

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>1-21-14</i>
--------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000244	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Need extension, see attached e-mail dated 2/6/14</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-30-14</i>
<i>Closed 4/2/14 see attached e-mail response.</i>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action DATE DUE _____

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

January 17, 2014

RECEIVED

JAN 21 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

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

RE: Mr. Joseph Behles
SSN: 250-31-3212

Dear Mr. Keck:

Enclosed is a copy of correspondence I have received from the above named constituent. I believe you will find it self-explanatory.

Your reviewing this material and providing any assistance or information possible under the governing statutes and regulations will be greatly appreciated. Thank you for your attention in this matter. I look forward to hearing from you soon.

Sincerely,

A handwritten signature in black ink, appearing to read "Lindsey", written over a white rectangular area.

Lindsey O. Graham
United States Senator

LOG/lt

Enclosure

Please reply to: Senator Lindsey Graham
530 Johnnie Dodds Boulevard, Suite 202
Mt Pleasant, South Carolina 29464

AUTHORIZATION FORM

By providing the information below and signing this form, I hereby authorize Medicaid (agency name) to furnish the office of U.S. Senator Lindsey Graham information pertaining to my claim or request. This authorization is in accordance with the Privacy Act of 1974.

Name: Joseph Frank Behles Phone: (803) 531-9468
Address: 211 Lilac Street, Apt. B
City: Cope State: South Carolina Zip: 29038-8988
Social Security Number: 250-31-3212 VA Number (if applicable): _____

In the space below, briefly describe the problems that you are experiencing and explain exactly what you would like Senator Graham to do on your behalf. Without this information, it will be impossible for Senator Graham to adequately assist you. (If you need more space, please use the back of the form).

I am a single male that is currently unemployed, so I applied for Medicaid on the South Carolina Healthy Connections website @ www.scdhhs.gov; after futile attempts to send my applicable from the website @ www.healthcare.gov. After completing the entire application, electronically signing the form, and submitting it as a final option, the page was supposed to give me an authorization code. Instead, it gave me an additional sign and submit, square item block which was inaccessible. I called the toll-free number associated with this website and was informed by a representative that they were experiencing technical difficulties. I was then told my only option was to re-apply from the beginning; in other words, try again or submit my application over-the-phone which would take about 20 minutes. I asked the representative could she guarantee me that if I re-submitted my application, would it go through and be processed; her reply was negative. As a last resort, I started from the beginning by entering my username and password to log-in and re-apply. Instead, it took me to a Home Page for Submitted Applications to the agency, where I found a blank listing for my application. So now, I can neither re-apply, nor is there evidence that my original application even exists. I know this is not a priority for our Sen. Lindsey Graham, especially since he is currently in-session in Washington, DC being distracted by Democrats from Obama's Healthcare Debacle with issues on immigration reform; however, that is another issue I would like to address to our Senator in the future. Honestly, I will try again to call the toll-free number and re-apply one final time. How disappointing that a SC Medicaid website has been infected by the ObamaCare Virus. With all respect, "God Bless Us All".

Signed: Joseph F. Behles

Date: January 16, 2014

NOTE: Those requesting assistance from Senator Graham should note that if they are represented by an attorney, that attorney must contact the Senator's office by letter or telephone before action can proceed. This is to eliminate any confusion and it is in the best interest of the client.

If represented by an attorney, please give attorney's name _____

Brenda James

Log # 244

From: Sharon Mondier
Sent: Thursday, February 06, 2014 11:10 AM
To: Carolyn Roach
Cc: Michael Jones; Tamara McDaniel; Brenda James; Sharon Mondier
Subject: RE: CMS Log 244

Resending to include Brenda James as an extension is needed for the below reason. Thanks.

Sharon Mondier
Administrative Assistant
MONDIER@scdhhs.gov
803.898.3985
www.scdhhs.gov



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From: Sharon Mondier
Sent: Thursday, February 06, 2014 10:11 AM
To: Carolyn Roach
Cc: Michael Jones; Tamara McDaniel; Sharon Mondier
Subject: FW: CMS

FYI. I have returned the Log #244 to your mailbox until Micheal obtains a decision from John Supra. Thanks.

Sharon Mondier
Administrative Assistant
MONDIER@scdhhs.gov
803.898.3985
www.scdhhs.gov



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From: Michael Jones
Sent: Thursday, February 06, 2014 8:07 AM
To: John Supra

Cc: Tamara McDaniel; Sharon Mondier

Subject: CMS

John,

I need your guidance on the type of response(s) you want us to provide to both legislators and citizens regarding log letters that are referencing apps that they have submitted at the marketplace. We have one now where the client is dissatisfied with the experience at healthcare.gov. We need to know how you would prefer us to respond currently with the Account Transfer not working and then how to respond when it is working.

Tamara has a letter she can show you now that we have received. We have drafted a response regarding the healthcare.gov experience but believe we need to address where they should apply next. Also trying to determine what we tell the client and/or legislator.

Next question, is CMS is requesting to have a direct point of contact for escalations for FFM/State exchange issues. I would recommend the ACA Helpdesk lead, but am open to other recommendations. Here are a couple of comments of what CMS summarized they are looking for:

CMS wants a contact in the event there are questions related to the eligibility determination. They stated the person would need to become familiar with the flat file process, as well. That person will be supported by January, Drew and Robyn.

We have been asked by CMS to provide a contact person who would handle escalated calls coming directly from the federal Marketplace. This person's information would not be published publicly. It would only be used by staff from the Marketplace to refer calls that need to be handled at the state level. With this, they would need to understand the transfer of files from the Marketplace to the state's Medicaid system.

Michael Jones

Eligibility, Enrollment & Member Services Director

JONEST@scdhhs.gov

803.898.3985

www.scdhhs.gov



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Log # 244 ✓

Jenny Lynch

To: Brenda James
Cc: Michael Jones; Carolyn Roach; Tamara McDaniel
Subject: Log 0244 - Sen. Lindsey Graham - Mr. Behles

RECEIVED

APR 02 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Brenda,

Please close this log and put this email in the file. I spoke with Lindsey Thrasher with Senator Graham's office and explained Mr. Behles issues and Carolyn's conversation with him. She was pleased with that information and stated that she would be closing out the referral on her end.

Thanks!

Jenny Lynch

*Director, Legislative
Affairs*

LYNCHJEN@scdhhs.gov

803-898-3965

cell: 803-351-5673

www.scdhhs.gov



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DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

ROUTED

JAN 31 REC'D

TO <i>Supia</i>	DATE RECEIVED MAR 26 REC'D	BEP <i>1-21-14</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000244</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>1-30-14</i>
2. DATE SIGNED BY DIRECTOR	<input type="checkbox"/> Prepare reply for appropriate signature <i>MJ</i> Date: <i>1/29/14</i> DATE DUE _____
RECEIVED <i>JAN 27</i> <i>LEP</i>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action DATE DUE _____

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			<p><i>Jenny,</i> <i>Can you give me a call on this one.</i> <i>Michael</i> <i>360-6976</i></p>
2. <i>Returned to CL P.M.</i>	<i>1/31/14</i>		
3. <i>Carolyn Reach</i>	<i>1/31/14</i>		
<i>[Signature]</i>	<i>2/15/14</i>		

The Honorable Lindsey Graham
United States Senate
530 Johnnie Dodds Boulevard, Suite 202
Mt. Pleasant, SC 29464

Dear Senator Graham:

Thank you for contacting our Agency on behalf of Mr. Joseph Behles regarding his difficulty in applying for medical insurance.

Ms. Carolyn Roach in our Office of Member Relations has been in direct contact with Mr. Behles regarding the Medicaid program. She explained why he was not eligible for full Medicaid benefits. He stated he was able to apply for insurance at www.healthcare.gov; however, he cannot afford it. Ms. Roach mailed him some information on free clinics and prescription assistance.

If Mr. Behles has questions regarding the Medicaid Program, he may contact Ms. Roach and she will be happy to assist him. Ms. Roach can be reached at (803) 898-3967. If he has questions regarding the Federal Marketplace, he may call 1-800-318-2596.

We appreciate your support of the South Carolina Healthy Connections Medicaid program. If I may be of further assistance, please let me know.

Sincerely,

Mr. Behles

Anthony E. Keck
Director

AEK/hj



MEDHMS54 P S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 03/25/14
 MEDSPROD RECIPIENT INFORMATION ACTION:
 MEMBER PERIOD START: 01/21/14 END: PAGE: 0001
 NAME: BEHLES JOSEPH HH NAME: BEHLES JOSEPH
 RCP NUMBER: 8780426464 HH NUMBER: 101037869 ACTION TYPE: MAINTENANCE
 SSN: 250-31-3212 VC: V APL STATUS: ACTION DATE: 03/07/14
 PRIMARY INDIVIDUAL: APL CO: 38 WORKER ID: LOR71070 LOCATION: 001
 211-B LILAC STREET SSCN: RRN:
 RACE: 01 SEX: M MARITAL STATUS: S
 TPL: N RSP: 0 RELATION: SELF
 DOB: 05/07/1964 DOD:
 LIV ARRANGEMENT: HOME INCOME TRUST:
 PROVIDER:
 COPE SC 29038-
 CORRECT RCP NUMBER: _____

S	BG NUMBER	BEG ELIG	END ELIG	PCAT	QCAT	BENEFITS TYPE	QMB IND	RETRO IND	% OF POV LEVEL	SPONSOR
—	14462373	01/01/2014		55	30	LIMITED	N	Y	.00	2610
—	14462373	12/01/2013	01/01/2014	55	30	LIMITED	N	Y	.00	2610
—	14462373	11/01/2013	12/01/2013	55	30	LIMITED	N	Y	.00	2610
—	14462373	10/01/2013	11/01/2013	55	30	LIMITED	N	Y	.00	2610

UPDATED: USER ID: RANCS DATE: 03/14/05 SYSTEM ID: TTR1001 DATE: 03/16/05
 ME900063 RECIPIENT RECORD FOUND
 PF2->HH BG PF3->HH MBR DTL PF4->REFH PF5->ELD02 PF6->RETURN PF7->PREV
 PF8->NEXT PF9->HH NOTES PF15->RCP SEARCH PF17->ELD00 PF18->HH MBR BGS

3/25/14 - Talked to Mr. Behles (803-531-9468)
 He states he applied on-line for Medicaid and was approved for Family Planning.
 I explained that he was not determined to be categorical eligible for full benefits because he was not disabled. He stated he applied for insurance through the market place and cannot afford it. He states he spent his last \$2000 on medical expenses. Advised him that I would mail him some information on clinics and RXs.
 Carolyn R

Nikki Haley GOVERNOR
Anthony Keck DIRECTOR
P.O. Box 8206 • Columbia, SC 29202
www.scdhhs.gov

copy

March 26, 2014

Mr. Joseph Frank Behles
211 Lilac Street, Apt. B
Cope, SC 29038

Dear Mr. Behles:

As a follow-up to our conversation, I am enclosing some resource information that may be of assistance to you. I hope this information is helpful.

If you have additional questions about the South Carolina Medicaid program, please contact me at (803) 898-3967.

Sincerely,

Carolyn Roach, Program Manager I
Office of Member Relations

Enclosures



Note: 1 to 2 wk Follow-up is required.
MJ is awaiting a response

from J. Supra.

TKs,
Sharon

Sharon Mondier

From: Sharon Mondier
Sent: Thursday, February 06, 2014 11:10 AM
To: Carolyn Roach
Cc: Michael Jones; Tamara McDaniel; Brenda James; Sharon Mondier
Subject: RE: CMS Log 244

Resending to include Brenda James as an extension is needed for the below reason. Thanks.

Sharon Mondier
Administrative Assistant
MONDIER@scdhhs.gov
803.898.3985
www.scdhhs.gov
f b p

read
AP

anti
depressant

SOUTH CAROLINA
Healthy Connections
MEDICAID

arranged
a telephone
interview

disappointed paid out of pocket
\$2,000 over 3 months

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Cc: Tamara McDaniel; Sharon Mondier
Subject: CMS

John,

I need your guidance on the type of response(s) you want us to provide to both legislators and citizens regarding log letters that are referencing apps that they have submitted at the marketplace. We have one now where the client is dissatisfied with the experience at healthcare.gov. We need to know how you would prefer us to respond currently with the Account Transfer not working and then how to respond when it is working.

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We have been asked by CMS to provide a contact person who would handle escalated calls coming directly from the federal Marketplace. This person's information would not be published publicly. It would only be used by staff from the Marketplace to refer calls that need to be handled at the state level. With this, they would need to understand the transfer of files from the Marketplace to the state's Medicaid system.

LINDSEY O. GRAHAM
SOUTH CAROLINA



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

UNITED STATES SENATE

January 17, 2014

RECEIVED

JAN 21 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

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

RE: Mr. Joseph Behles
SSN: 250-31-3212

Dear Mr. Keck:

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Sincerely,

A handwritten signature in black ink, appearing to read "Lindsey", written over a white background.

Lindsey O. Graham
United States Senator

LOG/lt

Enclosure

Please reply to: Senator Lindsey Graham
530 Johnnie Dodds Boulevard, Suite 202
Mt Pleasant, South Carolina 29464

AUTHORIZATION FORM

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Name: Joseph Frank Behles

Phone: (803) 531-9468

Address: 211 Lilac Street, Apt. B

City: Cope

State: South Carolina

29038-8988

Zip: 29038-8988

Social Security Number: 250-31-3212

VA Number (if applicable): _____

In the space below, briefly describe the problems that you are experiencing and explain exactly what you would like Senator Graham to do on your behalf. Without this information, it will be impossible for Senator Graham to adequately assist you. (If you need more space, please use the back of the form).

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Signed: Joseph F. Behles

Date: January 16, 2014

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If represented by an attorney, please give attorney's name _____



Sharon Mondier

From: Carolyn Roach
Sent: Wednesday, March 26, 2014 7:10 PM
To: Sharon Mondier
Subject: RE: CMS - Log 244
Attachments: Josep Behles-Graham-LOG 000244.docx; Resource info - joseph frank behles.docx

See attached. Michael asked me to call Mr. Behles. I talked to him yesterday and wrote up some note and put with the log. Also, I mailed him some resource information.

Carolyn Roach
Program Manager I
ROACHCA@scdhhs.gov
803.898.3967
www.scdhhs.gov




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From: Sharon Mondier
Sent: Monday, March 17, 2014 4:02 PM
To: Michael Jones
Cc: Tamara McDaniel; Brenda James; Gina T. Green; Carolyn Roach
Subject: FW: CMS - Log 244

Do you have an update yet ? Thanks.

Sharon Mondier
Administrative Assistant
MONDIER@scdhhs.gov
803.898.3985
www.scdhhs.gov




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From: Sharon Mondier
Sent: Monday, March 10, 2014 11:14 AM

Cc: Tamara McDaniel; Sharon Mondier

Subject: Re: CMS

I think we need two or three log letters and processed based on the experience they are reporting:

1. Applied, told would be sent to Medicaid and want to know status
 - letter says AT delayed, recommends they apply, we need to make sure we are really handling these that apply within days, especially if they come from a log letter/frustrated with process so far
 - probably should confirm they are in the flat file (is the call center doing that yet)
 - by next week we should have a process in place and be getting the AT data, give them options
2. Applied, frustrated with healthcare.gov but based on info not medicaid eligible
 - letter nicely and clearly says we don't run the subsidy program, tries to educate them about Medicaid/subsidies and may recommend they express their frustration to their US House/Senate representatives
3. Just frustrated and unclear their status, need to explain the processes of both sides and help them make their decision about what to do next. That should be an outbound call from the ACA group I think? with a letter after the call happens to confirm that our team called you and we understand they have let you know what to do.

On the escalation, we should have the ACA help desk and get a direct line/number to the queue with queue priority and a person/contact for escalation. We don't want them calling an individual with issue like this but a number. May need to push UWA for getting this. Essentially most call center solutions/technology will have a direct phone number for each queue so you can join the queue and can put someone at the top of the queue.

john

On Feb 6, 2014, at 8:06 AM, Michael Jones <JONEST@scdhhs.gov> wrote:

John,

I need your guidance on the type of response(s) you want us to provide to both legislators and citizens regarding log letters that are referencing apps that they have submitted at the marketplace. We have one now where the client is dissatisfied with the experience at healthcare.gov. We need to know how you would prefer us to respond currently with the Account Transfer not working and then how to respond when it is working.

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Log # 244 ✓

Tamara McDaniel

From: Jenny Lynch
Sent: Wednesday, April 02, 2014 2:38 PM
To: Brenda James
Cc: Michael Jones; Carolyn Roach; Tamara McDaniel
Subject: Log 0244 - Sen. Lindsey Graham - Mr. Behles

Brenda,

Please close this log and put this email in the file. I spoke with Lindsey Thrasher with Senator Graham's office and explained Mr. Behles issues and Carolyn's conversation with him. She was pleased with that information and stated that she would be closing out the referral on her end.

Thanks!

Jenny Lynch
Director, Legislative Affairs
LYNCHJEN@scdhhs.gov
803-898-3965
cell: 803-351-5673
www.scdhhs.gov



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