

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Bausling</i>	DATE <i>6-13-07</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER <b>000781</b>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>6-20-07</i>
2. DATE SIGNED BY DIRECTOR <i>Cheval 6/20/07, 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  
Chairman, Operations and Management  
Ethics

Interstate Cooperation  
Labor, Commerce and Industry

Rules  
State House  
Transportation

111 GRESSETTE SENATE OFFICE BUILDING  
COLUMBIA, SOUTH CAROLINA 29202  
(803) 212-6640

January 3, 2006

*Log: Bowling  
dir, Mrs*

FLORENCE ADDRESS

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

Susan B. Bowling, Interim Director  
Department of Health & Human Services  
1801 Main Street  
Columbia, South Carolina 29201

Dear Ms. Bowling:

I am enclosing herewith a copy of a letter that I recently received from my constituent, Carl Edgar Griffith Sr., relative to the failure of Medicaid Transport Services to pick him up for doctors' visits. As you can see, Mr. Griffith states that he was told by someone at your agency that "nothing is guaranteed because of politics."

I would appreciate it if you would look into this matter and let me know whose politics and what brought this up. I am sure that you will agree that we must do everything possible to ensure that our Medicaid clients receive timely access to medical treatment and appointments.

Very truly yours,

A handwritten signature in black ink, appearing to read "HKL", with a long horizontal flourish extending to the right.

Hugh K. Leatherman, Sr.  
HKL:dsm

Enclosure

cc: Mr. Carl Edgar Griffith, Sr.

**RECEIVED**

JUN 13 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

13-GR/1

300 Longwood Ave #112  
Florence South Carolina 29  
5/28/07  
843-292-082

Dear Senator Leatherman,

My name is Carl E. Griffith Jr.

My reason for writing you this letter is to let you know that medical transport services has failed to pick me up for medical appointments on many occasions as recent as 4/29/07 to visit CONSULTANTS IN GASTROENTEROLOGY, 131 SUMMERPLACE DRIVE WEST COLUMBIA, SC 29169. I spoke with someone at South Carolina Department of Health and Human Services regarding the matter and requesting the assurance that I be picked up on June 7th at 8:15 AM for my appointment to the above facility, and I was told that nothing is guaranteed because of politics.

SENATOR LEATHERMAN: I am respectfully requesting your help in this matter, thanking you in anticipation.

Yours Respectfully  
Carl Edgar Griffith Jr.

RECEIVED

JUN 13 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR



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

# 781

Mark Sanford  
Governor

Susan B. Bowling  
Acting Director

June 20, 2007

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

Dear Senator Leatherman:

Thank you for your recent letter on behalf of your constituent, Mr. Carl E. Griffith, Sr. and the concerns he noted about Medicaid transportation services. We appreciate the opportunity to be of assistance in this matter.

As you are aware, the South Carolina Department of Health and Human Services (DHHS) recently implemented a regional transportation broker system for Medicaid non-emergency transportation. Regrettably, the prior service provider did not provide transportation for Mr. Griffith on April 29, 2007. DHHS is working closely with the new broker, Logisticare, LLC to ensure that adequate transportation services are provided now and for the future. Program staff contacted Logisticare regarding Mr. Griffith's situation. We expect the broker to take necessary actions to ensure that Mr. Griffith has access to appropriate transportation services.

We share your concern that Mr. Griffith indicated a DHHS staff member told him that "nothing is guaranteed because of politics." DHHS strives to provide optimal customer service through training classes and monitoring of feedback received from beneficiaries and providers. We appreciate this feedback as an opportunity to continually improve our customer service proficiency. DHHS is committed to ensuring that Medicaid beneficiaries have access to quality healthcare services.

Thank you again for forwarding this matter to our attention. We appreciate your ongoing support of the Medicaid program. Please do not hesitate to let me know if you have additional questions or if we can be of further assistance on this or any other matter.

Sincerely,

*Susan B. Bowling*  
Susan B. Bowling  
Acting Director

SBB/mhw

Office of the Director  
P. O. Box 8206 Columbia South Carolina 29202-8206  
(803) 898-2501 Fax (803) 255-8235



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

Mark Sanford  
Governor

Susan B. Bowling  
Acting Director

June 20, 2007

Mr. Carl E. Griffith, Sr.  
300 Conyers Avenue # 112  
Florence, South Carolina 29501

Dear Mr. Griffith:

The South Carolina Department of Health and Human Services (SCDHHS) received a copy of your letter to Senator Leatherman dated May 28, 2007, regarding your Medicaid non-emergency transportation services. We appreciate your taking the time to share your concerns. DHHS is continuously in the process of reviewing feedback received from beneficiaries regarding recent changes in the way Medicaid transportation services are arranged and provided.

The Medicaid transportation broker in your area, Logisticare, LLC, is responsible for authorizing and scheduling your Medicaid transportation service. We have contacted them regarding the problems you have experienced. You can expect the broker to take the corrective action required to ensure that you have adequate transportation service. In the future, if your transportation provider does not arrive within 15 minutes after your scheduled pick up time, please call "Where's My Ride" at 1-866-445-9963 to notify them that you have not been picked up.

We regret that the prior transportation service provider did not pick you up for your medical appointment on April 29, 2007. DHHS is working closely with the new broker to ensure that adequate transportation services are provided now and for the future.

In reference to your concern about a DHHS staff member telling you that "nothing is guaranteed because of politics," please be assured that the agency strives to provide optimal customer service through training classes and monitoring of feedback from beneficiaries and providers. We appreciate this feedback as an opportunity to continually improve our customer service proficiency.

Thank you again for your letter. If you need additional assistance or experience further difficulty with your transportation service, please call Ms. Shirley Carrington, Team Leader for Transportation Services at (803) 898-2655.

Sincerely,

*Susan B. Bowling*  
Susan B. Bowling  
Acting Director

SBB/hw

Office of the Director  
P.O. Box 8206 Columbia South Carolina 29202-8206  
(803) 898-2501 Fax (803) 255-8235