

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services

Morna A. Murray PHD

DDS Council Monthly Report

July 2016



Dannel P. Malloy
GOVERNOR

DDS Commissioner

Meetings held and/or attended

- -North Region , Assistance Regional Director
- -CO, Quality Improvement Director
- -South, Assistance Regional Director
- -West, Regional Directors
- -West Region, Assistant Regional Director (Private)
- -ADA Technical Assistance Center (New England Region)
- -Probate Judge, West Region
- -Case Manager Supervisor, North Region
- -North, ARD (Private)
- -CO, Legal Department
- -North, Assistant Regional Director (Private)
- -North, Case Manager Supervisor
- -North, Regional Director
- -West, Case Manager Supervisor
- -Abuse/Neglect Director
- -Central office Eligibility Director
- -Child Advocate
- -DCF Ombudsman
- -Managed Care Ombudsman Office
- -DSS, Waiver and Medicaid Unit
- -Consumer Advocate
- -DSS, Chief Administrative Officer
- -Yale, Administrator and Social Worker
- -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 Commissioner's office was warranted.

Spoke with Commissioners Executive Sec., Margaret about writing a note to the Commissioners staff 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 an 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 the payment issue.

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 shows how seamless my office works with the Commissioner's to resolve issues that need close cooperation between not only us but other agencies who might not be thought of as an ally but are often you ones that help open the door.

- 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 her 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 promptly got in contact with all parties and resolved issue.

I complimented the CMS with the prompt and thorough review of this issue.

July 2016

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