

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>12-6-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>000275</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-17-07</i>	<input type="checkbox"/> Necessary Action
2. DATE SIGNED BY DIRECTOR <i>[Signature]</i>		<input type="checkbox"/> FOIA	DATE DUE _____
cc: <i>Depts, Ms Fortney, Kost, Quinton, Morrison</i> <i>cleared 12/20/07, letter attached.</i>			

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

JOE WILSON  
2ND DISTRICT, SOUTH CAROLINA

ASSISTANT REPUBLICAN WHIP

COMMITTEES:  
ARMED SERVICES  
EDUCATION AND LABOR  
FOREIGN AFFAIRS  
HOUSE POLICY

Congress of the United States  
House of Representatives

RECEIVED

December 4, 2007

DEC 05 2007

COUNTIES:  
AIKEN\*  
ALLENDALE  
BARNWELL  
BEAUFORT  
CALHOUN\*  
HAMPTON  
JASPER  
LEXINGTON  
ORANGEBURG\*  
RICHLAND\*  
(\*PARTS OF)  
DINO TEPPARA  
CHIEF OF STAFF  
AND COUNSEL

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Ms. Emma Forkner  
Director  
SC Department of Health and Human Services  
Post Office Box 8206  
Columbia, South Carolina 29202-8206

Re: Ms. Angelina J. Harrison  
Administrator  
J.B. Guest Home, Inc.  
Pelion, South Carolina 29123

Dear Ms. Forkner,

I am writing to you on behalf of the above named constituent who has contacted me regarding a problem with Medicaid/Medicare Transportation.

Enclosed is a letter from Ms. Harrison further explaining her concerns. Any assistance that you could provide would be appreciated. Thank you for your time and concern in this and all other matters.

Please respond to the Midlands District Office at 1700 Sunset Blvd., Suite 1, West Columbia, South Carolina 29169. It is an honor to represent the people of the Second Congressional District of South Carolina, and I value your input.

Very truly yours,



JOE WILSON  
Member of Congress

JW/jmc  
Enclosure

MIDLANDS OFFICE:  
1700 SUNSET BLVD. (US 378), SUITE 1  
WEST COLUMBIA, SC 29169  
(803) 939-0041  
FAX: (803) 939-0078

212 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-4002  
(202) 225-2452  
FAX: (202) 225-2455  
www.joewilson.house.gov

LOWCOUNTRY OFFICE:  
903 PORT REPUBLIC STREET  
P.O. BOX 1538  
BEAUFORT, SC 29901  
(843) 521-2530  
FAX: (843) 521-2535

JB GUEST HOME, INC  
Post Office Box 248  
Pelton, South Carolina 29123  
(803) 894-3309

December 1, 2007

Senator Joe Wilson  
Columbia, South Carolina

Senator Wilson:

We would like to bring to your attention a matter concerning the Elderly in Residential Care Assisted living, Medicaid/Medicare Transportation.

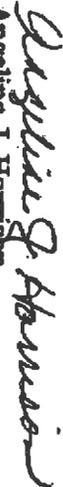
We cannot understand how the State signed a contract with a Company (Logisticare) who does not have the Manpower to provide Transportation Services for Residents in a timely and professional manner. And will not allow any other Transportation companies provide the service! I am enclosing documented incidents of total non-professionalism and poor commitments.

We have had constant problems since the contract signing of South Carolina State and Logisticare. Is this what the State calls good routine care for the Elderly. The incidents are incessant and occurring on almost every scheduled appointment. Logisticare outsources their transportation to all sorts of unreliable transportation vendors! Taxis that show up after scheduled appointments, unmarked vehicles (God knows who these people are), service companies that are located too far to reach us and the appointment in a timely manner, Residents dropped off at appointments before the place of business opens and left outside, and the list goes on! How is it that the Resident has lost all rights to choose freedom of Transportation? I feel this is too large for Ms. Evans (Logisticare Manager) to handle. I also feel before the state chose to do this they did not look at kind sight problems that could and would occur.

We already have families who are not and will not get involved with the care of their loved ones. We do not need the State to join in! This will not go away on its own.

Prior to statewide changes we were contracted with Regional Ambulance, whom we have excellent communication with. They provided emergency and non/emergency transportation to our Medicaid and medicare residents. When there was a problem, it was solved quickly and professionally. They show care and concern to the Elderly and mentally challenged. Thank you in advance for any and all considerations.

Respectfully,

  
Angelina J. Harrison  
ADMINISTRATOR

Cc: Regional Ambulance  
Logisticare  
DHEC  
SCDHHS

① 9/27/07 Robert Buggo - Logistcert  
never showed up for him.  
medical # - 4726537301

② 10/30/07 Stephanie Goodwin - provider  
dropped her off at wrong office and she  
missed appointment.  
medical # - 1030079507

③ 11/1/07 Betty Gullidge - denied service  
by logistcert and Regional would not  
take her because she has medical #.

④ 11/12/07 Robert Buggo - Logistcert picked  
him up late had to reschedule appt.  
Medical # 4726537301

⑤ 11/19/07 David Williams - Missed his  
Surgery due to Logistcert's provider never  
showing up had to reschedule.  
medical # 140277301

⑥ 11/15/07 Janelle Parker - Provider  
showed up too late and we  
called Dr. office and we had to reschedule.  
medical # 7402588101

⑦ 10/19/07 James Hightower - Ponder  
dropped Mr. Hightower and his brother  
off at wrong Dr office and left the  
he missed appt. and had to resched  
Medicaid # 1023903101

⑧ 10/17/07 Valene Shuster - was taken  
to Dr @ Ram at 2:30 pm Dr office  
called w/o stating they had called  
Logistcert 3 times since the end of  
her appt at 11am an they did not  
show up until 3pm. to pick her up  
Medicaid # 9437758301

⑨ 11/06/07 Tom Stallard - Ponder  
never showed up.  
Medicaid # 8780543227

⑩ 11/20/07 Irene Emerick - Ponder  
showed up late appointment had to  
be rescheduled.  
Medicaid # 1716398507

## J.B. Guest Home, Inc.

## Resident Report

Please include DATE, TIME, WHO INVOLVED, AGENCY DESK, WHO REPORTED, and your signature.

11/27/07 9<sup>30</sup>am Valene Shuster

Mrs Shuster came to me this morning asking why Logistcare had not shown up yet. I told her I would call to find out. I called the number and was put on hold for 15 minutes. No one ever came to phone and at 9:10am the driver for Carter Transportation agreed to pick up Valene. I explained that her appointment was at 9:30am all the way across Columbia and she would be very late and since they just drop her off if they did not let her see the Dr. that she would end up sitting at the doctors office for hours waiting for Logistcare to pick her up. I told him to go on and I would call Logistcare, to report he signed below.

Patricia R

X Logistcare arrived at 9:10am

X Imelda E. Edman

(11) Sallie Mack 11/26/07 Ponder  
was a no show. Logisthcare was  
notified they sent a checker yellow  
cab to transport resident 30 minutes  
after her appoint. time. Rescheduled.  
for 3rd time.  
Medicaid - 9717705501

(12) Valene Shuster 11/27/07 - Provider  
Showed up 20 minutes before Appt.  
time we explained she would be late  
and office will not see her this is  
why we put a pick up time on Street  
we fixed to Logisthcare Rescheduled  
Medicaid - 9437788301

## J.B. Great Home, Inc.

## Resident Report

Please include DATE, TIME, WHO ANSWERED, ACTION TAKEN, WHO REPORTED, and your

~~signature~~  
11/27/07 9:30 Valene Shuster

Mrs. Shuster came to me this morning asking why Logistcare had not shown up yet. I told her I would call to find out. I called the number and was put on hold for 15 minutes. No one ever came to phone and at 9:10 am the driver for Carter Transportation arrived to pick up Valene. I explained that her appointment was at 9:30 am all the way across Columbia and she would be very late and since they just drop her off if they did not let her see the Dr. that she would end up sitting at the doctors office for hours waiting for Logistcare to pick her up. I told him to go on and I would call Logistcare, to report he signed below:

Valene R

X Logistcare arrived at 9:10 am

X m<sup>rs</sup> Valene Shuster



275 ✓

*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Emma Forkner  
Director

December 20, 2007

The Honorable Joe Wilson  
House of Representatives  
Midlands District Office  
1700 Sunset Boulevard, Suite 1  
West Columbia, South Carolina 29169

Dear Representative Wilson:

Thank you for your letter dated December 4, 2007, on behalf of Ms. Angeline J. Harrison, Administrator of the JB Guest Home, concerning Medicaid transportation services. We regret the unfortunate incidents that have occurred for the residents of Ms. Harrison's facility and we appreciate the opportunity to be of assistance in this matter as it is extremely important to us that our beneficiaries have appropriate access to their medical care.

South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable and quality transportation services are provided. SCDHHS has contacted Logisticare, the regional transportation broker that serves the JB Guest Home to review and resolve the complaints and to ensure similar incidents do not occur in the future.

SCDHHS transportation staff has contacted Ms. Harrison to give assurance that transportation services will be furnished in a timely and reliable manner. SCDHHS will continue to work closely with Logisticare, and you can expect the broker to take the action required to ensure adequate transportation and quality service. Logisticare has agreed to schedule future resident trips in a timely manner and to closely monitor transportation service for the JB Guest Home.

SCDHHS is continuously reviewing feedback received from citizens and beneficiaries regarding the way Medicaid services are arranged and provided. Thank you for your valuable feedback; it is an important step towards improvements to Medicaid services. If you need additional information, please contact Dr. Felicity Cosin Myers, Deputy Director, at (803) 898-2803. If I can be of further assistance, please contact me directly.

Sincerely,

Emma Forkner  
Director

EF/mhw

cc: Ms. Cindy Franklin, Logisticare



*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Emma Forkner  
Director

December 20, 2007

Ms. Angeline J. Harrison, Administrator  
JB Guest Home, Incorporated  
Post Office Box 248  
Pelion, South Carolina 29123

Dear Ms. Harrison:

Thank you for your letter dated December 1, 2007, regarding Medicaid transportation services for medical appointments that are being furnished to residents of your facility. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable transportation services are provided in a timely manner. SCDHHS has contacted Logisticare, the regional transportation broker that serves your area, to review and address the concerns you reported.

SCDHHS has required Logisticare to examine their records and the cause for these incidents and they should have contacted you directly on this matter with a thorough explanation and corrective action plan to prevent future occurrences. Logisticare has agreed to schedule future resident trips in a timely manner and to closely monitor transportation service for your residents. As follow-up, DHHS transportation staff will review Logisticare's actions to ensure that they fully implement an effective corrective action plan.

If your residents receiving Medicaid benefits and experience any further difficulty with transportation services, please contact Mr. MuMin AbdulRazzaq, the Transportation Ombudsman at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,

A handwritten signature in cursive script that reads "Emma Forkner".

Emma Forkner  
Director

EF/mhw

cc: Representative Joe Wilson  
Ms. Cindy Franklin, Logisticare