

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO	DATE
<i>Supra - Per Teshley</i>	<i>12-21-11</i>
<i>See attached email.</i>	

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>161235</i>	<input type="checkbox"/> I Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Koch</i> <i>Cleared 1/5/12 letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-5-12</i> <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.			



FAX TRANSMISSION COVER SHEET

Date:	12/21/11	Total Pages:	3
To:	Mr, Anthony Keck, Director South Carolina DHHS	Fax:	803-255-8235
		Phone:	803-898-2580
From:	QW Devora H. Harrelson, MSW Dept. of Case Management	Fax:	843-347-8289
		Phone:	843-234-7577
RE:	Marilyn A. Rabon		

Remarks:

*** URGENT ***

Please see letter following.

PLEASE ADVISE IF TRANSMISSION IS INCOMPLETE OR UNSATISFACTORY.

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Member of Premier: The Nation's Largest Healthcare Alliance

300 Singleton Ridge Road / P.O. Box 829 / Conway, South Carolina 29528-0829



December 21, 2011

Mr. Anthony Keck, Director
Ms. Nicole Mitchell-Threatt
South Carolina Department of Health & Human Services
P.O. Box 8206
Columbia, SC 29202-8206

RE: Marilyn A. Rabon (DOB: 02/11/1949)

Dear Mr. Keck and Ms. Threatt:

Ms. Marilyn Rabon was placed in-patient at Conway Medical Center on August 22, 2011. Due to her ongoing health problems, Ms. Rabon's family was provided a Nursing Home Medicaid Application. Conway Manor, an area nursing home, has had an approved nursing home bed available for Ms. Rabon since October 13, 2011. On October 21, 2011, Ms. Sherry Kearns of the Horry County DHHS office verified the family had submitted "all documents required." We had expected to place Ms. Rabon at Conway Manor within a respectable amount of time and her nursing home level of care was completed on November 17, 2011.

After weeks of consults with Ms. Kearns, I learned that Ms. Rabon had life insurance policies on which Ms. Kearns would need to obtain information. I requested the information from the insurance companies on December 5, 2011. Both the insurance companies supplied the requested information to me within three days. The information was faxed directly to Ms. Kearns on the 8th. When asked why she could not obtain the insurance information, Ms. Kearns stated, "we do the application as a courtesy and our office is under renovation" (12/8). Ms. Kearns again verified this was the last necessary information required to complete the Nursing Home Medicaid Application. However, on December 14th, Ms. Kearns informed me that she was attempting to obtain information on a life insurance policy belonging to Ms. Rabon's husband.

Throughout this process, I have had numerous conversations with Ms. Kearns regarding this matter. Some excuses I have encountered include, "I hadn't got around to it yet, we only do that for half a day (12/9); it is in my stack to do, I can call you back later (12/13); I was out yesterday with the kids unexpectedly" so it's still in my to do stack (12/13); I was out today with my child at the doctor's office (12/20). There are numerous documented attempts by several CMC staff members to consult with both Ms. Kearns and her supervisor, Ms. Nancy Wallace. The outcome of our efforts is a patient who has been hospitalized for 121 consecutive days and awaiting an available nursing home

placement for the last 34 of those days. Any assistance you can offer in this matter would be greatly appreciated.

Thank you, in advance, for your prompt attention to this matter. Ms. Rabon and her family have struggled quite a bit in this process and continue to await a place to call 'home.' Although it would be especially nice if they could be settled by Christmas, I realize this might be impossible at this late date. I do implore you, however, to do as you can.

Please know that I and/or my Director, Ms. Crystal Squires, will gladly discuss this matter with you. I can be reached at (843) 234-7577, Ms. Squires at 843-347-5896. We look forward to an expeditious conclusion to this already untimely, and unfortunate, situation; the successful placement of Ms. Rabon in a level of care appropriate to her needs.

Sincerely,



Devora H. Harrelson, MSW
Social Worker/Case Management

cc: N. Wallace, Supervisor, DHHS Horry
S. Kearns, Case Mgr, DHHS Horry
C. Squires, Director, CMC Case Mgmt
Dr. P. Richardson, CMC Case Mgmt Physician Advisor

Brenda James - Log 235

From: Teeshla Curtis
To: Brenda James
Date: 12/22/2011 8:50 AM
Subject: Log 235

Log 235 should be logged to John. It is actually an Eligibility issue. I've already forwarded it to Michael Jones.

Teeshla

Brenda James - Log 235

From: Teeshla Curtis
To: Brenda James
Date: 01/06/2012 4:06 PM
Subject: Log 235
CC: Jennifer Lynch; Jennifer McNeil; Michael Jones
Attachments: Ref Log 000235 Due 1.5.12.PDF

Brenda,

Attached is the response for Log 235.

Teeshla

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Walsh</i>	DATE <i>12-21-11</i>
DIRECTOR'S USE ONLY	
1. LOG NUMBER <i>101235</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Koch</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-5-12</i> <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.			
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4.			

January 5, 2012

Ms. Devora H. Harrelson
Department of Case Management
Conway Medical Center
Post Office Box 829
Conway, South Carolina 29528

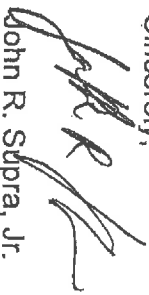
Dear Ms. Harrelson:

Thank you for your recent inquiry regarding the Medicaid eligibility of Marilyn Rabon and the difficulties you encountered while assisting Ms. Rabon through the application process. The South Carolina Department of Health and Human Services values our partners and is committed to providing excellent customer service and timely eligibility determination. We reviewed the challenges you experienced and are identifying areas of process improvement.

Ms. Rabon will be Medicaid eligible upon entering a nursing facility. Once admitted, she will have 90 days to transfer excess funds to her husband in order to remain eligible. This information was given to Crystal Squires, Director of Conway Medical Center Case Management, via voicemail last week.

If you have any additional questions or concerns regarding this matter, please contact Sheri Satterfield at (843) 381-8260. Again, thank you for bringing this matter to our attention and your patience as we improve our customer service and overall communications regarding eligibility.

Sincerely,


John R. Supra, Jr.
Deputy Director of Eligibility