

## OHA Advisory Committee Meeting

April 21, 2015

12:00-12:30 pm

(2<sup>nd</sup> Quarter meeting)

### Meeting Summary

Meeting convened at 12:03 pm

Attendance: Members Present – Mark DeWaele, Dina Berlyn, Steve Karp, Gary Collins  
Members Absent – Keith Stover  
One Vacancy

1. Welcome & Approval of Agenda

a. Agenda approved –

2. Administration Report

a. Budget

- DF reported that there were no proposed cuts to OHA in the Governor's budget and the Appropriations Committee budget would be coming out this week and OHA will review that when it becomes available.

b. Personnel

- LM reported the hiring of a Healthcare Advocate Program Manager, Dori Peruccio.
- LM reported that the UR Nurse hired under the CAP Grant became permanent under a vacant Nurse Advocate position on 4/17/15. OHA would most likely not submit a request for a refill of the UR Nurse under the CAP Grant but would instead request a reallocation of the remaining funds under the position be moved over to the Staff Attorney 2 to extend out his position further.
- LM reported that another vacant Nurse Advocate position has been filed with a start date of 4/27/15.

c. Project reports

- Access Health CT (AHCT), DSS and CAP Grant – LM reported that the AHCT case volume has increased substantially and that OHA will be handling urgent cases and legislative referrals only. The remainder of cases will be sent to AHCT and DSS on a daily spreadsheet each morning.
- DCF Project – LM reported that the DCF project is continuing and are in the process of extending out the MOU with DCF. Scheduling of dates and times to meet with the DCF Voluntary Services Unit on a continuous basis has begun. The Mobile UR Nurse has been conducting outreach and training along with the Healthcare Advocate Program Manager on the pre-certification and concurrent reviews with the DCF facilities and providers which has resulted in cost avoidance to DCF.

- DDS Project – LM reported that OHA is entering into an MOU with DDS wherein DDS will refer consumers experiencing problems with their healthcare plan and autism services. While the project has not yet officially started, DDS has begun to refer cases to OHA.
  - Dual Ombudsman Grant – LM reported that this project remains in limbo as the Governor’s budget proposal was to eliminate this from DSS’s budget.
  - Behavioral Health Clearinghouse – DF reported on identifying most effective way to get providers involved and signed up for the Clearinghouse; Staff are conducting door to door outreach and almost 150 providers have signed up. The Mental Health Association of CT will operate the call center, website and have clinical staff. DF reported that the MOU is being drafted. DF reported that they now have an estimate of the funding for this project and are trying to garner interest by the carriers.
- d. Consumer Relations Report – LM reported on the new design of the report to the members which included more detailed charts and comparisons. LM reported on the increased volume in comparison to the 1<sup>st</sup> quarters in years 2012, 2013 and 2014. LM reported the change in complaints by carrier with the majority being AHCT and DSS issues. The referral source comparison shows a significant increase in AHCT and DSS referrals. The clinical category comparison indicates an increase in Information/Education/Counseling as the highest clinical category and Mental Health as the second highest. LM reported that the savings for the 1<sup>st</sup> Quarter of 2015 has decreased in comparison to prior years. This is most likely due to several factors: vacant positions (which are now filled), case increase per case manager from 40 to 65 approximately, more complex cases and carrier response time has been slow.
4. Legal/Legislative Report – DF reported on legislation on transparency, rate hearings and APCD.

7. Meeting adjourned at 12:34 pm