

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services

DDS Council Monthly Report

August 2016



Dannel P. Malloy
GOVERNOR

Morna A. Murray PHD
DDS Commissioner

Meetings held and/or attended

- August 2nd -North Region , Assistance Regional Director
- August 3th -CO, Quality Improvement Director
- August 3rd -South, Assistance Regional Director
- August 4th -West, Regional Directors
- August 5rd -West Region, Assistant Regional Director (Private)
- August 5th -ADA Technical Assistance Center (New England Region)
- August 5th -Probate Judge, West Region
- August 8th -Case Manager Supervisor, North Region
- August 8th -North, ARD (Private)
- August 23rd -CO, Legal Department
- August 23rd -North, Assistant Regional Director (Private)
- August 23rd -North, Case Manager Supervisor
- August 24th -North, Regional Director
- August 24th -West, Case Manager Supervisor
- August 24th -Abuse/Neglect Director
- August 24th -Central office Eligibility Director
- August 25th -Child Advocate
- August 25th -DCF Ombudsman
- August 26th -Managed Care Ombudsman Office
- August 29th -DSS, Waiver and Medicaid Unit
- August 29th -Consumer Advocate
- August 30th -DSS, Chief Administrative Officer
- August 31st -Yale, Administrator and Social Worker
- August 31th -North, Regional Director

Concerns \ Issues

- ◆ Received call from mom/Guardian who is in a frantic state because son who lives out-of-state in a specialized placement is having extreme difficulty getting in touch with anyone having to do with her son's payment of medical/insurance bills. At first told mom that I could not help her because he had been deemed ineligible to receive DDS services therefore there was nothing more that I could do especially if this had to do with insurance. I asked whether or not she had tried DSS and she said numerous times but each time she called they referred her back to me. At this point I thought that one or two calls would resolve it. After calling every agency I could think of it was quite obvious that mom had been and is being given the runaround.

I started out speaking with the Director of DDS Eligibility to find out exactly what her son's diagnosis was after reading his file it was obvious that he fell between a crack that could be easily overlooked and ignored.

Son is very young so I placed a call to DCF and they told me that yes they remember mom calling but they only place individuals that age and are not responsible for their medical.

Then called Child Advocate and received more of the same, they do not work with individuals to help with their insurance. Then placed a call to Managed Care Ombudsman who stated that DSS would be the agency responsible. Told Ombudsman that mom has been trying to contact DSS and just about any other agency that she was referred to and each one keep referring her back to me. After trying a few other agencies, Insurance Department, Protection & Advocacy I determined that a call to the DSS Commissioner's office was warranted.

Spoke with DDS Commissioner's Executive Sec., Margaret about contacting the Commissioner's Executive Sec. noting that mom needs a call from someone in the Medicaid Unit. It was determined by both Margaret and myself that this would be the best way to go and collaborative e-mail was sent.

A few days later mom contacted me to thank me for not giving up on her. DDS did call her and she was extremely happy that they seem to have figured out her son's insurance reimbursement problem.

It was urgent that this be resolved before September 20 because mom had planned on making a trip to see her son who is more than 2000 miles away and she was afraid that if the payment issue was not resolved she would be taking him home to uncertainty.

This case demonstrates how well and seamless my office works with the Commissioner's to resolve issues that need close cooperation between both offices in addition to other ancillary agencies..

- I received a call from dad/Guardian regarding his daughters who live in the same residence. He alleged that he has been trying to call his case manager for some time now, the last contact he stated he had with his CM was about five months ago. He wants to speak with his case manager or supervisor about how things have changed since the consolidation. He stated that he has noticed that they are in the same clothes most days and do not have the pocket money that they once had.

He did say that he may or may not have the correct phone number therefore he wanted to call my office first before he called the Office of Protection and Advocacy.

Called the Case Manager Supervisor and told him of the concerns that dad has. The Case Manager Supervisor called me and told me he had reviewed managers case and promptly got in contact with all parties including dad to resolve what came down to a lack of communication and resolved issue.

I thanked the CMS for his prompt and thorough review of this issue. I contacted dad who was pleased with the results and stated he was glad he had needlessly call P & A.

August 20116

Areas of Concern

○ Case Management -	4
○ Case Management Requests -	1
○ Day Program –	3
○ Eligibility -	3
○ Funding/Budget -	3
○ Guardianship –	2
○ Health & Safety –	1
○ HIPAA -	
○ Information/Referral –	13
○ Placement –	2
○ Birth to 3-	
○ School District services-	1
○ Autism-	2

ISSUES/CONCERN TOTAL –35