

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Jacobs</i>	DATE <i>6-24-08</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER  000676	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR  <i>Cleaned 7/3/08, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>7-8-08</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.			

810613

**From:** <sgregowicz@gmail.com>  
**To:** <mark@gov.sc.gov>  
**Date:** Mon, Jun 16, 2008 2:40 PM  
**Subject:** Medicaid

Contact the Office of the Governor

**Name** | Stephanie Gregowicz  
**Company** |  
**Address1** | 2287 E Tulane Road  
**Address2** |  
**City** | North Charleston  
**State** | SC  
**Zip** | 29406  
**County** | Charleston  
**Phone** | 843-532-9689  
**Email** | sgregowicz@gmail.com  
**IP** | 72.148.104.230  
**Date** | 6/16/2008 2:39:19 PM  
**Subject** | Medicaid

**RECEIVED**

JUN 16 2008

Referred to

CS

Answered

Riley

**RECEIVED**

JUN 26 2008

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

I have a 17 month old son that was on Medicaid. I received an annual review form in the mail and promptly mailed it back. It was sent back to me because I did not send all the necessary information. I tried repeatedly to contact my case worker (Tiwana Edwards) with no response, so I completed it again and sent it back with everything I thought was required of me. Weeks go by and I get a letter stating that my child's benefits were terminated. I attempted to contact Ms. Edwards again. I left message after message with no response. Finally I caught her in her office and she said she had not received my annual review form back. I said that I sent it by mail and it was not returned to me, so I assumed it was there. I told her I had copies of almost everything but one form. She then said she would send me the form I needed by mail and reprocess my paper work when she received it. I never received the form I was promised and have been trying to get in contact with Ms. Edwards for almost a month now without response. I leave messages and tried to speak with the receptionist but it I can never get through. When I call the receptionist I am put on hold for thirty minutes sometimes and forced to hang up and try again. I do not understand why this is such an ordeal. I feel as if I have been doing my part and am constantly given the run around. Is it their job to help those of us who cannot afford insurance for our children or are they suppose to keep us from getting benefits. I am at the end of my rope. I receive no help from the Medicaid personnel. I am starting to believe no one cares for me or my son at that office. What am I suppose to do when the system does not work. Please help me restore my faith in our government.

**From:** Governor Mark Sanford  
**To:** sgregowicz@gmail.com  
**Date:** Tue, Jun 24, 2008 11:12 AM  
**Subject:** Your Correspondence

**RECEIVED**

JUN 24 2008

**To:** Ms. Ms. Stephanie Gregowicz  
[sgregowicz@gmail.com](mailto:sgregowicz@gmail.com)

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Stephanie,

Thank you for your e-mail to my office. I am sorry to hear of the difficulties you've experienced and am asking that someone from the Department of Health and Human Services contact you directly. You should hear from that office soon. In the meantime, please call Denise Riley in my office, 803-734-6419, with any questions.

Mark

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



*State of South Carolina*  
*Department of Health and Human Services*

*May 6-7-10*

Mark Sanford  
Governor

Emma Forkner  
Director

July 3, 2008

Ms. Stephanie Gregowicz  
2287 E. Tulane Road  
North Charleston, South Carolina 29406

Dear Ms. Gregowicz:

Governor Mark Sanford asked our agency to assist with your concerns about Medicaid eligibility and your son's healthcare needs. Good customer service is important to us, and we regret the problems you encountered when trying to reach Timothy's Medicaid eligibility worker.

Fortunately, Timothy's coverage under Medicaid's *Partners for Healthy Children* program will continue without a break in coverage. Enclosed is a *Healthy Connections* handbook that lists his Medicaid benefits and other helpful information. If you have any questions, please call Ms. Edwards at (843) 740-5926 or feel free to contact her supervisor, Ms. Ellen Evans, at (843) 740-5924.

Again, we apologize for the difficulties you experienced in trying to reach us. If we may be of further assistance on this or any other matter, please call Ms. Denise Epps in Constituent Services at (803) 898-2505 or toll-free at 1-888-549-0820.

Sincerely,

Alicia Jasebs  
Acting Deputy Director

AJ/cole

Enclosure