

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>10-12-07</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000195</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Singleton, Quintan, Stensland, S. Forkner Cleared 10/26/07, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-23-07</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.			

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RECEIVED

OCT 12 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

**State of South Carolina**  
**Office of the Governor**

MARK SANFORD  
GOVERNOR

POST OFFICE BOX 12267  
COLUMBIA 29211

October 3, 2007

Log: Myers  
C: Singleton  
app sign, Quinston  
sterland  
Emma

Ms. Gwendolyn Moore  
Post Office Box 1127  
Lake View, South Carolina 29563

Dear Gwen,

Thank you for your letter. I certainly understand your frustration and am asking that someone from the South Carolina Department of Health and Human Services contact you regarding your son's transportation experience on September 17th. You should be hearing from that office soon. Until then, thanks again for writing.

Sincerely,

A handwritten signature of Mark Sanford, consisting of a stylized 'M' and 'S'.

Mark Sanford

MS/sc

cc: Emma Forkner, Director  
South Carolina Department of Health and Human Services

Follow up.

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

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APPROVALS (Only when prepared for director's signature)	APPROVE
1.	
2.	
3.	
4.	

*A copy of this  
Complaint needs  
to be sent to  
logistics care  
they need to  
meet with this  
transportation company  
& see what  
happened*

*Kendall Following  
up 10/15  
Faxed to logistics care*

600051

RECEIVED

OCT 01 2007

Sept. 28, 07

Referred to B  
Answered Coper

To Governor Mark Sanford.

Mr. Sanford, I writing you on behalf of a Complaint I have against the Majestic Care Public transportation. The two girls names are Alicia and Patrice. Their company number is 1-866-445-8915.

My complaint is this. I called Monday Sept. 17, for transportation for my disabled son to Hope, located on West Evans Street in Florence, S.C. to see his doctor.

My son is disabled, he has meningitis, he has full blown AIDS, he has a lot of health problems, he forgets sometimes. He has picked him up from my residence 1200 Sally's Circle, Lake View, S.C. for his 3:00 appointment in Florence, they picked him up at 1:30. They took him to Florence to his doctor, but no one picked him

②

up. The Hope Clinic closed and he was left stranded in Florence, with no transportation back to Lake View, which is about 40 miles from where we live. He had his cell phone, so that is how I stayed in contact with him. I said he stood beside the building where the bus was expected to return. No one came, so he called me at home. He also called the company, Majestic Care, but got no where with them. It was already late in the afternoon. ~~The~~ Alicia ~~told~~ told me it would be between 30 minutes to 3 hours before they could pick him up. I didn't want him standing in that neighborhood alone, it has known to have been vandalized. I he walked down the street to Lane Coin Laundry to wait, I was going to get someone to go pick him up. He hadn't ate since he left Lake View, he hadn't taken his medicine for the afternoon, and I like I said he is disabled.

②

up. The Hope Clinic closed and he was left stranded in Florence, with no transportation back to Lake View, which is about 40 miles from where we live. He had his cell phone, so that is how I stayed in contact with him. I said he stood beside the building where the bus was expected to return. No one came, so he called me at home. He also called the company, Majestic Care, but got no where with them. It was already late in the afternoon. ~~the~~ Alicia ~~told~~ told me it would be between 30 minutes to 3 hours before they could pick him up. I didn't want him standing in that neighborhood alone, it has known to have been vandalized. I he walked down the street to Lane Coin Laundry to wait, I was going to get someone to go pick him up. He hadn't ate since he left Lake View, he hadn't taken his medicine for the afternoon, and I like I said he is disabled.

③

The company kept giving me the run around and putting me on hold, and eventually they stopped answering the phone all together. So eventually a lady called me and told me they were going to pick him up, I told her he had walked to the laundry mat, right up the street from home. I didn't like him being left in Florence after the clinic had closed and every one was gone home, and it was getting late. I just thank God he wasn't hurt or missing or any thing, I think when they pick people up and take them to their appointments they should make sure these people get back home safe and sound.

Gwendolyn Moore  
843-759-2905  
P.O. Box 1127  
1200 Sally's circle  
Lake View, SC 2956.

Please check into this situation for me please.

My son's name is Johan Henburg  
It was about 7:30 or so when he got home.



State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

Emma Forkner  
Director

October 26, 2007

Ms. Gwendolyn Moore  
Post Office Box 1127  
Lake View, South Carolina 29563

Dear Ms. Moore:

Thank you for your letter dated September 28, 2007, regarding Medicaid transportation services for medical appointments that are being furnished to your son, Jovan Henburg. We regret the unfortunate incident that you reported and appreciate the opportunity to be of assistance in this matter. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable and quality transportation services are provided to our beneficiaries. SCDHHS has asked Logisticare, the regional transportation broker that serves your area, to review and address the concerns you reported. Specifically, SCDHHS has requested that Logisticare examine their records and the cause for this incident. As follow-up, SCDHHS transportation staff will review the action that Logisticare's management takes to ensure that an acceptable resolution is implemented with the service provider. You can expect the broker to take the action required to ensure reliable, appropriate transportation is provided.

SCDHHS encourages citizens and beneficiaries to provide us with feedback regarding the way Medicaid transportation services are arranged and provided. If you or your family member receiving Medicaid benefits experience any further difficulty with transportation services, please contact Ms. Karen Wright, Transportation Program Coordinator, at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "Felicity Myers".

Felicity Costin Myers, Ph.D.  
Deputy Director

FCM/hw

#195  
✓



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GOVERNOR

POST OFFICE BOX 12267  
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October 3, 2007

Ms. Gwendolyn Moore  
Post Office Box 1127  
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Mark Sanford

MS/sc

cc: Emma Forkner, Director  
South Carolina Department of Health and Human Services

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My son is disabled, he has memory loss, had mingo meningitis, seizures, he has full blown AIDS, he has a lot of health problems, he forgets sometimes. The bus picked him up from my residence 1200 Sally's Circle, Lake View, S.C. for his 2:00 appointment in the Florence, they picked him up at 1:30. They took him to Florence to his doctor, but no one picked him

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