

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>10-2-07</i>
--------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 000175	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>10-9-07</i>		
2. DATE SIGNED BY DIRECTOR	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action		

* Please note to answer each letter individually.
 1) Carolina First -- Lois Storm
 2) Janasaa LLC -- Brian Meneses
 3) Northwestern Mutual -- Mark Clary

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. <i>Cleared 10/10/07, letter attached.</i>			
2.			
3.			
4.			



CAROLINA FIRST

Carolina First Bank
P.O. Box 1029, Greenville, SC 29602
www.carolinafirst.com

*Log: Myers.
dir. org.*

RECEIVED

September 28, 2007

OCT 01 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Emma Forkner, Director
Department of Health and Human Services
P.O. Box 8206
1801 Main Street
Columbia, SC 29202

Dear Ms. Forkner,

At the Gateway House Board of Director's meeting on September 25, 2007, we discussed at length the new documentation requirements for the psychosocial rehabilitation services. Each Gateway House staff person is now spending between fifteen to twenty hours per week writing progress notes. We are all aware of the need to provide adequate documentation, but we feel the new requirement is excessive. Our ability to provide the needed rehabilitation services to improve the quality of life for persons living with a mental illness has been greatly reduced as a result of this requirement.

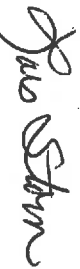
Since the inception of Gateway House in 1984, we have contracted with the local mental health centers to provide Group Living Skills Training or Psychosocial Rehabilitation Services. At Gateway House, we take our mission seriously and are committed to providing the best services and opportunities our members need to remain as productive as possible in the community and out of the hospital. Gateway House is the only Clubhouse Model Psychiatric Program in South Carolina that is certified by the International Center for Clubhouse Development. A day at Gateway House is not structured like many of the other day programs throughout the state. Gateway House does not provide a series of hourly activity groups, thus the daily log sheets are not compatible with our program structure. This is making it quite difficult for staff to adequately document the services we are providing.

All of us at Gateway House are very concerned about the impact the new documentation requirement is having on the morale of the staff, but more importantly, the impact this is having on the overall quality of services we are able to provide to the mentally ill citizens in our community. Instead of spending valuable time helping members acquire the skills they need to be as self-sufficient as possible, staff are spending their time doing paperwork.

The Gateway House Board of Directors would like to request that the Department of Mental Health and the Department of Health and Human Services consider developing a more realistic and less burdensome way to adequately document the delivery of these services.

Thanks you in advance for your consideration in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lois Storm".

Lois Storm
Senior Vice President



Carolina First Bank
P.O. Box 1029, Greenville, SC 29602

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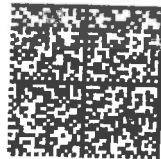
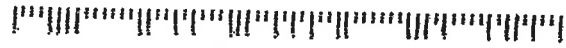
OCT 01 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Emma Forkner, Director
Department of Health and Human Services

P.O. Box 8206
1801 Main Street
Columbia, SC 29202

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Tamara LLC

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OCT 01 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

September 26, 2007

Emma Forkner, Director
Department of Health and Human Services
P.O. Box 8206
1801 Main Street
Columbia, SC 29202

Dear Ms. Forkner:

As a board member of Gateway House, I wanted to write to you in order to share my concerns about onerous new documentation requirements for the psychosocial rehabilitation services. At our recent board meeting, we discussed how each Gateway House staff person is now spending between fifteen to twenty hours per week writing progress notes. Although we are all aware of the need to provide adequate documentation, we collectively feel that the new requirement is excessive.

Since the inception of Gateway House in 1984, we have contracted with the local mental health centers to provide Group Living Skills Training or Psychosocial Rehabilitation Services. We take our mission seriously and are committed to providing the best services and opportunities our members need to remain as productive as possible in the community and out of the hospital. Gateway House is the only Clubhouse Model Psychiatric Program in South Carolina that is certified by the International Center for Clubhouse Development. A day at Gateway House is not structured like many of the other day programs throughout the state. Gateway House does not provide a series of hourly activity groups, thus the daily log sheets are not compatible with our program structure. This is making it quite difficult for staff to adequately document the services we are providing.

Not only are these documentation changes having an adverse effect on the morale of the staff at Gateway House but, most importantly, we are very concerned about the resulting negative impact this is having on the overall quality of services we are able to provide to the mentally ill citizens in our community as limited but valuable time is being redirected away from helping members acquire the skills they need to be as self-sufficient and into doing paperwork.

May I kindly but urgently request that the Department of Mental Health and the Department of Health and Human Services consider developing a less burdensome way to adequately document the delivery of these services?

Thanks you in advance for your consideration in this matter.

Yours truly,



Brian P. Menezes
Director

2131 Woodruff Road #2100/255, Greenville, SC 29607
Telephone 864-907-1470

Jamasea LLC
2131 Woodruff Road #2100/255
Greenville, SC 29697

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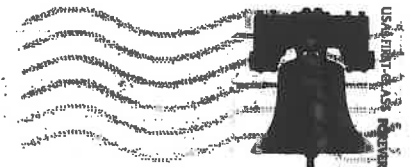
OCT 01 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Emma Forkner, Director
Department of Health and Human Services
P.O. Box 8206
1801 Main Street
Columbia, SC 29202

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29 SEP 2007 PM 1 L



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Northwestern Mutual
Wealth Management Company™

September 26, 2007

Emma Forkner, Director
Department of Health and Human Services
P.O. Box 8206
1801 Main Street
Columbia, SC 29202

Dear Emma:

At our Board of Director's meeting on September 25, 2007, we discussed at length the new documentation requirements for the psychosocial rehabilitation services we are providing at Gateway House. Each Gateway House staff person is now spending between fifteen to twenty hours per week writing progress notes. We are all aware of the need to provide adequate documentation, but we feel the new requirement is excessive. Our ability to provide the needed rehabilitation services to improve the quality of life for persons living with a mental illness has been greatly reduced as a result of this requirement.

Since the inception of Gateway House in 1984, we have contracted with the local mental health centers to provide Group Living Skills Training or Psychosocial Rehabilitation Services. At Gateway House, we take our mission seriously and are committed to providing the best services and opportunities our members need to remain as productive as possible in the community and out of the hospital. Gateway House is the only Clubhouse Model Psychiatric Program in South Carolina that is certified by the International Center for Clubhouse Development. A day at Gateway House is not structured like many of the other day programs throughout the state. Gateway House does not provide a series of hourly activity groups, thus the daily log sheets are not compatible with our program structure. This is making it quite difficult for staff to adequately document the services we are providing.

All of us at Gateway House are very concerned about the impact the new documentation requirement is having on the morale of the staff, but more importantly, the impact this is having on the overall quality of services we are able to provide to the mentally ill citizens in our community. Instead of spending valuable time helping members acquire the skills they need to be as self-sufficient as possible, staff are spending their time doing paperwork.

Mark B. Clary, CLU®, CFP®
Wealth Management Advisor

501 E. McBee Avenue, Suite 101
Greenville, SC 29601
864 232 2881 office.
864 232 5453 fax
mark.clary@nmfn.com
www.nmfn.com/markclary

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OCT 01 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR



The Gateway House Board of Directors would like to request that the Department of Mental Health and the Department of Health and Human Services consider developing a more realistic and less burdensome way to adequately document the delivery of these services.

Thank you in advance for your consideration in this matter.

Warm regards,

A handwritten signature in black ink, appearing to read 'M Flary', written in a cursive style.

Mark Flary



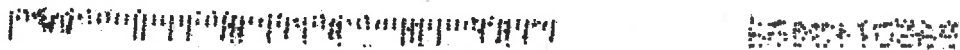
Mark B. Clary, CLU, CFP®
501 E. McBee Avenue, Suite 101
Greenville, SC 29601

OCT 01 2007

Emma Forkner, Director
Department of Health and Human Services
P.O. Box 8206
1801 Main Street
Columbia, SC 29202



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State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

October 10, 2007

Emma Forkner
Director

Ms. Lois Storm, Senior Vice President
Carolina First Bank
Post Office Box 1029
Greenville, South Carolina 29602

Dear Ms. Storm:

We are in receipt of your letter, on behalf of the Gateway Board of Directors, dated September 28, 2007, expressing concern regarding new documentation requirements for Psychosocial Rehabilitation Services (PRS). As you may know, the Department of Health and Human Services (DHHS) contracts with the Department of Mental Health (DMH) to provide an array of community mental health services to Medicaid beneficiaries. DHHS establishes minimum service and documentation requirements for services and contractors that ensure compliance with federal requirements and the provision of quality, medically necessary services.

DHHS issued documentation requirements for community mental health centers in the February 2005 Community Mental Health Services Manual. Medicaid documentation for all community mental health services requires the presence of a pertinent clinical description of the service provided, and assurance that the service conforms to the service description and authenticates the charges. Medicaid documentation requirements for PRS provided by or through DMH must include the nature of the activities in which the client participated, the focus or objectives of these activities, staff intervention and the response of the client to the treatment. This documentation must be completed at least on a weekly basis. To date, we have not made any revisions to those requirements. It is at the discretion of DMH to establish additional requirements within their system.

We will forward the concerns raised by the Gateway Board of Directors to DMH and will work with them to resolve any Medicaid related issues. We appreciate your continued effort to provide quality services to Medicaid beneficiaries. Should you have any questions or need additional assistance, please contact Ms. Jean McDaniel at 898-2565.

Sincerely,

Emma Forkner
Director

EF/mmj

CC: Mr. John Magill, DMH

#175



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

October 10, 2007

Emma Forkner
Director

Mr. Mark B. Clary, Wealth Management Advisor
Northwestern Mutual
501 East McBee Avenue, Suite 101
Greenville, South Carolina 29601

Dear Mr. Clary:

We are in receipt of your letter, on behalf of the Gateway Board of Directors, dated September 26, 2007, expressing concern regarding new documentation requirements for Psychosocial Rehabilitation Services (PRS). As you may know, the Department of Health and Human Services (DHHS) contracts with the Department of Mental Health (DMH) to provide an array of community mental health services to Medicaid beneficiaries. DHHS establishes minimum service and documentation requirements for services and contractors that ensure compliance with federal requirements and the provision of quality, medically necessary services.

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We will forward the concerns raised by the Gateway Board of Directors to DMH and will work with them to resolve any Medicaid related issues. We appreciate your continued effort to provide quality services to Medicaid beneficiaries. Should you have any questions or need additional assistance, please contact Ms. Jean McDaniel at 898-2565.

Sincerely,

A handwritten signature in cursive script, appearing to read "Emma Forkner".

Emma Forkner
Director

EF/mmj

CC: Mr. John Magill, DMH



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

October 10, 2007

Emma Forkner
Director

Mr. Brian P. Menezes, Director
Jamasea, LLC
2131 Woodruff Road # 2100/255
Greenville, South Carolina 29607

Dear Mr. Menezes:

We are in receipt of your letter, on behalf of the Gateway Board of Directors, dated September 26, 2007, expressing concern regarding new documentation requirements for Psychosocial Rehabilitation Services (PRS). As you may know, the Department of Health and Human Services (DHHS) contracts with the Department of Mental Health (DMH) to provide an array of community mental health services to Medicaid beneficiaries. DHHS establishes minimum service and documentation requirements for services and contractors that ensure compliance with federal requirements and the provision of quality, medically necessary services.

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We will forward the concerns raised by the Gateway Board of Directors to DMH and will work with them to resolve any Medicaid related issues. We appreciate your continued effort to provide quality services to Medicaid beneficiaries. Should you have any questions or need additional assistance, please contact Ms. Jean McDaniel at 898-2565.

Sincerely,

A handwritten signature in cursive script, appearing to read "Emma Forkner".

Emma Forkner
Director

EF/mmj

CC: Mr. John Magill, DMH