

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>6-8-09</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOC NUMBER <i>101677</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Ms. Forher cleaned up/added, letter attached!</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>6-17-09</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.			



UNIVERSITY MEDICAL GROUP

JUN 08 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Greer OB-GYN

George A. Helmrich, MD
Nigel P. Delahunty, MD
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(864) 797-9200
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www.greerobgyn.com

June 5, 2009

Department of Health and Human Services

Attn: Emma Forkner

PO Box 8206

1801 Main St

Columbia, SC 29202-8206

Dear Ms. Forkner,

My name is Melanie Patterson and I am with Greer OB/GYN in Greer, South Carolina. I am responsible for our Fee for Service SC Healthy Connections accounts. I have an issue that I would like to make you aware of. I have received assistance in the past through Valeria Williams and BZ for this same issue. It improved for a little while and then went right back to square one. Our representative is Maureen Ryan. I understand that everyone is overworked and I have tried to be understanding but it makes my job very frustrating to have to work the same claims repeatedly.

The turnaround times for our ecf's that require documentation go directly to Maureen Ryan, marked "personal", because in the past she stated she wasn't receiving our ecf's and this was the solution she came up with to ensure the ecf's would not be misplaced. Those are the one's that seem to take an extreme amount of time to process. I am enclosing a spreadsheet with recipients' id, name, date of service, diagnosis, procedure code and dates that I have mailed the ecf with documentation. When we have an ultrasound denied due to 713 edit, I send our ultrasound report and the patients' prenatal flow sheet. I highlight the information that pertains to the date of service in question. I am also sending you screenshots from four specific accounts so you can see my notes where I have sent information in or spoken with Maureen Ryan about the account so you can see how much intervention is being made for these claims.

I would love the opportunity to speak with you regarding my concerns over the handling of our claims. If you have the time, please call me at 864-797-9211.

Sincerely,

Melanie Patterson
Coding Specialist

recipient id	Last Name	First Name	DOS	DX	code	dollar amt	refiled	Date Mailed	2nd mailing	3rd mailing
1838671401	Bishop	Tiffany	5/6/2009	V28.3	76811	\$ 165.06		5/27/2009		
1780255373	Carver	Lasha	9/17/2008	V28.3	76811	\$ 165.06		10/11/2008	3/10/2009	4/21/2009
3630019527	Casey	Tysheka	12/24/2008	651.03	76816	\$ 74.40		3/18/2009		
3630019527	Casey	Tysheka	12/24/2008	651.03	76816	\$ 74.40		3/18/2009		
3630019527	Casey	Tysheka	11/19/2009	651.03	76816	\$ 74.40		3/18/2009		
3630019527	Casey	Tysheka	11/19/2009	651.03	76816	\$ 74.40		3/18/2009		
1630042572	Leary	Lisa	5/6/2009	667.14	76817	\$ 76.51		5/19/2009		
0780358279	Lugo	Tannika	2/25/2009	651.03	76816, 76816	\$ 74.40		3/27/2009		
6834116803	Martin	Felicia	4/16/2009	634.82	76817	\$ 76.51		5/19/2009		
1835635404	Miller	Martina	12/17/2008	656.63	76816	\$ 74.40		1/6/2009		
0630114137	Owenby	Kayla	1/14/2009	656.63	76816	\$ 74.40		2/9/2009		
3534482805	Riggins	Katisa	10/26/2008	652.21	76815			3/27/2009		
2780948474	Ronk	Brittany	2/18/2009	V28.3	76811	\$ 165.06		3/27/2009		
2780780206	Seymour	Cara	4/27/2009	652.23	76816	\$ 74.40		5/27/2009		
2780780206	Seymour	Cara	5/4/2009	658.03	76816	\$ 74.40		6/1/2009		
2780780206	Seymour	Cara	5/18/2009	652.23	76818	\$ 93.26		6/1/2009		
2780780206	Seymour	Cara	5/20/2009	655.73	76818	\$ 93.26		6/1/2009		
1780329629	Shore	Sarah	4/22/2009	656.63	76816	\$ 74.40		5/19/2009		
1780329629	Shore	Sarah	4/22/2009	656.63	76816	\$ 74.40		5/19/2009		
8839841904	Slacks	Felisha	5/11/2009	656.53	76816	\$ 74.40		6/1/2009		
2831530301	St Clair	Candice	9/3/2008	V23.49	76817	\$ 76.51		10/16/2008	3/27/2009	
other Miscellaneous Charges that documentation needed to be sent for										
1420193201	Sprouse	Stephanie	12/2/2008	V24.2	59430	\$275.00		1/16/2009	4/1/2009	6/4/2009
3630019527	Casey	Tysheka	2/12/2009	V27.2 651.01, 278.01, 649.11,	59514-80, 59514-80			4/1/2009		
1729255201	McCarn	Hattie	9/16/2008	V76.49	99387			5/13/2009		
7832799001	Neese	Teresa	11/25/2008	V72.31	99386			1/16/2009	2/3/2009	6/5/2009

3630019527

Account Information



Wednesday, May 20, 2009
 Casey, Yvonne M. (14074) v

Patient ID: Patient \$200.00 Insurance \$200.00 Cash \$0.00 Total \$200.00 Co-pay \$0.00

Order ID: Search Account Summary Details

☐ Orders ☐ Payments ☐ Adjustments ☒ Notes ☐ Finance Charges

☐ Billing Options ☐ Credit Cards

☐ Patient Information

☐ Addable Statement "Open"

Order Date	Order Date	Service Date	Order Date	Description	Total	Balance
05/18/2009	05/18/2009	MAP		NOTE: message from Neuren Ryan on status for 2,12,08, stated she was not concerned that we have not received result on this dos yet, stated she is turning about a month behind on her act's so we need to show additional time for processing		
04/01/2009	04/01/2009	MAP		NOTE: in for MR to get status on 2,12,08 assist on c-section for twins		
04/01/2009	04/01/2009	MAP		NOTE: model act for 2,12,08 assist with no note, discharge summary with patient's height and weight highlighted		
03/18/2009	03/18/2009	MAP		NOTE: model act for 1,18,08 with the 8 pt		
03/18/2009	03/18/2009	MAP		NOTE: model act for 12,14,08 with the 8 pt		
02/17/2009	02/17/2009	MAP		NOTE: Yvonne called and stated she had talked with medical office and 3,12,08 should be covered, thanked her for calling and told her I had taken care of this morning		
12/11/2008	12/11/2008	MAP		NOTE: patient came up on co-payments module, checked medical office fig, patient was fig for 3,12,08, checked medical and blood changes		
12/11/2008	12/11/2008	HOC		NOTE: it was not aware of bill and she said that she was going to call medical because she should of been eligible for that day, She said that the only thing that she did was switched to medical because 1st Order would not cover her medicine.		
12/10/2008	12/10/2008	HOC		NOTE: Discharge statement printed on 11/14/2008		
10/14/2008	10/14/2008	AU		NOTE: Discharge statement printed on 10/14/2008		
10/14/2008	10/14/2008	AU		NOTE: Discharge statement printed on 10/14/2008		
10/14/2008	10/14/2008	AR		NOTE: if due code \$1200, not to go		

2-12-09 twin delivery for Assistant surgeon
 still has not paid. she told me she
 was not concerned because she is
 running about a month behind on act's!

Maurice J. Hu - 7/10/09

2831530301

PrimeSuite - Green Dragon - SIT16551V

Fig. 2

Account Information

Patient ID: Patient \$200 Insurance \$76.51 Credit \$2.00 Total \$76.51 Deductible \$0.00

Order ID: Search Account Summary Details

Wednesday, May 20, 2009
St. Clair, Candice M. (17856) v

Account Management Chart Registration Reporting Schedule System Help

Print Statement

Details Calculation History Credit Update

☐ Changes ☐ Payments ☐ Adjustments ☒ Notes ☐ Finance Charges

Patent Information

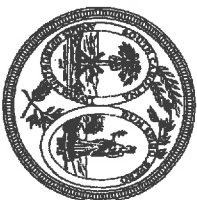
Order Date	Invoice Date	Service Date	Notes	Deduction	Total	Balance
03/27/2009	03/27/2009	MAP	NOTE: reset invoice set for \$3.28 with us & pt			
12/06/2008	12/06/2008	MAP	NOTE: reset set for 11-26-08 with 04000 in 7			
11/17/2008	11/17/2008	MAP	NOTE: reset set for 11-5-08 with 04000 in 7			
10/01/2008	10/01/2008	MAP	NOTE: reset set for 10-4-08 with 04000 in 7			
10/06/2008	10/06/2008	MAP	NOTE: reset set for \$3.28 with pt 3 us			
09/16/2008	09/16/2008	MAP	NOTE: reset set for \$6.63 with 04000 in 7/21			
09/16/2008	09/16/2008	MAP	NOTE: reset set with 04000 in 7 for 9-3-08/22			
08/26/2008	08/26/2008	MAP	NOTE: reset set for \$4.63 with 04000 in 7			

Search ID: 18096 Posting Date: 05/20/2009

Print Statement

PrimeSuite - Green Dragon - SIT16551V

9-3-08 w/ls, ect mailed 3 times
still hasn't paid



State of South Carolina
Department of Health and Human Services

Log 000677
✓

Mark Sanford
Governor

Emma Forkner
Director

June 26, 2009

Ms. Melanie Patterson
Greer OB/GYN
325 Medical Parkway, Suite 100
Greer, South Carolina 29650

Dear Ms. Patterson:

Thank you for the recent letter which outlined several concerns regarding the handling of your claims. We appreciate this opportunity to assist you.

On Wednesday, June 17, 2009, Ms. Valeria Williams and Ms. Erica Dimes spoke with you concerning the South Carolina Department of Health and Human Services claims process and to clarify any outstanding issues that you had regarding Ms. Maureen Ryan. We are in receipt of the spreadsheet that was attached to your letter, as well as the faxed documentation you sent after our conversation. Once this information is reviewed, all applicable edit correction forms (ECF's) will be sent to be re-processed.

As explained during the conversation, the best way to have claims and ECF's tracked and processed is by sending them directly to our claims processing department at Post Office Box 1412, Columbia, South Carolina, 29202-1412. If you begin to experience problems again, please contact your Program Representative, Ms. Maureen Ryan, to discuss the best course of action to rectify the specific issues you are experiencing. If issues are not resolved in a timely manner, please contact Ms. Erica Dimes, Team Leader in Physician Services, at (803) 898-2660.

Again, thank you for bringing your concerns to our attention and for your continued support and participation in the South Carolina Medicaid program.

Sincerely,

Melanie "BZ" Giese, RN
Bureau Director

MG/gws