

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

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 In that case, CT DSS care management verbally explains that the DSS-approved Medicaid provider list may appear outdated.

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

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

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

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

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

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

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

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

The Supported Living Group LLC.

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

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

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

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

(860) 774-3400

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

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

ABI. RESOURCES

A.B.I. Resources LLC

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Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

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

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

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

Best regards,

David Medeiros

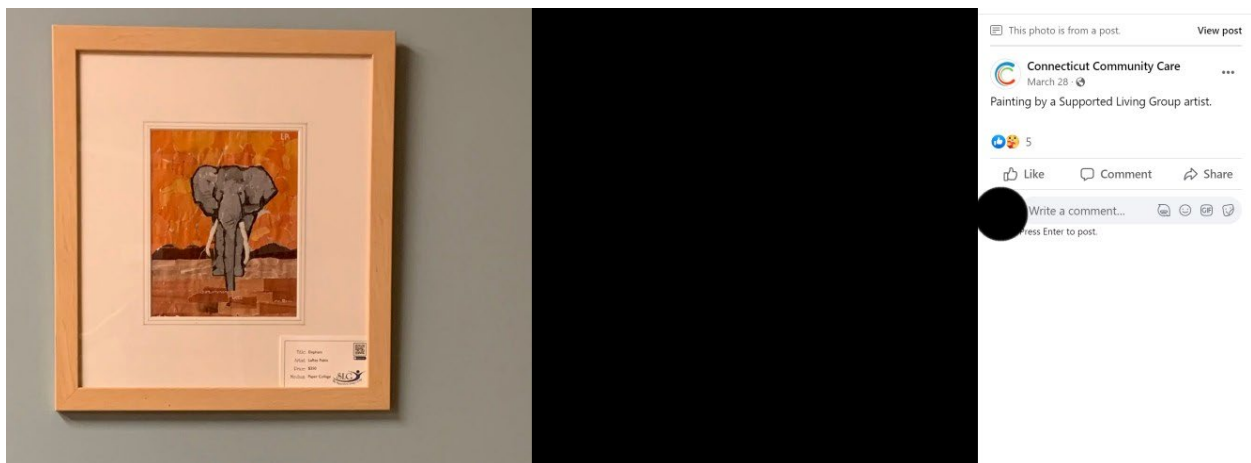
David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC

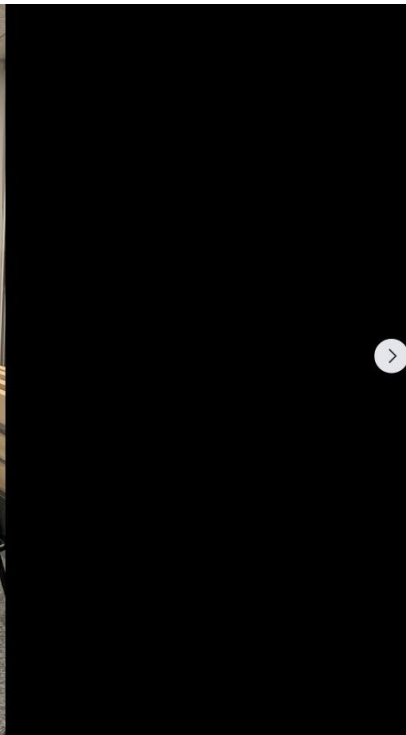


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7615









The Supported Living Group

Intro

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

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Cbrisson@slg-ct.com

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The Supported Living Group

March 31 ·

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

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

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



Connecticut Community Care

March 28 ·

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

Carol DeJesus and others

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The Supported Living Group

March 15 ·



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The Supported Living Group

January 7 ·

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

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

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

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



Kerri Lynn Foster and others



Michelle Brisman, Ph.D.

Director of Clinical Services

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



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



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

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

Juniper Homecare LLC	(860) 529-1818	West Hartford
Juniper Homecare LLC	(860) 529-1818	West Hartford
Absolute Independence LLC	(860) 347-3092	methuenvt288@gmail.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Home Healthcare Companions LLC	(860) 808-7870	enjoyee.comma@gmail.com
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org

- Note ABI Resources is listed once.

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

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

ABI RESOURCES LLC

“Creating Opportunities for People”

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Directory Report Criteria

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

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Private-SE & H

Private-Self-Emp.

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Regions:
Click to Select Regions

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

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

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

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



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PH

Patricia Hinrichs

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

Mon 10/10/2022 10:17 AM

Good morning,

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

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

A

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

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

Mon 10/10/2022 11:04 AM

Hi Patty,

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

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

This message is encrypted. What's encryption?

PH

Patricia Hinrichs

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

Mon 10/10/2022 11:51 AM

Dave,

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

<  Mass text 2 ✓

Monday, October 24

MMS
9:33 AM

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

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

Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting 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 listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or inter prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an up 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.

MMS 9:44 AM

Thursday, October 27

MMS
4:43 PM

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



Monday



<  Mass text 3 ▾ ⋮

Wednesday, November 23

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

9:32 AM

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

MMS

ABI Resources
resignation from
services is today.

MMS

9:36 AM



PAM sister PC

Meet and greet is

Close Previous Next

CCCI - **Steering** clients

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

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

Wed 4/14/2021 12:31 PM

Hello Amy,

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

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

All the best,
David Medeiros CBIS



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

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

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

Mon 11/15/2021 11:55 AM

Good afternoon Commissioner Gifford and Mrs Cavallaro,

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

All the best,
David Medeiros CBIS



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D David.M@ctbraininjury.com

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

Fri 11/12/2021 12:45 PM

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

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES
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A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

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

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

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

Best regards,

David Medeiros

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



7613



A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

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CT DSS FOIA request 11/07/2022.

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4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

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



7613



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

Tue 11/9/2021 2:35 PM

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

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

11/09/2021

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

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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

10/29/2021

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

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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

10/25/2021

Hello,

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

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

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

Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

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

All the best,
David Medeiros CBIS



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

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

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

Subject: ABI Waiver Program Consumer Service Concern

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

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

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

Tue 11/9/2021 2:35 PM

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

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

11/09/2021

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

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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

10/29/2021

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

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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

10/25/2021

Hello,

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

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

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

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

Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

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

All the best,
David Medeiros CBIS



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

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

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

Subject: ABI Waiver Program Consumer Service Concern

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

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

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Re: FB

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

Mon 10/18/2021 8:08 AM

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

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

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

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

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

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

Subject: RE: FB

Good morning,

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

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

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

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

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

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

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

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

Thank you,
Kathleen

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

WWW.CTCOMMUNITYCARE.ORG

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

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

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

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

Subject: Re: FB

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ABI Resources did not provide a 14 day notice.

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

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

David Medeiros
A.B.I. RESOURCES



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

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

Good afternoon David,

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

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

Sincerely,

Kathleen Hazelton

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

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

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

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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



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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
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860-257-1503 x4119

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Re: FB

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

Mon 10/18/2021 8:08 AM

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

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

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

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

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

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

Subject: RE: FB

Good morning,

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

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

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

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

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

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

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

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

Thank you,
Kathleen

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

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

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

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

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

Subject: Re: FB

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ABI Resources did not provide a 14 day notice.

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

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

David Medeiros
A.B.I. RESOURCES



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

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



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

Good afternoon David,

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

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

Sincerely,

Kathleen Hazelton

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

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

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Good afternoon Kathleen,

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

All the best,
David Medeiros CBIS



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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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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
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To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>
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Dear Erin,

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

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

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

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

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

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

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

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

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

We eagerly await your response.

Warm regards,

David Medeiros



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

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

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

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

Hello Erin,

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

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

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

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

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

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

All the best,
David Medeiros



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Warm regards,

David Medeiros



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

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

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

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

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