

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>10-9-07</i>
--------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>000186</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-18-07</i>	<input type="checkbox"/> Necessary Action
2. DATE SIGNED BY DIRECTOR <i>Cleaved 10/22/07 letter attached.</i>	<input type="checkbox"/> FOIA DATE DUE _____		

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



RECEIVED

OCT 08 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

State of South Carolina
Office of the Governor

MARK SANFORD
GOVERNOR

Post Office Box 12267
COLUMBIA 29211

October 2, 2007

Ms. Denise Jones
1808 Goucher School Road
Gaffney, South Carolina 29340

Dear Denise,

Thank you for your e-mail. I am sorry to hear of your recent experiences and am asking that someone from the Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, thanks again for taking the time to write.

Sincerely,

A handwritten signature in black ink, appearing to be "Mark Sanford".

Mark Sanford

M/S/emj

cc: Ms. Emma Forkner, Director
South Carolina Department of Health and Human Services

*Log: Myers.
app. sign.*

510951

RECEIVED

SEP 27 2007

Referred to JS ?

Answered Jackson

From: <Denise8474@yahoo.com>
To: <governor@gov.sc.gov>
Date: Wed, Sep 26, 2007 4:48 PM
Subject: Governor Request Information form

Denise
Jones
1808 Goucher School Road
Gaffney
SC
29340
864-489-7065

Denise8474@yahoo.com

Dear Sir,

I would like to express my concern with the medicaid transportation program now in effect. I work for a home health company and provide care to elderly residents.

The first incident happened right after the brokers took charge. A patient of mine needed to go to the doctor. His condition makes it hard for him to ride in a wheel chair we called and asked for a stretcher transport and for a certain company due to the fact they had handled him before with a problem. He is also a large person. This man lived in Blacksburg and needed go to Shelby. The company we asked for is located in Gaffney and we asked for a stretcher transport. However what came the next day was a Spartanburg Regional Van only equipped for a wheel chair. There was only one attendant and he was an elderly man, himself who could not handle this patient at all. We all helped to get this person on the van. The problem was that when they returned home and nobody was there to assist the van driver..he dropped the patient from the wheel chair lift to the ground. Of course he was unable to get my patient up and a call to 911 was made. And the poor man had to lay on the hard hot road until someone came that could upright him again: So I don't know how that saved any money due to the fact a few extra doctor visits we needed.

Yesterday I called for another patient. An elderly man who lives alone who is well into his late 80's. The only time he realizes he has a doctor's appointment is when they call the day before to remind him. First I was told he could not be transported as it was not a emergency appointment and that he would have to give at least 3 days notice. It was with a foot doctor and he is a diabetic. I asked for a supervisor..I remained on hold for 15 minutes only to be disconnected. I called back..had to give all the info again....and wow...got a lady named Charlotte's voice mail after another 15 minute wait. I was furious by then and called back the third time...after holding on 10 minutes Charlotte took my call. She told me she was making a note on the clients chart that he had been warned about the 3 day notice. I tried to explain to her that he was unable to make these calls himself due to poor vision, etc. and how he only remembers his appointments when he is called and reminded...and he lives ALONE...WHEELCHAIR BOUND...and NO FAMILY TO ASSIT..

When we set up our own transport we never had a problem..due to only having to give a 24 hour notice before. And I was told to bad...policy is policy. If he could find someone to drive him they would pay for it..I don't know anyone who has the ability to load a wheelchair into the vehicle with him in it..plus he has an electric "jazzy" no folding it up

to get it into a car!!!

There has to be a better way! I don't know what can be done... but something needs to!!!! I guess from now on I will have to tell white lies and say the appointment is a EMERGENCY! Its a SHAME what sick people on Medicaid have to thru to get to the doctor's office.
Thank you for letting me vent!

Denise Jones

#186



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

October 22, 2007

Ms. Denise Jones
1808 Goucher School Road
Gaffney, South Carolina 29340

Dear Ms. Jones:

Thank you for your recent email of concern, regarding Medicaid beneficiaries and the quality of transportation services furnished for medical appointments. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable and quality services are provided to include the safest and most professional transportation possible. SCDHHS has contacted Medical Transportation Management, Incorporated (MTM), the regional transportation broker that serves your area to review and address the concerns you reported.

SCDHHS will assure that MTM takes the steps required with the service providers to protect the safety of Medicaid beneficiaries receiving transportation services. Ms. Donna Monagle, Regional Manager for MTM has agreed to contact you directly regarding this matter. The transportation brokers routinely record telephone calls for quality assurance purposes and MTM has been asked to provide any information regarding your calls. As follow-up, DHHS transportation staff will review the actions of MTM's management to ensure that an acceptable resolution is implemented with the service provider. You can expect the Broker to take the action required to ensure adequate transportation service including good customer service.

SCDHHS continually encourages and reviews the feedback received from citizens and beneficiaries regarding the way Medicaid transportation services are arranged and provided.

Ms. Denise Jones
October 22, 2007
Page 2

Thank you for your valuable feedback; it is an important step towards improvements to Medicaid services. If you note Medicaid beneficiaries experiencing any further difficulty with transportation services, please contact, Ms. Shirley Carrington, Transportation Team Leader at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read 'F. Myers', written in a cursive style.

Felicity Costin Myers, Ph.D.
Deputy Director

FCM/haw