

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>1-9-08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER  000343	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>1-17-08</i>
2. DATE SIGNED BY DIRECTOR  <i>Cleared 1/23/08 letter attached.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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.			

GLENN G. REESE  
SENATOR, SPARTANBURG COUNTY  
SENATORIAL DISTRICT NO. 11

SENATE ADDRESS:  
P. O. BOX 142  
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COLUMBIA, SC 29202  
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COMMITTEES:  
BANKING AND INSURANCE  
FINANCE  
GENERAL  
INVITATIONS  
LABOR, COMMERCE AND INDUSTRY  
RULES

**RECEIVED**

JAN 09 2008

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

## MEMORANDUM

*Logi Myers  
Dir. Sign.*

TO: Emma Forkner, Director  
Department of Health and Human Services

FROM: *GR* Glenn G. Reese

DATE: January 8, 2008

RE: Medicaid Benefits Contracted by Carolina Vision Associates in Columbia, SC

Please find the enclosed e-mail I received from a concerned grandparent regarding services for her grandson, which is self-explanatory. As of today, her grandson received his eyeglasses two weeks ago after waiting more than 6 months. It is ashame that a child has to be neglected for eyeglasses since Columbia Vision Associates is the only service provider of Medicaid recipients. I would appreciate it if you would look into this compliant on why an individual has to wait for such a time frame. What can be done to eliminate that from happening to other individuals? Thank you.

Enclosure

GGR\ks

c: Karen L. Hinkle

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**Date:** Thursday, December 13, 2007 9:39 AM

**From:** Karen Hinkle <ndubhouse@charter.net>

**To:** GREG@Cseattleuug, ReeseJD@charter.net

**Subject:** Thank you!

**Size:** 102 KB

Dear Senator Reese: Thank you for your letter of congratulations. I am fortunate to be allowed the opportunity by my employer to volunteer for the Chamber as an Ambassador. It has been a wonderful experience. Thank you again.

In response to your offer of assistance. There is an issue that I am dealing with that I could use some assistance.

I have been raising my grandson for over 7 years (since he was abandoned by his mother) He is receiving medical benefits and this past July I took him in for his annual checkup and he needed new glasses. The glasses were ordered at that time and as of approximately 6 weeks ago we had still not received them. I called Carolina Vision Associates and inquired about them and after they investigated through the company in Columbia found that they had not even started them, but guaranteed that they would be delivered within a week or two. Well that was some time ago. Last week I called CVA again and after investigation was told by Columbia that they were done but were just sitting there waiting to be shipped. I asked that they be sent overnight but Columbia refused. They did come in this past Monday but CVA notified me that during final inspection of the glasses they found that the lenses were the wrong script. Now we are waiting again for glasses for him it has been 6 months now. Please read the following article that was printed in today's paper about this wonderful boy who can't seem to get new glasses which is the ONLY thing he has been asking for:

**Spartanburg Herald Journal**  
**"Impressive"**

**Published: Thursday, December 13, 2007**

Nine-year-old Daiven Bridges of Spartanburg is described by Alex Wolf, chief executive officer of Alive and Well Animal Rescue Center, as one of those "extraordinary kids" who is completely selfless. Daiven recently turned 9, and when it was time to send out invitations to his birthday party, his grandfather, Greg Davis, says the youngster asked that his friends not bring him gifts. "Instead," says Mr. Davis, "he asked his grandparents to include a note in the invitations asking that dog food and cat food and pet supplies be brought to the party for the animals at Alive and Well, where his cat, Casper, came from." The folks at Alive and Well, where Daiven also has worked as a volunteer for the past couple of years, were greatly impressed. "Kids at that age generally start to think the world is there for them, but this kid is thinking of what he can do for the world. That is extraordinary," says Ms. Wolf. And Daiven's effort paid off, filling approximately half a pickup truck bed with pet supplies.

As you can see this is a very special boy and he deserves much better treatment by the system then he is getting. Is there anything? Anything you can do to help him?

Your help would be greatly appreciated.

Respectfully,



*Karen*

Karen L. Hinkle  
Executive Assistant  
New Day Services  
New Day Inc. of Spartanburg  
An Internationally Accredited Psychiatric Rehabilitation Facility

(864) 582-7110

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reesejd@charter.net

*Contract*

*Medical Benefits*

*John: 1645-A Old Charlotte Rd.*

*Spartanburg, SC 29307*





*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Erma Forkner  
Director

January 23, 2008

The Honorable Glenn G. Reese  
South Carolina Senate  
Suite 502, Gressette Senate Building  
Columbia, South Carolina 29202

RE: Daiven Bridges

Dear Senator Reese:

Thank you for forwarding a copy of Ms. Karen L. Hinkle's letter concerning her grandson Daiven Bridges and their experience with ordering corrective vision wear under South Carolina Medicaid. We appreciate your bringing this matter to our attention.

Under the Department of Health and Human Service's (DHHS) current contract for vision services, the vendor, Robertson Optical Laboratory, has ten days to ship an order from the date a clean prescription is received. A clean prescription has all required fields completed by the ophthalmologist or optometrist. Unfortunately, in this instance, neither the guidelines for a clean prescription nor appropriate shipping requirements by our vendor were met. After a thorough review of this particular situation, DHHS has taken appropriate action with the vendor as well as contacted the optometrist's office to ensure that this set of circumstances is not repeated in the future.

We sincerely regret that Daiven and Ms. Hinkle experienced this delay in receiving new glasses. Please feel free to contact Ms. Melanie "Bz" Giese, Bureau Chief of Health Services; at (803) 898-2868 should you need further assistance.

Sincerely,

  
Felicity Myers  
Deputy Director

FM/gwd