

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Bowling</i>	DATE <i>11/7/06</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000348</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>11/14/06</i>
2. DATE SIGNED BY DIRECTOR <i>Checked 12/6/06 letter attached</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

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



HUGH K. LEATHERMAN, SR.

SOUTH CAROLINA STATE SENATE
DISTRICT 31, FLORENCE
AND DARLINGTON COUNTIES

COMMITTEES
Chairman, Finance
Corrections and Penology
Ethics
Interstate Cooperation
Labor, Commerce and Industry
Operations and Management
Rules
State House
Transportation

111 GRESSETTE SENATE OFFICE BUILDING
COLUMBIA, SOUTH CAROLINA 29202

(803) 212-6640

RECEIVED

FLORENCE ADDRESS

1817 Pineland Avenue
Florence, South Carolina 29501
(843) 667-1152

November 2, 2006

NOV 06 2006

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Robert M. Kerr, Director
Department of Health & Human Services
1801 Main Street
Columbia, South Carolina 29201

Dear Robbie:

I am enclosing herewith a copy of an e-mail that I recently received from my constituent, Patricia Hale. As you can see, Ms. Hale makes some disturbing allegations about the repeated failure of the Medicaid transportation service in Florence to pick up her disabled children for their doctors appointments.

Robbie, I would very much appreciate it if you would ask your staff to look into this matter and take whatever actions necessary to ensure that Florence Medicaid patients can be assured of transportation to their medical appointments.

As always, thank you for your assistance.

Very truly yours,

A handwritten signature in dark ink, appearing to read "H. K. Leatherman".

Hugh K. Leatherman, Sr.
HKL:dsm

Enclosure
cc: Ms. Patricia Hale

From: patricia hale <pathale35@yahoo.com>
To: <SFI@scsenate.org>
Date: Wed, Nov 1, 2006 12:12 PM
Subject: Disable Family that just moved to Florence, SC from another part of SC that was mistreated by the Florence SC Medicaid Cab Office workers and Driver got paid from the SC State he didn't show up many of times neither did the office work had good communication manners of skills to check up on patients or workers

TO: HONORABLE HUGH K. LEATHERMAN, SENATOR OF FLORENCE, SC

FROM: MR. ARTHUR AND PATRICIA HALE DISABLE PARENTS OF THE FOUR HALE MEDICAL HANDICAPPED AND DISABLE HALE KIDS CAVIUS, SHAMEKA, SHERA, HILARY

DATE: OCTOBER 31, 2006

SUBJECT: FIRST, THE HALE PARENTS CALLED IN THE FIRST WEEK OF SEPT 2006 WAS TOLD AND GIVEN INFORMATION VERALLY OVER THE PHONE BY MRS. BLACK THE HALE'S MEDICAID WORKER. MRS BLACK GAVE THE HALE THE SC MEDICAL CAB NUMBER FOR MEDICAL ASSISTANCE IN FLORENCE, SC 667-4174 OR 665-2227 PEE-DEE REGIONAL TO GET TO THEIR MEDICAL APPOINTMENTS IN SEPT 2006 IN A TIMELY MANNER. THE SOCIAL WORKER KNOW THAT THE HALE'S VAN BROKE DOWN AND THE HALE'S DIDN'T HAVE NO TRANSPORTATION OR OTHER WAY OF GETTING THEIR KIDS OR THEMSELVES AROUND TO ANYWHERE SO THAT'S WHY SHE GAVE MR. AND MRS. HALE THE ABOVE AGENCY NUMBER TO ASSIST THE HALE'S FAMILY.

AFTER, TALKING ON THE PHONE WITH MS. BLACK MR. AND MRS. HALE CALLED THE SC MEDICAL NUMBER 667-4174 AND SPOKE WITH AISHA AND/OR THE OTHER OFFICE WORKER AND SET UP THEN GAVE THESE TWO SECRETARY ALL OF THE KIDS INFORMATION SEVERAL TIMES THEIR SC MEDICAID NUMBERS AND APPOINTMENTS DATES AND TIMES WITH TO THEIR DOCTORS NAMES AND NUMBERS FOR THE MONTHS OF SEPTEMBER 2006, OCTOBER 2006, AND NOVEMBER 2006.

THE ONLY APPOINTMENT TIME AND DATE THAT THIS FLORENCE, SC MEDICAID OFFICE SHOWED UP FOR AT ALL WAS ON SEPTEMBER 8, 2006. DRIVER MR. DAVID MILLER CAME TO GET SHAMEKA HALE HE TOOK HER WITH PARENT TO MCLEOD ASHAMA/ALLERGY CLINIC DR. STEPHEN IMEAU ON FRIDAY IN WHICH SHE HAVE TO GO EVERY WEEK IN WAY TO GET FOUR SHOTS TO CONTROL THESE MEDICAL CONDITIONS. THIS SC MEDICAID CAB AGENCY DIDN'T SHOW UP NO OTHER DAY AT ALL ON FRIDAY TO TAKE SHAMEKA HALE BUT THEY PAID THIS SAME DRIVER FOR SEPTEMBER 15, 2006 BUT MR. MILLER NEVER TOOK SHAMEKA TO THE MCLEOD CLINIC 679-9335 AFTER SEPTEMBER 8TH NO MORE TO ANY APPOINTMENTS AT ALL NO FRIDAYS IN SEPT 2006 OR OCT 2006. IN THE MIDDLE OF OCTOBER 2006 MR. HALE GOT ANOTHER VAN IN ORDER FOR OUR DISABLE MEDICAL HADICAPPED KIDS TO GET TO ANY OF THER APPOINTMENTS DUE TO THE FACT THIS STATE AGENCY WAS MAKING VERBAL PROMISE THAT THEY WILL PROVIDE MEDICAL TRANSPORTATION TO OUR DISABLE KIDS AND FAMILY BUT THEY FAILED TO DUE SO IN ANYWAY AT ALL. EVEN AFTER BEING TOLD VERBALLY CALLED ON THE PHONE AHEAD OF TIME SEVERAL TIMES THE HALE'S KIDS LIFE AND WELFARE WAS PUT IN JEOPORTY BY THIS AGENCY SEVERAL TIMES.

THIS SC MEDICAID OFFICE IN FLORENCE, SC 667-4174 DIDN'T PICK UP CAVIUS HALE FOR ANY OF HIS NEUROLOGIST APPOINTMENT WITH HIS TWO SISTERS AT THE PALMETTO NEUROLOGY CLINIC DR. MURPHY AT 669-2007 IN SEPT 2006 OR ORODONIST DENTIST APPOINTMENT NEITHERTHIS SAME AGENCY DIDN'T SHOW UP TO

TAKE HIM IN SEPT 2006 TWO TIMES AND OCTOBER 2006 TO TIMES THEIR
546-4416 DR. ROBERT DEAN.

WE NEED SOMETHING DONE TO THESE PEOPLE IN THIS OFFICE AND DRIVER GOT
PAID IN SEPT 14, AND 15 BUT HE DIDNT EVEN COME TO THE HALE HOME TO GIVE
ANY SERVICE TO THE HALES AT ALL.

THE PEOPLE AT THIS SC OFFICE TALKED TO MRS. HALE ON THE PHONE WITH
CRYSTAL WRIGHT THAT WORK IN COLUMBIA, SC TO AISHA PROMISED THAT SHE
WOULD STRAIGHT THE MISSED APPOINTMENT OF THE DRIVERS. NOT SHOWING UP WOU
BE FIXED BUT IT WASNT. THE HALES WANT SOME THING DONE TO CORRECT
THIS ISSUE AND SITUATION WERE WE WAS RUN OVER AS DISABLE CITIZEN IN SC.

THANK YOU, MRS. HALE
843-317-9606

Everyone is raving about the all-new Yahoo! Mail.
--0-414450331-1162323380=:16170
Content-Type: text/html; charset=iso-8859-1
Content-Transfer-Encoding: 8bit



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Robert M. Kerr
Director

December 6, 2006

The Honorable Hugh K. Leatherman, Sr.
Senate of South Carolina
111 Gressette Senate Office Building
Columbia, South Carolina 29202

Dear Senator Leatherman:

Thank you for forwarding the Ms. Patricia Hale's correspondence regarding Medicaid transportation concerns to us for review and response. We appreciate the opportunity to be of assistance.

It is my understanding that program staff contacted Ms. Hale to address her concerns. The Department of Health and Human Services is working closely with the local transportation office in Florence County regarding scheduling and coordination of transportation services to ensure that access to these services is available for Medicaid beneficiaries.

Thank you for your ongoing support of the South Carolina Medicaid program to ensure quality health care is available for beneficiaries. If you have any questions or if we can be of additional assistance, please do not hesitate to let me know.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert M. Kerr".

Robert M. Kerr
Director

RMK/bmhw