

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO	DATE
Hoyd	5/27/08

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOC NUMBER 000616	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR cc. Jacobs Cleared 6/13/08, letter attached	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE 6/5/08 <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.			

RECEIVED

MAY 27 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: Ryan Kennedy <rk219@yahoo.com>
To: <info@dhhs.state.sc.us>
Date: 5/27/2008 4:00 pm
Subject: Please forward to director of DHHS

Please forward to director of DHHS

Sir or Ma'am,

I am writing you to tell you of a couple experiences I had while trying to apply for Medicaid in Greenville, South Carolina. First I want to iterate that the staff in Greenville, SC were helpful and professional and I was pleased in my dealings with them. The purpose of this correspondence is to let you know a couple issues I have with the SC Medicaid program.

1) I am seperating from the United States Army and I'm sure you know that the Tricare health insurance we have expires immediately on the date we seperate from service. I arrived in Greenville a few days before this expiration date and with the possibility of not obtaining a job with health benefits. I immediately went and applied to for Medicaid at the Greenville office only to find out that they only accept 20 applications a day. This seemed outrageous to my wife and I as we got to the office fairly early (10:00 AM) and wondered how many other families (especially children) were turned away from applying for Medicaid that day (last Friday) and everyday for that matter and also how much gas families waste in going to Greenville daily to apply for benefits only to be turned away. I would have found it extremely helpful for your website to clearly state the 20 applicants a day policy as I could have planned accordingly. I also find it quite

outlandish that such a limit (and small limit at that) even exists in the first place. I urge you to devote more resources to fix this problem so people unable to get or afford insurance on their own can receive Medicaid in a timely and efficient manner.

2) This morning we arrived early and were seen in our attempt to get Medicaid for my son and wife. Again the staff was professional and helpful and it is the policies I am writing to you about. We were promptly informed that there was a resource limit of \$30,000 and anything over that limit disqualifies from receiving any type of Medicaid insurance, even for my 16 month old son. I can't even begin to tell you how much this discourages me to think that a state sponsored health plan will not insure my son because his parents save their money wisely. It seems to me that had my wife and I spent money less wisely and more often (and thus be under the \$30,000 limit) than we would have Medicaid right now, but since we were wise with our money we are not allowed to receive Medicaid. Perhaps if we bought a house or a car then we would qualify for Medicaid? I see the other side of this argument; that I have the resources to purchase private health insurance, but that is merely negating the wise money saving methods my family has undergone for the last 4 years I was in the military. I feel it is penalizing my family because we saved money while the families who didn't save get to enjoy free medical coverage while they are qualified. Again, I understand that these are the policies that are in place and that I will not qualify in the future unless I spend most of my saved money. I do, however, sincerely hope to hear from you regarding these 2 matters that I feel are very important to the state of South Carolina.

Ryan Kennedy

Log # 616 ✓



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

June 13, 2008

Mr. Ryan W. Kennedy
105 Plum Creek Lane
Greenville, South Carolina 29607

Dear Mr. Kennedy:

Thank you for writing our agency regarding the problems you encountered in our Greenville County Office when submitting the Medicaid application for your family. We appreciate you bringing your opinion on Medicaid resource limitations and your concerns about face to face interviews to our attention. Good customer service is very important to us.

Staff at the Greenville County Medicaid Office accepts as many appointments for face-to-face interviews as time will allow. Applicants that are not able to obtain a face-to-face interview have the option of leaving their application for processing or return on another day to meet with an eligibility worker.

Thank you for your opinion on Medicaid resource limitations. Medicaid eligibility is based on federal and state financial and categorical guidelines. Determining appropriate program requirements and those families having the greatest need is always challenging. Budget constraints are also a major factor.

An alternate health insurance option through AugeoBenefits offers a variety of health insurance plans from top-rated insurance carriers. You may wish to look over the enclosed brochure and contact them at 1-866-273-5613 or visit their website at www.augeobenefits.com/sc to see if they can assist your family.

If you have additional concerns regarding the Medicaid program, please contact Jennifer Lynch at (803) 898-3965 and she will be happy to assist you.

Sincerely,

Alicia Jacobs

Alicia Jacobs
Acting Deputy Director

AJ/col
Enclosure

Medicaid Eligibility and Beneficiary Services
P.O. Box 8206 • Columbia, South Carolina 29202-8206
Phone (803) 898-2502 • Fax (803) 255-8235