

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

|                               |                         |
|-------------------------------|-------------------------|
| TO<br><i>Myers / Hamilton</i> | DATE<br><i>12/30/10</i> |
|-------------------------------|-------------------------|

| DIRECTOR'S USE ONLY   | ACTION REQUESTED   |
|---|--|
| 1. LOG NUMBER<br><i>101282</i>  | <input type="checkbox"/> Prepare reply for the Director's signature<br>DATE DUE _____  |
| 2. DATE SIGNED BY DIRECTOR<br><i>C. W. Johnson</i><br><i>Lyndell D. Smith</i> | <input checked="" type="checkbox"/> Prepare reply for appropriate signature<br>DATE DUE <i>1-6-11</i><br><i>ITFOIA</i><br>DATE DUE _____ |
|   | <input type="checkbox"/> Necessary Action  |

| APPROVALS<br>(Only when prepared for director's signature) | APPROVE | * DISAPPROVE<br>(Note reason for disapproval and return to preparer.) | COMMENT |
|--|---------|---|---------|
| 1. <i>Cleaved 1/13/11, letter attached.</i>                |         |   |         |
| 2.   |         |   |         |
| 3.   |         |   |         |
| 4.   |         |   |         |

**From:** Governor Mark Sanford  
**To:** Ciraee9672@yahoo.com  
**Date:** 12/23/2010 2:15:51 PM  
**Subject:** Your Correspondence

**To:** Ms. Ciraee Adams  
[Ciraee9672@yahoo.com](mailto:Ciraee9672@yahoo.com)

Ciraee,

Thank you for your e-mail. I am very sorry to hear of the difficulties you have been experiencing and am asking that someone from the South Carolina Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, please call Susanne Cooper in my office at (803) 734-9873 with any questions.

Mark

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

**RECEIVED**

DEC 30 2010

**MEDICAID ELIGIBILITY  
& BENEFICIARY SERVICES**  
*Director*

015994

**From:** <cirae9672@yahoo.com>  
**To:** <mark@gov.sc.gov>  
**Date:** Mon, Dec 20, 2010, 8:01 PM  
**Subject:** Medical Transportation Reimbursement

Contact the Office of the Governor

**RECEIVED**

DEC 21 2010

Name | Cirae Adams  
Company |  
Address1 | 210 Glendale Ave.  
Address2 |  
City | Greenwood  
State | SC  
Zip | 29649  
County | Greenwood  
Phone | 864-377-4753  
Email | cirae9672@yahoo.com  
IP | 10.92.2.5  
Date | 12/20/2010 8:07:20 PM  
Subject | Medical Transportation Reimbursement

Referred to US  
Answered Cooper

Hi Mr. Sanford..My name is Cirae Adams and I live in Greenwood, SC. I gave birth to my precious baby boy on December 27, 2009. He was a preemie and was taken 1.5 hours way from Self Regional Hospital in Greenwood, SC to Medical College of Georgia Childrens Center in Augusta, GA. He has several birth defects and had been hospitalized from 12-27-2009 until 10-18-2010. He is home now and doing much better. He has a nurse that comes to the house and takes care of him for 30 hrs/week. We are so happy to finally have him home.

I wanted to inform you that I've been mistreated by the Medical Transportation Management Division ((864)332-0036) that works for Medicaid. I was told in March 2010 that I could be reimbursed .32ct per mile for driving back and forth to Augusta, GA to train to care of my baby and to bring the breastmilk that I was pumping at home in Greenwood, SC. I asked Medical Transportation Management to send the log/information I would need in order to be reimbursed. I wasn't sent any information until October 2010 and it was at this time that I was told that Medicaid will only allow MTM to reimburse for 60 days from the date the log is submitted.

This meant that I couldn't get any reimbursement for the visits we made in January 2010 - August 2010. They said I should have requested to log earlier in the year. I explained that I called on several occasions requesting a log but they couldn't find any records of me calling during those months. I also explained that my priority during those months was my sons health since he was critically ill. Since he was born premature and has several life threatening medical conditions, I didn't have time to call again and again begging for a log to be sent. But the supervisor for MTM response was that "your baby's life and medical condition has nothing to do with you not contacting MTM to get the log".

I asked to speak to another person in management and I explained that I felt I was ignored by MTM and that they had been negligent in following up to make sure I had what I needed in order to be reimbursed. She said she was the supervisor and I would not

be reimbursed for the trips during those months. I called several times during the months of March 2010 - October 2010 and I spoke with Mark Auerhamer and he finally sent a log on October 20, 2010. But I was hoping you would look into this and let me know if there is anything that can be done to help me get reimbursed for the trips to Augusta, GA and back home to Greenwood, SC during months January 2010 - August 2010. I wasn't given the opportunity to turn in a log during these months and I have been told that it was my own fault that I didn't keep calling and demanding the log. It just doesn't seem that situation was handled in a professional manner. This transportation division completely ignored my requests for the log and is treating me as if my priority should have been to keep contacting them instead of caring for my sick child and other family members. This is unacceptable service. If I need to get a printout of my cell phone calls to Medical Transportation Management to document the days and times that I communicated with them please let me know. I need your help Mr. Sanford.

Sincerely  
Ciraë D. Adams  
210 Glendale Ave  
Greenwood, SC 29649  
(864) 377-4753

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

JAN 04 2011

Division of Medical  
 Support Services

**ACTION REFERRAL**

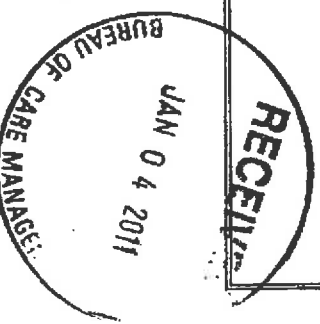
cc: Sheila  
 ↓  
 David

Could you  
 please address  
 with MTM +  
 Disease Response?

|                         |                 |
|-------------------------|-----------------|
| TO                      | DATE            |
| <i>Myers / Hamilton</i> | <i>12/30/10</i> |

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| 2. DATE SIGNED BY DIRECTOR<br><br><i>C. He Stokner</i><br><br><i>Lyndell Dwinster</i> | <input type="checkbox"/> Prepare reply for appropriate signature<br>DATE DUE <i>1/6/11</i><br><input type="checkbox"/> FOIA<br>DATE DUE _____<br><input type="checkbox"/> Necessary Action |

| APPROVALS<br>(only when prepared<br>for director's signature) | APPROVE            | * DISAPPROVE<br>(note reason for<br>disapproval and<br>return to<br>preparer.) | COMMENT |
|---|--------------------|--|---------|
| 1.<br><i>Sheila B. Platts</i>                                 | <i>app 1/13/11</i> |  |         |
| 2.<br><i>Bert</i>   | <i>1/13/11</i>     |  |         |
| 3.  |                    |  |         |
| 4.  |                    |  |         |



**From:** Governor Mark Sanford  
**To:** [Cirae9672@yahoo.com](mailto:Cirae9672@yahoo.com)  
**Date:** 12/23/2010 2:15:51 PM  
**Subject:** Your Correspondence

**To:** Ms. Cirae Adams  
[Cirae9672@yahoo.com](mailto:Cirae9672@yahoo.com)

Cirae,

Thank you for your e-mail. I am very sorry to hear of the difficulties you have been experiencing and am asking that someone from the South Carolina Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, please call Susanne Cooper in my office at (803) 734-9873 with any questions.

Mark

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

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**MEDICAID ELIGIBILITY  
& BENEFICIARY SERVICES**

*Dineen*

015994

**From:** <cirae9672@yahoo.com>  
**To:** <mark@gov.sc.gov>  
**Date:** Mon, Dec 20, 2010, 8:01 PM  
**Subject:** Medical Transportation Reimbursement

Contact the Office of the Governor

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DEC 21 2010

**Name** | Cirae Adams  
**Company** |  
**Address1** | 210 Glendale Ave.  
**Address2** |  
**City** | Greenwood  
**State** | SC  
**Zip** | 29649  
**County** | Greenwood  
**Phone** | 864-377-4753  
**Email** | cirae9672@yahoo.com  
**IP** | 10.92.2.5  
**Date** | 12/20/2010 8:07:20 PM  
**Subject** | Medical Transportation Reimbursement

Referred to ds  
Answered Cooper

1781107431

Justin Harrison Page

Hi Mr. Sanford..My name is Cirae Adams and I live in Greenwood, SC. I gave birth to my precious baby boy on December 27, 2009. He was a preemie and was taken 1.5 hours way from Self Regional Hospital in Greenwood, SC to Medical College of Georgia Childrens Center in Augusta, GA. He has several birth defects and had been hospitalized from 12-27-2009 until 10-18-2010. He is home now and doing much better. He has a nurse that comes to the house and takes care of him for 30 hrs/week. We are so happy to finally have him home.

2780502995

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I wasn't sent any information until October 2010 and it was at this time that I was told that Medicaid will only allow MTM to reimburse for 80 days from the date the log is submitted.

This meant that I couldn't get any reimbursement for the visits we made in January 2010 - August 2010. They said I should have requested to log earlier in the year. I explained that I called on several occasions requesting a log but they couldn't find any records of me calling during those months. I also explained that my priority during those months was my sons health since he was critically ill. Since he was born premature and has several life threatening medical conditions, I didn't have time to call again and again begging for a log to be sent. But the supervisor for MTM response was that "your baby's life and medical condition has nothing to do with you not contacting MTM to get the log". I asked to speak to another person in management and I explained that I felt I was ignored by MTM and that they had been negligent in following up to make sure I had what I needed in order to be reimbursed. She said she was the supervisor and I would not

be reimbursed for the trips during those months. I called several times during the months of March 2010 - October 2010 and I spoke with Mark Auerhamer and he finally sent a log on October 20, 2010. But I was hoping you would look into this and let me know if there is anything that can be done to help me get reimbursed for the trips to Augusta, GA and back home to Greenwood, SC during months January 2010 - August 2010. I wasn't given the opportunity to turn in a log during these months and I have been told that it was my own fault that I didn't keep calling and demanding the log. It just doesn't seem that situation was handled in a professional manner. This transportation division completely ignored my requests for the log and is treating me as if my priority should have been to keep contacting them instead of caring for my sick child and other family members. This is unacceptable service. If I need to get a printout of my cell phone calls to Medical Transportation Management to document the days and times that I communicated with them please let me know. I need your help Mr. Sanford.

Sincerely  
Ciraë D. Adams  
210 Glendale Ave  
Greenwood, SC 29649  
(864) 377-4753





January 13, 2011

Ms. Cirae Adams  
210 Glendale Avenue  
Greenwood, South Carolina 29649

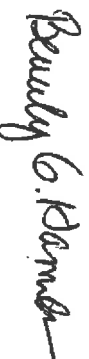
Dear Ms. Adams:

Thank you for your electronic correspondence to the Office of the Governor dated December 20, 2010, regarding Medicaid Transportation Reimbursement. South Carolina Department of Health and Human Services (SCDHHS) works closely with the transportation brokers to ensure that reliable transportation services are provided in a timely manner. We regret the unfortunate incidents that you reported and appreciate the opportunity to be of assistance in this matter.

SCDHHS has contacted Medical Transportation Management (MTM) as responsible regional transportation broker to review and address the concerns you reported. Ms. Valorie Williams, Program Manager for MTM has contacted you and will follow-up with you when research is completed. You may reach Ms. Williams at (888) 561-8747, extension 4742.

You can expect the Broker to take the action required if reimbursement is necessary. If you experience any further difficulty with Medicaid transportation services, please contact Ms. Sheila Platts, Division Director for Medical Support Services, at (803) 898-2655.

Sincerely,



Beverly G. Hamilton  
Bureau Director

BGH/pw

cc: Valorie Williams, MTM  
Office of the Governor of South Carolina

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

*From, let's make sure to go to Office to check #015994*

|                    |                         |
|--------------------|-------------------------|
| TO<br><i>Myers</i> | DATE<br><i>12/30/10</i> |
|--------------------|-------------------------|

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