

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

WWW.CTCOMMUNITYCARE.ORG

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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,

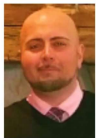
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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.

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

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 If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

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

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

All the best,

David Medeiros



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

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

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

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

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

Hello Amy,

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

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

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

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

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

All the best,
David Medeiros



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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**

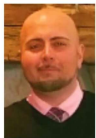
As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **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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Inquiry Regarding Client's Option to Change Agency Service or Care Management Provider. MFP, ABI and PCA Waivers.

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

Fri 3/17/2023 7:30 AM

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

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

Hello Erin,

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

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

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

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

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

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

All the best,
David Medeiros



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

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

Tue 5/23/2023 3:33 PM

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

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

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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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