

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

ACTION REFERRAL

TO <i>Jacobs</i>	DATE <i>12-11-09</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>1001264</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleared 12/22/09, letter attached &</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-22-09</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

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.			

Emma Fortner

Alicia Jacobs

Rudy Long

From Elaine Hoch

843-855-1364

bhoch1@sc.vt.com

To 803 8235-255

State Rep SE Medicaid office

RECEIVED

DEC 11 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

RECEIVEDElaine Hoch LMSW
5018 Gilbert Lane

DEC 11 2009

North Myrtle Beach SC 29582
843-855-1364 CELL PHONEDepartment of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Ms.Forkner,

I am a hospice social worker in Horry County and on many occasions I have to use the services of the Horry County Medicaid office. I have found this experience less than pleasant. It is a disorganized office and greatly understaffed for the large amount of applications received and people to be interviewed. This summer I helped a woman from my church get medicaid for her six children. It was not pleasant for the mother nor I. The work was lost at the Little River Medical Clinic where an out station worker was. The birth certificates copies were misplaced. The process had to be started all over again and then when the mother would call to ask the status of the claims the people were rude to her did not have the right information. They had the 12 year old down as the mother of the 3 year old. It took a phone call to the advocate in Columbia to help us by giving us a name of someone to complain to . The phone complaint was made. I received a phone call from a person over the supervisors in Conway. The children then received their Medicaid within 2 days after more than 45 days.

My most recent disaster is my pt. on Hospice now needs to go to a LTC facility. She has SSI Medicaid. There is a medicaid bed in a Conway facility. There is a medicaid bed in a Conway facility. The patient will die before the letter comes saying she has been approved and the rare find of a medicaid bed in Horry County will be given away to another person . Why can't there be a shorter form for someone that has SSI Medicaid and especially an SSI person on a Hospice Program. It should not take up to 45 days. I could see if the person did not have Medicaid before. Why does it take a person with CLTC and medicaid a long time to change the status the nursing home medicaid it is the same application. There should be a short form and it should be done quickly!!!!

My other experiences have been for my job getting medicaid for my hospice patients to go in a long term care facility. It baffles me that a social worker who signs a confidentiality statement at the agency and part of their job responsibility is to help do the application can't find out the status. I am aware the Directors of Social Services in nursing homes can't even find out the status of their pending medicaid residents. The residents have spent down their private funds and now apply for nursing home medicaid. Many times the social worker does the application and sends in the documentation This is needed for the person to stay in

the facility.

I am aware of HIPPA laws but there must be a way to resolve this issue. Think of how efficient it would be if there was a code or other Id # so the social worker would be able to get the status of a pending medicaid application. The other idea is to have a statement at the bottom of the medicaid application that is filled out by the family or applicant will allow the worker be able to get the status of the application. The worker's name and phone number is written down and this is signed by the family or applicant.

Well this is my complaint and my ideas for a solution to make the process not be so arduous and run smoother.

I would appreciate an answer to this letter.

Sincerely,

Elaine Hoch LMSW
hospice social worker
cell phone numbers: 843-845-1364 or 1-973-219-1774

copies to Alicia Davis, and Rudy Long, and Andre Bauer



South Carolina Department of
Health & Human Services


Emma Forkner • Director
Mark Sanford • Governor

December 22, 2009

Ms. Elaine Hoch, LMSW
5018 Gilbert Lane
North Myrtle Beach, South Carolina 29582

Dear Ms. Hoch:

Thank you for contacting this agency regarding your unpleasant experiences with our Horry county office. Good customer service is important to us, and we regret the difficulties you faced when trying to assist individuals through the Medicaid eligibility process.

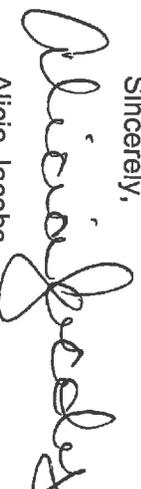
I am pleased that the situation you faced this summer was resolved. Our Local Eligibility Processing Director, Ms. Cindy Carron, was made aware of the situation and addressed your concerns with the Horry county supervisors.

Your letter mentions that you are currently assisting an individual through the transition from Supplemental Security Income (SSI) to Nursing Home Medicaid. A social worker may obtain information regarding a specific Medicaid application if the enclosed *SCDHHS Authorization to Disclose Health Information* form is completed. Without the completed form, an eligibility worker cannot release information to anyone other than the applicant due to the confidentiality requirements of the Health Insurance Portability and Accountability Act (HIPAA). The completed form should be returned to the assigned eligibility worker in our Horry county office.

In the future, the *SCDHHS Authorization to Disclose Health Information* form may be obtained by visiting our website: www.scdhhs.gov and clicking on the link to the left of the screen under the "Inside DHHS" section.

If you have any questions about the Medicaid program, please contact Jennifer Lynch in Constituent Services at (803) 898-3965, and she will be happy to assist you. Thank you for bringing your concerns and suggestions to our attention.

Sincerely,



Alicia Jacobs
Deputy Director

AJ/vcl
Enclosure