

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

ACTION REFERRAL

Extend until 11/9/07 per Hwy, re attached e-mail.

| | |
|--------------------|-------------------------|
| TO <i>Wyers</i> | DATE <i>10-29-07</i> |
|--------------------|-------------------------|

| DIRECTOR'S USE ONLY | | ACTION REQUESTED | |
|---|--|--|--|
| 1. LOG NUMBER 000227 | | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>11/9/07</i> | |
| 2. DATE SIGNED BY DIRECTOR <i>Lynna Jackson, Deps</i> <i>Quinton ? Host</i> | | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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 11/19/07, letter attached.</i> | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

| | |
|--------------------|-------------------------|
| TO <i>Myers</i> | DATE <i>10-29-07</i> |
|--------------------|-------------------------|

| | | | |
|--|--|--|--|
| DIRECTOR'S USE ONLY | | ACTION REQUESTED | |
| 1. LOG NUMBER 000227 | | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>11/9/07</i> | |
| 2. DATE SIGNED BY DIRECTOR <i>Lanna Steiner, Deps</i> <i>Quentin E. Host</i> | | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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. | | | |

100554

JIM DEMINT
SOUTH CAROLINA

COMMITTEES:
COMMERCE, SCIENCE AND
TRANSPORTATION

CHAIRMAN, SENATE STEERING COMMITTEE

340 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6121
demint.senate.gov

United States Senate

ENERGY AND NATURAL RESOURCES
FOREIGN RELATIONS
JOINT ECONOMIC

October 25, 2007

RECEIVED

OCT 26 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

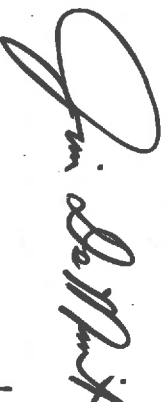
Ms. Emma Forkner
Director
Department Of Health And Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Ms. Forkner,

I am writing to refer a matter involving my constituent, Ms. Brenda Bauer, and her request for assistance with Medicaid-funded transportation to the dentist. Enclosed are copies of her letters for your review.

I would greatly appreciate your responding directly to Ms. Bauer about this issue. I have informed Ms. Bauer that I would refer her to your agency in an effort to be helpful.

Thank you for your attention to this matter. Best regards.
Sincerely,



Jim DeMint
United States Senator

Log: Myers
ci: EF, Bepo
Bauer, West
"division"

CHARLESTON
112 CUSTOM HOUSE
200 EAST BAY STREET
CHARLESTON, SC 29401
(843) 727-4525

GREENVILLE
105 NORTH SPRING STREET
SUITE 109
GREENVILLE, SC 29601
(864) 233-5366

COLUMBIA
1901 MAIN STREET
SUITE 1475
COLUMBIA, SC 29201
(803) 771-6112

JIM DEMINT
SOUTH CAROLINA

COMMITTEES:
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CHAIRMAN, SENATE STEERING COMMITTEE

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ENERGY AND NATURAL RESOURCES

FOREIGN RELATIONS

JOINT ECONOMIC

United States Senate

PRIVACY ACT RELEASE FORM

To Whom It May Concern:

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my approval. I, Brenda Bauer, do hereby authorize Senator Jim Demint and/or his staff to access the information necessary to assist me.

Signature

Brenda Bauer

Address

1005 Old Satchell Rd. Apt. A
Columbia, S.C. 29223-3874

Telephone

1-803-699-0272

Social Security Number

250-92-7241

Date of Birth

January 31, 1949

Brief explanation of situation:

Transportation to a dentist office; degenerative
of the hip paid by S.C. Medicaid to schedule & provide the
transportation to doctor; I was informed 8/30 that
degenerative no longer provide's trans't dentist-unless an-
emergency or extraction only;

Are you currently or have you previously received assistance in this situation from another Senator or Member of Congress? Yes ☒ No ☐

If Yes, which Member? _____

Enclosure: 3+2-5

CHARLESTON

112 CUSTOM HOUSE
200 EAST BAY STREET
CHARLESTON, SC 29401
(843) 727-4525

GREENVILLE

105 NORTH SPRING STREET
SUITE 109
GREENVILLE, SC 29601
(864) 233-5366

COLUMBIA

1901 MAIN STREET
SUITE 1475
COLUMBIA, SC 29201
(803) 771-6112

Return to:



Brenda Bauer
1005 Old Satchelford Rd Apt A
Columbia, SC 29223-3874

Sept 4, 2007

Ben. Jim DeMint
1901 Main St. Suite 1475
Columbia, S.C. 29201

Dear Sir:

I am a medicaid recipient.

Brenda Bauer - SS#: 250-9272414
1005 Old Satchelford Rd. Medicine #: 248-74-4580 W
Apt A. Medicaid #: 6433036801
Columbia, S.C. 29223-3874 Date of Birth: January 31, 1949
1-803-699-0272

August 30, 2007 I found out that medicaid
will no longer provide or pay the provider
for transportation to a dentist. Unless an
emergency, extraction or under the age of 21.

Today, I found out that medicaid only
pays for transportation if the doctor you're
going to, accepts medicaid. Any doctor;
this information came from Mrs. Cunningham
of dental + transportation @ Medicaid 1-803-
898-2563.

I would like to know why medicaid
can make the decision on decisions concerning
transportation to what doctors.

Wednesday, Sept 5 I have a dental appt.
transportation (logistics) said they would provide

transportation, but not again.

A logisticians supervisor called 8/30/07 @ 3:49PM from 1-866-381-4856 (Ext 221) to say they would provide transportation as a courtesy to me. The name of this supervisor is Mr. Delores Bethen.

Since I have seizures, medication is prescribed for me. One of these medicines is Dilantin. Dilantin causes problems w/ your gums (swelling), so it is very important to take care of your teeth & have regular dental check-ups for cleaning, etc.

Fine particles of food, etc can & does get ⁱⁿ to the gumline & goes below the tooth into the gum leading to decay, abscess & finally extractions.

Osteoporosis, (which I have) is another reason for regular dental check-up & cleaning. The medication I take for osteoporosis can also cause problems to the jaw bone if the teeth aren't cleaned & regular exams.

If a tooth is pulled or extracted there is a chance of developing osteonecrosis of the jaw. Osteonecrosis of the jaw (jaw bone damage) occurs when the bone is injured & dies. It happens when bones don't heal properly after certain dental procedures, such as having a tooth pulled.

Would you please look into the transportation problem to dentist? There are other people, many w/ transportation problems also.

I contacted the St. gov. office about this, but there was nothing they could do,

When I contacted the governor's office, (Margerie Butler @ 1-803-734-0285) she's never heard of logisticians, evidently, so she said she didn't know what logisticians was,

logisticians is the provider, not the people who schedule transportation to the doctors. The Corporate Office is located in Atlanta, GA. Mr. Bob Harman, 503 Oak Place, Suite 550, Atlanta, GA 30349 1-800-486-7647. Office hours are M-F 8:30 AM - 5:30 PM.

Medicaid pays logisticians to provide transportation for Medicaid recipients to the doctor.

Before logisticians was St. Resources of Cal. & Medicaid paid them.

When a person has health problems & can't get to a doctor because of a certain policy it's past time to do something to solve the problem.

I could understand this, I think, if I was a foreigner, but I'm not. I am an American citizen that happens to have a disability - preventing driving & has prevented the possibility of employment for over 40 years.

Now age seems to be a disability - so to speak also,

The government deals w/ paperwork and

what's written down they say they go by or follow.

Would you please see what you can do to issue me a birth certificate, (to be used when going to a dentist) & certified that I'm under 21 & I will never age according to paperwork & not how old I may look. Crazy, right?

Not any crazier than saying if you're over 21 medicaid will not provide transportation to a dentist and that dentist has to accept medicaid.

It is my understanding that the governor, Dept of Health & Human Services & medicaid made the decision to contract out to logisticare.

The 11 governors' office had nothing to do with this contract & I believe the governor was against it - ing out to logisticare.

I would appreciate any & all assistance you can provide by looking into the transportation not only for me, but many senior citizens.

Thank-you again,
Mrs. Brenda Sawyer

P.S. I forgot to mention - AGE DISCRIMINATION!

10-18-07

Issue: transportation -
To + from: Dentists

Transportation normally provided by: Logisticare

Logisticare has taken the place of Senior Resources. "schedules appointments, but Senior Resources provide transportation."

Currently I'm trying to have teeth worked on + to get dentist. Logisticare was taking me to + from dentist, "took me to a dentist office 8/30/07. When I called Logisticare @ 1-866-431-9635 to make arrangements for transportation to dentist 5-9-07.

At this time - I was told they don't provide transportation to dentists, "Because they (Logisticare) had taken me to dentist before, "agreed to take me to the dentist as a

courtesy to me - one more time. At this time a dental appointment had been scheduled, (9-5-07, ^{appt.} 9-5-07), but not again. If an emergency or for an extraction, Logisticare would take me. I'm told to go to the dentist + get Logisticare to take me to dentist. Gladys 21 yrs they would take me to dentist,

(mms) -

People to Office contacted

St. Sen. office - spoke w/ Mrs. Thompson 1-803-376-5390
" " w/ Mrs. Butler (on side of St.)
Sen. office " " 1-803-734-0285

Department Health & Human Services

Mrs. Wright
Brian Kostor Kost 1-803-898-2865
McLain 803-898-2920 (dentel + transportation)
Mr. Tolman - Director
Mr. Logan Cooper 898-4624

~~Contacted~~ - Congressman Wilson's office spoke w/ Jo Ann
I also given inf. about what information was made
from me address for mailing. Wrong address letter
which came back, didn't bother his office again
Sen. House off spoke w/ Michelle; I was trying
to get a copy of the paperwork where Medicaid
paid for dental work for children; - Brian Kost
was trying to find some inf. + he told me he
couldn't find it. I didn't call Sen. office again.

Main Office: Jorgensen - Mr. Bob Harrison
503 Oak Place, Suite 550, Atlanta, GA. 30349
1-800-486-7647
Office hrs: M-F 8:30AM - 5:30PM

Mr. Brown

15-17-07
 I've been told by Medicaid ~~they~~
 can make their own decisions. No
 interference from the Gov. etc.

Knowing this, what is going on w/medicaid?
 I thought Medicaid was a government program,
 but now the governor has nothing to do with
 w/medicaid & what ~~they~~ they do or don't do.

I sure someone in the dept. doesn't
 know what they're talking about.

Mrs. Bauer

P.S. If more inf. is needed please
 contact me @ 149-0072. Thank-you

2 to be medicated - Dilantin & Mysoline for seizures.
 Atrial for Osteoporosis

For: Dr. DeMint -

10-19-07

Jennifer,
I'm asking for help w/ transportation
to the dentist. I'm

thankful for the help that Sen. DeMint
will help me to get someone to provide
transportation to the dentist.

→ Another thing I'm asking is there is no
reduction as to how often I go to the dentist,
this is mostly until after teeth have been
taken care of properly. After that I ~~the~~
~~expect~~ would like transportation to
dentists whenever needed - routine.

Rilentin - a medication I take causes
problems w/ gums - swelling, etc. The problem
of rilentin recommend dental ck ups
for this problem. To avoid a bigger problem,
later.

Another drug - taken for osteoporosis - dental
check-ups are all as necessary. Because
of osteoporosis (possibly) I'm even more
concerned about teeth.

I wouldn't ask for this help, but the
expense of DART is a little too much plus
the regular bills. I use DART mostly
(over) -

for shopping.

→ Logistcare - has asked me if I know someone that would take me to doctor?

If someone else would take me, they Logistcar, would reimburse this person.

Important → I was wondering if Logistcare would reimburse DART for trips to dentists? It

would be helpful not only me, but Logistcare, also. DART would be another driver they don't have & probably need,

from what I have been told - drivers for Logistcare as well as enough vehicles to provide transportation to people.

Please
need →

LOGISTCARE - has told me they only provide transportation to doctors that accept Medicaid. He dentists I see do not accept Medicaid.

Thank you for all
your help & understanding
Mrs. Bane

P.S.

Sen. Reprint - has taken the place of Sen. Hummer who also was very helpful @ any & all times for husband & I.

1-1-1
Transportation Manual

Effective 2-1-98

Program Information - General Policy

The Title XIX Medicaid Transportation Program is designed to provide services for all Medicaid recipients needing transportation & from covered medical services. The Dept. of S. B. County Office are responsible for the arrangement & coordination of non-emergency transportation services. If there are no alternative sources of cost-free transportation available, DSS will authorize Transportation

When I get some copies of inf. (from Englewood) (5 pages) & Mrs. Harriett Timmers) I will mail you the copies.

The information from Mrs. Timmers will let you know what is currently occurring. Inf. is minute from meeting about Medicaid & Trans. in Sept. '97

Rec'd: 9/20/07

LogistiCare®

206 E. McIntyre Road
Mullins, SC 29574

Thursday, September 13, 2007

BRENDA B BAUER
Po Box 25253
P O BX 25253
COLUMBIA, SC 292245253

Dear BRENDA B BAUER,

NET Program Transportation Request Denial

Date of service: 09/20/2007

Member ID Number: 6433036801

This letter is to inform you that the regional NET broker named above has denied a request for non-emergency transportation services on (date) as detailed below.

Reason(s) for Denial: Dental Care 21 and Over

Proof of Medicaid eligibility is required for each request for non-emergency medical transportation.

If you have any questions regarding this denial, you may contact us at 1-866-381-4856.

You have the right to appeal this decision. Your appeal must be made in writing within 30 days of the date of this letter.

Mail your appeal to:

LogistiCare Solutions LLC
Attention: Patricia Johnson
206 E. McIntyre RD
Mullins, SC 29574-3618

Sincerely,



South Carolina Department of Health and Human Services
Mark Sanford, Governor
Emma Forner, Director

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Dental Services

Routine dental services are available to Medicaid beneficiaries from birth through the month of their 21st birthday, as well as adults enrolled in the Mental Retardation/Related Disabilities (MR/RD) Waiver program. Dental benefits include any diagnostic, rehabilitative or corrective procedures and supplies and preventive care furnished or administered under the supervision of a dentist. Services include cleanings, X-rays, in-office fluoride treatments (every 6 months), sealants, restorations (fillings), extractions, replacement of missing teeth (dentures and partials for beneficiaries under the age of 21) and oral surgery procedures. Services are subject to change based on funding availability.

Services for beneficiaries over age 21 are limited to emergency treatment only. These services are necessary to repair traumatic injury, to relieve acute severe pain, to control acute infectious processes, and emergency services necessary due to a catastrophic medical condition. This would include diagnostic X-rays, extractions and limited oral surgery services for traumatic injuries, such as fractures. Services are subject to change based on funding availability. Adults over the age 21 who may need assistance with dental health care may visit the South Carolina Dental Association's website at www.scdca.org/clinics.htm to get a listing of Public Assistance Dental Clinics.

Emergency dental services are available to all Medicaid beneficiaries. Oral surgery services are covered as part of emergency dental services. Non-covered procedures are those that do not restore a bodily function, are frequently performed without adequate diagnosis, are not proven effective, or are experimental in nature. The services of an assistant surgeon who actively assists an operating dental surgeon are covered and are limited to certain major surgical processes consistent with good medical practice.

Family members or guardians of special needs beneficiaries can obtain information on the MR/RD Waiver program through the Department of Disabilities and Special Needs website at www.state.sc.us/ddsn/. Another resource for families with special needs children is Family Connection of South Carolina. This non-profit agency connects parents with other parents to offer emotional support and understanding. This organization also assists the families in locating doctors and services for their child. Their website address is www.familyconnections.sc.org.

Bisphosphonates and Jaw Bone Damage

What is osteonecrosis of the jaw?

Osteonecrosis of the jaw (jaw bone damage) is a rare condition that occurs when the bone is injured and dies. It happens when bones don't heal properly after certain dental procedures, such as having a tooth pulled. Patients who have osteonecrosis of the jaw may have severe pain and swelling in the jaw and loose teeth. Recently in the news there have been reports of jaw bone damage in patients taking medications called bisphosphonates. Bisphosphonates are a widely used class of medications that help make bones strong and less likely to break. Bisphosphonate pills or capsules are commonly used for the prevention or treatment of osteoporosis. There are also some bisphosphonates given intravenously (through the vein) to prevent bone complications related to certain types of cancers. There are six oral bisphosphonates and four intravenous bisphosphonates available:

Oral (by mouth)

- *Actonel* (risedronate)
- *Bonefos*, *Ostac*, *Clasteon* (clodronate) (Canada only)
- *Boniva* (ibandronate) (U.S. only)
- *Didronel* (etidronate)
- *Fosamax* (alendronate)
- *Skelid* (tiludronate) (U.S. only)

Intravenous

- *Aredia* (pamidronate)
- *Bonefos*, *Ostac*, *Clasteon* (clodronate) (Canada only)
- *Boniva* (ibandronate) (U.S. only)
- *Zometa* (zoledronic acid)

Should I be worried if I'm taking a bisphosphonate?

In general, osteonecrosis of the jaw is a RARE condition. The chances of developing jaw bone damage from using any bisphosphonate is very small. Of the millions of people who have used bisphosphonates over the years, only 368 cases of jaw damage have been reported as of May 2006. Of those cases, the majority are in cancer patients using the intravenous form of a bisphosphonate (e.g., *Zometa* or *Aredia*). Your risk could increase, however, if you have certain dental procedures such as having a tooth pulled. Even though your chances of developing osteonecrosis of the jaw are rare, it is a good idea to tell your dentist if you are taking a bisphosphonate.

What is the best way to prevent osteonecrosis of the jaw?

The best way to prevent jaw osteonecrosis is to take good care of your teeth. It is important to brush and floss your teeth at least once a day to keep your teeth and gums healthy. Also, be sure to visit your dentist regularly for routine dental exams and cleaning. If you are not currently taking a bisphosphonate, but will be starting one soon, be sure to tell your dentist NOW. They may want to take care of necessary dental work before you start taking your bisphosphonate.

Should I continue taking my bisphosphonate?

Yes. Bisphosphonates are very safe drugs that have been used by millions of people. Bisphosphonates can help make your bones stronger and prevent them from breaking. Your chances of developing jaw bone damage are very small, while the overall benefits of using a bisphosphonate are large. Be sure to take good care of your teeth and have routine dental exams and cleaning to prevent the need for dental procedures. If you're concerned about taking a bisphosphonate, talk with your physician about what would be best for you. Don't stop taking your bisphosphonate on your own.



Prepared for the subscribers of
Pharmacist's Letter / Prescriber's Letter to give to their patients.
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P.O. Box 8180, Stockton, CA 95208

Phone: 208-472-2240 - Fax: 208-472-2249
www.pharmacistsletter.com - www.prescribersletter.com



Log # 227

From: Mary Cooper
To: Margarete Keller
Date: 10/31/2007 11:07 am
Subject: Log 227

CC: Brenda James; Cynthia Higgins; Shirley W Carr...
Marga,

The above log is dated 10-29-2007, It was just placed in my box this morning 10-31 and is due for the Director's signature 11-05-01 (Monday). Due to The bureau just receiving, we are requesting the due date be extended to **Friday, November 9, 2007.**

Please respond so I can let staff know. thanks. Have a great day!

Mary A. Cooper, Administrative Assistant
BRMSS

803-

What day about -> 699-0272

NE colla...

mean answer which ->

11/5 Shirley Carrington to call her back -

3:40pm

Log # 227

From: Shirley W Carrington
To: Jan Polatty
Date: 11/5/2007 5:37:47 PM
Subject: Fwd: Ms. B. B. Bauer

Jan,

I asked MuMin to contact Ms. Bauer as I realized that this is the same woman that I spoke with on numerous numerous occasions about a month ago concerning this same issue. She wanted transportation to have an implant and a crown done. She was calling all over the agency then. She called the Governor's office, Lt. Governor's office and anyone else who she could think of. They all referred her back to us. Attached is MuMin's take on their conversation. I'll get the Log letter up to you tomorrow. Thanks

Shirley W. Carrington
Program Coordinator
Dental and Transportation Services
Division of Preventive and Ancillary Health Services
1801 Main St.
Columbia, SC 29202
Phone: (803) 898-2568
Fax: (803) 255-8221
carrings@scdhhs.gov

CC: Cynthia Higgins

Burr
Please put in
Burr
Burr

OK
Jan

From: MuMin AbdulRazzaaq
To: Shirley W Carrington
Date: 11/5/2007 4:40:59 PM
Subject: Ms. B. B. Bauer

As requested, I telephoned Ms. Bauer to let her know the status of the response to her letter to DHHS, and to restate DHHS policy on transportation to non-emergency dental services for beneficiaries over 21.

Ms. Bauer was not argumentative although she attempted (unsuccessfully) to be insulting and demeaning as is perhaps her way. In any case, I struck to the policy and left her with an understanding that irrespective to past practice, DHHS cannot authorize transportation to non-emergency dental services.



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

November 19, 2007

Ms. Brenda B. Bauer
1005 Old Satchelford Road, Apt A
Columbia, South Carolina 29223-3874

Dear Ms. Bauer:

Thank you for your letter of September 4, 2007, concerning use of the Non-Emergency Medicaid Transportation (NEMT) system. South Carolina Department of Health and Human Services (SCDHHS) does not intend for beneficiaries to experience difficulties in obtaining transportation to medical services, but we must function within both state and federal guidelines when providing NEMT. Thank you for providing me with an opportunity to explain our policies as they relate to transportation for dental services.

Medicaid beneficiaries are eligible for transportation to Medicaid covered medical services only. Regarding your concerns for beneficiaries needing comprehensive dental services, the Department of Health and Human Services is mandated to provide comprehensive dental services to beneficiaries under 21 and those over the age of 21 that are enrolled in the Mental Retardation and Related Disabilities Waiver. The adult dental program for beneficiaries over the age of 21 is an optional program for each state and has limited dental benefits. The guidelines are not intended to discriminate against any beneficiary, but are designed to provide relief of pain and discomfort within the resources available to the Adult Dental Program.

Adult Dental Program benefits include:

- Extraction of tooth/teeth to relieve severe and acute pain
- Extraction of tooth/teeth to relieve an acute infectious process
- Extraction of tooth/teeth during repair for a traumatic injury
- Extractions as necessary for a catastrophic illness such as Organ Transplant, Chemotherapy, Severe Heart Disease (Full mouth extractions require prior authorization by DHHS)

(Full or partial dentures, denture adjustments and denture relines are not covered services for the replacement of extracted teeth)

#827
✓

Ms. Brenda B. Bauer
November 19, 2007
Page 2

SCDHHS has contacted Logisticare, the regional Medicaid transportation broker responsible for non-emergency transportation in your area to review and address the concerns you cited. The Broker arranges transportation service after the determination that a service is a Medicaid covered medical service. The policy that limits NEMT to providing transportation to Medicaid covered services only is not a new policy and is based on federal guidelines. If you did receive transportation to non-emergency dental services in the past that was in violation of those guidelines and should not have been billed to Medicaid. Since the transportation broker system was implemented, Medicaid policies have been uniformly enforced. While we are sorry for any inconvenience this causes beneficiaries, this is essential as we must be in compliance with federal guidelines.

The Broker is required to maintain a network of providers who transport beneficiaries to Medicaid eligible services. Based on federal guidelines, the Broker cannot authorize and pay for transportation services to a non-covered Medicaid service.

If you need additional information, please contact, Ms. Shirley Carrington, Team Leader for Dental and Transportation Services at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,



Emma Forkner
Director

EF/mhw



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

November 19, 2007

Ms. Brenda B. Bauer
1005 Old Satchelford Road, Apt A
Columbia, South Carolina 29223-3874

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- Extractions as necessary for a catastrophic illness such as Organ Transplant, Chemotherapy, Severe Heart Disease (Full mouth extractions require prior authorization by DHHS)

(Full or partial dentures, denture adjustments and denture relines are not covered services for the replacement of extracted teeth)

#227

✓

Ms. Brenda B. Bauer
November 19, 2007
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SCDHHS has contacted Logisticare, the regional Medicaid transportation broker responsible for non-emergency transportation in your area to review and address the concerns you cited. The Broker arranges transportation service after the determination that a service is a Medicaid covered medical service. The policy that limits NEMT to providing transportation to Medicaid covered medical services only is not a new policy and is based on federal guidelines. If you did receive transportation to non-emergency dental services in the past that was in violation of those guidelines and should not have been billed to Medicaid. Since the transportation broker system was implemented, Medicaid policies have been uniformly enforced. While we are sorry for any inconvenience this causes beneficiaries, this is essential as we must be in compliance with federal guidelines.

The Broker is required to maintain a network of providers who transport beneficiaries to Medicaid eligible services. Based on federal guidelines, the Broker cannot authorize and pay for transportation services to a non-covered Medicaid service.

If you need additional information, please contact, Ms. Shirley Carrington, Team Leader for Dental and Transportation Services at (803) 898-2655. If I can be of further assistance, please contact me directly.

Sincerely,



Emma Forkner
Director

EF/mhw

