

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

ACTION REFERRAL

TO <i>Meyers</i>	DATE <i>10-12-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>000195</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-23-07</i>	<input type="checkbox"/> FOIA DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Single for Pundlan, Stensland, Ms. Fortner cleared 10/26/07, letter attached.</i>	<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 12 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

State of South Carolina Office of the Governor

MARK SANFORD
GOVERNOR

October 3, 2007

Post Office Box 12267
COLUMBIA 29211

Ms. Gwendolyn Moore
Post Office Box 1127
Lake View, South Carolina 29563

*Log: Myers
C: Singleton
app. Dir. Auditor
Strickland
Emma*

Dear Gwen,

Thank you for your letter. I certainly understand your frustration and am asking that someone from the South Carolina Department of Health and Human Services contact you regarding your son's transportation experience on September 17th. You should be hearing from that office soon. Until then, thanks again for writing.

Sincerely,

Mark Sanford

MS/sc

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

①
①

RECEIVED

600051

OCT 01 2007

Sept. 28, 07

Referred to

Answered Copy

To Florence Marie Sengard.

Mr. Sengard, I writing you on behalf of a complaint I have against the Mayotte Can Public Transportation. The two girls ride names are Alicia and Patricia. Their company number is 1-866-445-8915.

My complaint is this. I called Monday Sept. 17, the transportation for my daughter on the Stope, located on West Census Street in Florence, A.C. to see his doctor. My son is the child, the two company has had some messages, services, for the full vision child, the has a lot of health problems, he forgets sometimes. The two picked him up from my residence 1300 Sully Circle, Jacksonville, FL for the 3:00 appointment in the Stope, they picked him up at 1:38. They took him to Florence to his doctor, but no one picked him

②

up. The slope Clinic closed and he has left stranded in plane, with no transportation locate to Lake View, which is about 40 miles from where we live. He had his cell phone so that is how I stayed in contact with him. I said he stood beside the building where the two were expected to return. No one came so he called me at home. He also called the company, Magnetic Care, but got no where with them. It was already late in the afternoon, ~~the~~ clinic ~~was~~ closed and it would be between 30 minutes to 3 hours before they could pick him up. I didn't want him standing in that neighborhood alone, it was known to have been vandalized. I he walked down the street to Anne Cain's laundry to wait, I was going to get someone to go pick him up. She hadn't ate since he left last year, he hadn't taken his medicine for the afternoon, and I like I said he is diabetic.

③

The company kept giving me the run around and putting me on hold, and eventually they stopped answering the phone all together. So eventually a lady called me and told me they were going to pick him up, I told her he had walked to the laundry mat, right up the street from home. I didn't like him being left in Florence after the clinic had closed and every one was gone home, and it was getting late, I just thought he wasn't hurt or missing or any thing, I think when they pick people up and take them to their appointments they should be sure these people get back home safe and sound.

Gwendolyn Moore

843-759-2905

P.O. Box 1127

1200 Sally's circle

Lake View, SC 2956.

Please check into this situation for me please.

My son's name is Swan Henburg
It was about 7:30 or so when he got home.



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Fortner
Director

October 26, 2007


Ms. Gwendolyn Moore
Post Office Box 1127
Lake View, South Carolina 29563

Dear Ms. Moore:

Thank you for your letter dated September 28, 2007, regarding Medicaid transportation services for medical appointments that are being furnished to your son, Jovan Henburg. We regret the unfortunate incident that you reported and appreciate the opportunity to be of assistance in this matter. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable and quality transportation services are provided to our beneficiaries. SCDHHS has asked Logisticare, the regional transportation broker that serves your area, to review and address the concerns you reported. Specifically, SCDHHS has requested that Logisticare examine their records and the cause for this incident. As follow-up, SCDHHS transportation staff will review the action that Logisticare's management takes to ensure that an acceptable resolution is implemented with the service provider. You can expect the broker to take the action required to ensure reliable, appropriate transportation is provided.

SCDHHS encourages citizens and beneficiaries to provide us with feedback regarding the way Medicaid transportation services are arranged and provided. If you or your family member receiving Medicaid benefits experience any further difficulty with transportation services, please contact Ms. Karen Wright, Transportation Program Coordinator, at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,


Felicity Costin Myers, Ph.D.
Deputy Director

FCM/hw

#195
✓

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

Follow up.

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>10-12-07</i>
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2. DATE SIGNED BY DIRECTOR <i>C. Singleton, Purinda, Stensland, H.S. Fortner</i>			

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	
1.		<i>a copy of this Complaint needs to be sent to Logistics they need to meet with this transportation company transportation & security support</i>
2.		
3.		<i>Kendall Following up 10/15</i>
4.		<i>Excluded to Logistics</i>



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MARK SANFORD
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Post Office Box 12267
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October 3, 2007

Ms. Gwendolyn Moore
Post Office Box 1127
Lake View, South Carolina 29563

*Log: Myers
C: Sanborn
app mgr. Quikston
strawland
Erma*

Dear Gwen,

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Sincerely,


Mark Sanford

MS/sc

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

605051

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OCT 01 2007

Sept. 28, 07

Referred to

Answered

Copy

Jo Norma Wade Stangard.

Mr. Stangard, I writing you on behalf of a complaint I have against the Magic Can Public Transportation. The two girls who name are Alicia and Patricia. Their company number is 1-866-445-8515.

My complaint is this. I called Monday Sept. 17, re transportation for my disabled son to Stope, located on West 29th Street in Shoreland, to see his doctor.

My son is disabled, he has chronic low, had ~~severe~~ meningitis, seizures, the full blown AIDS, he has a lot of health problems, he forgets sometime. The bus picked him up from my residence 1300 Sallap Circle, Lake View, IL for his 3:00 appointment in the Stomach, they picked him up at 1:30. They took him to Shoreland to his doctor, but no one picked him

up, the slope clinic closed and he has left attended in place, with no transportation back to Lakeview, which is about 40 miles from where we live. He had his cell phone so that is how I stayed in contact with him, I said he stood beside the building when the two were expected to return. No one came, so he called me at home. He also called the company, Majestic Care, but got no where with them. It was already late in the afternoon, ~~the~~ Alicia ~~texted~~ told me it would be between 30 minutes to 3 hours before they could pick him up. I didn't want him standing in that weather and alone, it was known to have been Monday. I he called down the street to have Cain coming to meet, I was going to get someone to go pick him up. He hadn't ate since he left Lakeview, he hadn't taken his medicine for the afternoon, and I like I said he is sick.

③

The Company kept giving me the run around and putting me on hold, and eventually they stopped answering the Phone all together. So eventually a lady called me and told me they were going to pick him up, I told her he had waited to the laundry mat, right up the street from home. I didn't like him being left in Florence after the clinic had closed and every one was gone home, and it was getting late, I just thought he wasn't hurt or missing or any thing, I think when they pick people up and take them to their appointments they should be sure these people get back home safe and sound.

Gwendolyn Moore

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It was about 7:30 or so when he got home.