

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>12-17-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER  000292	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR  <i>C: EF, Wells, Singleton, Quinton, Stensland, West,</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-2-08</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. <i>Cleared 1/10/08, letter attached.</i>			
2.			
3.			
4.			

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

**ACTION REFERRAL**

TO <i>Myers</i>	DATE <i>12-19-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER  <b>000292</b>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <b>1-2-08</b>	<input type="checkbox"/> FOIA DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>C: EF, Mills, Singleton, Quinton, Spensland, Kost,</i>	<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.			
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4.			

**RECEIVED**

DEC 17 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

December 14, 2007

Ms. Felicity C. Myers, Deputy Director  
Medical Services  
South Carolina Department of Health & Human Services  
P. O. Box 8206  
Columbia, S.C. 29202-8206

Dear Ms. Myers:

Thank you for the opportunity to talk to you about the Medicaid problems and your willingness to try to help solve some of the problems we are experiencing.

I apologize for not responding to you sooner. I have had to be out of the office for appointments and other responsibilities that have not given me much time to put on paper the concerns we are having.

The following are some of the issues we still face:

Since beginning the brokerage agreement, coordination has not been possible. The broker treats each call as the only one going to a facility. Since we as a provider try to group all trips to a single destination on one vehicle, the pickup times given to the client by Logisticare are never correct. They do not know how many we are transporting, therefore any time given is not accurate. They have lengthened the time out to two hours for out of town trips but if several are going, the driver may have to leave even earlier to get all picked up. In a rural setting when several are going, it takes time to get everyone picked up.

We have had two instances where trips were rerouted, Logisticare cancelled and we get a call as to why we haven't picked up and we tell them trip was rerouted. Trip wasn't rerouted and they tell us to go ahead with the trip but when we get there another transportation company has already picked up. Communication is a problem between their staff.

Ms. Myers  
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We try to complete our schedule by lunchtime each day so that drivers can pick up in the afternoon. Very often we get trips faxed in the late afternoon and it is very difficult to add them to our schedule. This happens also from the Regional office when they can't find any other driver to transport and then call us at the last minute to respond. A cut off time for receiving next day work is necessary to complete driver schedules in a timely fashion for them to pick up.

We are getting some trips for clients who do not live in Bamberg County but are coming to Bamberg County to a medical facility/doctor. They do not have the correct client address and I guess assume because they are coming to Bamberg they live in this county. We would have a lot of deadhead miles to go out of county to pick up someone to bring back to our county.

Standing Orders for dialysis clients are a problem. When a dialysis client is in the hospital or misses an appointment, they are removed from the system and told they cannot ride again. Then the dialysis caseworker has to go through many hoops to get that person reinstated. Our two clinics here do not have a full-time caseworker. They rotate between facilities in other counties. Therefore a tremendous burden is placed on the caseworker to get the client back in the system.

I also refer to the Dec. 18, appointment where a client called to go to her family doctor which was in Orangeburg. She already had an appointment to a specialist in Orangeburg for allergy shot and was told that they denied the trip for any out of county doctors. They did O.K. that third leg after intervention by our staff. However there are many clients who would not pursue the issue and stand up for their right to go. We hear clients are having so much trouble getting an appointment scheduled that they either pay to ride another source or don't go.

On November 7, 2007, one of our drivers took a person to Charleston appointment. She met other clients from Bamberg there and one of the other clients asked her what she was doing there? She said she had brought a client down. She wanted to know how she could ride back with her, that they were packed like sardines in the car she rode in. There were five clients riding together.

We still have billing problems that we are not being paid for. I understand Logisticare has already received a rate increase; yet providers can't get paid for the trips that we provide. Knowing all the problems that are evident from the complaints received, how does the state give them an increase?

The brokerage system may work somewhere but it sure has created havoc for clients in this state.

Please give me a call if there are any questions.

Sincerely,

Carolyn C. Kinard



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

Mark Sanford  
Governor

Emma Forkner  
Director

January 10, 2008

Ms. Carolyn Kinard  
Bamberg Council on Aging  
Post Office Box 6  
Bamberg, South Carolina 29003

Dear Ms. Kinard:

Thank you for your letter dated December 14, 2007, regarding your concerns and issues with non-emergency transportation services for Medicaid beneficiaries. The South Carolina Department of Health and Human Services (SCDHHS) is reviewing feedback from providers regarding recent changes in the way Medicaid transportation services are arranged and provided.

The SCDHHS transportation staff has reviewed your issues with Logisticare, the broker responsible for authorizing and scheduling Medicaid transportation services. They have been informed about your concerns and their representatives have indicated that they would be happy to meet with you to work through your issues. Representatives from Logisticare will contact you to schedule a meeting with you, your staff and SCDHHS representatives.

SCDHHS is working closely with the Broker to ensure that adequate and smooth access to transportation service is provided. SCDHHS also is monitoring the timeliness of these services for Medicaid beneficiaries as well as efficiency of scheduling and provision.

If you need additional assistance, please contact Ms. Shirley Carrington, Team Leader for Transportation Services, or Cynthia W. Higgins at (803) 898-2655.

Sincerely,

A handwritten signature in dark ink, appearing to read "F. Myers", written over the printed name of the Deputy Director.

Felicity Costin Myers, Ph. D.  
Deputy Director

FCM/hhw