

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>9-23-13</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000118</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Heck</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-2-13</i>
<i>closed 11/14/13, email attached</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.			



FLORENCE ADDRESS
1817 Pineland Avenue
Florence, South Carolina 29501
(843) 667-1152

HUGH K. LEATHERMAN, SR.

SOUTH CAROLINA STATE SENATE
DISTRICT 31, FLORENCE
AND DARLINGTON COUNTIES

111 GRESSETTE SENATE OFFICE BUILDING
COLUMBIA, SOUTH CAROLINA 29202
(803) 212-6640

September 19, 2013

COMMITTEES
Chairman, Finance
Chairman, Operations and Management
Ethics
Interstate Cooperation
Labor, Commerce and Industry
Rules
State House
Transportation

RECEIVED

SEP 23 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Anthony E. Keck, Director
Department of Health & Human Services
1801 Main Street
Columbia, South Carolina 29201

Dear Dr. Keck:

I am enclosing herewith a copy of a facsimile that I recently received from my constituent, Pam Tedder. As you can see, Mrs. Tedder's grandson, Corben Tedder, needs to have an impacted tooth extracted, and his dentist, Dr. F. Douglas Oliver, has recommended that this be done under anesthesia in a hospital. Unfortunately, it appears that DentaQuest, Corben's Medicaid provider, has denied this request.

I would very much appreciate it if you would ask your staff to look into this matter and take whatever steps possible under the governing statutes and regulations to insure that this very young child receives the care that his doctor recommends for his safety and wellbeing.

As always, thank you for your assistance.

Very truly yours,

Hugh K. Leatherman, Sr.
HKL:dsm

Enclosure

cc: Mrs. Pamela Tedder

September 12, 2013

Dear Sir:

I would appreciate it if you could try to get Dental Quest to change their mind about my grandson's hospital removal of an extra tooth. I believe it is not safe because of his young age and size to have it done in the office. He was three lbs. at birth and is small for his age. I trust Dr. Oliver to do the surgery, but he cannot do it in the office. Without the surgery, he will have more problems with his mouth and teeth. Please try to help in this situation.

I would like to take this time to thank you in advance for our understanding and assistance. I will be awaiting your response.

Sincerely,

Pam Tedder



Palmetto Oral and Maxillofacial Surgeons, P.A.

*Dr. Kenneth J. Lowry, II
*Dr. F. Douglas Oliver
Dr. J. Michael Morgan, IV



*DIPLOMATES, AMERICAN BOARD OF
ORAL AND MAXILLOFACIAL SURGERY
*FELLOWS, AMERICAN ASSOCIATION OF
ORAL AND MAXILLOFACIAL SURGEONS

September 11, 2013

To whom it may concern:

This letter is in reference to Corben Tedder. It is my understanding that Mrs. Pamela Tedder contacted your office concerning the denial from DentaQuest for Corben's procedure. Corben is five years old and weighs 35 pounds; therefore it is not safe to put him under anesthesia here in our office. We sent the pre-authorization request to DentaQuest and they denied the impacted tooth and the outpatient hospital visit. We then sent an appeal to DentaQuest and they overturned the denial on the impacted tooth, but upheld their denial of the outpatient hospital visit. Dr. Oliver does not feel it is in the best interest of the child or his health to put him under anesthesia here in our office. I have enclosed all documentation from DentaQuest as well as Dr. Oliver's dictation from the consultation with the child and his mother. I have contacted the patient's mother and informed her of all of these circumstances and that our recommendation remains the same, and they will have to talk with the hospital (McLeod Regional Medical Center) to make financial arrangements with them to proceed any further. If there are any questions concerning this matter feel free to contact me at 843-669-4231. Thank you for taking time to review this matter and any help you and your office can provide for this family would be greatly appreciated.

Thank you,

Chasity Carter

302 West Pine Street • Florence, South Carolina 29501 • (843) 669-4231 • Fax (843) 665-0283
Toll Free (800) 255-4231



Palmetto Oral and Maxillofacial Surgeons, P.A.

Dr. Kenneth J. Lowry, II
Dr. F. Douglas Oliver
Dr. J. Michael Morgan, IV

302 West Pine Street
Florence, South Carolina 29501
(843) 669-4231
Toll Free 1-800-255-4231
Fax # (843) 665-0283

Extraction Consult

Date: July 18, 2013
Patient: Corben Tedder
DOB: July 20, 2008 **PID:** 102857

History of Present Illness: The patient presents for evaluation of for removal of a palatal impacted mesiodens. He has been kindly referred by Small Smiles.

Medical/Surgical History:
Unremarkable Medical History

Medication:
None

Allergies:
NKDA

Exam: Impacted mesiodens # 8s in the midline of the palate as seen on occlusal radiograph. It is not visible in the oral cavity. It is impeding the development of the permanent incisors. He weighs 38lbs.

Impression: 1. Palatal impacted mesiodens(#8s)

Plan: General anesthesia in a hospital setting with removal of impacted tooth # 8s from the palate.

Discussion: The above treatment plan was discussed with the patient's family. They were given an opportunity to ask questions about the consent, anesthesia and proposed treatment. All of their questions were answered. The discussion specifically covered: damage to adjacent teeth.

F. Douglas Oliver, DMD

cc:Small Smiles

Digitally signed on 07/18/2013 at 02:54 PM

DentaQuest

102857

September 3, 2013

FRANK OLIVER
302 WEST PINE ST
FLORENCE, SC 29501

Member Name: CORBEN TEDDER
Member ID: 6780906253
Date of Birth: July 20, 2008
Claim Number: 201320427133600
Date of Service: N/A

RE: D7240 removal of impacted tooth-completely bony tooth 58, D9420 hospital call and D9500 request for outpatient services

Dear Provider,

DentaQuest manages the dental benefits for South Carolina Healthy Connections and is in receipt of your request to appeal a previously denied request for services as stated above.

Decisions to authorize or deny requested services and care for payment are based on the provision of complete and timely medical information needed to determine medical necessity based on approved plan guidelines/criteria and your plan benefit coverage.

After careful consideration of the information provided, your appeal is partially approved and partially denied for the following:

The denial for ~~D7240 removal of impacted tooth-completely bony tooth 58~~ and ~~D9420 hospital call and D9500 request for outpatient services~~ is upheld no information was received to warrant the risk of general anesthesia

We regret we are unable to make a more favorable determination. We value your participation in caring for our members. If we can further assist you, please contact the Customer Service department at 1-800-417-7140 between the hours of 8am-5pm CST.

DentaQuest - Authorization Determination

Please address questions to:

DentaQuest

DentaQuest, LLC
 1333 Main Street
 Suite 603
 Columbia, SC 29201
 Phone: (888) 307-6553
 Fax: (803) 758-0555

LMA 9/15/13

FRANK OLIVER
 302 WEST PINE ST
 FLORENCE, SC 29501

Provider: FRANK OLIVER
Service Office: PALMETTO ORAL MAXILLO SURG
 302 WEST PINE ST
 FLORENCE, SC 29501

File Number: 201320427133600

Receipt Date: 07/23/2013

Determination Date: 07/25/2013

Mail Date: 08/29/2013

Appeal Determination Date: 08/29/2013

Member:

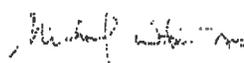
6780906253 CORBEN TEDDER

DOB: 07/20/2008

Group: South Carolina Healthy Connections
SubGroup: South Carolina Healthy Connections Under 21

Procedure:	Tooth ID	Qty	Status	Determination Type	Determination Reason	Additional Denial
D7240 removal of impacted tooth-completely bony	Tooth 58	1	Approved	Advisory	Appeal review - Per Dental Director, second review, treatment has been approved.	
D9420 hospital of ambulatory surgical center call		1	Denied	Advisory Admin	Appeal review - Per Dental Director, second review, the denial stands. Hospital calls are only allowable when there is an approved SPU on file.	
D7140 extraction - erupted or exposed root	Tooth E	1	Service Not Reviewed	Advisory	Authorization Not Required	
D7140 extraction - erupted or exposed root	Tooth F	1	Service Not Reviewed	Advisory	Authorization Not Required	
D9500 request for outpatient services		1	Denied	Clinical Advisory	Per Dental Director review, there does not appear to be a medical reason to allow dental services in a hospital setting or SPU. Appeal review - Per Dental Director, second review, the denial stands.	

Expiration Date: 02/25/2014


 Michael Wilson, DMD



Palmetto Oral and Maxillofacial Surgeons, P.A.

Dr. Kenneth J. Lowry, II
Dr. F. Douglas Oliver
Dr. J. Michael Morgan, IV

302 West Pine Street
Florence, South Carolina 29501
(843) 669-4231
Toll Free 1-800-255-4231
Fax # (843) 665-0283

Progress Note

Date: **September 5, 2013**

Patient: **Corben Tedder** PID: **102857** DOB: July 20, 2008 Sex: **Male**

Medicaid denied approval for the hospital for removal of a palatal impacted supernumerary in a 38lb 5 year old. We appealed this and Medicaid upheld the denial. Parents were notified of Medicaid's decision. They were informed that our recommendation remains the same but they would have to make arrangements with the hospital if they wanted to proceed any further. His permanent teeth will be effected if the supernumerary is left in place.

F. Douglas Oliver, DMD

cc: Small Smiles

Digitally signed on 09/05/2013 at 02:19 PM

IMS

RECEIVED

SEP 23 2013



HUGH K. LEATHERMAN, SR.
SENATOR, DISTRICT 31

P. O. BOX 142
COLUMBIA, SOUTH CAROLINA 29202

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Anthony E. Keck, Director
Department of Health & Human Services
1801 Main Street
Columbia, South Carolina 29201

Log #118 ✓

Brenda James

From: Cynthia Gore
Sent: Thursday, November 14, 2013 4:35 PM
To: Jenny Lynch
Cc: Deirdra Singleton; Jan Polatty; Stephen Boucher; Brenda James
Subject: RE: Log 0118

Wonderful! Thanks, Jenny

Brenda, log letter 000118 can be closed. Thanks

Cynthia Gore



Cynthia.Gore@scdhhs.gov
803.898.3202
1801 Main Street, 11th Floor
Columbia, South Carolina - 29201
www.scdhhs.gov



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From: Jenny Lynch
Sent: Thursday, November 14, 2013 3:58 PM
To: Cynthia Gore
Subject: Log 0118

I spoke with Diane Mullis, who works for Senator Leatherman. I explained to her that Mr. Tedder's issue was resolved. She was pleased and stated she would close out on her end.

Thanks,

Jenny Lynch
Director, Legislative Affairs
LYNCHJEN@scdhhs.gov
803-898-3965
cell: 803-351-5673
www.scdhhs.gov





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