

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Re-log from Giere to Supra per Val & Jan on 7/17/12. Due date

TO <i>Supra</i>	DATE <i>7-12-12</i> <i>Changed to</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000018</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <u><i>7-25-12</i></u>
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Jack Singleton, Kurt Cleared 8/17/12, letter attached.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
	<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.			<i>Bren - 7/17/12 Per Val & Jan these should be logged to Supra since they are both about claims. Thanks Annie</i>
2.			
3.			
4.			

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Giese</i>	DATE <i>7-12-12</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100018</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>7-20-12</i>
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Heck, Singleton, Hest</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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.			

JOE WILSON

2ND DISTRICT, SOUTH CAROLINA

ASSISTANT REPUBLICAN WHIP

COMMITTEES:

ARMED SERVICES

RANKING, PERSONNEL SUBCOMMITTEE

FOREIGN AFFAIRS

EDUCATION AND LABOR

HOUSE POLICY

Congress of the United States
House of Representatives

COUNTIES:

AIKEN*

ALLEDALE

BARNWELL

BEAUFORT

CALHOUN*

HAMPTON

JASPER

LEXINGTON

ORANGEBURG*

RICHLAND*

(*PARTS OF)

W. ERIC DELL

CHIEF OF STAFF

AND COUNSEL

July 6, 2012

RECEIVED

JUL 12 2012

The Honorable Anthony Keck
Director, S. C. Department of Health and Human Services
Post Office Box 8206
Columbia, SC 29202-8206

Department of Health & Human Services
OFFICE OF THE DIRECTOR

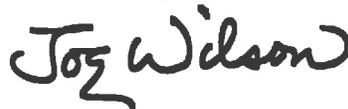
Dear Director Keck,

I am writing to you on behalf of the above named constituent who has contacted me regarding an issue involving Medicaid Claims payment. Enclosed is correspondence from the constituent further explaining the concerns. Your kind attention in this matter would be greatly appreciated.

It is an honor to represent the people of the Second Congressional District, and I value your input. Thank you for your time and concern in this and all other matters.

Please respond to the Aiken District Office at 1555 Richland Ave E, Suite 700, Aiken, South Carolina 29801. The phone number is 803-608-9747. The e-mail address is Ted.Felder@mail.house.gov.

Very truly yours,



JOE WILSON
Member of Congress

JW/TF

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

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



Cancer Center Associates of Carolina, P.A.

at Cancer Care Institute of Carolina

111 Miracle Drive • Aiken, South Carolina 29301
Telephone (803) 641-7850 • Fax (803) 643-0556

Ahmad Nadeem Gill, M.D.
Hematology / Oncology

Sitki M. Ergul, M.D.
Hematology / Oncology

June 20, 2012

Dear Congressman Joe Wilson:

This letter is for the purpose of asking for your assistance in getting a representative for Medicaid that can assist us with getting our claims paid.

Claims are being rejected because they say we are not coding the correct "NDC" codes (national drug codes) for our medicines we are treating our patients with. We have called several times to seek assistance and are told they do not understand why the claims are rejecting, and we ask for a supervisor or field representative and they say there is really not one.

I went on the website and sent a request to please have someone contact me about this issue. I was called and gave them my information and was told someone would call and speak with me. I am still waiting. I have called other oncology practices and they also are having the same problem.

Our patients need this treatment and it is our goal to give them the quality care they deserve. But we are a small practice and without reimbursement, we are unable to continue treatment for our patients. These people are not just patients. They are mothers, fathers, sisters, brothers and grandparents-----and they matter to us!

Please help me with this on behalf of all our patients. I would hate to see myself on the Whitehouse steps!!

Sincerely,

Brenda Whittle, Office Manager
803-641-7850, ext. 4551(Office)
803-643-0556 (Fax)
BWhittle444@yahoo.com(e-mail)

ted.felder@mail.house.gov



CONGRESSMAN JOE WILSON

Second District of South Carolina

Privacy Release

Consent for Release of Personal Records by Executive Agencies

To Whom It May Concern:

I have sought assistance from the Office of Congressman Joe Wilson on a matter that may require the release of information maintained by your agency, and which may be prohibited from dissemination under the Privacy Act of 1974. I hereby authorize you to release all relevant portions of my records or to discuss information involved in this case with Congressman Wilson or any authorized member of his staff until the matter is resolved.

Name of Agency: Cancer Center Associates of Carolina

Brenda Whittle

Name (please print)

9-5-54

Date of Birth

111 Miracle Drive

Address

Aiken, SC, 29801

City

Zip

251-02-2354

Social Security Number

BWhittle444@yahoo.com

E-mail Address

803-518-4110

Telephone Number - Home

803-641-5757 (work)

Telephone Number - Cell

Brenda Whittle

Signature

7-6-2012

Today's Date

Please briefly explain your concern (use the back if necessary): We are not

being pd by Fee for Service (Medicaid)
on some of our medicines - Taxotere,
Leucine, Nucleit, due to the "NDC" numbers.

Over-

Congress of the United States
House of Representatives
Washington, DC 20515-4002

OFFICIAL BUSINESS

PRINTED ON RECYCLED PAPER

RECEIVED

JUL 12 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

The Honorable Anthony Keck
Director, S. C. Department of Health and Human
Services
Post Office Box 8206
Columbia, SC 29202-8206



ALBUQUERQUE, NM 87103
JUL 12 2012
FOR THE DIRECTOR
M.C.

Log #18 ✓



August 17, 2012

The Honorable Joe Wilson
Member of Congress
Aiken District Office
1555 Richland Ave. E, Suite 700
Aiken, South Carolina 29801

Dear Congressman Wilson:

Thank you for your letter on behalf of Ms. Brenda Whittle regarding an issue involving Medicaid claims payment.

In order to receive Medicaid reimbursement, certain coding requirements must be included on the claim form. We have contacted Ms. Whittle directly to explain what she needs to include in the future and apologized for any delays she had experienced with the Provider Service Center.

The South Carolina Department of Health and Human Services (SCDHHS) recently made very important changes to its provider services, support and relations procedures in order to better serve the provider community. We consolidated operations to provide a single point of contact through the Medicaid Provider Service Center. Although, our goal is to decrease the burden providers experience in resolving claims related issues, providers did experience longer than expected wait times during the initial transition. However, the average wait time has decreased to one minute or less during the past two weeks.

We will continue to closely monitor and identify issues daily as we improve the Medicaid services to both our providers and beneficiaries. We believe the recent changes in our provider relations will allow us to more effectively respond to the needs of our provider community.

Thank you for your continued interest and support of the South Carolina *Healthy Connections* Medicaid program. Please let me know if I may be of further assistance on this or any other matter.

Sincerely,

Anthony E. Keck
Director