](#)
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- [Disability Rights Connecticut \(DRCT\) Team](#)
- [Dear Brain Injury Alliance of Connecticut \(BIAC \)](#)
- [Dear Governor Ned Lamont, Advocacy Request for Brain Injury Survivors](#)
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- [Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding.](#)



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

Requesting information about your complaint

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

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

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

Your complaint summary

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

Allegation details

HHS employee, contractor, or grantee No

Allegation type Kickbacks

Healthcare program Medicaid

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

Date of activity 11/29/2022

Is the activity still happening? Yes

Subject information

Subject

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

Witness information

Witness

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

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

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

Employment information

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

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

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

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

Your narrative

Your description of events

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

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

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

Your information

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

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

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

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

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

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

Your contact details

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

Your employment information

HHS employee, contractor, or grantee	No

Email address

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

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

State of Connecticut

Department of Social Services.

55 Farmington Avenue, Hartford Connecticut

Attn: *Kathy Bruni and DSS*

October 21, 2019.

Hello Kathy Bruni and DSS,

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

In reference to the DSS letter:

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



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

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

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

Thank you for your time,

Respectfully,

David Medeiros CBIS

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

Hello Christine and Eboni,

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

Thank you.

My regards,

Robert Brule, CBIS

Mon 9/16/2019 2:50 PM

From Eboni Payne

Hello Robert,

Thank you for sending the name.

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

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

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

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

Thank you,

Eboni Payne

Transition Coordinator

CCC, North Central Regional Office

Mon, 9/16/2019 10:47 PM

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

Hi Robert,

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

Tue 9/17/2019 8:22 AM

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

My regards,

Rob Brule, CBIS

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

To: Christina Russell

Subject: MFP: Ledyard Client F.

Hello Team,

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

Talk soon,

David

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

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

55 Farmington Avenue, Hartford Connecticut

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

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CCC, North Central Regional Office

Mon, 9/16/2019 10:47 PM

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

Hi Robert,

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

Tue 9/17/2019 8:22 AM

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

My regards,

Rob Brule, CBIS

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

To: Christina Russell

Subject: MFP: Ledyard Client F.

Hello Team,

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

Talk soon,

David



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

October 31, 2019

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

Dear Mr. Medeiros,

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

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

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

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

Sincerely,


Kathy Bruni, Director
Community Options Unit

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

Thank you CCSN!

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

Best regards,

David Medeiros CBIS

David Medeiros CBIS

Founder

ABI Resources, LLC



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



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

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

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

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

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

ABI Resources contacted,

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

Dear Erin,

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

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

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

Provider List:

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

Electronic System:

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

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

Regarding the role of care managers in the process:

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

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

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

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

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

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

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

All the best,

David Medeiros

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

Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros

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

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

Dear

Julia Evans Starr, President,

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

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

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

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

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

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

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

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

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

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

Subject: To the attention of David Medeiros CBIS.

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

b. Pertaining to the received communication from

Thu 9/1/2022 12:16 PM

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

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

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

Thank you for your cooperation.

Sincerely,

David Medeiros

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

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

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

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

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

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

NEW BREAKING UPDATE NEWS / Connecticut

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

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

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

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

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

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

ABI Resources contacted,

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

and

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

#FOIA #BreakingNews #NewsUpdate

#WorldNews #politics #business

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

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

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

#community #people #management #quality #help

Top 5 questions to ask your Care management care manager.

ory of understanding and supporting the consumer,

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

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

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

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

Sincerely,

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

August 1, 2022.

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

Formal inquiry and request for internal investigation.

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

ABI Resources is requesting a Connecticut Community Care internal investigation.

Regards,

David Medeiros CBIS

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

A.B.I. RESOURCES



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Regards,

David Medeiros CBIS

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

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To.

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

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

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

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

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

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

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



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

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

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

- Note that ABI Resources is listed once.

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

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

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

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

Program: ABI

Provider Types:

Click to Select Provider Types

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

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

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

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

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Program: ABI

Provider Types:

Regions:

Services:

 Assistive Technology
 Environmental Accessibility Adapt.

Towns:

Additional Languages:

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

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

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



A.B.I. Resources LLC

39 Kings Highway, Suite C

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Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

To.

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

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

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

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

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

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

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



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

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

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

- Note that ABI Resources is listed once.

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

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

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

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

Program: ABI

Provider Types:

Click to Select Provider Types

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

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

HOME ABOUT US PROGRAMS & SERVICES CUSTOMER SERVICE QUALITY SERVICE PROVIDER INFORMATION CONTACT US

Font Size

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

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Portal > Directory

Directory Report Criteria

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Program:

Provider Types:

Regions:

Services:

Towns:

Additional Languages:

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- Font Size +

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

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

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



Hello Ron,

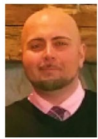
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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

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

Thank you for your assistance.

All the best,
David Medeiros



A.B.I. RESOURCES

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

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

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Hello Ron,

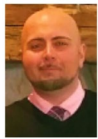
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David Medeiros



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David Medeiros

215 Mountain St.

Willimantic CT. 06226

David.M@ctbraininjury.com

860 463-3638

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

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

November 28, 2022.

1. Who: What may appear to be;

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

2. What: What may appear to be;

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

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

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