

**From:** Kester, Tony  
**To:** Karen Carter (kcarter@scacog.org) <kcarter@scacog.org>  
**Date:** 8/11/2014 2:17:13 PM  
**Subject:** FW: SHIP Call July 14th, 2014  
**Attachments:** SHIP July 2014.pdf  
SHIP Call\_2304569565\_.mp3

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Tony Kester  
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**From:** JOHN.BLOOM@bcbssc.com [mailto:JOHN.BLOOM@bcbssc.com]  
**Sent:** Thursday, July 24, 2014 5:33 PM  
**To:** Kester, Tony  
**Subject:** SHIP Call July 14th, 2014

Good Afternoon Director Kestor,

Thank you for your time on the phone yesterday. I have attached a letter from our Medicare Advantage division and a recording of the call that it references for your review.

As stated in the letter, we do everything in our power to work with SHIP representatives and provide them with information they need for our mutual clients. At the same time, we have a duty to protect a client's personal health information. In order for our employees to share this confidential information, we need the express consent of the member or a current list of approved SHIP counselors. If the member had been on the call to give that approval or if there was a way to verify current South Carolina counselors, our staff members would have provided the requested confirmation.

Thanks again for your time in dealing with this issue.

Best regards,

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Government Affairs  
Blue Cross Blue Shield of South Carolina  
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