

February 1, 2016

SCDHHS

Christian Soura

Elizabeth Hutto

Gloria Scott

PO Box 8206

Columbia SC 29202-8206

RE: Medicaid Application Approval

Two days after mailing the attached letter I received a call from Carolyn Roach stating that they received my letter and I would be contacted by someone to work on the Medicaid application for my grandmother. The next day I received a call from Gloria Scott. She kept in touch with me and made sure that she got everything she needed to get approval. I received a call from Mrs. Scott at almost 7:00pm on January 27<sup>th</sup> stating that she had received everything she needed and I should be getting a letter in the next few days saying it was approved.

Gloria Scott was an absolute pleasure to work with! I am so thankful for her help! After speaking with her I realized that she has her own things to deal with in her personal life but she still put others needs as a priority. We can all take a lesson from her that even when our own lives are not going perfectly it doesn't mean we can't help others. This whole process of having to put my grandmother in a nursing home and get Medicaid has been emotionally and physically exhausting. Gloria made this last step as easy as possible for me and I needed that. Thank you, thank you, thank you, Gloria!

Thank you for all your help,

Sherry Key

CC:

Governor Nikki Haley

Senator Joel Lourie

Representative Joseph A. McEachern

January 11, 2015

SCDHHS

Christian Soura

Elizabeth Hutto

PO Box 8206

Columbia SC 29202-8206

RE: Medicaid Application Process

I originally submitted an application for my grandmother in June 2015 and was told in December 2015 that it was denied and I needed to submit another application. I submitted another application on January 5, 2016 and already cannot get a return email or phone call confirming that it was received. I have been dealing directly with:

Carol Funchess

803-254-5960

funchess@scdhhs.gov

Laura Winston

843-774-2713 ext 153

winstonl@scdhhs.gov

Marilyn Roberts

803-741-1165

robertmy@scdhhs.gov

During the first application process I was given conflicting information and my emails and calls were ignored or returned weeks later. The nursing home is about to discharge her, everyone in the family works and doesn't have the means to take care of her. My grandmother has worked and paid into this program since it started over 50 years ago. Now that she is 80 years old and bedridden in a nursing home it has been a major hassle and added stress to use the benefits she deserves. It disgust me that if she was a 20 year old single mother of 3 that never worked a day she would have every benefit the state offers in a matter of weeks.

This program needs some serious improvements! 1<sup>st</sup> of all -There should be requirements that you have to work a certain amount of time before you can claim benefits and only for a set amount of time depending on years worked. 2<sup>nd</sup> of all – When you have worked your whole life it should not be so difficult to use the benefits you have paid for.

This should be for all tax funded programs. I have worked since I was 15 years old and I am now 42. A few years ago I lost my job because the company I worked for closed. I couldn't get any benefits because I am married and have worked all that time. I almost lost everything I have worked so hard for. I pay my taxes and I cannot believe that the one time in my life that I needed a little help I couldn't get it.

Thank you for your time,

Sherry Key

803-603-9871

sherrykey@ymail.com

1420 Mullis Road

Blythewood SC 29016

CC:

Governor Nikki Haley

Senator Joel Lourie

Representative Joseph A. McEachern