

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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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros



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

Dear Erin,

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

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

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

Provider List:

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

Electronic System:

- a. What is the name of the electronic system used for randomizing provider selection when a client does not indicate a preference?
- b. Can you please elaborate on the electronic randomization process used for provider selection to ensure a fair distribution of referrals?
- c. Who is responsible for managing the referral system and ensuring its smooth operation? Is there a specific department or organization responsible for maintaining and updating the list of providers?
- d. Could you please elaborate on how the selected provider is presented to the care manager? Additionally, how is this selection subsequently presented to the client? Are there specific steps or protocols followed to ensure clients are fully informed and understand their options?

Regarding the role of care managers in the process:

- a. What is the care manager's role in presenting agency providers, such as ABI Resources, to clients during the referral process?
- b. How do they ensure that clients are well-informed and make the best choice based on their needs and preferences?
- c. Do all care managers have access to the electronic system used for provider selection? If so, are they able to operate the system independently, or is there a specific protocol they must follow? Could you please elaborate on the level of involvement and autonomy care managers have when utilizing the electronic system during the referral process?

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

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

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

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

All the best,
David Medeiros



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David Medeiros



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Dear Erin,

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

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

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

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

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

Wishing you a great day!

David Medeiros



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

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

Have a nice day,
Erin

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

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. (Review email address of sender to ensure it looks familiar and valid).

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

Dear
Julia Evans Starr, President,

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

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

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

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

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

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

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

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

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

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

Subject: To the attention of David Medeiros CBIS.

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

b. Pertaining to the received communication from
Thu 9/1/2022 12:16 PM

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

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

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

Thank you for your cooperation.

Sincerely,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros



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

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

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

Subject: To the attention of David Medeiros CBIS

Hello:

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

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

Erin

Erin Kane

Head of Quality and Performance Improvement

43 Enterprise Dr, Bristol, CT 06010-7472

860-314-2227

WWW.CTCOMMUNITYCARE.ORG

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

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

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

Subject: To the attention of David Medeiros CBIS

Hello:

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

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

Erin

Erin Kane

Head of Quality and Performance Improvement

43 Enterprise Dr, Bristol, CT 06010-7472

860-314-2227

WWW.CTCOMMUNITYCARE.ORG

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Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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

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

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

All the best,
David Medeiros



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State of Connecticut domain may be subject to the Freedom of Information statutes and regulations. ABI-639-

DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Thank you Marihonor,

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

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

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

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

listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

Furthermore, the ACR PIU document provided does not show service types, including PCA services. As ABI Resources offers a wide range of services, I would like to ensure that we are listed for all services, including PCA services, to make it easier for our clients to find us and access the care they need. **We have you in our system for the ABI Program only. If you wish to add the PCA Program, please send in current copies of your insurance certificates (liability, WC, theft) and your DCP. We will process your request and send you the letter you will need to enroll for PCA Waiver billing.**

Lastly, we would like to inquire about the accessibility of the ACR Provider List to the public and what steps consumers need to take to access the list? **Per DSS directive, the directory is not for public view. It is for program participants/ reps and DSS care managers**

As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **It is not for public view**

Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

Please let me know if there are any steps we need to take to update our listing or if you require any additional information from us.

Thank you for your time and consideration.

All the best,
David Medeiros



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Thank you. NOTE: Messages to or from the State of Connecticut domain may be subject to the Freedom of Information statutes and regulations. ABI-639-DSSIAACTIPSLGLHFSCSWCRCTCR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>
Sent: Friday, March 10, 2023 2:59 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: RE: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hi David – attached please find the directory listing for your agency. I have attached an Update form to make any changes in the contact information if need be.
Thank you.

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

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Friday, March 10, 2023 2:33 PM
To: ACR@alliedgroup.org; Marihonor Flagg <mflagg@alliedgroup.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Request for Documentation to Update and Confirm Information on Provider Registries

Hello Allied Community Resources,

I am writing on behalf of ABI Resources to request an update and confirmation of our information on your provider registries. We value our partnership with your organization and want to ensure that our information is accurate and up-to-date.

Could you kindly provide us with the documentation necessary to update and confirm our information on your provider registries? We are committed to providing quality services to our clients and believe that accurate information is essential to maintaining our reputation and credibility as a provider.

Thank you for your assistance in this matter. We appreciate your efforts to help us maintain the highest standards of professionalism and quality in our services.

All the best,
David Medeiros



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Good Afternoon,

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

Thank you.

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

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

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

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

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

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

Hello Amy,

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

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

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All the best,
David Medeiros



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State of Connecticut domain may be subject to the Freedom of Information statutes and regulations. ABI-639-

DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Thank you Marihonor,

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

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

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

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

listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

Furthermore, the ACR PIU document provided does not show service types, including PCA services. As ABI Resources offers a wide range of services, I would like to ensure that we are listed for all services, including PCA services, to make it easier for our clients to find us and access the care they need. **We have you in our system for the ABI Program only. If you wish to add the PCA Program, please send in current copies of your insurance certificates (liability, WC, theft) and your DCP. We will process your request and send you the letter you will need to enroll for PCA Waiver billing.**

Lastly, we would like to inquire about the accessibility of the ACR Provider List to the public and what steps consumers need to take to access the list? **Per DSS directive, the directory is not for public view. It is for program participants/ reps and DSS care managers**

As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **It is not for public view**

Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

Please let me know if there are any steps we need to take to update our listing or if you require any additional information from us.

Thank you for your time and consideration.

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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Thank you. NOTE: Messages to or from the State of Connecticut domain may be subject to the Freedom of Information statutes and regulations. ABI-639-DSSIAACTIPSLGLHFSCSWCRCTCR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>
Sent: Friday, March 10, 2023 2:59 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: RE: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hi David – attached please find the directory listing for your agency. I have attached an Update form to make any changes in the contact information if need be.
Thank you.

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

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Friday, March 10, 2023 2:33 PM
To: ACR@alliedgroup.org; Marihonor Flagg <mflagg@alliedgroup.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Request for Documentation to Update and Confirm Information on Provider Registries

Hello Allied Community Resources,

I am writing on behalf of ABI Resources to request an update and confirmation of our information on your provider registries. We value our partnership with your organization and want to ensure that our information is accurate and up-to-date.

Could you kindly provide us with the documentation necessary to update and confirm our information on your provider registries? We are committed to providing quality services to our clients and believe that accurate information is essential to maintaining our reputation and credibility as a provider.

Thank you for your assistance in this matter. We appreciate your efforts to help us maintain the highest standards of professionalism and quality in our services.

All the best,
David Medeiros



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

DSS, FOIA <FOIA.DSS@ct.gov>

Mon 3/20/2023 3:56 PM

To:

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

Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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

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

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

All the best,
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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 13, 2023 8:25 AM

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

Cc: Valerie Giannelli <vgiannelli@alliedgroup.org>; Nicole Simmons <nsimmons@alliedgroup.org>

Subject: FW: Request for Documentation to Update and Confirm Information on Provider Registries
unsecure

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

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

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

Sent: Saturday, March 11, 2023 6:59 AM

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

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

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

Thank you Marihonor,

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

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

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

Additionally, the ACR PIU document provided does not show areas and locations, which raises the concern that ABI Resources may not be listed for all areas. Therefore, I would like to ensure that we are listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

Furthermore, the ACR PIU document provided does not show service types, including PCA services. As ABI Resources offers a wide range of services, I would like to ensure that we are listed for all services, including PCA services, to make it easier for our clients to find us and access the care they need. **We have you in our system for the ABI Program only. If you wish to add the PCA Program, please send in current copies of your insurance certificates (liability, WC, theft) and your DCP. We will process your request and send you the letter you will need to enroll for PCA Waiver billing.**

Lastly, we would like to inquire about the accessibility of the ACR Provider List to the public and what steps consumers need to take to access the list? **Per DSS directive, the directory is not for public view. It is for program participants/ reps and DSS care managers**

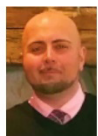
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Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

Please let me know if there are any steps we need to take to update our listing or if you require any additional information from us.

Thank you for your time and consideration.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>
Sent: Friday, March 10, 2023 2:59 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: RE: Request for Documentation to Update and Confirm Information on Provider Registries
unsecure

Hi David – attached please find the directory listing for your agency. I have attached an Update form to make any changes in the contact information if need be.
Thank you.

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

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Friday, March 10, 2023 2:33 PM
To: ACR@alliedgroup.org; Marihonor Flagg <mflagg@alliedgroup.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Request for Documentation to Update and Confirm Information on Provider Registries

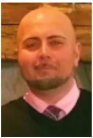
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Could you kindly provide us with the documentation necessary to update and confirm our information on your provider registries? We are committed to providing quality services to our clients and believe that accurate information is essential to maintaining our reputation and credibility as a provider.

Thank you for your assistance in this matter. We appreciate your efforts to help us maintain the highest standards of professionalism and quality in our services.

All the best,
David Medeiros



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

DSS, FOIA <FOIA.DSS@ct.gov>

Mon 3/20/2023 3:56 PM

To:

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

Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

All the best,
David Medeiros



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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
David Medeiros



A.B.I. RESOURCES

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

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

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

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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 13, 2023 8:25 AM

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

Cc: Valerie Giannelli <vgiannelli@alliedgroup.org>; Nicole Simmons <nsimmons@alliedgroup.org>

Subject: FW: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

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

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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

Sent: Saturday, March 11, 2023 6:59 AM

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

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

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

Thank you Marihonor,

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

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

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

Additionally, the ACR PIU document provided does not show areas and locations, which raises the concern that ABI Resources may not be listed for all areas. Therefore, I would like to ensure that we are listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

Furthermore, the ACR PIU document provided does not show service types, including PCA services. As ABI Resources offers a wide range of services, I would like to ensure that we are listed for all services, including PCA services, to make it easier for our clients to find us and access the care they need. **We have you in our system for the ABI Program only. If you wish to add the PCA Program, please send in current copies of your insurance certificates (liability, WC, theft) and your DCP. We will process your request and send you the letter you will need to enroll for PCA Waiver billing.**

Lastly, we would like to inquire about the accessibility of the ACR Provider List to the public and what steps consumers need to take to access the list? **Per DSS directive, the directory is not for public view. It is for program participants/ reps and DSS care managers**

As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **It is not for public view**

Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

Please let me know if there are any steps we need to take to update our listing or if you require any additional information from us.

Thank you for your time and consideration.

All the best,
David Medeiros



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