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MENU

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Submission ID: 666601

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.govFOIA 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 N2-20-06

7500 Security Boulevard

Baltimore, MD 21244

FOIA_Request@cms.hhs.gov

Request summary

Request submitted on **April 4, 2023**.

The confirmation ID for your request is **666601**.

The confirmation ID is only for identifying your request on FOIA.gov and acts as a receipt to show that you submitted a request using FOIA.gov. This number does not replace the

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

39 Kings Highway, STE C
STE C
Gales Ferry, CT 06335
United States

Phone number

8604633638

Company/organization

ABI RESOURCES LLC

Email

AABIWR@LIVE.COM

Your request

The requester is seeking information about the Connecticut Community Care (CCC) referral system used to select agency providers for clients enrolled in federally funded programs; Money Follows the Person, and the ABI Waiver program. The requester is seeking information on the following topics: Approved Medicaid Provider Directory List: The approximate number of agency providers currently in the CCC referral system, who is responsible for maintaining and updating the list of agency providers, how often the list of agency providers is updated, and how ABI Resources is currently listed within the CCC referral system. Electronic Referral System: The name of the electronic referral system used by CCC for provider selection, who is responsible for managing the referral system and ensuring its smooth operation, and how the selected provider is presented to the care manager and subsequently to the client. Regarding the Role of Care Managers in the Process: The care manager's role in presenting agency providers to clients during the referral process, how care managers ensure that clients are well-informed and make the best choice based on their needs and preferences, and the level of involvement and autonomy care managers have when utilizing the CCC electronic referral system for federally funded programs. The process involved in the event a client wishes to change an agency service provider or care management provider: If clients have the option to request and receive a different agency service provider, care manager, or care management agency provider, what specific form or documentation must a client complete to document their request, the steps they must take to ensure that their request is successfully processed if the client signs an official request to change agency service providers, a care manager, or care management agency if this signed document is provided to the current provider, where clients can locate these documents if this document is provided to the client by care management, what periods for notices are implemented, and how the client may make this request if they are

uncomfortable doing so directly to their care manager, agency service provider, or care management provider.

Fees

What type of requester are you?

media

Fee waiver

no

Request expedited processing

Expedited processing

yes

Justification for expedited processing

Dear Office of Information Policy (OIP) team, I am writing to request expedited processing of my FOIA request for information regarding Connecticut's federal funded programs, Money Follows the Person and the ABI Waiver program. Specifically, I am seeking information about the Connecticut Community Care (CCC) referral system used to select agency providers for clients enrolled in these programs. I believe that my request meets the criteria for expedited processing under 5 U.S.C. § 552(a)(6)(E)(v)(II). The information I am seeking is urgently needed to protect the health and safety of vulnerable individuals enrolled in these programs.



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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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Fw: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

vgiannelli@alliedgroup.org <Office365@messaging.microsoft.com>

Fri 10/13/2023 2:15 PM

To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>;

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

Hi David,
Please see below.
Val

From: Amy Dumont <Office365@messaging.microsoft.com>

Sent: Friday, October 13, 2023 1:54:38 PM

To: Valerie Giannelli <vgiannelli@alliedgroup.org>

Cc: Amy Dumont <Amy.dumont@ct.gov>

Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

We added BCBA in 7/19 as a service provider under the CBT definition for ABI 1 and 2. I do not know about MFP as that is not a waiver. BCBA's are licensed in CT under CT General Statutes 20-185k and 20-185l. I am not sure what else he needs. His agency does not employ CBT's.

Amy

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

Sent: Friday, October 13, 2023 1:25 PM

To: Valerie Giannelli <vgiannelli@alliedgroup.org>

Cc: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>; ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

Hello Valerie and ACR, checking on the status of this

10/11/2023

Subject: Confirmation: Service Qualification for ABI Waiver Programs and MFP

Dear Val,

Please forgive my confusion as ABI may be receiving conflicting information.

I'd like to expressly confirm, referencing the details from your email about the information Kathy Bruni DSS provided to ACR: the service qualification was added to both ABI waivers 1 and 2, as well as MFP, during the *pending* renewal in November/December 2019.

Is the following correct?

- This change was definitively approved for all three waivers in that year, 2019.
- ACR then added this description in 2019 per DSS directives.

Thank you for your diligence in ensuring clarity and accuracy and clearing up my confusion.

Warm regards,
David Medeiros
ABI Resources

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

Sent: Wednesday, October 11, 2023 11:36 AM

To: Valerie Giannelli <vgiannelli@alliedgroup.org>

Cc: Nicole Simmons <nsimmons@alliedgroup.org>; marihonor Flagg <mflagg@alliedgroup.org>; ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

10/11/2023

Subject: Confirmation: Service Qualification for ABI Waiver Programs and MFP

Dear Val,

Please forgive my confusion as ABI may be receiving conflicting information.

10/15/23, 5:30 AM

Fw: Medicaid ABI Waiver Program 1, ABI Waiver ... - ABI RESOURCES 860 942-0365

I'd like to expressly confirm, referencing the details from your email about the information Kathy Bruni DSS provided to ACR: the service qualification was added to both ABI waivers 1 and 2, as well as MFP, during the *pending* renewal in November/December 2019.

Is the following correct?

- This change was definitively approved for all three waivers in that year, 2019.
- ACR then added this description in 2019 per DSS directives.

Thank you for your diligence in ensuring clarity and accuracy and clearing up my confusion.

Warm regards,
David Medeiros
ABI Resources

From: Valerie Giannelli <vgiannelli@alliedgroup.org>
Sent: Wednesday, October 11, 2023 9:17 AM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Cc: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>
Subject: RE: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

You've received an encrypted message from vgiannelli@alliedgroup.org
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: AABIWR@LIVE.COM

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

☐ Message encryption by Microsoft Office 365

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C5-11-06
Baltimore, Maryland 21244-1850



Office of Strategic Operations and Regulatory Affairs / Freedom of Information Group

Request has been assigned: Control Number **060520237010** and PIN **RRY4**

6/7/2023

DAVID MEDEIROS.

39 Kings Highway, STE C.
Gales Ferry, CT 06335

Dear Mr. Medeiros:

The purpose of this letter is to acknowledge receipt of your Freedom of Information Act (FOIA) request (5 U.S.C. § 552) and to provide you with a tracking number for your request. Your FOIA request, dated **6/5/2023** was received on **6/5/2023** by the Centers for Medicare & Medicaid Services (CMS). To check the status of your request as it is being processed, please refer to the CMS FOIA website <http://www.cms.gov/apps/FOIA> and enter the control number and PIN (listed above) that have been assigned to your request.

Once we complete our initial analysis of your request, we will initiate a search for responsive records. If however, we determine that your request needs clarification, we will contact you. Additionally, if our searching units advise us that you have requested a voluminous amount of records that require extensive search, production and review, we will contact you to discuss options for narrowing the scope of your request in order to process your request as quickly and efficiently as possible.

Please note that CMS receives a very high volume of FOIA requests. The following unusual circumstances, as defined by Federal FOIA Regulations, may impact our ability to fulfill a FOIA request within 20 business days. These include circumstances such as (1) the request requires us to search for and collect records from multiple components and/or field offices; (2) the request involves a voluminous amount of records that must be located, compiled, transferred to this office, and reviewed. In addition, given our high volume of requests, and in accordance with federal regulations, our processing policy includes factors such as the date of the request as well as the complexity of the request.

The FOIA law assumes that requesters are willing to pay fees up to \$25.00. If estimated fees to process your request exceed \$25.00, we will notify you and may suspend processing until we receive written confirmation that you are willing to pay the estimated fees. Additionally, for

requests in which the estimated fees exceed \$250.00, the law authorizes us to collect the fees *in advance* prior to processing the request.

If your request sought a fee waiver or expedited processing, we will send additional communication to provide you with our determination decision(s).

If you are not satisfied with any aspect of the processing and handling of this request, please contact Angelica Holland.

You also have the right to seek dispute resolution services from:

Joseph Tripline
CMS FOIA Public Liaison
Centers for Medicare & Medicaid Services
7500 Security Blvd., MS N2-20-16
Baltimore, Maryland 21244-1850
Telephone: (410) 786-5353 fax (443)-380-7260

and/or:

Office of Government Information Services
National Archives and Administration
8601 Adelphi Road – OGIS
College Park, MD 20740-6001

Telephone: 202-741-5770
Toll-Free: 1-877-684-6448
E-mail: ogis@nara.gov
Fax: 202-741-5769

Sincerely yours,

A handwritten signature in black ink, appearing to read "Hugh Gilmore", with a stylized, flowing script.

Hugh Gilmore
Deputy Director/FOIA Officer
Freedom of Information Group

ALLIED COMMUNITY RESOURCES, INC. HIPAA COMPLIANCE

PRIVACY PRACTICES COMPLAINT FORM

You may complete this form for the purpose of filing a complaint with Allied Community Resources, Inc. for an alleged violation of a health information privacy law or Allied Community Resources, Inc.'s notice of privacy practices. You may submit a complaint using an alternative form, provided you include at least the information required below.

If Allied Community Resources, Inc. requires additional information in order to complete the investigation of your complaint, the privacy officer of Allied Community Resources, Inc. will attempt to contact you to gather this information. At the end of the investigation, Allied Community Resources, Inc. will contact you to discuss the results of the investigation and corrective actions taken by Allied Community Resources, Inc. if any. You may submit a complaint to the department/person from whom you received this form or please send the complaint by mail to:

Karen Hansen, Privacy Officer
Allied Community Resources, Inc.
6 Craftsman Rd
East Windsor, CT 06088

SECTION A. YOUR CONTACT INFORMATION

FIRST NAME _____ MIDDLE INITIAL _____ LAST NAME _____
STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

TELEPHONE NUMBER WHERE ALLIED COMMUNITY RESOURCES, INC. MAY CONTACT YOU:
_____.

SECTION B. INFORMATION ABOUT WHY YOU ARE FILING A COMPLAINT WITH ALLIED COMMUNITY RESOURCES, INC.

DATES OF HEALTH CARE SERVICES (IF APPLICABLE): ____/____/____ TO ____/____/____

PLEASE EXPLAIN YOUR COMPLAINT: _____

Re: ABI Waiver Program Consumer Service Concern**A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**

Tue 11/9/2021 2:35 PM

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

Cc: commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <AABIWR@LIVE.COM>

11/09/2021

Would the Department of Social Services, please provide a status update?

All the best,
David Medeiros CBIS**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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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Friday, October 29, 2021 9:09 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/29/2021

Would the Department of Social Services, please provide a status update? The MFP consumer's conservator contacted ABI Resources again this morning requesting services.

All the best,
David Medeiros CBIS**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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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Monday, October 25, 2021 6:40 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/25/2021

Hello,

Would the Department of Social Services, please provide a status update? The MFP consumer conservator continues to contact ABI Resources.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

Sent: Thursday, October 21, 2021 1:07 PM

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

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

Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

Connecticut Community Care removed ABI Resources from providing Medicaid Money Follows the Person services after requesting a team meeting. Connecticut Community Care falsely communicated to the family that ABI Resources quit. The conservator is actively communicating to ABI Resources they are in desperate need of services. Connecticut Community Care inaccurately misled a consumer of the Medicaid MFP program.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

Sent: Thursday, October 21, 2021 10:22 AM

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

Subject: ABI Waiver Program Consumer Service Concern

Good Morning,
Your email to the Commissioner's Office has been forwarded to my attention.
How may I assist you?
Thank you.
Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
Director, Operations Team
Co-Lead, Community Options Unit
Division of Health Services
Connecticut Department of Social Services
www.ct.gov/dss

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Re: FB

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

Mon 10/18/2021 8:08 AM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Hello Kathleen,

This communication is again concerning and inaccurate.

David Medeiros
A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Sent: Monday, October 18, 2021 8:06:25 AM

To: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: RE: FB

Good morning,

Per phone call I received from David Madeiros you stated at the end of the call that you were giving 14 day notice- right after stating that I could check Sandata for staff records as mom Mary had called me to state that you sent light duty staff, and had days where no one showed up. I don't get involved with these types of issues but need to make sure th consumer is safe and agencies are staffing according to the service orders and approved care plan.

Then you followed up with an email stating that you wanted a meeting or you would give 14 day notice.

I spoke with Mary and Jim who stated that they understood you had been with them from the beginning, however were unhappy and wanted one agency moving forward.

In the meantime the PCA agency was aware of a complain made of poaching staff which was a private conversation between Mom and the staff and did not involve Angelica or CTL. Angelica put in notice and CTL is no longer covering.

Mom and Dad both asked me to find a new agency to cover both, which I did and they are starting today. I was not able to find another agency to work as a split and the consumer needs a significant amount of hands on care.

I have spoken with DSS who stated that the family gets to choose the agency and there are no contracts or special arrangements between consumers and agencies. The family wishes are what needs to be followed.

I have also kept my supervision and DSS informed every step of this case.

The other agency is planning on starting today for PCA and RA agency.

Thank you,
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

[FOLLOW US ON FACEBOOK](#)



From: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Sent: Friday, October 15, 2021 5:20 PM

To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>

Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>; James Fitzmaurice Conservator Team FB 2019 <fitzjp@snet.net>

Subject: Re: FB

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

ABI Resources did not provide a 14 day notice.

James has informed us that you contacted him on Monday, and told him both agencies gave notice, which is inaccurate.

ABI Resources grateful for the opportunity and is always ready to support FB and his family.

David Medeiros
A.B.I. RESOURCES



From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, October 15, 2021 5:04:17 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: Re: FB

This communication is concerning, and inaccurate.

David Medeiros
A.B.I. RESOURCES



From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Friday, October 15, 2021 4:50:53 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: Dawn Grenier <Dawn.Grenier@ctcommunitycare.org>
Subject: RE: FB

Good afternoon David,

I just want to thank you for your work on FB's case and thank you for providing 14 days notice.

I spoke with both parents and they have chosen to move forward with a different agency to provide services for this case.
The new agency will start on Monday 10/18/2021, providing PCA and RA services.

Sincerely,

Kathleen Hazelton

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG
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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, October 6, 2021 1:35 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: legal@ctbraininjury.com; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>
Subject: Re: FB

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

Good afternoon Kathleen,

In reference to the services, ABI Resources is actively providing for client FB in Gales Ferry. It appears that CTL has contacted the client's current ABI Resources employee, pressing employment for CTL with the same client. Unfortunately, if the provider poaching/talent raiding continues ABI Resources will be forced to provide a 14-day notice. ABI Resources is requesting a team meeting as it appears there may be current service concerns.

All the best,
David Medeiros CBIS



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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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 22, 2021 1:08 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: FB

Good afternoon,

Frankie will be dc tomorrow to home.
Can you restart services?

Thank you
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

WWW.CTCOMMUNITYCARE.ORG

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, September 1, 2021 12:39 PM
To: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Cc: HEATHER MEDEIROS <heather.m@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ROBERT BRULE <robert.b@ctbraininjury.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: Re: FB

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Hello Kathleen,

The client is not within the SANDATA scheduling / billing system. Would you please add the client so that ABI Resources may start scheduling? ABI is ready to start.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

[WEBSITE](#) | [FACEBOOK](#) | ([Meet Abi the Elephant](#))

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From: Kathleen Hazelton <Kathleen.Hazelton@ctcommunitycare.org>
Sent: Wednesday, September 1, 2021 11:55 AM
To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>
Subject: FB

Good morning
Francis Burton's RA staff did not show up today, resulting in the morning PCA staff having to remain in order to ensure Frankie's safety.
I attempted to call you but your vm was full.
Can you please respond ASAP so we can discuss?
Thank you
Kathleen

Kathleen Hazelton
Specialized Care Manager
43 Enterprise Dr, Bristol, CT 06010
860-257-1503 x4119

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<https://outlook.live.com/mail/0/inbox/id/AQQkADAwATNiZmYAZC1hNTUAOC0wYjQ3LTAwAi0wMAoAEABLU8yAKmGfTJLxu0eEYexl>

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

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

Fri 3/24/2023 10:25 AM

To: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>

All the best,
David Medeiros CBIS



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

Sent: Wednesday, March 22, 2023 1:08 PM

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

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

Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros



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

Sent: Friday, March 17, 2023 5:43 AM

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

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

Dear Erin,

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

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

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

Provider List:

- a. Approximately how many agency providers are currently in the Connecticut Community Care referral system? Understanding the number of providers in the system will give me a better idea of the diversity and range

of options available to clients.

- b. Who provides Connecticut Community Care with the list of agency providers included in the referral system? Is there a specific department or organization responsible for maintaining and updating the list of providers?
- c. How often is the list of agency providers updated? Is there a regular schedule or is it updated on an as-needed basis?
- d. How may we ensure that ABI Resources is listed within the system for all areas and services? May I see how ABI Resources is listed within your system?

Electronic System:

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

Regarding the role of care managers in the process:

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

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

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

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

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

All the best,
David Medeiros



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9 months -- Care Management Neglect of Historical Information Sharing with CBT Behaviorist for ABI Waiver Program Survivor EB

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

Fri 9/1/2023 6:47 AM

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

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

Date: August 31, 2023

To: Connecticut Department of Social Services (DSS)

From: ABI Resources

The ABI Waiver Program aims to assist individuals with Acquired Brain Injuries, facilitating their integration into community settings and ensuring they lead self-directed lives. Central to this program's success is the transparent exchange of information by Care Management to all involved professionals.

Report of the Meeting:

During a recent team meeting for ABI Waiver Program survivor EB from Griswold, CT, the CBT behaviorist highlighted the following concern:

In the past 9 months of providing weekly therapy services to EB since January, the behaviorist did not receive any historical behavioral or background information about EB from Care Management.

The absence of information from Care Management poses questions about the necessity and justification of the weekly ABI Waiver behavioral services being provided and billed to Medicaid. How can a behaviorist deliver effective services without prior knowledge or specific directives?

During this meeting, the Care management explained they had no information about the consumer but would look at the client's records next week when they go to the office, the behaviorist then approached ABI Resources for past and current medical and therapeutic data. However, ABI Resources provides non-medical/therapeutic support, potentially complicating the behaviorist's request.

The Cognitive Behavioral therapist raised concerns to the consumer and team about the consumer's lead medical rehab doctor's abilities and prescriptions. Such concerns have unsettled the consumer, making them contemplate seeking a new prescriber and potentially not adhering to their medication regimen. Notably, EB has been with their current doctor for over 15 years.

Implications:

Program Integrity: ABI Waiver care management consultation services are built on organization thorough information sharing and communication. A lapse in this

regard undermines the quality of care as well as concerns for Care management consultation service billing that may not be provided.

Consumer Safety: Operating without a complete background can endanger the consumer, therapist, and service providers.

CBT Medication Concerns: Uncertainties regarding EB's medication necessitate immediate investigation and resolution.

Concerns Raised:

Clarity is required on the interventions the CBT behaviorist has employed with EB since January. The obstacles created by the missing historical data and the highlighted medication worries are urgent.

Request for Action:

Immediate Sharing of Information: Care Management must swiftly relay all pertinent historical details about EB to the CBT behaviorist and ABI Resources.

Audit of Care Management Protocols: An assessment should be initiated to discern the cause of this neglect and avert similar oversights for other clients.

Training: Provide comprehensive training for Care Management consultation services and behavioral providers to ensure an understanding of the roles and capacities of each associated organization.

Contact CMS: Initiate a thorough investigation into the consumer's ABI Waiver Program service plan and to ascertain if other consumers are experiencing similar.

Ensuring the concerns detailed herein are swiftly addressed is critical to preserving safety as well as the integrity and purpose of the ABI Waiver Program.

We urge Connecticut DSS to prioritize this matter and ensure proper measures are taken to rectify the situation. Lastly, ABI Resources requests follow-up information as to how the Department of Social Services has addressed this.

Sincerely,

David Medeiros

ABI Resources

Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

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

Mon 9/25/2023 9:07 AM

To:marihonor Flagg <mflagg@alliedgroup.org>;Valerie Giannelli Provider Services <vgiannelli@alliedgroup.org>;Allied Community ACR <acr@alliedgroup.org>

09/25/2023

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

Hello Valerie and Marihonor,

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

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

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

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

Thank you very much for your time and assistance.

Sincerely,

David Medeiros,
ABI Resources

choices

① • Nichole - CBT
~~CCSN~~ → SLG

② • Dr. Brissman - CBT
→ SLG

③ • Alternative CBT
- telehealth only

④ no CBT

- Nichole is change jobs.
- She is willing to support you or help you to transition to another CBT
- Nichole is comfortable working w/ Marcela + Christine

The choice is yours
Angelito.

Nichole's last day at CCSN
is Oct 12.

Your family can talk to Carol about
this.

RE: Commissioner regarding Medicaid ABI Waiver 1:

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

Tue 8/29/2023 10:06 AM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; DSS, Commis <Commis.DSS@ct.gov>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

Good morning David! There has been no change in policy or program guidelines. Pursuant to section 17b-260a-11(a)(1) of the Department's ABI Waiver Operational Policy effective July 1, 2016, "[t]o the extent feasible, the individual shall lead the person-centered planning process. If the individual has a legal representative, the legal representative may participate in the planning process, making decisions for the individual, as necessary to ensure the best interests of the individual." As such, there may be, and often are, circumstances in which an individual, or an individual's representative, in consultation with the care manager, decide not to attend a particular meeting. This decision remains in the discretion of the individual and/or their representative, as part of the person-centered planning process, rather than that of any providers who may also be participating in a meeting.

Please let me know if you have any additional questions.

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: Monday, August 28, 2023 11:58 AM

To: DSS, Commis <Commis.DSS@ct.gov>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

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

Subject: Re: Commissioner regarding Medicaid ABI Waiver 1:

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Subject: Immediate Attention Required: Clarification on Medicaid ABI Waiver 1 Meeting Protocols

Dear Commissioner [Commissioner's Last Name],

I hope this message finds you in good health and high spirits. I am reaching out with great urgency concerning the email sent by Mr. David Medeiros on behalf of ABI Resources. Our correspondence addresses pivotal concerns regarding the Medicaid ABI Waiver 1 meeting protocols.

Given the importance and the potential ramifications of the matter at hand, we stress the importance of a swift and comprehensive response to our query. The inclusion or exclusion of consumers in their respective Medicaid ABI

Waiver meetings is not just a procedural concern but one deeply rooted in the principles of patient autonomy, informed decision-making, and effective care delivery.

Ensuring a transparent, participatory, and holistic approach in these meetings is crucial for the actualization of patient-centered care—a gold standard in healthcare provision. If indeed there has been a policy or guideline change, it becomes paramount for providers like ABI Resources, who are at the forefront of service delivery, to comprehend the underpinnings of such decisions.

It is our shared responsibility, both as a government entity and as care providers, to safeguard the welfare and rights of our consumers. The gravity of this topic necessitates a prompt elucidation so that all stakeholders can function cohesively and in the best interests of the consumers.

Understanding that the vast responsibilities of your office might have led to inadvertent delays, we kindly underscore the urgency of our request and hope for an expedited reply. Ensuring clarity and coherence in our approach will undeniably further the cause we both deeply care for—the well-being of our service recipients.

Thank you for understanding the urgency of this matter and for your timely attention.

Warm regards,

ABI Resources.

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

Sent: Thursday, August 24, 2023 7:15 PM

To: Commis DSS <commis.dss@ct.gov>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>

Subject: Commissioner regarding Medicaid ABI Waiver 1:

Commissioner
Department of Social Services
Office of the Commissioner
55 Farmington Avenue
Hartford, CT 06105

Subject: Concerns Regarding Medicaid ABI Waiver 1 Meeting Protocols

Dear Commissioner,

I hope this letter finds you well. I am writing on behalf of ABI Resources, a dedicated provider of brain injury support services within the state of Connecticut. We have been privileged to work in collaboration with the Department of Social Services to provide essential services to many individuals under the Medicaid ABI Waiver program.

Recently, we were informed by Care Management that consumers of the Medicaid ABI Waiver 1 do not need to be present or be a part of their own Medicaid ABI Waiver meetings. This came as a surprise to us, as the active participation of consumers has always been central to ensuring their care plans reflect their specific needs, preferences, and goals.

It is our firm belief that direct involvement of consumers in these meetings is paramount. Not only does it respect their rights to be involved in decisions about their own care, but it also ensures a more tailored and effective care plan. Their firsthand input on their experiences, challenges, and aspirations is invaluable.

We kindly request clarification on this matter. If this is indeed a new policy or guideline, we are keen to understand the rationale behind such a decision. We genuinely believe that an open dialogue on this topic can lead to outcomes that best serve the interests and wellbeing of those under the Medicaid ABI Waiver 1 program.

Thank you for your attention to this matter. We deeply value our partnership with the Department of Social Services and are committed to ensuring the best possible outcomes for our shared consumers. I look forward to your prompt response and clarification.

Warm regards,

David Medeiros
ABI Resources

Delivered: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

postmaster@ct.gov <postmaster@ct.gov>

Thu 9/28/2023 10:47 AM

To:Commis DSS <commis.dss@ct.gov>

 1 attachments (39 KB)

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada);

Your message has been delivered to the following recipients:

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Subject: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

Delivered: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

postmaster@ct.gov <postmaster@ct.gov>

Thu 9/28/2023 10:48 AM

To:providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

 1 attachments (39 KB)

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada);

Your message has been delivered to the following recipients:

providerfraud.dss@ct.gov (providerfraud.dss@ct.gov)

Subject: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

Not read: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

DSS, Fraud-Recoveries <providerfraud.dss@ct.gov>

Thu 9/28/2023 8:35 AM

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

Your message

To: DSS, Fraud-Recoveries

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

Sent: Thursday, September 28, 2023 7:12:05 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 8:34:54 AM (UTC-05:00) Eastern Time (US & Canada).

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

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

Thu 9/28/2023 10:47 AM

To: Commis DSS <commis.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

Would you please explain this?

1)

Your message

To: DSS, Fraud-Recoveries

Subject: DSS would you please explain this?

Sent: Thursday, September 28, 2023 10:36:34 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

2)

DSS Would you please explain this?

Your message

To: DSS, Fraud-Recoveries

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

Sent: Thursday, September 28, 2023 7:12:05 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 8:34:54 AM (UTC-05:00) Eastern Time (US & Canada)

Delivered: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

postmaster@ct.gov <postmaster@ct.gov>

Wed 9/20/2023 7:59 AM

To: Commis DSS <commis.dss@ct.gov>

 1 attachments (40 KB)

Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG);

Your message has been delivered to the following recipients:

[Commis DSS \(commis.dss@ct.gov\)](mailto:commis.dss@ct.gov)

Subject: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

Delivered: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

postmaster@ct.gov <postmaster@ct.gov>

Wed 9/20/2023 7:59 AM

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

 1 attachments (42 KB)

Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG);

Your message has been delivered to the following recipients:

[Amy Dumont \(amy.dumont@ct.gov\)](mailto:amy.dumont@ct.gov)

Subject: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

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

Mon 9/25/2023 12:11 PM

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

Cc: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

09/25/2023

Subject: Urgent: Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

Dear DSS Commissioner and Amy Dumont COU,

I am writing to formally raise a complaint against Connecticut Community Care Management consultation services with respect to their steering and referral processes being implemented for the federally funded Medicaid ABI Waiver Program.

It has come to our attention that consumers currently receiving CBT behavioral services from CCSN are being improperly advised to change providers and are being coerced into signing release of information agreements to transfer to the Supported Living Group. What's more alarming is that consumers are not being provided with the approved provider list and are being informed by care management that no other options are available to them, which is in direct contravention of their rights under the law.

Details of Complaint:

Issue: Unlawful steering and referral processes

Affected Program: Medicaid ABI Waiver Program

Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN

Conducting Entity: Connecticut Community Care Management consultation services

Requested Action:

Immediate Investigation: A swift and thorough investigation into the aforementioned unlawful practices to safeguard the rights and interests of the affected consumers.

Assurance of Compliance: Assurance that Connecticut Community Care Management services comply strictly with all federal and state laws governing the Medicaid ABI Waiver Program.

Provision of Approved Provider List: Immediate provision of the approved provider list to all affected consumers.

Restoration of Consumer Rights: Ensuring that consumers are well-informed of their rights and available options and are not misled or coerced into making uninformed decisions.

Legal Implications:

The actions conducted by Connecticut Community Care Management consultation services could potentially contravene federal and state laws protecting consumer rights and governing Medicaid programs, leading to severe legal repercussions, including sanctions, penalties, and loss of licensure.

I kindly request your immediate attention to this grave matter, and I urge DSS to take stringent action against any and all entities engaging in unlawful and unethical practices, ensuring the protection and well-being of all consumers under the Medicaid ABI Waiver Program.

Please inform us of any steps that will be taken in response to this complaint and any additional information you may require from us.

Thank you for your immediate attention to this serious issue, and I trust that DSS will uphold the rights of consumers and maintain the integrity of the Medicaid ABI Waiver Program.

Sincerely,

David Medeiros
ABI Resources

This communication is intended solely for the notification and addressing of potential irregularities and misconduct observed in the operation and management of the Medicaid ABI Waiver Program by Connecticut Community Care Management consultation services. The concerns and allegations made herein are predicated on reason to believe and are asserted in good faith, stemming from observed and reported practices which, if substantiated, may amount to violations of applicable law and contractual obligations.

This document and the assertions contained within it are not to be interpreted as conclusive proof or an official indictment of the identified entity's integrity, legality, or professional conduct, but rather as a conveyance of serious concerns that warrant immediate attention and thorough investigation. Until such a comprehensive investigation is conducted and its findings are disclosed, no final determinations or judgments regarding the implicated entity's legal or ethical standing should be made.

This disclaimer serves to clarify that the information provided is for informational purposes only and does not constitute legal advice, professional diagnosis, opinion, treatment or services to you or to any other individual. We expressly disclaim all liability in respect to actions taken or not taken based on any or all the contents of this communication.

We remain, to the fullest extent permissible under law, without prejudice to our rights, remedies, defenses, or claims, whether under the present circumstances or in any future situations arising out of or in connection with the issues raised herein. We reserve the right to make any amendments, revisions, and corrections to the content of this communication as and when new, more accurate, or more comprehensive information becomes available.

By acknowledging receipt of this document, you confirm your understanding and acceptance of the terms stated herein and assume responsibility for forwarding this complaint to the appropriate parties or departments for immediate attention and action.

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

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

Thu 9/28/2023 7:12 AM

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

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

<dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

09/28/2023

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

Dear Connecticut Department of Social Services and COU.

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

Consumer JG contacted ABI Resources on September 9, 2023.

The concerns conveyed by the consumer include:

Little to no care management

Absence of service providers

Numerous safety concerns

Housing concerns

Uncertainty over ABI Waiver CBT services

Potential police involvement

Potential judicial involvement.

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

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

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

Some potentialities:

Safety, Legal, and Civil Challenges:

Violation of Rights and Well-being:

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

Breach of Contract and Service Agreement:

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

Violation of Privacy and Autonomy:

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

Risk to Safety and Security:

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

Legal Implications and Liabilities:

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

Immediate Resolution Requested:

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

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

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

Yours sincerely,
David Medeiros
ABI Resources

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

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

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

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

Thank you for your understanding and cooperation.

RE: Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

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

Fri 7/7/2023 5:00 PM

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

Cc: legal@ctbraininjury.com <legal@ctbraininjury.com>

David- I am acknowledging the receipt of this email. As you know, I was in attendance at the referenced team meeting. We will look into your allegations.

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: Thursday, July 6, 2023 2:04 PM

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

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; legal@ctbraininjury.com

Subject: Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

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.

Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

To the attention of: DSS Commissioner and Amy Dumont, DSS / COU.

I trust this message finds you well.

In reference to our recent meeting, we, at ABI Resources, are writing with an escalating concern regarding a repeated breach of protocol by one of the ABI Waiver Behaviorists, Ms. Nichole Collins. Her continued actions are compromising not only the integrity of our client support system but also that of the Medicaid ABI Waiver program. Today's discovery is yet another additional request for DSS intervention.

It has been observed, reported and documented that Ms. Collins, in her role as a behaviorist, has been directing case management activities and implementing care plans without appropriate consultation or consensus, which are strictly against the established procedures of the ABI Waiver program. Her unilateral decisions and actions have violated the program's guidelines and potentially endangered consumer safety.

Additionally, her actions have involved unilaterally referring and transitioning a client to an agency of her choice, an act that unequivocally constitutes solicitation and an explicit violation of the ABI Waiver protocols. This approach not only infringes on the client's rights to explore all appropriate options but also has created unnecessary conflicts of consumer safety. Her repeated advocacy for preferred agencies, which has been shared with the conservator, is beyond the bounds of her role and is, quite frankly, unacceptable.

In line with the regulations specified by Sec. 17b-260a-17, we are formally requesting that the Department of Social Services (DSS) and the Chief Operating Unit (COU) urgently investigate this matter. It is clearly articulated in this section that providers must adhere strictly to the stipulated guidelines, with failure to do so leading to potential repercussions, including the termination of the provider's service contract, removal from the Provider Directory, or disqualification as a provider.

Our primary concern is to ensure the safety, well-being, and best interests of our clients. In pursuit of this, we hereby request the removal of Ms. Nichole Collins from the Waiver program based on the grievances described above and in compliance with Sec. 17b-260a-17.

We trust in your commitment to uphold the integrity of the DSS ABI Waiver program, ensuring its operations remain fair, transparent, and fundamentally client-focused. Should you require any further information or documentation pertaining to this matter, we stand ready to provide the same.

We look forward to your prompt action in this regard.

Thank you for your immediate attention to this matter.

Sincerely,

David Medeiros



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regulations. ABI-639-DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



RE: Freedom of Information Act Request: Communications Pertaining to Federal Medicaid ABI Waiver Program & Money Follows the Person Program

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

Tue 9/26/2023 8:24 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>
David –

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



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

Sent: Tuesday, September 26, 2023 7:11 AM

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

Subject: Freedom of Information Act Request: Communications Pertaining to Federal Medicaid ABI Waiver Program & Money Follows the Person Program

Importance: High

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Subject: Freedom of Information Act Request: Communications Pertaining to Federal Medicaid ABI Waiver Program & Money Follows the Person Program

Department of Health and Human Services

Center for Medicare and Medicaid Services / Connecticut Department of Social Services / and the Community Options Unit,

I hope this message finds you well. I am writing on behalf of ABI Resources LLC to make a request under the Freedom of Information Act (5 U.S.C. § 552) and Connecticut's Freedom of Information Act (Conn. Gen. Stat. § 1-200 et seq.).

Request Details:

We formally request access to, and copies of, all email communications, including attachments, sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners as well as emails to and from Ms. Amy Dumont COU DSS representative, related to the federal Medicaid Acquired Brain Injury (ABI) Waiver Program and the Money Follows the Person Program.

Specific Email Addresses:

AABIWR@live.com

ABI@ctbraininjury.com

David.M@ctbraininjury.com

Timeframe:

From January 1, 2013, to the present date.

Objective:

Our objective is to obtain a comprehensive understanding of all communications, dialogues, discussions, and information exchanged relating to the aforementioned programs.

Format:

We prefer to receive the requested documents in electronic format to facilitate access and review. Please send the documents via email to the following addresses:

Aabiwr@live.com

Conclusion:

We understand the obligations and constraints of your office and appreciate your attention to this request. We look forward to your prompt response, and, as stipulated by statute, we hope to receive the requested records within the legal time frame.

Thank you very much for your time and cooperation. We anticipate your expedient disclosure of the requested documents.

Sincerely,

David Medeiros
ABI Resources LLC

Re: 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>

Wed 3/22/2023 5:00 PM

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

Dear Erin,

I hope this email finds you well. As a provider of quality care for the brain-injured population, ABI Resources is dedicated to maintaining the highest standards of person-centered care and upholding client rights. In the pursuit of this commitment, we sent the email below with a detailed inquiry regarding the process for clients who wish to change their agency service provider or care management provider. Unfortunately, we have not yet received a response from you and are now increasingly concerned about the implications.

Given the importance of this issue and its potential impact on the community we serve, we would like to express our concern about the lack of acknowledgment and answers to our questions. We understand that everyone has a busy schedule, however, we believe that addressing these concerns is crucial for ensuring that our clients receive the best possible care and have their rights respected.

To recap, our previous email contained a series of questions aimed at understanding the process involved in changing an agency service provider or care management provider, as well as how the principles of person-centered care and client rights apply in such situations. We kindly request your assistance in providing us with information on the following topics:

The process for clients who wish to change agency service providers, care managers, or care management agency providers.

The required documentation and steps for clients to successfully submit and process their requests.

The procedures for handling cases in which clients are uncomfortable making these requests directly to their current providers.

We cannot emphasize enough the importance of addressing these concerns for the well-being of our clients and the community we serve. We understand that collaboration and open communication are essential for providing quality care, and we hope that you share our commitment to these principles.

We must reiterate the importance of addressing these concerns for the well-being of our clients, our staff, and our business. We kindly request your prompt attention to this matter.

Thank you again for your time and consideration. We look forward to resolving this issue together, ensuring the best possible care for our clients and a strong, collaborative relationship between our organizations.

We eagerly await your response.

Warm regards,

David Medeiros



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

Sent: Friday, March 17, 2023 7:30 AM

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

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

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

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

Wed 9/27/2023 11:24 AM

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

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

Dear Connecticut Department of Social Services,

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

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

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

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

Sent: Wednesday, September 27, 2023 9:52 AM

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

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

NEW: Additional Information. Please review the new attachment.

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

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

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

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

Ms. Nichole Collins presented a letter to the consumer for later reference, misleading the consumer by presenting she and the Supported Living Group are the consumer's sole resources for acquiring CBT, or no CBT services and dismissing other approved providers. This letter is not in alignment with the

approved provider list and is misleading, offering an apparent ultimatum: to either engage with the Supported Living Group or forgo receiving any CBT services.

Legal and Ethical Implications:

1. **Violation of Medicaid Referrals:**

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

2. **Neglectful Abuse:**

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

3. **Manipulation and Exploitation:**

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

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

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

Immediate Actions Required:

1. **Thorough Investigation:**

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

2. **Strict Action Against Violators:**

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

3. **Corrective Measures:**

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

4. **Consumer Support**

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

5. **Program Audit:**

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

Conclusion:

This incident is not only a grave violation of Medicaid referral procedures but is also a stark example of the neglectful abuse of a vulnerable individual living with a disability. I implore you to treat this matter with the utmost seriousness and urgency it deserves and undertake immediate action to

investigate and rectify this serious breach of conduct, ensuring such incidents do not recur, and maintaining the integrity and trust in the Medicaid ABI Waiver Program.

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

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

Sincerely,
David Medeiros
ABI Resources

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

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

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

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

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

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

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

Incident Overview:

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

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

Legal and Ethical Implications:

This situation raises substantial concerns regarding:

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

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

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

Requested Actions:

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

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

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

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

Notification to Higher Authorities:

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

Department of Health & Human Services (HHS)

Centers for Medicare & Medicaid Services (CMS)

Division of Healthcare Policy (DHP)

Office for Civil Rights (OCR)

Connecticut Department of Public Health (DPH)

Adult Protective Services (APS)

Connecticut Office of the Attorney General

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

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

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

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

Conclusion:

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

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

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

Sincerely,
David Medeiros

