

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Bowling</i>	DATE <i>7-24-06</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <div style="text-align: center;"><i>000108</i></div>	<input type="checkbox"/> Prepare reply for the Director's signature <div style="text-align: right;">DATE DUE _____</div>
2. DATE SIGNED BY DIRECTOR <div style="text-align: center;"><i>Cleaved 8/2/06, better attached</i></div>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature <div style="text-align: right;">DATE DUE <i>8-3-06</i></div> <div style="text-align: right;">DATE DUE _____</div> <div style="text-align: right;"><input type="checkbox"/> FOIA</div> <div style="text-align: right;"><input type="checkbox"/> Necessary Action</div>

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

549 Coker Street  
Denmark, SC 29042  
July 20, 2006

*Doc Berling*  
*Approved Sign*

**RECEIVED**  
JUL 21 2006  
Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Blue Cross Blue Shield of SC  
P. O. Box 100191  
Columbia, SC 29202-3191

Re: MedBlue Rx #057574529222  
SSN 249-64-0283

On Tuesday, July 11, 2006; my mother, Annie L. (Carroll) Hartzog, tried to fill a prescription for her Procrit (which she takes by injection) and discovered that she had fallen in the donut hole and was now responsible for full cost of this medication, \$536.00. As you can imagine, this amount is not feasible for a senior adult who is on limited income.

But not only is this not feasible for her, she was not to have this happen because she qualified for the State of South Carolina GAPs program as she previously held the Silver Card. A letter was sent in with her application for MedBlue RX on December 28, 2005 to alert your office of this fact.

On July 11, 2006, my mother and I spoke to your office to discover that this was not noted on her file and was not currently receiving this service. She and I spoke to Tammi and Amanda in your Customer Service Office on that date. We were told to contact Department of Health and Human Services to find out what we needed to do to have this information sent to Blue Cross Blue Shield. We spoke to Fred Williams at this office and he told us that he was faxing/emailing this information to you that same day.

Once again, I called and spoke to Amanda, to explain to her what Mr. Williams had told me; cutting me off, she explained that Tammi had entered the information in the computer and that it would take approximately 24 hours for the information to become available at the pharmacy - misinformation #1.

On Wednesday, July 12 and Thursday, July 13; my mother's pharmacist tried in vain to fill her prescription and was met with the same answer - she had fallen in the donut hole and was responsible for full price of her medication. Upon contacting your office, she was told that is was taking a little longer and that instead of 24 hours, it was now 48 hours - misinformation #2.

On Friday, July 14th, I contacted your office once again and spoke to Gary. Finally, we felt that we had reached someone with the knowledge and understanding needed to get

this problem solved. He listened to the entire saga and after several phone calls he was able to obtain permission through mom's pharmacy, CVS, for one vial of her medication to be released to her on that day (at no cost to her). We very much appreciated his efforts and felt like things were beginning to be resolved.

Upon asking Gary how long he thought the whole process would take, he stated he hoped it would be finished by that afternoon but that he would call when it was completed-misinformation #3. My mother nor I was contacted on Monday, July 17; so on Tuesday, July 18th and Wednesday, July 19th I called and spoke to yet another Customer Service Representative, Towonder. She looked up my mother's file and told me that Gary had the file still open and therefore, he was still working on it. She also told me that he was not in the office at the time I called on Tuesday, but she would leave a message for him to call me and would even send him an email so he would be sure to know we were waiting to hear from him - misinformation #4.

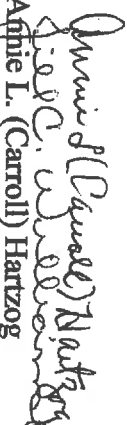
When I did speak to Towonder on Wednesday, July 19th, she told me Gary was still working on it and that he was waiting for upper-management to do something with it. Well for the process to take only 24 hours, then 48 hours, now, according to Towonder 72 hours; as well as you would imagine, we are now fearing that when my mother needs another injection of Procrit in a few days that this will not be resolved.

Please call my mother at (803) 793-4241 or me at (706) 556-1402 to let us know the status of this process and a written letter of apology for all the misinformation we've received would be greatly appreciated.

A copy of this letter is being sent to the State of South Carolina Department of Health and Human Services (Mr. Fred Williams/ Mr. Robert Kerr) and to the Lieutenant Governor's Office, Attention Gloria McDonald. Hopefully, with all these people aware of this problem my mother's situation will be resolved quickly and that this will aid some one else who is going through this process as well.

We will be looking forward to your response.

Sincerely,

  
Annie L. (Carroll) Hartzog  
by her daughter, Jill C. Williams

cc: State of South Carolina Department of Health and Human Services  
Lt. Governor's Office



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

Mark Sanford  
Governor

August 2, 2006

Robert M. Kerr  
Director

Ms. Annie L. (Carroll) Hartzog  
549 Coker Street  
Denmark, South Carolina 29042

Dear Ms. Hartzog:

Thank you for sending a copy of your letter to Blue Cross Blue Shield of SC (BCBS) to Director Robert M. Kerr regarding the problems you are having with coverage under the Gap Assistance Pharmacy Program for Seniors (GAPS). Thank you as well for discussing this issue by phone with Mr. Fred Williams of the Pharmacy Services department and myself. Mr. Kerr has asked that I research this matter and respond to you.

We have contacted BCBS and have been assured that you have now been properly enrolled in their MED Blue Rx Plan. We have contacted your pharmacy and they have also assured us that you are designated as a MED Blue Rx Plan member and are entitled to the GAPS benefit. The GAPS benefit will pay 95% of your prescription expense after plan covered prescription costs paid by you and your drug plan exceeds \$2,250. Since your prescription expenses exceed \$2,250 for this year, the GAPS program is in effect for you since you selected a drug plan (Med Blue Rx Plan) that coordinates the GAPS benefits. Under GAPS, your co-payment will be limited to 5% of the prescription cost with the GAPS program paying the remaining 95%.

I apologize for the difficulties you have experienced in obtaining your GAPS benefit. I hope this information is of assistance to you. Should further assistance be needed, you may contact me at (803) 898-2875 or Fred Williams at (803) 898-2511.

Sincerely,

  
James M. Assey, R.Ph.  
Division Director

JMA/m

Log #108