

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

**ACTION REFERRAL**

<b>TO</b> <i>Jacobs</i>	<b>DATE</b> <i>3-25-09</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER <i>100526</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>4-1-09</i>
2. DATE SIGNED BY DIRECTOR <i>cc: Ms. Forlner Cleared 4/8/09, letter attached.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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) 224-6972

## UNITED STATES SENATE

Fax Transmittal Sheet **RECEIVED**TO: Emma Forkner MAR 25 2009FROM: Sara Snell Department of Health & Human Services  
OFFICE OF THE DIRECTORDATE: 3-25-09COMMENTS: Please see the attached.Thank you!3 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 HAMPTON STREET  
SUITE 202  
COLUMBIA, SC 29201  
(803) 933-0112

401 WEST EVANS STREET  
SUITE 228B  
FLORENCE, SC 29501  
(843) 669-1505

101 EAST WASHINGTON STREET  
SUITE 220  
GREENVILLE, SC 29601  
(864) 250-1417

530 JOHNNIE DODGE BOULEVARD  
SUITE 202  
MOUNT PLEASANT, SC 29464  
(843) 848-3887

140 EAST MAIN STREET  
SUITE 110  
ROCK HILL, SC 29730  
(803) 365-7028

135 EAGLES NEST DRIVE  
SUITE B  
SENECA, SC 29678  
(864) 898-3320

03/25/2009 09:31AM

LINDSEY O. GRAHAM  
SOUTH CAROLINA



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

# UNITED STATES SENATE

March 24, 2009

Ms. Emma Forkner  
Director

SC Department of Health and Human Services  
PO Box 8206  
Columbia, SC 29202-8206

**RECEIVED**

MAR 25 2009

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

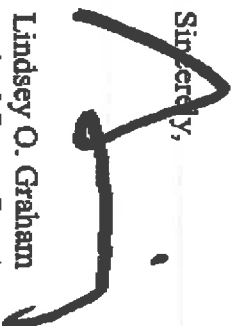
RE: Paula Prince  
421 Cressfell Road  
Irmo, SC 29063  
(803) 749-0744

Dear Ms. Forkner:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, Paula Prince, 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 Ms. Prince.

Sincerely,

  
Lindsey O. Graham  
United States Senator

LOG/ss

Enclosure

808 HAWKTON STREET  
SUITE 202  
COLUMBIA, SC 29201  
(803) 833-0112

401 WEST BYWAM STREET  
SUITE 220B  
FLORENCE, SC 29501  
(843) 669-1505

101 EAST WASHINGTON STREET  
SUITE 220  
GREENVILLE, SC 29601  
(864) 250-1417

550 JOHNNIE DODDS BOULEVARD  
SUITE 202  
MOUNT PLEASANT, SC 29461  
(843) 849-3887

140 EAST MAIN STREET  
SUITE 110  
ROCK HILL, SC 29730  
(803) 368-3828

135 EAGLES NEST DRIVE  
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03/25/2009 09:31AM

E-Mail Viewer

## E-Mail Viewer

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Message Details Attachments Headers Source

HTML

From: "WebServer Reserved UID" &lt;webservd@www.senate.gov&gt;

Date: 2/28/2009 3:38:22 PM

To: "webmail@lgraham-td.senate.gov" &lt;webmail@lgraham-td.senate.gov&gt;

Cc:

Subject: Senator Lindsey Graham

Sender's IP address = 65.4.119.5

&lt;APP&gt;SCCMail

&lt;PREFIX&gt;Ms.&lt;/PREFIX&gt;

&lt;FIRST&gt;Paula&lt;/FIRST&gt;

&lt;LAST&gt;Prince&lt;/LAST&gt;

&lt;ADDR1&gt;421 cresskill rd&lt;/ADDR1&gt;

&lt;ADDR2&gt;&lt;/ADDR2&gt;

&lt;CITY&gt;limo&lt;/CITY&gt;

&lt;STATE&gt;SC&lt;/STATE&gt;

&lt;ZIP&gt;29063&lt;/ZIP&gt;

&lt;HPHONE&gt;803.749.0744&lt;/HPHONE&gt;

&lt;WPHONE&gt;803.727.4687&lt;/WPHONE&gt;

&lt;EMAIL&gt;sentoness@msn.com&lt;/EMAIL&gt;

&lt;ISSUE&gt;HEA&lt;/ISSUE&gt;

&lt;&gt;Yes, I would like a written response.&lt;/&gt;

&lt;MSG&gt;Hi my name is Paula Prince.

I wrote you before about a week ago concerning medicade. I have been waiting on a responce from lexington medicaid office. To no avail I call and call and I even drop by to follow up and do my part with the information that is needed. However, my paper work is lost or I am told they didn't get anything I brought them. I for a second time took the information they needed. They could not find what I gave them before and now I get a letter of denial because they say they don't have the information they need which was my husband ID and proof of unemployment. I have called and left messages and no one calls me back. I think this has all been going on well over a month now.

My husband is unemployed and we have no other income in our home and we have four boys.

My family really needs medicaid. I have gotten new bills from the hospital that I can't pay and this would really help get them off my back. My husband has been unemployed now for 5mths. Please help me. Tell me who can get this ball rolling quicker. I can be patient however, someone is not doing their job. I am having to do mine and theirs too. I don't have the gas to keep running back over there at the office to repeat the same thing and give them the same information. If you could help me I would great appreciate this.

Thank you in advance for your concern.

Paula Prince&lt;/MSG&gt;

&lt;&gt;please enter your zip code in the format 12345 or 12345-1234.&lt;/&gt;

&lt;/APP&gt;

Close

E-Mail Viewer

## E-Mail Viewer

Message Details Attachments Headers Source

HTML

From: "WebServer Reserved UID" &lt;webservd@www.senate.gov&gt;

Date: 2/24/2009 10:00:58 AM

To: "webmail@jgraham-lq.senate.gov" &lt;webmail@jgraham-lq.senate.gov&gt;

Cc:

Subject: Senator Lindsey Graham

Sender's IP address = 65.4.113.191

&lt;APP&gt;SCCMail

&lt;PREFIX&gt;Mrs.&lt;/PREFIX&gt;

&lt;FIRST&gt;Paula &lt;/FIRST&gt;

&lt;LAST&gt;Prince&lt;/LAST&gt;

&lt;ADDR1&gt;421 crossfield&lt;/ADDR1&gt;

&lt;ADDR2&gt;&lt;/ADDR2&gt;

&lt;CITY&gt;lmo&lt;/CITY&gt;

&lt;STATE&gt;SC&lt;/STATE&gt;

&lt;ZIP&gt;29063&lt;/ZIP&gt;

&lt;HPHONE&gt;803.727.4687&lt;/HPHONE&gt;

&lt;WPHONE&gt;&lt;/WPHONE&gt;

&lt;EMAIL&gt;sentones@man.com&lt;/EMAIL&gt;

&lt;ISSUE&gt;HEA&lt;/ISSUE&gt;

&lt;&gt;Yes, I would like a written response.&lt;/&gt;

&lt;MSG&gt;Hi Senator Graham,

I am writing to you today because my husband is unemployed. He has been now for 9mths. He has a master's degree and has always been in corporate educational sales. He has put in resume's each day faithfully to no avail of even a bite on a job. He is open to even do new things he has never tried but nothing is available! You see my husband has always been the only provider of our family while I stayed home with our four boys.(7yrs to 20yrs) We were hopeful that my husband would get a job because he never has had a problem in seeking employment he has always been marketable. However, nothing is out there. I waited several mths to even try to get healthcare for our family in hopes that he would get a job. Now, I have tried to get medicad and I call and no one responds back and voicemail's are full (i even went to lexington to take my information!) even faxed them the last bit of information they needed. I barely have the gas to drive over to follow up with them to see that they!

are following up on my case so all I can do at this point is call them. My little one has been sick and I have had to take him to the doctor and now I have medical bills I can't pay because we have no income. Please help my husband find a job and help us get the MEDICAL

assistance we need until such a time as this and he can be gainfully employed again. We appreciate any help you can give or direct us to the right person who will get the job done. if you could help with getting my husband a job this would be the better of the two.(job/medicaid) know you are limited in what you can do but if something doesn't happen soon we are one step away from being homeless and we are a family of six. My children don't see much of a future for themselves when their own father who's always been marketable can't even get a job. As they see it for now they don't have alot of faith in their community please give them that ray of hope that they need to believe in our government and that they are!

here for the people. Thank you in advance for considering reaching out

to my family and I look forward to hearing from you.

Blessings,

Paula Prince</MSG>

<>please enter your zip code in the format 12345 or 12345-1234.</>  
</APP>

Close



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

Mark Sanford  
Governor

Emma Forkner  
Director

April 8, 2009

Mrs. Paula Prince  
421 Cressfell Road  
Immo, South Carolina 29063

US Senator Lindsey Graham asked our agency to respond to your concerns about Medicaid eligibility. We were unable to reach you at the phone numbers provided.

A review of your Medicaid application indicates that you and Mr. Prince were only eligible for coverage under the Low Income Families (LIF) program for the month of January 2009. Your Medicaid coverage ended February 1, 2009, because your monthly income exceeded the allowable limit. Income is based on gross earnings and does not allow deductions for taxes, utilities, car payments or other living expenses. Fortunately, coverage for your three children will continue under the Partners for Healthy Children program.

An alternate health insurance option through AugeoBenefits offers a variety of health insurance plans from top-rated insurance carriers. You may wish to look over the enclosed brochure and contact them at 1-866-273-5613 or visit their website at [www.augeobenefits.com/sc](http://www.augeobenefits.com/sc) to see if they can assist your family.

Enclosed is information on other programs and organizations that may be of assistance to you with your healthcare needs, prescriptions, and inpatient hospitalization.

If you have other questions about the Medicaid program, please contact Jenny Lynch at (803) 898-3965. We hope this information is helpful.

Sincerely,

A handwritten signature in cursive script, reading "Alicia Jacobs", is written over the typed name.

Alicia Jacobs  
Deputy Director

AJ/cj  
Enclosures

Log # 0526