

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

|                    |                         |
|--------------------|-------------------------|
| TO<br><i>Supra</i> | DATE<br><i>11/18/13</i> |
|--------------------|-------------------------|

| DIRECTOR'S USE ONLY   | ACTION REQUESTED  |
|---|---|
| 1. LOG NUMBER<br><i>000174</i>  | <input type="checkbox"/> Prepare reply for the Director's signature<br>DATE DUE _____                   |
| 2. DATE SIGNED BY DIRECTOR<br><i>CC: Beck, Liggett, Lynch</i><br><i>closed 11/26/13, letter attached.</i> | <input checked="" type="checkbox"/> Prepare reply for appropriate signature<br>DATE DUE <i>11/25/13</i> |
|   | <input type="checkbox"/> FOIA<br>DATE DUE _____   |
|   | <input type="checkbox"/> Necessary Action   |

| APPROVALS<br>(Only when prepared for director's signature) | APPROVE | * DISAPPROVE<br>(Note reason for disapproval and return to preparer.) | COMMENT |
|--|---------|---|---------|
| 1.   |         |   |         |
| 2.   |         |   |         |
| 3.   |         |   |         |
| 4.   |         |   |         |

# Commander Nursing Center

Telephone (843) 669-3502  
Fax (843) 667-9425

4438 PAMPLICO HIGHWAY

Florence, South Carolina 29505

163 Bed Facility  
Skilled Nursing Care  
Intermediate Care  
Respite Care

Affiliate  
Southland Health Care Center  
722 South Dargan Street  
Florence, South Carolina 29506

J.M. Commander, Jr.  
Founder

November 14, 2013

Anthony Keck, Director  
SC DHHS  
P. O. Box 8206  
Columbia, SC 29202-8206

RE: Medicaid Applications pending since May 1, 2013

Dear Mr. Keck:

Commander Nursing Center Administrative Staff have experienced problems with having applications for LTC eligibility approved in a timely manner this year.

It is my understanding that applications are not assigned to a caseworker but are now in a network where a caseworker in different counties may work on individual applications until completion. I understand that families may slow the process, but some applications are completed and still not determined or confirmed.

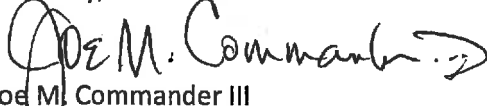
Two applications have been pending since May 2013 (\*) and this creates a hardship on patients, families and facilities.

The oldest cases pending are the following:

Paula M. Anselmo SS# 579-03-0004C1 (7/31/13)  
(\*)Lois A. Calcutt SS# 248-32-5626A (5/30/13)  
(\*)Annie Conner M'caid #0218076301 (5/10/13)  
Virginia D. Mann SS# WA233347625 (spend-down, date determined by M'caid)  
Annie M. Matthews SS# 247-56-5028A (6/25/13)

Your assistance would be greatly appreciated and I understand that this is a statewide problem. Thank you.

Sincerely,

  
Joe M. Commander III  
Administrator

cc: Phillip Lowe  
Representative, Dist. No. 60

**RECEIVED**

NOV 18 2013

Department of Health & Human Services  
OFFICE OF THE DIRECTOR



Nikki Haley GOVERNOR

Anthony Keck DIRECTOR

P.O. Box 8206 &gt; Columbia, SC 29202

www.scdhhs.gov

November 26, 2013

Mr. Joe M. Commander, III  
722 South Dargan Street  
Florence, SC 29506

Dear Mr. Commander:

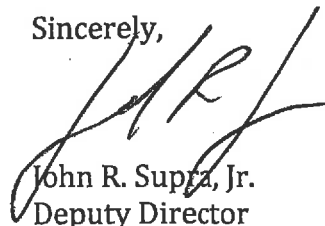
Thank you for contacting us about the untimely processing of nursing home applications for patients in your facility. We regret any inconvenience you have experienced.

Earlier this year, our agency made several significant process improvement changes to the way we process eligibility cases which ultimately will benefit our beneficiaries, providers and employees. These changes represent major departures from previously longstanding procedures. We recognize that this transition, as with most systemic changes, did not happen without some issues. We acknowledge that there has been a delay in some eligibility determinations. Therefore, we sincerely apologize and ask for your patience as we continue to work to improve our processes.

Ms. Maria Gerardi, Regional Administrator, has been in direct contact with Ms. Kathy Matthews in your office regarding the pending applications. If you have questions, please contact Ms. Gerardi directly and she will be happy to assist you. Ms. Gerardi may be reached at (843) 381-8260, Ext. 175.

We appreciate your continued interest and support of the South Carolina Healthy Connections Medicaid program. If I may be of further assistance on this or any other matter, please let me know.

Sincerely,



John R. Supra, Jr.  
Deputy Director

JRS:j

