

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>7-28-11</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>101055</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Mr. Keck</i> <i>Cleared 8/12/11, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>8-8-11</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.			

**From:** Jan Polatty  
**To:** Brenda James  
**Date:** 07/27/2011 10:18 AM  
**Subject:** Fw: Data Exchange Proposal  
**Attachments:** Data Exchange Proposal

**RECEIVED**

**JUL 27 2011**

Department of Health & Human Services  
**OFFICE OF THE DIRECTOR**

Can u see if logged? Seems like to John? Pls take care of for me

**Brenda James - Data Exchange Proposal**

**From:** Cindy Bridges <cbridges@sscincorporated.com>  
**To:** "polattyj@scdhhs.gov" <polattyj@scdhhs.gov>  
**Date:** 07/26/2011 2:16 PM  
**Subject:** Data Exchange Proposal  
**CC:** Karina Savournin <KSavournin@sscincorporated.com>  
**Attachments:** South Carolina Tape Match Request Letter 020411.docx

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**JUL 27 2011**

**Department of Health & Human Services  
OFFICE OF THE DIRECTOR**

Dear Mr. Keck,

I am concerned that you may have missed the letter from Social Service Coordinators (SSC) proposing an electronic data exchange that could help over 13,000 South Carolina seniors and people with disabilities receive and maintain valuable Medicaid benefits. A monthly exchange would also relieve DHHS eligibility staff from manually responding to case inquiries and allow them to remain focused on eligibility determinations. SSC currently conducts routine electronic data exchange with other state Medicaid agencies, including Maryland Department of Health and Mental Hygiene, Arizona Health Care Cost Containment System (AHCCCS), Oregon Department of Human Services and Texas Health and Human Services Commission (HHSC).

If there are costs associated with developing a data exchange, SSC is willing to help defray these costs. If there is a need for additional resources to develop this exchange, SSC is also willing to contribute technical resources necessary for the endeavor.

I have attached a copy of the February 4, 2011 letter and would welcome an opportunity to meet with you to discuss our request.

Thank you for your consideration. I look forward to your response.

Sincerely,

*Cindy Bridges*

Cindy Bridges, Managing Director of Government Relations  
Social Service Coordinators, LLC  
14261 Commerce Way  
Miami Lakes, FL 33016  
Phone: (888) 528-9488 x 7123  
Cell: (786) 269-6634  
[cbridges@sscincorporated.com](mailto:cbridges@sscincorporated.com)

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JUL 27 2011

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

February 4, 2011

Mr. Anthony Keck, Director  
Department of Health & Human Services  
P.O. Box 8206  
Columbia, South Carolina 29201-8206

Dear Mr. Keck,

Social Service Coordinators (SSC) has assisted over 2,976 South Carolina seniors and people with disabilities with their enrollment into the Medicare Savings Programs (MSP) and Medicaid since 2005. We also have over 13,700 active Medicaid recipients on our caseload that will be due for an annual renewal this year. SSC has also been tasked with helping other South Carolinians to re-apply for the Medicare Part D Extra Help benefit because they did not recertify or re-qualify for Medicaid in 2010. Given this case-load and the resource implications for the Department of Health & Human Services, I am soliciting your support and assistance in establishing a data-sharing agreement between our organizations.

A data-sharing agreement between the Department of Health & Human Services and SSC would provide a significant benefit for clients and improve program administration. It would relieve your agency of the monthly task of manually reporting the status of each new applicant and recipient, a process that is becoming more difficult as caseloads increase. The information you provide through a data exchange, can help prevent eligible clients from losing up to an extra \$110 dollars in their monthly Social Security checks and will help ensure:

- Successful eligibility determinations with the first application
- Timely completion of annual renewals
- Continuous enrollment in the Part D Extra Help with prescription drugs

Attached are documents addressing questions and concerns you may have regarding a data exchange. Your consideration of a partnership with SSC and an opportunity to discuss this proposal would be most appreciated. Please let me know when it would be convenient for us to meet. I can be reached by phone at 888-528-9488 Ext. 7777 or email at [sjones@sscincorporated.com](mailto:sjones@sscincorporated.com)

Sincerely,

Stephanie Jones, Director  
Government Relations

Attachments: Data Sharing Agreement Fact Sheet  
Business Associate Agreement  
Medicaid Director Letter and OCR FAQ

**Who is Social Service Coordinators?**

Social Service Coordinators, Inc. (SSC) is a private social service organization that contracts with Medicare Advantage Organizations to provide their members with free outreach and assistance with enrollment into Medicaid programs. SSC also provides ongoing support to help eligible individuals remain enrolled.

Please visit our website at: <http://www.sscincorporated.com>

**Does Social Service Coordinators have data sharing agreements with other states?**

Yes, the following state Medicaid agencies have agreed to an electronic data exchange with SSC: Arizona, Alabama, California, Nevada, Maryland, Pennsylvania, Oregon and Texas. Contact information for each state's Medicaid administration is available upon request.

**Would a data sharing agreement between a State Medicaid agency and SSC comply with federal data privacy requirements?**

Yes, as a business associate of health plans, SSC is a covered entity and is obligated to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH). An example of our HIPAA Business Associate Agreement is enclosed.

In addition, the enclosed State Medicaid Director Letter dated March 10, 2006 and FAQ document from the Office of Civil Rights confirm that data matches to identify dually enrolled individuals are allowed under HIPAA and encouraged by CMS.

**What data is SSC requesting?**

The following data would provide SSC with optimal support to ensure initial and ongoing Medicaid eligibility for our mutual low income clients:

- Start date
- Medicaid program type
- Reason for denial/rejection ( if applicable)
- End date (if applicable)
- Date of next eligibility redetermination/renewal

**Will Social Service Coordinators help defray the costs of developing the data exchange?**

SSC is willing to contribute a portion of the development costs of the exchange.

**What is Extra Help and how does it relate to Medicaid programs?**

Extra Help (also known as the Limited Income Subsidy) is administered by the Social Security Administration and helps with out-of-pocket costs (monthly premiums, annual deductibles and co-payments) related to prescription drug coverage provided by Medicare Part D. Medicare beneficiaries who are also enrolled in Medicaid or the Medicare Savings Programs (QMB, SLMB and QI-1) are automatically deemed eligible for Extra Help. When a person loses their

eligibility for Medicaid or the Medicare Savings Programs they automatically lose their deemed eligibility for Extra Help and must reapply to continue to receive the benefit.



Log 55 ✓

August 12, 2011

Cindy Bridges  
Managing Director of Government Relations  
Social Service Coordinators, LLC  
14261 Commerce Way  
Miami Lakes, FL 33016

Dear Ms. Bridges:


Thank you your interest and concern for South Carolina citizens and seniors. We are very interested in working with partners to assist in ensuring that South Carolinians have access to the benefits they are eligible for. We are also working to improve both services and care to individuals who are dually eligible.

Currently, we are in the process of standardizing our data exchange with regard to eligibility broadly and specifically have an effort underway for the MSP program. We are actively looking for partners like Social Service Coordinators to help guide the data exchange and pilot our improved data sharing and open eligibility efforts. Other non-profits are also interested in partnering with us.

I have asked our Deputy Director of Eligibility and Chief Information Officer, John Supra, to contact you to schedule a meeting. Sam Waldrep, Deputy Director for Long Term Care and Behavioral Health may join him, as well.

Thank you again for your interest in the citizens South Carolina.

Sincerely,



Anthony E. Keck  
Director

AK/tc