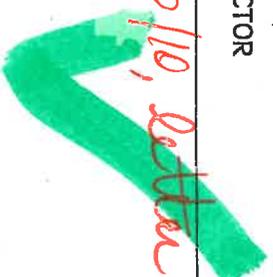


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>2-18-10</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>1011393</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleared 3/30/10, letter attached.</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-26-10</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.			

**RECEIVED**

MAR 18 2010

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

**From:** Governor Mark Sanford  
**To:** Renee\_damren@yahoo.com  
**Subject:** Your Correspondence

**To:** Ms. Renee Damren  
[Renee\\_damren@yahoo.com](mailto:Renee_damren@yahoo.com)

Renee,

Thank you for your e-mail. I certainly understand your frustration and am asking that someone from the South Carolina Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, please call Susanne Cooper in my office at (803) 734-9873 with any questions.

Mark

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

**From:** <renee\_damren@yahoo.com>  
**To:** <mark@gov.sc.gov>  
**Date:** Tue, Mar 16, 2010 1:32 PM  
**Subject:** medicaid transportation services

Contact the Office of the Governor

Name | Renee Damren  
Company |  
Address1 | 215 Milky Way  
Address2 |  
City | Greer  
State | sc  
Zip | 29651  
County | Spartanburg  
Phone | 8648482572  
Email | renee\_damren@yahoo.com  
IP | 10.92.2.5  
Date | 3/16/2010 1:36:02 PM  
Subject | medicaid transportation services

I am furious and have held my piece for long enough. My DISABLED mother-in-law, Nancy Damren, lives with my husband, myself and my four children. She has had the most hideous experience with the transportation in this fine state! And that is putting it mildly. They NEVER come on time even with her scheduling pickup hours ahead of time. She follows the rules of three days advance warning and still she is either late for her appointments or has to reschedule constantly! Today is just the case. She had to cancel her appointment TWICE today alone. One day about a month ago she went for her appointment had to wait hours to be picked back up to come home, the doctors office closed and she was forced to wait outside in the cold! Someone needs to be fired! Someone needs to go into the transportation system that knows what they are doing because this is totally UNACCEPTABLE! I work full time, go to school fulltime, take care of four children, and volunteer in my community. My husband goes to school full time and has a crazy schedule with that and also volunteers in our community. One of my four children is disabled, my mother-in-law can't drive, and we do NOT have the opportunity to take her on her appointments ourselves. Please, Please, Please do something about this. Where I am sitting it appears there is a monkey or a zoo at helm of the medicaid transportation system! Thank you,

Renee' Damren

410 200  
**RECEIVED**

MAR 16 2010

Referred to

OS

Answered



Log # 393

March 30, 2010

Mrs. Renee Damren  
215 Milky Way  
Greer, South Carolina 29651

Dear Mrs. Damren:

Thank you for taking the time to speak with Mr. David Giesen, the Transportation Program Manager for South Carolina Department of Health and Human Services (DHHS), about the Non-Emergency Medicaid Transportation issues covered in your e-mail correspondence to Governor Mark Sanford dated March 16, 2010. I apologize for the stress this has put on the Medicaid member, Ms. Nancy Damren, and others in your family. Your willing cooperation in describing specific issues helps us in tracking and addressing issues with the Transportation Brokers. DHHS staff work very hard at setting and maintaining high standards for the Transportation Brokers and their providers including following through on accountability.

Please be assured that your concerns were immediately brought to the attention of Medical Transportation Management Inc.'s (MTM) management including the State Director, Valorie Williams, and the Program Manager for Education Training and Outreach, Paula Bundy. Mr. Giesen shared with them your problems with the provider, Spartanburg Regional Hospital, including you and your husband's extra efforts to meet all prerequisites for acquiring Medicaid transportation as outlined by MTM when setting up the trips for Ms. Damren.

Ms. Bundy has confirmed that she spoke with you and as a result, the issue is being resolved by assigning Ms. Damren a different transportation provider. Additionally, on-going training and guidance will be provided to the transportation provider to help prevent or, at least, minimize the likelihood of a reoccurrence of this type of issue with other members.

Should you have any concerns in the future, please contact Mr. Giesen at (803) 898-2655 or by e-mail at [giesen@scdhhs.gov](mailto:giesen@scdhhs.gov).

Sincerely,

  
Felicity Myers, Ph.D.  
Deputy Director

FM/pw