

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>12-21-07</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <b>000303</b>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Ms. Fortner, Dep Post, Quinten, Stansland Cleared 2/8/08 letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-8-08</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.			

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3.			
4.			

December 20, 2007

Ms. Emma Faulkner  
Director of Medicaid  
1801 Main Street  
Columbia, SC 29202

Dear Ms. Faulkner,

I have enclosed a copy of the letter that I sent to Medical Transportation Management for your review. I hope that this letter will help Medicaid provide better service for those in South Carolina who depend on transport to their appointments. I was told by quite a few transport services that they were getting a lot of complaints.

I would appreciate a response to my letter.

Sincerely,



Cathy Durham  
214 Singing Hall Road  
Piedmont, SC 29673  
863-630-8227

Log: Myers  
C: CF, DRS  
BK, KQ, JS  
"app. org"

**RECEIVED**

DEC 21 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

December 20, 2007

Medical Transportation Management  
ATTN: Quality Management Department – Appeals  
16 Hawk Ridge Drive  
Lake St. Louis, Missouri 63367

RE: Edith Vickery  
Singing Hall Road  
Piedmont, SC 29673

Concerning the enclosed letter that I received from your company, I have several complaints.

On Dec. 13, 2007, I called for stretcher transport for my mother, Edith Vickery, who needed to be taken to a doctor's appointment. My mother is totally incapacitated, and can only be transported by ambulance. She had recently been in the hospital, and I was informed by her caregiver that she was not well. I contacted her doctor at Traveler's Rest Family Practice, and he wanted to see her the same afternoon. I called Medshore Transport, and was told by them that they had a transport ready, but that I had to have it arranged by your company first. I then called your company and explained that my mother had become ill and needed to see her doctor. I knew it was short notice, but I had arranged everything on my end. All your company had to do was contact the transport company to send them to get my mother. I was told that the transport company would be contacted.

I waited a while, and called the transport company and the doctor. The transport company told me that the transport was ready as soon as they received the fax from your company. The doctor's office told me that they would see her even if we were late. I then called your company back and was told that "they were on the phone for the past eleven minutes with both the doctor and the transport, and that it was too late." I explained that it would not have been too late if they had not been on the phone for the past eleven minutes, and instead had done their job and sent the fax through on time. (This was all after I was told the transport was approved an hour earlier.)

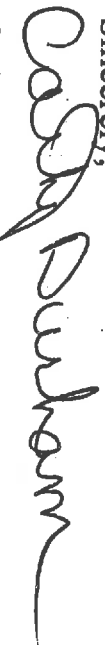
*Then I was asked why I didn't take her myself? I told them I wish my mother could ride in the car, but she can't even be transported by wheelchair, and that my car would not accommodate a stretcher!*

Because of your company's ineptness at handling this situation, my mother missed her appointment entirely. Both the doctor's office and the transport company said it was not necessary for her to have missed her appointment. The transport company said they had told the employee at your company that they had a transport, and the doctor's office said they had told your employee that she could still be seen. Your employee simply chose to not follow through on her responsibilities.

I realize that it can take time to arrange a transport, but I had already arranged it on my end. With elderly people, an appointment cannot always wait until the next day, or the next week. My mother is almost 88 years old and she has Alzheimer's Disease. We do not take a chance with her health. I feel that your company caused my mother's health to be at risk. I expect better service in the future. I do not want to be told that I did not allow enough time. I cannot predict when I will need a transport for my mother.

And, no, as much as I wish I could take my mother for a ride in the car just to see autumn leaves, those days seem to be over. So I will need a transport from time to time since a stretcher will not fit in my car.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Durham". The signature is written in dark ink and is positioned above the printed name and address.

Cathy Durham

214 Singing Hall Road  
Piedmont, SC 29673  
864-630-8227

cc: Emma Faulkner  
Director of Medicaid  
1801 Main St.  
Columbia, SC 29201



MTM, Inc. Q1  
16 Hawk Ridge Dr  
Lake St. Louis, MO 63367

December 14, 2007

EDITH VICKERY  
214 SINGING HALL RD  
PIEDMONT SC 29673

Medical Transportation Management, Inc.

Dear Beneficiary:

Your request for non-emergency medical transportation services was denied for the following reason:

<u>Call Date</u>	<u>Appointment Date</u>	<u>Reason</u>
12/13/2007	12/13/2007	DD - Sufficient notice of your need for transportation to a medical appointment was not given in order to arrange transportation services.

You have the right to appeal our decision within thirty (30) days of the date of this notice. Please send your appeals to:

Medical Transportation Management  
Attn: Quality Management Department - Appeals  
16 Hawk Ridge Drive  
Lake St. Louis, Missouri 63367



State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

Emma Forkner  
Director

February 8, 2008

Ms. Cathy Durham  
214 Singing Hall Road  
Piedmont, South Carolina 29673

Re: Edith Vickery

Dear Ms. Durham:

Thank you for your letter dated December 20, 2007, concerning Medicaid transportation services for your mother's medical appointment on December 13, 2007. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter. South Carolina Department of Health and Human Services (SCDHHS) has contacted Medical Transportation Management, Incorporated, (MTM), regional transportation broker that serves your area to review and address your concerns.

MTM arranges transportation based upon an assessment of a beneficiary's needs so that the appropriate mode can be determined. Ms. Paula Pratt, the Regional Manager for MTM has been asked to contact you directly regarding this matter with a thorough explanation and plan of action to ensure similar incidents do not occur in the future. As follow-up, SCDHHS transportation staff will review the actions of MTM's management to ensure that an acceptable resolution is implemented with the service provider. You can expect the broker to take the action required to ensure adequate transportation is provided including the timely dispatch of an appropriate type of vehicle.

If you experience any further difficulty with your mother's benefit for transportation services, please contact Cynthia W. Higgins, Division Director, at (803) 898-2655.

Sincerely,

Emma Forkner  
Director

EF/mhww

cc: Alaina Macia, CEO, MTM

#303  
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