

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Floyd</i>	DATE <i>4-1-08</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 000503	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR <i>cc: Jacobs</i> <i>Claud 4/8/08 letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-10-08</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.			

From: Governor Mark Sanford
To: kphilips011@sc.rr.com
Date: Fri, Mar 28, 2008 12:04 PM
Subject: Your Correspondence

To: Ms. Kathy Phillips
kphilips011@sc.rr.com

Kathy,

Thank you for your e-mail. I am sorry to hear of the difficulties your daughter is experiencing and am asking that someone from the Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, thanks again for taking the time to write.

Mark

cc: The Honorable Emma Forkner, Director
South Carolina Department of Health and Human Services

RECEIVED

APR 01 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: <kphillips011@sc.rr.com>
To: <mark@gov.sc.gov>
Date: Tue, Mar 18, 2008 3:37 PM
Subject: MEDICAID DENIED FOR NOT HAVING PAPERWORK

864604
RECEIVED

Contact the Office of the Governor

MAR 19 2008

Name | KATHY PHILLIPS
Company |
Address1 | 216 PICARD DRIVE
Address2 |
City | LADSON
State | SC
Zip | 29456
County | Dorchester
Phone | 843-330-2956
Email | kphillips011@sc.rr.com
IP | 10.92.2.5

Referred to CS
Answered Coquer

RECEIVED

APR 01 2008

Date | 3/18/2008 3:36:30 PM
Subject | MEDICAID DENIED FOR NOT HAVING PAPERWORK

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Sanford...

I am writing to you , MY GOVERNOR, because I am finding myself in an extremely stressful situation with MEDICAID OFFICE IN DORCHESTER COUNTY. WE NEVER GET A LIVE PERSON WHEN EVER WE CALL THAT OFFICE, AND ALWAYS HAVE TO TAKE OFF WORK TO DRIVE THERE TO TALK TO SOMEONE...

My daughter is 6 months pregnant in a high risk pregnancy and the Medicaid OFFICE JUST DENIED HER COVERAGE BECAUSE SHE DON'T HAVE A COPY OF HER BIRTH CERTIFICATE AND PROOF OF CHILD SUPPORT PAYMENTS. THEN THE MEDICAID OFFICE SENT HER ON A WILD GOOSE CHASE TODAY TO THE CHILD SUPPORT OFFICE ON RIVERS AVENUE, WHO THEN SENT HER TO THE COUNTY COURT HOUSE ON BROAD STREET FOR A CHILD SUPPORT DOCUMENT, WHICH THEY SHOULD BE ABLE TO GET ONLINE THEMSELVES SINCE ITS A SC OFFICE... ONLY FOR HER TO GET THERE TO FIND OUT THAT SHE NEEDED TO GO TO ST. GEORGE COURTHOUSE!!! THEY ARE SO CONFUSED.. THEY ARE PUTTING HER LIFE IN HARM... SHE IS ONLY 23 YRS OLD, 6 MONTHS PREGNANT AND DOING ALL THIS RUNNING AROUND BECAUSE THEY DONT WANT TO DO ANY LEG WORK TO GET THESE DOCUMENTS THEMSELVES THAT THEY ALREADY HAVE !!!

WHY IN THE WORLD WOULD THEY CANCEL SOMEONE AT 6 MONTHS PREGNANT THAT IS HIGH RISK IS BEYOND ME... I understand we are in the times of identity proof but she just had a baby on 08/27/2006

under Medicaid and she gave them all the required documents then... SO WHY DO THEY NEED THEM AGAIN???? WHAT HAPPENED TO THEM WHEN THEY GOT THEM THE FIRST TIME? CAN'T THEY FIND THEM IN THEIR RECORDS? DUE TO A FIRE, SHE NO LONGER HAS A COPY OF HER BIRTH CERTIFICATE AND SHE WAS BORN IN TEXAS, NOT SC... AND THERE IS A LONG WAITING PERIOD TO GET ONE FROM TEXAS AND SHE NEEDS TO SEE HER DOCTORS AT MUSC NOW!!! I would like to also advise you that she also took her GED and made a perfect 3000 and was awarded a SECOND diploma from the state of SC for being in the top 5%... SHE is currently enrolled in Trident Tech and is employed and is a single mother. All this MEDICAID DENIAL stress is NOT HELPING HER CONDITION AT ALL... I UNDERSTAND THAT YOU ARE A VERY BUSY MAN, BUT I KNOW YOU ARE A FAMILY MAN THAT CARES ABOUT HEALTHCARE IN SC, AND

I HAVE TAUGHT MY DAUGHTER THAT IT DONT HURT TO ASK FOR HELP...I JUST DIDNT KNOW WHO TO ASK HELP FROM...AND I KNOW YOU COULD GET TO THE BOTTOM OF THIS WITH YOUR CIRCLE OF FRIENDS IN COLUMBIA THAT SOMEONE WOULD REINSTATE HER MEDICAID AND FIND THE COPY OF THE BIRTH CERTIFICATE SHE ALREADY SUBMITTED TO MEDICAID BEFORE UNTIL SHE CAN GET ONE FROM TEXAS, IN APRIL. MY DAUGHTER IS NOT A SLACKER...SHE HAS A HIGH DRIVE AND LOTS OF AMBITION AND IS WORKING HARD EVEN THOUGH SHE IS PREGNANT AGAIN. SHE TRIED TO GET BACK WITH HER FIRST CHILD'S FATHER BUT IT DIDNT WORK OUT, AND HER BIRTH CONTROL FAILED BUT SHE DIDNT WANT TO GIVE UP THE PREGNANCY AND WE BOTH DECIDED TO JUST KEEP ON TRACK WITH HER EDUCATION AND MOVE ON. AND THEN THIS HAPPENED. PLEASE ADVISE US AS WHAT WE CAN DO TO GET THIS RESOLVED. AND AGAIN, I AM SORRY TO RESORT TO EMAILING YOU..BUT I AM AT MY WITS END WITH THE DORCHESTER COUNTY DSS OFFICE AND MEDICAID. IF SC PROMOTES HOW MUCH THEY HELP PEOPLE THEN WHY DO THEY MAKE IT SO HARD AND MAKE YOU FEEL LIKE 'SCUM' WHEN YOU APPLY FOR IT AND ACT LIKE THEY ARE "PERSONALLY" DOING YOU A FAVOR WHEN YOU GET IT? THANK YOU...

KATHY PHILLIPS
216 PICARD DRIVE
LADSON, SC 29456
843-330-2956 CELL# ANYTIME
843-771-3912 HOME# AFTER 6 PM
843-737-9132 WORK# M-F 8AM-5PM



Aug 503



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

April 8, 2008

Ms. Mallory L. Phillips
216 Picard Drive
Ladson, South Carolina 29456

Dear Ms. Phillips:

Governor Mark Sanford asked our agency to respond to your mother's concerns about your healthcare needs and Medicaid eligibility.

We are pleased to inform you that your application for Medicaid's Optional Coverage for Pregnant Women and Infants (OCWI) has been approved effective February 1, 2008. OCWI offers the full range of Medicaid covered services. Pregnancy includes the 60-day postpartum period.

We regret any inconvenience or confusion the eligibility process may have caused you or your family. If we can be of any further assistance, please call Ms. Patricia Mayes in the Charleston Medicaid Office at (843) 740-5945. She will be glad to help with any questions you may have about your Medicaid coverage.

Sincerely,

Raymond J. Floyd
Deputy Director

RJF/coll

c: Ms. Patricia Mayes, Charleston Medicaid Office

Medicaid Eligibility and Beneficiary Services
P.O. Box 8206 • Columbia, South Carolina 29202-8206
Phone (803) 898-2502 • Fax (803) 255-8235