

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Hess</i>	DATE <i>6-26-12</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>001493</i>	<input type="checkbox"/> I Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR <i>Ce. Mr. Heck, Singleton, Giese</i> <i>Cleared 8/9/12, letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>7-6-12</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.			

MOMENTUM MEDICAL



BRACE AND LIMB

RECEIVED

JUN 25 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

June 19, 2012

Mr. Anthony E. Keck
Director
SC Dept of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Re: Absolute Total Care

Dear Mr. Keck:

Currently, Absolute Total Care owes Momentum Medical Brace and Limb in Mullins, SC, \$11,587.41, in denied and disputed claims, and in denials for authorizations.

Momentum Medical has been in business for 11 years, and is SC Medicaid certified (DE1858). On several occasions in 2010 and 2011, prior authorizations were requested and denied. I was told by Care Centrix that Momentum Medical was not in-network, and that under no circumstances was authorization given to an out-of-network provider. Care Centrix requested that I provide my patient information so they could refer my patient to one of their in-network providers. I chose not to do this. The closest in-network providers to Momentum Medical are located in Florence and Dillon. Patients did not want to drive 30 plus miles to these in-network providers. Care Centrix informed me that specialty care had to be over 50 miles from an in-network provider for Momentum to receive authorization. On two incidents I was told by Care Centrix that the patient could request that Momentum Medical provide the service and authorization would be allowed. Yet, those claims were still denied.

In October 2010, I requested a credentialing application to become an in-network provider. I was told "NO" by Aleida "Aly" Pena, Network Coordinator for GA, NC, SC of Care Centrix. Ms. Pena stated that no new providers were being accepted. I continued to call Ms. Pena and request a credentialing application for the next several months. I left many messages and spoke with different people in order to resolve this. I spoke twice with Maidis Koger-Boyd, SC Medicaid Program Representative for ATC. Ms. Koger-Boyd contacted Yolanda T. Marsh, Manager, Provider Relations for ATC, and I finally received a credentialing application in March 2011.

PO BOX 407 • 2876 EAST HIGHWAY 76 • MULLINS, SC 29574
• PHONE: (843) 423-2337 • FAX: (843) 423-2338

June 19, 2012

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The credentialing process took about six months. In September 2011, Terrence Kahn of ATC contacted me for several documents that were already provided or not applicable. He also stated that my liability insurance of 1 mil / 2 mil was insufficient, and needed to be increased to 1 mil/3 mil. Our liability insurance is sufficient according to SC regulations, and I questioned this with Mr. Kahn . Needless to say, my credentialing application was not processed any further.

Momentum Medical is Medicare certified, and SC and NC Medicaid certified. Claims are processed with other SC Medicaid HMOs without issues. We are in-network with United Health Care Community Plan, United Health Care, Blue Cross Blue Shield, and Care Improvement Plus to name a few.

I would very much like to provide services to Absolute Total Care patients as an out-of-network provider or in-network provider. I have continued to request authorizations as an out-of-network provider and have been denied. Care Centrix and Absolute Total Care refuse to do business with Momentum Medical Brace and Limb. In a continued effort to resolve this, I have spoken with Peter Bachini and Paul Accardi, but I am still unable to receive authorization as an out-of-network provider and receive payment.

My last communication with ATC was that at the request of Peter Bachini a contract was being sent to me pending clarification of insurance limits. To date, it has not been received.

I am requesting that Momentum Medical be paid for services provided in the amount of \$11,587.41, and that Momentum Medical be allowed to provide future services to ATC patients and receive payment for those services.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Beth J. Cameron". The signature is written in dark ink and is positioned above the printed name and title.

Beth J. Cameron
Manager

MOMENTUM MEDICAL
BRACE AND LIMB
PO Box 407
2876 East Highway 76
Mullins, SC 29574

CERTIFIED MAIL™



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JUN 25 2012

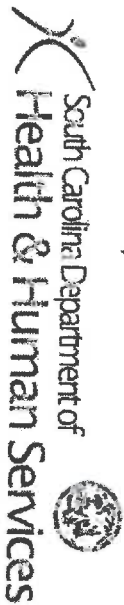
Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Anthony E. Keck
Director
SC Dept of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

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Log 493



Anthony E. Keck, Director
Mike R. Haley, Governor

July 9, 2012

Ms. Beth J. Cameron, Manager
Momentum Medical
Post Office Box 407
Mullins, South Carolina 29574


Ms. Cameron:

Thank you for your recent letter to Director Keck expressing your concerns regarding your denied prior authorizations, and disputed claims with Absolute Total Care (ATC). I appreciate you bringing this matter to our attention.

As you are probably aware, ATC has been placed on a Corrective Action Plan (CAP) to address their non-compliance for failure to pay claims in a timely manner. ATC has a large number of unpaid, denied and disputed claims outstanding with providers including major hospitals, physician groups, ambulance providers and others. This public notice and information is found on our web-site: <http://www.scdhhs.gov/press-release/absolute-total-care-corrective-action-plan-address-non-compliance>

I am aware that you have had multiple communications with ATC and have been unable to resolve your issues. As a result I have notified ATC and asked them to place your issues on their CAP where we will monitor their ability to address and resolve your concerns. Thank you again for notifying us.

Sincerely,


Jennifer Campbell
Interim Program Manager