

Connecticut
Medicaid Managed Care Council
Consumer Access Subcommittee
Legislative Office Building Room 3000, Hartford CT 06106
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www.cga.ct.gov/ph/medicaid

Meeting Summary: March 2, 2005

Co-Chairs: Irene J. Liu & Christine Bianchi

(Next meeting: 4/13 @ 10:30 AM at ACS, East Hartford)

Review of Transportation Grid (*see attached matrix*)

The HUSKY Transportation grid was revised to include fax numbers for “Special Transportation” provider requests for patients that require access to other than public transportation to appointments. This information matrix can be sent to MCOs for their member's newsletter (for their plan), possibly the HUSKY DSS web site, posted on the MMCC website, and professional & advocacy organizations.

Updates

- DSS/CHNCT address change pilot has begun. The Subcommittee expects an update on the project in June. CHNCT will be tracking frequency of changes; successes in inputting changes into the system and gather pre-pilot baseline information on returned communication because of incorrect address.
- On-line applications: staff will follow up with DSS and legislative budget process.
- Invite Kevin Loveland to next meeting to discuss DSS overall approach to LPIR bill on Medicaid eligibility (Bill No 6790).
- Legislation:
 - Bill No 6688 outlines implementation of Governor's budget with respect to Social Services. This bill proposes eliminating self declaration of income for applications/renewals. Currently there are checks and balances in the eligibility system: 1) the DSS matches reported income with the Department of Labor data and addresses significant changes/differences with the client and 2) self-employed applicants are required to provide substantiating income documentation. There has not been an increase in DSS error rates since the implementation of self declaration of income in 2002. **Raised Bill 1323**, referred to the Committee on Human services does not eliminate self declaration of income.
 - Bill 6790 proposes a MCO plan lock-in for HUSKY A (HUSKY B has plan lock-in). The Subcommittee had suggested looking at the reasons for plan changes and frequency before policy changes are made. The ACS recognizes that the reason codes for changing health plans needs to be updated. Some plan changes may be the result of access issues. The ACS will develop, with Subcommittee input, a brief voluntary telephone survey of members when they call in their plan changes.

Christine Bianchi discussed both these issues and the subcommittee concerns and recommendations at the March 11 Medicaid Managed Care Council.

Next meeting of the Consumer Access Subcommittee is Wednesday April 13 @ 10:30 AM at

ACS in E. Hartford. (See directions below).

Directions to ACS 60 Hartland St. E. Htfd.

HUSKY- 2nd floor

From East:

Route 2:

Rt. 2 West to Exit 3 (Pitkin St.). At the end of exit ramp turn left onto Pitkin St. Turn left at 2nd traffic light Our building is 2nd on left side.

I-84:

I-84 West to downtown Hartford. Take Darlin St. exit. Turn right onto Darlin St. At light by Sunoco station proceed straight into Founder's Plaza. Our building is second on left.

FROM WEST:

I-84:

I-84 East to US-44 Conn. Blvd. exit 53. Stay to the right on the exit ramp to East River Drive. At the end of ramp turn right onto East River Dr. Turn left onto Hartland St. Our building is on the left.

FROM NORTH:

91 SOUTH:

91 South to I-84 East/Route 2 exit. Merge to I-84E and stay in far right lane. Take Conn. Blvd. exit 53 stay to the right on the exit ramp to East River Drive. At end of ramp turn right onto East River Dr.

Take left onto Hartland St. Our building is on the left.

FROM SOUTH:

From 91 North merge onto CT-15 N/WILBUR CROSS HWY/US-5 N via EXIT 29 toward I-84/EAST HARTFORD/BOSTON. 0.5 miles

Merge onto CT-2 W via EXIT 90 toward E. RIVER DR. 0.6 miles

Take the US-5 S/CT-15 S exit toward I-91S/ E. RIVER DR. 0.1 miles. Turn LEFT onto E RIVER DR. 0.6 miles

Turn RIGHT onto HARTLAND ST. 0.1 miles

Our building is 3rd on left.

If you have any questions with these directions please call Celeste at 282-5514.

HUSKY A TRANSPORTATION: Health Plan Responsibility

(Updated 3/05: Medicaid Managed Care Council)

MCO	CHNCT	Anthem BCFP	Health Net NE	Preferred One (P-1)
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Policy	CHNCT transportation vendor is <u>Coordinated Transportation Solutions, Inc. (CTS)</u> . * 48-hour notice required unless an emergency. *Urgent service available.	ABCFP provides services for HUSKY A through their vendor <u>Logisticare</u> . * 48-hour notice required unless an emergency *Urgent service available	Health Net provides transportation through its' vendor <u>Logisticare</u> * 48- hr notice required unless an emergency. *Rides longer than 31 miles <u>require PA from member services</u> .	P-1 transportation vendor is <u>Coordinated Transportation Solutions, Inc (CTS)</u> . * Requires 48 hour notice , unless an emergency. *P-1 authorizes transportation for medically necessary services.
Process to Secure Service	Member/provider calls CTS @ 800 818-6781 .	Provider or member calls Logisticare for the service at 800-375-2935 . If BCFP receives the call, the caller will be transferred to Logisticare.	Member/provider call 800-357-2935 to arrange transportation.	*Member calls vendor for ride @ (203) 736-8810 or (800) 818-6781 . *Provider faxes service need to P-1 @ (203) 239-2474
Plan Contact Person; phone #	Member Services: Maria Lopez at (800) 859-9889	Provider: 800 828-2239 Member services: (800) 554-1707 #2	Vendor: (800) 357-2935 Member Services: (800) 820-0210	*Vendor (CTS) (800) 818-6781 *Member Services (800) 925-3606
Person to Contact with Problems*	Member Services: Maria Lopez at (800) 859-9889	Providers call Gloria Mascola, Customer Service (203) 985-6554	Justin Gregg at Member Services (800) 820-0210	Sarah Wearing, Transportation Coordinator (800) 925-3606 Ext 3137

<p>Accessing Special Transportation Services Health providers must fax/mail written request with medical reason to the transportation vendor</p>	<p>*Care Express: for pregnant women & newborns 0-1 yr. Call CTS up to 2 hours before mother/infant medical appointment, CTS will arrange transportation. *Members with special needs require <u>signed letter from health provider faxed/mailed to CTS that states medical reasons for livery services.</u></p>	<p>Approval for livery services for Members with special needs is based on information submitted on the <u>physician transportation restriction form that states medical reason for request.</u> Providers fax/mailed this to CTS All documentation is HIPAA compliant.</p>	<p>*Pregnant women & newborns 0-2 yrs & <u>members with special needs</u> require <u>signed letter from health provider faxed/mailed to Logisticare that states medical reasons for the request.</u> *Women 6 months pregnant automatically get livery services. <u>Authorization needed prior to 6 months.</u> *Livery services provided for mothers with small children.</p>	<p>Members with special needs require <u>signed letter from health provider faxed/mailed to CTS that states medical reasons for the request.</u> The vendor will review request, based on medical necessity, & fax back authorization to the provider.</p>
<p>FAX NUMBER</p>	<p>CTS 203-736-8815</p>	<p>Logisticare 203-949-4811</p>	<p>Logisticare 203-303-9764</p>	<p>CTS 203-736-8815</p>

***Member Services will help members or providers in solving transportation issues. Additional help is available through CT HUSKY Infoline: 1-877-CTHUSKY (1-877-284-8759, option 1 or 3).**