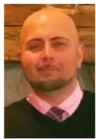

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 6, 2022 11:09 AM
To: Dumont, Amy E <Amy.Dumont@ct.gov>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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The ABI Resources ILST will be with the consumer at the SLG location for the quarterly ABI Waiver meeting organized by care management. The consumer is receiving SLG CBT services.

All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Tuesday, December 6, 2022 11:04 AM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

I need more context. Is the ILS T attending a team meeting at SLG where the client is receiving other services?

Amy

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

Sent: Tuesday, December 6, 2022 11:03 AM

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

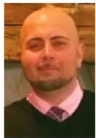
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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ILST

All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Tuesday, December 6, 2022 11:02 AM
To: aabiwr@live.com <aabiwr@live.com>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Can you please tell me what services the client is receiving from your agency?

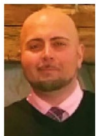
Amy

From: aabiwr@live.com <aabiwr@live.com>
Sent: Tuesday, December 6, 2022 11:01 AM
To: Dumont, Amy E <Amy.Dumont@ct.gov>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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Hello all,
Coincidentally a quarterly ABI Waiver meeting is scheduled at SLG on December 8th at 10 am.
The consumer is attending in person with ABI Resources staff.
With the current concerns and conflict of interests, would DSS or care management please provide a directive, must ABI Resources provide services at the SLG location on the 8th?

All the best,
David Medeiros



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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Monday, December 5, 2022 5:26 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Hi Amy,

Thank you for getting back to us, lets do the 8th.

Talk soon,
David

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

From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Monday, December 5, 2022 4:15:24 PM
To: aabiwr@live.com <aabiwr@live.com>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Good afternoon David! We would like to set up a time to meet with you to discuss the concerns that you expressed in your below email as well as any other issues you wish to review. I have identified a few dates and times below. Please let us know if any would work for you and I will send an invitation.

12/8 at 1pm

12/13 at 12pm or

12/14 at 11am

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
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

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

Sent: Thursday, December 1, 2022 4:18 PM

To: DSS, Commis <Commis.DSS@ct.gov>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Dumont, Amy E <Amy.Dumont@ct.gov>

Subject: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Importance: High

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12/01/2022

DSS Commissioner Dr Gifford,

ABI Resources provides ABI Waiver program services for a consumer now receiving Behaviorist services from SLG The Supported Living Group LLC. ABI Resources employees are consistently poached from, by, and at SLG. SLG also poaches consumers of Medicaid program services. Consumers are pressured or forced to receive behaviorist services at the SLG location. Agencies and providers are pressured and forced to provide services at SLG locations. CCCi care management directs the ABI Waiver team meetings at the SLG location.

There is a magnitude of significant conflicts of interest that exist for both Medicaid consumers and providers.

ABI Resources is being bullied and pressured to provide Medicaid services at competitor locations. This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Will DSS address, correct, and provide clarity for these Medicaid-Funded program challenges, today?

David Medeiros



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David- I will follow up with the Case Manager to determine when a meeting will be rescheduled for. I will also have him review with you the services that ABI resources should be providing on the clients plan. Thank you!

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
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

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, May 23, 2023 2:43 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>
Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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Subject: Request for Provision of DSS Plan and Inclusion of Conservator in Meetings

Dear Amy,

I hope this message finds you well.

I am writing to address a concern that has come to our attention regarding our most recent meeting and communications. The conservator, an integral part of our team, was not included in the previous meeting. This absence has unfortunately resulted in a lapse in communication and understanding of the current status and plans.

Furthermore, we have yet to receive the DSS plan you referred to in our latest correspondence. This has led to some confusion, as your previous response seemed to suggest that such a plan was already in place and available for review.

We appreciate your diligent work and understand that oversights can occur, however, it is crucial for the transparency and success of our shared goals that these documents and updates are disseminated promptly and inclusively. The conservator, along with all the members of our team, should be kept abreast of these developments.

In light of the above, we kindly request that you share the referred plan with us at your earliest convenience, ensuring a copy is also sent to ABI Resources. Additionally, we would appreciate it if you could confirm the meeting date that will include the conservator, so we can ensure full team participation.

Thank you for your attention to this matter. We believe that, moving forward, enhanced communication and transparency will significantly benefit our joint efforts and help us work together more effectively.

Looking forward to your prompt response.

All the best,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

Sent: Wednesday, April 26, 2023 1:55 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David:

Upon receipt of the critical incident report, the Department reached out to the Care Manager and the clinical professionals on the client's care team. Based on these discussions, including information conveyed by the client's conservator, it was determined that the client is in a safe situation and had an appropriate plan of care. This case can be discussed further at next Thursday's team meeting, where the Department will be present.

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
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

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

Sent: Tuesday, April 25, 2023 3:33 PM

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

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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To the DSS Care Management Team,

We are writing to address the recent critical incident report, which highlights pressing concerns related to liability and safety within your department. In response to these concerns, it is of utmost importance that immediate action is taken to implement clear and concise care management directives, ensuring compliance with industry best practices and relevant regulatory standards.

By prioritizing these concerns and demonstrating a proactive approach, we not only reaffirm our commitment to providing exceptional care but also protect our organization from potential adverse consequences. Your diligent attention to this matter is critical for upholding our reputation as a trusted care provider and fostering an environment that promotes continuous improvement.

Please be advised that failure to address these issues in a timely and effective manner may result in legal action, emphasizing the necessity for a prompt and thorough response on your part. We trust that you will take the appropriate steps to rectify the situation and safeguard the well-being of our consumers.

Sincerely,

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

Sent: Monday, April 24, 2023 1:09 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Hello Amy

Nicolle Collins, Paige Chen and possibly others from their organization.

Please find a CIR attached to this email for your review. We are currently awaiting the development and approval of a care management plan tailored to address the consumer's specific needs and mitigate any potential risks.

As we work together to provide the best possible care for our consumers, input and collaboration is crucial. We kindly request that you review the attached CIR. ABI hopes this will help expedite the process and ensure a comprehensive and effective care management plan.

We look forward to working closely with you to address this and continue providing exceptional care for consumers.

ABI Resources - Is Awaiting Care Management Plan for the Attached CIR

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

Sent: Monday, April 24, 2023 10:25 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David- We are looking into this however, can you please elaborate on a couple of things:

1. I am not showing this agency, NeuroDiverse Consultant as a waiver provider in our Medicaid Management information system (MMIS). Are you aware if they go by an alternate name?
2. Can you please provide specific examples and further elaborate of the conduct you are referring to for better understanding?

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
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

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

Sent: Sunday, April 23, 2023 5:15 AM

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

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Importance: High

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Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Dear DSS and COU,

As an ABI Resources representative, I am writing to urgently express our concerns about NeuroDiverse Consulting, LLC, a service provider for the MFP and ABI Waiver programs. They have inappropriately pressured and directed our agency and staff to participate in activities outside the program scope, such as "off working hour" non-billable research, trainings, and non-working hour communications with consumers. This is consistent for each team we mutually serve.

Problematic actions include:

Directing staff to deliver waiver services without consumer presence.

Instructing staff to provide waiver services while consumers are unsupervised in their communities for undefined periods.

Insisting on "non-working hour" team research and trainings without consumer involvement conducted by NeuroDiverse Consulting LLC.

Conducting Medicaid Waiver meetings without consumer participation.

Communicating with consumers when not working.

These practices risk significant liabilities for DSS, DMHAS, Care Management, and ABI Resources and jeopardize consumer safety and person-centered care quality.

ABI Resources is committed to providing legally compliant training programs for our staff and adhering to established guidelines. We respectfully request DSS and COU to intervene and instruct NeuroDiverse Consulting to immediately cease activities exceeding the waiver program scope. Our staff's role is limited to providing non-medical and non-therapeutic support services, and we are dedicated to working closely with consumers and their support networks.

We seek your assistance in addressing these issues and ensuring adherence to waiver guidelines for consumer support, allowing us to provide exceptional care collectively.

Thank you for your prompt attention. We look forward to working together to find a constructive solution to resolve these concerns.

All the best,
David Medeiros



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Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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

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David Medeiros



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

DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Thank you Marihonor,

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

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

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

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

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

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

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

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

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

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

Thank you for your time and consideration.

All the best,
David Medeiros



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



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

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

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

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

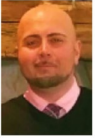
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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All the best,
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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

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

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

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

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

Hello Amy,

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

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

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

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

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

Thank you Marihonor,

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

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

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

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

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

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

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

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

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

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

Thank you for your time and consideration.

All the best,
David Medeiros



A.B.I. RESOURCES

WEBSITE | FACEBOOK

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

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



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

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

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

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

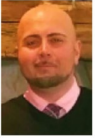
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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

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U.S. Department of Health and Human Services

Office of Inspector General

Requesting information about your complaint

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

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

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

Your complaint summary

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

Allegation details

HHS employee, contractor, or grantee

No

Allegation type

Kickbacks

Healthcare program

Medicaid

Program type

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

Date of activity

11/29/2022

Is the activity still happening?

Yes

Subject information

Subject

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

Witness information

Witness

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

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

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

Employment information

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

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

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

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

Your narrative

Your description of events

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

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

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

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

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

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

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

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

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

Your contact details

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

Your employment information

HHS employee, contractor, or grantee	No

Email address

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



Thank you for visiting **FOIA.gov**, the government's central website for **FOIA**. We'll continue to make improvements to the site and look forward to your input. Please submit feedback to National.FOIAPortal@usdoj.gov.

Submission ID: 912516

Success!

Your FOIA request has been created and is being sent to the Center for Medicare and Medicaid Services.

You'll hear back from the agency confirming receipt in the coming weeks using the contact information you provided. If you have questions about your request, feel free to reach out to the agency FOIA personnel using the information provided below.

Contact the agency

 Hugh Gilmore, FOIA Officer

410-786-5353

hugh.gilmore@cms.hhs.gov

 ~~FOIA Requester Service Center~~ 

410-786-5353

 ~~Joseph Tripline, FOIA Public Liaison~~ 

410-786-5353

joseph.tripline@cms.hhs.gov

 Hugh Gilmore, FOIA Officer, North Building, Room C5-11-06

7500 Security Boulevard

Baltimore, MD 21244

FOIA_Request@cms.hhs.gov

Request summary

Request submitted on **October 23, 2023**.

The confirmation ID for your request is **912516**.

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information you'll receive from the agency to track your request. In case there is an issue submitting your request to the agency you selected, you can use this number to help.

Contact information

Name

David MEDEIROS

Mailing address

215 Mountain St
Willimantic, CT 06226
United States

Phone number

8604633638

Company/organization

ABI Resources LLC

Email

aabiwr@live.com

Your request

10/23/2023 Subject: Freedom of Information Act Request Regarding CMS Acquired Brain Injury (ABI) Waiver Program and Consumer Compensation. Connecticut Department of Social Services DSS and Community Options Unit COU Office of the Commissioner 55 Farmington Avenue Hartford, CT 06105 RE: Freedom of Information Act Request FOIA I am writing to you under the provisions of the Freedom of Information Act to request access to and a copy of all records related to the Acquired Brain Injury (ABI) Waiver Program, specifically focusing on the involvement of the Supported Living Group Executive Office of Danielson: 113 School St, Danielson, CT 06239 and any compensation provided to consumers for participating in medicad ABI Waiver services. To assist in locating the information, I am seeking answers to the following questions: Are consumers under the Mediciad ABI Waiver Program paid or compensated in any way for participating in services provided by the Supported Living Group or affiliates? If so, could you provide details on the nature and structure of this compensation, including: a. Amounts of compensation b. Frequency of payments c. Criteria for eligibility for compensation d. Funding sources for the compensation e. Any limitations or conditions attached to the compensation Have there been any complaints, investigations, or audits related to the payment or compensation of consumers participating in the Mediciad ABI Waiver Program through the Supported Living Group? If so, what were the outcomes of these inquiries? Are there any policies, guidelines, or regulations that govern the payment or compensation of consumers within the ABI Waiver Program, specifically in relation to services provided by the Supported Living Group? How is the integrity and proper administration of consumer compensation within the ABI Waiver Program ensured, and what safeguards are in place to prevent misuse or misallocation of funds? I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Fees

Fee waiver

no

Request expedited processing

Expedited processing

no



FOIA.gov

CONTACT

Office of Information Policy (OIP)

U.S. Department of Justice

441 G St, NW, 6th Floor

Washington, DC 20530

E-mail: National.FOIAPortal@usdoj.gov

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Submission ID: 881491

Success!

Your FOIA request has been created and is being sent to the Center for Medicare and Medicaid Services.

You'll hear back from the agency confirming receipt in the coming weeks using the contact information you provided. If you have questions about your request, feel free to reach out to the agency FOIA personnel using the information provided below.

Contact the agency



Hugh Gilmore, FOIA Officer

410-786-5353

hugh.gilmore@cms.hhs.gov



FOIA Requester Service Center 

410-786-5353



Joseph Tripline, FOIA Public Liaison 

410-786-5353

joseph.tripline@cms.hhs.gov



Hugh Gilmore, FOIA Officer, North Building, Room C5-11-06

7500 Security Boulevard

Baltimore, MD 21244

FOIA_Request@cms.hhs.gov

Request summary

Request submitted on **September 29, 2023**.

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information you'll receive from the agency to track your request. In case there is an issue submitting your request to the agency you selected, you can use this number to help.

Contact information

Name

David Medeiros

Mailing address

215 Mountain St
Willimantic, CT 06226
United States

Phone number

8604633638

Company/organization

ABI Resources LLC

Email

aabiwr@live.com

Your request

Freedom of Information Act Request Centers for Medicare & Medicaid Services 7500 Security Boulevard Baltimore, MD 21244 Subject: Freedom of Information Act (FOIA) Request – Connecticut Medicaid ABI Waiver Program Agency Providers Information and Service Spending Financial Breakdown Dear FOIA Officer, I am writing to request information under the Freedom of Information Act (5 U.S.C. § 552). I am seeking records, documents, and other pertinent information related to agency providers, service details, and financial breakdowns for the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, for the time period spanning the last seven years up to the present day. Below are the specific details of the information I am requesting: 1. Agency Providers Information: a. A list of all Connecticut Medicaid ABI Waiver Program agency providers. b. Detailed contact information for each agency provider, including but not limited to names, addresses, email addresses, and telephone numbers. 2. Program Consumer Numbers: a. The exact number of Medicaid program consumers each listed entity serves. 3. Service Details: a. A comprehensive list of all services provided by the Connecticut ABI Waiver Program. b. Specific details of each service, including the nature and scope of the services provided. 4. Financial Breakdown: a. Detailed financial information representing a breakdown of all paid money for each Medicaid provider service. b. Any and all financial records related to the payments made to the agency providers, including invoices, transaction details, and payment summaries. Time Frame: a. This request covers records from the last seven years up to the present day. Format: Please provide the information in electronic format, preferably as email attachments or via a secure online portal. Expedited Processing: I request expedited processing of this request as the information sought is urgently needed to inform the public concerning actual or alleged Federal Government activity. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information. Sincerely, David Medeiros

Fees

Fee waiver

no

Request expedited processing

Expedited processing

yes

Justification for expedited processing

Expedited Processing: I request expedited processing of this request as the information sought is urgently needed to inform the public concerning actual or alleged Federal Government activity.



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CONTACT

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

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

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

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

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

ABI Resources contacted,

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

Dear Erin,

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

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

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

Provider List:

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

Electronic System:

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

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

Regarding the role of care managers in the process:

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

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

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

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

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

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

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

All the best,

David Medeiros

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

Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros

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

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

Dear

Julia Evans Starr, President,

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

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

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

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

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

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

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

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

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

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

Subject: To the attention of David Medeiros CBIS.

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

b. Pertaining to the received communication from

Thu 9/1/2022 12:16 PM

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

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

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

Thank you for your cooperation.

Sincerely,

David Medeiros

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

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

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

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

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

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

NEW BREAKING UPDATE NEWS / Connecticut

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

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

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

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

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

ABI Resources contacted,

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

and

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

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#WorldNews #politics #business

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

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

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

#community #people #management #quality #help

Top 5 questions to ask your Care management care manager.

ory of understanding and supporting the consumer,

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

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

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

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

Sincerely,



Thank you for visiting FOIA.gov, the government's central website for FOIA. We'll continue to make improvements to the site and look forward to your input. Please submit feedback to National.FOIAPortal@usdoj.gov.

Submission ID: 954806

Success!

Your FOIA request has been created and is being sent to the Center for Medicare and Medicaid Services.

You'll hear back from the agency confirming receipt in the coming weeks using the contact information you provided. If you have questions about your request, feel free to reach out to the agency FOIA personnel using the information provided below.

Contact the agency



Hugh Gilmore, FOIA Officer

410-786-5353

hugh.gilmore@cms.hhs.gov



FOIA Requester Service Center 

410-786-5353



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Request summary

Request submitted on **November 19, 2023**.

The confirmation ID for your request is **954806**.

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