

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO	DATE
<i>W. Ryan Hamilton</i>	<i>12/30/10</i>

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>101282</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>C: Mr. Jackson</i> <i>Lyndell Dwinster</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-6-11</i> DATE DUE _____ <i>ITFOIA</i> <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. <i>Cleard 1/13/11, letter attached.</i>			
2.			
3.			
4.			

From: Governor Mark Sanford
To: Cirae9672@yahoo.com
Date: 12/23/2010 2:15:51 PM
Subject: Your Correspondence

To: Ms. Cirae Adams
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

RECEIVED

DEC 30 2010

**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

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

RECEIVED

DEC 21 2010

Referred to DSAnswered 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
Cirae 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
 ↓
 Aunil

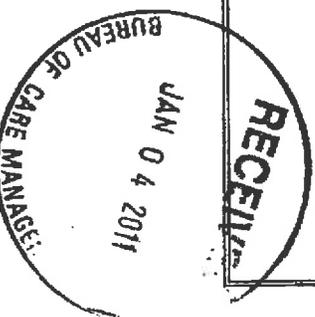


Could you
 please address
 with MTM +
 Dupone response?

TO <i>Myers / Hamilton</i>	DATE <i>12/30/10</i>
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2. DATE SIGNED BY DIRECTOR <i>C: The Governor</i> <i>Spencer Dwinster</i>	<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. <i>Sheila B. Platts</i>	<i>ASP 1/13/11</i>		
2. <i>Bert</i>	<i>1/13/11</i>		
3.			
4.			



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To: Cirae9672@yahoo.com
Date: 12/23/2010 2:15:51 PM
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Mark

cc: The Honorable Emma Forkner, Director ✓
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To: <mark@gov.sc.gov>
Date: Mon, Dec 20, 2010, 8:01 PM
Subject: Medical Transportation Reimbursement

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Contact the Office of the Governor

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

2780502995

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 hrsaweek. We are so happy to finally have him home.

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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.

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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

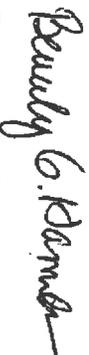
Dear Ms. Adams:

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

*Prun, lets make this
to gov office to
clerk #015994*

TO <i>Myers</i>	DATE <i>12/30/10</i>
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2. DATE SIGNED BY DIRECTOR <i>C. Ho Jenkins</i> <i>Kimball Dunning</i>	<input type="checkbox"/> FOIA		

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South Carolina Department of Health and Human Services

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