

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

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

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

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

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

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

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

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





DEPARTMENT OF PUBLIC HEALTH

DPH FLIS - Facility Licensing & Investigations Section (FLIS)

FLIS Complaint Submission

Section 1. Person Filing Out the Complaint Form Information

First Name

DAVID

Last Name

MEDEIROS

Address

39 Kings Highway, STE C, STE C

City

Gales Ferry

State

CT

Zip Code

06335

Email

aabiwr@live.com (mailto:aabiwr@live.com)

Primary Phone

(860) 942-0365

Cell Phone

Section 2. Facility Information

Facility Name

Connecticut Community Care

Address

43 Enterprise Drive Bristol, Connecticut 06010

City

Bristol

State

Connecticut

Zip Code

06010

Section 3. Patient Information**Patient Related?**

☒ Yes ☐ No

First Name

Medicaid consumers of the Connecticut Medicaid ABI Waiver Program

Last name

43 Enterprise Drive Bristol, Connecticut 06010

Date of Birth**Is the patient still in the facility?**

☐ Yes ☒ No ☐ Do not know

Your relationship to the Patient

Attorney

Section 4. Complaint Information

09/25/2023 Subject: Urgent: Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Consultation Services. I am writing to formally raise a complaint against Connecticut Community Care Management consultation services with respect to their steering and referral processes being implemented for the federally funded Medicaid ABI Waiver Program. It has come to our attention that consumers currently receiving CBT behavioral services from CCSN are being improperly advised to change providers and are being coerced into signing release of information agreements to transfer to the Supported Living Group. What's more alarming is that consumers are not being provided with the approved provider list and are being informed by care management that no other options are available to them, which is in direct contravention of their rights under the law. Details of Complaint: Issue: Unlawful steering and referral processes Affected Program: Medicaid ABI Waiver Program Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN Conducting Entity: Connecticut Community Care Management consultation services Requested Action: Immediate Investigation: A swift and thorough investigation into the aforementioned unlawful practices to safeguard the rights and interests of the affected consumers. Assurance of Compliance: Assurance that Connecticut Community Care Management services comply strictly with all federal and state laws governing the Medicaid ABI Waiver Program. Provision of Approved Provider List: Immediate provision of the approved provider list to all affected consumers. Restoration of Consumer Rights: Ensuring that consumers are well-informed of their rights and available options and are not misled

or coerced into making uninformed decisions. Legal Implications: The actions conducted by Connecticut Community Care Management consultation services could potentially contravene federal and state laws protecting consumer rights and governing Medicaid programs, leading to severe legal repercussions, including sanctions, penalties, and loss of licensure. I kindly request your immediate attention to this grave matter, and I urge DSS to take stringent action against any and all entities engaging in unlawful and unethical practices, ensuring the protection and well-being of all consumers under the Medicaid ABI Waiver Program. Please inform us of any steps that will be taken in response to this complaint and any additional information you may require from us. Thank you for your immediate attention to this serious issue, and I trust that DSS will uphold the rights of consumers and maintain the integrity of the Medicaid ABI Waiver Program. Sincerely, David Medeiros ABI Resources

This communication is intended solely for the notification and addressing of potential irregularities and misconduct observed in the operation and management of the Medicaid ABI Waiver Program by Connecticut Community Care Management consultation services. The concerns and allegations made herein are predicated on reason to believe and are asserted in good faith, stemming from observed and reported practices which, if substantiated, may amount to violations of applicable law and contractual obligations. This document and the assertions contained within it are not to be interpreted as conclusive proof or an official indictment of the identified entity's integrity, legality, or professional conduct, but rather as a conveyance of serious concerns that warrant immediate attention and thorough investigation. Until such a comprehensive investigation is conducted and its findings are disclosed, no final determinations or judgments regarding the implicated entity's legal or ethical standing should be made. This disclaimer serves to clarify that the information provided is for informational purposes only and does not constitute legal advice, professional diagnosis, opinion, treatment or services to you or to any other individual. We expressly disclaim all liability in respect to actions taken or not taken based on any or all the contents of this communication. We remain, to the fullest extent permissible under law, without prejudice to our rights, remedies, defenses, or claims, whether under the present circumstances or in any future situations arising out of or in connection with the issues raised herein. We reserve the right to make any amendments, revisions, and corrections to the content of this communication as and when new, more accurate, or more comprehensive information becomes available. By acknowledging receipt of this document, you confirm your understanding and acceptance of the terms stated herein and assume responsibility for forwarding this complaint to the appropriate parties or departments for immediate attention and action.

Names of any other person(s) or witness(es) involved in this complaint

Person 1 / Witness 1

First Name

Christine

Last Name

Garcia

Contact Info

+18602876354

Person 2 / Witness 2

First Name

Laura

Last Name

Clark

Contact Info

+18602870442

Section 5. Reporting of Complaint

Did you report this complaint to the facility staff?

☒ Yes ☐ No

Date and Time of Submission

9/25/2023



A. Date the Complaint was reported to the facility staff person:



B. Name and title of the facility staff person to whom the complaint was reported:

C. What action was taken by the facility?

None

Confirmation Number

CTFLIS-2023-1529

RE: 12.12.2023 Subject: Urgent Update Required in Directory of Providers for ABI Resources Services

Valerie Giannelli <vgiannelli@alliedgroup.org>

Tue 12/12/2023 1:28 PM

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

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

 2 attachments (66 KB)

Extracted pages from ABI II Provider Directory.pdf; Extracted pages from ABI Provider Directory.pdf;

David,

Please see attached directory listings. As you should be aware, there are 2 different ABI Provider Directories: ABI and ABI II as there are different services available between the two programs.

I am not sure what you are looking at or the resource you are using, but I can assure you that the referring access agencies get the updated provider directory information from us.

We have no jurisdiction or control over anything else not associated with our database or managed by us.

Sincerely,

Valerie Giannelli

Manager - Provider Services

Allied Community Resources

ph: 860-627-9500 x138

fax: 860-627-0230

"Creating Opportunities for People"

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, December 12, 2023 12:56 PM**To:** ACR@alliedgroup.org**Cc:** Valerie Giannelli <vgiannelli@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>**Subject:** 12.12.2023 Subject: Urgent Update Required in Directory of Providers for ABI Resources Services**Importance:** High

12.12.2023

Subject: Urgent Update Required in Directory of Providers for ABI Resources Services

Dear ACR,

I am writing to bring to your attention a significant oversight in the current Directory of Providers regarding the services offered by ABI Resources.

It has come to our notice that the Directory does not include "Recovery Assistant 1 and 2" among the services provided by ABI Resources. This omission is concerning as it affects the visibility and accessibility of these essential services to those in need.

Furthermore, for complete and accurate representation, I kindly request that the names of all towns and regions where ABI Resources operates be listed. This should also include the designation "CT – Statewide Towns" to emphasize our wide-ranging service areas across Connecticut.

I would appreciate it if you could inform us about the duration for which this oversight has been present in the directory. Prompt action is essential in this matter.

Please ensure that these updates are made and verify all changes. Your prompt attention to this matter is crucial for maintaining the integrity and reliability of the Directory of Providers.

Thank you for your immediate attention to this issue. I look forward to your confirmation of the corrections.

Best regards,

David Medeiros

ABI Resources





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>

11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) **Increased Risk and Exploitation:** Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) **Unnecessary Strain on Families and Caregivers:** Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) **Financial and Operational Impact on ABI Resources:** As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) **Administrative Burdens and Resource Diversion:** The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) **Immediate Disclosure and Accessibility:** We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

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

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Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

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

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

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

Best regards,

David Medeiros

David Medeiros

ABI Resources

Founder, CEO, Director, Team Member

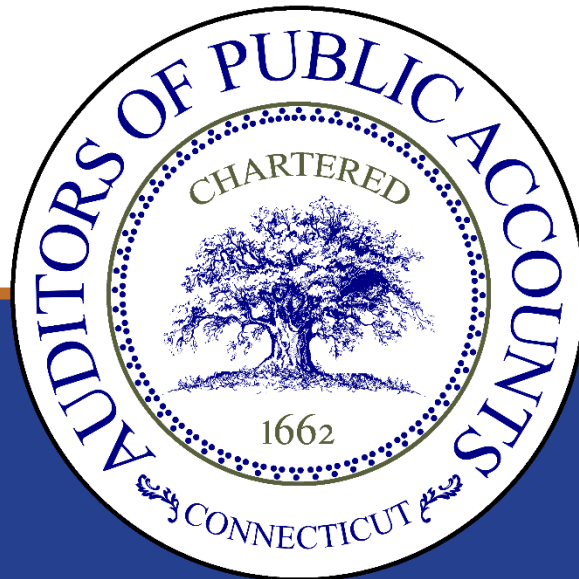
ABI Resources



AUDITORS' REPORT

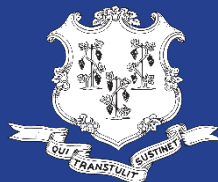
FY 24 PERFORMANCE AUDIT COMPLIANCE REPORT

Department of Social Services: Community First Choice (Follow-up Report)



STATE OF CONNECTICUT
Auditors of Public Accounts

JOHN C. GERAGOSIAN
State Auditor



CLARK J. CHAPIN
State Auditor

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INTRODUCTION

Background

Our office published the [Department of Social Services \(DSS\): Community First Choice \(CFC\) performance audit](#) on June 1, 2022.

The purpose of that audit was to assess the Department of Social Services' operation and oversight of [Community First Choice](#), a Medicaid State Plan service. We focused on the timeliness of the application and enrollment process; controls in place to ensure the care is provided prior to payment; process to train and assist participants in self-directing their care; role of the fiscal intermediary in overseeing the financial aspects of the process; and adequacy of DSS' management of the fiscal intermediary and access agencies.

Community First Choice allows eligible individuals to self-direct access to a personal care assistant (PCA) and other services and supports. DSS contracts with four access agencies in the state to conduct client assessments, develop personalized care plans, perform annual reassessments, and work with a fiscal intermediary to provide employer assistance and budget management support to clients.

There were 3,952 Community First Choice clients in fiscal year 2020 compared to 1,683 in fiscal year 2016 (134% increase). Total expenditures were \$125,192,539 in fiscal year 2020 up from \$36,419,833 in fiscal year 2016 (243% increase).

Follow Up

On August 18, 2023, we requested an update from the Department of Social Services on how it addressed the report's 16 recommendations.

The report's recommendations focused on integrating the Strategy and Operations units' data systems, creating a better system to identify clients struggling with self-direction, tracking and reporting of historical assessment dates and technical assistance calls, developing a method to easily identify the types and timeliness of critical incident report submissions for Community First Choice clients, enhancing data systems and tracking of the CFC application and enrollment process, increasing CFC data integrity, ensuring contracts contain adequate performance measures, and improving fraud investigations and improper payment collections.

Highlighted Agency Accomplishments

Since the release of the audit, the Department of Social Services has taken steps to improve the exchange of information between the Strategy and Operations Units' data systems while working towards the long-term goal of fully integrating the two systems. DSS is ensuring Community First Choice staff have access to the two data systems, added a CFC button to the Operations Unit data system, and continues to onboard new support staff. DSS notes it has faced competing priorities, including the public health emergency and staffing changes, in the period since the audit, but continues to work towards implementing the audit recommendations.

The Department of Social Services appears to have partially or fully implemented 31% of our audit recommendations. This information is solely based upon the department's responses to our update request and may be verified during our next departmental audit.

AGENCY UPDATES

Finding Area 1

The Department of Social Services' Bifurcated Organizational Structure to Oversee Community First Choice is Inefficient

Recommendation 1

The Department of Social Services should integrate the two data systems and improve its organizational structure so that the Community Options - Strategy Unit has access to all information about waiver clients who also receive Community First Choice services. At a minimum, when the Community Options - Operations Unit receives a report of a critical incident, it should make all information readily available to the Strategy Unit. The Strategy Unit should be fully informed about all CFC clients experiencing a critical incident and should be able to obtain a complete description of all CFC client critical incidents in the aggregate.

Status

PARTIALLY IMPLEMENTED

The Department of Social Services has not integrated the Strategy and Operations units' data systems. However, DSS provided Community First Choice support staff access to both systems. The Operation Unit's database added a CFC button to identify and query CFC members with waivers. These units now have a shared critical incident tracking spreadsheet. The DSS response to Recommendation 5 notes the CFC Quality Management team has aggregated critical incident information for all CFC clients.

DSS Update

"The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems through the use of CT METS (CT Medicaid Enterprise Technology System). The Community Options team continues to make progress in this area through attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above). The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes that have delayed some of these activities, though the Department continues to work towards these changes.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases. The Department has added a "CFC button" in Ascend to easily identify and query on CFC members. The Strategy Group is working alongside Operations related to the tracking and oversight of all CFC critical incidents. A shared tracking spreadsheet has been created to track all CFC critical incidents which includes the incident and outcome. The Strategy Group is further tracking all incidents of CFC participants through Abuse/Neglect/Exploitation reports to ensure timely standards of response."

Auditor's Note

The short-term goals referenced by DSS here and throughout its current responses were provided by the department as part of its response to the original audit. The department stated, at the time, that it "anticipates that the following business processes will be fully implemented by February 1, 2022:

- Creation of a management workflow for Community First Choice which identifies clear roles and responsibilities;
- Changes to the Ascend system to clearly identify waiver participants that are using CFC self-directed services;
- Provide access to both My Community Choices and Ascend systems for Community Options Strategy and Operations staff to support their work;
- Establish a separate CFC report in Ascend for faster access to CFC identified members; and
- Establish a single system as a primary source for Community First Choice applications and records."

Finding Area 2

Some Department of Social Services' Clients who Only Receive Community First Choice Services may Struggle with Self-Direction

Recommendation 2

The Department of Social Services should develop a better system to identify clients who may be struggling with self-direction, including a method to identify and quantify the total number of clients who have received technical assistance calls.

Recommendation 3

The Department of Social Services should formally assess the adequacy and availability of the Support and Planning Coach service

to assist Community First Choice clients who may have difficulties with managing their care.

Recommendation 4

The Department of Social Services should consider offering quarterly case management services, as an alternative to the Support and Planning Coach services, for CFC-only clients having difficulty self-directing their care. The Department of Social Services can base these services on a minimum number of repeat technical assistant calls from an access agency within a specific period (e.g., 3-month period).

Status

PARTIALLY IMPLEMENTED

The Department of Social Services developed a method to track technical assistance (TA) requests, including the use of spreadsheets. The access agencies submit their data to Quality Management, and the Operations Unit tracks their technical assistance calls. However, DSS did not use call data to identify clients who may be struggling with self-direction.

While DSS continues its work to expand the use of support and planning coaches, it has not formally addressed our recommendation to assess the adequacy and availability of this service. DSS also has not considered offering quarterly case management services to CFC-only clients.

DSS Update

"The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above).¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department continues to work with the Access Agencies and DSS staff to educate and track requests for Technical Assistance (TA). Tracking spreadsheets have been created. The access agencies have worked with their IT systems to pull TA request data from My Community Options. They are submitting clients' requests for TAs, # of TAs requests and date of TA requests quarterly to Quality Management. Additionally, all Operations TA requests are currently pulled and tracked via their critical incidents in Ascend. DSS has worked with the Access Agencies to help ensure TA requests are integrated into their processes. Ascend has been updated to correctly identify and query information on CFC members. The

Quality Management team for CFC have the aggregate of TA requests from both My Community Choices and Ascend databases.

The Department continues to make advancements in the areas of enrollment and use of Support and Planning Coaches. DSS has expanded and continues to grow the provider network through forums, trainings, and simplified billing practices.”

Finding Area 3

The Department of Social Services Lacked Certain Data that would Measure the Operational Performance of Community First Choice

Recommendation 5

The Department of Social Services should develop the systems and capabilities to improve its tracking and reporting of historical assessment dates, technical assistance calls, and critical incident data for Community First Choice clients who are on a waiver. The department should also provide prompt responses to inquiries, even if those responses are limited.

Status

PARTIALLY IMPLEMENTED

The Department of Social Services improved its tracking of technical assistance calls and critical incident data for Community First Choice clients on a waiver. However, DSS did not address the tracking or reporting of historical assessment dates, or the recommendation to provide prompt responses to inquiries.

DSS Update

“The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above).¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department has added a “CFC button” in Ascend to easily identify and query on CFC members and the Critical Incidents information. The CFC Quality Management team collects

information on Critical Incidents for CFC and has the aggregate of information from both Ascend and My Community Choices.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases.

The Department continues to work with the Access Agencies and DSS staff to educate and track Technical Assistance (TA) requests and has created tracking spreadsheets. DSS has worked with the Access Agencies to help ensure TA requests are integrated into their processes. Ascend has been updated to correctly identify and query information on CFC members, including TA requests. The Quality Management team for CFC has the aggregate of TA requests from both My Community Choices and Ascend databases.”

Finding Area 4

The Department of Social Services Cannot Ensure the Timeliness or Verify the Results of all Critical Incident Investigations and Reporting

Recommendation 6

The Department of Social Services should develop a method to easily identify the types and timeliness of critical incident report submissions for any client receiving Community First Choice services. The department should amend its policy and practice to record all necessary details and dates of interest. In addition, the department should record the date its staff or other reporter became aware of the incident and calculate the timeliness of report submission from that date.

Status

NOT IMPLEMENTED

While the Department of Social Services can better identify and query critical incident information for Community First Choice clients on a waiver, DSS has not developed a method to identify the types and timeliness of critical incident report submissions. DSS has not amended its policy and practice to record all necessary details and dates of interest. As a result, DSS cannot calculate the timeliness of submitted reports.

DSS Update

“The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make

progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above). ¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department has added a “CFC button” in Ascend to easily identify and query on CFC members and the Critical Incidents information. The CFC Quality Management team collects information on Critical Incidents for CFC and has the aggregate of information from both Ascend and My Community Choices.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases.”

Finding Area 5

The Department of Social Services needs to Improve its Performance Measures and Enrollment Tracking for Community First Choice

Recommendation 7

The Department of Social Services should improve data systems and performance tracking of the Community First Choice application and enrollment process to ensure it maintains a performance standard for all elements, captures all essential data elements, and can retrieve appropriate data to obtain trends over time.

Recommendation 8

The Department of Social Services should improve and assure integrity of the Community First Choice data maintained by the Department of Social Services and its contractors.

Recommendation 9

The Department of Social Services should ensure contracts contain appropriate and complete performance measures for essential contractor tasks and include penalties for poor performance.

Recommendation 10

The Department of Social Services should improve tracking of contractor call wait times and other call center performance measures, like call abandonment.

Recommendation 11

The Department of Social Services should improve its benchmark measure for payroll errors and ensure that contractors are meeting it.

Recommendation 12

The Department of Social Services should consider requiring its contractors to engage independent public accountants to perform third-party service provider reports (i.e., System and Organization Controls).

Status**NOT IMPLEMENTED**

The Department of Social Services has not improved its Community First Choice application and enrollment data systems and performance tracking. DSS is negotiating a new fiscal intermediary contract and took these recommendations into consideration. However, the department did not indicate it implemented any of these recommendations.

DSS Update

"The Department continues to work towards these recommendations. DSS has been in negotiations for a new Fiscal Intermediary contract with an anticipated execution date in the 4th quarter 2023. The above recommendations were taken into consideration during this process."

Finding Area 6

The Department of Social Services Lacks Complete Fraud Complaint and Investigations Data which Prevents a Comprehensive Assessment of the Department's Performance

Recommendation 13

The Department of Social Services should ensure that the Office of Quality Assurance databases that track complaints of potential overpayments and fraud referrals are complete and accurate.

Recommendation 14

The Department of Social Services should develop policies and procedures on recoupment for overpayments involving self-directed personal care assistants.

Recommendation 15

The Department of Social Services should develop a recoupment tracking system to determine how much has been collected.

Recommendation 16

The Department of Social Services should consider developing a risk-based planning system for the Office of Quality Assurance to better identify and prioritize risks.

Status**NOT IMPLEMENTED**

The Office of Quality Assurance is creating a web-based platform to track all complaints, referrals, and recoupments. It is not clear if this platform would improve the completeness and accuracy of its databases but will implement the recommendation to develop a recoupment tracking system. DSS has not developed overpayment recoupment policies and procedures for overpayments.

DSS stated complaints involving abuse and/or safety concerns take top priority. While this practice responds to complaints based on risk of harm to the client, it is not a risk-based planning system for fraud.

DSS Update

"The Department continues to work towards these recommendations. The Community Options CFC Quality Management (QM) team continues to work collaboratively with the Office of Quality Assurance (OQA) and Fraud Investigation Regional offices to track CFC fraud cases from referral through investigation outcomes. In addition, OQA is working with a vendor to create a web-based platform that will enable the tracking of all complaints, referrals, and recoupments. The majority of fraud cases are received through Allied related reports that are emailed directly to the CFC unit and OQA. These reports are expected to continue with the new FI (Fiscal Intermediary) contract. The CFC QM team manages a spreadsheet to track all alleged fraud. The tracker includes: PCA and/or EOR name, date of referral, outcome of investigation and DSS action taken. FY 2022- present.

PCA cases which involve allegations of abuse and/or safety concerns take top priority. If a complaint involving abuse and/or safety concerns is received, the Quality Assurance Special Investigations Division will screen the case and consult with the Medicaid Fraud Control Unit (MFCU) with the Office of the Chief State's Attorney. If MFCU notifies the Special Investigations Division that they will accept the case, the case will then be assigned to a Forensic Fraud Examiner, who will conduct an expediated investigation before making the appropriate referral."

Extended Timeline of Events and Actions by David Medeiros and ABI Resources:

2020

- **June 2, 2020:** Medeiros and ABI Resources initiated an inquiry regarding the Provider Directory, reflecting early concerns about program transparency and access (Ref:).

2022

- **August 1, 2022:** Formal inquiry and internal investigation by ABI Resources into allegations of corruption in Medicaid referrals, indicating a proactive stance against unethical practices (Ref:).
- **October 18, 2022:** A formal request was submitted to Connecticut's Department of Social Services (DSS), demonstrating engagement with state agencies to address systemic issues (Ref:).
- **November 7, 2022:** Freedom of Information Act (FOIA) request to Connecticut DSS, seeking transparency and accountability in Medicaid programs (Ref:).
- **December 1, 2022:** Report addressing concerns like patient steering and unfair competition, highlighting efforts to maintain ethical standards in healthcare services (Ref:).

2023

- **January 1, 2023:** Reporting alleged kickbacks in the Medicaid Healthcare program to the HHS Office of Inspector General, showcasing commitment to legal compliance and integrity (Ref:).
- **March 10, 2023:** Request to update and confirm information on Provider Registries, indicating attention to detail and thoroughness in administrative matters (Ref:).
- **March 11, 2023:** Inquiry about the Care Management Referral Process for MFP Program and Waivers, reflecting concerns for fair practices in patient care management (Ref:).
- **March 14, 2023:** Follow-up on the Provider Registries, demonstrating persistence in seeking clarity and transparency (Ref:).
- **April 24, 2023:** Further inquiries related to Provider Registries, continuing the pursuit of comprehensive and accurate information (Ref:).
- **May 23, 2023:** Reporting on the solicitation of ABI Waiver Consumers by CCSNCT, highlighting advocacy against predatory practices (Ref:).
- **June 5, 2023:** Filing a complaint against Connecticut Community Care for discrimination, a significant step in civil rights advocacy (Ref:).
- **July 5, 2023:** Creation of a Freedom of Information Act request, continuing efforts for transparency and accountability (Ref:).
- **July 17, 2023:** Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs, extending advocacy to national agencies (Ref:).
- **September 26, 2023:** FOIA request to Department of Social Services regarding decision-making in Medicaid programs, exemplifying relentless pursuit of fairness and justice (Ref:).

- **October 16, 2023:** CMS response to FOIA request, a critical point in the ongoing dialogue with governmental agencies (Ref:).

2024

- **January 2, 2024:** Compilation and submission of detailed complaints and requests to various governmental bodies, underlining a strategic, multifaceted approach to systemic challenges.

Detailed Timeline of Events and Actions by David Medeiros and ABI Resources:

2020

- **June 2, 2020:** Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory (Ref:).

2022

- **August 1, 2022:** Formal inquiry and internal investigation into Medicaid referrals, possibly involving Connecticut Community Care Inc. (CCC) (Ref:).
- **October 18, 2022:** Formal request to DSS, indicating proactive engagement with state agencies (Ref:).
- **November 7, 2022:** FOIA request to Connecticut DSS, seeking information about Medicaid programs (Ref:).
- **December 1, 2022:** Report on patient steering and unfair competition, targeting potential systemic issues in Medicaid referrals (Ref:).

2023

- **January 1, 2023:** Report of alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General, signaling legal compliance issues (Ref:).
- **March 10, 2023:** Request for updating and confirming information on Provider Registries, focusing on administrative accuracy (Ref:).
- **March 11, 2023:** Inquiry about Care Management Referral Process for MFP Program and Waivers to Connecticut DSS (Ref:).
- **March 14, 2023:** Follow-up request on Provider Registries, demonstrating persistence in administrative matters (Ref:).
- **April 24, 2023:** Continued inquiries regarding Provider Registries, emphasizing the need for accurate information (Ref:).
- **May 23, 2023:** Report about solicitation of ABI Waiver Consumers by CCSNCT, showing concern for predatory practices (Ref:).
- **June 5, 2023:** Complaint against CCC for discrimination, filed with the U.S. Department of Justice Civil Rights Division (Ref:).
- **July 5, 2023:** Creation of a FOIA request for further information (Ref:).

- **July 17, 2023:** Formal complaint to the Federal Trade Commission regarding anti-competitive practices in Connecticut's Medicaid programs (Ref:).
- **September 26, 2023:** FOIA request to Connecticut DSS regarding decision-making in Medicaid programs (Ref:).
- **October 16, 2023:** Receipt of response from CMS to earlier FOIA request dated June 1, 2023 (Ref:).

2024

- **January 2, 2024:** Compilation and submission of formal complaints and requests to various government agencies, including the U.S. Department of Justice Civil Rights Division, the U.S. Department of Health and Human Services Office of Inspector General, and the Federal Trade Commission.

This comprehensive timeline demonstrates the strategic and multifaceted approach taken by David Medeiros and ABI Resources. Each action reflects not only a commitment to addressing critical healthcare issues but also showcases an intricate understanding of the legal and administrative landscape. Engaging with multiple government agencies, Medeiros and ABI Resources have exemplified a commitment to upholding principles of justice, fairness, and equal opportunity in the healthcare sector, particularly for those impacted by brain injuries and related disabilities.

1. **June 5, 2023 - DOJ Civil Rights Division Submission:** Medeiros filed a complaint against Connecticut Community Care (CCC) for discrimination against ABI Resources and other Medicaid healthcare providers. This complaint expressed concerns over CCC's discriminatory business practices, lack of responsiveness, and unfair referral practices affecting approximately 1300 providers under Medicaid programs. The complaint highlighted violations of Title VI of the Civil Rights Act of 1964 and the Rehabilitation Act of 1973.
2. **July 17, 2023 - Report Healthcare Fraud to HHS OIG:** Medeiros submitted a report to the Health and Human Services Office of Inspector General, alleging potentially anti-competitive practices in Connecticut's Medicaid programs, specifically with regards to the Money Follows the Person (MFP) and Acquired Brain Injury (ABI) Waiver Programs. The complaint raised concerns about a monopolistic system in home service agencies, compromising the quality of care and the use of public funds.
3. **August 3, 2023 - DOJ Civil Disability Submission:** A report was submitted to the DOJ regarding disability discrimination in Connecticut's Medicaid programs. The complaint accused Connecticut Community Care (CCC) of creating a monopolistic system that affected home service agencies and Medicaid beneficiaries, going beyond anti-competitive practices to the realm of disability discrimination.
4. **August 8, 2023 - Civil Rights Complaint Submission to DOJ:** Medeiros filed a formal complaint alleging discrimination by Connecticut government workers. This complaint was on behalf of himself as a minority business owner living with a traumatic brain injury and a stroke survivor. The complaint detailed the refusal of Connecticut government workers to provide necessary

information and directives essential for the provision of Medicaid services, alleging this refusal was based on his minority status and disability.

1. **June 1, 2023:** Request to the Center for Medicare and Medicaid Services for communications between Connecticut Community Care (CCC), the Connecticut Department of Social Services (DSS), and the Community Options Unit (COU) about ABI Resources LLC.
2. **June 5, 2023:** Request for information on employees within the Connecticut DSS and COU involved in the Medicaid ABI Waiver Program and Money Follows the Person Programs.
3. **July 5, 2023:** Request for information about the current leadership of the Connecticut Department of Social Services, specifically the name and title of the current Commissioner.
4. **August 24, 2023:**
 - Request for records pertaining to all FOIA or Connecticut Freedom of Information requests submitted in relation to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program, including results and details of these requests.
 - Request for records regarding complaints submitted to the U.S. Department of Health and Human Services Office for Civil Rights related to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program.
5. **September 26, 2023:** Request for all email communications sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners, and Ms. Amy Dumont (COU DSS representative) related to the federal Medicaid Acquired Brain Injury Waiver Program and the Money Follows the Person Program.
6. **December 1, 2023:** A request to the Connecticut DSS for information about Supported Employment services offered under the ABI Waiver program.
7. **December 17, 2023:** Comprehensive request for records on Disability Rights and Whistleblower Protections.
8. **December 18, 2023:** DOJ FOIA request regarding Companion Services.
9. **December 21, 2023:** Request for expedited processing of all federal FOIA requests.
10. **December 22, 2023:** A FOIA request related to Connecticut programs, details unspecified.
11. **December 23, 2023:**
 - Request by Astread Ferron (details unspecified).
 - Another request for expedited processing (details unspecified).
12. **December 26, 2023:**
 - Request for ALL CT Programs (details unspecified).

- Two requests focusing on FOIA Freedom of Information Act, specifically on Failure in ADA Accommodation Compliance, Disability Discrimination, and Whistleblower Retaliation.
1. **June 1, 2023:** Request to the Center for Medicare and Medicaid Services for all communications, including emails, letters, memos, reports, text messages, phone call logs, meeting notes, and minutes between Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS), as well as the Community Options Unit (COU) pertaining to ABI Resources LLC.
 2. **June 5, 2023:** FOIA request seeking contact information and position titles of all employees within the Connecticut Department of Social Services (DSS) and COU Community Options Unit who are involved in providing services related to the Medicaid ABI Waiver Program and Money Follows the Person Programs.
 3. **July 5, 2023:** Request for information regarding the current leadership of the Connecticut Department of Social Services (DSS), specifically requesting the name and title of the current Commissioner of the Connecticut Department of Social Services.
 4. **August 24, 2023:** Two separate requests were made:
 - One for details on all FOIA or Connecticut Freedom of Information requests submitted in relation to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program, including outcomes and details of these requests.
 - The other for records regarding complaints submitted to the U.S. Department of Health and Human Services Office for Civil Rights related to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program.
 5. **September 26, 2023:** Request for all email communications sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners, and Ms. Amy Dumont (COU DSS representative) related to the federal Medicaid Acquired Brain Injury Waiver Program and the Money Follows the Person Program.
 6. **December 1, 2023:** FOIA request to the Connecticut DSS for information about Supported Employment services offered under the ABI Waiver program.
 7. **December 17, 2023:** Comprehensive request for records on Disability Rights and Whistleblower Protections.
 8. **December 18, 2023:** DOJ FOIA request regarding Companion Services.
 9. **December 21, 2023:** Request for expedited processing of all federal FOIA requests.
 10. **December 22, 2023:** A FOIA request related to Connecticut programs, details unspecified.

11. December 23, 2023:

- Request by Astread Ferron (details unspecified).
- Another request for expedited processing (details unspecified).

12. December 26, 2023:

- Request for ALL CT Programs (details unspecified).
- Two requests focusing on FOIA Freedom of Information Act, specifically on Failure in ADA AccomJune 1, 2023: Request to CMS for records of communications between Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS) related to ABI Resources LLC, excluding personal information about Medicaid ABI Waiver Program consumers.
- **June 5, 2023:** Request for contact information and position titles of employees within the Connecticut DSS and Community Options Unit involved in the Medicaid ABI Waiver Program and Money Follows the Person Programs.
- **July 5, 2023:** Inquiry about the current leadership of the Connecticut DSS, specifically the name and title of the current Commissioner.
- **October 17, 2023:** Multiple requests, including information on payments to Goodwill through the Medicaid Connecticut ABI Waiver programs from 2013 to the present, and similar data on payments made to The Supported Living Group for the same period.
- **October 30, 2023:** Request for CMS records related to the Medicaid ABI Waiver Programs and referral processes by Connecticut Community Care.
- **November 19, 2023:** Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2, including legality, operational details, financial records, and provider/consumer responsibilities.
- **November 26, 2023:** Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program, covering evaluations, audits, and oversight in various areas. Another request on this date sought email communications involving Connecticut Community Care and The Supported Living Group from 2013 to the present.
- **November 28, 2023:** The specific details of this request are not provided in the visible excerpts of the document.
- These requests, spanning several months in 2023, demonstrate a consistent effort to access detailed information from various government agencies, focusing on aspects critical to the administration and oversight of healthcare services, particularly for those with acquired brain injuries.
- **2023 Timeline**
- May 23, 2023

- **Complaint Regarding Solicitation of ABI Waiver Consumers by CCSNCT:** Raised concerns about CCSNCT's practices of referring ABI Waiver consumers to Project Genesis events, potentially violating professional conduct norms and influencing consumer choices.
- October 31, 2023
- **Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program:** Addressed issues of transparency and bias in Medicaid referrals, unfairly marginalizing ABI Resources, and impacting the quality of service for disabled individuals.
- November 13, 2023
- **Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans:** This event was mentioned, but specific details were not provided in the truncated content.
- November 15, 2023
- **Formal Grievance and Complaint Regarding the Concealment of Public Information - Medicaid ABI Waiver Program Directory of Providers:** The specific content and implications of this grievance were not detailed in the truncated document.
- November 16, 2023
- **Formal Complaint and Request for Immediate Clarification on Unauthorized Care Management Consultation Services in ABI Waiver Program 1:** Focused on unauthorized provision of care management services in Program 1, traditionally designated for Program 2.
- **Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program:** Highlighted concerns about potential conflicts of interest, biased recommendations, and overutilization of services due to an agency providing both Clinical Behavioral Therapy and daily non-medical services.
- November 20, 2023
- **Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2:** Addressed issues with rental agreements that restrict consumer choice, create a monopolistic environment, and have financial implications.
- December 14-15, 2023
- **No Companion Authorizations Post-December 31st for Shared Consumers in Medicaid ABI Waiver Program:** Expressed urgent concern about the lack of companion authorizations for consumers after December 31st, potentially disrupting care continuity.
- December 18, 2023

- **Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections:** Submitted a comprehensive request for public records related to disability rights and whistleblower protections.
- **New Complaint Addressing Systemic Injustice, Disability Discrimination, and Whistleblower Retaliation:** Filed a complaint addressing broader issues of systemic injustice, disability discrimination, and whistleblower retaliation within the Medicaid Brain Injury ABI Waiver Program.

Based on the provided documents, here are the detailed steps that David and ABI Resources have taken:

2023:

March 10: An email was sent by Marihonor Flagg to ABI RESOURCES, providing the directory listing for their agency, along with an update form for any changes in contact information.

March 13: David Medeiros of ABI RESOURCES sent an email to Amy Dumont, requesting verification of the accuracy of information provided by ACR. This email emphasized the importance of having accurate and up-to-date information for effectively providing services to clients and ensuring community access to their services.

March 20: The Department of Social Services acknowledged the receipt of a request for information from ABI RESOURCES. They mentioned that they would respond in accordance with the requirements of the CT FOIA and provided an estimate of any costs associated with complying with the request.

June 1: David and ABI RESOURCES submitted a FOIA request to the Center for Medicare and Medicaid Services, seeking information. This submission was logged with Submission ID: 737151.

June 5: Another FOIA request was submitted to the same agency, recorded with Submission ID: 740356.

July 5: A subsequent FOIA request was made to the Center for Medicare and Medicaid Services, noted with Submission ID: 771886.

September 26: An additional FOIA request was submitted, acquiring Submission ID: 874481.

November 19: A FOIA request was created and sent, recorded with Submission ID: 954766.

December 19, 22, and 23: A series of emails were exchanged between ABI RESOURCES and Morris Kimberly, addressing a WBR Complaint, the need for accommodations in completing CHRO requirements, and the scheduling of a meeting.

2024:

January 1: David and ABI RESOURCES submitted an urgent FOIA request for detailed information regarding Connecticut Department of Social Services (CT DSS) social workers who have been directly involved with consumers of the Medicaid Acquired Brain Injury (ABI) Waiver Program 1, covering the

period from 1997 to the present day. This request was associated with the ongoing legal case David Medeiros v. State of CT Department of Social Services and was crucial for ongoing legal proceedings and of immediate public interest. The submission ID for this request was 1003716.

January 2: Morris Kimberly acknowledged the receipt of an email from ABI RESOURCES regarding the WBR Complaint.

Unspecified Date:

ABI RESOURCES also submitted a formal FOIA request to the Connecticut Department of Social Services (DSS) concerning possible discriminatory and biased practices in the ABI Waiver and MFP programs. This included concerns about the accessibility of DSS's contracted fiduciary listing to the public and the potential discrimination against the disabled ABI Waiver population and Medicaid providers.

Throughout these events, David and ABI Resources actively engaged in communication with various government departments and officials, leveraging the FOIA to access important information and addressing issues of public interest and concern, particularly in the realms of disability rights and advocacy.

In addition to the previously mentioned actions, David Medeiros and ABI Resources have taken several other significant steps:

May 23, 2023: David Medeiros addressed a letter to the Commissioner of the Connecticut Department of Social Services, Amy Dumont, and other officials, drawing attention to distressing incidents impacting ABI Resources and urging the department to conduct a thorough investigation and implement stricter security measures.

October 31, 2023: David Medeiros issued a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. This grievance highlighted inequities and the lack of engagement and rectification from the Connecticut Department of Social Services, impacting both ABI Resources' operations and the well-being of the disabled individuals they serve.

November 16, 2023: Medeiros submitted a formal complaint requesting immediate clarification on unauthorized care management consultation services in ABI Waiver Program 1. This complaint expressed grave concerns about practices observed within the Medicaid ABI Waiver Program, particularly focusing on potentially unauthorized services in Program 1.

November 16, 2023: Another formal complaint was lodged regarding unethical practices and possible kickback schemes within the ABI Waiver Program. This complaint addressed concerns about activities that potentially breached ethical standards and violated Medicaid regulations, necessitating immediate scrutiny and action.

December 18, 2023: A comprehensive binder was prepared concerning disability rights and whistleblower protections, related to the FOIA request involving ABI Resources, David Medeiros, CT DSS, CHRO, DOJ, CMS, HHS, FTC, and the Medicaid ABI Waiver Brain Injury Program.

These actions demonstrate an ongoing effort by David Medeiros and ABI Resources to address and rectify issues concerning the Medicaid ABI Waiver Program, particularly regarding equity, ethical practices, and the proper administration of services. They reflect a commitment to advocacy, legal recourse, and proactive engagement with government bodies for the betterment of service provision and upholding of rights in the healthcare sector.

2023:

May 23, 30: Emails were sent regarding the solicitation of ABI Waiver consumers by CCSNCT.

June 1, 2023: The Department of Social Services (DSS) published a performance audit on Community First Choice (CFC), focusing on various operational aspects and oversight of the Medicaid State Plan service.

June 1 to August 18, 2023: DSS worked on improving the exchange of information between the Strategy and Operations Units' data systems and partially implemented some of the audit recommendations.

October 31, 2023: David Medeiros submitted a formal grievance concerning discriminatory unfair business practices within the Connecticut Medicaid ABI Waiver Program.

November 16, 2023: A formal complaint was made by David Medeiros requesting immediate clarification on unauthorized care management consultation services in ABI Waiver Program 1.

2024:

January 2, 2024: The DSS Community First Choice (CFC) follow-up report was compiled, indicating that DSS had not integrated the Strategy and Operations units' data systems but had made some improvements. The report also noted that the Community Options team was making progress in attending design meetings with the CT Medicaid Enterprise Technology System (CT METS) team.

Throughout this period, David Medeiros and ABI Resources were actively involved in advocating for systemic reforms and improvements in the Department of Social Services' operations, particularly in

areas related to the Community First Choice program and the Medicaid ABI Waiver Program. They pursued these improvements through formal complaints, grievances, and direct communication with relevant authorities.

In addition to the previously mentioned actions, David Medeiros and ABI Resources have taken several significant steps to address various concerns related to the Medicaid Acquired Brain Injury (ABI) Waiver Program and other related matters. These include:

Raising Concerns about DSS's Lack of Response: David Medeiros expressed concern over the Department of Social Services' (DSS) lack of response to distressing incidents involving ABI Resources, a vital service provider in the community. He highlighted the need for DSS to take action to ensure the safety and welfare of organizations like ABI Resources.

Addressing Solicitation by CCSNCT: David brought attention to the concerning practice of CCSNCT, a Medicaid ABI Waiver service provider, actively promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, a separate entity. He argued that this practice violated professional conduct norms and unfairly influenced the choices of ABI Waiver consumers.

Formal Grievance Regarding Discriminatory Business Practices: In a formal grievance, David Medeiros highlighted issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program. He proposed various steps to address these issues, including increasing transparency, conducting independent audits, implementing a fair and equitable referral system, engaging stakeholders, and providing training and education.

Complaint on Unauthorized Care Management Services: Medeiros filed a complaint concerning the unauthorized provision of care management consultation services in ABI Waiver Program 1, a practice designated for Program 2 under existing guidelines. He sought immediate and detailed clarification from the Department of Social Services and raised concerns about the potential negative impacts on ABI Resources and its consumers.

Complaint Regarding Unethical Practices and Possible Kickback Schemes: David Medeiros expressed serious concerns about activities within the Medicaid ABI Waiver program that appeared to breach ethical standards and potentially violate Medicaid regulations. He highlighted conflicts arising from service provision, such as dual service conflict, manipulative consumer steering, personnel poaching, and indicators of potential kickback arrangements. He called for a thorough investigation and evaluation of these practices to ensure they align with legal and ethical guidelines.

These actions demonstrate a proactive and comprehensive approach by David Medeiros and ABI Resources in addressing various challenges and concerns related to the Medicaid ABI Waiver Program, ensuring the integrity and fairness of the services provided to individuals with acquired brain injuries.

2023:

May 23: ABI Resources sent an email to various officials including Amy Dumont at the Department of Social Services (DSS), raising concerns about the solicitation of ABI Waiver consumers by CCSNCT.

October 31: David Medeiros issued a formal grievance concerning discriminatory unfair business practices within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, addressed to all pertinent departments within the state of Connecticut. This grievance highlighted inequities and discriminatory practices affecting the operations of ABI Resources and the well-being and quality of service for disabled individuals.

November 16: Two separate formal complaints were lodged by David Medeiros on behalf of ABI Resources. The first addressed unauthorized care management consultation services in ABI Waiver Program 1, a practice that was traditionally designated for Program 2. The second complaint was regarding unethical practices and possible kickback schemes within the ABI Waiver Program. These complaints outlined concerns about breaches of ethical standards and potential violations of Medicaid regulations.

Unspecified Dates:

Throughout 2023: Various actions and communications were undertaken by David Medeiros and ABI Resources to address and highlight issues within the Connecticut Medicaid ABI Waiver Program. These efforts included formal grievances, complaints to state departments, and communication with DSS officials. The focus was on addressing unfair practices, possible ethical breaches, and advocating for the rights and well-being of disabled individuals served by the program.

These actions reflect an ongoing effort by David Medeiros and ABI Resources to engage with state agencies and departments in Connecticut to address and rectify issues related to the Medicaid ABI Waiver Program, particularly concerning ethical standards, fair business practices, and the provision of services to vulnerable populations.

Concerns about Care Plans and Services: In multiple emails, David Medeiros of ABI Resources expresses concerns about the lack of clear directives and detailed information on care plans and services for ABI Waiver consumers. These concerns are raised with various parties, including the Connecticut Department of Social Services (DSS) and Connecticut Community Care (CCC).

Issues with Connecticut Community Care (CCC): Medeiros frequently addresses issues regarding CCC's handling of the Medicaid ABI Waiver program. He asserts that CCC has failed to provide comprehensive care plans, leading to confusion and inefficiency in delivering necessary care and support.

Communication Discrepancies: In various correspondences, Medeiros highlights discrepancies in communication from CCC and the need for transparent and consistent communication regarding consumer care plans.

Request for Intervention: Medeiros requests intervention from DSS and other authorities to address the concerns raised, emphasizing the importance of upholding high standards of care for ABI Waiver consumers.

****Unapproved Position Transition and Employment Concern**

10/31/2023: David Medeiros, representing ABI Resources, filed a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program. The grievance addressed issues like lack of transparency in Medicaid referrals, financial inducements, and Medicaid service agency providers offering financial incentives (01.02.2024 huge Binder6.pdf).

11/13/2023: Medeiros raised a complaint about not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans, impacting ABI Resources' operational and financial integrity. The grievance highlighted the importance of these plans for effective service delivery and the negative consequences of their absence (01.02.2024 huge Binder6.pdf).

11/15/2023: A formal grievance and complaint were lodged regarding the concealment of the Medicaid ABI Waiver Program Directory of Providers, which affected the ability of individuals with acquired brain injuries to make informed decisions (01.02.2024 huge Binder6.pdf).

11/16/2023: Two separate grievances were filed on this date:

One concerning unauthorized care management consultation services in ABI Waiver Program 1, which contradicts established protocols and guidelines (01.02.2024 huge Binder6.pdf).

Another addressing unethical practices and potential kickback schemes in the ABI Waiver Program, raising concerns about conflicts of interest, manipulative consumer steering, personnel poaching, and potential kickback arrangements (01.02.2024 huge Binder6.pdf).

Each of these grievances and complaints details the challenges faced by ABI Resources, the impacts on its operations, and calls for action to address the issues raised. It's important to note that the review is not yet complete, and there may be more relevant events and details in the documents that have not been covered in this summary.

09/11/2023: David Medeiros, representing ABI Resources, contacts the Connecticut Department of Social Services (DSS) and Amy Dumont regarding unethical practices by Connecticut Community Care (CCC) in steering and referring clients to specific service providers, notably New Day, facilitated by Ms. Luisa DiNino-Jones (01.02.2024 huge Binder6.pdf).

09/13/2023: Medeiros writes to DSS highlighting discrepancies in communication between a consumer's care manager and ABI Resources, raising concerns about potential manipulation and verbal pressure on the consumer (01.02.2024 huge Binder6.pdf).

09/20/2023: Medeiros sends an email to the United States Department of Labor, Connecticut Department of Labor, and DSS requesting an investigation into employment concerns at Supported Living Group (SLG), including wage and safety issues (01.02.2024 huge Binder6.pdf).

09/25/2023: A formal complaint is raised against Connecticut Community Care Management for unlawful steering and referral processes in the Medicaid ABI Waiver Program, impacting consumer rights and choices (01.02.2024 huge Binder6.pdf).

09/27/2023: Medeiros contacts DSS for assistance in navigating CT DSS systems due to challenges faced as a brain injury and stroke survivor. He emphasizes the need for appropriate representation and guidance in managing these systems (01.02.2024 huge Binder6.pdf).

09/27/2023: ABI Resources submits an urgent request for resolution regarding persistent issues in the Medicaid ABI Waiver and Money Follows the Person (MFP) Programs, highlighting the lack of structured policies and proper management (01.02.2024 huge Binder6.pdf).

09/28/2023: Medeiros supports a consumer, JG, from Glastonbury, who contacted ABI Resources with concerns over care management, housing, and safety. He addresses the lack of care and violation of rights and well-being (01.02.2024 huge Binder6.pdf).

These events illustrate a pattern of communication and grievances related to the handling of care and services within the Connecticut Medicaid ABI Waiver Program, with ABI Resources actively advocating for the rights and well-being of its consumers. The sequence of events reflects concerns over unethical

David Medeiros and ABI Resources: Sequence of Events

Date: 8/3/2023

Event: David Medeiros filed a complaint with the U.S. Department of Justice, Civil Rights Division, concerning discriminatory practices in the selection of Cognitive Behavioral Therapists (CBTs) within ABI Waiver and MFP Programs in Connecticut.

Details: The complaint highlights the lack of transparency and choice in the selection of CBTs, violation of informed consent, and potential impact on quality of care.

Date: 9/26/2023

Event: David Medeiros sent a Freedom of Information Act Request to the Connecticut Department of Social Services (DSS) and the Community Options Unit.

Details: The request was for all email communications related to the federal Medicaid Acquired Brain Injury (ABI) Waiver Program and the Money Follows the Person Program.

Date: 10/5/2023

Event: OCR (Office for Civil Rights) responded to a complaint by David Medeiros, suggesting that his concerns are more appropriately addressed by the U.S. Department of Justice (DOJ).

Details: The OCR acknowledged receiving the complaint but indicated that it falls under the jurisdiction of the DOJ.

Date: 10/10/2023

Event: David Medeiros submitted a formal complaint to the Small Business Administration's Office of the National Ombudsman.

Details: The complaint was against the Connecticut Department of Social Services and COU Community Options Unit for discriminatory practices and unfair regulatory enforcement.

Date: 10/16/2023

Event: Centers for Medicare & Medicaid Services responded to David Medeiros' Freedom of Information Act request.

Details: They informed that after a careful search, no records responsive to his request were located.

Date: Unknown (Context Suggests 2023)

Event: David Medeiros reported to the Federal Trade Commission about the misuse of federal funding in the Connecticut Department of Social Services.

Details: The complaint addressed concerns about monopolistic practices and the inefficient use of funds in the ABI Waiver Program.

Summary

David Medeiros, representing ABI Resources LLC, has been actively involved in multiple legal and administrative actions throughout 2023. His efforts seem to be focused on addressing what he perceives as unfair practices and discrimination in the healthcare sector, particularly concerning the selection of service providers in Connecticut's ABI Waiver and MFP Programs. His actions include filing complaints with various government bodies and agencies, utilizing legal tools like the Freedom of Information Act, and seeking intervention from civil rights divisions

David Medeiros and ABI Resources: Expanded Sequence of Events

Date: 5/30/2023

Event: David Medeiros sent an email regarding concerns over the management of care plans and services within the ABI Waiver Program.

Details: The email emphasized the need for clear directives, detailed information on care plans, services breakdown, and time management.

Date: 6/12/2023

Event: David Medeiros expressed concerns regarding Connecticut Community Care (CCC) and its director Ron Sturm's actions affecting ABI Resources.

Details: The letter highlighted issues such as lack of communication and provision of care plans, misleading information to DSS, and the overall impact on consumer well-being.

Date: 6/21/2023

Event: David Medeiros requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

Details: The request was made to address concerns regarding the management of ABI Waiver consumer RD.

Date: 7/15/2023

Event: David Medeiros sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

Details: He highlighted concerns regarding premature communication to ABI Resources employees about transitioning to SLG without appropriate due process.

Date: 9/1/2023

Event: David Medeiros reported issues in the care management of ABI Waiver Program survivor EB.

Details: The concerns raised involved lack of historical information sharing with the CBT behaviorist, implications on program integrity, and consumer safety.

Date: 9/13/2023

Event: David Medeiros sent an email regarding a communication discrepancy involving consumer DS's care manager.

Details: He requested clarification on communication protocols and raised concerns about potential undue influence in service transitions and conflicts of interest.

Date: 9/20/2023

Event: David Medeiros requested an investigation into employment concerns at Supported Living Group (SLG).

Details: The letter raised issues about wage and hour standards, workplace safety, discrimination, and conflict of interest regarding a consumer and employee of SLG.

Date: 9/25/2023

Event: David Medeiros filed a formal complaint against Connecticut Community Care Management services for unlawful steering and referral processes.

Details: The complaint centered on the improper advising of consumers to change providers, lack of provision of approved provider lists, and coercion in signing release agreements.

Summary

Throughout 2023, David Medeiros and ABI Resources engaged in extensive communication and formal complaints with various government bodies regarding concerns in the ABI Waiver Program, including management practices, communication discrepancies, employment concerns, and ethical issues in service provision. These events highlight Medeiros' and ABI Resources' active role in addressing and advocating for fair practices and consumer rights within the ABI Waiver Program in Connecticut.

David Medeiros and ABI Resources: Complete Timeline of Events

5/30/2023

Sent an email regarding concerns over the management of care plans and services within the ABI Waiver Program.

6/12/2023

Expressed concerns regarding Connecticut Community Care (CCC) and its director affecting ABI Resources.

6/21/2023

Requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

7/15/2023

Sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

8/3/2023

Filed a complaint with the U.S. Department of Justice, Civil Rights Division, concerning discriminatory practices in the selection of Cognitive Behavioral Therapists (CBTs).

9/1/2023

Reported issues in the care management of ABI Waiver Program survivor EB.

9/13/2023

Sent an email regarding a communication discrepancy involving consumer DS's care manager.

9/20/2023

Requested an investigation into employment concerns at Supported Living Group (SLG).

9/25/2023

Filed a formal complaint against Connecticut Community Care Management services for unlawful steering and referral processes.

9/26/2023

Sent a Freedom of Information Act Request to the Connecticut Department of Social Services (DSS) and the Community Options Unit.

10/5/2023

Received a response from OCR (Office for Civil Rights) suggesting his concerns are more appropriately addressed by the DOJ.

10/10/2023

Submitted a formal complaint to the Small Business Administration's Office of the National Ombudsman against the Connecticut DSS.

10/16/2023

Received a response from the Centers for Medicare & Medicaid Services to his Freedom of Information Act request.

[Date Unknown]

Reported to the Federal Trade Commission about the misuse of federal funding in the Connecticut Department of Social Services.

Summary

This timeline represents the series of events involving David Medeiros and ABI Resources during 2023, highlighting their involvement in addressing concerns related to the ABI Waiver Program in Connecticut. These actions include formal complaints, requests for information, and addressing issues related to consumer rights and fair practices in healthcare management.

9/1/2021

Event: David Medeiros communicated with Kathleen Hazelton regarding the client not being in the SANDATA scheduling/billing system and requested to add the client for scheduling. (Document: OLD EMAILS 5, Email Date: 9/1/2021)

10/6/2021

Event: David Medeiros raised concerns to Kathleen Hazelton about provider poaching/talent raiding and requested a team meeting due to current service concerns for client FB. (Document: OLD EMAILS 5, Email Date: 10/6/2021)

10/15/2021

Event: Email correspondence between David Medeiros and Kathleen Hazelton regarding the provision of 14-day notice and service issues. (Document: OLD EMAILS 5, Email Date: 10/15/2021)

10/18/2021

Event: David Medeiros received communication from Kathleen Hazelton about changes in service providers for a case. (Document: OLD EMAILS 5, Email Date: 10/18/2021)

10/25/2021

Event: David Medeiros inquired with the Department of Social Services for a status update regarding a service concern. (Document: OLD EMAILS 5, Email Date: 10/25/2021)

10/29/2021

Event: Further follow-up by David Medeiros with the Department of Social Services for a status update. (Document: OLD EMAILS 5, Email Date: 10/29/2021)

11/7/2018

Event: David Medeiros communicated concerns about the Supported Living Group and person-centered planning to the Department of Social Services. (Document: OLD EMAILS 5, Email Date: 11/7/2018)

11/9/2021

Event: David Medeiros requested a status update from the Department of Social Services regarding a consumer service concern. (Document: OLD EMAILS 5, Email Date: 11/9/2021) Who:

David Medeiros: A brain injury survivor and whistleblower.

ABI Resources: Medicaid Acquired Brain Injury (ABI) Waiver Program Support Provider.

Connecticut Commission on Human Rights and Opportunities (CHRO): The organization against which the complaint is filed.

What:

Complaint Filed: David Medeiros filed a formal complaint against the Connecticut CHRO for disability discrimination and whistleblower retaliation.

Where:

Location: The complaint was addressed to the Connecticut Commission on Human Rights and Opportunities, Capitol Region Office, Hartford, CT.

Why:

Reason for Complaint:

Disability Discrimination and Whistleblower Retaliation: David Medeiros claims CHRO is undermining his rights for accommodation and ability to self-advocate.

Presenting False Information: Allegations that CHRO is manipulating facts and hindering justice.

Lack of Accommodations: CHRO allegedly failed to provide necessary accommodations, which is a violation of federal and state disability laws.

Inaccuracy in Documentation: Discrepancies in CHRO's documentation regarding the Commissioner of the Connecticut Department of Social Services.

When:

Date of Complaint: December 16, 2023.

Email Sent: On the same date, December 16, 2023, at 9:09 AM.

How:

Method of Communication: Email sent to various CHRO officials and related parties.

Content of the Complaint:

Issues Raised: Non-recognition of the current Commissioner of the Connecticut Department of Social Services in CHRO's documentation.

Request for Investigation: A call for a thorough investigation by the CHRO and the Department of Justice.

Seeking Fair Treatment: Request for assistance in ensuring fair treatment and accommodations for effective communication and participation in legal matters.

Advocacy for Transparency: Emphasis on the need for government intervention to rectify the situation and uphold transparency and accountability.

David Medeiros, in his role as a business owner and individual with a disability, is advocating for his rights and seeking to address systemic issues within the CHRO. This sequence of events outlines his efforts to combat what he perceives as discriminatory practices and procedural inconsistencies within the CHRO.

December 16, 2023: The date when the complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations was filed by David Medeiros. This complaint was related to the State of CT Department of Social Services CHRO No. 2410220.

January 5, 2024, 6:30 AM: The date when an email regarding the new complaint against Connecticut CHRO was accessed or reviewed, as indicated in the email's metadata.

These dates mark critical points in the timeline of events concerning the complaint and subsequent communication related to it.

Based on the documents provided, here is a comprehensive and detailed sequence of events involving David Medeiros and ABI Resources, including their actions against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation:

Who:

David Medeiros: A brain injury survivor, whistleblower, and business owner.

ABI Resources: Medicaid Acquired Brain Injury (ABI) Waiver Program Support Provider.

Connecticut Commission on Human Rights and Opportunities (CHRO): The organization against which the complaint is filed.

What:

Filing of a Formal Complaint: David Medeiros filed a formal complaint against the CHRO for disability discrimination and whistleblower retaliation.

Where:

Location: The complaint was filed in Connecticut, specifically addressed to the Connecticut Commission on Human Rights and Opportunities, Capitol Region Office in Hartford, CT.

Why:

Reason for Complaint:

Disability Discrimination and Whistleblower Retaliation: Medeiros claims CHRO undermined his rights for accommodation and self-advocacy, presenting false information, manipulating facts, and hindering his pursuit of justice.

Lack of Accommodations: CHRO allegedly failed to provide necessary accommodations, violating federal and state disability laws.

Inaccuracies in Documentation: Discrepancy in CHRO's documentation regarding the Commissioner of the Connecticut Department of Social Services.

Systemic Issues: Possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies within CHRO.

When:

Date of Complaint: December 16, 2023.

Email Reviewed: January 5, 2024, at 6:28 AM.

How:

Method of Action:

Email Communication: Medeiros sent an email to various CHRO officials and related parties on December 16, 2023, at 9:09 AM.

Content of Complaint: Highlighted the failure of CHRO to provide reasonable accommodations, identified systemic issues, requested a thorough investigation by CHRO and the Department of Justice, and sought assistance and guidance for fair treatment and accommodations.

This detailed account outlines David Medeiros's efforts as a brain injury survivor and whistleblower to address and rectify the alleged discriminatory practices and procedural inconsistencies within the CHRO. His actions reflect a pursuit of justice and fair treatment under federal and state disability laws.

December 16, 2023: This is the date when the formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation was filed by David Medeiros. The complaint included two attachments: "12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations" and "12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations".

January 5, 2024, 6:30 AM: The email regarding the new complaint against Connecticut CHRO was reviewed or accessed on this date. This email was originally sent on December 16, 2023, at 9:09 AM.

January 5, 2024, 6:28 AM: The date when another email concerning the new complaint against Connecticut CHRO was reviewed or accessed. This email also indicates that it was sent on December 16, 2023, at 9:09 AM.

These dates mark critical moments in the timeline of the complaint and subsequent communications related to disability discrimination and whistleblower retaliation filed by David Medeiros against CHRO.

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

October 18, 2021: David Medeiros inquired with DSS for a status update regarding a service concern.

September 1, 2021: David Medeiros communicated with Kathleen Hazelton about a client not being in the SANDATA scheduling/billing system.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Report of alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

June 1, 2023: Request to CMS for records of communications between Connecticut Community Care (CCC) and the Connecticut DSS related to ABI Resources LLC.

June 5, 2023: Filing a complaint against Connecticut Community Care for discrimination with the U.S. Department of Justice Civil Rights Division.

June 21, 2023: Request for access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

July 5, 2023: Creation of a Freedom of Information Act request.

July 15, 2023: David Medeiros sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

September 26, 2023: FOIA request to Department of Social Services regarding decision-making in Medicaid programs.

September 13, 2023: Email regarding a communication discrepancy involving consumer DS's care manager.

October 31, 2023: Formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program.

November 16, 2023: Formal complaint requesting clarification on unauthorized care management consultation services in ABI Waiver Program 1.

November 16, 2023: Another formal complaint regarding unethical practices and possible kickback schemes within the ABI Waiver Program.

December 16, 2023: Formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

January 5, 2024, 6:28 AM: Another email concerning the new complaint against Connecticut CHRO was reviewed or accessed.

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

Based on the extensive information in "01.02.2024 Extended Timeline of Events and Actions by David Medeiros and ABI Resources," the detailed timeline includes the following dates and events:

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory 【86+source】 .

September 1, 2021: Communication with Kathleen Hazelton about a client not in the SANDATA system 【73+source】 .

October 6, 2021: Raised concerns about provider poaching/talent raiding 【73+source】 .

October 15, 2021: Email correspondence about service issues 【73+source】 .

October 18, 2021: Received communication about changes in service providers 【73+source】 .

October 25, 2021: Inquired with DSS for a service concern update 【72+source】 .

October 29, 2021: Follow-up with DSS for a status update 【72+source】 .

November 7, 2018: Communicated concerns about the Supported Living Group to DSS 【72+source】 .

November 9, 2021: Requested a status update from DSS 【72+source】 .

December 1, 2022: Report on patient steering and unfair competition 【82+source】 .

January 1, 2023: Report of alleged kickbacks in Medicaid Healthcare program to HHS Office of Inspector General 【78+source】 【82+source】 .

March 10, 2023: Request to update information on Provider Registries 【78+source】 .

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers 【78+source】 .

March 14, 2023: Follow-up request on Provider Registries 【78+source】 .

April 24, 2023: Continued inquiries regarding Provider Registries 【78+source】 .

May 23, 2023: Report on solicitation of ABI Waiver Consumers by CCSNCT 【87+source】 .

June 1, 2023: DSS published a performance audit on Community First Choice (CFC) 【84+source】 .

June 5, 2023: Complaint against CCC for discrimination filed with DOJ Civil Rights Division 【87+source】 .

June 12, 2023: Expressed concerns regarding CCC and Ron Sturm's actions affecting ABI Resources 【85+source】 .

June 21, 2023: Requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from DSS COU team 【79+source】 .

July 5, 2023: Inquiry about current leadership of Connecticut DSS 【90+source】 .

July 15, 2023: Sent a letter about the unapproved position transition of team members to SLG 【79+source】 .

July 17, 2023: Formal complaint to the Federal Trade Commission regarding anti-competitive practices in Connecticut's Medicaid programs 【87+source】 .

September 1, 2023: Reported issues in care management of ABI Waiver Program survivor EB 【79+source】 .

September 13, 2023: Sent an email about communication discrepancy involving consumer DS's care manager 【80+source】 .

September 20, 2023: Requested investigation into employment concerns at SLG 【80+source】 .

September 25, 2023: Filed a formal complaint against Connecticut Community Care Management services 【80+source】 .

September 26, 2023: Sent a FOIA request to Connecticut DSS regarding decision-making in Medicaid programs 【81+source】 .

October 5, 2023: OCR responded to a complaint suggesting DOJ jurisdiction 【75+source】 .

October 10, 2023: Acknowledgment of complaint jurisdiction by DOJ 【75+source】 .

October 16, 2023: CMS responded to a FOIA request; submitted a complaint to the Small Business Administration's Office of the National Ombudsman 【83+source】 【87+source】 .

October 17, 2023: Multiple requests including information on payments to Goodwill 【90+source】 .

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes 【76+source】 .

October 31, 2023: Issued a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program 【91+source】 .

November 16, 2023: Submitted formal complaints regarding unauthorized care management consultation services and unethical practices in ABI Waiver Program 【91+source】 .

November 19, 2023: Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2 【76+source】 .

November 26, 2023: Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program 【76+source】 .

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliation 【77+source】 【89+source】 .

December 26, 2023: Request for ALL CT Programs; two requests focusing on FOIA 【90†source】 .

January 2, 2024: Compilation and submission of detailed complaints to various governmental bodies 【86†source】 .

January 5, 2024, 6:30 AM: Reviewed or accessed email regarding the new complaint against Connecticut CHRO 【74†source】 .

January 5, 2024, 6:28 AM: Another email concerning the new complaint against Connecticut CHRO was reviewed or accessed 【74†source】 .

These dates and events outline the extensive and proactive efforts by David Medeiros and ABI Resources to address concerns in healthcare, particularly with regard to Connecticut's ABI Waiver and MFP Programs. The timeline reflects a comprehensive approach to advocacy, legal action, and communication with various government bodies and agencies.

Based on the emails from "Mail 4 - ABI RESOURCES 860 942-0365" and "Mail 5 - ABI RESOURCES 860 942-0365," here is a summary of the key events and actions taken by David Medeiros and ABI Resources:

December 19, 2023: David Medeiros, representing ABI Resources, communicated with Kimberly Morris, inquiring about the process for completing and notarizing Whistleblower Retaliation (WBR) Complaint forms. He requested accommodations to assist in this process and expressed appreciation for the guidance provided.

December 20, 2023: Medeiros wrote to Kimberly Morris and Cherron, seeking their complete names, titles, and contact information for clarification on who would be assisting him. He stated his intent to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS).

December 21, 2023: An email was sent to ocrcomplaint@hhs.gov, with a CC to ABI Resources LLC, discussing the ongoing challenges and concerns with the Connecticut DSS and CHRO. Medeiros mentioned advocating for disabled individuals since 2000 and highlighted his increased courage and commitment to self-advocacy.

December 23, 2023: Medeiros expressed gratitude for receiving documents related to a discrimination complaint dated December 15, 2023. He asked for insight into the roles of individuals included in the email thread to better understand the context and expressed his wishes for a joyous Christmas season and a prosperous New Year.

These emails reflect Medeiros' and ABI Resources' ongoing efforts to address and challenge perceived issues of discrimination, lack of accommodations, and whistleblower retaliation within Connecticut's DSS and CHRO. His communications indicate a commitment to seeking clarity, fair treatment, and appropriate accommodations in these matters.

December 19, 2023: David Medeiros inquired about completing and notarizing Whistleblower Retaliation (WBR) Complaint forms and requested necessary accommodations.

December 20, 2023: Medeiros sent an email to clarify assistance details for his complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS).

December 21, 2023: Email sent to ocrcomplaint@hhs.gov discussing challenges with the Connecticut DSS and CHRO, reflecting Medeiros's ongoing advocacy since 2000.

December 23, 2023: Medeiros thanked for receiving documents related to a discrimination complaint and sought clarification on the roles of individuals involved in the email thread.

Based on the detailed information provided in the "01.02.2024 Extended Timeline of Events and Actions by David Medeiros and ABI Resources" document, here is a comprehensive list of key dates and events:

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals involving Connecticut Community Care Inc. (CCC).

October 18, 2021 - November 9, 2021: Multiple communications with the Department of Social Services regarding service concerns and updates.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

These dates reflect a comprehensive and ongoing effort by David Medeiros and ABI Resources to address various concerns and alleged issues within Connecticut's healthcare and social services sectors, particularly focusing on the ABI Waiver and MFP Programs.

Here is a comprehensive list of all the key dates related to the actions taken by David Medeiros and ABI Resources, based on the documents and emails provided:

June 2, 2020: Inquiry to DSS about the Provider Directory.

August 1, 2022: Formal inquiry into Medicaid referrals involving CCC.

October 18, 2021: Several emails exchanged regarding service concerns and updates.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Reporting of alleged kickbacks in Medicaid Healthcare program to HHS Office of Inspector General.

March 10, 2023: Request to update information on Provider Registries.

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers.

March 14, 2023: Follow-up request on Provider Registries.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 1, 2021: Email communication from Kathleen Hazelton.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19, 2023: Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2.

November 26, 2023: Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA.

****January**

2020

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

2021

September 1, 2021: Kathleen Hazelton sent an email related to ongoing issues.

October 18, 2021: Multiple emails were exchanged addressing service concerns and updates:

Email sent at 8:06:25 AM.

Email sent at 8:08 AM.

Emails from A.B.I. RESOURCES L.L.C..

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals possibly involving Connecticut Community Care Inc. (CCC).

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and follow-up inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

2024

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 4, 2024: Several emails were exchanged for further communication on the

2020

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory, starting a series of actions regarding Medicaid services and ABI Waiver Program issues.

2021

September 1, 2021: Email communication involving Kathleen Hazelton, related to ongoing service concerns.

October 18, 2021:

8:06 AM: Email sent regarding service updates and concerns.

8:08 AM: Another email exchange related to service concerns.

Multiple emails exchanged throughout the day between David Medeiros, ABI Resources, and other parties addressing service issues and updates.

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals involving Connecticut Community Care Inc. (CCC).

October 18, 2022: Formal request to DSS indicating proactive engagement with state agencies.

November 7, 2022: FOIA request to Connecticut DSS seeking information about Medicaid programs.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10, 2023: Request to update information on Provider Registries.

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers.

March 14, 2023: Follow-up request on Provider Registries.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against CCC for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

**November 19

2020

June 2, 2020: Inquiry to Connecticut DSS about the Provider Directory.

2021

September 1, 2021: Email from Kathleen Hazelton concerning ABI Resources issues.

October 6, 2021: David Medeiros raised concerns about provider poaching/talent raiding and requested a team meeting for client FB.

October 15, 2021: Email correspondence regarding the provision of a 14-day notice and service issues.

October 18, 2021: Multiple emails exchanged with the Department of Social Services about service concerns.

November 9, 2021: David Medeiros requested a status update from DSS regarding a service concern.

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals possibly involving Connecticut Community Care Inc. (CCC).

October 18, 2022: Formal request to DSS indicating proactive engagement with state agencies.

November 7, 2022: FOIA request to Connecticut DSS seeking information about Medicaid programs.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

2024

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 4, 2024: Several emails exchanged for further communication on the issues at hand.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

This comprehensive timeline highlights the active and persistent engagement of David Medeiros and ABI Resources in addressing various concerns within Connecticut's healthcare and social services sectors. The actions span from inquiries and requests for information to formal complaints and FOIA requests, reflecting a dedicated effort to address issues of discrimination, transparency, and ethical practices.

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

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

Wed 9/27/2023 11:24 AM

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

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

Dear Connecticut Department of Social Services,

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

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

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

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

NEW: Additional Information. Please review the new attachment.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

****Conclusion:****

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

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

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

Sincerely,
David Medeiros
ABI Resources

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

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

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

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

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

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

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

Incident Overview:

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

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

Legal and Ethical Implications:

This situation raises substantial concerns regarding:

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

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

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

Requested Actions:

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

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

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

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

Notification to Higher Authorities:

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

Department of Health & Human Services (HHS)

Centers for Medicare & Medicaid Services (CMS)

Division of Healthcare Policy (DHP)

Office for Civil Rights (OCR)

Connecticut Department of Public Health (DPH)

Adult Protective Services (APS)

Connecticut Office of the Attorney General

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

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

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

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

Conclusion:

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

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

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

Sincerely,
David Medeiros
ABI Resources

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

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

Wed 9/27/2023 2:41 PM

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

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

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

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

Dear Officials of the Connecticut Department of Social Services,

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

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

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

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

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

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

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

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

Yours sincerely,

David Medeiros

ABI Resources

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

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

Wed 9/27/2023 6:18 AM

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

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

09/27/2023

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

Dear Ms. Dumont,

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

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

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

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

Thank you very much for your assistance.

Sincerely,
David Medeiros
ABI Resources

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

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

Thu 9/28/2023 7:59 AM

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

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

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

A Wellness Check has been called in for the consumer.

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

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

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

Thank you for your understanding!! "

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

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

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

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

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

09/28/2023

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

Dear Connecticut Department of Social Services and COU.

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

Consumer JG contacted ABI Resources on September 9, 2023.

The concerns conveyed by the consumer include:

Little to no care management

Absence of service providers

Numerous safety concerns

Housing concerns

Uncertainty over ABI Waiver CBT services

Potential police involvement

Potential judicial involvement.

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

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

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

Some potentialities:

Safety, Legal, and Civil Challenges:

Violation of Rights and Well-being:

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

Breach of Contract and Service Agreement:

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

Violation of Privacy and Autonomy:

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

Risk to Safety and Security:

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

Legal Implications and Liabilities:

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

Immediate Resolution Requested:

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

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

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

Yours sincerely,
David Medeiros
ABI Resources

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

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

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

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

Thank you for your understanding and cooperation.

Re: Concerns

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

Fri 9/29/2023 8:00 AM

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

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

Hello Amy,

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

All the best,

David Medeiros

ABI Resources

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

David-

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

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

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

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

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

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

Thank you,

Amy

Amy Dumont, LCSW

Interim Director

CT Department of Social Services

Community Options Unit

55 Farmington Avenue

Hartford CT 06105-3725

Tel: 860 424-5173

Fax: 860 424:4963

amy.dumont@ct.gov

Re: Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

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

Tue 10/10/2023 8:24 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>
10/10/2023

Request and follow up on unanswered correspondence 09/25/2023

Connecticut Department of Social Services, Commissioner
Attention: DSS / COU and Ms. Amy Dumont.

I hope this message finds you well. We recently received the newly updated "Allied ABI Program Services – Cognitive Behavioral Services Description" document from Allied Community Resources, and I wanted to reach out to clarify a few details.

Firstly, attached you will find the newly updated most recent description we have regarding the Cognitive Behavioral services and the qualifications where Behavior Analysts were recently added. Upon reviewing the newly updated document, I observed that there was no amendment date mentioned at the end.

With this in mind, I'd like to ask a few clarifying questions:

- Is the newly updated Cognitive Behavioral services/qualifications of Behavior Analysts applicable across all three programs, namely ABI Waiver 1, ABI Waiver 2, and MFP?
- Could you kindly indicate the date when Allied Received this newly updated service qualification description from the Department of Social Services (DSS)?
- Could you also clarify when DSS initiated the addition of the Behavior Analyst qualification and its effective date?

Understanding these details will be immensely helpful for our team's planning and in ensuring we have a comprehensive grasp of the process timeline.

Thank you.

Warm regards,

David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, October 3, 2023 10:40 AM**To:** Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Re: Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

10/03/2023

Connecticut Department of Social Services, Commissioner
Attention: DSS / COU and Ms. Amy Dumont.

I hope this message finds you well. We recently received the newly updated "Allied ABI Program Services – Cognitive Behavioral Services Description" document from Allied Community Resources, and I wanted to reach out to clarify a few details.

Firstly, attached you will find the newly updated most recent description we have regarding the Cognitive Behavioral services and the qualifications where Behavior Analysts were recently added. Upon reviewing the newly updated document, I observed that there was no amendment date mentioned at the end.

With this in mind, I'd like to ask a few clarifying questions:

- Is the newly updated Cognitive Behavioral services/qualifications of Behavior Analysts applicable across all three programs, namely ABI Waiver 1, ABI Waiver 2, and MFP?
- Could you kindly indicate the date when Allied Received this newly updated service qualification description from the Department of Social Services (DSS)?
- Could you also clarify when DSS initiated the addition of the Behavior Analyst qualification and its effective date?

Understanding these details will be immensely helpful for our team's planning and in ensuring we have a comprehensive grasp of the process timeline.

Thank you.

Warm regards,

David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Monday, September 25, 2023 8:52 AM**To:** Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

09/25/2023

Subject: Inquiry on BCBA and LBA/BSL under Medicaid ABI & MFP Waiver Programs

Dear Department of Social Services and COU,

I am reaching out to seek clarification on the qualifications required to provide and bill for behaviorist services under the Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

Specifically, I would like to confirm whether individuals holding the titles of Board Certified Behavior Analyst (BCBA), Licensed Behavior Analyst (LBA), or Behavior Specialist License (BSL) are recognized as qualified providers and permitted to bill for their services under the aforementioned programs.

1/2/24, 8:58 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

We would appreciate any information, documentation, or contacts that could provide insight into the eligibility and billing processes related to these professional titles and waiver programs.

I understand that you are likely very busy, but would greatly appreciate a response at your earliest convenience or direction to the appropriate department or individual who may assist with this inquiry.

Thank you very much for your time and assistance. I look forward to your response.

Sincerely,

David Medeiros,
ABI Resources

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

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

Fri 12/15/2023 11:54 AM

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

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

Would Gainwell please provide a status update?

Best regards,
David Medeiros
ABI Resources



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

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

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

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

Hi David,

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

Thank you,

Ron

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

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

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

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

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).

Document attached

Best regards,
David Medeiros
ABI Resources



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

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

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

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

Could you provide me their names in a secure email?

Thank you,

Ron

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

WWW.CTCOMMUNITYCARE.ORG

[FOLLOW US ON FACEBOOK](#)



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

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

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

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

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Consumers;

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

Best regards,
David Medeiros
ABI Resources



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

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

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

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

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



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

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

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

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

Importance: High

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

12.14.2023

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

Hello Ron,

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

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

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

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

12/15/23, 12:01 PM

Mail - ABI RESOURCES 860 942-0365 - Outlook

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

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

Best regards,
David Medeiros
ABI Resources

