Good Morning Human Services Committee members, I urge you to support Raised Bill 5452 An Act Concerning the Delivery of Social Services and Raised Bill 5480 An Act Concerning Home and Community Based Care for Medicaid Recipients

My name is Joy Mason and I am a registered nurse with a Masters degree in public health nursing. I have been a nurse for over 20 years caring for the elderly, teaching young nurses, and training staff in nursing homes to provide safe elder care. As my career flourished I began to see that nursing homes were not always the best alternative for the elders housed in them. I decided late in my career to try an "upstream approach" to pre mature nursing home placement.

In the community I took a significant pay cut and became the Director of an Adult Day Care and started a non-medical home care agency three years ago to compliment the daycare and centralize elder services. I trained unlicensed staff to care for elders safely in the community in the daycare. I and other staff members could oversee, correct, and teach safe transfers, nutrition, activities of daily living, basic household tasks, mood monitoring, and what constitutes meaningful activity, to all our unlicensed staff that was being assigned to a family home in the community. What has happened as a result of this individualized training and nursing oversight is that I now have a reputable company that caters to elders individualized needs which inevitably keeps them home longer. I am now repeating this same healthcare model in Somers CT.

Unfortunately because I am not on the State of Connecticut's provider list I can only offer this quality service to those that can afford it. I have never practiced nursing or provided services for elders based on method of payment, until now. I submitted an application to Connecticut Community Care Inc.(CCCI) who is the current access agency for the State of Connecticut's Department of Social Service's; Connecticut Home Care for Elders Program, in july2010.

This access agency (CCCI) provides the care management services for Elders on Medicaid in this state. I did not receive a response until January of 2011 as to what documentation was missing or what needed to be clarified in my application. I responded with what I thought CCCI was looking for by certified mail in August of 2011 and patiently waited their response.

In January of 2012 I was asked to get an attorney and have him review the provider service agreement and re-submit a new application, it is now March and still no reply from the access agency (CCCI). Dr. Rimai who opened an adult day care in Newington, CT stated that he has applied to CCCI to become a state provider and will not be considered until he has been in

business for one year. Then he too will be subject to the current antiquated system of becoming a State provider of Medicaid services by this access agency.

Currently it takes a Hospital a few months to credential its physicians to provide Medicaid client's medical services, and it takes the North Central Agency on Aging approximately one month to send a new provider a contract to provide respite services. Why should it take the access agency sub-contracted by the Department of Social Services upwards of two years to review and approve or disapprove a new provider contract?

Currently the system calls for a spend down process and paying privately for care but when the elder runs out of money in the community all their caregivers must change to a company who is listed as a state provider. There is a two month turn around for state reimbursement and not every company wants to provide state reimbursed services. My focus as a nurse is to advocate for my patients. Continuity of care for elders is incredibly important for providing true quality of care and because of this I will wait for the reimbursement.

What I personally am having difficulty with is waiting for my application to be approved/disapproved or at least given the chance to provide supporting documentation as a rebuttal to satisfy any discrepancies found in my application in becoming an approved provider.

We need time constraints on how long it takes for the Department of Social Services access agency (CCCI) to review, process, and accept or deny new agencies as a reimbursable state provider for its Medicaid clients. Once a company is accepted as a state provider the caregivers who have been paid privately can continue to care for the elders who love them regardless of their method of payment which is exactly why I moved into community based nursing care.

Please help pass this legislature

Sincerely,

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