

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

ACTION REFERRAL

Re-log from Giere to Supra per Val & Jan on 7/17/12. Due

TO <i>Supra</i>	DATE <i>date changed to 7/27/12</i> <i>7-11-12</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000015</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Keck, Singleton</i> <i>cleared 8/7/12, letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>7-27-12</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.			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

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TO <i>Grise</i>	DATE <i>7-11-12</i>
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1. LOG NUMBER <i>000015</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
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1.			
2.			
3.			
4.			

Jerome Degen, MD

1175 Cook Road
Suite 305
Orangeburg, SC 29118

T 803 536-9390

July 6, 2012

Anthony Keck
Director
Health & Human Services
PO Box 8206
Columbia SC 29202-8206

RECEIVED

JUL 11 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Sir:

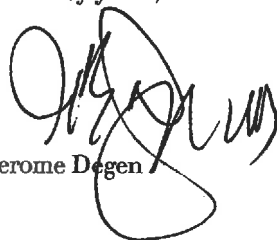
My office (Edisto Ob/Gyn PA) has been attempting to resolve a problem concerning a medicaid reimbursement for 6 weeks without even a hint of success.

On May 17, 2012 my office contacted medicaid to inform them that claim check number 5409778 for March 9, 2012 had never been received. This seems a simple thing to check on. We have tried on 4 different occasions, averaging a hold time of 20 minutes, always to be transferred to our provider rep Liz Jackson who apparently is never in her office when we call. My office has left voice mail messages but to date no one has ever called back.

Apparently my office can not speak to anyone but Liz Jackson. What is the point of having a provider rep if no one is able to speak to them?

I would greatly appreciate your assistance in rectifying this problem. The comm. ID given to my office on the first call is 305096 when my office was told Liz Jackson would return our call within 24 to 48 hours.

Sincerely yours,



Jerome Degen

JEROME B. DEGEN, M.D.
1175 COOK ROAD, SUITE 305
ORANGEBURG, S.C. 29118

RECEIVED

JUL 11 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Anthony Keck

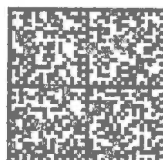
DIRECTOR

HEALTH & HUMAN SERVICES

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Columbia SC 29202-8206

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Log #15 ✓

August 7, 2012

Jerome Degen, MD
1175 Cook Road, Suite 305
Orangeburg, South Carolina 29118

Dear Dr. Degen:

This letter is in response to your recent correspondence regarding a Medicaid reimbursement you did not receive and our provider customer service. We apologize for the delay in responding to your initial inquiry in May.

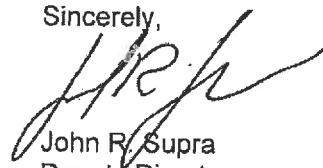
The South Carolina Department of Health and Human Services (SCDHHS) recently made very important changes to its provider services, support and relations procedures in order to better serve you. SCDHHS consolidated operations to provide a single point of contact through the Medicaid Provider Service Center (PSC) at (888) 289-0709. This change addresses the specific communication and reimbursement issues your office has recently experienced.

According to our records, check number 5409778 issued to Edisto/Ob/Gyn PA was cashed on March 19, 2012. We have enclosed a copy of the check with bank validation for your records.

It is no longer necessary to direct inquiries or correspondence to an assigned representative; any available PSC Representative will be able to assist you. You can also access provider service requests online by simply submitting an online inquiry at <http://www.scdhhs.gov/contact-us> and a provider support representative will then respond to you directly.

We believe the recent changes in our provider relations will allow us to more effectively respond to your requests and support your office.

Sincerely,



John R. Supra
Deputy Director

JS/pc

Enclosure