

From: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>
To: 'darryl.broome@aging.sc.gov' <darryl.broome@aging.sc.gov>
Danny Varat <DannyVarat@scstatehouse.gov>
Date: 5/31/2017 12:05:39 PM
Subject: FW: Medicare Concerns regarding my mother

Darryl, Could you please refer this to whomever is appropriate at the LGOA for help with the medicare and Humana issues.

Danny, I would like to respond to her thusly from the Lt. Gov:

"Dear Ms. Martin,

I am very sorry to hear about your mother's health and will pray for her. Thank you, but I must regretfully decline your kind invitation to your home. I am referring your concerns with Medicare and Humana to the Office on Aging for assistance.

Thank you for your email and I am glad that you enjoyed the sermon. Please contact us if we can be of further assistance."

Please let me know if you would like any edits.

*Best Regards,
Catherine McNicoll
Director of Legal & Legislative Affairs
Lieutenant Governor's Office
CatherineMcNicoll@SCStatehouse.gov
803-734-5292 (phone)*

From: Susan Martin [mailto:susanwmartin125@gmail.com]
Sent: Wednesday, May 31, 2017 9:54 AM
To: Lt. Governor's Office
Subject: Medicare Concerns regarding my mother

Hello. Monday, February 27 of this year, my mother, Violet Woody, fell in her apartment at Marchbanks Assisted Living in Anderson, SC. She shattered her right shoulder and after staying in the hospital three days, she was moved to Linley Park Rehabilitation in Anderson. She had a full shoulder replacement on March 23. I self paid \$250 per day to keep her private room at Linley Park while she was in the hospital for the surgery and recovery. She returned to Linley Park for rehabilitation. On April 14, she fell and fractured her right hip. Surgery was on April 16 and she returned to Linley Park to continue rehabilitation. May 5, I received a call from the facility stating my mother would be discharged on May 8. My mother was bed ridden, unable to do anything for herself. She required wound care and assistance with bathing, dressing, and eating. Humana was discharging my mother because they deemed she no longer needed skilled nursing. I immediately appealed the decision. May 9, I was at the facility with my mother and Pathway Hospice who assessed my mother for hospice placement. While at the facility I checked in with the business office to see if they had heard from Humana about my appeal. Shannon in the business office said the appeal had been denied. I told her I had to get my house ready for my mother. She said I could self pay \$250 per day until Friday, May 12. My husband and I had to quickly turn our home office into a room for our son and ready our son's room for my mother. Pathway Hospice said she qualified for hospice care and they had a bed and tray table delivered. Meanwhile I was investigating why my mother was discharged despite being bedridden. I called Humana to get information and they needed my POA papers which I faxed. They told me I would have to wait 10 days while they put my papers in the system. Humana said my mother no longer required skilled nursing. Anyone who sees my mother

can see she requires skilled nursing. Also, from May 12 to May 19 while my mother was under hospice care, Medicare decided she no longer qualified for hospice although her dementia is getting worse. My mother's primary doctor referred us to interim home health which started coming in Monday, May 22. I called Humana back when I was notified I was a legal representative for my mother. The Humana representative said she could not give me any information I had to call the facility. I then called an 800 number on the discharge explanation to request a copy of the appeal denial. The representative told me they never denied my appeal. I called the facility and Shannon in the business office said she never received a written letter stating the appeal was denied. When I asked her how she heard of the appeal, she said it was over the phone. I am still researching and trying to find answers. This situation has completely changed my life. I want to advocate for policy change to help our elderly population. I asked to receive a copy of any documentation regarding my mother. The facility said its home office would have to approve the documents before I can get them. Then I will have to pay for them. As the legal representative for my mother, I should have access to her information. i have the resources for my mother to remain in my home. But I feel for individuals who don't know which questions to ask or how to find resources. I want to be a voice for the ones who can't speak for themselves.

My number is 864-634-0530. My address is 585 :Pineland Meadows Rd, Belton, SC 29627. I would love to have Lt. Governor Bryant visit my house and meet my mother. Also, I enjoyed the sermon on Mephisobeth.

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Susan Martin

Phoenix of Anderson/All About Fabrics, communications director

www.phoenixofanderson.com

Hartwell Lake News, writer

www.hartwelllakenews.com