

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>4-15-08</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOC NUMBER <i>000536</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-24-08</i>	<input type="checkbox"/> Necessary Action DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Chevalier 4/25/08, letter attached.</i>		<input type="checkbox"/> FOIA	

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

Clemson Neurology, PC

220 Keowee Trail

Clemson, SC 29631

864-653-4071

864-653-4074 (fax)

RECEIVED

APR 15 2008

WAYS & MEANS

FAX COVER SHEET

(1)

Date 4/15/08

RECEIVED

APR 15 2008

To: Mark Lawrie
Contact Name: _____
Phone # _____
Fax # 803-734-2826

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Subject: Medicaid Claims

From: Janet

of pages including cover sheet: 3

Please fax all information and/or records to:

864-653-4074

Thank you.

The information in this fax is PERSONAL and CONFIDENTIAL, and is intended only for the designated recipient. If you receive this information in error, please disregard. Review, distribution or copying of private patient medical records is otherwise forbidden.

Mark - here is a copy of a letter I am sending to SCMD - Director. They have denied the claims again!!
Thanks Janet

Clemson Neurology, PC

G. Timothy Baxley, MD
220 Keowee Trail
Clemson, SC 29631

Phone 864-653-4071 • Fax 864-653-4074

RECEIVED

APR 15 2008

WAYS & MEANS

RECEIVED

April 14, 2008

South Carolina Medicaid
Emma Forkner, Director
1801 Main St.
Columbia, SC 29201

Re: Rejected Myobloc Claims

Dear Ms. Forkner:

Department of Health & Human Services
OFFICE OF THE DIRECTOR

APR 15 2008

We know that you are very busy so please know this letter is written out of complete desperation. We have contacted and worked with several people trying to get this situation resolved but have been unsuccessful in doing so. We are just out of options.

Enclosed please find copies of claims and letters which have been sent to Debbie Anderson in Hospital Services and Kia Anderson in Hospital Services. These claims have been filed many times every time with something new to be done. As you can see by the correspondence that I have been working on this problem since July 07. I was told on March 7, '08 during a conference call with Kia Anderson, Debbie Anderson, Robert Johnson and Christopher Lykes that they had the new claims (which had been sent to Debbie on 2/15/08 for about the 3rd time) with all the corrections and they had been sent to processing for payment and everything was fine. Then on 4/7/2008 I spoke with Christopher Lykes who told me the claims were in process and that it took time for them to be processed. Today I receive a SCMCD EOB & ECF's stating the claims have all been denied again for other reasons which should have been handled already.

These claims total more than \$16,000.00 and some are quite old. The Myobloc vials are very expensive and our office has to pay for them within three months of the injections. Our office went through the approval process with Donna Thompson in hospital services, received our approval letters and sent them with the claims in good faith that we would be reimbursed as we had been in the past. We need these reimbursements to pay our supplier. When Donna left hospital services seems to be when the difficulties began.

Page 2

The patients and their ID#'s and the dates of service are all listed on the enclosed letters and claims so I have not listed them again in this letter. I have also put the enclosed documents in date order so that it will be easier to follow. We would greatly appreciate your help in getting these claims processed for payment as no one else seems to be able to get this done.

Should you require additional information please let me know. I would be more than willing to come to Columbia to meet with some one to get this resolved.

Thank you in advance for taking the time to help with this very frustrating and costly problem. Your help is greatly appreciated.

Sincerely,

Janel Baxley
Billing
Clemson Neurology, PC
GP3805

cc: Mark Aquino
staff member for the Ways and Means Committee



State of South Carolina
Department of Health and Human Services

log # 536 ✓

Mark Sanford
Governor

Emma Forker
Director

April 25, 2008

Ms. Janet Baxley
Clemson Neurology
220 Keowee Trail
Clemson, South Carolina 29631

Dear Ms. Baxley:

Thank you for your letter of April 14, 2008, requesting assistance with claims payments for patients receiving Myobloc injections in your office. I understand that you participated in a conference call with Ms. Zenovia Vaughn and staff from the Division of Hospital Services on Wednesday, April 16. During the call Ms. Vaughn was able to provide you with payment dates for all but one of your outstanding claims. Mr. Christopher Lykes later contacted you with the information necessary for processing and payment of that claim.

The factors surrounding the processing of these claims involved issues other than the required prior authorization request. However, we continue to offer one-on-one trainings to providers in order to give a complete overview of program requirements and time-lines for claims submission and payments. During the call you indicated to staff that this would be beneficial and that we would hear back from you regarding scheduling.

I understand your frustration and hope that the training we provide will prevent future delays in payment. We value your participation in the Medicaid program and hope that this incident will not discourage your continued service to our beneficiaries.

If you have any additional questions or concerns or if you would like to schedule a training session please contact Ms. Zenovia Vaughn, Director of Hospital Services, at (803) 898-2665. Thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Felicity Myers".

Felicity Myers
Deputy Director

EF/gvtb