

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>11-7-12</i>
--------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000142</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Mr. Heck, Singleton</i> <i>Cleared 3/13/13, letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>11-20-12</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.			



RECEIVED

NOV 02 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

October 31, 2012

Anthony Keck
Director of Health and Human Services
P.O. Box 8206
Columbia, SC 29202

Dear Mr. Keck,

In August 2009, I opened the Orangeburg-Calhoun Free Medical Clinic. For the past year whenever a member of these two counties contacts Medicaid instead of giving them the phone number for the Free Medical Clinic **803-534-7200** they give them my personal home phone number. We have spent many hours trying to have this problem corrected with your agency but just keep getting either put on hold until the phone cuts off or shuffled from one employee to another.

As we were eating lunch today with our grandsons today we received another call from a gentleman who thought we would be the free clinic. When I told him he had the wrong number and gave him the clinic number he explained, "But this was the number she gave me." I asked, "Who gave you this number?" He stated, "The women at Medicaid." Unfortunately, this occurs several times a week.

I am writing in hope that you can correct this problem since I do not know whom else to contact.

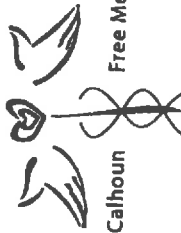
Sincerely,

Bertrand V. Gué, MD
Medical Director
Orangeburg/Calhoun Free Clinic

www.ocfreeclinic.com
803-534-7200 phone
803-534-8899 fax

Clinic Address
860 Holly Street
Orangeburg, SC 29115

Mailing Address
Post Office Box 505
Orangeburg, SC 29116



Orangeburg-Calhoun
Free Medical Clinic

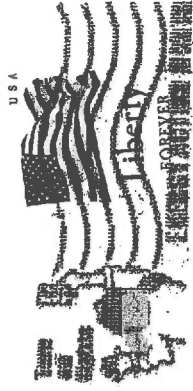
P.O. Box 505 Orangeburg, SC 29116

RECEIVED

NOV 02 2012

COLUMBIA SC 290

01 NOV 2012 PM 2:1



Department of Health & Human Services
OFFICE OF THE DIRECTOR

Anthony Keel
Director Health & Human Services
P.O. Box 8206
Columbia, S.C. 29202

29202620606





12/11/12



Bertrand V. Gué, MD
Medical Director
Orangeburg/Calhoun Free Clinic
Post Office Box 505
Orangeburg, South Carolina 29116

Dear Dr. Gué:

Thank you for your letter dated October 31, 2012 concerning the use of your personal home phone number.

First let me begin by apologizing for any inconvenience this situation has caused you. I appreciate you bringing this to our attention and the matter will be dealt with immediately. The management staff of both the Orangeburg and Calhoun County offices of the Department have been contacted about this issue. We have confirmed that the only phone number that staff is providing is 803-534-7200. Therefore we wanted to provide a direct point of contact for you in case this issue arises again so we can track down the source and correct this issue. Carolyn Roach coordinates our Member Relations issues and will be available to talk with any member that contacts you without going thru the Free Clinic phone number. She will assist the member and try to resolve the inaccurate source of information. She can be reached at 803-898-3967.

Once again, I apologize for your inconvenience.

*I spoke with Donielle Handen,
Dr. Gué's assistant, who
confirmed that the issue
has been resolved.*

Sincerely,

John Supra
Deputy Director

*Jamara McDaniel
3/13/2013*

Cc: Anthony Keck, Director
Deirdra Singleton, Chief of Staff