

From: Kenneth Richner <kenneth.richner@gmail.com>
To: Lt. Governor's OfficeLtGov@scstatehouse.gov
Date: 10/18/2017 10:23:27 AM
Subject: LogistiCare and Medicaid Issues with South Carolina Mileage Reimbursement Failure

To whom it may concern.

My Name is Kenneth Richner I live at
8225 North Hwy 11
Lot 6
Tamassee SC 29686

I am on permanent disability and receive Social Security Disability.

I receive both Medicaid and Medicare this entitles me to either Transportation or Mileage reimbursement from LogistiCare! I have been having issues with both Agency's with getting reimbursement! Yesterday I had 2 Emergency Dr visits that Logisticare refused to create Job numbers for so I could get reimbursed for the trips!

The core of the problem is my listed address with both entity's

Medicaid had my Home address as my PO Box and my Mailing Address as my Physical Home Address,

LogistiCare only recognized The PO Box as My home address they paid for my trips the past 2 months and mailed 2 checks that were cashed to the correct address! they refused to pay for yesterdays trips claiming I had to call Medicaid to correct the Home Address (This was done the last 2 months but wasn't being seen correctly by Logisticare! and they said I had to call medicaid again to correct the address)! I called Medicaid again this morning and asked if my address was correct (they said the only error was the spelling of North in (8225 North Hwy 11) Then today My Roommate (Representative Payee For Social Security) called Logiticare to try to get the the trips generated for the appointments Yesterday, They Refused at first saying that they wont pay for past trips even though we tried several times to get those trips logged prior to the actual trips! Because the address had to be correct on there end at the time of the call! when We mentioned contacting the Governors office they said they would make a one time courtesy payment!!! I don't know if they will honor the trips or they just wanted to get us off there backs?? and doubt this breakdown in communication between Logisticare and Medicaid has been resolved!

The only Contact Info I have for Logisticare is

Logisticare, Claims Department
South Carolina Gas Reimbursement
1640 Phoenix Boulevard, Suite 110
College Park,GA 30349

My Full Contact info
Kenneth Richner
8225 North Hwy 11
Lot 6
Tamassee, SC 29686
or
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