



January 13, 2022

Tina Hyde  
Manager of External Affairs  
Office of Health Strategy  
450 Capitol Avenue, 1<sup>st</sup> Floor  
Hartford, CT 06106

Re. Primary Care Roadmap

Dear Tina,

Thank you for the opportunity to offer comments and suggestions to the draft copy of the OHS document, *Roadmap for Strengthening and Sustaining Primary Care*. I work for a group of seven Federally Qualified Health Centers ("FQHCs") in Connecticut that collectively provide integrated primary and behavioral health services for approximately 200,000 state residents. As such, my focus in reading the Roadmap is based on how the proposed strategy to improve and reform primary care, and the related actionable steps would meet the needs of all patients who receive care in any of the seventeen FQHCs in our state, who are some of the most underserved residents in the state, and the dedicated primary care professionals who serve them.

At a high level, I believe the Roadmap is effective at identifying many of the barriers to, and the opportunities for improving primary care, but I believe it falls short in setting implementation goals with sufficient granularity to meet the requirements of Executive Order #5. It would seem that in order to reach the specified 10% of total healthcare spending to be in primary care by 2025, the plan needs to answer "How" the dollars will be shifted from other all the other elements of the system.

As one example, in the category of supporting the use of technology based services in FQHCs, the State could save millions of dollars in unnecessary spending while simultaneously increasing the scope of services provided in the low-cost PCP setting. This one concept can help address some of the critical issues cited in the Roadmap, such as improved access to comprehensive patient-centered, equitable and evidence-based care, while simultaneously improving provider satisfaction and collaboration across the care system.

I look forward to assisting OHS should there be further interest in exploring this and any related opportunities to enhance primary care services in Connecticut.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Albrecht", is written over the word "Sincerely,".

Richard Albrecht  
Director, Telehealth Network  
CHNCT Holdings, Inc.