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

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

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

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

Dear Amy,

I hope this message finds you well.

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

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

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

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

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

Looking forward to your prompt response.

All the best,

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

David:

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

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

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

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

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

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

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To the DSS Care Management Team,

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

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

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

Sincerely,

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

Hello Amy

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

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

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

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

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

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

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

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

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

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

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

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

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

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

Importance: High

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

Dear DSS and COU,

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

Problematic actions include:

Directing staff to deliver waiver services without consumer presence.

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

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

Conducting Medicaid Waiver meetings without consumer participation.

Communicating with consumers when not working.

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

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

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

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

All the best,
David Medeiros



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

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

Sat 3/11/2023 6:59 AM

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

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

 1 attachments (67 KB)

PIU - Agency.pdf;

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?

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?

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.

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.

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.

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?

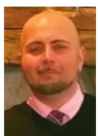
As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it.

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?

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

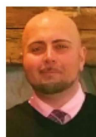
Hello Allied Community Resources,

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

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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 bellow:

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

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

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

All the best,
David Medeiros



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

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

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

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

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

Hello Amy,

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

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

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**

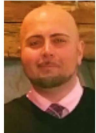
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Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

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

Thank you for your time and consideration.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>

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

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

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

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

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

Thank you.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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

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

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

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

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

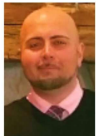
Hello Allied Community Resources,

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

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

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

All the best,
David Medeiros



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

Erin Kane <Erin.Kane@ctcommunitycare.org>

Mon 3/13/2023 3:53 PM

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

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

Hi David,

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

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

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

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

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

Thank you,

Erin

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

WWW.CTCOMMUNITYCARE.ORG

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

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

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

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

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

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Hello Ron,

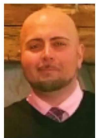
I am reaching out to inquire about the care management referral process for the MFP program, ABI Waiver, and PCA Waiver. As a company committed to providing the highest level of care for our consumers, ABI Resources wants to ensure that we are fully accessible to all individuals seeking services.

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

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

Thank you for your assistance.

All the best,
David Medeiros



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

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

Tue 3/14/2023 8:48 AM

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

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

Hello COU / CT DSS,

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

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

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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

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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

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Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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

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

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

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

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

Thank you for your time and consideration.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>

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

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

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

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

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All the best,
David Medeiros



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

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

Fri 3/17/2023 7:30 AM

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

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

Hello Erin,

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

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

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

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

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

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

All the best,
David Medeiros



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Again / Allied Community Resources ABI Program Provider Directory

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

Mon 6/1/2020 4:00 PM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; Kathy Bruni <kathy.a.bruni@ct.gov>

Cc: Kopsick, Michael <MKopsick@kkc-law.com>; A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>; ROBERT BRULE <robert.b@ctbraininjury.com>

 1 attachments (110 KB)

ABI Provider List.xlsx;

It has again, been identified that ABI Resources is not listed for referrals. ABI Resources has provided the provider list for reference. Would DSS please explain why the provider list is presented with the selected agencies at the top of the list? Would DSS and Community Options please confirm and verify that ABI Resources is on the Allied Community Resources ABI Program Provider Directory both on the portal and in print?

Thank you,
David Medeiros CBIS



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Re: Provider Directory

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

Tue 6/2/2020 1:42 PM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>

Hello George,

As you can see via the 2 short videos ABI Resources is not listed on the provider list and portal. ACR did not provide you with accurate information.

Video 1 <https://youtu.be/xFIS0XTvJF0>

Video 2 <https://youtu.be/pld8kvW3hMw>

David

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

Sent: Tuesday, June 2, 2020 10:49 AM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>

Cc: Kopsick, Michael <MKopsick@kkc-law.com>

Subject: Re: Provider Directory

Would you please look at these 2 short videos?

Video 1 <https://youtu.be/xFIS0XTvJF0>

Video 2 <https://youtu.be/pld8kvW3hMw>

David



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From: Chamberlin, George <secureMailer.d-efa4f2ea70944418ac0d891923f668c9@ct.gov> on behalf of Chamberlin, George <George.Chamberlin@ct.gov>

Sent: Tuesday, June 2, 2020 10:18 AM

To: DAVID MEDEIROS <AABIWR@LIVE.COM>

Subject: Re: Provider Directory



Secure Message Delivery

From: "Chamberlin, George" <George.Chamberlin@ct.gov>

Subject: Re: Provider Directory

[Click here to view your Secure Email](#)

You have been sent a secured email from the State of Connecticut email system.

To view your email select the above link "Click here to view your Secure Email".

Use your password to access the message.

If you do not already have an account you will be prompted to create a password.

This email will be available online until 07/02/2020.

If you are having logon issue please email the State of Connecticut Helpdesk at Best.Helpdesk@ct.gov

On 8/29/17 our Secure Mail system was upgraded. Even if you had a registered account on our previous system you will be prompted to re-register your account upon first login.

Date: August 31, 2023

To: Connecticut Department of Social Services (DSS)

From: ABI Resources

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

Report of the Meeting:

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

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

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

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

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

Implications:

Program Integrity: ABI Waiver care management consultation services are built on organization thorough information sharing and communication. A lapse in this regard undermines the quality of care as well as concerns for Care management consultation service billing that may not be provided.

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

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

Concerns Raised:

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

Request for Action:

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

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

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

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

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

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

Sincerely,

David Medeiros

ABI Resources

Re: To the attention of David Medeiros CBIS

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

Wed 3/22/2023 5:02 PM

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

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.

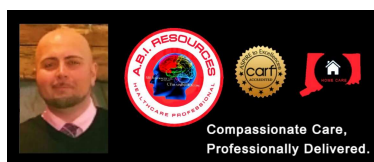
The handling of this challenge has resulted in significant expenses and financial challenges for ABI Resources. Therefore, we are requesting an immediate update on the status of our inquiry and investigation into this matter. Additionally, we would appreciate clarification as to why we have not received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

WWW.CTCOMMUNITYCARE.ORG

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

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

Mon 3/27/2023 9:44 AM

To: julia.evans.starr@ctcommunitycare.org <julia.evans.starr@ctcommunitycare.org>

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

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

Tue 12/6/2022 12:19 PM

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

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

Thanks David! They are aware of this. If the client doesn't like to see the CBT at her office, they can either work out a different arrangement for a setting for a team meeting of the clients choice or the client can find a different CBT to work with. There is no pressure for the client to go anywhere. Looking forward to speaking further to you Thursday.

Amy

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

Sent: Tuesday, December 6, 2022 11:18 AM

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

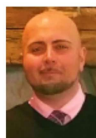
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

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

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.

Would DSS please ask Care Management to advise the consumer of their right to choose, as they may feel pressured and obligated to go to the SLG location? The SLG CBT is also scheduling weekly CBT services with the consumer at the SLG location.

All the best,
David Medeiros CBIS



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

If the consumer wishes to hold the Team meeting at SLG then yes the ILST should go as part of the team. If he or she is not comfortable going is there another person who knows the client that can attend?
Thanks!

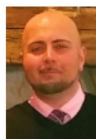
Amy

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

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

All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>
Sent: Tuesday, December 6, 2022 11:04 AM
To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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

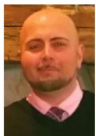
Amy

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 6, 2022 11:03 AM
To: Dumont, Amy E <Amy.Dumont@ct.gov>
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>
Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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ILST

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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

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

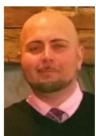
Amy

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

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

All the best,
David Medeiros



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

Hi Amy,

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

Talk soon,
David

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

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

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

12/8 at 1pm

12/13 at 12pm or

12/14 at 11am

Thank you!

Amy

Amy Dumont, LCSW

Program Manager

CT Department of Social Services

Community Options Unit

55 Farmington Avenue

Hartford CT 06105-3725

Tel: 860 424-5173

Fax: 860 424:4963

amy.dumont@ct.gov

From: aabiwr@live.com <aabiwr@live.com>**Sent:** Thursday, December 1, 2022 4:18 PM**To:** DSS, Commis <Commis.DSS@ct.gov>**Cc:** DSS, FOIA <FOIA.DSS@ct.gov>; Dumont, Amy E <Amy.Dumont@ct.gov>**Subject:** This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.**Importance:** High

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12/01/2022

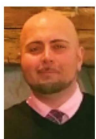
DSS Commissioner Dr Gifford,

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

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

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

David Medeiros

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ABI Waiver Program

ABI Program Services – Cognitive Behavioral Services Description:

Individual interventions designed to increase an individual's cognitive and behavioral capabilities and to further the individual's adjustment to successful community engagement including:

- Comprehensive assessment of cognitive strengths and liabilities, quality of adjustment and behavioral functioning
- Development and implementation of cognitive and behavioral strategies
- Development of a structured cognitive/behavioral intervention plan
- Ongoing or periodic consultation with the waiver participant, support system and providers concerning cognitive and behavioral strategies and interventions specified in the cognitive/ behavioral intervention plan
- Ongoing or periodic assistance with training of the waiver participant, support system and providers concerning cognitive behavior strategies and interventions
- Periodic reassessment and revision as needed, of the cognitive/behavioral intervention plan.

This service is performed within the context of the individual's person-centered team, in concert with the case manager. Cognitive/behavioral programs may be provided in the individual's home or in the community in order to reinforce the training in a real-life situation.

The service will be delivered utilizing two procedure codes, one for in person face to face visits that include the participant, providers and/or supporters. A quarterly, in person meeting with the waiver participant is required for this service.

The second procedure code is for non-face-to-face service that includes development of the cognitive behavioral plan and phone or other types of interactions with participants, providers or supporters.

Provider Qualifications: **Agency:** CARF certification in Brain Injury, or JCAHO, or Accreditation for Behavioral Health Care; Employ individual who meet qualifications below.

Individual: Professional licensed as any of the following with at least three years of experience in cognitive/behavioral programming for people with a brain injury, delivered in community settings:

- | | | |
|----------------------|----------------|-----------------------|
| • Behavior Analysts | • Occupational | • Educational |
| • Psychologists | therapists | Psychologists |
| • Neuropsychologists | | • Speech therapists |
| | | • Physical therapists |

Training requirement (if not proven as part of educational record):

Attend the **ABI Basic Information Session** and pass the associated quiz with a grade of 80 or higher.

- Provider will have completed an approved training program(s) concerning acquired brain injury and person-centered planning, given by a state agency, the fiduciary, community providers, Brain Injury Alliance of CT, or an Independent Living Center prior to providing services to a ABI Waiver Program participant.

Connecticut State Department of Social Services

(DSS)

[CT.gov Home](#) / [Department of Social Services](#) / [DSS](#) DSS Commissioner Barton Reeves Announces New Leads to DSS Policy Team

Press Releases

07/12/2023

DSS Commissioner Barton Reeves Announces New Leads to DSS Policy Team



The State of Connecticut Department of Social Services

FOR IMMEDIATE RELEASE

July 12, 2023

Contact: Giovanni Pinto

(860) 424-5382

COMMISSIONER BARTON REEVES ANNOUNCES NEW LEADS TO DSS POLICY TEAM

(HARTFORD, CT) – Commissioner Andrea Barton Reeves is excited to announce the addition of two long-time public servants to lead the Department of Social Services' (DSS) Policy Team.

- **Dr. Mehul Dalal** - will serve as the Chief Policy Advisor
- **Joel Norwood** - will serve as the Deputy Chief Policy Advisor

"Dr. Dalal and Mr. Norwood will make invaluable additions to the DSS Policy Team, offering a breadth of knowledge spanning decades of community-based services involving the health and human service needs of our most vulnerable populations.

For the last three-and-a-half years, Dr. Dalal served as the Community Services Administrator for the City of New Haven and guided the city through their COVID-19 pandemic response, launched their mental health response team – COMPASS, and established the state's first municipal Office of Violence Prevention, among other feats.

Mr. Norwood has been with DSS for over a decade as a staff attorney and has worked to improve Medicaid expansion coverage, COVID-19 flexibilities, and coverage of autism spectrum disorder services. In addition, he led the agency's negotiations in a multi-billion-dollar settlement agreement with the state's private hospitals.

I am excited for the privilege to facilitate collaborative work between Dr. Dalal and Mr. Norwood as I know the both of them will utilize their expertise to craft meaningful policies that will provide high-quality services to Connecticut families," **Commissioner Barton Reeves** said.

###





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

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

Fri 3/24/2023 10:25 AM

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

All the best,
David Medeiros CBIS



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ABI Resources Connecticut home-based supported living and community care services for the MFP, ABI and PCA Waivers.

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

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

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

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

Dear Erin,

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

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