



## Important Update Regarding Worker Payments for Pay Week August 25th – 31<sup>st</sup>

September 5, 2024

We have positive news to share regarding the issues impacting more than 1,300 participants self-directing their care in Connecticut along with their workers. We have reached a verbal agreement for an interim solution with the Department of Social Services for payment of these denied service claims.

With this agreement, we immediately resumed making payments to the impacted PCAs and are working to ensure payment as quickly as possible. We have begun processing the \$674,895.68 in payments for services provided during the August 25 – August 31, 2024, pay period. PCAs should begin seeing these payments in their accounts no later than Monday, September 9, 2024.

We are pleased to work with the Department of Social Services toward action to ensure continuity of care and payment to PCAs for their hard and important work. We will continue to work collaboratively with the Department to quickly verify authorizations, care plan approvals, and eligibility concerns and to identify a plan for participants who have exceeded their budgets to ensure this situation does not happen again.

We, alongside the Department, encourage impacted participants to continue to reach out to their case manager or universal case manager regarding their Medicaid eligibility status, care plan, and prior authorization. Their services are not formally authorized. In accordance with this evening's agreement, and per the direction of the Department, GT Independence is pleased to be issuing payments for these services to ensure the health and safety of these individuals.

We remain steadfastly committed to serving the people of Connecticut, ensuring that everyone who self-directs gets the support they deserve and that every PCA is paid for their critical work. We are grateful for the Department's steps toward action to support this effort.

Sincerely,

Holly Carmichael  
CEO, GT Independence