

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO  <i>Felicity M.</i>	DATE  <i>5-29-08</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER  <i>000620</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>6-04-08</i>
2. DATE SIGNED BY DIRECTOR  <i>C: EF</i> <i>closed 6/4/08</i> <i>attached.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____  <input type="checkbox"/> FOIA DATE DUE _____  <input type="checkbox"/> Necessary Action

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

Log: Myers  
C: CF

**From:** "Susan Duncan" <sduncan@gov.sc.gov>  
**To:** <KostiBR@scdhhs.gov>  
**Date:** 5/28/2008 4:29 PM  
**Subject:** HHS response needed  
**Attachments:** Scan001.PDF

See attached. Correspondence seems easy after budget madness!

Thx for all your help the past few days...couldn't have done it without you.

Susan Duncan  
Health Care Policy Advisor  
Office of the Governor



May 9, 2008

Governor Mark Sanford  
Office of Governor  
P.O. Box 12267  
Columbia, SC 29211

Re: South Carolina Medicaid

To Whom It May Concern:

Diabetes Care & Education, Inc. is a durable medical equipment company specializing in patients with diabetes. We offer services nationwide and have offices located in Kentucky, South Carolina, North Carolina, Florida, Alabama and Michigan. We are contracted with a number of insurance companies including South Carolina Medicaid.

South Carolina Medicaid pays for insulin pumps on a monthly rental basis. Recently, we started receiving denials from this insurance company stating "patient doesn't meet guidelines." We have contacted the representative for the durable medical equipment reimbursement department and to date there has been no resolution. We were told that the guidelines are changing but still have not been completed or implemented. It is our concern, that our patients will start suffering and will not get the supplies they need. How can suppliers ensure that guidelines are being met if they don't know what guidelines are required?

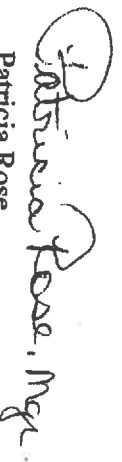
We have several patients on insulin pumps that are paid on a monthly basis. It is our concern that these patients will no longer be able to stay on the insulin pumps because of the denials we are receiving. We could implement the guidelines if we knew what they were.

We were told today that the guidelines for insulin pumps should be completed within the next two weeks, but to date our insulin pumps are being denied for "failure to meet guidelines."

We are asking that you please intervene and help with this life threatening issue. We have contacted the department for South Carolina Medicaid and we are getting no where. It's very frustrating as a supplier to know that we have the services to help someone but because there are inconsistencies with the insurance company, the patient's health is in jeopardy.

I would like to thank you in advance for your help in expediting this resolution.

Sincerely,

  
Patricia Rose  
Manager of Managed Care & Compliance

Cc: South Carolina Medicaid



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

*Log #620*

Mark Sanford  
Governor

Emma Forkner  
Director

June 4, 2008

Ms. Patricia Rose  
Manager of Managed Care & Compliance  
Diabetes Care & Education, Inc.  
1010 Line Station Road, Suite 560  
Louisville, KY 40223

Dear Ms. Rose:

Thank you for your recent letter to the Honorable Mark Sanford expressing your concerns regarding South Carolina Medicaid's requirements for the approval of insulin pumps. Thank you also for further discussing this matter with Mr. James M. Assey, Division Director for Pharmacy and DME Services, on Tuesday, June 3, 2008.

At this time, there have been no changes made to the requirements in effect for insulin pump rentals. This information was conveyed to your staff several weeks ago when we were contacted by telephone regarding this issue. South Carolina Medicaid is considering implementing criteria that mirror those used in the private sector; however, no decision regarding any revisions has been made. If the requirements sustain a change in the future, please be assured this information will be communicated to all affected Medicaid providers via a Medicaid bulletin, and the change in policy would not be retroactive.

I hope this information alleviates your concerns. Should you have any questions, please contact Mr. James M. Assey, Division Director for Pharmacy and DME Services, at (803) 898-2875. Your service to the Medicaid program and the citizens we serve is greatly appreciated.

Sincerely,

Emma Forkner  
Director

EF/mga