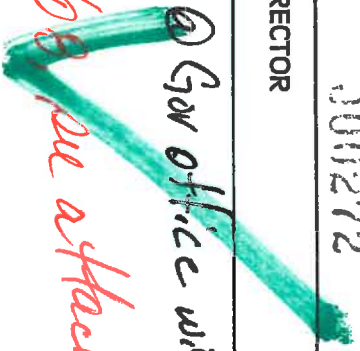


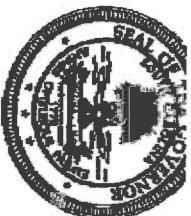
**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO	DATE
<i>Wells</i>	<i>11-18-08</i>

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000272</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Sue Cooper @ Gov office with #806944</i>  <i>Close 11/24/08, are attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-1-08</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.			



State of South Carolina

Office of the Governor

MARK SANFORD
GOVERNOR

OFFICE OF EXECUTIVE
POLICY AND PROGRAMS

2001
PLS log to William
Tongue

FAX TRANSMITTAL COVER

DATE:	11/18/08
FAX TO:	Jan Polathy DHHS
FAX #:	255-8235
FROM:	Susanne Cooper 734-9873

Total number of pages:

6

(including this cover sheet)

15
Did we log?
or 20th

If you have any problems receiving this document, please contact:

[Redacted]

Jan,
Re: E-mail from Amy Humphries
Checking to see if constituent's concerns were
resolved. Thank you!

Office of Constituent Services
Post Office Box 12287
Columbia, SC 29211
TELEPHONE: (803) 734-6048 - FAX: (803) 734-0788

Susanne

GOVERNOR Mark Sanford - DHHS/EIP owe monies to me

Page 1

From: <Grannyspitfire@aol.com>
To: <mark@gov.sc.gov>
Date: Sat, Oct 18, 2008 11:45 PM
Subject: DHHS/EIP owe monies to me

Contact the Office of the Governor

Name | Amy Humphries
Company | SC DHHS
Address1 | 165 Burma Road
Address2 |
City | Lexington
State | SC
Zip | 29072-9188
County | Lexington
Phone | 803-873-0697
Email | Grannyspitfire@aol.com
IP | 10.92.2.5
Date | 10/18/2008 11:44:45 PM
Subject | DHHS/EIP owe monies to me

Please help!

History is repeating itself once again. I left employment with SCDHHS on 9/17/08 and have had full medical deductions withheld not only from my 10/1/08 check, but also from my 10/18/08 check. Why is it errors continue to occur and EIP blames DHHS policy and DHHS blames EIP policy? Bottom line, the ball is being dropped somewhere along the way, yet no one is willing to accept responsibility. While it's completely understandable the 10/1 deductions may have been too late to cancel, there is/was no excuse for the 10/16 check to reflect medical premium deductions.

I began employment again with DHHS 11/2/07, with insurance coverage beginning 12/1/07. Well, someone errored then too, as my medical coverage wasn't added until mid December 2007. Again, DHHS blamed EIP and EIP blamed DHHS. Is it to be assumed that no employee can expect to have error free paperwork completed successfully while Annual Enrollment is occurring? It seems everything falls through the cracks during October, November and December and the employees are the ones who suffer and receive the 'run-around.'

I was informed by Ken Branham of DHHS on October 16, 2008, it would be the first of November before my refund could be expected. I am cautiously optimistic this can be fully investigated and my medical premiums refunded to me in an expeditious manner due to the utter lack of professionalism exhibited by DHHS & EIP.

How sad the employees are the ones paying the price for those who are incompetent in their job duties. It is truly unacceptable the insurance processes being performed by EIP and DHHS to manage insurance needs for state employees are being done so in such a haphazard manner.

206944

RECEIVED

OCT 20 2008

Referred to CS
Answered 10/20/08

Governor Mark Sanford - DHHS/EIP owe monies to me

Page 21

Thank you for any assistance you can provide. I can be reached at (803) 873-0697 should you need further information.

Amy S. Humphries

In a message dated 10/17/2008 4:54:27 P.M. Eastern Daylight Time, BACKMAN@scdhhs.gov writes:
Amy,

It is the policy of our agency not to issue a refund until the credit appears on the insurance bill. I am sorry but we can not refund these premiums until the credit shows on our insurance bill. The credit will not show until after the 23rd of October. As soon as the credit shows on the bill we will initiate the refund.

Kim Backman, Benefits Manager
Office of Human Resources
SC Dept of Health and Human Services
803-898-2727

>>> <GrannySpfire@aol.com> 10/16/2008 5:02 PM >>>
I've just spoken w/ Annie @ EIP and she stated either she or Cindy Allen (JO 2's acct. rep) will be contacting you to request an expedited refunded be initiated by DHHS of monies due to me.

Thank you.

Amy Humphries

In a message dated 10/16/2008 2:56:49 P.M. Eastern Daylight Time,

Branhamk@scdhhs.gov writes:

The phone number to EIP is 888-260-9430, but they should tell you the same thing I did. We cannot issue you the refund until the credit shows up on the October bill which we get in late October. There is no need to call the CG's office because they do not handle the refunds. Please let me know if I can be of further assistance.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

Governor Mark Sanford - DHH\$EIP owe monies to me

Page 31

>>> <GrannySpitfire@aol.com> 10/16/2008 12:32 PM >>>
Ken,

While I realize it may not be DHH's error, I am in need of the refund due to me for the insurance deductions that came out of my 10/1 & 10/16 p

aychecks.

Can I have a contact name and number @ EIP or CG's office where I might facilitate this being refunded to me sooner? I'll even drive to Columbia to pick it up directly if need be.

Thank you.

In a message dated 10/16/2008 11:14:34 A.M. Eastern Daylight Time,
Branhamk@scdhhs.gov writes:

It has been received.

>>> <GrannySpitfire@aol.com> 10/16/2008 8:32 AM >>>
Thank you Ken. I have just faxed back to you. Can you please confirm receipt?

Amy Humphries

In a message dated 10/16/2008 8:55:14 A.M. Eastern Daylight Time,
Branhamk@scdhhs.gov writes:

Here is the form as requested.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended

Governor Mark Sanford - DHH/SEIP owe monies to me

Page 4

recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is STRICTLY PROHIBITED.

If you have received this in error, please notify us immediately and destroy the related message.

*****New MapQuest Local shows what's happening at your destination.

Dining, Movies, Events, News & more. Try it out (<http://local.mapquest.com/?ncid=emlcnthnew00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is STRICTLY PROHIBITED.

If you have received this in error, please notify us immediately and destroy the related message.

*****New MapQuest Local shows what's happening at your destination.

Dining, Movies, Events, News & more. Try it out (<http://local.mapquest.com/?ncid=emlcnthnew00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is

Governor Mark Sanford - DHS/SEIP owns monies to me

Page 51

addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

*****New MapQuest Local shows what's happening at your destination.
Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=emlcnthaw00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

From: Jan Polatty
To: scooper@oepp.sc.gov
Date: 11/24/2008 10:05 AM
Subject: #806944

Good morning, Sue!

I verified that this issue has been resolved and this can be closed. Thanks! Jan

Jan Polatty
Director's Office
SCDHHS
1801 Main Street
Columbia, SC 29201
803-898-2504

Log # 272
Jep

From: "Rish, Traci" <TRish@eip.sc.gov>
To: "Kim Backman" <BACKMAN@scdhhs.gov>
Date: 11/21/2008 2:59 PM
Subject: RE: I can hear you screaming from here....

Per Treasurer's Ofc, check was paid on 10/29/08 for \$121.26.

-----Original Message-----

From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Friday, November 21, 2008 12:49 PM
To: Rish, Traci
Subject: Re: I can hear you screaming from here....

Ok, thank you!!!! ;)

-----Original Message-----

From: "Rish, Traci" <TRish@eip.sc.gov>
To: Kim Backman <BACKMAN@scdhhs.gov>

Sent: 11/21/2008 12:47:49 PM
Subject: RE: I can hear you screaming from here....

I do not have the date yet.

-----Original Message-----

From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Friday, November 21, 2008 10:56 AM
To: Rish, Traci
Cc: Ken Branham
Subject: Re: I can hear you screaming from here....

Did you find out if that check cleared? If so will you email me the date it cleared?

Thanks!

Kim

-----Original Message-----

From: "Rish, Traci" <TRish@eip.sc.gov>
To: Kim Backman <BACKMAN@scdhhs.gov>

Sent: 11/19/2008 4:40:55 PM

Subject: RE: I can hear you screaming from here....

I will call in the morning.

-----Original Message-----

From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Wednesday, November 19, 2008 4:36 PM
To: Rish, Traci
Subject: I can hear you screaming from here....

Can you give me the date the check cleared?

Kim

Kim Backman, Benefits Manager

From: "Rish, Traci" <TRish@eip.sc.gov>
To: "Kim Backman" <BACKMAN@scdhhs.gov>
Date: 11/21/2008 2:59 PM
Subject: RE: I can hear you screaming from here....

Per Treasurer's Ofc, check was paid on 10/29/08 for \$121.26.

-----Original Message-----
From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Friday, November 21, 2008 12:49 PM
To: Rish, Traci
Subject: Re: I can hear you screaming from here....

Ok, thank you!!!! ;)
-----Original Message-----
From: "Rish, Traci" <TRish@eip.sc.gov>
To: Kim Backman <BACKMAN@scdhhs.gov>

Sent: 11/21/2008 12:47:49 PM
Subject: RE: I can hear you screaming from here....

I do not have the date yet.

-----Original Message-----
From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Friday, November 21, 2008 10:56 AM
To: Rish, Traci
Cc: Ken Branham
Subject: Re: I can hear you screaming from here....

Did you find out if that check cleared? If so will you email me the date it cleared?

Thanks!
Kim
-----Original Message-----
From: "Rish, Traci" <TRish@eip.sc.gov>
To: Kim Backman <BACKMAN@scdhhs.gov>

Sent: 11/19/2008 4:40:55 PM
Subject: RE: I can hear you screaming from here....

I will call in the morning.

-----Original Message-----
From: Kim Backman [mailto:BACKMAN@scdhhs.gov]
Sent: Wednesday, November 19, 2008 4:36 PM
To: Rish, Traci
Subject: I can hear you screaming from here....

Can you give me the date the check cleared?

Kim

Kim Backman, Benefits Manager

Office of Human Resources
SC Dept of Health and Human Services
803-898-2727

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

JEZ mailed 10/27/08
FR

B2

**EMPLOYEE INSURANCE PROGRAM
FINANCIAL SERVICES UNIT
REFUND REQUEST**

REFUND REQUEST

AGENCY NUMBER 02 AGENCY PROCESSOR Kim Beckman TELEPHONE # 82727 DATE SENT 10/26/2008

SUBSCRIBER NAME Army S. Humphers SSN 244-175378 MONTHLY BILL COVERAGE CHANGE APPEARS* November

REASON FOR OVERPAYMENT INS. terminated 10/1/08 - premis overdeducted TOTAL AMOUNT DUE -121.26

Date of Deduction	HEALTH		DENTAL		DENTAL PLUS		OPTIONAL LIFE		DEPENDENT LIFE SPOUSE	
	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM
10/08	93.46	Ø			20.60	Ø	7.20	Ø		
	Subtotal: 93.46		Subtotal:		Subtotal: -20.60		Subtotal: -7.20		Subtotal:	
Date of Deduction	DEPENDENT LIFE CHILD		LONG TERM CARE		LONG TERM CARE SPS		SUPPLEMENTAL LTD			
	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM	AMOUNT OF DEDUCTION	CORRECT PREMIUM		
									<p>Note: *If overpayment is due to a coverage change, do not submit the refund request until the change has appeared on the bill and/or the payroll deduction has been corrected or stopped.</p>	
	Subtotal:		Subtotal:		Subtotal:		Subtotal:			

Note: *If overpayment is due to a coverage change, do not submit the refund request until the change has appeared on the bill and/or the payroll deduction has been corrected or stopped.

From: "Rish, Traci" <TRish@eip.sc.gov>
To: <backman@scdhhs.org>
Date: 11/19/2008 3:53 PM
Subject: FW: P-4 (Erroneous billing of medical deductions)

From: Rish, Traci
Sent: Monday, October 27, 2008 10:59 AM
To: Sponhour, Mike
Subject: RE: P-4 (Erroneous billing of medical deductions)

Yes, I will take it to the mailroom staff immediately to ensure that it goes to the main Post Office this afternoon.

Thanks!

From: Sponhour, Mike
Sent: Monday, October 27, 2008 10:57 AM
To: Rish, Traci
Subject: RE: P-4 (Erroneous billing of medical deductions)

So then you will send it out today?

From: Rish, Traci
Sent: Monday, October 27, 2008 10:57 AM
To: Sponhour, Mike
Subject: RE: P-4 (Erroneous billing of medical deductions)

We have confirmed that the check was produced Friday night. EIP should have the check by 2:00 pm today.

Thanks!

From: Sponhour, Mike
Sent: Monday, October 27, 2008 10:08 AM
To: Rish, Traci
Subject: FW: P-4 (Erroneous billing of medical deductions)

Can you give me an update on this?

Thanks

Mike

From: GrannySpitfire@aol.com [mailto:GrannySpitfire@aol.com]
Sent: Sunday, October 26, 2008 1:57 PM
To: Sponhour, Mike
Subject: Re: P-4 (Erroneous billing of medical deductions)

Hi Michael,

Can you please find out the status of this check and let me know when it will be mailed?

Thank you.

Amy S. Humphries

In a message dated 10/21/2008 8:24:43 A.M. Eastern Daylight Time, mspohnho@oed.sc.gov writes:

Ms. Humphries,

I apologize for the difficulty you have been having receiving a refund of your medical premiums. I am informed by the staff of the Employee Insurance Program that a check for the overbilled amount will be submitted to the Comptroller General's Office this Friday as part of the monthly update of EIP payroll and that a check will be mailed to you next week. If you do not receive a check next week please let me know.

Sincerely

Michael Sponhour

Director of Public Affairs

S.C. Budget and Control Board

From: GrannySpitfire@aol.com [mailto:GrannySpitfire@aol.com]
Sent: Saturday, October 18, 2008 11:44 PM
To: BACKMAN@scdhhs.gov; forknere@scdhhs.gov; Sponhour, Mike; SIV@scsenate.org; HaleyN@schouse.org; Jacobs@scdhhs.gov
Cc: CHAMBERT@scdhhs.gov; Moorec@scdhhs.gov
Subject: Re: P-4 (Erroneous billing of medical deductions)

History is repeating itself once again. I left employment with SCDHHS on 9/17/08 and have had full medical deductions withheld not only from my 10/1/08 check, but also from my 10/16/08 check. Why is it errors continue to occur and EIP blames DHHS policy and DHHS blames EIP policy? Bottom line, the ball is being dropped somewhere along the way, yet no one is willing to accept responsibility. While it's completely understandable the 10/1 deductions may have been too late to cancel, there is/was no excuse for the 10/16 check to reflect medical premium deductions.

I began employment again with DHHS 11/2/07, with insurance coverage beginning 12/1/07. Well, someone errored then too, as my medical coverage wasn't added until mid December 2007. Again, DHHS blamed EIP and EIP blamed DHHS. Is it to be assumed that no employee can expect to have error free paperwork completed successfully while Annual Enrollment is occurring? It seems everything falls through the cracks during October, November and December and the employees are the ones who suffer and receive the 'run-around.'

I was informed by Ken Branham of DHHS on October 16, 2008, it would be the first of November before my refund could be expected. I am cautiously optimistic this can be fully investigated and my medical premiums refunded to me in an expeditious manner due to the utter lack of professionalism exhibited by DHHS & EIP.

How sad the employees are the ones paying the price for those who are incompetent in their job duties. It is truly unacceptable the insurance processes being performed by EIP and DHHS to manage insurance needs for state employees are being done so in such a haphazard manner.

Thank you for any assistance you can provide. I can be reached at (803) 873-0697 should you need further information.

Amy S. Humphries

In a message dated 10/17/2008 4:54:27 P.M. Eastern Daylight Time, BACKMAN@scdhs.gov writes:

Amy,

It is the policy of our agency not to issue a refund until the credit appears on the insurance bill. I am sorry but we can not refund these premiums until the credit shows on our insurance bill. The credit will not show until after the 23rd of October. As soon as the credit shows on the bill we will initiate the refund.

Kim Backman, Benefits Manager
Office of Human Resources
SC Dept of Health and Human Services
803-898-2727

>>> <GrannySpitfire@aol.com> 10/16/2008 5:02 PM >>>
I've just spoken w/ Annie @ EIP and she stated either
2's acct. rep) will be contacting you to request an
initiated by DHHS of monies due to me.

Thank you.

Amy Humphries

In a message dated 10/16/2008 2:56:49 P.M. Eastern Daylight Time,

should tell you the same
credit shows up on the
need to call the
Please let me know if I can

Branhamk@scdhhs.gov writes:
The phone number to EIP is 888-260-9430, but they
thing I did. We cannot issue you the refund until the
October bill which we get in late October. There is no
CG's office because they do not handle the refunds.
be of further assistance.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

>>> <GrannySpitfire@aol.com> 10/16/2008 12:32 PM >>>
Ken,

need of the refund due
10/1 & 10/16 p
office where I might
drive to Columbia

While I realize it may not be DHHS's error, I am in
to me for the insurance deductions that came out of my
aychecks.
Can I have a contact name and number @ EIP or CG's
facilitate this being refunded to me sooner? I'll even
to
pick it up directly if need be.
Thank you.

Daylight Time,
Branhamk@scdhhs.gov writes:
It has been received.
>>> <GrannySpitfire@aol.com> 10/16/2008 9:32 AM >>>
Thank you Ken. I have just faxed back to you. Can
receipt?

Amy Humphries
Daylight Time,

In a message dated 10/16/2008 8:55:14 A.M. Eastern
Branhamk@scdhhs.gov writes:
Here is the form as requested.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

Confidentiality Note

This message is intended for the use of the person or
is
addressed and may contain information, including
is
privileged, confidential, and the disclosure of which
applicable law. If the reader of this message is not
recipient, or the
employee or agent responsible to deliver it to the
are
hereby notified that any dissemination, distribution
information is **STRICTLY PROHIBITED**.
If you have received this in error, please notify us
destroy
the related message.

immediately and
or copying of this
intended recipient, you
the intended
is governed by
health information, that
entity to which it
information, that
is governed by
the intended
intended recipient, you
copying of this

happening at your

*****New MapQuest Local shows what's
destination.

Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=emlcntnew00000002>)

Confidentiality Note

This message is intended for the use of the person or
addressed and may contain information, including health
is
privileged, confidential, and the disclosure of which
applicable law. If the reader of this message is not
recipient, or the
employee or agent responsible to deliver it to the
are
hereby notified that any dissemination, distribution or
information is **STRICTLY PROHIBITED**.

immediately and

If you have received this in error, please notify us
destroy
the related message.

at your destination.

*****New MapQuest Local shows what's happening

Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=enlcnthnew00000002>)

Confidentiality Note

This message is intended for the use of the person or
addressed and may contain information, including health
privileged, confidential, and the disclosure of which is
applicable law. If the reader of this message is not the
employee or agent responsible to deliver it to the
hereby notified that any dissemination, distribution or
information is STRICTLY PROHIBITED.

intended recipient, or the
intended recipient, you are
copying of this

immediately and destroy

If you have received this in error, please notify us
the related message.

at your destination.

*****New MapQuest Local shows what's happening

Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=enlcnthnew00000002>)

Confidentiality Note

This message is intended for the use of the person or
health information, that is privileged, confidential, and the disclosure
of which is governed by applicable law. If the reader of this message is
not the intended recipient, or the employee or agent responsible to
deliver it to the intended recipient, you are hereby notified that any
dissemination, distribution or copying of this information is STRICTLY
PROHIBITED.

If you have received this in error, please notify us
immediately and destroy the related message.

New MapQuest Local shows what's happening at your destination.

Dining, Movies, Events, News & more. Try it out!

<<http://pr.atwola.com/promock/100000075x1211031713x1200669822/aol?redir=http://local.mapquest.com/?ncid=emlcntnew00000002>>

Play online games for FREE at Games.com! All of your favorites, no registration required and great graphics - check it out!
<<http://pr.atwola.com/promock/100000075x1211202682x1200689022/aol?redir=http://www.games.com?ncid=emlcntusgame00000001>>

From: "Rish, Traci" <TRish@eip.sc.gov>
To: <backman@scdhhs.org>
Date: 11/19/2008 3:52 PM
Subject: FW: P-4 (Erroneous billing of medical deductions)

From: Rish, Traci
Sent: Monday, October 20, 2008 12:44 PM
To: Sponhour, Mike
Cc: Tester, Rob
Subject: RE: P-4 (Erroneous billing of medical deductions)

Mike,

As a follow-up to our conversation, DHHS submitted an electronic termination to EIP on 9/25/08 with an effective date of 10/1/08 for Ms. Humphries' insurance. Insurance premiums were deducted from the payroll checks she received on 10/1 and 10/16. She is due a refund for the premiums deducted in October. EIP updates payroll activity monthly with the next scheduled update to occur overnight on 10/23. The termination and payroll update will create the overpaid balance to Ms. Humphries' insurance account, which will allow the overpayment to be refunded. The paperwork for the check will be submitted to the Comptroller General's Office on 10/24 and we should receive the check on 10/27. The check will be mailed to Ms. Humphries immediately.

If you need additional information, please let me know.

Thank you,

Traci Rish

From: Tester, Rob
Sent: Monday, October 20, 2008 9:11 AM
To: Rish, Traci
Subject: FW: P-4 (Erroneous billing of medical deductions)

Traci, will you check into this and give Mike Sponhour a call at 4-0632-thanks.

Rob T.

-----Original Message-----

From: Sponhour, Mike
Sent: Sunday, October 19, 2008 12:57 PM
To: Tester, Rob
Subject: FW: P-4 (Erroneous billing of medical deductions)

Rob -

I don't know what this is about but can you look into this and let me know what the situation is?

Thanks

Mike

From: GrannySpittire@aol.com [mailto:GrannySpittire@aol.com]
Sent: Saturday, October 18, 2008 11:44 PM
To: BACKMAN@scdhhs.gov; forknere@scdhhs.gov; Sponhour, Mike; SIV@scsenate.org; HaleyN@schouse.org; Jacobs@scdhhs.gov
Cc: CHAMBERT@scdhhs.gov; Moorec@scdhhs.gov
Subject: Re: P-4 (Erroneous billing of medical deductions)

History is repeating itself once again. I left employment with SCDHHS on 9/17/08 and have had full medical deductions withheld not only from my 10/1/08 check, but also from my 10/16/08 check. Why is it errors continue to occur and EIP blames DHHS policy and DHHS blames EIP policy? Bottom line, the ball is being dropped somewhere along the way, yet no one is willing to accept responsibility. While it's completely understandable the 10/1 deductions may have been too late to cancel, there is/was no excuse for the 10/16 check to reflect medical premium deductions.

I began employment again with DHHS 11/2/07, with insurance coverage beginning 12/1/07. Well, someone errored then too, as my medical coverage wasn't added until mid December 2007. Again, DHHS blamed EIP and EIP blamed DHHS. Is it to be assumed that no employee can expect to have error free paperwork completed successfully while Annual Enrollment is occurring? It seems everything falls through the cracks during October, November and December and the employees are the ones who suffer and receive the 'run-around.'

I was informed by Ken Branham of DHHS on October 16, 2008, it would be the first of November before my refund could be expected. I am cautiously optimistic this can be fully investigated and my medical premiums refunded to me in an expeditious manner due to the utter lack of professionalism exhibited by DHHS & EIP.

How sad the employees are the ones paying the price for those who are incompetent in their job duties. It is truly unacceptable the insurance processes being performed by EIP and DHHS to manage insurance needs for state employees are being done so in such a haphazard manner.

Thank you for any assistance you can provide. I can be reached at (803) 873-0697 should you need further information.

Amy S. Humphries

In a message dated 10/17/2008 4:54:27 P.M. Eastern Daylight Time, BACKMAN@scdhhs.gov writes:

Amy,

It is the policy of our agency not to issue a refund until the credit appears on the insurance bill. I am sorry but we can not refund these premiums until the credit shows on our insurance bill. The credit will not show until after the 23rd of October. As soon as the credit shows on the bill we will initiate the refund.

Kim Backman, Benefits Manager
Office of Human Resources

SC Dept of Health and Human Services
803-898-2727

>>> <GrannySpitfire@aol.com> 10/16/2008 5:02 PM >>>

I've just spoken w/ Annie @ EIP and she stated either she or
2's acct. rep) will be contacting you to request an expedited
refunded be initiated by DHHS of monies due to me.

Thank you.

Amy Humphries

Time,
In a message dated 10/16/2008 2:56:49 P.M. Eastern Daylight

Branhamk@scdhhs.gov writes:

The phone number to EIP is 888-260-9430, but they should tell
you the same thing I did. We cannot issue you the refund until the credit
shows up on the October bill which we get in late October. There is no need to
call the CG's office because they do not handle the refunds. Please let
me know if I can be of further assistance.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

>>> <GrannySpitfire@aol.com> 10/16/2008 12:32 PM >>>
Ken,

While I realize it may not be DHHS's error, I am in need of the
refund due to me for the insurance deductions that came out of my 10/1 &
10/16 p aychecks.
Can I have a contact name and number @ EIP or CG's office where
I might facilitate this being refunded to me sooner? I'll even drive
to Columbia

pick it up directly if need be.

Thank you.

Time,
In a message dated 10/16/2008 11:14:34 A.M. Eastern Daylight
Branhamk@scdhhs.gov writes:

It has been received.

>>> <GrannySpitfire@aol.com> 10/16/2008 9:32 AM>>>

Thank you Ken. I have just faxed back to you. Can you please

confirm

receipt?

Amy Humphries

Time,

In a message dated 10/16/2008 8:55:14 A.M. Eastern Daylight

Branhamk@scdhs.gov writes:

Here is the form as requested.

Ken Branham
Dept. of Health & Human Services
Benefits Counselor
Phone: 803-898-4619
Fax: 803-898-4500

Confidentiality Note

This message is intended for the use of the person or entity
to which it

is

addressed and may contain information, including health

information, that

is

privileged, confidential, and the disclosure of which is

governed by

applicable law. If the reader of this message is not the

intended

recipient, or the

employee or agent responsible to deliver it to the intended

recipient, you

are

hereby notified that any dissemination, distribution or

copying of this

information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us

immediately and

destroy

the related message.

your

destination.

*****New MapQuest Local shows what's happening at

Dining, Movies, Events, News & more. Try it out

(<http://local.mapquest.com/?ncid=emlcnthnew00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

*****New MapQuest Local shows what's happening at your destination.

Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=emlcntnew00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

*****New MapQuest Local shows what's happening at your destination.

Dining, Movies, Events, News & more. Try it out
(<http://local.mapquest.com/?ncid=emlcntnew00000002>)

Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**.

If you have received this in error, please notify us immediately and destroy the related message.

New MapQuest Local shows what's happening at your destination. Dining, Movies, Events, News & more. Try it out!
<<http://pr.atwola.com/promoclk/100000075x1211031713x1200669822/aol?redir=http://local.mapquest.com/?ncid=emlcntnew00000002>>