

Fred Buhr, MSSW

From: Fred Buhr, MSSW [fredbuhr@metasteward.net]
Sent: Wednesday, September 22, 2010 7:28 PM
To: 'SusanJ.Crowley@dhs.wisconsin.gov'
Cc: 'Diane.Welsh@dhs.wisconsin.gov'; 'Patrick.Cooper@dhs.wisconsin.gov'; 'cmerritt@harmonyis.com'
Subject: Response to my letter to Governor Doyle

Attachments: LetterToHolmesHarmon.pdf; Kolodner030409.pdf;
CommentsToWiredBoard08202010 (2).pdf



LetterToHolmesHarmon.pdf (2 MB...)



f (1 MB)



CommentsToWiredBoard08202010 (...)

Dear Ms. Crowley:

I have received your letter which was written in response to my letter to Governor Jim Doyle. I do not believe that either you or the Department's security and IT staff understand my concerns.

While you have assured me that the Bureau of Aging and Disability Resources (BADR) is well managed by competent senior staff, I question whether they have exercised due diligence with regard to developing and implementing HIPAA security and privacy policies and conforming the suite of Harmony's applications hosted on AgingNetwork.com to Wisconsin's Administrative Rule 12.

In order to provide background to my concerns, I am forwarding an email that I sent to Carolyn Merritt, VP, Customer Care, Harmony Inc. in response to her request for candid feedback. Since Harmony's board of directors and executive staff has changed since I first raised my concerns in 2008, I felt that she would be unable to understand my comments without background. The attachments are those that I attached to the email that I sent to Ms. Merritt on September 6, 2010.

In the SAMS Brief, which was attached to your letter, the Greater Wisconsin Agency on Aging Resources (GWAAR) is mentioned. As I said in my letter to Governor Doyle, I believe that BADR and GWAAR are administering SAMS in such a manner that systemic fraud could occur over the Internet in the billions of dollars.

As I mentioned to Ms. Merritt, "I believe corrections to SAMS could have been made three years ago when I brought the situation to the attention of the Department of Health Services by quietly taking the system off line and fixing the problems. With the passage of time and the increased complexity brought about by merging SAMS and Beacon in Wisconsin and adding more states and other users while at the same time going forward with health information exchanges (HIE) on a nationwide basis, I cannot now imagine how all the problems can be resolved."

I will be writing another letter to Governor Doyle urgently repeating my concerns.

Sincerely,

Fred Buhr

Fred Buhr, MSSW
Metasteward LLC

fredbuhr@metasteward.net

-----Original Message-----

From: Fred Buhr, MSSW [mailto:fredbuhr@metasteward.net]
Sent: Monday, September 06, 2010 8:13 PM
To: 'cmerritt@harmonyis.com'
Subject: Feedback

Hello Carolyn,

Last month I responded to your request (which was forwarded to me by our senior center director) to provide candid feedback on Harmony's service. Because I'm sure that you will not be able to understand my comments on the survey without some background, I'm attaching copies of two letters along with copy of a recent public statement that I made.

The first letter is one I wrote to Tonya Harmon (former CEO of Harmony) and Rea Holmes (former Executive Assistant in the Wisconsin Department of Health Services) on June 30, 2008. The second is one I wrote to Dr. Robert Kolodner (former National Coordinator for Health Information Technology) and to several others on March 4, 2009. The date of my public statement is August 20, 2010. The last page of my public statement contains a current report of a run-time error on the host server that must go back to some of the original Synergy code.

I believe corrections to SAMS could have been made three years ago when I brought the situation to the attention of the Department of Health Services by quietly taking the system off line and fixing the problems. With the passage of time and the increased complexity brought about by merging SAMS and Beacon in Wisconsin and adding more states and other users while at the same time going forward with health information exchanges (HIE) on a nationwide basis, I cannot now imagine how all the problems can be resolved.

The documents I'm sending as well as other details of my efforts over the last three years to inform Wisconsin agencies of the need to take remedial action can be found on my website: <http://www.metasteward.net>.

Sincerely,

Fred Buhr

Fred Buhr, MSSW
Metasteward LLC

fredbuhr@metasteward.net

-----Original Message-----

From: Carolyn Merritt [mailto:cmerritt@harmonyis.com]
Sent: Friday, July 30, 2010 12:31 PM
To: Ingrid Thompson
Subject: Please send us your feedback.

Dear Harmony Customer,

As you may have read in the July Edition of the InHarmony newsletter, I am the new Vice President of Customer Care at Harmony Information Systems and am currently in the process of evaluating our ability to provide you with the best care and support possible.

Your voice and experiences are paramount to this endeavor.

I urge you to set aside 15 minutes to take this online survey

Your answers will help to improve our efforts to serve your needs and to support our combined goal of providing the best human services possible.

Your contributions are critical to our combined success.

Thank you in advance for taking the time to provide us with candid feedback.

Sincerely,

Carolyn Merritt
VP, Customer Care
Harmony Information Systems