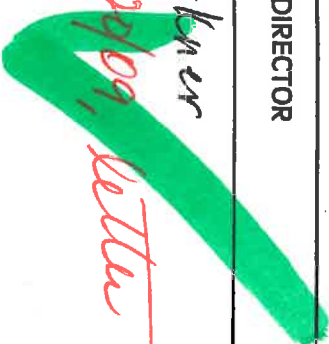


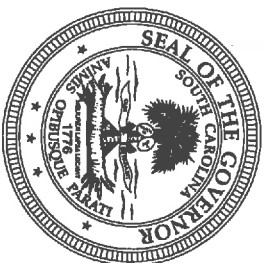
**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO	DATE
<i>Myles</i>	<i>4-29-09</i>

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOC NUMBER	<i>100615</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature	DATE DUE <i>5-7-09</i>
2. DATE SIGNED BY DIRECTOR	<i>CC: Ms. Farber</i> <i>Cleand 4/29/09, letter</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	

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



RECEIVED

APR 29 2009

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

April 21, 2009

The Honorable Emma Forkner
Department of Health and Human Services
1801 Main Street
Columbia, South Carolina 29201-1828

Re: Ms. Wally Jean Stone
Daughter, Julia Ann Stone
LogistiCare Solutions
SC Medicaid # 1780919446

Dear Emma,

Please find the enclosed correspondence received from Ms. Wally Jean Stone regarding LogistiCare Solutions. Your assistance in responding would be greatly appreciated. Thanks for your help and take care.

Sincerely,

A handwritten signature in dark ink, appearing to be "MS", written over a horizontal line.

Mark Sanford

MS/ch

Enclosure

1114 Pope Street
Columbia, South Carolina 29201-1109

April 14, 2009

RECEIVED

APR 29 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

PERSONAL AND CONFIDENTIAL

Ms. April Izlar
Regional Manager
LogistiCare Solutions, LLC
250 Berryhill Road
Columbia, South Carolina 29210

Subject: Formal Complaint – Medicaid Transportation of Julia Ann Stone (SC Medicaid # 1780919446)

Dear Ms. Izlar,

My daughter, Julia Ann Stone, is a South Carolina Medicaid Recipient and is transported by LogistiCare Solutions, LLC to her psychiatrist, social worker, and art classes at the South Carolina Department of Mental Health (Cottage A). Transit rides that LogistiCare contracts for this transportation, Flex Ride, from Julia's Residential Home in Richland County (Courtlyn House, 10508 Garners Ferry Road, Eastover, South Carolina 29044) to Cottage A have been unsatisfactory and unacceptable. The transport dates in question are: March 30 and April 9, 2009.

March 30, 2009: Because I was meeting Julia at Cottage A on March 30, I drove to the location for her doctor's appointment (scheduled for 10:45 AM). At 10:30 AM I called Julia from Cottage A and she told me that the van driver said she was on her way. At 11:00 AM I called Julia again to see if the van had been a "no-show". Because the van had not arrived, I told her that I would transport her that day (thirty-six miles round trip which refund is requested). (The van never arrived at Julia's Residential Home, and no phone call or written notice referencing the transport error was sent by Flex Ride or LogistiCare.)

April 7, 2009: I called the South Carolina Medicaid Transportation Department and spoke with MuMin AbdulRazzaq (I worked with Mr. AbdulRazzaq for twelve years in this field – five years with the Governor's Office and seven years at DHHS). After explaining the March 30 transport error to Mr. AbdulRazzaq and my concern over future transports (i.e. April 9, 2009 was the next scheduled trip), he first wrote down Julia's full name, Medicaid number, and name/address of her Residential Home; second, he called LogistiCare regarding the error and reported that the April 9 doctor appointment was scheduled for 2:00 PM. (He also said he wanted to be contacted regarding Julia's transportation; however, he did not mention to me about writing a formal complaint regarding this transport error.)

April 9, 2009: Between 7:00 and 7:30 AM I called LogistiCare (Debbie was the Representative) and explained the March 30 transport error and my immediate concern over that day's transport (April 9). Debbie checked her records and said the time down for Julia was 2:00 PM for the doctor appointment and the van would arrive by 1:00 PM (the correct time was 11:00 AM for the doctor appointment). Due to this time error, Debbie and I discussed the urgency for Julia's transportation to receive medicine (i.e. shot) at 11:00 AM and the Flex Ride previously-scheduled route for the morning of April 9 (i.e. possibly unable to transport Julia at the correct time). Debbie also documented a formal complaint regarding the March 30 transport error.

Ms. April Izlar
April 14, 2009
Page Two

The next LogistiCare Representative I spoke with April 9 was Sheila who said that the van would be able to transport Julia at 10:45 AM. (I called Julia and notified her of the time.)

While waiting for the LogistiCare staff to work on Julia's transport time error, I called Mr. AbdulRazzaq again. (He was out of the office and the phone was transferred to Ms. Sheila Platt, supervisor for Medicaid Transportation; she called LogistiCare about my phone call and then transferred my message to Ms. Karen Wright.) Ms. Wright (Medicaid Transportation; also a co-worker with me for twelve years) called me and we discussed the March 30 transport error and the immediate urgency for transportation April 9 for Julia.

The first comment Ms. Wright told me was to write a formal complaint regarding the March 30, 2009 transport error by Flex Ride. The second comment Ms. Wright said was to immediately contact LogistiCare while I was on the phone (3-way conference call). Ms. Wright explained to the LogistiCare Representative (Mia) about the April 9 transport time error and the immediate medical urgency for Julia to have her medication shot that day. Ms. Wright was told that Julia would be transported at 10:00 AM (it was almost 10:00 AM when we spoke). (I told Ms. Wright that I would remain by my phone until Julia was transported that day.)

After this phone call with Ms. Wright, I immediately called Julia and told her to watch for the transport van. After the transport van did not arrive at 10:00 AM, Julia called me and was quite frustrated over the Medicaid transportation system. (I told her to lie down and relax.)

The last LogistiCare representative (Mia) was the most professional of the three LogistiCare representatives I spoke with April 9. She told me that Julia would definitely be transported that day. (Mia and I discussed two subjects: (1) the urgency and necessity of the April 9 transport and (2) the driver of Flex Ride telling Julia April 9 on the phone that the van was in route). The van did not arrive until approximately 12:30 PM which Mia told Ms. Wright and I on our second conference call at 1:30 PM.

April 10, 2009: LogistiCare representative, Iris (Quality Assurance Representative for formal complaints), called me regarding the above-stated two transport errors. We discussed the transport errors in detail and the possibility of either changing transport van carriers for Julia's Residential Home area near Eastover. South Carolina or changing drivers for Flex Ride for Julia's area. (I told Iris that I would be writing a formal complaint on Monday, April 13, 2009.)

April 14, 2009: I called LogistiCare and spoke with Iris regarding the mailing addresses and names I needed for my file. When she told me that Ms. April Izlar is the Regional Manager, I remembered talking with Ms. Izlar when I worked with Medicaid Transportation. Ms. Izlar and I spoke later on the phone today, and I gave her the two transport dates in question and told her I will be mailing this letter April 15. (While this letter is in route to her, Ms. Izlar will be reviewing the notes of Iris, Debbie, Sheila, and Mia in her office.)

Ms. April Izlar
April 14, 2009
Page Three

After reviewing the above conversations, I evaluated my notes with the following two conclusions:

1. The March 30 transport error revolved around two phone calls with Julia and the van driver (i.e., Julia was told twice that the van was in route to her Residential Home). Therefore, the transport van not arriving March 30 and no phone call or written mail sent to the Residential Home supervisor is unsatisfactory and unacceptable.
2. The April 9 transport error was a mistake in communication (i.e., the correct time of 11:00 AM was given; however, the incorrect time of 2:00 PM was programmed). However, after my initial phone call to LogistiCare April 9, numerous transport times for Julia's trip to Cottage A were given to me (i.e., Flex Ride did not arrive at any of these times). These various transport time changes were too confusing and frustrating for my acutely-ill daughter (i.e., Julia has been ill for nineteen years). Therefore, even though Julia was finally transported April 9, the transport error is unsatisfactory and unacceptable.
3. My daughter, Julia Ann Stone, and all Medicaid recipients deserve 100% safe, dependable, and professional transportation at all times.

If you have any questions or need clarification for the response to the above formal complaint, you may contact me in writing, by phone (803/256-9778), or by email (wallyjean@netzero.net). Thanking you in advance for reimbursement to me for my March 30 gas mileage and LogistiCare's future Medicaid transportation formal plan for Julia Ann Stone to be mailed to me within ten (10) working days from receipt of this letter.

Sincerely,



Wally Jean Stone

Copy to: Julia Ann Stone
William Stone, Jr. (father)
Daniel Stone (brother)
Ann Findley (Courtlyn House)
Charles Dezearn, VP, LogistiCare
John Shermeyen, CEO, LogistiCare
Roland Smallwood (Owner, Flex Ride)
Deidra Singleton (Legal Counsel, DHHS)
Sheila Platt (Medicaid Transportation)
✓ Susan Duncan, Governor's Office (Healthcare)

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Breen, pls close w/ for 5 office, too!

TO <i>Mary Hamilton</i>	DATE <i>4-29-09</i>
----------------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000615</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>5-7-09</i>
2. DATE SIGNED BY DIRECTOR <i>CC: Ms. Forkner</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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 _____)	COMMENT
1. <i>Sheila Platts</i>	<i>ABP</i> <i>05/01/09</i>		<i>Sheila had handled prior to letter from</i>
2. <i>Beverly Hamilton</i>	<i>13614</i> <i>5/4/09</i>		<i>Lee's office thank</i>
3. <i>Felicity Myers</i>			<i>received. per</i>
4. _____			

RECEIVED
2009
BUREAU OF CARE MANAGEMENT



RECEIVED

APR 29 2009

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

April 21, 2009

The Honorable Emma Forkner
Department of Health and Human Services
1801 Main Street
Columbia, South Carolina 29201-1828

Re: Ms. Wally Jean Stone
Daughter, Julia Ann Stone
LogistiCare Solutions
SC Medicaid # 1780919446

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Mark Sanford

MS/ch

Enclosure

April 14, 2009

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APR 29 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

PERSONAL AND CONFIDENTIAL

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Columbia, South Carolina 29210

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Ms. April Izlar
April 14, 2009
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Sincerely,



Wally Jean Stone

Copy to: Julia Ann Stone

William Stone, Jr. (father)

Daniel Stone (brother)

Ann Findley (Courtlyn House)

Charles Dezearn, VP, LogistiCare

John Shermeyen, CEO, LogistiCare

Roland Smallwood (Owner, Flex Ride)

Deidra Singleton (Legal Counsel, DHHS)

Sheila Platt (Medicaid Transportation)

✓ Susan Duncan, Governor's Office (Healthcare)

FYI- Deirdra was copied
 on the letter to Logisicare.
 She reviewed the ~~SC~~ Department of Health and Human Services
 Transmittal for Director's Signature
 to Ms. Stone.

Item(s) to be signed: Letter

SUBJECT: Thank you letter to Ms. Wally Jean Stone, concerning a formal complaint to
 Logisticare regarding Medicaid Transportation for Ms. Julia Ann Stone.

Indicate reason Director's signature is needed:

DATE REQUESTED BY:	CONTACT PERSON & PHONE #:
	Ms. Karen Wright/ 8-2586

APPROVALS

1) DIVISION DIRECTOR Sheila Platts	BUREAU CHIEF SIGNATURE:	Date: 04/21/09
2) DEPUTY DIRECTOR'S SIGNATURE:		Date:
3) OTHER (Please indicate) LEGAL DEPARTMENT, Deirdra Singleton		Date: 4/22/09

FOR DIRECTOR'S USE ONLY

DATE RETURNED:	<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED
----------------	------------------------------------------------------------------------



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

April 20, 2009

Ms. Wally Jean Stone
1116 Pope Street
Columbia, South Carolina 29201

Dear Ms. Stone:

Thank you for submitting a formal complaint dated April 14, 2009 to Logisticare regarding Medicaid Transportation for Ms. Julia Ann Stone. Medicaid beneficiaries requesting non-emergency transportation are entitled to receive reliable, safe and quality service. The Department of Health and Human Services (DHHS) transportation staff has acted to address your concerns. We are working closely with Ms. April Izlar, Regional Manager at Logisticare, to help ensure that Ms. Stone receives reliable transportation services in the future.

Ms. Izlar has provided assurance that Logisticare will take actions to resolve this issue and prevent future incidents. Logisticare has formally filed your complaint in their client data base and assigned a dedicated provider to transport Ms. Stone to her future medical appointments. Additionally, Logisticare requests that you file for reimbursement under their gas reimbursement program for the medical trip you provided to Ms. Stone on March 30, 2009.

DHHS will continue to monitor transportation services and is available to assist you. If you have additional questions regarding this matter, please contact Ms. Karen L. Wright or me at (803) 898-2655.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheila B. Platts".

Sheila B. Platts
Division Director

SBP/w

cc: Ms. April Izlar