

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

|                |               |
|----------------|---------------|
| TO             | DATE          |
| <i>Bowling</i> | <i>2-5-07</i> |

|                            |   |  |  |
|----------------------------|---|--|--|
| DIRECTOR'S USE ONLY        |   | ACTION REQUESTED   |  |
| 1. LOG NUMBER              | 000511  | <input type="checkbox"/> Prepare reply for the Director's signature<br>DATE DUE _____  |  |
| 2. DATE SIGNED BY DIRECTOR | <i>Cleaveland</i><br><i>1/30/07</i><br><i>attached.</i> | <input checked="" type="checkbox"/> Prepare reply for appropriate signature<br>DATE DUE <i>2-14-07</i><br><input type="checkbox"/> FOIA<br>DATE DUE _____<br><input type="checkbox"/> Necessary Action |  |

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

LINDSEY O. GRAHAM  
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-6972

## UNITED STATES SENATE

January 25, 2007

**RECEIVED**

FEB 05 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mr. Robert Kerr  
Director  
SC Department of Health and Human Services  
PO Box 8206  
Columbia, SC 29202-8206

*L. O. Bowling*  
*Approp. Sign*

Dear Mr. Kerr:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to your attention.

Thank you for your attention to this matter, and I ask that you please respond directly to the individual.

Sincerely,

A handwritten signature in black ink, appearing to read "L. O. Graham".

Lindsey O. Graham  
United States Senator

LOG/lt

Enclosure

508 HAMPTON STREET  
SUITE 202  
COLUMBIA, SC 29201  
(803) 933-0112

401 WEST EVANS STREET  
SUITE 226B  
FLORENCE, SC 29501  
(843) 669-1505

101 EAST WASHINGTON STREET  
SUITE 220  
GREENVILLE, SC 29601  
(864) 250-1417

530 JOHNNIE DODDS BOULEVARD  
SUITE 202  
MOUNT PLEASANT, SC 29464  
(843) 949-3897

140 EAST MAIN STREET  
SUITE 110  
ROCK HILL, SC 29730  
(803) 366-2928

135 EAGLES NEST DRIVE  
SUITE B  
SEVIEGA, SC 29678  
(864) 888-3330

Eliza Collins  
522 Jimmy Lane  
Cross, S.C. 29436  
(843) 753-3501

RECEIVED JAN 15 2007

The Honorable Lindsey Graham,

NOV 29 2006

My Mother, Ms. Eliza Collins is a 74-year-old senior citizen and a constituent of yours. She is currently on Medicare and Medicaid and they have refused to pay her medical bill of \$1985.00 from the period of 10/25/05 to 4/18/06. These services were provided at The Hope Clinic, PO box 1116, Moncks Corner, S.C. 29461.

She has contacted the Medicare System and they told her that this is a Medicaid issue. She went to the Medicaid office in Moncks Corner S.C. who did not help because they said that this is an issue for the Columbia, S.C. office.

On October 5, 2006 she called the Columbia office at 1-888-549-0820. She spoke with Mrs. Jones and Mrs. Obannon, representatives from this office, whom told her that there was a computer error causing this delinquency in payments and credit collectors calling and harassing her constantly.

These representatives told her that this problem would be taken care of within one month and that they would notify her. As of this date November 7, 2006 she has not received any resolution.

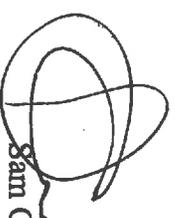
This has been going on since the beginning of this year with no one taking responsibility for this outstanding bill. My mother is in poor health and this issue is only making her condition worse. I really don't know how long she can hold on to her dear life. She is constantly worrying about how this bill is going to be paid with the ongoing harassing calls from credit agencies.

I am praying that you will rectify this issue so that my elderly mother may have a day in peace.

The Medicaid representatives are reluctant, inept, and are very unprofessional in assisting us.

It is my belief, that as our leader and congressman, the health and welfare of our elderly and senior citizens are a priority to you and your staff and you will ensure that this matter is rectified in the most professional and efficient manner possible.

On behalf of my mother, thank you in advance.

  
Sam Gethers



*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Robert M. Kerr  
Director

January 30, 2007

Ms. Eliza Collins  
522 Jimmy Lane  
Cross, South Carolina 29436

Dear Ms. Collins:

Your letter to Senator DeMint's office regarding Medicaid bills has been forwarded to our agency for review and response. We welcome the opportunity to be of assistance.

It is my understanding that Ms. Elizabeth Jackson, Program Coordinator in the Division of Physicians Services contacted you on December 18, 2006, to discuss the claims. She has also spoken to Ms. Alicia Millsap with the Hope Clinic in Moncks Corner to discuss the problems causing you to be billed in error. We have been advised that the provider has refunded the money paid on your behalf.

Your son contacted Ms. Jackson concerning difficulties with getting your prescriptions filled at Delta Pharmacy. It was determined that you have Medicare coverage for your prescriptions under Unicare. It is important that you or your son follow-up with Medicare to insure they have the proper coverage information.

If you have questions or if we can be of additional assistance, please do not hesitate to contact Ms. Elizabeth Jackson at (803) 898-2536.

Sincerely,

*Susan B. Bowling*  
Susan B. Bowling  
Deputy Director

SBB/gwd

Log 511 ✓