

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO Myers	DATE 6-30-08
--------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 000681		<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	
2. DATE SIGNED BY DIRECTOR cc: Ms. Forker, Singleton, Quinton, Stensland		<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE 7-10-08 <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action	

*** Ref log # 625**

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. Cleaved 6/10/08			
2. letter attached, cleared w/ same response as log # 625 per Marga on 6/13/08.			
3.			
4.			

Page 2

Letter to Sheila Platts

RE: Lack of compliance of Logisticare--Transportation Broker

This same scenario has occurred in the community to the mother of one of our staff members. She was to be at dialysis Monday AM and her transportation did not show. The father had to get off his work to transport her to her treatment. I do not have all the specifics, but if you will contact me, I can get you contact information.

This transportation debacle has created misery and inhumane treatment for Medicaid recipients. It is costly and a total "Fleecing of SC"! We cannot understand why after all the problems that have occurred why Logisticare is allowed to continue under this contract. If nursing homes in SC did any one of these behaviors, the media, SCDHEC, and SCDHHS would shut us down!

It is past time for action.

Sincerely,



Robert F. Bowles, NHA
Administrator

Xc: Emma Forkner
WLTX-19

Representative Marion Frye
Senator Ronnie Cromer
Senator Shane Massey

Louisa Carver, RN
Director of Nursing



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1.			
2.			
3.			
4.			

SALUDA NURSING CENTER
581 Newberry Highway Post Office Box 398
Saluda, South Carolina 29138-0705

Ref Log # 625

Robert F. Bowles, NHA
Administrator

Phone 864-445-2146
Fax 864-445-3119

June 25, 2008

RECEIVED

Sheila Platts
Division Director for Transportation
SC Department of Health and Human Services
PO Box 8206
Columbia SC 29202-8206

JUN 30 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Ms. Platts:

On May 29, 2008, I sent correspondence to your agency regarding the poor service of Logisticare in providing proper transportation for our residents. On June 10, Ms. Forkner sent to us here at Saluda Nursing Center a response which stated: "SCDHHS transportation staff will review the actions of Logisticare's management to ensure that acceptable transportation services are delivered as requested and a resolution is implemented. You can expect the Broker to take the action required to ensure adequate transportation is being furnished to Medicaid beneficiaries." Ms. Izlar has never called with a resolution or explanation.

Saluda Nursing Center continues to have extreme difficulties in dealing with Logisticare. Our latest and most severe problem occurred yesterday, June 24, 2008. Resident #3516/Medicaid #1780819198 was admitted to Saluda Nursing Center on May 28, 2008 for long-term care services including dialysis three times weekly at Davita Dialysis Center in Aiken, SC. Obtaining acceptable transportation services for him through Logisticare has been less than satisfactory in the past two weeks.

Following his initial admission, he was transported by Regional Ambulance Service because he was still recuperating from surgery. Once he had stabilized, we notified Logisticare to make appropriate arrangements for transportation on a routine basis for Tuesday, Thursday, and Saturday. For the first two days, our staff had to continually call to Logisticare to secure transportation. The phone calls were numerous. On Saturday, June 21, 2008, the transportation arrived at 7:00 AM for an 11:00 AM dialysis appointment. The arrival should have been at 8:45 AM. Then on Tuesday, June 24, the resident was ready at 7:00 AM but transportation never showed. Nor did they call. Two of our staff spent more than 4 hours on the phone yesterday trying to get some answers—much of that time on hold! One of the times on the phone yesterday, our Director of Nursing (DON) was told she would be connected with an administrator. When connected, she gave the pertinent information and then the party stated, "I can't do anything. I'm just a secretary."

At approximately 5 PM yesterday, the DON did receive a call from Jean Garner stating that April Izlar would be calling her. It is now 2:30 PM, Wednesday and no call yet.

Our resident did get to his dialysis treatment, but he was late. Our facility had to transport him. We were already to capacity with our own local transports, but dialysis residents must have their treatments. It is mid day on Wednesday and we still do not have any confirmation of any transport for this resident for Thursday. We are obligated to provide the services that a resident needs. One of our means of providing one of these services is Logisticare. Logisticare is obligated by their contract to provide transportation. Why are they permitted to continue as a broker when they have abused nursing home residents as they have?

This Broker has no interest in providing acceptable services for Medicaid recipients. Their personnel are only interested in the dollars that they are receiving as a result of the contract that they were awarded.

Page 2

Letter to Sheila Platts

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This transportation debacle has created misery and inhumane treatment for Medicaid recipients. It is costly and a total "Fleeing of SC"! We cannot understand why after all the problems that have occurred why Logisticare is allowed to continue under this contract. If nursing homes in SC did any one of these behaviors, the media, SCDHEC, and SCDHHS would shut us down!

It is past time for action.

Sincerely,



Robert F. Bowles, NHA
Administrator

Xc: Emma Forkner
WLTX-19

Representative Marion Frye
Senator Ronnie Cromer
Senator Shane Massey

Louisa Carver, RN
Director of Nursing



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

ACTION REFERRAL

TO Myers	DATE 6-2-08
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1. LOG NUMBER 000625	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE 6-11-08 <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action		
2. DATE SIGNED BY DIRECTOR C: EF DJS			
✓			

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. Cleared 6/10/08, letter attached.			
2.			
3.			
4.			

SALUDA NURSING CENTER

581 Newberry Highway Post Office Box 398

Saluda, South Carolina 29138-0705

Robert F. Bowles, NHA
Administrator

Phone 864-445-2146
Fax 864-445-3119

May 29, 2008

RECEIVED

JUN 02 2008

Nicole Mitchel-Threat
Bureau of Long Term Care Services
Department of Health and Human Services
PO Box 8206
Columbia SC 29202-8206

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Ms. Mitchel-Threat:

We have had conversations before about the transportation contract with Logisticare. It is as big or even bigger a problem for us.

This week one resident has had two appointments missed. The first one was on Tuesday, May 27. She is a dialysis patient and was picked up to go to Bamberg, SC to be seen by an MD regarding her shunt. The driver picked her up but went to Newberry SC, which is in the exact opposite direction. After driving around for awhile in Newberry and not being able to find Bamberg, the driver returned the resident to Saluda Nursing Center. The resident was NPO after midnight for the procedure she was to have done to the shunt. The appointment was rescheduled for Thursday, May 29, 2008. She was to be picked up at 9:00 AM. At 9:30 AM, the ride was still not here. Our staff was in the process of calling to find out what was happening. Then Logisticare called and said that they would not be coming.

One resident has missed two appointments with the same doctor in one week as a result of unsatisfactory practices of this company. Our staff is extremely frustrated with the hours we have had to spend to get this resident to her appointment. Now we have rescheduled an appointment for next Tuesday. However, this time our facility will be transporting her. But guess who will get payment for the trip—LOGISTICARE!!! We have made our complaint to the company via the proper channels. I am enclosing those statements as we faxed to them.

Long-term care nursing is hard enough to deal with without further complications. If changes are going to be made, they should be made to make life less complicated for the residents, not more complicated, hazardous, precarious, and uncertain.

Page 2

Letter to Nicole Mitchel-Threat

Re: Continuing Problems with Logisticare

May 29, 2008

Please investigate and try to help us. Thank you for whatever you can do.

Sincerely,

Robert F. Bowles, NHA
Administrator

Enclosures (2)

Xc: Emma Forkner, Director
Representative Marion Frye

COMPLAINT FORM

Date Submitted: 5/27/08 By: Robert F. Isenher Sr.
Facility: Salada Wastings Center Facility Phone Number: 864 445-2141

Member/Patient's Name: Cortfield, Marilyn Elaine

Medicaid Number: 571571500

Date of Appointment: 5/27/08

Appointment Time: 11 AM

Who Transported Member/Patient: Logisticare Cons #7902

Complaint: Pl had a 11 AM appointment with
Dr John Ross at 600 West St.
Bamberg SC. 29003 phone #803 2474327
She was not picked up until 9:45 AM.
She was taken to Newberry SC.
instead of Bamberg SC.
The driver could not find Bamberg
The apt with Dr Ross has been rescheduled
for 11:30 AM. Her Dialysis Clinic has
been notified.

Your Recommendation: Please send someone who knows
how to find Bamberg SC. and give us
a new Cons. #. She should be picked up
by 9 AM. If a Wastings Home did this
ONCE and WIS would be all over it.
FAX TO: 1-866-381-4860, Attn: Dayna Holford

Date Fax Received: _____

Date Complaint Entered: _____

Entered By: _____

COMPLAINT FORM

Date Submitted: 5/29/08 By: Debra Shealy EsqFacility: Valueda Nursing Center Facility Phone Number: 814-445-2146Member/Patient's Name: Cherie CanfieldMedicaid Number: 57157 15001Date of Appointment: 5/29/08Appointment Time: 11:30 AmWho Transported Member/Patient: He was not transported to appt.

Complaint: This resident had an appt with Dr. John Lewis in Bamberg on 5/27/08. She was picked up late and driver did not know how to get to Bamberg. When driver read out aloud for several times sending up in Huntington Miss Canfield was then returned to nursing center. Miss Canfield stated she tried to inform the driver of direction of how to get to Bamberg but the driver would not listen to her. Miss Canfield was very upset about this experience. I spoke to Jean Davis on 5/28/08 and informed her about problem with transport on 5/27/08. now appointment scheduled for 5/29/08 at 11:30 am. Jean Davis stated that company named "Send to home" was used 5/27/08 and that she would make notation that this company is not to be used again with this resident. Jean Davis took information for appt 5/29/08 and

stated that she would make transport arrangements. Reference # 7346 was given. Resident was to be picked up today at 9am - approximately 9³⁰am resident still had not been

FAX TO: 1-866-381-4860, Attn: Dayna Holford ^{aka, Day #2}

Date Fax Received: _____

Date Complaint Entered: _____

Entered By: _____

COMPLAINT FORM

Date Submitted: 5/29/18

By: Debra Steady (A)

Facility: Saluda Nursing Center

Facility Phone Number: 864-445-2146

Member/Patient's Name: Clarice Canfield

Medicaid Number: _____

Date of Appointment: _____

Appointment Time: _____

Who Transported Member/Patient: _____

Complaint: picked up - as our nurse was attempting to call LogistCare when another nurse received a telephone call stating that LogistCare is unable to transport Resident today. After the nurse reported this to me, I spoke with Sandra at LogistCare and she informed me that transport was assigned but overnight it was A-Routed back to LogistCare. I then spoke to this (Quality assurance representative) about this problem & transport and problem on 5/17/18. Resident was offered transport via Vexicab which Resident declined. Resident spoke to this about this. Miss Canfield voiced concerns about the safety and who the driver would be. This Resident needed to see Dr. Ross due to having a new type of dialysis shunt that is causing problems when she is at dialysis wk. This doctor is the only doctor that is able to check this shunt. This nurse asked Miss Canfield if she would like to write a letter to include with this complaint. Miss Canfield

FAX TO: 1-866-381-4860, Attn: Dayna Holford (See Page #3)

Date Fax Received _____

Date Complaint Entered _____

Entered By _____

COMPLAINT FORM

Date Submitted: 5/29/18

By: Asha Shady (R)

Facility: ~~Sakura~~ Nursing Center Facility Phone Number: 864-445-2146

Member/Patient's Name: Claire Confield

Medicaid Number: _____

Date of Appointment: _____

Appointment Time: _____

Who Transported Member/Patient: _____

Complaint: stated she is too upset to write a letter. she requested that I include her thoughts to you. Miss Confield stated that she is awfully upset that on 2 different occasions she was not able to get to the doctor's apt. she stated that she was not able to get the procedure done and on Dr. Ross because at the present time all the pain is not being taken out of her body system when she goes to dialysis. Miss Confield stated "It upsets me because I have no way in my own to get to Brookburg to see my doctor. This situation has caused undue stress to this resident, she depends on dialysis in order to continue living. she has had 2 failed kidney transplants in the past. she needs organ donation but Dr. Ross to find out problem with what.

Your Recommendation: However Mark Confield needs to do away with this Logistical program immediately. It has been problematic having it. Problems cause undue stress to Residents, however Doctor's offices due to having to change appts at the last minute when residents are not picked up as scheduled.

FAX TO: 1-866-381-4860, Attn: Dayna Holford

Asha Shady (R)

Date Fax Received: _____

Date Complaint Entered: _____

Entered By: _____



State of South Carolina
Department of Health and Human Services

Log 6025
Log # 6081

Mark Sanford
Governor

June 10, 2008

Emma Forkner
Director

Mr. Robert F. Bowles, Administrator
Saluda Nursing Center
Post Office Box 398
581 Newberry Highway
Saluda, South Carolina 29138-0705

Dear Mr. Bowles:

Thank you for your letter dated May 29, 2008, regarding Medicaid transportation for residents of the Saluda Nursing Center. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable transportation services are provided in a timely manner. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter.

SCDHHS has contacted LogistiCare as responsible regional transportation broker to review and address the concerns you reported. LogistiCare agrees that your complaint is valid and will reroute trips (to an alternate provider) in a timely manner and closely monitor transportation services for Medicaid beneficiaries from your facility. Ms. April Izlar, Regional Manager for LogistiCare, will contact you directly on this matter with a thorough explanation and corrective action plan to ensure similar incidents do not occur in the future.

As follow-up, SCDHHS transportation staff will review the actions of LogistiCare's management to ensure that acceptable transportation services are delivered as requested and a resolution is implemented with the service providers. You can expect the Broker to take the action required to ensure adequate transportation is being furnished to Medicaid beneficiaries.

If your residents experience any further difficulty with Medicaid transportation services, please contact Ms. Sheila Platts, Division Director for Transportation, at (803) 898-4614.

Sincerely,

Emma Forkner
Director

EF/mhp

cc: April Izlar, LogistiCare

Chuck DeZearn, LogistiCare

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

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