

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>5/13/09</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>101540</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Ms. For kner, Singlester, Wells, Cleaveland 5/14/09, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>5/22/09</i> 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.			



Diabetes Control Center

RECEIVED

Dedicated to the prevention of diabetes complications

MAY 12 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

5/7/2009

Ms. Emma Forkner, Director
South Carolina
Department of Health and Human Services
Post Office Box 8206
Columbia, South Carolina 29202-8206

Log to FM
C: SF
DS
WWW

Dear Ms. Forkner:

Thank you so much for your comments relating to DHHS Managed Care organizations at the last Medicaid P & T Committee meeting. Our practice, limited to diabetes, serves a large number of Medicaid recipients. Given the prevalence of diabetes and its complications in Orangeburg and surrounding counties, we consider it an obligation to serve this population. Getting paid for services can, however, be a particular challenge.

The case in point is with Absolute Total Care. We have claims with this organization dating back to May of 2008! Upon inquiry, Absolute Total Care informed us that checks had been issued for these claims. Further inquiry indicated that the checks had been sent to a Post Office box (PO Box 751461) and had been cashed. We do not have a Post Office Box and never received the checks.

Our Office Manager has been in contact with at least five people at Absolute Total Care including manager Mr. Dale Allens. She has been informed that our payment must await their effort to recoup those funds. As the mistake was theirs we consider it an unreasonable position to require our office to wait until (or if) Absolute Total Care can recover funds wrongly mailed by their personnel.

Our only recourse is to punish the patients by refusing to provide services. Any assistance your office can offer is much appreciated.

Sincerely,

Charles H. Raine, III, M.D.

Office Manager
1760 Villagepark Dr.
Orangeburg, SC 29118
803-536-6339
www.DiabetesControlSC.com



Charles H. Raine, III, M.D.
Diabetology

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Log 640
✓

State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

May 14, 2009

Charles H. Raine, III, M.D.
Diabetes Control Center
1760 Villagepark Drive
Orangeburg, South Carolina 29118

Dear Dr. Raine:

Thank you for taking the time to let me know about the billing issues you are experiencing with Absolute Total Care. The letter arrived Tuesday afternoon and I had the opportunity to share your appropriate concern with the ATC senior leadership just this morning. The timing was excellent and the letter served as a very real example of the claims payment problems medical practices are experiencing with ATC. Please know I am definitely committed to insuring ATC changes their claims payment process.

Please let me thank you again for your leadership on our Pharmacy and Therapeutics Committee. I am so grateful for the work you and your colleagues do in assisting us on decisions related to the state Preferred Drug List. The results of your work were extraordinary in helping us through a difficult budget year.

I am always willing to help you in any way possible. Don't hesitate to call or write.

Sincerely,

A handwritten signature in cursive script that reads "Emma".

Emma Forkner
Director

EF:jip