

A.B.I. Resources LLC

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<https://www.CTbrainINJURY.com>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

To the Connecticut Department of Social Services, DSS Legal, and FOIA request departments. In reference to Medicaid funding of ABI Waiver programs I and II, and MFP, Money Follows the Person program.

Medicaid FOIA request: Current Medicaid funding service information pertaining to November 7, 2022.

1. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Connecticut Community Care Inc?
2. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and SWCAA Southwestern Connecticut Area on Ageing?
3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



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APPENDIX K: Emergency Preparedness and Response

Background:

This standalone appendix may be utilized by the state during emergency situations to request amendment to its approved waiver. It includes actions that states can take under the existing Section 1915(c) home and community-based waiver authority in order to respond to an emergency. Other activities may require the use of various other authorities such as the Section 1115 demonstrations or the Section 1135 authorities.ⁱ This appendix may be completed retroactively as needed by the state.

Appendix K-1: General Information

General Information:

A. State: Connecticut

B. Waiver Title:

Home and Community Based Services Waiver for Elders
Personal Care Assistance Waiver
CT ABI Waiver
Home and Community Supports Waiver for Persons with Autism
CT ABI Waiver II
Mental Health Waiver
Katie Beckett Waiver

C. Control Number:

CT.0140.R07.03
CT.0301.R05.05
CT.0302.R05.01
CT.0993.R01.04
CT.1085.R01.04
CT.0653.R02.04
CT.4110.R08.01

D. Type of Emergency (The state may check more than one box):

☒	Pandemic or Epidemic
☐	Natural Disaster
☐	National Security Emergency
☐	Environmental
☐	Other (specify):

- E. Brief Description of Emergency.** *In no more than one paragraph each*, briefly describe the: 1) nature of emergency; 2) number of individuals affected and the state's mechanism to identify individuals at risk; 3) roles of state, local and other entities involved in approved waiver operations; and 4) expected changes needed to service delivery methods, if applicable. The state should provide this information for each emergency checked if those emergencies affect different geographic areas and require different changes to the waiver.

COVID 19 pandemic.

Federal public health emergency continues to exist as a result of the Coronavirus Disease (COVID-19) pandemic.

This Appendix K is additive to the previously approved Appendix Ks and includes the following modifications:

1. Increased Provider Rates. Rate sufficiency is imperative to quickly build supply of HCBS workers needed.
 - a. A state minimum wage increase for agency-based personal care assistants (PCAs), chore/homemaker, and companion services, effective 8/1/2021. The 8/1/2021 increase in rates will be 6% for applicable services.
 - b. A 1.7% across-the-board rate increase, authorized under the biennial budget and incorporated in the ARPA reinvestment plan, effective 7/1/2021;
 - c. Supplemental rate funding beyond the 1.7% for a maximum 4.5% total rate increase (inclusive of the 1.7%) for waiver services, including a 3.5% base increase and up to a 1% value-based payment (VBP), both included under the ARPA reinvestment plan, effective 7/1/2021, with:
 - i. both rate components were contingent upon approval of Connecticut's ARPA reinvestment plan; and
 - ii. the VBP increase contingent on participation in race-equity training, connection to the state's health information exchange (HIE) and reporting of quality and financial data.
2. Effective 4/01/2021, Fund temporary workforce and provider stabilization. A one-time stabilization payment estimated at 5% of total SFY 2021 expenditures, included under the ARPA reinvestment plan, to be paid within the quarter ending 12/31/2021.

Acknowledging the payments listed in this Appendix K are time-limited payments which are not anticipated to extend beyond March 2024, the State understands that its ability to make payments under the Appendix K authority will end six months following the conclusion of the Federal public health emergency. The State will be responsible to seek other authority, such as amending the 1915(c) HCBS base waivers, for the continuation of these payments beyond the termination date of the Appendix K.

- F. Proposed Effective Date: Start Date: 3/16/2020 Anticipated End Date: Six months after the conclusion of the Federal public health emergency.**

- G. Description of Transition Plan.**

All activities will take place in response to the impact of COVID 19 as efficiently and effectively as possible based upon the complexity of the change.

H. Geographic Areas Affected:

These actions will apply across the waivers to all individuals impacted by the COVID-19 pandemic.

I. Description of State Disaster Plan (if available) *Reference to external documents is acceptable:*

Not applicable.

Appendix K-2: Temporary or Emergency-Specific Amendment to Approved Waiver

Temporary or Emergency-Specific Amendment to Approved Waiver:

These are changes that, while directly related to the state's response to an emergency situation, require amendment to the approved waiver document. These changes are time limited and tied specifically to individuals impacted by the emergency. Permanent or long-ranging changes will need to be incorporated into the main appendices of the waiver, via an amendment request in the waiver management system (WMS) upon advice from CMS.

a. ___ Access and Eligibility:

i. ___ Temporarily increase the cost limits for entry into the waiver.

[Provide explanation of changes and specify the temporary cost limit.]

ii. ___ Temporarily modify additional targeting criteria.

[Explanation of changes]

b. ___ Services

i. ___ Temporarily modify service scope or coverage.

[Complete Section A- Services to be Added/Modified During an Emergency.]

ii. ___ Temporarily exceed service limitations (including limits on sets of services as described in Appendix C-4) or requirements for amount, duration, and prior authorization to address health and welfare issues presented by the emergency.

[Explanation of changes]

iii. ___ Temporarily add services to the waiver to address the emergency situation (for example, emergency counseling; heightened case management to address emergency needs; emergency medical supplies and equipment; individually directed goods and services; ancillary services to establish temporary residences for dislocated waiver enrollees; necessary technology; emergency evacuation transportation outside of the scope of non-emergency transportation or transportation already provided through the waiver).

[Complete Section A-Services to be Added/Modified During an Emergency]

iv. ___ Temporarily expand setting(s) where services may be provided (e.g. hotels, shelters, schools, churches) Note for respite services only, the state should indicate any facility-based settings and indicate whether room and board is included:

[Explanation of modification, and advisement if room and board is included in the respite rate]:

v. ___ Temporarily provide services in out of state settings (if not already permitted in the state's approved waiver). [Explanation of changes]

c. ___ Temporarily permit payment for services rendered by family caregivers or legally responsible individuals if not already permitted under the waiver. Indicate the services to which this will apply and the safeguards to ensure that individuals receive necessary services as authorized in the plan of care, and the procedures that are used to ensure that payments are made for services rendered.

d. ___ Temporarily modify provider qualifications (for example, expand provider pool, temporarily modify or suspend licensure and certification requirements).

i. ___ Temporarily modify provider qualifications.

[Provide explanation of changes, list each service affected, list the provider type, and the changes in provider qualifications.]

ii. ___ Temporarily modify provider types.

[Provide explanation of changes, list each service affected, and the changes in the provider type for each service].

iii. ___ Temporarily modify licensure or other requirements for settings where waiver services are furnished.

[Provide explanation of changes, description of facilities to be utilized and list each service provided in each facility utilized.]

e. ___ Temporarily modify processes for level of care evaluations or re-evaluations (within regulatory requirements). [Describe]

f. X Temporarily increase payment rates

[Provide an explanation for the increase. List the provider types, rates by service, and specify whether this change is based on a rate development method that is different from the current approved waiver (and if different, specify and explain the rate development method). If the rate varies by provider, list the rate by service and by provider].

The following increases are based on a rate development method that is approved by CMS for these waivers:

3.5% increase in existing rates approved by CMS for all provider types covered under these 1915(c) waivers retroactive to July 1, 2021 and payable within 30 days of CMS approval.

Explanation of increase: This 3.5% increase is required for cost-of-living adjustments in order to recognize the significant cost increases experienced for service providers during the pandemic. Of the 3.5% increase, 1.8% is funded under ARPA and 1.7% is funded through the state general fund.

Service rates impacted by increase: This impacts all service rates other than those provider types and services specifically excluded. *Excluded providers and services: Assistive Technology; Environmental Accessibility Modifications, Personal Response Systems, Skilled Chore, Specialized Medical Equipment, Individual Goods and Services, and all Self-Directed Services.*

6% minimum wage increase retroactive to August 1, 2021 for provider types where rates, as approved, are based on the state's minimum wage. This is payable upon approval from CMS.

Explanation of increase: This 6% minimum wage increase is pursuant to PA 19-4.

Service rates impacted by the increase in the minimum wage: agency-based personal care assistants (PCAs), chore/homemaker, companion services, assisted living services, adult day health, recovery assistant, community mentor, and agency-based respite services. Of the 6% increase, 4.8% is funded through the state general fund and 1.2% is funded under ARPA.

The following increases are based on a rate development method that is different from the methods previously approved by CMS for these waivers:

1% enhanced supplemental value-based payment (VBP)– performance based fully funded through ARPA

Nature of the payments that are made and the waiver services for which these payments are made: Payments are supplemental payments based on performance for all waiver services other than those specifically excluded. Performance requirements for the March 2022 performance payment must be met no later than February 1, 2022 and are as follows:

- 1) Participation in the Department of Social Services' racial equity training
- 2) Provider has a data sharing agreement executed with the state's Health Information Exchange (HIE)

Payment methodology: Payments are based on 1% of expenditures from July 1, 2021 through February 28, 2022 and are payable effective March 7, 2022

Performance requirements for the July 2022 performance payment must be met no later than June 1, 2022 and are as follows:

- 1) Participation in Department of Social Services' racial equity training

- 2) Signing, at a minimum, the Empanelment Use Case
- 3) Action plan detailing how the provider sends their client roster in an approved format to Connie, the state HIE

Payment methodology for quarterly ongoing performance payments: Payments are based on 1% of expenditures for the quarter that immediately precedes the payment. For the July 2022 payment, this is 1% of expenditures from March 1, 2022 through June 30, 2022.

The types of waiver providers that receive such payments: All provider types covered under these 1915(c) waivers active as of the issuance date of the respective payment are eligible for the 1% enhanced supplemental payment other than those provider types and services specifically excluded. *Excluded providers and services: Assistive Technology; Environmental Accessibility Modifications, Personal Response System, Skilled Chore, Specialized Medical Equipment, Individual Goods and Services, and all Self-Directed Services*

Specify the source of the non-federal share of the supplemental or enhanced payments:

The source for this supplemental payment is Connecticut's American Rescue Plan Act Spending Plan and Narrative.

Specify that providers eligible to receive the supplemental or enhanced payment must be able to retain 100% of the total computable expenditure claimed by the Medicaid agency to CMS: All providers eligible to receive the supplemental or enhanced payment will be permitted to retain 100% of the total computable expenditure claimed by the Medicaid agency to CMS.

5% enhanced one-time supplemental payment fully funded through ARPA

Nature of the payments that are made and the waiver services for which these payments are made: Effective 4/01/2021, A one-time payment for recruitment and retention of staff estimated at 5% of total SFY 2021 expenditures for all providers other than those provider types and services specifically excluded.

Payment methodology: A one-time supplemental payment will be paid to eligible providers within 30 days of CMS' approval of this Appendix K. Supplemental payments are based on 5% of SFY 21 expenditures. Eligibility for the 5% supplemental payment is based on provider active enrollment at the time of the issuance of the payments.

The types of waiver providers that receive such payments: All provider types covered under these 1915(c) waivers who are enrolled as of the payment issuance date are eligible for the 5% enhanced supplemental payment other than those provider and service types listed as excluded. *Excluded providers and services: Assistive Technology; Environmental Accessibility Modifications, Personal Response Systems, Skilled Chore, Specialized Medical Equipment, Individual Goods and Services, and all Self-Directed Services*

Specify the source of the non-federal share of the supplemental or enhanced payments:

The source for this supplemental payment is Connecticut's American Rescue Plan Act Spending Plan and Narrative.

Specify that providers eligible to receive the supplemental or enhanced payment must be able to retain 100% of the total computable expenditure claimed by the Medicaid agency to CMS: All providers eligible to receive the supplemental or enhanced payment

will be permitted to retain 100% of the total computable expenditure claimed by the Medicaid agency to CMS.

ARPA RATE SCHEDULE:

The rate increase implemented retroactively for July 1, 2021 includes a 3.5% increase for all waiver services as described below. Of the 3.5% increase, 1.8% is funded under ARPA and 1.7% is funded through the state general fund. An additional increase is scheduled for certain waiver providers retroactive to August 1, 2021. Providers receiving the additional increase are documented in the chart below, which explains the variance between the July rate and the August rate. The additional increase is attributed to adjustments in the state minimum wage and therefore targeted to those providers where existing, approved rate methodologies are dependent on minimum wage rates. The 6% August increase is in addition to the 3.5% July increase so that rates for providers impacted by the minimum wage increase a total of 9.5% in August (3.5 + 6%). Of the 6% minimum wage adjustment, 4.8% is funded through the state general fund and 1.2% is funded under ARPA. The funding associated with ARPA is properly documented within the ARPA spending plan and will be reported to CMS through the approved ARPA related 64 report. The 5% stabilization funds and 1% value-based payment are fully funded by ARPA and described in section K-2-f above. The chart below indicates that all providers eligible for rate increases are also eligible for the 5% stabilization funds and the 1% VBP.

Provider Type	Procedure Code	Mod1	Procedure description	7/1/21	8/1/21	Eligible for 5% stabilization & 1% VBP
PCA	1021Z		Personal Care Services: Per 15 Minutes	5.21	5.51	Y
PCA	1021Z	TU	Personal Care Services: Per 15 Minutes	7.81	8.26	Y
PCA	1022Z		Personal Care Services: Overnight Agenc	191.25	202.34	Y
PCA	1023Z		Personal Care Services: Per Diem Agency	257.93	272.88	Y
PCA	1200Z		Adult Day Health - Full Day (Non-Medical	72.91	77.14	Y
PCA	1201Z		Adult Day Health - Full Day (Approved Me	77.36	81.85	Y
PCA	1202Z		Adult Day Health - Half Day (Less Than O	49.08	51.93	Y
PCA	1218Z		Meal Service - Single Hot Meal/Meal Serv	5.62	5.62	Y
PCA	1220Z		Double Meal (One Hot - One Cold) Per Do	10.28	10.28	Y
PCA	1221Z		Kosher Meals Double	10.28	10.28	Y
PCA	1225Z		PCA Agency Per Diem Prorated Hourly	10.74	11.36	Y
PCA	1247Z		Mental Health Counseling-Individual-(Pro	57.85	57.85	Y
PCA	1256Z		Mental Health Counseling - Individual (	47.28	47.28	Y
PCA	1931Z		Home Delivered Meals	13.97	13.97	Y
PCA	3022Z		PCA Agency Overnight Prorated Hourly	15.94	16.86	Y
PCA	5140X		Foster Care Adult Per Diem 2	67.60	67.60	Y
PCA	5140Y		Foster Care Adult Per Diem 3	82.40	82.40	Y
PCA	5140Z		Foster Care Adult Per Diem 4	114.15	114.15	Y
PCA	S5140		Adult foster care per diem	45.41	45.41	Y
PCA	S5170		Homedelivered prepared meal	6.73	6.73	Y
ABI	1021Z		Personal Care Services: Per 15 Minutes	5.21	5.51	Y
ABI	1021Z	TU	Personal Care Services: Per 15 Minutes	7.81	8.26	Y
ABI	1022Z		Personal Care Services: Overnight Agenc	191.25	202.34	Y
ABI	1023Z		Personal Care Services: Per Diem Agency	257.93	272.88	Y
ABI	1200Z		Adult Day Health - Full Day (Non-Medical	72.91	77.14	Y
ABI	1201Z		Adult Day Health - Full Day (Approved Me	77.36	81.85	Y
ABI	1202Z		Adult Day Health - Half Day (Less Than O	49.08	51.93	Y
ABI	1211P		Recovery Assistant	6.23	6.59	Y
ABI	1211P	TU	Recovery Assistant	9.34	9.88	Y
ABI	1212P		Recovery Assistant II	5.70	6.03	Y
ABI	1212P	TU	Recovery Assistant II	8.57	9.07	Y
ABI	1225Z		PCA Agency Per Diem Prorated Hourly	10.74	11.36	Y
ABI	1232Z		Respite Care In The Home Per Hour-Other	12.77	13.51	Y
ABI	1448P		Cognitive Behavioral Services per 15 min	20.59	20.59	Y
ABI	1531P		Community Living Support Services	134.35	134.35	Y
ABI	1532P		Chore Services Per 1/4 Hour	4.49	4.75	Y
ABI	1534P		Community Living Support Services Per 1/	69.19	69.19	Y
ABI	1536P		Companion Services Per 1/4 Hour (18-Hour	4.37	4.62	Y
ABI	1536P	TU	Companion Services Per 1/4 Hour (18-Hour	6.56	6.94	Y
ABI	1542P		Homemaker Services Per 1/4 Hour	4.49	4.75	Y
ABI	1546P		Independent Living Skills Training	9.73	9.73	Y
ABI	1548P		Cognitive Behavioral SERVICES	27.72	27.72	Y
ABI	1549P		Consultation Services	2,665.64	2,665.64	Y
ABI	1550P		Home Delivered Meals Per Day (Single Mea	5.62	5.62	Y
ABI	1551P		Home Delivered Meals Per Day (Double Mea	10.28	10.28	Y
ABI	1560P		Pre-Vocational Services Per Hour (Max =	38.75	38.75	Y
ABI	1561P		ABI Group Day	17.06	17.06	Y
ABI	1566P		Substance Abuse Program Per Day (56 Days	53.31	53.31	Y
ABI	1567P		Substance Abuse Program Per Hour	45.26	45.26	Y
ABI	1572P		Supported Employment Per Hour (40 Hours/	38.75	38.75	Y
ABI	1574P		Transportation - One Way Trip Public	26.30	26.30	Y
ABI	1580P		Transitional Living Per Day (183 Days/Ye	209.95	209.95	Y

ABI	1931Z		Home Delivered Meals	13.97	13.97	Y
ABI	3022Z		PCA Agency Overnight Prorated Hourly	15.94	16.86	Y
ABI	H2035		A/d tx program per hour	45.26	45.26	Y
ABI	H2036		A/d tx program per diem	53.31	53.31	Y
ABI	S5170		Homedelivered prepared meal	6.73	6.73	Y
ABI	T1013		Sign lang/oral interpreter	15.99	15.99	Y
ABI	1575P		Transportation - Mileage	0.26	0.26	Y
Autism	T2030		Assisted living waiver; per month	692.16	732.29	Y
Autism	1302Z		Job Coach Agency Per 15 Minutes	12.24	12.24	Y
Autism	1304Z		Life Skills Coach Agency Per 15 Min	12.24	12.24	Y
Autism	1305Z		Social Skills Group Per 15 Min	8.16	8.16	Y
Autism	1306Z		Specialized Driving Assessment	639.13	639.13	Y
Autism	1396Z		Community Mentor agency per 15 minutes	7.33	7.75	Y
Autism	1402Z		Respite - Facility Based Out of Home Per Diem	355.59	376.20	Y
Autism	1404Z		Respite Agency In Home Individual Per 15 Minutes	6.79	7.18	Y
Autism	1406Z		Minutes	7.11	7.52	Y
Autism	5151D		Hospice; Per Diem	326.14	345.05	Y
Autism	H2019		Therapeutic behavioral services per 15 minutes	31.99	31.99	Y
Autism	S0215		Non-emergency transportation; mileage per mile	0.91	0.91	Y
Autism	T1013		minutes	14.14	14.14	Y
Autism	T2003		Non-emergency transportation; encounter/trip	11.89	11.89	Y
MH	1430Z		Occasional Personal Services-Per Day	26.21	27.73	Y
MH	1431Z		Limited Personal Services - Per Day	43.15	45.65	Y
MH	1432Z		Moderate Personal Services - Per Day	60.76	64.28	Y
MH	1433Z		Extensive Personal Services - Per Day	78.24	82.78	Y
MH	1434Z		Core Assisted Living Services - Per Day	4.81	5.09	Y
MH	1435Z		Demo Project / Occasional Personal Services - Per Day	29.81	31.54	Y
MH	1436Z		Demo Project / Limited Personal Services - Per Day	47.22	49.96	Y
MH	1437Z		Demo Project/Moderate Personal Services - Per Day	64.92	68.68	Y
MH	1438Z		Demo Project/Extensive Personal Services - Per Day	76.72	81.17	Y
MH	1439Z		Demo Project/Core Assisted Living Services - Per Day	13.98	14.79	Y
MH	1200Z		Provider)	72.91	77.14	Y
MH	1201Z		Adult Day Health - Full Day (Approved Medical Model Provider)	77.36	81.85	Y
MH	1202Z		Hrs)	49.08	51.93	Y
MH	1206Z		Chore Service Agency 1/4 Hour	4.49	4.75	Y
MH	1213M		Recovery Assistant Agency Per 15 Minutes	6.23	6.59	Y
MH	1213M	TU	Recovery Assistant Agency Per 15 Minutes	9.34	9.88	Y
MH	1214M		Recovery Assistant Group 2 Clients	4.67	4.94	Y
MH	1215M		Recovery Assistant Group 3 Clients	3.60	3.81	Y
MH	1216M		Recovery Assistant Group 4 Clients Per 15 Min	3.16	3.35	Y
MH	1217M		Recovery Assistant Overnight Per 15 Min	6.23	6.59	Y
MH	1218Z		Meal Service - Single Hot Meal/Meal Service - Single Meal- Hot/Cold	5.62	5.62	Y
MH	1220Z		Double Meal (One Hot - One Cold) Per Double Meal/Meal Service - Double (One Hot	10.28	10.28	Y
MH	1221Z		Kosher Meals Double	10.28	10.28	Y
MH	1229Z		Brief Episode Stabilization Per 1/4 Hour	11.44	11.44	Y
MH	1262Z		Social Transportation - Taxi - Per Trip	25.37	25.37	Y
MH	1931Z		Home Delivered Meals	13.97	13.97	Y
MH	G9012		Other specified case management service not elsewhere classified	17.09	17.09	Y
MH	H0038		Self-help/peer services per 15 minutes	13.02	13.02	Y

MH	H2015		Comprehensive community support services per 15 min	26.31	26.31	Y
MH	H2015	HQ	Comprehensive community support services per 15 min	6.51	6.51	Y
MH	H2023		Supported employment per 15 minutes	17.09	17.09	Y
MH	S0215		Non-emergency transportation; mileage per mile	0.46	0.46	Y
MH	S5170		Home delivered meals including preparation; per meal	6.73	6.73	Y
CHC	1021Z		Personal Care Services: Per 15 Minutes	5.21	5.51	Y
CHC	1021Z	TU	Personal Care Services: Per 15 Minutes	7.81	8.26	Y
CHC	1022Z		Personal Care Services: Overnight Agenc	191.25	202.34	Y
CHC	1023Z		Personal Care Services: Per Diem Agency	257.93	272.88	Y
CHC	1200Z		Adult Day Health - Full Day (Non-Medical	72.91	77.14	Y
CHC	1201Z		Adult Day Health - Full Day (Approved Me	77.36	81.85	Y
CHC	1202Z		Adult Day Health - Half Day (Less Than O	49.08	51.93	Y
CHC	1206Z		Chore Service Agency 1/4 Hour	4.49	4.75	Y
CHC	1210Z		Companion Service - Agency Per 1/4 Hour	4.37	4.62	Y
CHC	1210Z	TU	Companion Service - Agency Per 1/4 Hour	6.56	6.94	Y
CHC	1213M		Recovery Assistant AgencyPer 15 Minutes	6.10	6.45	Y
CHC	1213M	TU	Recovery Assistant AgencyPer 15 Minutes	9.15	9.68	Y
CHC	1214Z		Homemaker Service - Agency - Per 1/4 Hou	4.49	4.75	Y
CHC	1218Z		Meal Service - Single Hot Meal/Meal Serv	5.62	5.62	Y
CHC	1220Z		Double Meal (One Hot - One Cold) Per Do	10.28	10.28	Y
CHC	1221Z		Kosher Meals Double	10.28	10.28	Y
CHC	1225Z		PCA Agency Per Diem Prorated Hourly	10.74	11.36	Y
CHC	1226Z		Respite Care In The Home 1/4 Hour- Compa	4.37	4.62	Y
CHC	1226Z	TU	Respite Care In The Home 1/4 Hour- Compa	6.56	6.94	Y
CHC	1228Z		Respite Care In The Home 1/4 Hour - Home	4.49	4.75	Y
CHC	1230Z		Respite Care In The Home 1/4 Hour - Home	6.73	7.12	Y
CHC	1232Z		Respite Care In The Home Per Hour-Other	12.32	13.03	Y
CHC	1234Z		Respite Care- Rest Home With Nursing Sup	283.68	283.68	Y
CHC	1236Z		Respite Care- Chronic Convalescent Nursi	283.68	283.68	Y
CHC	1240Z		Respite Care Licensed Home For The Aged-	283.68	283.68	Y
CHC	1244Z		Respite Care Out Of The Home-Per Hour-Ot	12.32	13.03	Y
CHC	1247Z		Mental Health Counseling-Individual-(Pro	57.85	57.85	Y
CHC	1256Z		Mental Health Counseling - Individual (	47.28	47.28	Y
CHC	1262Z		Social Transportation - Taxi - Per Trip	93.35	93.35	Y
CHC	1264Z		Social Transportation - Livery - Per Tri	93.35	93.35	Y
CHC	1266Z		Social Transportation - Invalid Coach -	164.73	164.73	Y
CHC	1300Z		Reassessment	243.66	243.66	Y
CHC	1321Z		Care Transitions	150.21	150.21	Y
CHC	1322Z		Bill Payer	5.28	5.28	Y
CHC	1333Z		Chronic Disease Self Management	52.79	52.79	Y
CHC	1430Z		Occasional Personal Services-Per Day	26.21	27.73	Y
CHC	1431Z		Limited Personal Services - Per Day	43.15	45.65	Y
CHC	1432Z		Moderate Personal Services - Per Day	60.76	64.28	Y
CHC	1433Z		Extensive Personal Services - Per Day	78.24	82.78	Y
CHC	1434Z		Core Assisted Living Services - Per Day	4.81	5.09	Y
CHC	1931Z		Home Delivered Meals	13.97	13.97	Y
CHC	3022Z		PCA Agency Overnight Prorated Hourly	15.94	16.86	Y
CHC	3024Z		Respite Pca AgencyOvernight Prorated	15.94	16.86	Y
CHC	3025Z		Respite Pca Agency Per Diem Prorated	10.74	11.36	Y
CHC	3026Z		Respite Pca Agency Overnight	191.25	202.34	Y

CHC	3026Z		Respite Pca Agency Overnight	191.25	202.34	Y
CHC	3027Z		Respite Pca Agency Per 15 Minutes	5.21	5.51	Y
CHC	3027Z	TU	Respite Pca Agency Per 15 Minutes	7.81	8.26	Y
CHC	3028Z		Respite Pca Agency Per Diem	257.93	272.88	Y
CHC	5140X		Foster Care Adult Per Diem 2	67.60	67.60	Y
CHC	5140Y		Foster Care Adult Per Diem 3	82.40	82.40	Y
CHC	5140Z		Foster Care Adult Per Diem 4	114.15	114.15	Y
CHC	S5140		Adult foster care per diem	45.41	45.41	Y
CHC	S5170		Homedelivered prepared meal	6.73	6.73	Y
KB	T1016		Katie Beckett Waiver, Case Management, each 15 min	25.13	25.13	Y

Provider Type	Procedure Code	Mod1	New Services-COPE and Care for Caregiver Program	Rate		1% VBP
CHC	55110		Homecare Training - Family	129.00		Y
CHC	55116		Homecare Training - Non-Family	129.00		Y
ABI	55110		Homecare Training - Family	129.00		Y
ABI	55116		Homecare Training - Non-Family	129.00		Y
PCA	55110		Homecare Training - Family	129.00		Y
PCA	55116		Homecare Training - Non-Family	129.00		Y
Autism	55110		Homecare Training - Family	129.00		Y
Autism	55116		Homecare Training - Non-Family	129.00		Y
Provider Type	Procedure Code	Mod1	New Services - CAPABLE	Rate		1% VBP
CHC	G9006		Care Coordination	129.00		Y
CHC	55165		Environmental Modification	2,000.00		
ABI	G9006		Care Coordination	129.00		Y
ABI	55165		Environmental Modification	2,000.00		
PCA	G9006		Care Coordination	129.00		Y
PCA	55165		Environmental Modification	2,000.00		
Autism	G9006		Care Coordination	129.00		Y
Autism	55165		Environmental Modification	2,000.00		

Provider Type	Procedure Code	Mod1	Provider Specific Rates				Eligible for 5% stabilization & 1% VBP
			Procedure Description	Providers	7/1/21	8/1/21	
PCA/CHC	1286A		Tier A Case Management	Connecticut Community Care	4.78	4.78	Y
PCA/CHC	1286A		Tier A Case Management	Agency on Agining of South Central CT	4.78	4.78	Y
PCA/CHC	1286A		Tier A Case Management	Southwest CT Agency on Aging	4.93	4.93	Y
PCA/CHC	1286A		Tier A Case Management	Western CT Agency on Aging	3.97	3.97	Y
PCA/CHC	1286C		Tier C Case Management	Connecticut Community Care	5.38	5.38	Y
PCA/CHC	1286C		Tier C Case Management	Agency on Agining of South Central CT	5.38	5.38	Y
PCA/CHC	1286C		Tier C Case Management	Southwest CT Agency on Aging	5.33	5.33	Y
PCA/CHC	1286C		Tier C Case Management	Western CT Agency on Aging	4.57	4.57	Y
PCA/CHC	1286Z		Case Mgmt Services (Activities Related T	Connecticut Community Care	5.18	5.18	Y
PCA/CHC	1286Z		Case Mgmt Services (Activities Related T	Agency on Agining of South Central CT	5.10	5.10	Y
PCA/CHC	1286Z		Case Mgmt Services (Activities Related T	Southwest CT Agency on Aging	5.10	5.10	Y
PCA/CHC	1286Z		Case Mgmt Services (Activities Related T	Western CT Agency on Aging	4.36	4.36	Y
PCA/CHC	1288Z		Initial Asses(Written Eval Of Indiv Med	Connecticut Community Care	324.88	324.88	Y
PCA/CHC	1288Z		Initial Asses(Written Eval Of Indiv Med	Agency on Agining of South Central CT	324.88	324.88	Y
PCA/CHC	1288Z		Initial Asses(Written Eval Of Indiv Med	Southwest CT Agency on Aging	324.88	324.88	Y
PCA/CHC	1288Z		Initial Asses(Written Eval Of Indiv Med	Western CT Agency on Aging	296.35	296.35	Y
PCA/CHC	1291Z		Re-Evaluation Of Client - Status Review/	Connecticut Community Care	107.21	107.21	Y
PCA/CHC	1291Z		Re-Evaluation Of Client - Status Review/	Agency on Agining of South Central CT	107.21	107.21	Y
PCA/CHC	1291Z		Re-Evaluation Of Client - Status Review/	Southwest CT Agency on Aging	107.21	107.21	Y
PCA/CHC	1291Z		Re-Evaluation Of Client - Status Review/	Western CT Agency on Aging	97.80	97.80	Y

PCA/CHC	1292Z	In Hospital Status Review	Connecticut Community Care	107.21	107.21	Y
PCA/CHC	1292Z	In Hospital Status Review	Agency on Agining of South Central CT	107.21	107.21	Y
PCA/CHC	1292Z	In Hospital Status Review	Southwest CT Agency on Aging	107.21	107.21	Y
PCA/CHC	1292Z	In Hospital Status Review	Western CT Agency on Aging	97.80	97.80	Y
PCA/CHC	1293Z	Nursing Home Status Review	Connecticut Community Care	107.21	107.21	Y
PCA/CHC	1293Z	Nursing Home Status Review	Agency on Agining of South Central CT	107.21	107.21	Y
PCA/CHC	1293Z	Nursing Home Status Review	Southwest CT Agency on Aging	107.21	107.21	Y
PCA/CHC	1293Z	Nursing Home Status Review	Western CT Agency on Aging	97.80	97.80	Y
PCA/CHC	1300Z	Reassessment	Connecticut Community Care	243.66	243.66	Y
PCA/CHC	1300Z	Reassessment	Agency on Agining of South Central CT	238.88	238.88	Y
PCA/CHC	1300Z	Reassessment	Southwest CT Agency on Aging	238.88	238.88	Y
PCA/CHC	1300Z	Reassessment	Western CT Agency on Aging	222.28	222.28	Y
ABI	1530P	Case-Management PMPM	Connecticut Community Care	263.93	263.93	Y
ABI	1530P	Case-Management PMPM	Southwest CT Agency on Aging	263.93	263.93	Y
ABI	1530P	Case-Management PMPM	Western CT Agency on Aging	263.93	263.93	Y
CHC	1435Z	Demo Project / Occasional Personal Servi	Masonicare, Smithfield Gardens	29.51	31.22	Y
CHC	1435Z	Demo Project / Occasional Personal Servi	Utopia, Herbert T. Clark, The Retreat	29.51	31.22	Y
CHC	1435Z	Demo Project / Occasional Personal Servi	Lutheran Assisted Living Services, Luther	26.10	27.61	Y
CHC	1435Z	Demo Project / Occasional Personal Servi	Hebrew Healthcare	29.21	30.90	Y
CHC	1435Z	Demo Project / Occasional Personal Servi	Hearth Properties	28.00	29.62	Y
CHC	1436Z	Demo Project / Occasional Personal Servi	Masonicare, Smithfield Gardens	47.22	49.96	Y
CHC	1436Z	Demo Project / Occasional Personal Servi	Utopia, Herbert T. Clark, The Retreat	47.22	49.96	Y
CHC	1436Z	Demo Project / Occasional Personal Servi	Lutheran Assisted Living Services, Luther	44.66	47.25	Y
CHC	1436Z	Demo Project / Occasional Personal Servi	Hebrew Healthcare	46.74	49.45	Y
CHC	1436Z	Demo Project / Occasional Personal Servi	Hearth Properties	44.79	47.39	Y
CHC	1437Z	Demo Project / Occasional Personal Servi	Masonicare, Smithfield Gardens	64.92	68.68	Y
CHC	1437Z	Demo Project / Occasional Personal Servi	Utopia, Herbert T. Clark, The Retreat	64.98	68.75	Y
CHC	1437Z	Demo Project / Occasional Personal Servi	Lutheran Assisted Living Services, Luther	62.41	66.03	Y
CHC	1437Z	Demo Project / Occasional Personal Servi	Hebrew Healthcare	64.27	68.00	Y
CHC	1437Z	Demo Project / Occasional Personal Servi	Hearth Properties	61.59	65.16	Y
CHC	1438Z	Demo Project / Occasional Personal Servi	Masonicare, Smithfield Gardens	76.72	81.17	Y
CHC	1438Z	Demo Project / Occasional Personal Servi	Utopia, Herbert T. Clark, The Retreat	76.72	81.17	Y
CHC	1438Z	Demo Project / Occasional Personal Servi	Lutheran Assisted Living Services, Luther	73.75	78.03	Y
CHC	1438Z	Demo Project / Occasional Personal Servi	Hebrew Healthcare	75.96	80.36	Y
CHC	1438Z	Demo Project / Occasional Personal Servi	Hearth Properties	72.79	77.01	Y
CHC	1439Z	Demo Project / Occasional Personal Servi	Masonicare, Smithfield Gardens	12.56	13.29	Y
CHC	1439Z	Demo Project / Occasional Personal Servi	Utopia, Herbert T. Clark, The Retreat	13.98	14.79	Y
CHC	1439Z	Demo Project / Occasional Personal Servi	Lutheran Assisted Living Services, Luther	9.45	10.00	Y
CHC	1439Z	Demo Project / Occasional Personal Servi	Hebrew Healthcare	13.85	14.65	Y
CHC	1439Z	Demo Project / Occasional Personal Servi	Hearth Properties	13.27	14.04	Y

g. ___ Temporarily modify person-centered service plan development process and individual(s) responsible for person-centered service plan development, including qualifications.

[Describe any modifications including qualifications of individuals responsible for service plan development, and address Participant Safeguards. Also include strategies to ensure that services are received as authorized.]

h. ___ Temporarily modify incident reporting requirements, medication management or other participant safeguards to ensure individual health and welfare, and to account for emergency circumstances. [Explanation of changes]

i. ___ Temporarily allow for payment for services for the purpose of supporting waiver participants in an acute care hospital or short-term institutional stay when necessary supports (including communication and intensive personal care) are not available in that setting, or when the individual requires those services for communication and behavioral stabilization, and such services are not covered in such settings.

[Specify the services.]

j. ___ Temporarily include retainer payments to address emergency related issues.

[Describe the circumstances under which such payments are authorized and applicable limits on their duration. Retainer payments are available for habilitation and personal care only.]

k. ___ Temporarily institute or expand opportunities for self-direction.

[Provide an overview and any expansion of self-direction opportunities including a list of services that may be self-directed and an overview of participant safeguards]

l. ___ Increase Factor C.

[Explain the reason for the increase and list the current approved Factor C as well as the proposed revised Factor C]

m. ___ Other Changes Necessary [For example, any changes to billing processes, use of contracted entities or any other changes needed by the State to address imminent needs of individuals in the waiver program]. [Explanation of changes]

Contact Person(s)

A. The Medicaid agency representative with whom CMS should communicate regarding the request:

First Name: Jennifer
Last Name Cavallaro
Title: Director, Community Options - Operations
Agency: Department of Social Services
Address 1: 55 Farmington Avenue
Address 2: 9th Floor
City Hartford
State Connecticut
Zip Code 06105
Telephone: 860-424-5743
E-mail jennifer.cavallaro@ct.gov
Fax Number 860-424-4963

B. If applicable, the State operating agency representative with whom CMS should communicate regarding the waiver is:

First Name: Click or tap here to enter text.
Last Name Click or tap here to enter text.
Title: Click or tap here to enter text.
Agency: Click or tap here to enter text.
Address 1: Click or tap here to enter text.
Address 2: Click or tap here to enter text.
City Click or tap here to enter text.
State Click or tap here to enter text.
Zip Code Click or tap here to enter text.
Telephone: Click or tap here to enter text.
E-mail Click or tap here to enter text.
Fax Number Click or tap here to enter text.

8. Authorizing Signature

Signature:

/S/

State Medicaid Director or Designee

Date: 03/04/2022

First Name: William
Last Name Halsey
Title: Acting Medicaid Director
Agency: Department of Social Services
Address 1: 55 Farmington Avenue
Address 2: 9th Floor
City Hartford
State CT
Zip Code 06005
Telephone: 860-424-5077
E-mail William.Halsey@ct.gov
Fax Number 860-424-4963

Section A---Services to be Added/Modified During an Emergency

Complete for each service added during a time of emergency. For services in the approved waiver which the state is temporarily modifying, enter the entire service definition and highlight the change. State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Specification					
Service Title:					
<i>Complete this part for a renewal application or a new waiver that replaces an existing waiver. Select one:</i>					
Service Definition (Scope):					
Specify applicable (if any) limits on the amount, frequency, or duration of this service:					
Provider Specifications					
Provider Category(s) (check one or both):	☐	Individual. List types:		☐	Agency. List the types of agencies:
Specify whether the service may be provided by (check each that applies):		☐	Legally Responsible Person	☐	Relative/Legal Guardian
Provider Qualifications (provide the following information for each type of provider):					
Provider Type:	License (specify)	Certificate (specify)	Other Standard (specify)		
Verification of Provider Qualifications					
Provider Type:	Entity Responsible for Verification:			Frequency of Verification	
Service Delivery Method					
Service Delivery Method (check each that applies):	☐	Participant-directed as specified in Appendix E			☐ Provider managed



ⁱ Numerous changes that the state may want to make necessitate authority outside of the scope of section 1915(c) authority. States interested in changes to administrative claiming or changes that require section 1115 or section 1135 authority should engage CMS in a discussion as soon as possible. Some examples may include: (a) changes to administrative activities, such as the establishment of a hotline; (b) suspension of general Medicaid rules that are not addressed under section 1915(c) such as payment rules or eligibility rules or suspension of provisions of section 1902(a) to which 1915(c) is typically bound.

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?

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?

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.

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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.

Dear [Recipient's Name],

I am writing to you on behalf of ABI Resources to express our concerns about the email response from CCC Head of Quality and Performance Improvement and to seek your assistance in addressing these issues.

Why is CCC unwilling to engage in supportive communications, which may increase our ability to understand better and serve those in need?

As an organization dedicated to providing the highest quality support and care for individuals with brain injuries and other disabilities, we are troubled by certain ambiguities in CCC's processes.

We have noticed that these ambiguities have led to the referral of inquiries to the Department of Social Services, which may signal a lack of clarity and understanding in care management practices. These practices could potentially infringe upon the rights of the individuals served and create conflicts of interest. Consequently, we respectfully request that you bring these concerns to the attention of your Board of Directors. We trust that they will take appropriate action to address the issues raised.

As many of your staff are aware I am Traumatic Brain Injury (TBI) survivor and a recent stroke survivor, this cause is deeply important to ABI Resources and I. My life experiences have given me a profound understanding of the unique challenges and hardships faced by those who endure similar life-changing events. Through my own journey, I've developed a passionate commitment to raising awareness, promoting research, and advocating for better support and resources for fellow survivors and their families.

In the aftermath of my TBI and stroke, I have faced numerous physical, cognitive, and emotional obstacles that have significantly impacted my life. These experiences have taught me the value of resilience, the importance of empathy, and the strength that can be found in a supportive community. I am dedicated to using my voice and experiences to inspire others and to help create a world where survivors have access to the care, resources, and support they need to rebuild their lives and thrive.

At ABI Resources, we are committed to working collaboratively with your organization to ensure the highest quality care for our community members. We strive to deepen our understanding of the diverse needs of those we serve, adapt, and evolve. We wish to have a great relationship with your organization and create a mutually supportive system of care. Our mission is to continually enhance the quality of care we provide, ensuring that we deliver the most effective and compassionate support to those who depend on us.

We appreciate your attention to this matter and look forward to your prompt response. We are confident that by working together, we can achieve the best possible outcomes for the individuals we serve. Thank you for your time and consideration, and we look forward to continuing our partnership in enhancing the quality of care for our community members.

Sincerely,

Who:

- Medicaid Consumers,
- The Connecticut Department of Social Services CT DSS,
- Medicaid Care Management Agencies and,
- The Medicaid agency provider The Supported Living Group LLC.

What: Federal Medicaid Programs.

- ABI Waiver Program I and II and,
- The Money Follows the Person Program, MFP.

How:

- Corruption of medical decision-making, patient steering, and unfair competition monopolization efforts.
- CT DSS care management is providing Medicaid Referrals to the Supported Living Group LLC exclusively, excluding hundreds of approved Medicaid Agencies and using what may appear to be a referral kickback process.
- Undocumented verbal authorizations, Using the Medicaid Consumer's disabilities to manipulate and mislead.
- The Medicaid Consumers' urgent need for financial support to recover at home, the family's need to return to work, and the Medicaid Consumer's economic desperation.
- Some Medicaid consumers appear to be forced to use housing dictated by the Supported Living Group.
- Some Medicaid Consumers appear to be paid stipends from The Supported Living Group.
- CT DSS care management is making medical therapeutic Medicaid Referrals to The Supported Living Group for Medicaid home-based services as well as Cognitive Behavioral Therapy services. The agency, in return, dictates the amount of Medicaid Funding services needed and provided by the Supported Living Group.

Why:

- Monetary gain.

The Connecticut Department of Social Services may appear to be manipulating Medicaid Consumers recovering from brain injuries for financial gain. CT DSS may be using the Medicaid Consumer's disabilities against them. CT DSS may appear to be using a complete lack of knowledge, a crafted complex information system, desperation, time constraints, compromised communication skills, memory challenges, and cognition disabilities. CT DSS care management may appear to be fostering and preying on disabled Medicaid consumers' lack of informed knowledge and awareness of the rights and policies of their personal Medicaid service programs. CT DSS care management has and continues to arrange and assign Medicaid referrals to The Supported Living Group LLC to Medicaid consumers forcing, misleading, and tricking the unaware into using the Medicaid services of the Supported Living Group LLC exclusively.

CT DSS care management first provides the Medicaid program consumers Medicaid referral to the Supported Living Group LLC with the Medicaid consumer's information. Secondly, CT DSS care

management informs Medicaid consumers when home Medicaid services will begin through The Supported Living Group LLC. The Medicaid referral process may appear to be completed verbally, mostly over phone calls, leaving the Medicaid Consumer at the will of CT DSS care management directives and conversation time constraints. During this process, the Medicaid Consumer may appear not to be made aware of the DSS-approved Medicaid agency provider list and that there are numerous Medicaid-approved agencies to select. In most cases, CT DSS care management specifies and dictates the Medicaid referral to The Supported living group LLC to the Medicaid Consumer. Suppose by chance, during the Medicaid referral process; the Medicaid Consumer independently discovers they have more Medicaid agency options. In that case, CT DSS care management verbally explains that the DSS-approved Medicaid provider list may appear outdated.

The Connecticut Department of Social Services may appear to be violating the policies of the Medicaid MFP Money Follows the Person Program and the Medicaid ABI Waiver Programs I and II. Medicaid consumers are told the Supported living Group LLC is the agency provider of Medicaid Services.

- a) It may appear that CT DSS care management is benefiting financially from a kickback system of Medicaid referrals.
- b) CT DSS care management may appear to be masking Medicaid program information from Medicaid consumers.
- c) CT DSS care management may appear to be misleading Medicaid consumers and complicating their ability to make informed decisions.
- d) CT DSS care management may force Medicaid consumers to make quick decisions before they can research, discover, and invoke their rights.
- e) CT DSS care management may appear to monopolize on time frames, expecting Medicaid consumers to know and understand their rights under the Medicaid program and to advocate for their Medicaid services.
- f) CT DSS care management may appear to be the only Medicaid program information source permitted to communicate with Medicaid consumers about their Medicaid services. Medicaid Agency-provided verbal information or communication about Medicaid services may not be allowed. CT DSS refers to this communication as a manipulation of the care management process.
- g) CT DSS care management may appear to retaliate against Medicaid agency providers communicating with Medicaid consumers about Medicaid services.
- h) CT DSS makes it clear to Medicaid agencies that any effort by a Medicaid agency provider to inform Medicaid consumers of their rights or by showing Medicaid Consumers where to locate information about Medicaid services may result in the possible removal of that Medicaid agency from CT DSS Medicaid-managed programs as well as threats of DSS audits.
- i) CT DSS care management may appear to have and continues to be funneling directly to, promoting, and referring The Supported Living Group LLC's Medicaid services.
- j) CT DSS care management directly provides Medicaid Consumer program referrals to the Supported Living Group LLC. Due to what appears to be a kickback system, the Supported Living Group LLC has swiftly become the largest Medicaid MFP and ABI Waiver I and II agency provider in Connecticut.
- k) CT DSS care management gives little or no attention to reports of manipulations or kickbacks.
- l) CT DSS care management ignores reported concerns.

- m) CT DSS and Medicaid care management agencies hide the Medicaid-approved agency provider list from Medicaid consumers' awareness, using complex conversations and misleading website processes.
- n) The CT DSS' Medicaid Approved provider list appears intentionally biased and manipulated to benefit CT DSS' care management operation costs and The Supported Living Group LLC, not the Medicaid consumer.
- o) CT DSS fosters a complex online self-discovery method to confuse and frustrate Medicaid consumers to follow their instructions.
- p) CT DSS uses a covert internet-based lock and key system to hinder disabled Medicaid consumers from viewing the approved Medicaid agency provider list. What may appear to be using disability against the Medicaid consumer and knowing that trusting Medicaid Consumers cannot ask for what they do not know exists. The ability of Medicaid consumers to make informed decisions about their Medicaid service provider choices may appear hidden from them. This manipulation enforces the Kickback referral system.
- q) CT DSS will not allow the approved Medicaid Provider List to be openly public.
- r) CT DSS care management may appear to be using the Medicaid Consumers' disabilities against them to achieve the kickback agenda using verbal authorizations versus documented communication to hide their actions and avoid a paper trail. To seal the deal, Medicaid consumers must sign Medicaid program contracts quickly before careful review.
- s) The CT DSS' approved Medicaid agency provider list may appear presented to confuse, frustrate, and manipulate Medicaid consumers' decision-making process in a grooming-like effort to support and enforce the Medicaid kickback referral process.
- t) CT DSS care management actively lists and promotes the Supported living Group LLC's contact information more than four times on the Medicaid-approved agency provider list.
- u) CT DSS care management displays valuable artwork in their offices. This art is a promotional tool to advertise to Medicaid consumers within their offices consistently. The Supported Living Group LLC provides the art.
- v) CT DSS care management uses The Supported living Group LLC's art for website advertising and internet-based social media sites promoting The Supported Living Group LLC's Medicaid Services and their Care Management services.
- w) CT DSS care management agencies benefit financially by reducing the number of Care Managers needed and reducing the operating costs of their time and effort. CT DSS's benefits include one place to contact and one location to have multiple required meetings on the same day. CT DSS care managers want to refrain from speaking with various agency providers.
- x) CT DSS uses requests and directives from people, not Medicaid consumers or legal conservators, to their vantage.
- y) CT DSS care management has and is making additional Medicaid referrals forcing The Supported Living Groups' Medicaid Therapist on Medicaid consumers.
- z) The number of consumers on the program versus the number of clients The Supported Living Group serves may appear grossly disproportionate to the number of approved Medicaid agency service providers.
- aa) CT DSS may appear to be purposely not collecting or hiding Medicaid data to manipulate FOIA requests. Information such as the number of Medicaid Consumers who receive Medicaid services from The Supported Living Group LLC.

- bb) What is the total number of CT DSS-approved Medicaid agency providers on the CT DSS Approved Provider List?
- cc) What is the total number of Medicaid consumers receiving MFP and ABI waiver services?
- dd) What number of Medicaid referrals has The Supported Living Group received from CT DSS care management? What number of Medicaid Referrals have been made to the Supported Living Group LLC?
- ee) What is the total number of Medicaid consumers receiving Medicaid services from The Supported Living Group LLC?
- ff) What is the total number of CT DSS care management Medicaid referrals from the Supported Living Group LLC?
- gg) What is the total amount of Medicaid funding billed between The Supported Living Group LLC and CT DSS care management agencies?
- hh) CT DSS care management is dictating Medicaid Referrals to the Supported Living Group LLC and excluding hundreds of approved Medicaid Agencies.
- ii) The Supported Living Group or its owners may force Medicaid consumers to live in apartments owned by the company president or people with mutual financial benefits. These Medicaid consumers use Federal Social Security disability funds to pay the rent. If these Medicaid Consumers wish to change Medicaid agency providers, they may also lose their apartments. This is a manipulated complex effort to force Medicaid consumers to avoid terminating Medicaid relationships.
- jj) The Supported Living Group LLC may have a covert and active stipend system to pay Medicaid consumers. This type of financial relationship with Medicaid Consumers forces the Medicaid consumer to stay with a Medicaid provider that is paying them.
- kk) The Supported Living Group LLC Director of Clinical Services Doctor provides Medicaid-paid Cognitive Behavioral Therapy to the same Medicaid Consumers receiving Medicaid home-based services from the same agency. The Therapist dictates the home-based Medicaid services needed. The Medicaid home-based providers report the need for more Medicaid CBT services. This back-and-forth process increasingly provides more Medicaid-paid services and CT DSS care management Medicaid services needed and paid. The Supported Living Group dictates the need for Medicaid service funding and receives the Medicaid services funding. This kickback system dictates the type of Medicaid Services and the amount of Medicaid services that must be used by the Medicaid Consumer.

ABI Resources
39 Kings Hwy STE C
Gales Ferry, CT. 06335
Email AabiWR@live.com

12/06/2021

Medicaid Programs / Connecticut Department of Social Services Freedom of Information Act FOIA request.

Would the department please provide the price for the processing of this data in a digital pdf format?

Please provide Medicaid Program specific data for each of the following Medicaid Programs:

- ABI Waiver Program 1
- ABI Waiver Program 2
- MFP Money Follows the Person Program
- PCA Waiver program

For years:

- 2018
- 2019
- 2020
- 2021

For services:

- ILST
- COMPANION
- RA1
- RA2
- PCA

For counties:

- Fairfield
- Hartford
- Litchfield
- Middlesex
- New Haven
- New London
- Tolland
- Windham

County Name	Per county, What number of people have <u>applied</u> for each Medicaid program per year?															
	ABI WAIVER 1				ABI WAIVER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield	0	0	0	0												
Hartford	0	0	0	0												
Litchfield	0	0	0	0												
Middlesex	0	0	0	0												
New Haven	0	0	0	0												
New London	0	0	0	0												
Tolland	0	0	0	0												
Windham	0	0	0	0												

County Name	Per county, what number of people have been <u>approved</u> for each Medicaid programs per year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield	0	0	0	0												
Hartford	0	0	0	0												
Litchfield	0	0	0	0												
Middlesex	0	0	0	0												
New Haven	0	0	0	0												
New London	0	0	0	0												
Tolland	0	0	0	0												
Windham	0	0	0	0												

What is the average Medicaid program consumer's wait list period to start Medicaid program services for each program?

When approved for the MFP, what is the average time period for home-based services to actively start?

County Name	Per county, what number of people received services for each Medicaid program per year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield																
Hartford																
Litchfield																
Middlesex																
New Haven																
New London																
Tolland																
Windham																

County Name	Per county, what is the total number of Medicaid program consumers on each Medicaid program?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
Fairfield																
Hartford																
Litchfield																
Middlesex																
New Haven																
New London																
Tolland																
Windham																

Since 2018, What number of Medicaid program consumers transitioned from Medicaid Programs ABI Waiver 1 too ABI Waiver 2?

County Name	What is the total number Medicaid program service <u>hours</u> billed per year, for each Medicaid program, for the following services?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
ILST																
COMPANION																
RA1																
RA2																
PCA																

What is the total number of Medicaid approved agency providers?

What are the names of the ten largest Medicaid approved agency providers providing ILST, companion, RA1, RA2 and or PCA services for each of the 4 Medicaid programs?

Ten Largest Approved Agency Provider Names	What is the total number of Medicaid program consumers served per Agency / Program / Year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Ten Largest Approved Agency Provider Names	What is the total number of Medicaid program consumer referrals received per Agency / Program / Year? What number of Medicaid program referrals went to each of the ten largest agency providers individually?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Care management access agencies.

What are the names of the care management access agencies for each of the 4 Medicaid programs?

What care management access agencies make Medicaid program service referrals, for each program?

What are the care management access agencies Medicaid program approved agency provider referral protocols for each program?

What is the title and qualification requirements for care management access agency employees assigned to the Medicaid approved agency provider referral process for each program?

What is the total number of specific Medicaid program referrals made by each care management access agency employee individually?

Example:

- Employee A
- Number of Referrals
- Per Year
- What Medicaid program approved agency provider received the referral?

Do any care management access agencies use software generated Medicaid program agency provider referral systems? If so, please provide the name of the access agency and the software referral system used.

Does Connecticut permit care management access agency's use of software that generates Medicaid agency provider referrals for Medicaid programs?

How does Connecticut ensure Medicaid program referral protocols are adhered to?

Care Management Access Agency Name	What is Total number of Medicaid program referrals made per Agency / Program / Year?															
	ABI WAVIER 1				ABI WAVIER 2				MFP				PCA WAIVER			
	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021	2018	2019	2020	2021
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

When the approved agency provider Goodwill, stopped providing services for the ABI Waiver Program, what number of Medicaid program consumers transitioned to different Medicaid program agency providers?

What care management access agencies were involved in the referral process?

What care management access agency referral protocols were administered?

Did DSS ensure protocols were followed?

Has DSS received complaints or concerns about these referrals? If so would the Department please provide these complaints and concerns?

What Medicaid program agency providers received care management access agency referrals?

What number of Medicaid program consumers went to each approved agency provider?

1. Elton Knowles
2. Ebony Adams - Bloomfield,
Connecticut
3. Brain Long
4. Paul C. John Duray
5. Robert Watson III
6. Jonathan Spencer
7. Eric Trudeau
8. Velda Hayton Plainfield
9. Colin Armour
10. Casey Albert
11. John Carey

11/12/2021

Mrs. Cavallaro and the Department of Social Services,

Again, ABI Resources continues to be contacted by the MFP family requesting services.

ABI Resources continues to refer all questions and concerns to the Care Manager per guidelines, and or you per your request.

ABI Resources consistently informs the department.

"If you have specific concerns you would like to discuss feel free to reach out to me or the Agency on Aging directly, but please do not contact the family."

ABI Resources is concerned as has never it has never been contacted by the Agency on Aging access agency. It may now appear that the department may not have investigated ABI Resources' complaint.

It may appear that the department is unjustly presupposing facts.

ABI Resources is not contacting the family.

Furthermore, The department's reference to the past challenge is concerning.

"DSS is communicating directly with those involved with the care of this member and has ensured the health and safety of this individual."

What is the status of ABI Resources' reported complaint?
11/12/2021

Commissioner _____, Mrs. Cavallaro and the Department of Social Services,

"If you have specific concerns you would like to discuss feel free to reach out to me or the Agency on Aging directly, but please do not contact the family."

- A) 1. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services.
- 2. ABI Resources continues to refer all questions and concerns to the Care Manager per guidelines, and or per Mrs. Cavallaro's request.
- 3. ABI Resources continues to consistently inform the Department of Social Services.

- 4. Is the Department of Social Services insinuating that ABI Resources is contacting the family?

The Department of Social Services reference to a past October 10, 2019 challenge is concerning and may be interpreted by ABI Resources as pressurizing or threatening.

"The Department of Social Services dated October 10, 2019 which references Paragraph 11 of the Provider Agreement Addendum in which the care manager, not the provider, is responsible for communicating with a client regarding the Plan of Care, including proposed changes to such Plan of Care. The Provider shall not discuss details regarding the Plan of Care with a client including, but not limited to, the Provider's desire to change or terminate services, without the Care Manager's prior approval."

- B) 1. Is the Department of Social Services directing ABI Resources not to communicate with potential Medicaid Money Follows the Person and Medicaid ABI Waiver Program consumer customers that contact ABI Resources requesting services?
- 2. Is the Department of Social Services stating that ABI Resources is not to listen or communicate with potential customers?
- C) 1. Would the Department of Social Services please provide contact information for the Agency on Aging care management access agency representative, investigating ABI Resources' 10/18/2021 complaint?
- 2. An Agency on Aging care management access agency representative has not contacted ABI Resources in regards to ABI Resources 10/18/2021 complaint to the Department of Social Services.
- 3. The Department of Social Services has not contacted ABI Resources in regards to ABI Resources complaint made to the Department of Social Services on 10/18/2021.

What is the status of ABI Resources' reported complaint to the Department of Social Services back on Thu 10/18/2021?

Onesided investigation

ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources has consistently informed the Department of Social Services. ABI Resources is very aware of the letter that was sent years ago and has had no challenges before and after the letter, not sure if you are aware that the letter was in reference to the same MFP consumer years before the client ever received MFP services. Additionally it appears that the Department is vilifying

ABI Resources appears that ABI ABI Resources is happy to read that services are going well for the MFP consumer.

All the Best,

ABI Resources is not a provider of services for the Medicaid MFP consumer. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources is happy to read services are going well for the MFP consumer.

ABI Resources is aware of the letter that was sent years ago and has had no challenges before and after the letter.

All the Best,
David Medeiros

ABI Resources has consistently informed and supported the Department of Social Services by presenting concerns. ABI

Resources' appears to be ignored, vilified and treated unjustly by the Department of Social services for reporting concerns about poor Care Management practices by it's contracted Access Agencies.

Is the Department of Social Services directing ABI Resources not to speak with Medicaid consumers about requests for ABI Resources to provide services? It appears that the Department of Social Services may be unhappy

All the Best,

ABI Resources is not a provider of services for the Medicaid MFP consumer. ABI Resources continues to be contacted by the Gales Ferry MFP family requesting services. ABI Resources answers no questions and continues to refer all their questions, requests, and concerns to the Care Manager directly per guidelines and to you per your directive. ABI Resources is happy to read services are going well for the MFP consumer.

ABI Resources is aware of the letter that was sent years ago and has had no challenges before and after the letter.

All the Best,
David Medeiros

The Department of Social Services has not contacted ABI Resources in regards to ABI Resources complaint made to the Department of Social Services on 10/18/2021.

What is the status of ABI Resources' reported complaint to the Department of Social Services back on Oct 6, 2021 Thu 10/18/2021?

It will be snow much fun!
Spectatualr

SUPER-DUPER SNOWMAN SOCIAL!

SUPER-DUPER SNOWMAN SOCIAL!

Re: ACR Request: RA Class Training dates and locations



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

Mon 4/26, 10:48 AM

Nicole Simmons <nsimmons@alliedgroup.org>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com> ✕

Reply all | ▼

Thank you Nicole,

Congratulations on your new addition to the family!
Happy to see you are back.

David

From: Nicole Simmons <nsimmons@alliedgroup.org>
Sent: Monday, April 26, 2021 12:13:41 PM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: RE: ACR Request: RA Class Training dates and locations

Hi David,

My apologies for the delay in response as I am just returning from maternity leave. I hope someone was able to assist you in my absence. In case your question has not yet been answered, the waived requirement for the RA Training is still currently in effect and we do not have a 2022 schedule as of yet. When this information becomes available, I will be sure to send a notice to all ABI agencies. Please let me know if you have any additional questions.

Hope you are staying well,

Nicole Simmons
Applications Processing Supervisor
Provider Services Department
Allied Community Resources
ph: 860-627-9500
fax: 860-627-0230
"Creating Opportunities for People"



**Please note: If you choose to send your documents using email, please send them as a PDF attachment to ACR@alliedgroup.org.

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Sent: Monday, March 1, 2021 12:21 PM
To: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>; ACR@alliedgroup.org
Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com; heather.m@ctbraininjury.com; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>
Subject: ACR Request: RA Class Training dates and locations

Hello Nicole and Marihonor,

Would you please send ABI a copy of the 20221 RA Class Training Dates and Locations?

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

Care Management Agency Name	Number of active Care Managers
-----------------------------	--------------------------------

Number of active MFP Care Managers

Number of active ABI Care Managers

Number PCA waiver I consumers

Number of MFP consumers actively receiving services

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](#)

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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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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

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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

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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

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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

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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

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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

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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



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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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Re: ACR Request: RA Class Training dates and locations unencrypted

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

Mon 3/1/2021 12:44 PM

To: Marihonor Flagg <mflagg@alliedgroup.org>

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>

Noted and thank you! 🙏

All the best,
David Medeiros CBIS



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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 1, 2021 12:40 PM

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

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>

Subject: RE: ACR Request: RA Class Training dates and locations unencrypted

Greetings – there are no scheduled RA trainings due to the pandemic restrictions. Once an RA application is reviewed and completed, approval is granted contingent on the completion of the RA training once they become available. Keep in mind the acr@alliedgroup.org is an email dedicated to printing PDF documents. It's not for correspondence.

If you wish to email attachments please convert to PDF format and send to acr@alliedgroup.org.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230



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

Sent: Monday, March 1, 2021 12:21 PM

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

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; mandee.p@ctbraininjury.com <mandee.p@ctbraininjury.com>; heather.m@ctbraininjury.com <heather.m@ctbraininjury.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Subject: ACR Request: RA Class Training dates and locations

Hello Nicole and Marihonor,

Would you please send ABI a copy of the 20221 RA Class Training Dates and Locations?

All the best,
David Medeiros CBIS



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Re: FB

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Mon 10/18/2021 8:08 AM

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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



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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.

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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

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

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

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Subject: Re: FB

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

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A.B.I. RESOURCES



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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>
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Good afternoon Kathleen,

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All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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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

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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

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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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↔ Mc

Re: ABI Waiver Program Consumer Service Concern



Jennifer Cavallaro <Jennifer.Cavallaro@ct.gov>

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

CC: Commis DSS <Commis.DSS@ct.gov>

📅 25 October 2021 6:44

🕒 Expires in 30 days

Good Morning Mr. Medeiros,
 We are actively investigating the concerns.
 Please feel free to refer the conservator to my attention.
 Kindest regards,
 Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
 Director, Operations Team
 Co-Lead, Community Options Unit
 Division of Health Services
 Connecticut Department of Social Services
[55 Farmington Avenue](#)
[Hartford CT 06105](#)
[860-424-5743](#) - office
jennifer.cavallaro@ct.gov
www.ct.gov/dss

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On Oct 25, 2021, at 6:41 AM, A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@live.com> wrote:

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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

<Outlook-emb0ahpj.jpg>



STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
55 FARMINGTON AVENUE, HARTFORD, CONNECTICUT 06105

October 10, 2019

Mr. David Medeiros
A.B.I. Resources LLC
752 Main Street
Willimantic, CT 06226-2504
aabiwr@live.com

RE: Suspension from ABI Waiver Program/MFP Provider Registry for New Clients

Dear Mr. Medeiros:

The purpose of this correspondence is to address issues brought to our attention from Money Follows the Person ("MFP") program staff regarding your improper communications with the family of F.B., and your violation of Department rules and regulations.

F.B. is eligible to receive home and community-based services through MFP in conjunction with the Department's Acquired Brain Injury Waiver program. As you know, F.B.'s care manager had developed a service plan that included 63 hours per week of PCA services and 21 hours per week of Recovery Assistant services. The service plan was developed based on a comprehensive assessment of his needs through a person-centered, conflict-free process, in accordance with program rules and federal requirements.

The Department recently received information that, while attempting to encourage F.B.'s family to select your agency as F.B.'s provider, you improperly intervened in the care planning process. Specifically, you communicated directly with F.B.'s family in an attempt to have the service plan modified to match the services provided by your agency, rather than the services identified by the care manager. In particular, you suggested that, although your agency does not provide PCA services, your agency could instead bill the Department for Independent Living Skills Training (ILST). ILST is a skills training service that is significantly different than the hands-on personal care provided by a PCA, but is reimbursed at a significantly higher rate than PCA services. You made this suggestion while being fully aware that F.B. has extensive hands-on care needs with his activities of daily living, which cannot be met by an ILST. Although you stated to the care manager that the ILST could provide personal care as a "hand over hand" service, personal care is outside the scope and definition of ILST, and cannot be billed as such.

The Department has determined that your conduct is abusive of the Connecticut Medical Assistance Program, and also violates several provisions of the Department of Social Services' Provider Enrollment Agreement (the "Agreement") and the Addendum to the Provider Enrollment Agreement for Acquired Brain Injury Waiver Providers, which is incorporated by reference into the Agreement (the "Addendum"). In particular, Paragraph 10 of the Addendum states as follows:

The Care Manager is responsible for developing a written individualized plan that describes the type, amount, frequency and duration of services to be provided to the client in consultation with the client, the client's family or the client's authorized representative (the "Plan of Care"). The Provider shall cooperate with the Care Manager in its development of the Plan of Care.

In addition, Paragraph 11 of the Addendum states as follows:

The Care Manager, not the Provider, is responsible for communicating with a client regarding the Plan of Care, including proposed changes to such Plan of Care. The Provider shall not discuss details regarding the Plan of Care with a client including, but not limited to, the Provider's desire to change or terminate services, without the Care Manager's prior approval.

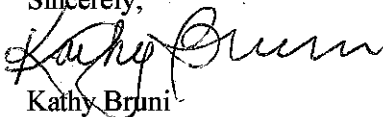
The Department has significant concerns regarding your conduct. The care manager's role in developing the plan of care with the individual is critical to ensuring that the federally-mandated person-centered planning process for ABI Waiver clients is followed. It is the care manager, not a prospective provider, who is responsible for developing the service plan and communicating with the client, family members and representatives regarding the details of the service plan. Your interference with this process: is a violation of your Agreement; could have placed a client's health and safety at risk; and is an abusive program practice.

Accordingly, pursuant to Paragraphs 9 and 33 of the Agreement, and Paragraph 9 of the Addendum, the Department is suspending A.B.I. Resources LLC from the ABI Waiver Program/MFP provider registry for *new* clients for a minimum period of three months from the date of this letter. During this period, A.B.I. Resources LLC may provide services to only its *existing* ABI Waiver/MFP clients.

The Department will review this status after three months.

Please contact me if you have questions.

Sincerely,



Kathy Bruni
Director, Community Options

Cc: Dawn Lambert
John McCormick
Michael Slitt

Ongoing Silence! Lack of Transparency in Connecticut's Federally Funded Programs Raises Alarm
Secret Directory and Practices: Concerns Rise for Brain-Injured Individuals in Connecticut Medicaid
Federal Anti-Kickback Statute | Medicaid Referral Fraud | ABI RESOURCES

Transparency and Accountability Concerns in CT's Federally Funded Programs for Brain Injury Care
Care Managers. Do you have the right to change yours? Understanding Protecting Your Freedoms
Investigating the Legality and Impact of CCC's Secret Electronic Randomization System on Federally
Disability Rights Connecticut (DRCT) Team

Dear Brain Injury Alliance of Connecticut (BIAC)

Dear Governor Ned Lamont, Advocacy Request for Brain Injury Survivors

Alleged Discrimination at Connecticut Community Care | Calls for Internal Investigation

The Importance of Informed Choice in Achieving Free Choice in Healthcare.

Informed Choice and Its Implications for Connecticut's ABI Waiver and MFP Programs

Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs.

Enhancing Ethical Systems / Advocating for Consumer Rights and "Request to change Care Manager Form

Are They Leaving People with Slower Recovery Behind? MFP and ABI Waiver Programs

Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding.

- [Ongoing Silence! Lack of Transparency in Connecticut's Federally Funded Programs Raises Alarm](#)
- [Secret Directory and Practices: Concerns Rise for Brain-Injured Individuals in Connecticut Medicaid](#)
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- [Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding.](#)



U.S. Department of Health and Human Services

Office of Inspector General

Requesting information about your complaint

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

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

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

Your complaint summary

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

Allegation details

HHS employee, contractor, or grantee

No

Allegation type

Kickbacks

Healthcare program

Medicaid

Program type

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

Date of activity

11/29/2022

Is the activity still happening?

Yes

Subject information

Subject

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

Witness information

Witness

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

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

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

Employment information

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

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

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

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

Your narrative

Your description of events

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

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

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

Your consent to disclose	I wish to remain Confidential. You may contact me for additional information, but please keep my name confidential and do not share it outside of the HHS Office of Inspector General. I also understand that HHS-OIG may still need to disclose my identity if required by law or if deemed necessary to the investigation.
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Name	DAVID MEDEIROS
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Date of birth	12/30/1976
----------------------	------------

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

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

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

Your contact details

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

Your employment information

HHS employee, contractor, or grantee	No

Email address

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

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

State of Connecticut

Department of Social Services.

55 Farmington Avenue, Hartford Connecticut

Attn: *Kathy Bruni and DSS*

October 21, 2019.

Hello Kathy Bruni and DSS,

There are many inaccuracies within the DSS letter received. Would you please contact, review and consider all relevant information sources?

In reference to the DSS letter:

- The father is very impressed by ABI Resources:
- The father asked what services ABI Resources provides and was informed of the services provided by ABI Resources under the waiver program, ILST, Companion, RA and when we can start.
- The father loved that ABI Resources is within one mile of their home.
- The father loved that ABI Resources is equipped with a music recording studio as FB has been and continues to be very involved with music.
- The father has worked within the local school systems with our employee Steven, that provides music education resources for ABI Resources as well as the school systems.



- Back in July, care manager Christine Russel and I had a conversation about the process of being discharged, identifying an agency for a home OT evaluation, getting that evaluation approved by DSS, identifying a company to provide home modifications, creating a transition home plan, creating a service plan, presenting that service Plan to DSS for approval, finalized by a provided service plan and date to start services.
- Later in July, Christine Russel called and asked if ABI Resources provides PCA services and I said no. ABI Resources provides ILST companion and RA services.
- The father called and asked if ABI Resources would provide PCA services and was informed that ABI resources does not provide PCA services.
- Each month ABI Resources has sent an email requesting an updated status.
- The first week of October Christina Russel called me and informed me that ABI Resources would be providing RA1 services 3 hours a day 7 days a week when approved by DSS.
- No service plan has been provided yet, as Christina and Ebony are first working on the OT home evaluation authorization from DSS.
- I have attached the email communications for reference.

I believe that this father is very impressed by ABI Resources and wants to receive all services from ABI Resources exclusively. ABI resources will only provide ILST Companion and RA services. When a service plan is finalized and provided, care manager Christina Russel will inform the family of each service and their roles.

ABI Resources wishes to have a conflict free relationship with you and the Department of Social Services.

Thank you for your time,

Respectfully,

David Medeiros CBIS

Mon, Sep 16, 2019, at 1:54 PM

Hello Christine and Eboni,

Can you please let us know the status of this case?

Thank you.

My regards,

Robert Brule, CBIS

Mon 9/16/2019 2:50 PM

From Eboni Payne

Hello Robert,

Thank you for sending the name.

On my end, we are currently awaiting DSS to approve a quote for a PT home evaluation. Once that is approved we can schedule to have the eval done.

Once the eval is done we will have a contractor come out and quote the work that needs to be done based off of the eval. Once that is finished we submit all of that to DSS for their approval. After the approval modifications can begin.

Hopefully, I will receive an answer back from DSS this week on the PT evaluation quote.

Hope this answers your questions, if you are looking for something specific that I have missed, please let me know.

Thank you,

Eboni Payne

Transition Coordinator

CCC, North Central Regional Office

Mon, 9/16/2019 10:47 PM

Vey late on Monday night, Robert Brule received this communication from Christina Russell, Care Manager

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Tue 9/17/2019 8:22 AM

Thank you for the email Christine. ABI Resources will only provide ILST and RA services?

My regards,

Rob Brule, CBIS

Tue 10/1/2019 11:13 AM - ABI reached out again

To: Christina Russell

Subject: MFP: Ledyard Client F.

Hello Team,

Do we have an official service plan? We have staff ready. Would you please provide a status update?

Talk soon,

David

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<https://www.CTbrainINJURY.com>**State of Connecticut****Department of Social Services.**

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STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
55 FARMINGTON AVENUE, HARTFORD, CONNECTICUT 06105

October 31, 2019

Mr. David Medeiros
ABI Resources LLC
752 Main Street
Willimantic, CT 06226-2504
aabirw@live.com

Dear Mr. Medeiros,

The Department of Social Services is in receipt of your letter dated October 21, 2019. Your letter requests that the Department contact and consider relevant information sources regarding our October 10, 2019 letter to you. We have, in fact, reviewed and spoken with relevant sources, both before and after your letter, and stand by our October 10, 2019 letter.

Although you don't reference or acknowledge it in your letter, our investigation revealed that, even though the care manager had determined that PCA services were necessary for F.B., you improperly attempted to convince the care manager, and informed F.B.'s family members, that 63 hours of PCA services per week could be replaced with ILST services at ABI Resources. As you know, F.B. has extensive hands-on care needs. He is wheelchair-bound, and recovering from multiple serious injuries, including pelvic fractures, scapular fractures, and bilateral pulmonary contusions. ILST is an inappropriate service to address his needs, and would have placed his health and safety at risk.

Nevertheless, your letter implies that F.B.'s service plan would still include ILST services, even though both the care manager and our October 10, 2019 letter have made it perfectly clear that F.B. is not a candidate for ILST services at this time. By writing that F.B.'s father "may want to receive all services from ABI Resources exclusively," and that ABI Resources "will only provide ILST, Companion and RA services," we conclude that you still do not understand the inappropriateness of your actions. If ABI Resources does not provide PCA services, it doesn't matter that F.B.'s father would prefer to receive all services from your agency.

After reviewing your letter and our documentation, the Department stands by its decision that you violated your provider agreement with the Department when you improperly interfered in the conflict-free care planning process. This is an abusive program practice that, had the Department not intervened, would have placed F.B.'s health and safety at risk.

Sincerely,


Kathy Bruni, Director
Community Options Unit

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

Thank you CCSN!

ABI Resources would like to offer our heartfelt gratitude to The Center for Children with Special Needs. Thank you for expanding your Connecticut services to include the Medicaid ABI Waiver Program. CCSN's therapeutic expertise is incredibly needed. You are noticeably improving the lives of people living with and recovering from brain injuries. CCSN's services and specifically the outstanding professionalism of Kaitlin Scanlon Crowe, M.A., BCBA are well felt and appreciated. Kaitlin's ability to adapt and support the unique needs of individuals align with ABI Resources' core values of quality care. CCSN's ethics and compassion for serving others is clear. You are producing real results and are a respected addition to many Connecticut care teams. Thank you again CCSN for all that you do, with and for the many people and families in need.

Best regards,

David Medeiros CBIS

David Medeiros CBIS

Founder

ABI Resources, LLC



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
GALES FERRY, CT 06335
(860) 942-0365
WWW.CTBRRAININJURY.COM



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

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

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

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

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

ABI Resources contacted,

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

Dear Erin,

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

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

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

Provider List:

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

Electronic System:

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

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

Regarding the role of care managers in the process:

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

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

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

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

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

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

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

All the best,

David Medeiros

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

Dear Erin,

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

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

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

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

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

Sincerely,

David Medeiros

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

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

Dear

Julia Evans Starr, President,

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

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

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

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

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

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

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

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

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

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

Subject: To the attention of David Medeiros CBIS.

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

b. Pertaining to the received communication from

Thu 9/1/2022 12:16 PM

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

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

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

Thank you for your cooperation.

Sincerely,

David Medeiros

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

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

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

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

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

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

NEW BREAKING UPDATE NEWS / Connecticut

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

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

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

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

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

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

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

ABI Resources contacted,

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

and

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

#FOIA #BreakingNews #NewsUpdate

#WorldNews #politics #business

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

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

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

#community #people #management #quality #help

Top 5 questions to ask your Care management care manager.

ory of understanding and supporting the consumer,

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

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

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

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

Sincerely,

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

August 1, 2022.

Connecticut Community Care Inc.
43 Enterprise Drive
Bristol, Connecticut 06010

Formal inquiry and request for internal investigation.

In reference to consumer services, provided under the guidelines of the ABI Waiver Program and protocols set forth by Medicaid and Connecticut's Department of Social Services. On July 25, 2022, at 8:00 am, Connecticut Community Care manager Doreen Andrews directed the immediate removal of ABI Resources without notice with a Willington Consumer of the Medicaid Abi Waiver Program. An ABI Resources Program Support Manager recieved a text message with the care management immediate directive. ABI Resources is concerned this action may appear to conflict with the regulations of the Medicaid ABI Waiver Program as well as the values and mission of ethical person-centered care provided by Connecticut Community Care as a whole.

ABI Resources is requesting a Connecticut Community Care internal investigation.

Regards,

David Medeiros CBIS

Member David Medeiros CBIS
Founder, CEO, Director, Team Member
ABI Resources, LLC

A.B.I. RESOURCES



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To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery**D-1: Service Plan Development (6 of 8)**

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username, and created a password for consumers of the ABI Waiver Program.
- Many of the disabled ABI Waiver Program population cannot afford the internet and the equipment needed to access the internet to navigate their listing.
- Many disabled ABI populations cannot navigate and understand internet-based communication processes.
- Many disabled ABI Waiver populations live with communication and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for callbacks, or requesting the listing mailed to their home address is a highly complex process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without giving the complete DSS



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- DSS, Case Management providers, and the contracted, the fiduciary listing provider may be aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not discriminated against and provide the procedural validation system to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to confuse the disabled ABI Waiver consumer in this way. Below are the first two webpages of many that DSS'S contracted fiduciary is listing; note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate, and more.

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- Note that ABI Resources is listed once.

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A&D Home Health Solutions Inc		(860) 667-2275	dfisher@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington
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- Note that disabled ABI Waiver consumers may have significant challenges understanding the list of provider types.

"Creating Opportunities for People"

Portal Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program: ABI

Provider Types:

Click to Select Provider Types

- Agency
- Private-Household
- Private-SE & H
- Private-Self-Empl.
- Click to Select Towns

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

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- Note that the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with, such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

"Creating Opportunities for People"

Portal > Directory

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Program:

Provider Types:

Regions:

Services:

Towns:

Additional Languages:

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- CBT and Behaviorist services are not listed on the DSS contracted fiduciary listing. This may create questionable and concerning challenges that may promote a discriminatory or biased decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and maybe selecting, making initiative-taking referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and biased practice.

ABI Resources formally requests a Department of Social Services internal investigation of these practices and concerns and a FOIA request for the policies and procedures for protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
David Medeiros
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



A.B.I. Resources LLC

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Liberty HomeCare Options LLC	●	(860) 357-4112	sylvia@libertyhcoct.com	New Britain
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A&D Home Health Solutions Inc		(860) 667-2275	dfisher@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington
A.L.L. Homemakers and Companions	●	(860) 507-6796	all216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges understanding the list of provider types.

"Creating Opportunities for People"

Portal Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program: ABI

Provider Types:

Click to Select Provider Types

- Agency
- Private-Household
- Private-SE & H
- Private-Self-Empl.
- Click to Select Towns

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Additional Languages:

Click to Select Additional Languages

Directory List

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Font Size

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- Note that the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with, such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

"Creating Opportunities for People"

Portal > Directory

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program:

Provider Types:

Regions:

Services:

Towns:

Additional Languages:

[HOME](#)
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[PROGRAMS & SERVICES](#)
[CUSTOMER SERVICE](#)
[QUALITY SERVICE](#)
[PROVIDER INFORMATION](#)
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- Font Size +

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- CBT and Behaviorist services are not listed on the DSS contracted fiduciary listing. This may create questionable and concerning challenges that may promote a discriminatory or biased decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and maybe selecting, making initiative-taking referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and biased practice.

ABI Resources formally requests a Department of Social Services internal investigation of these practices and concerns and a FOIA request for the policies and procedures for protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
David Medeiros
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



Hello Ron,

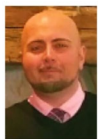
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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



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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Hello Ron,

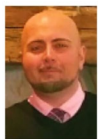
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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Thank you for your assistance.

All the best,
David Medeiros



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David Medeiros

215 Mountain St.

Willimantic CT. 06226

David.M@ctbraininjury.com

860 463-3638

Would the Department please keep my personal information confidential to your agency only? I will speak with and aid the Department to provide more clarity. I may be a valuable resource as I have had the unique experience of being a provider for Connecticut Medicaid programs since they began in 1998 and as a survivor of TBI. I have significant concerns about whistleblower retaliation against me personally and the agency I am the founder of, ABI Resources LLC.

This information is based on my past and current experiences providing services for the brain-injured population of Connecticut. I am unsure if this is indeed fraudulent activity or if people are using loopholes to achieve personal financial gain; however, it does appear to be wrong for many reasons. The disclosure is based on a reasonable belief that the alleged wrongdoing has occurred.

November 28, 2022.

1. Who: What may appear to be;

- a. Medicaid Consumers, possibly hundreds of Medicaid Consumers.
- b. [The Connecticut Department of Social Services CT DSS,](#)
- c. Medicaid Care Management Agencies and
- d. [The Medicaid agency provider, The Supported Living Group LLC](#)

2. What: What may appear to be;

- a. Federal Medicaid Funded Programs. Multiple *Medicaid-Funded home-based community services* and *Medicaid Funded Cognitive Therapy* for each Brain Injury Program.
- b. [CT Acquired Brain Injury \(ABI\) Waiver \(0302.R05.00\),](#)
- c. [CT ABI Waiver II \(1085.R01.00\) and,](#)
- d. [The Money Follows the Person Program, MFP.](#)
- e. [Multiple Medicaid-funded home-based and community services.](#)

- f. *Medicaid-funded cognitive behavioral therapeutic services.*
 - g. The total number of agencies on the CT DSS Medicaid Approved Agency Provider List.
 - h. The total number of these Medicaid Consumers on the above brain injury programs.
 - i. The total number of these Medicaid Consumers currently with The Supported Living Group LLC.
 - j. The time period of bulk Medicaid Referrals to The Supported Living Group LLC.
 - k. CT DSS Care Management has and continues to make an astounding amount of Medicaid Referrals to The Supported Living Group LLC. There are hundreds of CT DSS Medicaid-approved providers.
 - l. For both The Supported Living Groups' *Medicaid Home-based services*, as well as,
 - m. The Supported Living Groups *Medicaid Cognitive Behavioral Therapy services*.
3. **How: What may appear to be;**
- a. Corruption of medical decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, or inducements for Medicaid Referrals.
 - b. Violation of any law, rule, or regulation;
 - c. Gross mismanagement;
 - d. Gross waste of funds;
 - e. Abuse of authority; or
 - f. CT DSS care management appears to be funneling Medicaid Referrals to the Supported Living Group LLC exclusively and not using the CT DSS Medicaid approved agency provider list. Excluding hundreds of approved Medicaid Agencies, the Consumer's right to choose and use what may appear to be a referral kickback process.
 - g. Undocumented verbal authorizations, Using the Medicaid Consumer's disabilities to manipulate and mislead.
 - h. The Medicaid Consumers' urgent need for financial support to recover at home, the family's need to return to work, and the Medicaid Consumer's economic desperation.
 - i. CT DSS care management is making medical therapeutic Medicaid Referrals to The Supported Living Group LLC for Medicaid *home-based* services as well as *Cognitive Behavioral Therapy services*. The Supported Living Group LLC therapist dictates the amount of Medicaid funding services each Consumer requires then the Supported Living Group LLC provides these Medicaid-funded *home-based* services.

- j. The Supported Living Group LLC's Medicaid *home-based* service providers then provide the need for more Medicaid Therapeutic services in what appears to be a conflict of interests and kickback system.
 - k. **CT DSS** Medicaid approved provider list is intentionally biased, discriminatory, and corrupt. This corruption has been repeatedly reported to CT DSS for many years. CT DSS and the access agency that manages the Approved Provider Lists have a mutually beneficial relationship.
4. **Why: What may appear to be;**
- a. Consumers have the right to choose their Medicaid providers. Consumers can select multiple Medicaid providers for their *home-based* and community services. CT DSS care management is steering Medicaid-Funded program services and Medicaid Consumers to the Supported Living Group to reduce the CT DSS care management workload, violating the Medicaid Consumers' right to choose. These actions also place the individual into a significantly disadvantaged situation forcing the level of CT DSS care management to be reduced. Additionally, the relationship between CT DSS care management and the Supported Living Group is a significant conflict of interest for the Medicaid Consumer, and each agency works together for their agenda, not the Individuals' needs to support the kickback system.
 - b. CT DSS care management agencies benefit financially by reducing the number of Care Managers needed and reducing the operating costs of their time and effort. CT DSS's benefits include one place to contact and one location to have multiple required meetings on the same day. CT DSS care managers want to refrain from speaking with various agency providers.
 - c. The Supported Living Group LLC appears to receive payment from Medicaid Consumers for housing, Medicaid Funded *home-based* services, and Medicaid-funded Therapeutic services. This arrangement traps the Medicaid consumer into services and contractual relationships.
 - d. Some Medicaid Consumers may appear to be paid stipends from The Supported Living Group LLC to trap the Medicaid consumer into services and contractual relationships.
 - e. Monetary gain.
 - f. Time and ease of care management operations.
 - g. Reduced care management operating costs.

The Connecticut Department of Social Services may appear to be manipulating Medicaid Consumers recovering from brain injuries for financial gain. CT DSS may be using the Medicaid Consumer's disabilities against them. CT DSS may appear to be using a complete lack of knowledge, a crafted complex information system, desperation, time constraints, compromised communication skills, memory challenges, and cognition disabilities. CT DSS care management may appear to be fostering and praying on disabled Medicaid Consumers' lack of informed knowledge and awareness of the rights and policies of their personal Medicaid service programs. CT DSS care management has and continues to arrange and assign Medicaid Referrals to The Supported Living Group LLC to Medicaid Consumers forcing, misleading, and tricking the unaware into using the Medicaid services of the Supported Living Group LLC exclusively.

CT DSS care management first provides the Medicaid program Consumers Medicaid referral to the Supported Living Group LLC with the Medicaid Consumer's information. Secondly, CT DSS care management informs Medicaid Consumers when home Medicaid services will begin through The Supported Living Group LLC. The Medicaid referral process may appear to be completed verbally, mostly over phone calls, leaving the Medicaid Consumer at the will of CT DSS care management directives and conversation time constraints. During this process, the Medicaid Consumer may appear not to be made aware of the DSS-approved Medicaid agency provider list and that there are numerous Medicaid-approved agencies to select. In most cases, CT DSS care management specifies and dictates the Medicaid referral to The Supported living Group LLC to the Medicaid Consumer. Suppose by chance, during the Medicaid referral process; the Medicaid Consumer independently discovers they have more Medicaid agency options. In that case, CT DSS care management verbally explains that the DSS-approved Medicaid provider list may appear outdated.

The Connecticut Department of Social Services may appear to be violating the policies of the Medicaid MFP Money Follows the Person Program and the Medicaid ABI Waiver Programs I and II. Medicaid Consumers are told the Supported living Group LLC is the agency provider of *Medicaid home-based services* and *Medicaid Cognitive Behavioral Therapeutic services*.

- a) CT DSS fosters a complex online self-discovery method to confuse and frustrate Medicaid Consumers to follow their instructions.

- b) CT DSS and Medicaid care management agencies hide the CT DSS Medicaid-approved agency provider list and *Medicaid Cognitive Behavioral Therapist* list from Medicaid Consumers' awareness, using complex conversations and misleading website processes.
- c) CT DSS will not allow the approved Medicaid Provider List to be openly public.
- d) The CT DSS' Medicaid Approved provider list appears intentionally biased and manipulated to benefit CT DSS' care management operation costs and The Supported Living Group LLC, not the Medicaid Consumer.
- e) CT DSS uses a covert internet-based lock and key system to hinder disabled Medicaid Consumers from viewing the approved Medicaid agency provider list. What may appear to be using disability against the Medicaid Consumer and knowing that trusting Medicaid Consumers cannot ask for what they do not know exists. Medicaid consumers' ability to make informed decisions about their Medicaid service provider choices may appear hidden from them. This manipulation enforces the Kickback referral system.
- f) The CT DSS' approved Medicaid agency provider list may appear presented to confuse, frustrate, and manipulate Medicaid Consumers' decision-making process in a grooming-like effort to support and enforce the Medicaid kickback referral process.
- g) CT DSS care management actively lists and promotes the Supported living Group LLC's contact information more than four times on the Medicaid-approved agency provider list.
- h) It may appear that CT DSS care management is benefiting financially from a kickback system of Medicaid Referrals.
- i) CT DSS care management may appear to be masking Medicaid program information from Medicaid Consumers.
- j) CT DSS care management may appear to be misleading Medicaid Consumers and complicating their ability to make informed decisions.
- k) CT DSS care management may force Medicaid Consumers to make quick decisions before they can research, discover, and invoke their rights.
- l) CT DSS care management may appear to monopolize on time frames, expecting Medicaid Consumers to know and understand their rights under the Medicaid program and to advocate for their Medicaid services before individuals know what Medicaid services they have.
- m) CT DSS care management may appear to be the only Medicaid program information source permitted to communicate with Medicaid Consumers about their Medicaid services. Medicaid Agency-provided verbal information or communication about Medicaid services may not be

allowed. CT DSS refers to this communication as a manipulation of the care management process.

- n) CT DSS care management may appear to retaliate against Medicaid agency providers communicating with Medicaid Consumers about Medicaid services.
- o) CT DSS makes it clear to Medicaid agencies that any effort by a Medicaid agency provider to inform Medicaid Consumers of their rights or by showing Medicaid Consumers where to locate information about Medicaid services may result in the possible removal of that Medicaid agency from CT DSS Medicaid-managed programs as well as threats of DSS audits.
- p) CT DSS care management may appear to have and continues to be funneling directly to, promoting, and referring The Supported Living Group LLC's Medicaid services.
- q) Due to what appears to be a kickback system, the Supported Living Group LLC has swiftly become the largest and most dominating Medicaid MFP and ABI Waiver I and II agency provider in Connecticut.
- r) CT DSS care management gives little or no attention to reports of manipulations or kickbacks.
- s) CT DSS care management ignores reported concerns.
- t) CT DSS care management displays The Supported Living Groups' valuable artwork in their offices. This art is a promotional tool to consistently advertise to Medicaid Consumers within CT DSS care management offices. The Supported Living Group LLC provides the art.
- u) CT DSS care management uses The Supported living Group LLC's art for website advertising and internet-based social media sites promoting The Supported Living Group LLC's Medicaid Services and their Care Management services.
- v) CT DSS care management may appear to be using the Medicaid Consumers' disabilities against them to achieve the kickback agenda using verbal authorizations versus documented communication to hide their actions and avoid a paper trail.
- w) CT DSS care management quickly uses time constraints and overwhelm. To seal the deal, Medicaid Consumers must sign Medicaid program contracts quickly before careful review.
- x) CT DSS Care management agencies are pressuring Consumers verbally during quarterly Medicaid-required Team Meetings to switch Medicaid agencies to the Supported Living Group LLC for Medicaid *home-based* services as well as *Medicaid Funded Cognitive Behavioral Therapy Services*.

- y) CT DSS Care management agencies are pressuring Consumers verbally during quarterly Medicaid-required Team Meetings with Medicaid agencies to the Supported Living Group LLC for *Medicaid Funded Therapy services*.
- z) CT DSS uses requests and directives from people, not Medicaid Consumers or legal conservators, to their vantage.
- aa) CT DSS care management has and is making additional Medicaid Referrals forcing The Supported Living Group LLC LLCs' Medicaid Therapist on Medicaid Consumers.
- bb) The number of Consumers on the program versus the number of clients The Supported Living Group LLC serves may appear grossly disproportionate to the number of approved Medicaid agency service providers.
- cc) CT DSS may appear to be purposely not collecting or hiding Medicaid data to manipulate FOIA requests. Information such as the number of Medicaid Consumers who receive Medicaid services from The Supported Living Group LLC.
- dd) What is the total number of CT DSS-approved Medicaid agency providers on the CT DSS Approved Provider List?
- ee) What is the total number of Medicaid Consumers receiving MFP and ABI waiver services?
- ff) What number of Medicaid Referrals has The Supported Living Group LLC received from CT DSS care management? What number of Medicaid Referrals have been made to the Supported Living Group LLC?
- gg) What is the total number of Medicaid Consumers receiving Medicaid services from The Supported Living Group LLC?
- hh) What is the total number of CT DSS care management Medicaid Referrals from the Supported Living Group LLC?
- ii) What is the total amount of Medicaid funding billed between The Supported Living Group LLC and CT DSS care management agencies?
- jj) CT DSS care management is dictating Medicaid Referrals to the Supported Living Group LLC and excluding hundreds of approved Medicaid Agencies.
- kk) The Supported Living Group LLC or its owners may force Medicaid Consumers to live in apartments owned by the company president or people with mutual financial benefits. These Medicaid Consumers use Federal Social Security disability funds to pay the rent. If these Medicaid Consumers wish to change Medicaid agency providers, they may also lose their

apartments. These actions are a manipulated complex effort to force Medicaid Consumers to avoid terminating Medicaid relationships.

- ll) The Supported Living Group LLC may have a covert and active stipend system to pay Medicaid Consumers. This type of financial relationship with Medicaid Consumers forces the Medicaid Consumers to stay with The Supported Living Group LLC because they are paying them.
- mm) The Supported Living Group LLC Director of Clinical Services Doctor provides *Medicaid-Funded Cognitive Behavioral Therapy* to the same Medicaid Consumers receiving Medicaid *home-based* services from the same agency. The individual Medicaid consumer is trapped within a circle of Medicaid Funding, each feeding the other in a back-and-forth kickback system. The Therapist dictates the *home-based* Medicaid services needed. The Supported Living Groups' *home-based* providers report the need for more therapeutic services back to The Supported Living Groups' Therapist and vice versa. This back-and-forth process increases Medicaid-Funding services and traps the individual with The Supported Living Group. And CT DSS care management Medicaid services are needed and funded. The Supported Living Group LLC dictates the need for Medicaid service funding and receives the Medicaid services funding. This kickback system dictates the type of Medicaid Services and the number of Medicaid services the Medicaid Consumer must use.
- nn) Care managers have and continue to take verbal actions by consistently calling Medicaid Consumers, pressuring them to change agencies to the Supported Living Group LLC.
- oo) Care Managers are violating Medicaid program policies and intentionally not informing or investigating Medicaid agency providers about concerns.
- pp) CT DSS care management forces the individual to receive The Supported living Group LLC's *Medicaid-funded Cognitive Behavioral Therapy services*, knowing that the Consumer must attend these therapy sessions at The Supported living Group LLC's offices. This is a significant conflict of interest as Medicaid consumers, and other agency employees are poached at this location.
- qq) CT DSS forces Medicaid Agency Providers to be trained and certified by the Supported Living Group to provide the same Medicaid Services.

The Supported Living Group LLC.

Executive Office of Danielson: 113 School St, Danielson, CT 06239

Executive Office of Avon: 147 Simsbury Rd, Avon, CT 06001

Executive Office of Bethany: 23 Amity Rd, Bethany, CT 06524

Western Connecticut Satellite Office: 97A Whiting St, Plainville, CT 06062

(860) 774-3400

<https://www.supportedlivinggroup.org/>

Therapist <https://www.supportedlivinggroup.org/mbrisman>

ABI. RESOURCES

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

To the Connecticut Department of Social Services, DSS Legal, and FOIA request departments. In reference to Medicaid funding of ABI Waiver programs I and II, and MFP, Money Follows the Person program.

Medicaid FOIA request: Current Medicaid funding service information pertaining to November 7, 2022.

1. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Connecticut Community Care Inc?
2. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and SWCAA Southwestern Connecticut Area on Ageing?
3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

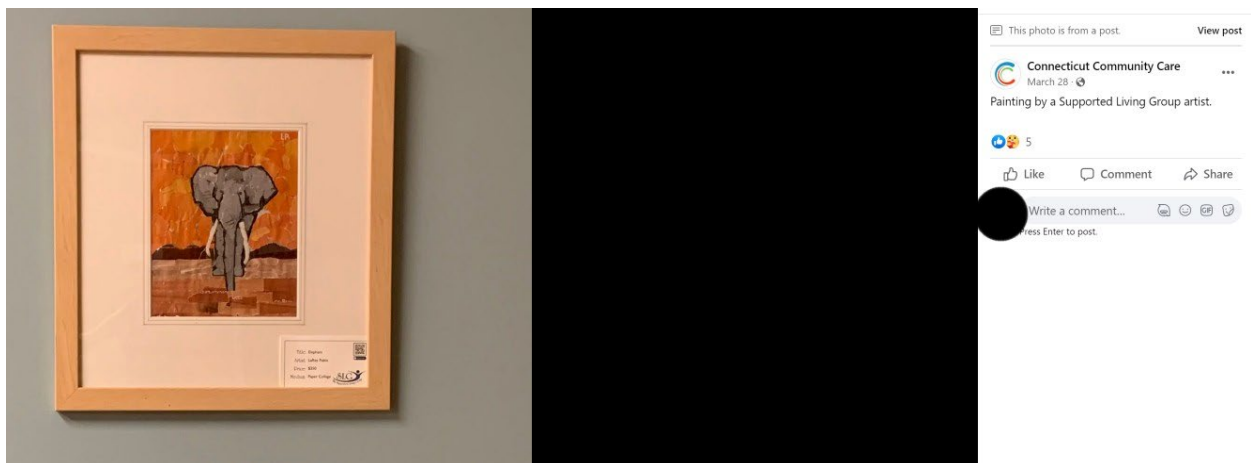
David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



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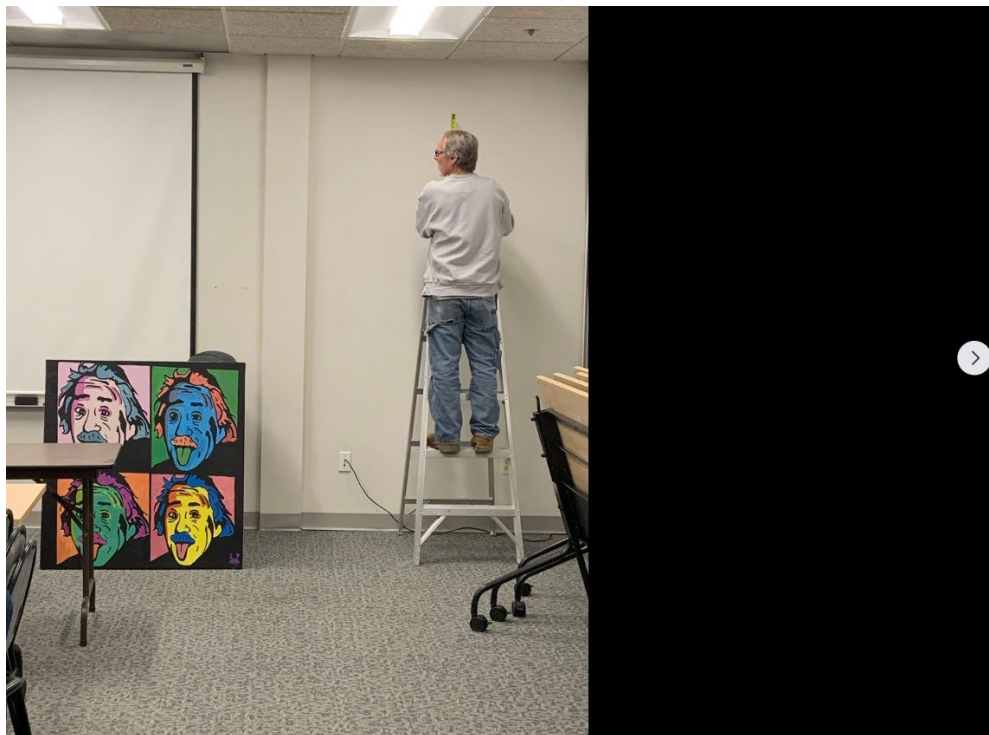
Connecticut Community Care ...
March 28 · 🌐

Painting by a Supported Living Group artist.

👍👍👍 5

👍 Like 💬 Comment ➦ Share

Write a comment...
Press Enter to post.



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Connecticut Community Care ...
March 28 · 🌐

Hanging Supported Living Group artwork in our office spaces.

👍👍👍 4

👍 Like 💬 Comment ➦ Share

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The Supported Living Group

Intro

The Supported Living Group is an organization dedicated to the rehabilitation, restoration, and renew

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The Supported Living Group

March 31 ·

The artists associated with SLG's vocational art program are thankful for the ongoing support that they have received from Connecticut Community Care in showcasing their work across their cooperate offices!

Thank you Ron Sturm, Amanda Gaipa, Sherry Ostrout, Michelle Moquin, Debbie Farslow and Karen Green for helping to make the collaboration happen! Interested in viewing the pieces for purchase? Email communications@ctcommunitycare.org

#ABI #TBI #Artist #CTBraininjury #Vocrehab #CTABI #CTTBI #DisabilityArt #ART



Connecticut Community Care

March 28 ·

We have the honor of displaying and admiring artwork on loan from a talented group of artists, participating in the vocational art program through [The Supported...](#) [See more](#)

Carol DeJesus and others

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Write a comment...



The Supported Living Group

March 15 ·



The Supported Living Group

Intro

The Supported Living Group is an organization dedicated to the rehabilitation, restoration, and renewal

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Like

Comment

Share



The Supported Living Group

January 7 ·

The Supported Living Group (SLG) is thrilled to announce a newly established link with Connecticut Community Care (CCC) <https://www.facebook.com/ctcommunitycare> which will work to promote art pieces produced by brain injury survivors!

The link established will enable art pieces created in SLG's ABI Waiver associated supported employment programs to be displayed at CCC offices throughout Connecticut. It is hoped, that this link will provide greater levels of exposure for SLG's talented artists from the brain injury community and open dialogue around the complex recovery process that they have faced.

To learn more about SLG's array of specialized brain injury support services contact us today at: 860-774-3400.

#braininjury #braininjurysurvivor #braininjuryawareness #braininjuryrecovery #ctbraininjury #artist #artwork #artrehab #vocrehab #CCCI #community



Kerri Lynn Foster and others



Michelle Brisman, Ph.D.

Director of Clinical Services

Dr. Michelle Brisman comes to us with a B.A. from Binghamton University and a Doctorate of Philosophy from Yeshiva University. She began her formal career as a clinical neuropsychologist at the United Cerebral Palsy Association in NY before undertaking her internship at the Kessler Institute for Rehabilitation in NJ, where she specialized in cognitive rehabilitation of various medical and neurologically compromised populations — a specialization she continued to pursue when she was offered the position of Director of Medical Rehabilitation Services at the Capital Region/Eastern Connecticut Easter Seals in 2001, working closely with neurologically affected groups, such as those with TBI/ABI, stroke, Multiple Sclerosis, seizure disorders, and brain tumors.



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<https://www.CTbrainINJURY.com>

To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery

D-1: Service Plan Development (6 of 8)

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username and created password for consumers of the ABI Waiver Program.
- Much of the disabled ABI Waiver Program population cannot afford internet and the equipment needed to access the internet to navigate their listing.
- Much of the disabled ABI population are unable navigate and understand internet-based communication processes.
- The majority of the disabled ABI Waiver population live with communication, and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for call backs or to request the listing be mailed to their home address is a very complicated process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without providing the complete DSS



ABI RESOURCES LLC
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GALES FERRY, CT 06335
(860) 942-0365
WWW.CTBRAININJURY.COM

ABI Resources LLC 39 Kings Highway Suite C, Gales Ferry, CT, 06335
www.CTbrainINJURY.com 860 942-0365

contracted fiduciary listing. This action is not ethical and biased as disabled ABI waiver consumers are not being afforded their complete options and possibly bias selection of providers that may provide a more beneficial Case Management relationship. ABI Waiver and MFP consumers may appear to be not completely informed and misled during the decision-making process and may be left completely out of the selection process. This may appear to be discriminating and misleading to consumers with disabilities and not providing them the same civil rights into their person-centered program decision process. An example of this would be a verbal phone conversation promoting a specific provider, leading or steering a client to meet with or arranging referral before a consumer is completely informed or provided their complete options by a Case Management selected provider.

- It may appear that DSS, Case Management providers and the contracted fiduciary listing provider are aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not being discriminated against and provide the procedural validation system used to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to intentionally confuse the disabled ABI Waiver consumer in this way as well. Below are the first 2 webpages of many, that DSS'S contracted fiduciary is listing, note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate and more.

Juniper Homecare LLC	(860) 529-1818	West Hartford
Juniper Homecare LLC	(860) 529-1818	West Hartford
Absolute Independence LLC	(860) 347-3092	meffersons288@gmail.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Change Inc.	(860) 346-0771	dyliba@changenonline.org
Home Healthcare Companions LLC	(860) 808-7670	enjoyee.commer@gmail.com
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janoszo@carefinders.org

- Note ABI Resources is listed once.

Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
ABI Resources LLC		(860) 942-0365	ABI@CTBRAININJURY.COM	Gales Ferry
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigechcare@gmail.com	Southbury
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigechcare@gmail.com	Southbury
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershccp.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershccp.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershccp.com	Manchester
Second Chance Home Care LLC		860-263-6289	info@secondchancehomecare.com	East Hartford
Advanced Cognitive Development LLC		(860) 478-1910	crystal_ardais@outlook.com	Mansfield Center
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
A&D Home Health Solutions Inc		(860) 667-2275	dshier@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges with understanding the list of provider types.

ABI RESOURCES LLC

“Creating Opportunities for People”

[Home](#) [Directory](#)

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken. By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria. By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program:

Provider Types:
Click to Select Provider Types

Agency

Private-Household

Private-SE & H

Private-Self-Empd.

Click to Select Towns

Regions:
Click to Select Regions

Services:
Click to Select Services

☐ All ☒ Any [Reset Filter](#)

[Directory](#) [List](#)

[Home](#) [About Us](#) [Programs & Services](#) [Customer Service](#) [Quality Service](#) [Provider Information](#) [Contact Us](#)

Print Size

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- Note the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

The screenshot shows the 'Directory Report Criteria' page of the ABI Resources LLC website. The page has a blue header with the tagline 'Creating Opportunities for People'. Below the header, there's a navigation bar with 'Portal' and 'Directory' links. The main content area is titled 'Directory Report Criteria' and includes a welcome message. It features several search filters: 'Program' (set to ABI), 'Provider Types' (with a 'Click to Select Provider Types' button), 'Regions' (with a 'Click to Select Regions' button), 'Services' (with a 'Click to Select Services' button and a dropdown menu showing 'Assistive Technology' selected), 'Towns' (with a 'Click to Select Towns' button), and 'Additional Languages' (with a 'Click to Select Additional Languages' button). At the bottom, there are 'Directory' and 'List' buttons, a navigation menu with links like 'HOME', 'ABOUT US', 'PROGRAMS & SERVICES', 'CUSTOMER SERVICE', 'QUALITY SERVICE', 'PROVIDER INFORMATION', and 'CONTACT US', a font size adjuster, and a copyright notice for 2022.

- CBT and or Behaviorist services are not listed on the DSS contracted fiduciary listing. This creates many questionable and concerning challenges that may promote a discriminatory and/or bias decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and may be selecting, making proactive referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and bias practice.

ABI Resources is formally requesting a Department of Social Services internal investigation of these practices and concerns as well as a FOIA request for the policies and practices of protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
 David Medeiros CBIS
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



ABI Resources LLC 39 Kings Highway Suite C, Gales Ferry, CT, 06335
 www.CTbrainINJURY.com 860 942-0365

PH

Patricia Hinrichs

To: LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net); ABI RESOURCES LLC. CTbrainINJURY.com 860 942-0365

Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 10:17 AM

Good morning,

I received notice that HFSC will no longer be able to provide services for JP, I have made a referral for CBT services with Ms. Brisman through SLG for 4 visits 1xmonth. I will keep the team update on this matter

Thank You,
Patricia A Hinrichs MS-HS-BCP
Lead ABI Care Manager
WCAAA
84 Progress Lane 2nd floor
Waterbury CT 06705
P-203-465-1000 ext 147
f-203-465-1030

A

A.B.I. RESOURCES LLC. 860 942-0365

To: Patricia Hinrichs; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)

Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:04 AM

Hi Patty,

Would you please check with DSS on the CBT referral process in regards to the ABI wavier program?

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

This message is encrypted. What's encryption?

PH

Patricia Hinrichs

To: A.B.I. RESOURCES LLC. 860 942-0365; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)

Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:51 AM

Dave,

I was notified by HFSC and in returned confirmed this with JP and offered the new agency which he accepted. I have to go with what JP agrees to as he is not conserved.

<  Mass text 2 ✓

Monday, October 24

MMS
9:33 AM

Hello Shannon,
apparently SLG is
going to the clients
today. Is ABI being
removed and should
Laura continue with
the new staff that has
been identified?

Index D: Participant-Centered Planning and Service Delivery
D-1: Service Plan Development (6 of 8)

Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an up and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

MMS 9:44 AM

Thursday, October 27

MMS
4:43 PM

Hello Shannon,
The SLG rep you sent
over has attempted to
poach ABI Resources
employee.



Monday



<  Mass text 3 ▾ ⋮

Wednesday, November 23

Hello Team RR,
It was brought to ABI
Resources' attention
that CCCI's plan is to
use ABI Resources'
service providers intill
December 31, 2022.
Inorder to provide
time for SLG to find
providers, at that time
ABI Resources will
be removed. Is this
correct?

9:32 AM

FW from Pam. Not to
be removed until SLG
has provided staff for
Ronald.

MMS

ABI Resources
resignation from
services is today.

MMS

9:36 AM



PAM sister PC

Meet and greet is

Close Previous Next

CCCI - **Steering** clients

A A.B.I. RESOURCES L.L.C. 860 942-0365

To: Amy Dumont
Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR); ABI RESOURCES LLC www.CTbrainINJURY.com; legal@ctbraininjury.com

Wed 4/14/2021 12:31 PM

Hello Amy,

ABI Resources has been working with a family on MFP for over a year now on discharge planning, the client is [REDACTED] in Gales Ferry. Today at the discharge meeting it was brought to our attention that CCCI arranged a meeting with SLG for the client's family. CCCI expressed to everyone, that the family should go with a LARGE agency that can provide all services. ABI Resources is pursuing this legally as a result.

Would you please give me a call? 860 463-3638

All the best,
David Medeiros CBIS



A.B.I. RESOURCES
WEBSITE | [FACEBOOK](#) ([Meet Abi the Elephant](#))
Main Office: 1-860-942-0365 | Ledyard Fax: 1-860-464-4960 | Windham Fax: 1-860-465-9591
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ABI RESOURCES | Request / Medicaid care management access agency complaint

A A.B.I. RESOURCES L.L.C. 860 942-0365

To: David.M@ctbraininjury.com; commis.dss@ct.gov; Cavallaro, Jennifer
Bcc: aabiwr@live.com

Mon 11/15/2021 11:55 AM

11/15/2021

Good afternoon Commissioner Gifford and Mrs Cavallaro,

ABI Resources has been informed that the new agency contacted ABI Resources employees who were working with the Gales Ferry MFP client and has hired them to work with the same exact Gales Ferry MFP client. This is a clear conflict of interest. What safeguards does the Department of Social Services have in place to stop what may appear to be inclusion, referral steering and **poaching**?

All the best,
David Medeiros CBIS



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D David.M@ctbraininjury.com

To: commis.dss@ct.gov; Cavallaro, Jennifer
Bcc: aabiwr@live.com

Fri 11/12/2021 12:45 PM

11/12/2021

Good afternoon Commissioner Gifford, Mrs. Cavallaro, and the Department of Social Services,

Would the Department of Social Services please provide ABI Resources a detailed status update in regards to the reported complaint submitted to DSS in early October?

All the best,
David Medeiros CBIS



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39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

CT DSS FOIA request 11/07/2022.

Medicaid Programs.

To the Connecticut Department of Social Services, DSS Legal, and FOIA request departments. In reference to Medicaid funding of ABI Waiver programs I and II, and MFP, Money Follows the Person program.

Medicaid FOIA request: Current Medicaid funding service information pertaining to November 7, 2022.

1. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Connecticut Community Care Inc?
2. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and SWCAA Southwestern Connecticut Area on Ageing?
3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



7613



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
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3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



7613



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
GALES FERRY, CT 06335
(860) 942-0365
WWW.CTBRRAININJURY.COM

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](#)

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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

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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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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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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: 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](#)

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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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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



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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

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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

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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

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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

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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

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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

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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

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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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Re: FB

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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,

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David Medeiros
A.B.I. RESOURCES



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

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

Subject: RE: FB

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David Medeiros
A.B.I. RESOURCES



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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>
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All the best,
David Medeiros CBIS



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All the best,
 David Medeiros CBIS



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

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I attempted to call you but your vm was full.
Can you please respond ASAP so we can discuss?
Thank you
Kathleen

Kathleen Hazelton
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43 Enterprise Dr, Bristol, CT 06010
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<https://outlook.live.com/mail/0/inbox/id/AQQkADAwATNiZmYAZC1hNTUAOC0wYjQ3LTAwAi0wMAoAEABLU8yAKmGfTJLXu0eEYexl>

<https://outlook.live.com/mail/0/inbox/id/AQQkADAwATNiZmYAZC1hNTUAOC0wYjQ3LTAwAi0wMAoAEABLU8yAKmGfTJLXu0eEYexl>

Dear Erin,

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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,

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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?
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- 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,
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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,

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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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Dear Erin,

It is important for me to apologize and ask for your forgiveness, I am sorry. I would like to express my gratitude for your previous response on March 13th. Your assistance and guidance have been valuable to me, and I truly appreciate your willingness to help.

As a TBI (Traumatic Brain Injury) survivor of 45 years and a recent stroke survivor, I sometimes have a hard time reading between the lines, making assumptions, and clearly communicating requests. I understand the importance of providing the best possible care and support for our clients and staff. In order to further enhance my understanding of the CCC process, I requested more clarity on certain aspects of the program. My goal is to utilize this information to better serve the individuals under our care and to contribute effectively to the growth of our community.

I understand that you have mentioned directing further programmatic questions to the Department of Social Services. However, I was hoping you could provide some initial guidance or point me in the right direction before I approach the department. DSS has established your agency team as our first point of contact. Your insights, based on your experience and expertise, would be invaluable in helping me navigate this process more efficiently.

My aim is to gather as much knowledge as possible to ensure that our practices are aligned with the broader goals and initiatives of the greatest good. As we both share a deep commitment to supporting TBI survivors, I believe that working together and exchanging information can be a crucial factor in achieving the best outcomes for our clients and staff.

Thank you in advance for your time and consideration. I look forward to hearing from you soon and hope to establish a productive and collaborative relationship in our efforts to support TBI survivors. I only wish to help the greatest good and provide real support for those in need, this is why I have asked you these questions. Would you please help me understand your team processes better?

Wishing you a great day!

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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Erin Kane <Erin.Kane@ctcommunitycare.org>
Sent: Monday, March 27, 2023 10:44 AM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: FW: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.

Hi David,
The below was brought to my attention by Julia Evans Starr. I responded to your initial inquiry on March 13th and felt I was forthcoming in my response. As I mentioned then, additional programmatic questions should be directed to the Department of Social Services. The nature of these questions are much more global than CCC internal practices/processes.

Have a nice day,
Erin

Erin Kane
Head of Quality and Performance Improvement
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2227
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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Monday, March 27, 2023 9:45 AM
To: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.
Importance: High

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

Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers

Dear
Julia Evans Starr, President,

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

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

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

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

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

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

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

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

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

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

Subject: To the attention of David Medeiros CBIS.

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

b. Pertaining to the received communication from
Thu 9/1/2022 12:16 PM

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

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

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

Thank you for your cooperation.

Sincerely,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



Dear Erin,

I am writing to you on behalf of ABI Resources to formally inquire about the status of our previous correspondence concerning your Care Manager, Doreen Andrews. As a reputable provider of services to individuals receiving Medicaid waiver program services, we are deeply committed to ensuring that the care and treatment provided to our clients and care teams are of the highest standard.

Regrettably, we have yet to receive any follow-up regarding the information we requested in August of 2022, which has given rise to growing concerns on our part regarding the lack of communication and progress on this matter. We are gravely concerned that the lack of resolution to this matter may have a detrimental impact on the community of individuals we mutually serve. As such, we deem it necessary that this matter receives your urgent attention.

The handling of this challenge has resulted in significant expenses and financial challenges for ABI Resources. Therefore, we are requesting an immediate update on the status of our inquiry and investigation into this matter. Additionally, we would appreciate clarification as to why we have not received a follow-up regarding our initial inquiry.

Please be advised that we take matters such as these very seriously, and we expect a prompt response to these concerns. ABI Resources is committed to establishing a positive and professional relationship with your organization, and we strongly believe that clear communication is vital to resolving challenges like these.

We appreciate your attention to this matter and look forward to hearing from you soon.

Sincerely,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Erin Kane <Erin.Kane@ctcommunitycare.org>

Sent: Thursday, September 1, 2022 12:15 PM

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

Subject: To the attention of David Medeiros CBIS

Hello:

Please see attached in reference to the formal inquiry/request for investigation letter submitted to Connecticut Community Care on August 1, 2022.

Thank you & please let me know if you have any questions.

Erin

Erin Kane

Head of Quality and Performance Improvement

43 Enterprise Dr, Bristol, CT 06010-7472

860-314-2227

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Dear Erin,

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Regrettably, we have yet to receive any follow-up regarding the information we requested in August of 2022, which has given rise to growing concerns on our part regarding the lack of communication and progress on this matter. We are gravely concerned that the lack of resolution to this matter may have a detrimental impact on the community of individuals we mutually serve. As such, we deem it necessary that this matter receives your urgent attention.

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Please be advised that we take matters such as these very seriously, and we expect a prompt response to these concerns. ABI Resources is committed to establishing a positive and professional relationship with your organization, and we strongly believe that clear communication is vital to resolving challenges like these.

We appreciate your attention to this matter and look forward to hearing from you soon.

Sincerely,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Erin Kane <Erin.Kane@ctcommunitycare.org>

Sent: Thursday, September 1, 2022 12:15 PM

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

Subject: To the attention of David Medeiros CBIS

Hello:

Please see attached in reference to the formal inquiry/request for investigation letter submitted to Connecticut Community Care on August 1, 2022.

Thank you & please let me know if you have any questions.

Erin

Erin Kane

Head of Quality and Performance Improvement

43 Enterprise Dr, Bristol, CT 06010-7472

860-314-2227

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Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
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

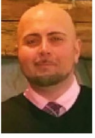
Hello Allied Community Resources,

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



Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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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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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Thank you Marihonor,

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

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

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

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

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

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

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

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

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

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

Thank you for your time and consideration.

All the best,
David Medeiros



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



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

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

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

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

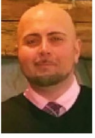
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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

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

Mon 3/20/2023 3:56 PM

To:

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

Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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Department of Social Services
55 Farmington Avenue
Hartford, Connecticut 06105

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

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

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

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

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

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Dear COU/CT DSS Recipients,

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

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

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

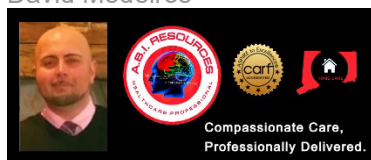
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Thank you for your time and attention to this matter. I look forward to your prompt response.

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello COU / CT DSS,

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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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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 13, 2023 8:25 AM

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

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

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

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

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

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

Sent: Saturday, March 11, 2023 6:59 AM

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

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

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

Thank you Marihonor,

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

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

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

Additionally, the ACR PIU document provided does not show areas and locations, which raises the concern that ABI Resources may not be listed for all areas. Therefore, I would like to ensure that we are listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

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

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

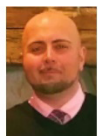
As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it.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

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

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

Thank you for your time and consideration.

All the best,
David Medeiros



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

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

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

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

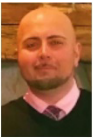
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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

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

Mon 3/20/2023 3:56 PM

To:

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

Good Afternoon,

Your request for information has been received.

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

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

Thank you.

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

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

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

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

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

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

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

Dear COU/CT DSS Recipients,

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

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

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

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello COU / CT DSS,

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

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

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

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

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

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy,

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

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

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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,