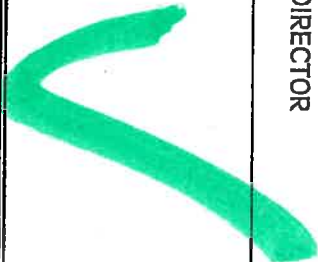


DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>4-6-10</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>100413</i>		<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	
2. DATE SIGNED BY DIRECTOR 		<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-16-10</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.			

Jeffrey J. Kline, MD
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(843) 763-8851 • FAX (843) 763-8556

March 30, 2010

Emma Forkner
1801 Main Street
Columbia, SC 29201

RECEIVED

APR 05 2010

Phone: 803-787-2504
FAX: 803-255-8235

Department of Health & Human Services
OFFICE OF THE DIRECTOR

RE: Jessica Pierce
DOB: 12/05/1997
Medicaid Number: 7531847005

Dear Emma,

I wonder if you could kindly review two issues for me. For a long time and evidently not recently, if we had an issue with Medicaid, we had a personal representative to whom we could deal with our problems. This is why I am writing his. Evidently that is very intermittent and does not seem to work very well. I wonder if that could be put into more consistent mode. I think the liaison type idea with such a large system such as Medicaid is most helpful to us practitioners.

The second issue is more specific, with Miss Jessica Pierce. This really transcends with some of the other kids I have with intestinal tubes. I cannot seem to find a way to garner replacement MIC Key flat gastrostomy tubes.

Fundamentally over the years, Roper and St. Francis paid for these out of their own pocket. They obviously don't like that. The mother of this patient appears to be having the same problem where the supply company says they are just not being paid for these. This is a situation that could be worked through with liaison person. They obviously need these, so there must be something we are doing wrong with the ordering. We would be glad to change whatever we need to get this to work, hopefully with a single person to work this through. fix this. (if we knew who the liaison was). Also when these liaisons change, it would obviously be of benefit to be notified of their replacement, as that appears to be a break in the system.

Please let me know your thoughts on these ideas.

Respectfully yours,

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