

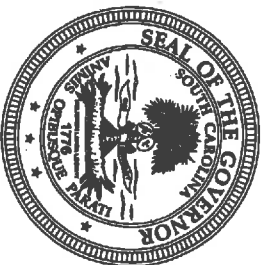
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO Jacobs	DATE 9-27-07
---------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 000167	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR Claud 10/14/07, letter attached.	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE 10-8-07 <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.			



Log. Jacobs
app sig

RECEIVED

SEP 27 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

September 20, 2007

Ms. Myrna Figueroa
2801 Dobbins Bridge Road
Anderson, South Carolina 29626

Dear Myrna,

Thank you for your e-mail. I am sorry to hear of the difficulties you've experienced 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,


Mark Sanford

MS/emj

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

715172

From: <smkelly@clemson.edu>
To: <governor@gov.sc.gov>
Date: Thu, Sep 13, 2007 1:39 PM
Subject: Governor Request Information form

Myma
Figueroa
2801 Dobbins Bridge Road
Anderson
South Carolina
29626
864-221-8747
smkelly@clemson.edu

This question is about the Medicaide Office in Anderson. The people are rude, I have been to this office 4 times, each time told to come back at 1:00, each time to be told they still do not have time. I am 4 months pregnant and try to work. My pay is low and I am just trying to get help for my Baby. The whole staff, especially the front desk staff, are rude and disrespectful. Please Help before something happens to the health of my Baby. I thought that was a concern in South Carolina. You need a whole new staff in the Anderson Office. When I finally got close to filing the paper work, THEN they tell me I need my Social Security Card and Birth Certificate. Why do they not have something that tells you what you need before you wait over 1/2 a day and get finally where you think you can be seen. BAD!!!!!! I am also going to e-mail Senator Lindsey Graham's office for some help. HELP PLEASE!!!!!!!!!!!!

Thank you

RECEIVED

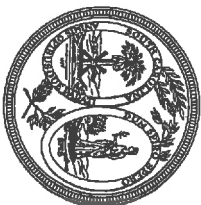
SEP 13 2007

Referred to

65

Referred to Howard

log 0167 ✓



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

October 4, 2007

Emma Portner
Director

Ms. Myrna Figueroa
2801 Dobbins Bridge Road
Anderson, South Carolina 29626

Dear Ms. Figueroa:

Governor Mark Sanford asked our agency to assist with problems you've encountered in submitting your Medicaid application to our Anderson office. Good customer service is important to us, and I regret your unpleasant experience during our eligibility determination process.

We are pleased to inform you that your application for Medicaid's Optional Coverage for Women and Infants (OCWI) has been approved effective September 1, 2007. You should receive your Medicaid card shortly. OCWI offers the full range of Medicaid covered services.

If you have additional questions or concerns regarding Medicaid please contact Jennifer Dabbs at (803) 898-3965 and she will be happy to assist you. We hope this information proves helpful.

Sincerely,

Alicia Jacobs

Alicia Jacobs
Interim Deputy Director

AJ/cod

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Jacobs</i>	DATE <i>9-27-07</i>
---------------------	----------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000167</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-8-07</i>
	<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. <i>H. Jacobs</i> <i>10/2/07</i>			
2.			
3.			
4.			



*Let's Jacobs
app sign*

RECEIVED

SEP 27 2007

State of South Carolina
Office of the Governor

MARK SANFORD
GOVERNOR

Post Office Box 12267
COLUMBIA 29211

September 20, 2007

Ms. Myrna Figueroa
2801 Dobbins Bridge Road
Anderson, South Carolina 29626

Dear Myrna,

Thank you for your e-mail. I am sorry to hear of the difficulties you've experienced 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 dark ink, appearing to be "Mark", with a stylized flourish.

Mark Sanford

MS/emj

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

715172

From: <smkelly@clemson.edu>
To: <governor@gov.sc.gov>
Date: Thu, Sep 13, 2007 1:39 PM
Subject: Governor Request Information form

Myrna
Figueroa
2801 Dobbins Bridge Road
Anderson
South Carolina
29626
864-221-8747
smkelly@clemson.edu

This question is about the Medicaide Office in Anderson. The people are rude, I have been to this office 4 times, each time told to come back at 1:00, each time to be told they still do not have time. I am 4 months pregnant and try to work. My pay is low and I am just trying to get help for my Baby. The whole staff, especially the front desk staff, are rude and disrespectful. Please Help before something happens to the health of my Baby. I thought that was a concern in South Carolina. You need a whole new staff in the Anderson Office. When I finally got close to filing the paper work, THEN they tell me I need my Social Security Card and Birth Certificate. Why do they not have something that tells you what you need before you wait over 1/2 a day and get finally where you think you can be seen. BAD!!!!!! I am also going to e-mail Senator Lindsey Graham's office for some help. HELP PLEASE!!!!!!!!!!!!

Thank you

RECEIVED

SEP 13 2007

Preferred to 15

Approved Howard

EDIT

Constituent ID

Closed? ☐

Date Closed

Source

Log No.

Due Date



Print this Form

Constituent Notes

SSN

MEDICAID ID

First Name MI Last Name

Constituent Phone(s)

Constituent Phone Extension

HIPAA Authorization

Reason for Referral

Staff ID Staff First Name Staff Last Name

Point of Contact

Authorized Rep

Rep Phone

Relationship

Legislator/ Other

Entry Date

Last Update

Last Update User

Apply

Cancel

Close

Constituent# 1025				
	Notes ID	Entry Date	Last Update	Notes
▶	1620	10/2/2007	10/2/2007	Emailed Carrie in the Gov's office to let her know that we tried calling and we're doing a written response as well. LYNCHJEN 10/2/2007 9:31:18 AM
	1617	10/2/2007	10/2/2007	Left another message, but I am going to go ahead and give to Mark so we can get it upstairs. LYNCHJEN 10/2/2007 9:01:04 AM
	1586	9/28/2007	9/28/2007	prepared response letter to constituent. LYNCHJEN 9/28/2007 8:35:17 AM
	1580	9/27/2007	9/27/2007	left message. LYNCHJEN 9/27/2007 3:48:20 PM

MEDSPROD

DATE-FROM: 09 / 2007 THRU: /

PAGE: 3 OF 3

HH NUMBER: 101214674

ACT TYPE: MAINTENANC

ACT DATE: 09/14/07

NEW BG:

RCP NUMBER: 0045098202
RCP NUMBER:

```
IT: _ PING-PONG: _
```

RETRO: N EXPARTE: N

QMB: N

PROJECT RCP NUMBER: _____
PROT PER DATE: 04/01/2008

ACTUAL ELIGIBILITY DATES

---BENEFIT DATES---

BEGIN

END

BEGIN

END

SERVICE TYPE	REASON CODE 1	REASON CODE 2
--------------	---------------	---------------

REASON	REASON
CODE 1	CODE 2

09/01/2007

UPDATED: USER ID: LBIAN

DATE: 09/14/07

SYSTEM ID: FIJD3000

DATE: 09/14/07

CONTENTS

PF1-HELP PF2-PREV MBR PF3-NEXT MBR PF5-HH MBR DTL PF6-RETURN PF10-MENU
PF11-HH MBRS PF15-MD DET PF18-RCP INFO PF21-HIST- PF22-HIST+ PF24-AOD

From: Stan Brown
To: Alicia Jacobs
Date: 10/8/2007 12:48:09 PM
Subject: Log # 000167

Alicia,

I received a copy of the log letter re: Figueroa and the Anderson office. I'm sorry you had to respond. The incident occurred on the day of our supervisor's meeting in Greenville. I received a full report that same afternoon - needless to say, our staff had a very difficult and unpleasant experience with Ms. Figueroa and the person accompanying her. She was seen and her determination made that day. We are experiencing a backlog of work and an overflow of applicants in Anderson; in spite of this, I can say the staff is being very attentive to customer service. However, some of our clients haven't been as patient as others. This was a situation that came close to our staff having to ask the folks to leave, but once Ms. Figueroa was taken back to a private office, the worker was able to take care of her application. The problem was more the person who was accompanying Ms. Figueroa (a relative, but not sure who it was - yelling, cursing everyone, throwing papers at the receptionist window, etc.). Regardless, just wanted to let you know we are trying very hard to keep problems to a minimum.

Stan

CC: BETSY FULLER