

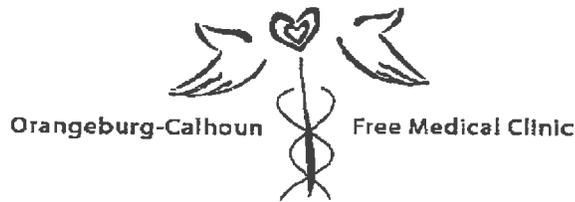
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**ACTION REFERRAL**

TO <i>Supra</i>	DATE <i>11-7-12</i>
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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 Cleared 3/13/13, letter 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,

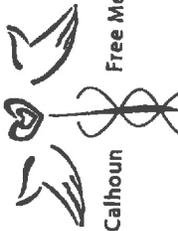
Bertrand V. Gué, MD  
Medical Director  
Orangeburg/Calhoun Free Clinic

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[www.ocfreeclinic.com](http://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

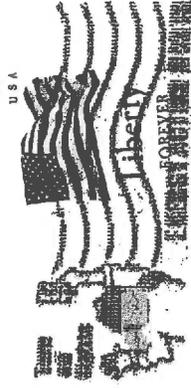


Orangeburg-Calhoun Free Medical Clinic

P.O. Box 505 Orangeburg, SC 29116

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Department of Health & Human Services  
OFFICE OF THE DIRECTOR

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

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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