

Department of Social Services
Reimbursement & CON
55 Farmington Ave – 9th Floor
Hartford CT 06105

December 11, 2017

To the Department of Social Services:

The Value Care Alliance appreciates the opportunity to comment on the Patient Centered Medical Home Plus program audit conducted in August of 2017. As a collaboration of high quality, cost-effective healthcare systems, we remain committed to providing outstanding care to the population in Connecticut.

We have reviewed the results of the audit, and understand that there are some gaps that need to be addressed, such as the systematic screening of Transition Age Youth. We have created a policy that will be adopted by our practices to address that gap.

However, we respectfully feel that the standards of the PCMH+ program are being met in the areas of behavioral health screening and guarding against underservice. We have a policy on underservice that was submitted as part of the audit, and we perform screening for behavioral health conditions as a routine part of the care we provide patients at their medical home. We feel that these items may have been missed due to the limited sample size of the audit. Access is further enhanced by the work being performed by our clinical care managers and community health workers, and these efforts have significantly contributed to improving the outcomes of high-risk patients in our service area.

Our understanding is that the requirements of the PCMH+ program have evolved since the program was started, and this evolution has required us to commit additional resources to the program that were not contemplated at the outset of the grant. We remain committed to the goals of the PCMH+ program, and look forward to continuing our relationship with the Department of Social Services and the other PCMH+ participating entities.

Kind regards,

A handwritten signature in black ink that reads "Jeanne O'Brien".

Jeanne O'Brien
CEO, Value Care Alliance

A handwritten signature in black ink that reads "Patrick Charmel".

Patrick Charmel
Board Chairman, Value Care Alliance