

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

| | |
|------------------------|------------------------|
| TO <i>Singleton</i> | DATE <i>6-14-07</i> |
|------------------------|------------------------|

| DIRECTOR'S USE ONLY | ACTION REQUESTED |
|--|--|
| 1. LOG NUMBER <i>000783</i> | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>6-21-07</i> |
| 2. DATE SIGNED BY DIRECTOR <i>CC: Bowling, Stensland</i> <i>Claud 7/24/07 better</i> <i>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. | | | |

GLEN K. LACONEY

9401 WILSON BOULEVARD #68 COLUMBIA, SC 29203 (803) 714-0817

June 13, 2007

Director
South Carolina Department of Health & Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Director:

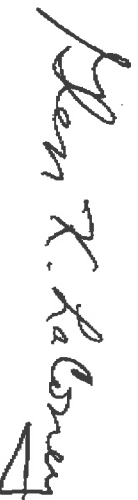
My mother, Juanita A. Butler, a client of Logisticare Solutions, LLC (Logisticare), has informed me that her transportation drivers have requested her to secure restraint belts for wheelchair clients, and to reach behind her, while she was seated in the front seat, to close the van door. Ms. Butler has also informed me that unstable and ill clients frequently have difficulty entering and exiting the van, and that she often assists those patients out of concern for their safety. According to Ms. Butler, the driver's frequently advise her that it is "not their responsibility" to do so. While it may be the policy of Logisticare that drivers are not responsible for basic safety of clients, I assure you that it is not Ms. Butler's responsibility. Therefore:

- 1) Ms. Butler absolutely will not secure restraint belts for clients in wheelchairs, during transportation.
- 2) Ms. Butler absolutely will not reach behind her to pull the van door closed. That is not Ms. Butler's responsibility and could cause her physical injury.
- 3) Ms. Butler absolutely will not assist the driver whatsoever in providing "reasonably" basic safety for clients.

In view of the foregoing, it is suggested that Logisticare review it's guidelines and train it's drivers accordingly. Failure to do so could have litigious consequences.

Copies of this and other complaints against Logisticare are being distributed to the public domain, including, without limitation, to the world wide web.

Sincerely,



Glen K. LaConey

RECEIVED

JUN 14 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Log: Bowling
cc: Singleton
"Mr. Butler"

Department of Health & Human Services
OFFICE OF THE DIRECTOR

JUN 14 2007

RECEIVED

DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY COMMENDATION MEDAL

TO
SPECIALIST FOUR GLEN K. LACONEY, UNITED STATES ARMY

FOR EXCEPTIONALLY MERITORIOUS SERVICE AS A PATROLMAN AND MILITARY POLICE INVESTIGATOR, FROM 11 MAY 1987 TO 10 MAY 1988. THROUGHOUT HIS ASSIGNMENT, HE CONSISTENTLY DISPLAYED OUTSTANDING PROFESSIONALISM AND THE HIGHEST STANDARDS OF DILIGENCE AND EFFICIENCY, ALWAYS VOLUNTEERING FOR THE MOST CHALLENGING ASSIGNMENTS. AS AN INVESTIGATOR, SPECIALIST LACONEY'S ALERTNESS AND PERSISTENCE AIDED IN THE APPREHENSION OF NUMEROUS CRIMINALS. DUE TO HIS SUPERIOR PERFORMANCE OF DUTY HE WAS SELECTED FOR THE 2D DIVISION SPECIAL REACTION TEAM. SPECIALIST LACONEY'S SUPERIOR PERFORMANCE OF DUTY IS IN KEEPING WITH THE FINEST TRADITIONS OF THE MILITARY SERVICE AND REFLECTS GREAT CREDIT UPON HIM, THE 2D INFANTRY DIVISION AND THE UNITED STATES ARMY.

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 11TH DAY OF MAY 1988



James M. McHugh, Jr.
SECRETARY OF THE ARMY

DAVID A. MEASLES
Colonel, Ordnance Corps
Commanding

David A. Measles

FORM 6960-10, APR 81

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State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Susan B. Bowling
Acting Director

July 2, 2007

Mr. Glen K. LaConey
9401 Wilson Boulevard #68
Columbia, South Carolina 29203

Dear Mr. LaConey:

Thank you for your letter to our agency Director regarding safety issues raised by your mother, Ms. Juanita Butler, concerning Logisticare's transportation providers. We have shared your letter with Logisticare and they have assured the Department of Health and Human Services (DHHS) that this matter will be appropriately addressed.

You are absolutely correct that there are specific safety guidelines and policies and procedures for which Logisticare's transportation drivers must adhere. We have advised Logisticare to review these guidelines and policies and procedures with their providers to make certain their drivers understand that compliance with such policies is required. We have also reminded Logisticare of the consequences for non-compliance.

Please know that the safety and well being of Ms. Butler and all of our Medicaid beneficiaries is of the utmost concern to us. If you have any other concerns regarding Medicaid transportation, please do not hesitate contact us.

Sincerely,

Deirdra T. Singleton

Deirdra T. Singleton
General Counsel

DTS/b