

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Ries</i>	DATE <i>1-16-07</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000453</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>1-23-07</i>
2. DATE SIGNED BY DIRECTOR <i>Cleaud 1/30/07, letter 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.			



**RECEIVED**

JAN 12 2007

# State of South Carolina

## Office of the Governor

MARK SANFORD  
GOVERNOR

Post Office Box 12267  
COLUMBIA 29211

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

January 9, 2007

Mrs. Dawn C. Bond  
4321 Lake Front Boulevard  
Myrtle Beach, South Carolina 29588

*Dog-Ries*  
*"Kathy's Sign."*

Dear Dawn,

Thank you for your correspondence. I am so 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, please call Emily Jackson in my office at (803) 734-0681 if you have any questions.

Sincerely,

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

Mark Sanford

MS/emj

cc: Mr. Robert Kerr, Director  
South Carolina Department of Health and Human Services

**RECEIVED**

December 16, 2006

JAN 19 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mrs. Dawn Bond  
4321 Lake Front Blvd.  
Myrtle Beach, S.C. 29588  
(843) 903-4153

Governor Mark Sanford  
P.O. Box 12267  
Columbia, S.C. 29211

Dear Governor Sanford,

Two years ago, my husband and I decided to up-root our family, from New Jersey, and raise our two children, here in Myrtle Beach. Upon moving here, my husband's position with the company he had worked for, for twelve year's, was not available after moving here even though his transfer was approved. My husband was fortunate enough, to find a job with a company called, Screen Tight, in Georgetown. Unfortunately, because of the high cost of health insurance, my children went without health coverage for about a year.

In June of 2005, Forest Brook Elementary School sent home forms for healthcare, "Partners for Health". Five months later, my children were approved for this program.

October of 2006, I received forms through the Medicaid office to up-date my children's information and our income. This was to continue their coverage for the up coming year.

This now leads to the reason why I am writing to you, and needing some type of direction to go with a big problem.

I spoke with Deborah Floyd, my children's case worker, in October, to verify that I had every piece of information she needed before I mailed it to her office. Deborah, had advised me that she needed the original copies of my son's birth certificates. I was a little nervous of sending this information, but she assured me that the birth certificates would be directly mailed back to me.

On Thursday, 12/14/06, I received a standard request form, from Timothy Cozine, asking for my children's birth certificates and other information. The following morning I got in contact with Deborah-Floyd, inquiring about this request. She explained that she does not have my children's birth certificates, however she does have all the other information, needed.

My children's birth certificates are now missing and no one seems to be concerned or can give me an answer to where they might have gone. I find this incompetence appalling and unacceptable of a state government office.

With all of the "theft identity" issues and illegal aliens in this state and country, my husband and I have no other choice but to run credit checks on our nine and twelve year old son's.

The state of N.J. charges a fee of \$25.00 for each replacement birth certificate. I feel I should not have to pay this, since I did not misplace or loose them. All I did was trust a state government run office with some very valuable information, that is missing now, on their behalf.

I am asking for someone with some authority, to please look into this matter immediately. I won't stop worrying about this until something has been done.

Sincerely,

Mrs. Dawn Bond  
*Dawn Bond*

December 15, 2006

Mrs. Dawn Bond  
4321 Lake Front Blvd.  
Myrtle Beach, SC 29588  
(843)903-4153

SC Dept Of Health & Human Services  
P.O. Box 100101  
Columbia, S.C. 29202-3101

To: Mr. Timothy Cozine ;

On December 14<sup>th</sup> I had a request from you, for my children's birth certificates and other documents to prove their identity. This was for their eligibility of their health care to continue.

I contacted Deborah Floyd the following morning, stating my concerns for your request, on behalf of the birth certificates. I mailed the original birth certificates and other information to her, in October 2006. I never received the birth certificates back, as of this date. This leads me to believe they have either been mis-filed or mis-placed, in her office or en-route to your office.

This matter needs to be looked into. I will be contacting Robert Kerr, Governor Sanford and the Better Business Bureau about this. I am not taking this lightly. These are my children's birth certificates, and I want them found and returned to me, immediately.

If needed my husband and I will obtain legal advise, about this situation.

Thank-you ,

enclosed is a copy of a  
letter I wrote to  
Timothy Cozine, after he  
did not return my phone  
call and being left on  
hold for over 15 minutes.

D. Bond



State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

Robert M. Kerr  
Director

January 30, 2007

Ms. Dawn C. Bond  
4321 Lake Front Boulevard  
Myrtle Beach, South Carolina 29588

Dear Ms. Bond:

Governor Mark Sanford asked our agency to respond to your concerns about your children's birth certificates.

The original birth certificates were received and copied. I apologize that the copies had not been matched to the case file by December 15, 2006 when Mr. Cozine requested the copies from you. The originals were returned to you on December 28, 2006.

I am sorry for the concern and inconvenience this situation has caused you. Good customer service is important to us, and we take your concerns seriously. The appropriate staff have been reminded of the importance of being responsive and returning phone calls.

Thank you for your correspondence and if we can be of further assistance, please feel free to contact us.

Sincerely,

  
Gary Ries  
Deputy Director

GR:jip

Medicaid Eligibility and Beneficiary Services  
P. O. Box 8206, Columbia, South Carolina, 29202-8206  
Telephone (803) 898-2502 Fax (803) 255-8235

#453  
(Notify gov  
of closure,  
pls.)



State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

Robert M. Kerr  
Director

Mrs. Dawn C. Bond  
4321 Lake Front Boulevard  
Myrtle Beach, SC 29588

Dear Mrs. Bond:

In response to your letter to Governor Mark Sanford, it appears our office received the original birth certificates for your children December 14, 2006. Copies were made by a staff member and both the copies and originals were given to the caseworker, Ms. Deborah Floyd. However, when Mr. Timothy Cozine sent you the letter requesting the birth certificates, the copies had not been merged with the case file. After receiving your letter dated December 15, 2006, Mr. Cozine asked Ms. Floyd to look for the original documents. The birth certificates were located and returned to you December 28, 2006. I apologize for the delay in the return of these documents as policy states original documents must be returned within ten days of receipt. Staff has been reminded of this policy to prevent future happenings. If you need further assistance, please contact Ms. Tammy Douglas, supervisor, at 1-888-549-0820, Ext. 3006.

Sincerely,

Robert M. Kerr  
Director

RMK/lsm

cc: The Honorable Governor Mark Sanford  
State of South Carolina

Medicaid Eligibility and Beneficiary Services  
P. O. Box 8206 Columbia South Carolina 29202-8206  
(803) 898-2502 Fax (803) 898-8235

*For this need? this is  
horrible! Let's  
make sure a copy filed.*

*RMK*

*Let's don't send this*

*that say's:*

*- The original was  
received but not  
- The copies with the  
noted by 12.15 on her  
case file by 12.15 on her  
case file returned  
- Then 12.28.06. 1st  
to you 12.28.06. 1st  
- But in computer  
- But in computer*

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

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BEP

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2. DATE SIGNED BY DIRECTOR	<input type="checkbox"/> Prepare reply for appropriate signature

*Call  
Tammy Briggs  
8-3006*

*Wt message -  
no return.  
1/24 10:am  
I called got v-mail  
for*

2. Sylvia Stone	<i>Station</i>
3. Rudy Long	<i>PRZ</i>
<i>1/23/07</i>	<i>1/23/07</i>

*see  
if anyone spoke  
w/MS.B to ensure  
she received the  
org. documents  
1/23*

*Sylvia  
HES*

*GARY  
FY Review...  
To Rudy  
yes.  
1/17*



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D. Bond