

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>8-22-13</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000082	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Keek, Host</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9-3-13</i>
<i>Cleared 9/5/13, letter 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.			

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE Fax Transmittal Sheet

TO: SCDHHS 898-4515

FROM: Scott Tolson

DATE: 8/21

COMMENTS: Care work.

3 PAGE(S) TO FOLLOW

RECEIVED

AUG 22 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR

IF THERE IS ANY PROBLEM RECEIVING THIS FAX, PLEASE
CALL (803) 933-0112.

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Thank you.

LINDSEY O. GRAHAM
SOUTH CAROLINA



230 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5872

UNITED STATES SENATE

August 21, 2013

Mr. Anthony Keck
Director
S.C. Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to your attention.

Thank you for your attention to this matter, and I ask that you please respond directly to the individual.

Sincerely,

Lindsey O. Graham
United States Senator

LOG/jsj

Enclosure

E-Mail Viewer

Message | Details | Attachments | Headers | Source

[HTML](#)

From: "WebServer Reserved UID" <webservd@p-ess-www8.senate.gov>
 Date: 8/16/2013 4:35:54 PM
 To: "webmail@lgraham-iq.senate.gov" <webmail@lgraham-iq.senate.gov>
 Cc:
 Subject: Senator Lindsey Graham

Sender's IP address = 71.68.249.156, 96.6.47.55

<APP>SCCMAIL

<PREFIX>Ms.</PREFIX>

<FIRST>Ann</FIRST>

<LAST>Askar</LAST>

<ADDR1>818 Rollingwood Trail</ADDR1>

<ADDR2></ADDR2>

<CITY>Columbia</CITY>

<STATE>SC</STATE>

<ZIP>29210</ZIP>

<HPHONE>(803) 477-5091</HPHONE>

<WPHONE></WPHONE>

<EMAIL>nisoaaa@yahoo.com</EMAIL>

<ISSUE>HEA</ISSUE>

<>Yes, I would like a written response.</>

<MSG>Hello,

Iâ€™m writing in complaint of the Medicaid services here in Lexington County, South Carolina. My husband has been under their care. They were requesting our tax forms for 2012. I turned them in late so they removed him from the program. I turned the forms in they requested on July 1st and they informed me that it would take about 30 days to process. It is now August 18 and we still havenâ€™t heard from them.

My husband has had 7 back surgeries and is in constant pain. He is on a lot of medicine. Most of the medicine, heâ€™s been on them for so long that he cannot stop taking them or he will go into withdrawal shock. The morphine dosage he takes is so high that if he stops taking them, his heart could stop. We cannot afford the medicine and if Medicaid does not approve it soon, we cannot purchase them for him.

The doctor set up for him to go to rehab and a phyciatrist. A Medicaid worker told us that we had to cancel our appointments. He could have been off the medicine if they had only put him back onto Medicaid.

My pain management doctor, Dr. Durrett, dropped him as a patient because we could not pay for the last appointment and we did not have Medicaid. I have to look for a new doctor but no one will accept us because we donâ€™t have Medicaid or insurance.

I donâ€™t know why they are taking so long to put him back on. Nothing has changed and I was assured he would be back on soon. I have called the Medicaid office several times but no one ever answers, and I am not exaggerating. I went to the office, asking to speak to whomever is in charge, and the lady told me to wait, that she was on the phone, that it would take about 10 minutes. I waited over 30 minutes and asked her if it would be much longer. She went back to check and

came back and told me that sheâ€™s still on the phone. I asked her, â€œIâ€™m not going to be seen, am I?â€ She responded that I wonâ€™t. I told her my story and asked her to write it down and give it to her supervisor. She said she would. I still havenâ€™t heard from anyone. I am very worried that my husband will not get the help he desperately needs and that he will get hurt or even die. I feel that no one wants to help. All I need is for them to look over the forms and re-approve it. I know

we are still eligible.

One of the caseworkers advised me to write to you. If you could please help me, I would highly appreciate it. I also feel that the supervisors really need to take their work seriously. People are relying on them and they wonâ€™t answer the phone. Not all of them are negligent, but a lot of them are. One worker, named Ms. Roach, was extremely helpful. She gave my husband her number and was going to help us out. Unfortunately, my husband misplaced it. When I went to the Medicaid office, I asked them for her number. They found about 10 people with the last name Roach so they didnâ€™t know which number to give me.

So if you can help me out, I would appreciate it.

Thank you,

Ann

</MSG>

<please enter your zip code in the format 12345 or 12345-1234.>

</APP>





September 5, 2013

Mrs. Ann Askar
818 Rollingwood Trail
Columbia, South Carolina 29210

Dear Mrs. Askar:

Senator Lindsay Graham contacted our Agency on behalf of your family regarding your application for Medicaid benefits. Providing good customer service is important to us and we regret the difficulty you faced when trying to reach our Medicaid Office.

We are pleased to inform you that your family's application for the Low Income Families Program was approved on August 23, 2013, effective July 1, 2013. Ms. Carolyn Roach in our Office of Member Relations has been in direct contact with your husband, Mr. Mohammad Asker, to answer his questions regarding Medicaid benefits. If you have additional questions please contact Ms. Roach and she will be happy to assist you. She can be reached at 803-898-3967.

We appreciate your support of the South Carolina Healthy Connections Medicaid program. If I may be of further assistance on this or any other matter please let me know.

Sincerely,

John R. Supra
Deputy Director and CIO

JRS:J