

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

**ACTION REFERRAL**

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

<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
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>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-1-08</i>
<i>Close 11/24/08, see attached.</i>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

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



*Will*  
Pls log to William  
Tongue

# State of South Carolina

## Office of the Governor

OFFICE OF EXECUTIVE  
POLICY AND PROGRAMS

MARK SANFORD  
GOVERNOR

### FAX TRANSMITTAL COVER

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

*15*

Total number of pages:  
6  
(including this cover sheet)

*Did we log?*  
*10/8*  
*2008*

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

*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 STANTON - 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 11:44:46 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 10/16/08 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 erored 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.

806944

RECEIVED

OCT 20 2008

Referred to CS  
Answered Carped

Governor Mark Sanford - DHHS/EIP owe monies to me

Page 2

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 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

>>> <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 9:32 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 SATHOR - DHH/SEIP owa movies 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=emlcnnew00000002>)

**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=emlcnnew00000002>)

**Confidentiality Note**

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

**Governor Mark Sanford - DHEC/EPD wants 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=emlcnhew00000002>)

**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  
Jan ✓

**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@scdhs.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@scdhs.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@scdhs.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@scdhs.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@scdhs.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@scdhs.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.



**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@scdhs.gov; forknere@scdhs.gov; Sponhour, Mike; SIV@scsenate.org; HalevN@schouse.org; Jacobs@scdhs.gov  
Cc: CHAMBERT@scdhs.gov; Moorec@scdhs.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 erored 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,

In a message dated 10/16/2008 11:14:34 A.M. Eastern  
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 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, 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.

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 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, you are hereby notified that any dissemination, distribution or copying of this 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=emlcntnew00000002>)

**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

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

immediately and destroy

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

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.

at your destination.

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@scdhs.gov; forkrere@scdhs.gov; Sponhour, Mike; SIV@scenate.org; HaleyN@schouse.org; Jacobs@scdhs.gov  
Cc: CHAMBERT@scdhs.gov; Moorec@scdhs.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  
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

>>> <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  
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 9:32 AM >>>  
Thank you Ken. I have just faxed back to you. Can you please  
confirm receipt?  
Amy Humphries

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  
governed by  
privileged, confidential, and the disclosure of which is  
intended  
governed by  
applicable law. If the reader of this message is not the  
intended  
recipient, or the  
recipient, you  
are  
copying of this  
information is STRICTLY PROHIBITED.  
hereby notified that any dissemination, distribution or  
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  
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://local.mapquest.com/?ncid=emlcntnew00000002](http://pr.atwola.com/promoclk/100000075x1211031713x1200669822/aof?redir=http://local.mapquest.com/?ncid=emlcntnew00000002)>