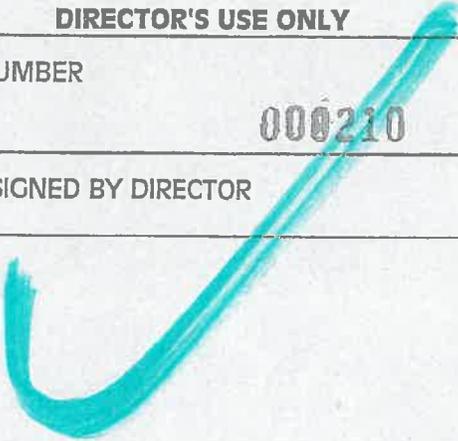


**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Hutto</i>	DATE <i>3-19-15</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000210</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR _____	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
	<input type="checkbox"/> FOIA DATE DUE _____
	<input checked="" 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.			

March 17, 2015

Mr. Christian Soura, Director
South Carolina Department of Health & Human Services
Post Office Box 8206
Columbia, South Carolina 29202

RECEIVED

MAR 19 2015

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Soura,

I am writing to you because of my deep concern for the current operation of Medicaid services in South Carolina. I am a former employee who supervised Medicaid eligibility for over 25 years. I retired in 2011 and began working at Seneca Health and Rehabilitation nursing facility.

Customer service issues have become a serious problem in regards to the ability of providers, recipients, and applicants to obtain information regarding status of applications and payments. I want to share my recent experience so you are aware of the severity of this issue.

On March 9 I received a voice mail message from Linda Roberts, a Medicaid eligibility caseworker asking for information regarding a nursing home application I had submitted in September 2014. Ms. Roberts left her contact phone number 803-366-1900. I called the number and held through the messages in order to request to speak with Ms. Roberts. The phone system did not connect to an operator but stated, "There is a system problem calling the operator. Goodbye." It is impossible to speak with an individual at this phone number. I called back and used the directory assistance option. Entering the letter R gave only the option to speak with a Lynn Rogers. Thinking I had misunderstood the caseworker's name I chose Ms. Rogers and left a voice-mail message with the information requested for my resident. I asked that I be called back to assure the information was received.

I did not receive a call from either Ms. Rogers or Ms. Roberts but on March 12 I received a denial for my resident's application. I believe the denial was due to non receipt of the information I had tried to provide. I searched online at SC.gov for Linda Roberts in the phone directory for SCDHHS as well as the phone directory for all state employees and did not find a listing. I then called the "Medicaid status" customer service line 888-549-0820. I explained that I needed to contact the caseworker for my resident. The representative stated he did not have contact information for caseworkers and forwarded my call to the provider service system who handle claims and obviously could not help me. They forwarded my call to "eligibility" and I ended up speaking with the original representative who after putting me on hold told me I should continue to call the phone number given to me by the caseworker! I asked to speak with a supervisor. After explaining my situation and advising the supervisor of my efforts to locate a contact number for Linda Roberts at DHHS I was informed that I should have searched for the worker at the Department of Social Services, not DHHS. Seriously. I tried to explain this would not be correct but the supervisor was convinced DSS was the contact for all caseworkers. The supervisor then said she would email "eligibility" and have someone contact me to resolve my problem.

No one contacted me so I called Carolyn Roach in constituents services at your agency and requested assistance in resolving the denial of my resident's application. I have known Ms. Roach for many years

and feel sure she will see the denial is corrected. I knew of this option for assistance but what would a member of the public do at this point?

As a former employee at DHHS I am embarrassed to find customer service has become almost non-existent within the agency. It is only because I still have many contacts at DHHS that I am able to work through the roadblocks that occur. I hear from current employees that the only applications getting worked are those about whom there are complaints. I have found this to be true. Our facility paid for a sponsored worker to handle our applications during 2014 but the worker resigned early this year and we have been informed the position will not be filled or renewed. At this point my only option to get action on pending applications is to send requests to a regional liaison. The general public does not have this option and are left with no one to call for help. The call center, as you can see from my experience, is not helpful in resolving eligibility issues.

Please investigate the issue regarding the phone number that will not connect to an operator as well as notify the call center that eligibility staff work for DHHS.

You are welcome to call me to discuss the issues I am having. I regretfully write this letter but feel you need to be aware of the extent of the concerns and issues of the residents of South Carolina who need and deserve the services Medicaid provides.

Sincerely,



LeAnne Greene
Business Office Director
Seneca Health & Rehabilitation
864-904-0483

