

RECEIVED

DEC 31 2014

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTORDepartment of Health and Human Services
Office of Health Programs**ACTION REFERRAL**✓ Responded to
1/5/15 See
attached

TO <i>Singleton</i>	DATE <i>12-17-14</i>
------------------------	-------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000146	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Post, Lynch</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-2-15</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.			

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE
Fax Transmittal Sheet

TO: SC DHHS 848 4515

FROM: Scott Jarboe

DATE: 12/16

COMMENTS: Re: McKinnis

JA

4 PAGE(S) TO FOLLOW

IF THERE IS ANY PROBLEM RECEIVING THIS FAX, PLEASE
CALL (803) 933-0112.

Confidentiality: This message is intended solely for the use of the addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the person responsible for delivering it to the recipient, you are put on notice that any dissemination, distributing or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by phone and return the original message at the address via U.S. Postal Service.
Thank you.

508 HAMILTON STREET
SUITE 202
COLUMBIA, SC 29201
(803) 933-0112

401 WEST EVANS STREET
SUITE 111
FLORENCE, SC 29501
(843) 666-1505

130 SOUTH MAIN STREET
SUITE 700
GILKINVILLE, SC 29601
(864) 250-1417

530 JOHNNIE DODDS BOULEVARD
SUITE 202
MOUNT PLEASANT, SC 29564
(843) 849-3887

235 EAST MAIN STREET
SUITE 100
ROCK HILL, SC 29730
(803) 366-2828

124 EXCHANGE STREET
SUITE A
PENDLETON, SC 29870
(864) 646-4080

12/17/2014 12:47PM (GMT-05:00)

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

December 16, 2014

Mr. Anthony Keck
Director
S.C. Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to your attention.

Thank you for your attention to this matter, and I ask that you please respond directly to the individual.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim", written over a horizontal line.

Lindsey O. Graham
United States Senator

LOG/jsj

Enclosure

The UPS Store® 6045
1792 South Lake Drive
Suite 90
Lexington, SC 29073
803.356.0988 fax

**FAX**

To Lindsey O. Graham / Staff
Company Columbia Office / U.S. Senate

Fax number 803-933-0957

Date December 11, 2014

From Christopher L. McKinney

Phone number 803-542-0342 OR
803-529-4167

Fax number n/a

Total pages (3) (including cover)

Job number Re: Chris McKinney authorization form.

I appreciate anything you will do to help me see my dr. as a f

LINDSEY O. GRAHAM
SOUTH CAROLINA



250 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6972

UNITED STATES SENATE AUTHORIZATION FORM

By providing the information below and signing this form, I hereby authorize the appropriate agency to furnish the office of U.S. Senator Lindsey Graham information pertaining to my claim or request. This authorization is in accordance with the Privacy Act of 1974.

Name: Christopher L. McKinney Phone: 803-542-0542

Address: P.O. Box 84561, 5221B Platt Springs Rd.

City: Lexington, State: SC Zip: 29073

Social Security Number: 248-57-2935 VA Number (if applicable): NA

(SC MEDICAID ID# 57-80531380)

In the space below, briefly describe the problems that you are experiencing and explain exactly what you would like Senator Graham to do on your behalf. Without this information, it will be impossible for Senator Graham to adequately assist you. (If you need more space, please use the back of the form).

I am in dire need of seeing a pain mgmt. Dr. Advicare
DOES NOT HAVE A SUITABLE PROVIDER IN THEIR NETWORK. I
HAVE FOUND A DR, HOWEVER THEY DO NOT ACCEPT ADVICARE,
AND ARE NOT INTERESTED IN JOINING THEIR NETWORK! I HAVE
REQUESTED DISENROLLMENT, AND HAVE BEEN TOLD MANY
DIFFERENT THINGS BY MANY DIFFERENT PEOPLE AT

Signed: Christopher L. McKinney Date: 12/10/14

NOTE: Those requesting assistance from Senator Graham should note that if they are represented by an attorney, that attorney must contact the Senator's office by letter or telephone before action can proceed. This is to eliminate any confusion and it is in the best interest of the client.

If represented by an attorney, please give attorney's name I do not have any atty, AT THIS TIME.

Please return form to:

U.S. Senator Lindsey O. Graham
508 Hampton Street, Suite 202
Columbia, South Carolina 29201
Phone: (803) 933-0112
Fax: (803) 933-0957

508 HAMPTON STREET
SUITE 202
COLUMBIA, SC 29201
(803) 933-0112

401 WEST EVANS STREET
SUITE 111
FLORENCE, SC 29501
(843) 663-1905

130 SOUTH MAIN STREET
SUITE 700
GREENVILLE, SC 29601
(864) 250-1417

530 JOHNNY DODDS BOULEVARD
SUITE 802
MOUNT PLEASANT, SC 29504
(843) 849-3987

235 EAST MAIN STREET
SUITE 100
ROCK HILL, SC 29730
(803) 366-2828

124 EXCHANGE STREET
SUITE A
PENDLETON, SC 29670
(803) 548-4090

ADVICARE. THE 60 DAYS THEY SAY IT TAKES IS UNNECESSARY. I WAS LED TO BELIEVE THAT THEY WERE GOING TO MEET MY REQUEST FOR EXPEDITING MY DISENROLLMENT ON DEC 1, 2014. WHEN I CALLED THEM ON DEC 1, 2014, I WAS TREATED AS THOUGH THEY KNEW NOTHING OF MY SITUATION AND MY CALL WAS HANDLED OFF TO YET ANOTHER REPRESENTATIVE OF ADVICARE, WHO MADE ME RE-TELL MY ISSUES. AND PROMPTLY PUT ME OFF FOR YET ANOTHER MONTH, SAYING IT WOULD BE JAN 10, 2015, BEFORE MY 60 DAYS WAS UP! I CANNOT GO ANOTHER MONTH WITHOUT BEING UNDER THE CARE OF A DR! I AM NOT USING THEIR SERVICES ANYWAY WITHOUT HAVING A DR TO TREAT ME, I HAVE NO MEDICINES, I CANNOT FUNCTION AT THIS LEVEL! I AM IN CONSTANT AND EXCRUCIATING PAIN 24 HOURS A DAY, SEVEN DAYS A WEEK, ETC, ETC! THEY HAVE BEEN MADE AWARE OF THIS!

RE: I DO NOT UNDERSTAND WHY THEY CANNOT, NO, WILL NOT JUST GO AHEAD + DISENROLL ME FROM ADVICARE, SO I CAN THEN ENROLL IN BLUE CHOICE SO DR DUNBAR AT BL FAMILY PRACTICE CAN BEGIN TREATING MY CONDITION! AFTERALL, SINCE I AM DISABLED + RECEIVE SSI, ITS ALL BASICALLY SC MEDICAID RIGHT? ALL I AM ASKING IS THAT THEY SWITCH ME FROM ONE TO THE OTHER! I HAVE ALREADY EXPERIENCED ENOUGH PAIN + SUFFERING OUT HERE WHILE ALL THEY DO IS SHUFFLE P/W + PASS MY CALLS AROUND THEIR OFFICE. I AM TIRED OF GETTING THE RUN AROUND!

EVEN DURING THE PAST MONTH, THEY HAVE MADE LITTLE EFFORT TO FIND ME A SUITABLE PROVIDER! ITS CLEAR THEY CANNOT HELP ME! I AM ONLY ASKING THAT THEY EXPEDITE MY DISENROLLMENT SO I CAN SEE DR DUNBAR WHO IS A SUITABLE PROVIDER. PLEASE DO NOT CAUSE ME AN MORE PUNITIVE DAMAGE THAN I HAVE ALREADY SUFFERED, AND AM SUFFERING EVERY DAY. THE FACT THAT I HAVE TO BE IN CONSTANT + UNBEARABLE PAIN SHOULD BE ENOUGH TO WARRANT MY REQUEST BEING CARRIED OUT. MAKING

Cynthia Gore

From: Stephen Boucher
Sent: Monday, January 05, 2015 5:05 PM
To: Cynthia Gore; Nathaniel J. Patterson, DrPH
Cc: Deirdra Singleton; Courtney Sanders
Subject: RE: Log Letter 000146 - from Senator Lindsey Graham - Advicare

Here is our response to this log letter:

Mr. McKinley requested to disenroll from Advicare and submitted a For Cause Disenrollment Request to the Department on October 10, 2014. Advicare reviewed the request for disenrollment and attempted to refer the member to other physician's that were in the Advicare network to assist him in managing his pain. Mr. McKinley refused to see the other physicians; insisting that he wanted to see Dr. Dunbar. Advicare reached out to Dr. Dunbar, who wished to discuss Mr. McKinley's compliance with his previous plan of care. Based on Mr. McKinley's noncompliance, Dr. Dunbar actually refused to treat the member.

Mr. McKinley's anniversary date is June 1, 2015 and a transfer to another health plan is available to him at that time. There are numerous other qualified, in-network providers within acceptable distances from Mr. McKinley. The Department does not feel that a transfer is appropriate in this case, and feels that we are compliant with the CFR regarding For Cause Transfers.

Stephen Boucher

Operations Manager

BOUCHER@scdhhs.gov

803.898.2938

cell: 803-528-4788

1801 Main Street

Columbia, South Carolina - 29202-

8206

www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

From: Cynthia Gore
Sent: Monday, January 05, 2015 1:47 PM
To: Nathaniel J. Patterson, DrPH; Stephen Boucher
Cc: Deirdra Singleton; Courtney Sanders
Subject: Log Letter 000146 - from Senator Lindsey Graham - Advicare

Hello,

Here's another log letter. This due date was actually Friday. This is another one where an initial call to the constituent will suffice, with follow-up. Your thoughts?

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201

www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

Cynthia Gore

From: Stephen Boucher
Sent: Monday, January 05, 2015 3:39 PM
To: Cynthia Gore; Nathaniel J. Patterson, DrPH
Cc: Deirdra Singleton; Courtney Sanders
Subject: RE: Log Letter 000146 - from Senator Lindsey Graham - Advicare

I have sent this to Steve Drouin for research today on the pain doctors available for this member. As soon as I get the results back, I will take care of responding to the member.

Stephen Boucher
Operations Manager
BOUCHER@scdhhs.gov

803.898.2938

cell: 803-528-4788

1801 Main Street

Columbia, South Carolina - 29202-

8206

www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

From: Cynthia Gore
Sent: Monday, January 05, 2015 1:47 PM
To: Nathaniel J. Patterson, DrPH; Stephen Boucher
Cc: Deirdra Singleton; Courtney Sanders
Subject: Log Letter 000146 - from Senator Lindsey Graham - Advicare

Hello,

Here's another log letter. This due date was actually Friday. This is another one where an initial call to the constituent will suffice, with follow-up. Your thoughts?

Cynthia Gore
Executive Assistant II
Cynthia.Gore@scdhhs.gov

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201



www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>12-17-14</i>
------------------------	-------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000146</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Post, Lynch</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-2-15</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.			

LINDSEY O. GRAHAM
SOUTH CAROLINA



230 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE
Fax Transmittal Sheet

TO: SC DHHS 848 4515

FROM: Scott Jarboe

DATE: 12/16

COMMENTS: Re: McKenney

4 PAGE(S) TO FOLLOW

IF THERE IS ANY PROBLEM RECEIVING THIS FAX, PLEASE
CALL (803) 933-0112.

Confidentiality: This message is intended solely for the use of the addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the person responsible for delivering it to the recipient, you are put on notice that any dissemination, distributing or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by phone and return the original message at the address via U.S. Postal Service.

Thank you.

808 HAMILTON STREET
SUITE 202
COLUMBIA, SC 29201
(803) 533-0112

401 WEST EVANS STREET
SUITE 111
FLORENCE, SC 29501
(843) 688-1505

130 SOUTH MAIN STREET
SUITE 700
GILKINVILLE, SC 29501
(864) 250-1417

530 JOHNNIE DODDS BOULEVARD
SUITE 202
MOUNT PLEASANT, SC 29564
(843) 849-3887

235 EAST MAIN STREET
SUITE 100
ROCK HILL, SC 29730
(803) 388-2828

124 EXCHANGE STREET
SUITE A
PENDLETON, SC 29670
(864) 646-4090

12/17/2014 12:47PM (GMT-05:00)

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

December 16, 2014

Mr. Anthony Keck
Director
S.C. Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to your attention.

Thank you for your attention to this matter, and I ask that you please respond directly to the individual.

Sincerely,

A handwritten signature in black ink, appearing to read "Ling", written over a horizontal line.

Lindsey O. Graham
United States Senator

LOG/jsj

Enclosure

The UPS Store® 8045

1792 South Lake Drive

Suite 90

Lexington, SC 29073

803.356.0988 fax

**FAX**To Lindsey O. Graham / StaffCompany Columbia Office / U.S. SenateFax number 803-933-0957Date December 11, 2014Job number Re: Chris McKinney authorization form.From Christopher L. McKinneyPhone number 803-542-0542 OR
803-529-4167Fax number n/aTotal pages (3) (including cover)

I appreciate anything you will do to help me see my dr. as af

LINDSEY O. GRAHAM
SOUTH CAROLINA280 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6972UNITED STATES SENATE
AUTHORIZATION FORM

By providing the information below and signing this form, I hereby authorize the appropriate agency to furnish the office of U.S. Senator Lindsey Graham information pertaining to my claim or request. This authorization is in accordance with the Privacy Act of 1974.

Name: Christopher L. McKinney Phone: 803-542-0542Address: P.O. Box 84564, 5221B Platt Springs Rd.City: Lexington, State: SC Zip: 29013Social Security Number: 248-57-2935 VA Number (if applicable): N/A

(S.C. MEDICAID ID # 57-80531380)

In the space below, briefly describe the problems that you are experiencing and explain exactly what you would like Senator Graham to do on your behalf. Without this information, it will be impossible for Senator Graham to adequately assist you. (If you need more space, please use the back of the form).

I am in dire need of seeing a pain mgmt. dr. Advicare
DOES NOT HAVE A SUITABLE PROVIDER IN THEIR NETWORK. I

HAVE FOUND A DR, HOWEVER THEY DO NOT ACCEPT ADVICARE,
AND ARE NOT INTERESTED IN JOINING THEIR NETWORK! I HAVE
REQUESTED DISENROLLMENT, AND HAVE BEEN TOLD MANY
DIFFERENT THINGS BY MANY DIFFERENT PEOPLE AT

Signed: Christopher L. McKinney Date: 12/10/14

NOTE: Those requesting assistance from Senator Graham should note that if they are represented by an attorney, that attorney must contact the Senator's office by letter or telephone before action can proceed. This is to eliminate any confusion and it is in the best interest of the client.

If represented by an attorney, please give attorney's name I do not have any atty, AT THIS TIME.

Please return form to:
U.S. Senator Lindsey O. Graham
508 Hampton Street, Suite 202
Columbia, South Carolina 29201
Phone: (803) 933-0112
Fax: (803) 933-0957

508 HAMPTON STREET
SUITE 202
COLUMBIA, SC 29201
(803) 933-0112401 WEST EVANS STREET
SUITE 111
FLORENCE, SC 29501
(843) 669-1506130 SOUTH MAIN STREET
SUITE 100
GREENVILLE, SC 29601
(864) 250-1417530 JOHNNIE DODDS COMBLY AVE
SUITE 202
MOUNT PLEASANT, SC 29504
(843) 849-3887235 EAST MAIN STREET
SUITE 100
ROCK HILL, SC 29730
(803) 366-2828134 EXCHANGE STREET
SUITE A
PENNINGTON, SC 29670
(804) 646-4090

ADVICARE. THE 60 DAYS THEY SAY IT TAKES IS UNNECESSARY. I WAS LED TO BELIEVE THAT THEY WERE GOING TO MEET MY REQUEST FOR EXPEDITING MY DISENROLLMENT ON DEC 1, 2014. WHEN I CALLED THEM ON DEC 1, 2014, I WAS TREATED AS THOUGH THEY KNEW NOTHING OF MY SITUATION AND MY CALL WAS HANDLED OFF TO YET ANOTHER REPRESENTATIVE OF ADVICARE, WHO MADE ME RE-TELL MY ISSUES. AND PROMPTLY PUT ME OFF FOR YET ANOTHER MONTH, SAYING IT WOULD BE JAN 10, 2015, BEFORE MY 60 DAYS WAS UP! I CANNOT GO ANOTHER MONTH WITHOUT BEING UNDER THE CARE OF A DR! I AM NOT USING THEIR SERVICES ANYWAY WITHOUT HAVING A DR TO TREAT ME, I HAVE NO MEDICINES, I CANNOT FUNCTION AT THIS LEVEL! I AM IN CONSTANT AND EXCRUCIATING PAIN 24 HOURS A DAY, SEVEN DAYS A WEEK, ETC, ETC! THEY HAVE BEEN MADE AWARE OF THIS!

I DO NOT UNDERSTAND WHY THEY CANNOT, NO, WILL NOT JUST GO AHEAD + DISENROLL ME FROM ADVICARE, SO I CAN THEN ENROLL IN BLUE CHOICE SO DR DUNBAR AT BL FAMILY PRACTICE CAN BEGIN TREATING MY CONDITION! AFTERALL, SINCE I AM DISABLED + RECEIVE SSI, ITS ALL BASICALLY SC MEDICAID RIGHT? ALL I AM ASKING IS THAT THEY SWITCH ME FROM ONE TO THE OTHER! I HAVE ALREADY EXPERIENCED ENOUGH PAIN + SUFFERING OUT HERE WHILE ALL THEY DO IS SHUFFLE P/N + PASS MY CALLS AROUND THEIR OFFICE. I AM TIRED OF GETTING THE RUN AROUND! EVEN DURING THE PAST MONTH, THEY HAVE MADE LITTLE EFFORT TO FIND ME A SUITABLE PROVIDER! ITS CLEAR THEY CANNOT HELP ME! I AM ONLY ASKING THAT THEY EXPEDITE MY DISENROLLMENT SO I CAN SEE DR DUNBAR WHO IS A SUITABLE PROVIDER. PLEASE DO NOT CAUSE ME ANOTHER PUNITIVE DAMAGE THAN I HAVE ALREADY SUFFERED, AND AM SUFFERING EVERYDAY. THE FACT THAT I HAVE TO BE IN CONSTANT + UNBEARABLE PAIN SHOULD BE ENOUGH TO WARRANT MY REQUEST BEING CARRIED OUT. MAKING