

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 bellow:

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 If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

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

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

All the best,
David Medeiros



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

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

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

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

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

Hello Amy,

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

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

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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**

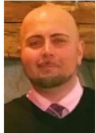
As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **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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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Friday, March 10, 2023 2:59 PM

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

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

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

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

Thank you.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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

Sent: Friday, March 10, 2023 2:33 PM

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

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

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

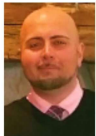
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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RE: Care Management Referral Process Inquiry for MFP Program and Waivers

Erin Kane <Erin.Kane@ctcommunitycare.org>

Mon 3/13/2023 3:53 PM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; aabiwr@live.com <aabiwr@live.com>

Cc: Danielle Gabor <Danielle.Gabor@ctcommunitycare.org>; Amy Dumont <amy.dumont@ct.gov>

Hi David,

My name is Erin Kane, Head of Quality here at Connecticut Community Care. Hope this message finds you well! Ron passed along your correspondence below and I wanted to take a moment to respond.

Related to your inquiry about the CCC process for referral making; Provider selection is based off the following criteria:

#1: Client choice – the client has a right to select which provider they would like to use.

#2: If a client indicates no preference, we utilize an electronic randomization process (randomizes based on service type, location etc.) to ensure all referrals are distributed fairly. This process is the same for all programs administered here at CCC.

Related to your other questions regarding documentation and eligibility, I would like to defer to a DSS colleague, Amy Dumont (CC'ed here). Please let me know if there is anything I can do to assist further.

Thank you,

Erin

Erin Kane
Head of Quality and Performance Improvement
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2227

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

Sent: Saturday, March 11, 2023 7:18 AM

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

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

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

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Hello Ron,

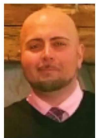
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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

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

Thank you for your assistance.

All the best,
David Medeiros



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

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

Tue 3/14/2023 8:48 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>

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.

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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,

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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

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Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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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>

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

Thank you for your time and consideration.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Friday, March 10, 2023 2:59 PM

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

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

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Thank you.

Marihonor Flagg

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

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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>
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All the best,
David Medeiros



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