

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

* Eugene L. McKeon Jr.

TO	DATE
Medical Services/Giese	3-8-11

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000392	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR * 5a attached e-mails.	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
	<input type="checkbox"/> FOIA DATE DUE _____
	<input checked="" 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.			

507 35th Ave., N.
Myrtle Beach, S.C. 29577-2803
March 5, 2011

RECEIVED

MAR 08 2011

Honorable Allan D. Clemmons
House District 107
1800 A North Oak St.
Myrtle Beach, S.C. 29577

Dear Mr. Clemmons:

Department of Health & Human Services
OFFICE OF THE DIRECTOR

I had a telephone conversation, March 4, 2011, with Ms. Janet Giles. It concerned the enclosed self-explanatory February 17 and 26, 2011 letters to Mr. Anthony E. Keck, copies to Governor Nikki Haley.

She suggested I contact MEDICARE on the HUMANA matter which is important to me.

That prompted my call to your office and discussion with Ms. Heather Ammons, She asked that I furnish documentation on my correspondence involving HUMANA for review and implementation.

The highlights appear in the above mentioned February 17 enclosed letter to Mr. Keck. Copies of letters referring to EXHIBITS A-F are enclosed.

N.B. The multi-paged(10) attachment in EXHIBIT B is not included but available.

Also included are copies of the February 22 HUMANA reply to my February 11 letter, as well as my February 26 acknowledgment. This correspondence was exchanged after February 11.

I welcome the review and cooperation of Ms. Ammons in the satisfactory resolution of my query.

Sincerely,


Eugene C. McKeon, Jr.

HUMANA ID H56393659
Control Number 507379561816

SS# 152-14-7206
DOB 9/22/1926

Copies of THIS Letter (ONLY) to: Governor Nikki Haley
Mr. Anthony E. Keck ✓

Copies of THIS Letter (ONLY)
PLUS December 10, 2010 letter,
w/ATTACHMENT, to Mr. McCallister to: U.S. Senators
DeMint & Graham

ECM/e

From: Janet E Giles
To: Melanie Giese
CC: Annmarie McCanne; Brenda James; Jan Polatty; Valeria Williams
Date: 3/9/2011 9:38 AM
Subject: Re: Recipient

Ok...do you want me to e-mail CMS and ask them to get involved and review the situation? They have a complaint e-mail/fax#. They are the ones that need to get involved in this, and I referred him to the Regional CMS Office when I spoke with him. I gave him the 1800-Medicare # as well as the Regional CMS #.

I think you were all cc'd on all of my e-mails, but I will send them to Annie again.

Janet

>>> Melanie Giese 3/9/2011 9:25 AM >>>

Hi Janet-

The man who you called who has been sending letters to the Governor, Director, and now Congress, hasn't seemed to understand the message despite your efforts. We received another letter from him Monday, so I would like to just attach your string of emails to this copy so we have a record of your efforts. That way we won't spend any more of your valuable time. Please send the emails to Annie and she will print and give to Jan/Brenda to file up here. No rush. Thanks again. BZ

M. Melanie "Bz" Giese, RN
Bureau Director, Health Services
SC DHHS
PO Box 8206
1801 Main Street, J-1224
Columbia, SC 29202
803-898-2868
803-255-8353 (fax)

From: Melanie Giese
To: Janet E Giles
Date: 3/9/2011 9:25 AM
Subject: Recipient

*Brenda / Jan
see attached.
thanks
Annie*

CC: Annmarie McCanne; Brenda James; Jan Polatty; Valeria Williams

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803-255-8353 (fax)

From: Janet E Giles
To: Melanie Giese; Valeria Williams
Date: 3/1/2011 12:14 PM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jamelle Smith; James Assey; Jan Polatty
OK

>>> Melanie Giese 3/1/2011 11:53 AM >>>

Hi Janet-

I am going to put a couple letters for your review in my box on 11th. Please review and discuss with Val to see what your thoughts are about contacting this individual 2-way or not. The first letter came when Emma was here, now one directed to Mr. Keck. Lots of stuff on Humana to sort through. Please feel free to confer with our ace consultant, Mr. Assey, and let me know your plan of action. Many thanks-

BZ

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From: Janet E Giles
To: Melanie Giese; Valeria Williams
Date: 3/1/2011 1:31 PM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jamelle Smith; James Assey; Jan Polatty
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Janet E. Giles
Program Coordinator II
SCDHHS/Bureau of Health Services
Division of Physicians, Pharmacy, DME Services
Phone: 803-898-2874
Fax: 803-255-8353
e-mail: gilesje@scdhhs.gov

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From: Janet E Giles
To: Melanie Giese, Valeria Williams
Date: 3/2/2011 4:53 PM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jammelle Smith; James Assey; Jan Polatty BZ,

I have not received a response from Humana. If I don't hear from them by tomorrow, we may want to consider just sending Mr. McKeon a written response asking him to contact me. That way I can determine whether he's a Medicaid recipient or not, and whether or not there's anything we can do to assist him.

Janet

>>> Melanie Giese 3/1/2011 2:14 PM >>>
EXCELLENT work!

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From: Janet E Giles
To: Melanie Giese; Valeria Williams
Date: 3/2/2011 5:42 PM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jamelle Smith; James Assey; Jan Polatty

I just heard from him, and I am supposed to call him tomorrow. He won't give me any information until he calls the member to get authorization to give me his phone number. He wants to know if we can send him a copy of the letter we received... Since one of the letters has the name of the person at Humana that researched this, I told him he may be able to get a copy of all letters from that person.

Thanks,

Janet

>>> Melanie Giese 3/2/2011 5:36 PM >>>
Sounds good, Janet. Thanks again. Bz

-----Original Message-----

From: Janet E Giles

Cc: James Assey <Asseyj@scdhs.gov>
To: Melanie Giese <GieseM@scdhs.gov>

Cc: Annmarie McCanne <MCCANNE@scdhs.gov>
Cc: Jan Polatty <POLATTYJ@scdhs.gov>

Cc: Jamelle Smith <JSMITHJAM@scdhs.gov>

To: Valeria Williams <WILLVAL@scdhs.gov>

Sent: 3/2/2011 4:53:58 PM
Subject: Re: Correspondence

BZ,

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e-mail: gilesje@scdhts.gov

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From: Janet E Giles
To: Melanie Giese; Valeria Williams
Date: 3/3/2011 4:37 PM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jamelle Smith; James Assey; Jan Polatty Bz,

I spoke with Mr. McKeon just now, and he is not a Medicaid recipient. I advised him to call 1-800-Medicare, and if he doesn't get it resolved, he can call the regional CMS office in Atlanta, at 404-562-7500. They handle Medicare issues/problems.

Do you want me to draft a response to his letter reiterating our telephone conversation?

Janet

>>> Melanie Giese 3/2/2011 5:49 PM >>>
Agree. We don't want to share the letter since that is PHI.

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Cc: James Assey <AsseyJ@scdhs.gov>

To: Melanie Giese <GieseM@scdhs.gov>

Cc: Annmarie McCanne <MCCANNE@scdhs.gov>

Cc: Jan Polatty <POLATTYJ@scdhs.gov>

Cc: Jamelle Smith <SMITHJAM@scdhs.gov>

To: Valeria Williams <WILLVAL@scdhs.gov>

Sent: 3/2/2011 5:42:45 PM

Subject: Re: Correspondence

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From: Janet E Giles
To: Melanie Giese; Valeria Williams
Date: 3/4/2011 11:18 AM
Subject: Re: Correspondence

CC: Annmarie McCanne; Jamelle Smith; James Assey; Jan Polatty
You're welcome

>>> Melanie Giese 3/4/2011 10:16 AM >>>
not necessary. thanks a lot

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Mon-Loy
Eugene McKeon

FEB 14 2011

Department of Health & Human Services
OFFICE OF THE DIRECTOR

507 35th Ave., N.
Myrtle Beach, S.C. 29577-2803
February 11, 2011

Mr. Jasmin Alihodzic
Critical Inquiry Department
HUMANA
P.O. 740021
101 East Main Street
Louisville, KY 40202-7421

Dear Mr. Alihodzic:

My January 6, 2011 letter was a PROMPT acknowledgment/response to your December 29, 2010 multi-paged reply to my earlier December 10, 2010 Inquiry to Mr. Michael B. McCallister, HUMANA President & CEO.

Many weeks, over a month, have elapsed with neither the courtesy of an acknowledgment nor a reply to the Observations/comments offered in the January 6 letter.

I continue to await and will appreciate your long delayed reply.

Sincerely,


Eugene C. McKeon, Jr.

Control Number 507379561816

Copy to Mr. M.B. McCallister
Bcc: Ms. Emma Forkner, Director, SC Dept. Health & Human Services

P.O. Box 8206
Columbia, SC 29202

ECM/e