

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

BZ ✓

ACTION REFERRAL

TO <i>Myers/Giese</i>	DATE <i>10-18-10</i>
--------------------------	-------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100181</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Checked 10/25/10, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-27-10</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. <i>Bz Giese</i>	<i>Bz</i> <i>10/26/10</i>		
2.			
3.			
4.			

RECEIVED
Dept. of Health
& Human Services

OCT 19 2010

Bureau of
Health Services

DIABETIC HEALTH AGENCY, INC.
PO BOX 3329 TEQUESTA, FL. 33469-1005
TOLL FREE: P: 800-820-4321 F: 800-817-4321

Quality Diabetic Supplies & Patient Education

RECEIVED

OCT 18 2010

October 11, 2010

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Emma Forkner, Agency Director
South Carolina Department of Health & Human Services
PO Box 8206
Columbia, SC 29202

RE: Provider ID # DM1352
NPI: 1699818567

Dear Ms. Forkner:

We have been a contracted South Carolina Medicaid provider since December 1, 2009. I feel compelled to inform you on my almost 12 month experience with the State of South Carolina Provider Enrollment / Claims Department, in particular is the Florida Regional Contact, Toby Osborne. He either doesn't answer his phone, nor does he return phone calls.

- On a couple of occasions we have been able to speak with another representative who has been able to provide some assistance, but has always repeated that Toby is the person we need to speak to.
- To date, claims have gone unpaid. We have spent hours on the phone to try to get the claims corrected and set up correctly, however, no one seems to know what needs to be done in order to get the claims paid.

We have been told to:

- Design a specific HCFA 1500 that meets South Carolina guidelines
- Do not include span dates on claims.

We have done both of the suggestions. However, still, claims are not paid. I need to have assistance in this matter immediately.

We are looking for results. We currently have almost 200 South Carolina Medicaid patients whose claims are going unpaid. This affects our ability to serve them.

It is my hope that this situation is looked into and resolved with all due haste. I am available to speak with you regarding this matter. I can be reached at 800-820-4321.

Thank you for your time and effort. I look forward to a very quick resolution to this severe problem.

Sincerely,



Colin Campbell, President
Diabetic Health Agency, Inc.

/lbp

Cc: Governor Mark Sanford
Director Emma Forkner
Deputy Director Alicia Jacobs
Deputy Director Felicity Costin Myers
Deputy Director William Wells
Deputy Director Deirdra Singleton
Rhonda Morrison, Bureau of Federal Contracts
Kathleen Snider, Bureau of Compliance & Performance
Garnell Cauley, Bureau of Eligibility Policy & Oversight
Rudy Long, Bureau of Eligibility Processing
Tonya Chambers, Office of Human Resources
Mike Cannon, Bureau of Administrative Services
Melanie Giese, Bureau of Health Services
Beverly Hamilton, Bureau of Care Management & Medical Support

Melanie Giese - Re: Log

From: Valeria Williams
To: Melanie Giese
Date: 10/22/2010 1:45 PM
Subject: Re: Log

Toby and I spoke to Collin and Laurie concerning the claims issues that their company was experiencing. Laurie indicated that she has called Toby on many occasions and he did not return her calls. I told her our policy of returning calls within 48 hours and that I would address her concern of Toby not returning calls. I then asked Laurie about her specific issues and she indicated that she did speak to Toby and he told her how to correctly file her claims. At the time of the phone call Wednesday she had not received her remittance advice on those claims. I gave her my direct number to call if she had issues with the claims once she received the remit. We asked if they had any other issues and they indicated they did not. The total dollar value of the claims in question was \$3,000. Val

>>> Melanie Giese 10/22/2010 11:34 AM >>>

Pls remember that I have a log response to write for us regarding letter from collin campbell. I know u spoke with him already. Thanks



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

October 18, 2010

U.S. MAIL
Mr. Colin Campbell, President
Post Office Box 3329
Tequesta, Florida 33469-1005

Dear Mr. Campbell:

Thank you for your letter post marked October 14, 2010 regarding your experience with the provider enrollment and claims process here at the South Carolina Medicaid Program. Thank you for bringing this matter to our attention. So that your concerns may be addressed in an expeditious manner, your letter was forwarded to Ms. Melanie Giese, Bureau Chief of Health Services. I am confident Ms. Giese will be able assist in seeking resolution to your concerns. Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tonya Chambers".

Tonya Chambers, Human Resources Director
Department of Health and Human Services

cc: Ms. Emma Forkner, Agency Director
Ms. Felicity Myers, Deputy Director of Medical Services
Mr. William Wells, Deputy Director of Administration
Ms. Melanie Giese, Bureau Chief of Health Services

RECEIVED
Dept. of Health
& Human Services

OCT 19 2010

Bureau of
Health Services

Office of Human Resources
P.O. Box 8206 Columbia South Carolina 29202-8206
(803) 898-2670 (803) 898-4500



South Carolina Department of
Health & Human Services

Emma Fortner • Director
Mark Sanford • Governor

October 25, 2010

Mr. Colin Campbell
President
Diabetic Health Agency, Inc.
Post Office Box 3329
Tequesta, Florida 33469-1005

Dear Mr. Campbell:

Thank you for the letter regarding issues pertaining to unpaid South Carolina Medicaid claims for the Diabetic Health Agency.

During our phone conversation on October 18th, you stated that two days after sending us your concerns and before we received the letter here at the Department of Health and Human Services, all of the 200 claims that you referenced had been paid. Ms. Valeria Williams and Mr. Toby Osborne then contacted you on October 20th to discuss other complaints regarding customer service as well as to review the HCFA 1500 form and pertinent edits.

Upon reviewing Mr. Osborne's call log, which is updated daily, it was clear that he had returned all of the calls received from Laurie, your employee, in a timely manner which is within 24-48 hours of receipt. Laurie indicated that she has called Mr. Osborne but not left a message on numerous occasions.

If we can be of further assistance, please give us a call.

Sincerely,


Melanie "Bz" Giese, RN
Bureau Director

MG/m

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers/Giese</i>	DATE <i>10-18-10</i>
--------------------------	-------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>001181</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Claudia 10/25/10, letter attached.</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-27-10</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.			

DIABETIC HEALTH AGENCY, INC.
PO BOX 3329 TEQUESTA, FL. 33469-1005
TOLL FREE: P: 800-820-4321 F: 800-817-4321

Quality Diabetic Supplies & Patient Education

RECEIVED

OCT 18 2010

October 11, 2010

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Emma Forkner, Agency Director
South Carolina Department of Health & Human Services
PO Box 8206
Columbia, SC 29202

RE: Provider ID # DM1352
NPI: 1699818567

Dear Ms. Forkner:

We have been a contracted South Carolina Medicaid provider since December 1, 2009. I feel compelled to inform you on my almost 12 month experience with the State of South Carolina Provider Enrollment / Claims Department, in particular is the Florida Regional Contact, Toby Osborne. He either doesn't answer his phone, nor does he return phone calls.

- On a couple of occasions we have been able to speak with another representative who has been able to provide some assistance, but has always repeated that Toby is the person we need to speak to.
- To date, claims have gone unpaid. We have spent hours on the phone to try to get the claims corrected and set up correctly, however, no one seems to know what needs to be done in order to get the claims paid.

We have been told to:

- Design a specific HCFA 1500 that meets South Carolina guidelines
- Do not include span dates on claims.

We have done both of the suggestions. However, still, claims are not paid. I need to have assistance in this matter immediately.

We are looking for results. We currently have almost 200 South Carolina Medicaid patients whose claims are going unpaid. This affects our ability to serve them.

It is my hope that this situation is looked into and resolved with all due haste. I am available to speak with you regarding this matter. I can be reached at 800-820-4321.

Thank you for your time and effort. I look forward to a very quick resolution to this severe problem.

Sincerely,



Colin Campbell, President
Diabetic Health Agency, Inc.

/lbp

Cc: Governor Mark Sanford
Director Emma Forkner
Deputy Director Alicia Jacobs
Deputy Director Felicity Costin Myers
Deputy Director William Wells
Deputy Director Deindra Singleton
Rhonda Morrison, Bureau of Federal Contracts
Kathleen Snider, Bureau of Compliance & Performance
Garnell Cauley, Bureau of Eligibility Policy & Oversight
Rudy Long, Bureau of Eligibility Processing
Tonya Chambers, Office of Human Resources
Mike Cannon, Bureau of Administrative Services
Melanie Giese, Bureau of Health Services
Beverly Hamilton, Bureau of Care Management & Medical Support

DIABETIC HEALTH AGENCY, INC.
PO BOX 3329 TEQUESTA, FL. 33469-1005
TOLL FREE: P: 800-820-4321 F: 800-817-4321

Quality Diabetic Supplies & Patient Education

October 11, 2010

Alicia Jacobs, Deputy Director Medicaid Eligibility & Beneficiary Svcs.
South Carolina Department of Health & Human Services
PO Box 8206
Columbia, SC 29202

RE: Provider ID # DM1352
NPI: 1699818567

Dear Ms. Jacobs:

We have been a contracted South Carolina Medicaid provider since December 1, 2009. I feel compelled to inform you on my almost 12 month experience with the State of South Carolina Provider Enrollment / Claims Department, in particular is the Florida Regional Contact, Toby Osborne. He either doesn't answer his phone, nor does he return phone calls.

- On a couple of occasions we have been able to speak with another representative who has been able to provide some assistance, but has always repeated that Toby is the person we need to speak to.
- To date, claims have gone unpaid. We have spent hours on the phone to try to get the claims corrected and set up correctly, however, no one seems to know what needs to be done in order to get the claims paid.

We have been told to:

- Design a specific HCFA 1500 that meets South Carolina guidelines
- Do not include span dates on claims.

We have done both of the suggestions. However, still, claims are not paid. I need to have assistance in this matter immediately.

We are looking for results. We currently have almost 200 South Carolina Medicaid patients whose claims are going unpaid. This affects our ability to serve them.

It is my hope that this situation is looked into and resolved with all due haste. I am available to speak with you regarding this matter. I can be reached at 800-820-4321.

Thank you for your time and effort. I look forward to a very quick resolution to this severe problem.

Sincerely,



Colin Campbell, President
Diabetic Health Agency, Inc.

/lbp

Cc: Governor Mark Sanford
Director Emma Forkner
Deputy Director Alicia Jacobs
Deputy Director Felicity Costin Myers
Deputy Director William Wells
Deputy Director Deirdra Singleton
Rhonda Morrison, Bureau of Federal Contracts
Kathleen Snider, Bureau of Compliance & Performance
Garnell Cauley, Bureau of Eligibility Policy & Oversight
Rudy Long, Bureau of Eligibility Processing
Tonya Chambers, Office of Human Resources
Mike Cannon, Bureau of Administrative Services
Melanie Giese, Bureau of Health Services
Beverly Hamilton, Bureau of Care Management & Medical Support