

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

ACTION REFERRAL

TO <i>Magers</i>	DATE <i>10-12-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 000195	<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"/> Necessary Action DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Single for Pundler, Stensland & S. Fokner cleared 10/20/07, letter attached.</i>			

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	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

Post Office Box 12267
COLUMBIA 29211

October 3, 2007

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

*Log: Myers
C: Singleton
app mgr - Quikton
strawnd
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

RECEIVED

605051

OCT 01 2007

Sept. 28, 07

Referred to:

B

Answered

Copier

To Lawrence Marie Stangard.

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

My complaint is this. I called

Monday Sept. 17, re transportation

You my daughter on to Stope, located on West 29th Street in Florence, S.C. to see his doctor.

My son is the child, the two company has, had some meningitis, requires, the two full blown kids, the has a lot of health problems, he forgets sometimes. She two picked him up

from my residence 1250 Sells' Circle, Lake View, S.C. for his 3:00 appointment in the morning, they picked him up at 1:38. They took him to Florence to his doctor, but no one picked him

up, the slope Clinic closed and
he has left stranded in place,
with no transportation here
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 when the two
were expected to return. He
came, so he called me at home.
He also called the company, Magnetic
Car, but got no where with them.
It was already late in the after-
noon, ~~the~~ clinic ~~was~~ closed
me 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's
known to have been vandalized. He
walked down the street to Home Coin
Store to wait, I was going to get
someone to go pick him up. She had 7
ato since he left Lake View, he hadn't
taken his medicine for the afternoon,
and I like I said he is drunk.

The company kept giving me the run around and putting me on hold, and eventually they stopped answering the phone a 11 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 pray God 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 Hembury
 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 Forkner
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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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>000195</i>	<input type="checkbox"/> Prepare reply for the Director's signature	DATE DUE	
2. DATE SIGNED BY DIRECTOR <i>A: Singleton, Purindan, Stensland, Ms. Fortner</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature	DATE DUE <i>10-23-07</i>	
		DATE DUE	

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE
1.	<i>& copy of this complaint needs to be sent to logisticians they need to meet with this transportation company transporation & see what happens</i>
2.	<i>Kendall Following up</i>
3.	<i>10/15</i>
4.	<i>Carved to logisticians</i>



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Ms. Gwendolyn Moore
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*Log: Myers
c: Sanfords
app mgr. Quikston
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Sincerely,


Mark Sanford

MS/sc

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

600051

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Sept. 28, 07

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BS

Answered

Cooper

Jo Lawrence Made Stangard.

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

My complaint is this. I called Monday Sept. 17, for transportation for my daughter on to Stope, located on West Lane Street in Florence, S.C. to see his doctor.

My son is also dead, the bus company has had major mergers, services, the bus full of poor kids, the has a lot of health problems, he forgets sometimes. The bus picked him up from my residence 1300 Sells' Circle, Lake View, S.C. for his 3:00 appointment in the morning, they picked him up at 1:38. They took him to Lawrence 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 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 when the two cars
were expected to return. No one
came, so he called me at home.
He also called the company, Magnetics
Corp, but got no where with them.
It was already late in the after-
noon. ~~He~~ Alicia ~~was~~ 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 neighborhood alone, it has
known to have been vandalized. I
called down the street to Gene Cain
hoping to visit, I was going to get
someone to go pick him up. He had 7
ato since he left Lake View, he hadn't
taken his medicine for the afternoon,
and I like I said he is drunk.

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 here. 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.

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