

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

ACTION REFERRAL

TO <i>Myles</i>	DATE <i>10-15-08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOC NUMBER <i>100210</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Gov Office #820809 cleared 10/28/08, letter attached. ✓</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-24-08</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.			
2.			
3.			
4.			

RECEIVED

OCT 15 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: Governor Mark Sanford
To: Dssdobgyn@msn.com
Date: Tue, Oct 14, 2008 8:50 AM
Subject: Your Correspondence

To: Ms. Taffy Miller
Dssdobgyn@msn.com

Taffy,

Thank you for your e-mail. I am sorry to hear of the difficulties you're experiencing 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, I appreciate you taking the time to write.

Mark

cc: The Honorable Emma Forkner, Director
South Carolina Department of Health and Human Services

From: <dssdobgyn@msn.com>
To: <mark@gov.sc.gov>
Date: Mon, Oct 6, 2008 2:22 PM
Subject: Total Carolina Care

Contact the Office of the Governor

Name | Taffy Miller
Company | Seasons Ob/Gyn
Address1 | 9279A Medical Plaza Dr
Address2 |
City | North Charleston
State | SC
Zip | 29406
County | Charleston
Phone | 843-764-2601
Email | dssdobgyn@msn.com
IP | 10.92.2.5
Date | 10/6/2008 2:21:34 PM
Subject | Total Carolina Care

This is in regards to Total Carolina Care, one of the new SC Medicaid HMO organizations. I am the insurance manager for Seasons Ob/Gyn. We have been seeing patient with Total Carolina Care and filing claims since May of this year. We have yet to receive one cent in payment from this insurance agency. Our provider rep. offers no answers and cannot tell us when we will get paid. My physicians are very frustrated and ready to stop seeing these patients. I have done everything I know to do and don't know where else to turn. Can you offer any help in this situation? Please contact me.

Sincerely,

Taffy Miller
Seasons Ob/Gyn
843-764-2601
DSSDOBGYN@msn.com

820809
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OCT 06 2008

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OCT 15 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Fortner
Director

October 28, 2008

Ms. Taffy Miller
Seasons OB/GYN
9279A Medical Plaza Drive
North Charleston, South Carolina 29406

Dear Ms. Miller:

We are in receipt of your email of October 6, 2008 to Governor Sanford regarding your reimbursement issues with Total Carolina Care, a Medicaid Managed Care Company. We welcome the opportunity to be of assistance.

I understand you have spoken to Mr. Roy Hess, Division Director for Care Management, who contacted Mr. Gary Schwartz, Vice President of Operations for Total Carolina Care, on your behalf. According to Mr. Schwartz, the credentialing and EDI issues regarding your payments have been resolved, and you should receive a check based on your contracted rates by October 31, 2008.

We apologize for any inconvenience this may have caused. If you have any questions, about this letter or need further assistance please contact Mr. Hess at (803) 898-3929 or you can speak with Mr. Schwartz at (803) 933-3742.

Sincerely,

A handwritten signature in black ink, appearing to read "Felicity Myers".

Felicity Myers
Deputy Director

FM/hhc

cc: The Honorable Mark Sanford
Mr. Gary Schwartz, Total Carolina Care

Log #210
✓