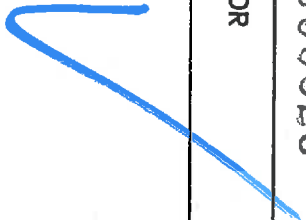


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>6-2-08</i>
--------------------	-----------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000625</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>6-11-08</i>
2. DATE SIGNED BY DIRECTOR <i>C. Et</i> <i>DHS</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>Cleared 6/10/08, letter attached.</i>			
2.			
3.			
4.			

# SALUDA NURSING CENTER

581 Newberry Highway Post Office Box 398  
Saluda, South Carolina 29138-0705

Robert F. Bowles, NHA  
Administrator

Phone 864-445-2146  
Fax 864-445-3119

May 29, 2008

**RECEIVED**

JUN 02 2008

Nicole Mitchel-Threat  
Bureau of Long Term Care Services  
Department of Health and Human Services  
PO Box 8206  
Columbia SC 29202-8206

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Dear Ms. Mitchel-Threat:

We have had conversations before about the transportation contract with Logisticare. It is as big or even bigger a problem for us.

This week one resident has had two appointments missed. The first one was on Tuesday, May 27. She is a dialysis patient and was picked up to go to Bamberg, SC to be seen by an MD regarding her shunt. The driver picked her up but went to Newberry SC, which is in the exact opposite direction. After driving around for awhile in Newberry and not being able to find Bamberg, the driver returned the resident to Saluda Nursing Center. The resident was NPO after midnight for the procedure she was to have done to the shunt. The appointment was rescheduled for Thursday, May 29, 2008. She was to be picked up at 9:00 AM. At 9:30 AM, the ride was still not here. Our staff was in the process of calling to find out what was happening. Then Logisticare called and said that they would not be coming.

One resident has missed two appointments with the same doctor in one week as a result of unsatisfactory practices of this company. Our staff is extremely frustrated with the hours we have had to spend to get this resident to her appointment. Now we have rescheduled an appointment for next Tuesday. However, this time our facility will be transporting her. But guess who will get payment for the trip—LOGISTICARE!!! We have made our complaint to the company via the proper channels. I am enclosing those statements as we faxed to them.

Long-term care nursing is hard enough to deal with without further complications. If changes are going to be made, they should be made to make life less complicated for the residents, not more complicated, hazardous, precarious, and uncertain.

Page 2

Letter to Nicole Mitchel-Threat

Re: Continuing Problems with Logisticare

May 29, 2008

Please investigate and try to help us. Thank you for whatever you can do.

Sincerely,

Robert F. Bowles, NHA  
Administrator

Enclosures (2)

Xc: Emma Forkner, Director  
Representative Marion Frye

## COMPLAINT FORM

Date Submitted: 5/27/08 BY: Robert F. Bowers Sr.Facility: Salada Nursing Center Facility Phone Number: 864 445-2141Member/Patient's Name: Carsfield, Marilyn ElaineMedicaid Number: 571571500Date of Appointment: 5/27/08Appointment Time: 11 AMWho Transported Member/Patient: LogistiCare Cent #7402

Complaint: It made 11 AM appointment with  
Dr John Ross at 600 West St.  
Bamberg SC. 25003 phone #8032474327  
She was not picked up until 9:45 AM.  
She was taken to Newberry SC.  
instead of Bamberg SC.  
The driver could not find Bamberg.  
The got with Dr Ross has been rescheduled  
for 11:30 AM. Her Dialysis Clinic has  
been notified.

Your Recommendation: Please send someone who knows  
how to find Bamberg SC. and give us  
a new Const. #. She should be picked up  
by 9 AM. If a Nursing Home did this  
ONEC and WIS would be all over it.

FAX TO: 1-866-381-4860, Attn: Dayna Holford

Date Fax Received: \_\_\_\_\_

Date Complaint Entered: \_\_\_\_\_

Entered By: \_\_\_\_\_

## COMPLAINT FORM

Date Submitted: 5/29/08 By: Debra Shealy EsqFacility: Saluda Nursing Center Facility Phone Number: 814-445-2146Member/Patient's Name: Glenn CanfieldMedicaid Number: 57157 15001Date of Appointment: 5/29/08Appointment Time: 11:30 AmWho Transported Member/Patient: He was not transported to apt.

Complaint: This resident had an apt with Mr. Glenn Canfield in Bamberg Sc on 5/27/08. She was picked up late and driver did not know how to get to Bamberg. When those resident showed to several times ending up in Muckburg's Miss Canfield was then returned to nursing center. Miss Canfield stated she tried to inform the driver of direction of how to get to Bamberg but the driver would not listen to her. Miss Canfield was very upset about this experience. I spoke to Glenn Canfield on 5/28/08 and informed him about problem with transport on 5/27/08, new appointment scheduled for 5/29/08 at 11:30 Am. Glenn Canfield stated that company named "second to none" was used 5/27/08 and that she would make notation that this company is not to be used again with this resident. Glenn Canfield took information for apt 5/29/08 and stated that she would make transport arrangements. Reference # 7346 was given. Resident was to be picked up today at 9am - approximately 9<sup>30</sup>am resident still had not been

FAX TO: 1-866-381-4860, Attn: Dayna Holford <sup>aka</sup> (page #2)

Date Fax Received: \_\_\_\_\_

Date Complaint Entered: \_\_\_\_\_

Entered By: \_\_\_\_\_

COMPLAINT FORM

Date Submitted: 5/29/08

By: Debra Shady (a)

Facility: Seluda Nursing Center

Facility Phone Number: 864-445-2146

Member/Patient's Name: Clarice Canfield

Medicaid Number: \_\_\_\_\_

Date of Appointment: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Who Transported Member/Patient: \_\_\_\_\_

Complaint: picked up - as we were were attempting to call Hospitcare when another nurse received a telephone call stating that Hospitcare is unable to transport Resident today. after the nurse reported this to me I spoke with Sandra at Hospitcare and she blamed me that transport was assigned but overnight it was R-Rated back to Hospitcare. I then spoke to this (Quality assurance representative) about this problem & transport and problem on 5/27/08. Resident was offered transport via taxi cab which Resident declined. Resident spoke to me about this. Miss Canfield stated concerns about her safety and who the driver would be. This Resident needs to see Dr. Ross due to having a new type of dialysis shunt that is causing problems when she is at dialysis wk. This doctor is the only doctor that is able to check this shunt. This nurse asked Miss Canfield if she would like to write a letter to include with this complaint. Miss Canfield

FAX TO: 1-866-381-4860, Attn: Dayna Holford (see page #3)

Date Fax Received \_\_\_\_\_

Date Complaint Entered \_\_\_\_\_

Entered By \_\_\_\_\_

COMPLAINT FORM

Date Submitted: 5/29/08

By: Asha Shukla, RN

Facility: Sakula Nursing Center Facility Phone Number: 864-445-2146

Member/Patient's Name: Elaine Canfield

Medicaid Number:

Date of Appointment:

Appointment Time:

Who Transported Member/Patient:

Complaint: stated she is too upset to write a letter. she requested that I include her thoughts to you. Miss Canfield stated that she is awfully upset that on 2 different occasions she was not able to get to the doctors apt. she stated that she has got to get the procedure done and one Dr. Ross because at the present time all the pain is not being taken out of her body system when she goes to dialysis. Miss Canfield stated "It upsets me because I have no way in my own to get to Brookburg to see my doctor". This situation has caused undue stress to this Resident, she depends on dialysis in order to continue living. she has had 2 failed kidney transplants in the past. she needs organ donation but Dr. Ross to find out problem with short.

Your Recommendation: Worries that Canfield needs to do away with this LogistCare program immediately. It has been problematic using it. Problems cause undue stress to Residents, nurses & doctors office due to having to change appts at the last minute when Residents are not picked up as scheduled.

FAX TO: 1-866-381-4860, Attn: Dayna Holford

Asha Shukla, RN

Date Fax Received:

Date Complaint Entered:

Entered By:



Log 6025-4  
Log # 11

State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

June 10, 2008

Emma Forkner  
Director

Mr. Robert F. Bowles, Administrator  
Saluda Nursing Center  
Post Office Box 398  
581 Newberry Highway  
Saluda, South Carolina 29138-0705

Dear Mr. Bowles:

Thank you for your letter dated May 29, 2008, regarding Medicaid transportation for residents of the Saluda Nursing Center. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable transportation services are provided in a timely manner. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter.

SCDHHS has contacted LogistiCare as responsible regional transportation broker to review and address the concerns you reported. LogistiCare agrees that your complaint is valid and will reroute trips (to an alternate provider) in a timely manner and closely monitor transportation services for Medicaid beneficiaries from your facility. Ms. April Izlar, Regional Manager for LogistiCare, will contact you directly on this matter with a thorough explanation and corrective action plan to ensure similar incidents do not occur in the future.

As follow-up, SCDHHS transportation staff will review the actions of LogistiCare's management to ensure that acceptable transportation services are delivered as requested and a resolution is implemented with the service providers. You can expect the Broker to take the action required to ensure adequate transportation is being furnished to Medicaid beneficiaries.

If your residents experience any further difficulty with Medicaid transportation services, please contact Ms. Sheila Platts, Division Director for Transportation, at (803) 898-4614.

Sincerely,

Emma Forkner  
Director

EF/mhp  
cc: April Izlar, LogistiCare  
Chuck DeZearn, LogistiCare



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

**ACTION REFERRAL**

TO <b>Myers</b>	DATE <b>6-2-08</b>
--------------------	-----------------------

<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER <b>000625</b>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <b>6-11-08</b>
2. DATE SIGNED BY DIRECTOR <b>C. EF</b> <b>DJS</b>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

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