

From: LaJeunesse, Kristen <Kristen.Lajeunesse@vermont.gov>

Sent on: Monday, December 16, 2024 6:22:12 PM

To: GMCB - ACO <GMCB.ACO@vermont.gov>; Barrett, Susan <Susan.Barrett@vermont.gov>; Foster, Owen <Owen.Foster@vermont.gov>; Murman, David <David.Murman@vermont.gov>; Walsh, Thom <Thom.Walsh@vermont.gov>; Holmes, Jessica A. <Jessica.A.Holmes@vermont.gov>; Lunge, Robin <Robin.Lunge@vermont.gov>; Berube, Alena <Alena.Berube@vermont.gov>; Sawyer, Michelle <Michelle.Sawyer@vermont.gov>; LaJeunesse, Kristen <Kristen.Lajeunesse@vermont.gov>; Parker, Abigail <Abigail.Parker@vermont.gov>

Subject: Public Comment: Accountable Care Organization (ACO) 2024-12-16T18:22:09Z

A new GMCB Public Comment has been received.

Submit Time: 2024-12-16T18:22:09Z

Name: Alexandra Michele Bambery

Affiliation: Still waiting for OneCare to respond about Steven Borgoin

Town/City:

Topic: Accountable Care Organization

Comment: I am writing today mostly out of fear for my Future. I spoke to OneCare in person back on 2018. I was under the care of the state at that time very sick with chronic Lyme disease among other infections and conditions. My nurse from the Vermont Chronic Care Initiative (VCCI) Margret Tarmy told me I could trust her. As a chronic pain patient, it's hard to trust providers of care but she called me up and advertised all this support Vermont had to offer so I actually flew from California because Vermont convinced me they had support for me after my BCBS case manager quit on me. I was told to sue but I was too sick to drive a car let alone fine a lawyer and climb stairs or even talk at that point on my life battling painful neurological conditions. I was being neglected despite all the promises I was told. I was frustrated so even though I was too sick to probably drive safely I got myself to the OneCare board mtg because a social worker was also concerned about my neglect despite having basically the Rolls Royce of what Vermont state care had to offer at the time. I remember the mtg. They had me sign in. I remember putting "bait and switch" as my reason for attending. I remember they were confused- who are you? I said I'm a consumer of your product Medicaid and it's goods and services. I was concerned about bait and switch and smoke and mirrors when it came to actually accessing services. I had many concerns , but mostly I was scared because some doctors didn't believe in Lyme at the time. And some did. Now the CDC has officially updated its position post Covid and clearly lists Lyme disease as real and chronic illness like long haul Covid . But back then - it was scary . Some people didn't believe you . Do you wound waste all this time and energy and money getting to appointments and it was a roll of the dice if they were even going to see you as a valid patient to treat. I listened to the entire presentation. SASH was getting approved . I wanted to explain to someone I had lost my nurse because I had reported income . I had "found money " in my name and the act of reporting it got be kicked off Medicaid. My nurse from VCCI was red in the face. She assured me I would be fine , just report it. Nope. I was kicked off. I spoke to the representative on the phone about why. After a software update she said the button was missing she needed to press - so I told my nurse why I lost her . She didn't understand. I explained the software needed to fixed. And I also remember saying "Frankly I need a break from you. You haven't helped me at all, you've made bad recommendations and encouraged my family and to engage in extortion and financial abuse and I don't even know if you understand what Lyme is or PANs / Pandas. You've made things harder on me not easier ." Her feelings were hurt but she understood. I went to onecare . I listened. I took a video. I was terrified. It became very clear very quickly no one was in charge and no one cared or had long term vision for chronic Lyme patients like me . My nurse couldn't help me because reporting income got me kicked off (software glitch). The president Dr Steven Leffner said something so chilling and disturbing I still have his voice haunt me. He said "I don't mind if all they have is the ER for care." I remember feeling so scared I almost threw up. The person in charge of making sure I had access to care with a chronic illness-

announced he didn't care at all about me. Then someone called in , and explained there were some issues with some of the community health centers. He was completely blown off to the point I remember thinking "...why have a mtg if the people bringing concerns are being completely and blown off?" The person presenting for SASH (seniors aging something at home) scared me. She was this really nice lady, denim jumper and perfect haircut. She was nervous presenting explaining this was her first big presentation asking for \$-

Post Comment: Yes