

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <b>Roberts</b>	DATE <b>2-19-13</b>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <b>000253</b>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <b>cc: Giese, Mr. Ketch</b> <b>Checked 2/28/13, letter</b> <b>attached.</b>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <b>2-28-13</b>
	<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.			



**Lisa Mancuso MD, D-ABPM**  
Board Certified – Pain Management  
Fellowship Trained

552 W. CAROLINA

Hartsville, SC 29550  
Phone: 843-350-0100  
Fax: 877-350-4590

South Carolina Dept. of Health and Human Services  
Office of the Director- SC Medicaid  
Tony Keck  
PO Box 8206  
Columbia, SC 29202

**RECEIVED**

FEB 19 2013

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Dear Mr. Keck:

I practice medicine in a rural area of South Carolina and I wanted to tell you about the last two Medicaid patients I saw in my office. One is an older man who does not work. He has been on Medicaid for many years and drives a late model Cadillac. The other is a middle aged lady who is also not employed. She too has been on Medicaid for many years. She recently domesticated a wild deer she found in her yard and pays its veterinary bills. She also owns several alpacas and told me she pays a professional alpaca shearer \$20 a head to clip each alpaca for the season. I have been practicing medicine for the last ten years and have seen thousands of Medicaid patients in that decade. These two are not exceptions to the rule. Many of my Medicaid patients have blue tooth devices, iPads, late model vehicles, and gold jewelry. Many have tested positive for illegal drugs likely bought with their pain pills that Medicaid has paid for. Many have none of these things. I hear the media discuss the "waste, fraud, and abuse" committed by the rare provider that bills for services not performed. As a taxpayer and a witness to this abuse, I want to know what the State of South Carolina is doing to improve weeding out the "waste, fraud, and abuse" in the system that is perpetuated by the beneficiaries, which is far more common than the former. The current screening system for eligibility isn't working well.

Regards,

Lisa Mancuso, MD- DABPM  
COO of Pee Dee Pain Care, LLC



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OFFICE OF THE DIRECTOR

JOYTH CAROLINA DEPT. OF HEALTH  
OFFICE OF THE DIRECTOR - SC MEDICAID

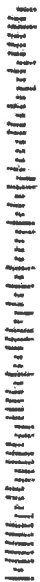
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Deputy  
OFFICE OF THE DIRECTOR  
Human Services

TONY KECK  
P.O. BOX 8206  
COLUMBIA  
SC 29202

2920208206





February 28, 2013

Lisa Mancuso, MD, D-ABAPM  
Pee Dee Pain Care  
552 W. Carolina Avenue  
Hartsville, South Carolina 29550

Dear Dr. Mancuso:

Your letter to Director Keck has been forwarded to me for a response. We appreciate your concern for the integrity of the Medicaid program, and welcome the opportunity to describe to you the actions the South Carolina Department of Health and Human Services (SCDHHS) is taking to combat Medicaid recipient waste, fraud and abuse.

SCDHHS provides oversight of beneficiary eligibility for benefits in several ways. We have a fraud hotline that is open from 8:00 a.m. through 5:00 p.m. Monday through Friday. The number is 1-888-364-3224. Each complaint received through the hotline is triaged, and if there are indications of questionable activity, is sent for a preliminary investigation. We also have a fraud email address ([fraudres@scdhhs.gov](mailto:fraudres@scdhhs.gov)), and of course can receive fraud referrals by letter.

Last year (state fiscal year 2012), we received 908 complaints against Medicaid beneficiaries through the fraud hotline and other venues. If fraud is suspected, the case is turned over to the Attorney General's Office, Medicaid Recipient Fraud Unit. Last year we referred 307 beneficiaries to the Medicaid Recipient Fraud Unit for investigation. Our main goal in this process to ensure that beneficiaries who have fraudulently obtained Medicaid benefits are identified, terminated from the program, and required to re-pay the cost of the Medicaid services received.

SCDHHS also operates a pharmacy lock-in program for beneficiaries who show patterns of drug-seeking and misuse of prescription painkillers and other drugs. The beneficiary is required to obtain all prescriptions from a single pharmacy. This program has shown to have a significant impact on the drug seeking behavior of the beneficiaries involved (i.e., a reduction in office visits as well as the number of prescriptions filled) and has definitely resulted in a cost savings to the Medicaid program. Approximately 400 beneficiaries are currently in the pharmacy lock-in program, and the average Medicaid savings per beneficiary is more than \$4,800 annually.

Currently more than 980,000 individuals in South Carolina are enrolled in the Medicaid and Children's Health Insurance Programs (CHIP). Eligibility for benefits is validated upon initial application and annually thereafter. With so many enrollees, however, we know the


Lisa Mancuso, MD, D-ABAPM  
February 28, 2013  
Page 2

opportunity for error exists. SCDHHS is always looking for ways to improve our ability to ensure compliance with State and Federal rules for Medicaid eligibility, while at the same time protecting citizens' ability to access Medicaid benefits. In this regard we are implementing new procedures to enhance the eligibility screening process for Medicaid, before benefits are even approved, for those applicants who show a higher risk for fraud.

If you suspect that any of your patients have obtained Medicaid eligibility by fraudulent means, or are misusing Medicaid benefits, please call the fraud hotline at the number listed above. All the information received through the fraud hotline is confidential unless it is shared with the Attorney General's Office or other law enforcement authorities.

I hope this answers your concerns. If you have any further questions, please do not hesitate to call BJ Church, Director, Division of Program Integrity, at (803) 898-2678. Thank you for being a provider in the Medicaid program.

Sincerely,



Kathleen C. Snider, Bureau Chief  
Compliance and Performance Review

KCS/rm

cc: Anthony Keck, Director, DHHS  
Byron Roberts, General Counsel  
Melanie Giese, Deputy Director, Medical Services  
BJ Church, Director, Division of Program Integrity

Kathy

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*Kathy,  
Please prepare  
a response.  
Thx,  
D. J. M.*



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Office of General Counsel

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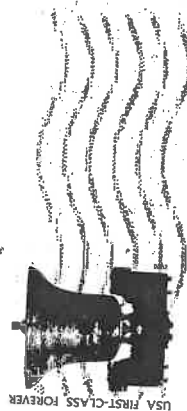


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