

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Giese</i>	DATE <i>9-22-11</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100140</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleared 10/11/11, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10/3/11</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.			

RECEIVED

SEP 22 2011

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Barbara D. Thomas
809 - C Ezela Court
Lancaster, S.C. 29720
September 17, 2011

Dear Mr. Keck:

I am writing this letter to you because, I have hit dead ends on every avenue I have tried to receive help on! I did receive the Medicaid & Your Pamphlet notifying of the changes and cost increases.

It also informed about the non cost payment of dental service of adults dental services.

However, it didn't say it would not pay for joint replacement patients.

I had a total replacement on 2-24-11. I was told upon discharge, "I should not get any infections for at least a year.

The filling came out of my tooth. I called Medicaid in Columbia. After being transferred from

Person To Person, and being
hung up on a couple of times,
I was given a list of dentists
here that accept Medicaid.
When I spoke with the
receptionist at Mid Carolina
Dental here in Lancaster, S.C.,
the receptionist told me, I
had to get a letter from my
Doctor on his letter head as to
why I needed my tooth
pulled. He did that! also he
sent 3 pages of information
of the actual operation. When
all that was sent to the
Medicaid Office in Columbia,
I didn't get any response!
When I called back to the
Columbia Office, I was told,
that I had to be getting ready
for a joint replacement operation.
So, my request was denied!

Now I am sending you a
copy of the Medicaid and you
announcement, and it says nothing

about pre operative anything!
So, you people with Medicaid
are false advertising! Here is
the copy of the paper
that says I qualify for the
service. Nothing may not
come out of this, but I read
everything I get! So, if
you have any suggestions
Please let me know!

Sincerely

Barbara Thomas

DENTAL SERVICES FOR ADULTS

Dental services will continue to be covered for people 21 and older only under the following conditions. Other adult dental services were discontinued February 1, 2011.

We are pleased to inform you that Medicaid will cover dental services for adults under the following conditions and medical reasons:

- Organ Transplants
- Oncology
- Total Joint Replacement
- Trauma Treatment
- Radiation of the head and/or neck for cancer treatment
- Chemotherapy for cancer treatment
- Heart Valve Replacement



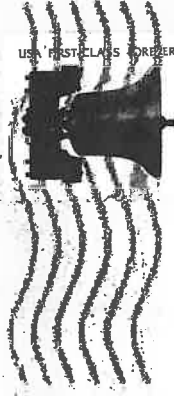
Ms. Barbara Thomas
809 Eula Ct Apt C
Lancaster, SC 29720-2870

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SEP 22 2011

CHARLOTTE NC 282

21 SEP 2011 PM 3 1



Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Anthony E. Heck D. H. S. Director
South Carolina Department of Health & Human Services
P.O. Box 8206
Columbia, South Carolina 29202-8206
* Personal *



292028206

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL



TO <i>Grier/Vaughn</i>	DATE <i>9-22-11</i>
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APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
<i>1. [Signature]</i>	<i>10/5/2011</i>		
<i>2. [Signature]</i>	<i>10/11/11</i>	<i>10/11/11</i>	
<i>3. [Signature]</i>	<i>10/7/11</i>		
<i>4. [Signature]</i>	<i>10/10/11</i>		

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SEP 22 2011

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Barbara D. Thomas
809 - L Eula Court
Lancaster, S.C. 29720
September 17, 2011

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Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Anthony E. Heck D. H. S. Director
South Carolina Department of Health & Human Services
P.O. Box 8206
Columbia, South Carolina 29202-8206
Personal



Log # 140



Anthony E. Keck, Director
Nikki R. Haley, Governor

October 11, 2011

Ms. Barbara Thomas
809 Eula Court, Apartment C
Lancaster, South Carolina 29720-2870

Dear Ms. Thomas:

Thank you for your letter regarding the denial for a tooth extraction after you received a total joint replacement. We welcome the opportunity to be of assistance.

As you know, effective February 1, 2011, dental services for beneficiaries over the age of twenty-one (21) were discontinued due to the Agency's need to reduce our annual expenditures by stopping coverage of several optional services for adults. However, beneficiaries with critical medical conditions such as organ transplants, oncology (radiation of the head and/or neck for cancer treatment or chemotherapy for cancer treatment), total joint replacement, heart valve replacement, and trauma treatment, are covered for dental treatment or services with limited criteria, which include coverage when performed in preparation for or during the course of treatment of one of the exceptions.

If you would like to appeal our decision to not cover your tooth extraction, you may file an appeal to the Appeals department at the address below:

Attn: Division of Appeals
Post Office Box 8206
Columbia, South Carolina 29202-8206

If you have any additional questions please feel free to contact Ms. Shirley Carrington, Program Representative in the Office of Hospitals, Dental, Transportation and Durable Medical Equipment at (803) 898-2563.

Sincerely,

A handwritten signature in black ink that reads 'BZ Giese'.

Melanie "BZ" Giese, RN
Deputy Director

MG/vs