



## Council on Medical Assistance Program Oversight ***Consumer Access Committee***

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*The Consumer Access committee will work to improve consumer access to health care. The Subcommittee will elicit consumer input and gather information, identify barriers to care, consider remedies and make recommendations to the Medicaid Managed Care Council.*

**Co-Chairs: Christine Bianchi & Heather Greene**

*Agenda for September 19, 2012*

*Attendance: Christine Bianchi (Chair), Darylle Willenbrock(WCAAA), Logan Clark( Robinson and Cole), Malone Smith (CHCACT), Chris Smith, Jamie Finely( Rome, Smith & Lutz), Alyse Chin( DHMAS), Sheldon Toubman (NHLA)*

**Christine Bianchi opened the meeting at 9:39 AM.**

There were introductions of the committee members.

- Christine begins by discussing how there has been several agenda items that DSS does not have progress to report. The quarterly reports have not been reviewed yet. The meeting is intended to speak about next steps and the department isn't here today. At the executive committee meeting held in August, the DSS Commissioner, Roderick Bremby attended the meeting. There was discussion about the tone of the committee meetings and roles of the members. There was a request from the Commissioner that the chairs make sure the tone of the conversation is collaborative and with respect to the Department. There were concerns about animosity between the committees and the department

Comments:

- Sheldon: There may be times where there is resistance from DSS and the committees need to do their job.

- Christine: There is a disagreement on how they will move forward. Consider having some of these meetings for strategies for how to handle issues where information isn't being shared. Confrontations that are happenings in the committees will not be tolerated. It is responsibility as a chair to ensure a respectful tone.
- Sheldon agreed that a collaborative relationship works best and he will work to share the rationale for needing information and the reasons why.
- Christine: Another issue raised by the Department Staff is in regard to the role and power of the committees. Do the committees have beyond an advisory capacity?
- There was concern that the question of the scope of the committee was even raised.
- Sheldon gave the example of the Complex Care Committee, the shared savings model and how advocates established a compromise with the department.

### **Transportation Recommendations**

Christine discussed how the Coordination of Care Committee and Consumer Access Committee are going to work together in composing Transportation Recommendations for the Department to adopt in the new regulations.

- The Coordination of Care committee has not been making recommendations but rather exploring how the system is working and the problems associated. There has been a request for a Quarterly Report from LogistiCare.
- Committee members of the Consumer Access Committee still want a copy of the current regulations.
- Sheldon suggests submitting a FOI request for the Transportation Regulations.
- The Coordination of Care Committee will be meeting later this afternoon. Committee members will ask Sharon Langer if anything is in writing regarding the transportation regulations.
- There have been two meetings where transportation recommendations have been requested.
- **Specific Details with Recommendations**
  - Siblings Riding
    - Two Scenarios- Child is the Patient/ Mom is the Patient
  - Multi-Load Efficiency

- Pregnancy-related transportation that does not require advanced notice – Women’s Health Request
- Excessive Mileage Range
  - o Considered Very Broad
  - o Based on Access and Specialty or Sub Specialty
- **Next Steps:** Get Coordination of Care Recommendations from Sharon. See if they are in writing. Coordinate recommendations for the new regulations and suggest doing them together.

### **Next Steps for Modernization**

The committee has been reviewing modernization and its impact on the redetermination procedure. Until this time, the department has had little input from advocates and there are no plans for evaluation and accountability.

### **Discussion**

- IVR isn’t working.
- WCCAA- Finally getting a call back from July Issue. The worker would reconcile the information received.
- There was discussion about the EDS system and how Xerox is the contractor for the paperwork for the spend down program.
- Christine: There will be staff who will be scanning for the Regional Processing Unit. How will they be doing that? How to tie the online process to EDS.
- The call- centers will be New Britain, Waterford, and Bridgeport with a central number where any worker can provide information about their case.
- Tasks will be “pushed” to workers.

### **Important Concerns**

1. How are we measuring consumers access under Modernization?
  2. If there is a problem identified, how will it be solved?
  3. What is the Department’s evaluation process?
- Sheldon: Agree. Committee hasn’t been able to give comments input. Florida’s Phone System is not working: Drop Call Percentages/ Busy Signal Rates are some of the factors that can be measured.
  - Data should be reviewed to make sure the system is really working.. To make sure it’s

adequately staffed.

- Suggestion: Department should collect the following kinds of data to monitor ConneCT.
- Letter to DSS stating the views on the role of the Consumer Access Committee and the EDS System and a collaborative process and monitoring system to ascertain whether its working or not.
- Similar to an improvement project: See how it's evaluated.

#### **Combination of Coordination of Care BHP and Consumer Access Committee Discussions**

- Sharon Langer recommended they combine the Coordination of Care BHP Committee and Consumer Access Committee.
- One of their strengths is the consumer participation.
- The work of the committees is aligned and complimentary to each other.
- The MAPOC Executive Committee is in support of the idea. The issue of the infrastructure was discussed.
- Sharon will introduce the conversation to the BHP committee.
- The co-facilitation would require changing the time of the Consumer Access subcommittee..
- Co-Run Meeting every other month.
- Is more work getting done between the two meetings?

Sheldon: Have the October Meeting with Consumer Access and then meet jointly in November.

**Pharmacy:** Expected the denials and grievances. Rep. Nardello requested that the committee work out a compromise with the department.

- There was a cost associated with the recommendation
- Go back to meet with the committee. There's no timeline. Plan to go to the executive meeting and bring it up there.

The two additional recommendations were denied by the department.

- Is there a way integrate it into policy? What is the line item associated with the policy.

Christine Bianchi Motions to adjourn. Motion Seconded by Sheldon.

October 24, 2012 at 11:30