

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO <i>Jaobs</i>	DATE <i>3-24-09</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOC NUMBER <i>100523</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>3-31-09</i>
2. DATE SIGNED BY DIRECTOR  <i>cc: Ms. Forkner cleared 4/1/09, letter attached.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

JOE WILSON  
2ND DISTRICT, SOUTH CAROLINA

ASSISTANT REPUBLICAN WHIP

COMMITTEES:  
ARMED SERVICES  
EDUCATION AND LABOR  
FOREIGN AFFAIRS  
HOUSE POLICY

## Congress of the United States House of Representatives

March 23, 2009

RECEIVED

MAR 24 2009

COUNTIES:  
AIKEN\*  
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JASPER  
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RICHLAND\*  
(\*PARTS OF)  
W. ERIC DELL  
CHIEF OF STAFF  
AND COUNSEL

The Honorable Emma Forkner  
Director  
State Of South Carolina  
Department of Health and Human Services  
Post Office Box 8206  
Columbia, South Carolina 29202

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Re: Ms. Joanna Hetler  
111 Magnolia Bluff Drive  
Columbia, SC 29229

Dear Emma,

I am writing to you on behalf of the above named constituent who has contacted me regarding an issue involving the South Carolina Department of Health and Human Services. Enclosed is correspondence from Ms. Hetler further explaining the concerns. Your kind attention in this matter would be greatly appreciated.

It is an honor to represent the people of the Second Congressional District, and I value your input. Thank you for your time and concern in this and all other matters.

Please respond to the Midlands District Office at 1700 Sunset Blvd., Suite 1, West Columbia, South Carolina 29169. The phone number is 803-939-0041. The fax number is 803-939-0078. The e-mail address is [Brad.Leake@Mail.House.Gov](mailto:Brad.Leake@Mail.House.Gov)

Very truly yours,



JOE WILSON  
Member of Congress

JW/BL

MIDLANDS OFFICE:  
1700 SUNSET BLVD. (US 378), Suite 1  
West Columbia, SC 29169  
(803) 939-0041  
Fax: (803) 939-0078

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(202) 225-2452  
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[www.joewilson.house.gov](http://www.joewilson.house.gov)

LOWCOUNTRY OFFICE:  
903 Port Republic Street  
P.O. Box 1538  
Beaufort, SC 29901  
(843) 521-2530  
Fax: (843) 521-2535

TOLL FREE 1-888-381-1442

JOE WILSON  
2ND DISTRICT, SOUTH CAROLINA  
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Congress of the United States  
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COUNTIES:  
AKEN\*  
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ORANGEBURG\*  
RICHLAND\*  
(\*PARTS OF)  
DINO TERPARRA  
CHIEF OF STAFF  
AND COUNSEL

Consent for Release of Personal Records by Executive Agencies

Name of Agency: SC HHS

To Whom It May Concern:

I have sought assistance from Congressman Joe Wilson on a matter that may require the release of information maintained by your agency, and which may be prohibited from dissemination under the Privacy Act of 1974.

I hereby authorize you to release all relevant portions of my records or to discuss information involved in this case with Congressman Wilson or any authorized member of his staff until the matter is resolved.

Joanna Hether 10-13-80  
Name of Claimant- (Please Print) Date of Birth  
111 Magnolia Bluff Dr. Columbia 29229  
Address of Claimant City Zip

268-90-2707 VA Claim # of OPM # (if applicable)  
Social Security Number  
803-736-5911  
Telephone Number- Home  
Joanna Hether 3/10/09  
Signature of Claimant Today's Date  
803-736-5911 Telephone Number- Work

Please briefly explain your concern: Back in December I applied  
(use the back if necessary)  
for medicaid. A couple weeks later I received a

notice saying I did not send needed information.

I personally went to the Richland County Health

Care Building and hand delivered the items needed.

I have called at least 6 times since then and  
the matter has not been resolved.

On 1/12



*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Emma Forkner  
Director

April 1, 2009

The Honorable Joe Wilson  
United States House of Representatives  
Midlands District Office  
1700 Sunset Boulevard, Suite 1  
West Columbia, South Carolina 29169

Dear Congressman Wilson:

Thank you for referring Ms. Joanna Hetter to our agency regarding the difficulties she faced during our Medicaid eligibility determination process. Good customer service is very important to us, and I regret her unpleasant experience.

We have been in direct contact with Ms. Hetter to apologize and to assist her family with their healthcare concerns. She also has contact information for a Medicaid supervisor in our Richland County Office if she has additional concerns or questions.

Thank you for your continued interest and support of the South Carolina Medicaid program. If I may be of further assistance on this or any other matter, please let me know.

Sincerely,

A handwritten signature in cursive script, appearing to read "Emma Forkner", is written over a horizontal line.

Emma Forkner  
Director

EF/jcle

Log #523



*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Emma Fokner  
Director

March 31, 2009

Ms. Joanna Hetler  
111 Magnolia Bluff Drive  
Columbia, South Carolina 29229

Dear Ms. Hetler:

Congressman Joe Wilson contacted our agency on your behalf regarding your concerns about Medicaid eligibility and problems you faced when trying to reach a Medicaid eligibility worker.

Good customer service is very important to us, and I regret your unpleasant experience during our eligibility determination process. We are reviewing the issues you have encountered, and we are working to correct them.

I am pleased to inform you that your application for Medicaid's *Low Income Families* program has been approved retroactive to December 1, 2008. If you and your family have any outstanding medical bills since that date, please ask your providers to submit those claims to Medicaid for payment. Also, if you have any questions about your coverage, please contact Ms. Jessie Alford, Medicaid Supervisor in our Richland County Medicaid Office at (803) 714-7361. She will be happy to assist you.

We hope this information is helpful.

Sincerely,

A handwritten signature in cursive script, reading "Alicia Jacobs".

Alicia Jacobs  
Deputy Director

AJ/cle