



June 3, 2014

Mark Schaefer, PhD
Director
Connecticut State Innovation Model Initiative
via email

Dear Dr. Schaefer:

Thank you for your offer to consider additional topics for SIM policy papers. In the interests of transparent policymaking, I would like to submit the following topics for papers. The topics were drafted by a group of independent consumer advocates.

- How will SIM track and protect vital safety net functions and providers in the planned reforms ensuring no harm is done to the services that Connecticut's most fragile residents, with and without insurance, rely on? How will SIM monitor and ensure prices and competition in the marketplace to ensure health care is affordable while maintaining consumer choice?
- How will SIM ensure patient-centeredness in care, including
 - maintaining privacy and consumer control over their most sensitive information
 - shared decision-making tools, supports and training for both consumers and providers/care managers
 - effective ongoing notification to consumers of all provider financial interests and arrangements, with special attention to incentives that may encourage underservice
 - full information to consumers about all treatment options, relative long and short-term effectiveness on health, employment and quality of life, cost sharing between options and common costs not covered
 - quality and cost differences between providers
 - what resources and remedies will be made available to consumers who are concerned that they being under-served, how will that data be tracked and reported publicly while protecting patient identities
- How will SIM payment and delivery reforms be integrated with public health functions, behavioral health and oral health and other services that should all be part of health – ensuring independence between systems and providers while promoting coordination, preserving consumer choice, local control, funding and autonomy for all areas of health?
- How will you monitor conflicts of interest as the health care market consolidates, has more for-profit corporate structures, and becomes less transparent? What remedies do you propose to protect consumers and

taxpayers from rising costs and less choice resulting from consolidation?
(Conflicts of interest can include direct and indirect financial interests, governance, investments, referrals, prescribing, orders, and corporate relationships between providers and organizations.)

- Describe in detail the plan for a process and goals in developing new Advanced Medical Home (AMH) standards, including timeline, under what authorizing agency or committee they will be developed, membership of the standard-setting group, plans for transparency and accountability in the process, and resources needed including finances, consultants and staff time. Describe the reasons for abandoning effective national PCMH standards, including the NCQA standards now widely used in Connecticut, any perceived gaps in those standards, and how Connecticut's AMH process will address those gaps while ensuring the same level of effectiveness as national standard-setting entities.

If you have any questions about the topics, feel free to contact me. Thank you for your time and attention to this request.

Sincerely,

Ellen Andrews, PhD
Executive Director

A handwritten signature in cursive script that reads "Ellen M. Andrews".

cc: Independent consumer SIM advocates
Lt. Governor Nancy Wyman
State Healthcare Advocate Vicki Veltri