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August 21, 2014

To Gov. Haley

On July 28, 2014 I had an appointment with my Doctor at 9a.m., or so I thought. I have no car so I use the medical transportation provided through Medicaid. I called Logisticare on June 30, 2014 at 3:10p.m. and spoke with Mary to arrange for a ride. I went through all the procedures with her (name, address, time, date, etc.) and she gave me a pick up time and a confirmation #. I thanked her and we hung up. Little did I know on July 28, 2014 at my scheduled pick-up time of 8:28a.m. there was no ride. When I called Logisticare they me my appointment had been changed to 11a.m. with a pick-up time of 10:28a.m. Again 10:28a.m. came and no RIDE. I called Logisticare back and they told me that my Doctor's office changed my appointment, and I said without notifying me. Logisticare also continued to lie and told me a few minutes later, that the driver who had me on his schedule couldn't work me into it. I was floored, mad and upset. Then I called my Doctor's office to reschedule my appointment and they told me as long as I get there before 3p.m. it would be o.k. I also found out it was Logisticare that changed things and it wasn't my Doctor's office. Then, when I confronted Logisticare again in my next call, they finally admitted to me, that they indeed changed things, WITHOUT my knowledge or permission. Well, the Logisticare employee rescheduled my appointment for Tuesday July 29, 2014 at 11a.m., with a pick-up time of 10:28a.m. The van showed up at 10a.m., and my husband and I went out and left, even though I was going to be way to early. We arrived about 10:20a.m. at the Doctor's. We were in and out of the Doctor's office by 11:07a.m. and we left the office for the pharmacy to pick-up the prescriptions the Doctor had given me. The prescriptions weren't ready yet, and I was told 15-20 minutes, so we walked over to the store. When we returned to the Pharmacy they told me 5 more minutes, so we waited. After I got my medicine we left the store. I immediately called (11:52) for a return trip and I was on hold for 5-6 minutes. At 11:59 I finally reached Heather and I told her I needed a return ride, she asked me my name and the address I was at, and I gave it to her. She had told me, she would contact the driver, and it could take up to an hour. At 12:52p.m. no ride, I called at 11:59a.m. not 11:52a.m. and I said yes, but I was on hold for all that time. So she asked me to hold while she tried to contact the driver. I asked her if she could call me back not to waste all my minutes waiting, and she said no. That call lasted 11 and a half minutes most of it on hold. When she came back she had told me 15 minutes more, and I said o.k. even though it wasn't, I also told her not to 15 minute me to death, just tell me the truth. 15 minutes came and went and still no ride. Now we are sitting outside because the office is closing for lunch, about 1p.m. 15 more minutes came and went and still no ride. We call back and we get the same old story 15 more minutes AGAIN. This continued until 1:45p.m., until one of the Nurses offered us a ride and we took it. Mind you I only live 6 maybe 7 miles straight down the road. The nurse said it was ridiculous that we sat there for almost 2 hours. We arrived home about 1:55p.m.

This isn't the first time this has happened to me or my husband. They left my husband sitting in 95 degree weather for over 4 (FOUR) hours in Anderson at CVS, and he's had 2 heart attacks and is a diabetic. On 1-3-13 they left us sitting 2 and a half hours in the cold at a Doctor's office in Anderson, while the driver drove around with his girlfriend. And they totally forgot me on a day 10-4-13, I was to have a mammogram. I had to borrow a friends car to get there and I was late. Then when I tried to file for reimbursement they told me I didn't fill out the right forms. I told her, if the ride showed up like they were supposed too I wouldn't have had to fill out the forms. There are so so many other no shows, or excuses I could write a book, but I won't. Logisticare is so quick to offer you to file a complaint the

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second you tell them your ride is late or didn't show up. I tell them don't bother because the problem doesn't EVER get fixed. If they were just as quick to look at what's wrong and fix it there wouldn't be a reason to file a complaint. I'm beginning to wonder if Logisticare isn't the problem and they've been blaming the drivers, and the other companies they have contracts with, instead it's them and they don't want to admit it. If Logisticare would start firing the people responsible, whether it be executives, supervisors or receptionists and make an example out of them, this is NEVER EVER going to get fixed, and it seems to me the norm for businesses in S.C. Nobody but nobody takes responsibility and everyone passes the buck, and lies. Is it that hard to tell the truth? You should try it sometime the results will amaze you! But for some reason Logisticare and others choose deception over honesty that's a HELL of way to run a business! I have now caught them in at least TWO lies, when they are covering up for their mistakes. Where I come from lying to people is like calling them STUPID, because the liars want you to believe their crap, and I know better. There has been several times when I was picked up on time only to ride around for 2-3hours picking up their clients and dropping them off before me. There was one time when my husband was picked up from a Doctor's appointment and he was brought to Greenville so the driver could pick up his pay check, and he sat there for a half an hour. Another instance, the driver bought his wife lunch and brought it to her and left my husband for 10 minutes in a hot van. But that's not all, when the van was late to pick-up my husband at a Doctor's appointment in Greenville, Candy dispatched someone else even though she was right there in that area, with the excuse she didn't feel like driving all the way to Iva, and she was tired and wanted to go home early. So the guy that picked him up wasn't pleased, but he did it, but he had his own clients to pick up and drop off before he would be able to drop my husband off. That was another 2 hour ride. Do you see the pattern of incompetence here? They're really good at that! Well I guess you can see why we and everyone else gets disgusted, you would too! And believe me there are plenty of other times also but I'm saving them for my next letter. Thank-you and God Bless You!

Sincerely,

Signature

Cc: Medicaid

Cc: BBB

Cc: Governor Haley

Cc: Channel 7 News