

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Ries</i>	DATE <i>2-7-07</i>
-------------------	-----------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOC NUMBER 000515	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>2-16-07</i>	
2. DATE SIGNED BY DIRECTOR <i>Cleared 2/20/07, letter attached.</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.			

RECEIVED

FEB 07 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

January 30, 2007

Dog-Ries
"Approp. Sign."

TO: Anyone Who Cares and Will Help a South Carolina Citizen who has been Very Let
Down.

REF: Appeal to a Flawed Health System

I am a legal honest American citizen who has worked and paid taxes until I chose to stay home and raise my son until he got older.

I have heard from some very reliable sources that numerous illegal and dishonest families receive help who are unchecked and I never would have thought that I would be required to go through such an appeal. I have followed all rules and regulations with previous Medicaid and with re-applying for Medicaid. What I really wonder now is "Why was I honest?"

My first time on Medicaid, I applied over the phone and was approved. There has been no increase in my husbands income, yet we have never even applied for Food Stamps and carried that burden on our own. I have never in any way abused my Medicaid and the system did not have to pay out substantial amounts of debt until last July when I entered the fight of my life - Breast Cancer. This horrible ordeal has consumed my life as well as the life of my husband and child. NOW our "wonderful" Health and Human Services chose to deny me further benefits. The incompetence of it all has taken my spirits as well as my health straight to the gutter.

My husband's salary is \$12.25 per hour for a 36 hour week. That is a gross of \$441.00 per week. At time of my application, no one ever bothered to inquire about the fact of taxes coming out of that or that he pays out of that for his insurance so that I could have him removed from Medicaid or that a court cost of \$80.00 a week comes out to Bankruptcy due to this horrible disease that I have incurred. By the way, let's not make the house payment!! That's only part that comes out of his check. Let me ask you "how do I keep food on my table for my son?"

I'm on numerous medications and not all are totally related to my breast cancer, but due to hypertension which has gone dangerously high since my diagnosis and also the denial of my Medicaid. I cannot afford the medications I'm to be on. I have a 5 year follow up with treatments for Oncology, Mammograms and Surgeon. Why should I be denied the right to take care of my health or the Doctors be denied the right of some minor payment from Medicaid? Yet to be determined for reconstruction surgery or even a prosthesis.

Due to being denied for myself and the time lost to file an appeal has only prolonged taking care of my health. I blame the total inept system and the lack of concern for any help at the Pickens County, South Carolina office. I've left numerous messages with my case worker (voice mail-ha ha) Deborah Gentry and have never had one returned call.

All I want is help while getting my health back so I can get back in the work force and will be able to immediately drop Medicaid and all its problems permanently. Our family has gone through some unexpected bad luck and we have really had our eyes opened to benefits of our wonderful Medicaid employees and rules that represent our "fabulous"

state of South Carolina. I can't begin to tell you how grossly disappointed I am in this system. Nor can I tell you how embarrassed I am to tell anyone "I'm from South Carolina". I want help!!!! Can South Carolina please help me with assistance in having this decision denying me Medicaid overturned and provide me with the help I need to follow physicians guidance in fighting my Breast Cancer and the many medical repercussions brought on by Chemotherapy? I can be reached at the number listed below from 8:30am-5:30pm other than picking up my child at school from 2:30-4:00.

Mary "Dawn" Barrett
735 Zion Church Road
Easley, SC 29642
864-855-4044

Copies: Governor Mark Sanford
Deborah Gentry-case worker
Keila Yoda-Pickens Office-DHHS
Ann Galloway, RN, BSN, MS ©
Eleanor Kitzman-Insurance Director

Original: Robert M. Kerr Director
Department of Health and Human Services

Mary "Dawn" Barrett

Medicaid Letter of Action

From: PICKENS COUNTY DHHS

P. O. Box 160

Pickens SC 29671-0000

Date: 01/24/2007

Worker Name:

KEILA YODA

Telephone: 864 898-5815

BG #: 19504937

HH #: 100714605

To: DAWN BARRETT

735 ZION CHURCH RD.

EASLEY SC 29642

39 KMIERC

DAWN BARRETT

Recipient Name:

Recipient ID:

7398384201

Your application has been denied for: **LOW INCOME FAMILIES**

Reason for denial:

Your income is more than policy allows.

Denied for the month(s) of: 01/2007

Manual/policy reference supporting this action: 205.04

X You may ask for a fair hearing before the Department of Health and Human Services if you believe an error was made in processing your application.

To Request A Hearing from the Department of Health and Human Services
• Ask your Medicaid worker in writing within 30 days of this letter. Attach a copy of this letter to your request.

To Get Help with Your Hearing

- You may hire an attorney to help you
- You may have someone you know come to the hearing and speak for you
- Contact your Medicaid worker in person or by phone to get help in asking for a hearing



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Robert M. Kerr
Director

February 20, 2007

Mrs. Mary "Dawn" Barrett
735 Zion Church Road
Easley, South Carolina 29642

Dear Mrs. Barrett:

Thank you for writing our agency to express your concerns about the financial requirements for Medicaid coverage and issues about your eligibility.

We are pleased your Medicaid will continue without any break in coverage. As you are aware your coverage under Medicaid's Low Income Families program will close because your family's countable income exceeds the \$691 limit for a family of three in this category. However, your coverage will continue under Medicaid's Breast and Cervical Cancer Program. Your son, James, remains covered under Medicaid's Partners for Healthy Children program.

Medicaid eligibility is based on federal and State requirements. To qualify for Medicaid, an individual must meet certain financial guidelines and categorical requirements. Income is based on gross earnings and does not allow deductions for taxes, utilities, house payments and other normal living expenses.

I hope this information proves useful to you in meeting your healthcare needs and we apologize for any confusion or inconvenience the eligibility process may have caused you. Should you have further questions about Medicaid, please call Mr. Bob Liming at 803-898-2621.

Sincerely,


Gary Ries
Deputy Director

GR/jold

#515

From: LeAnne Greene
To: Alicia Jacobs
Date: 2/15/2007 8:40:07 AM
Subject: Re: Mary Dawn Barrett (Log 515)

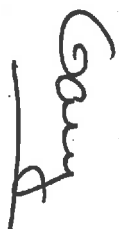
The reason we did not submit the BCCP application is because the application itself has the place where the pathology report information is verified. Until learning from Janelle that she could request the pathology report directly from the doctor, we thought the client would have to have her doctor complete that section of the application. Therefore we encouraged her to see her doctor and submit the application ASAP. We offered to give her copies of her C & I and income information to send with it.

LeAnne Greene
Dept. of Health & Human Services
greenel@scdhs.gov
864-238-2546 cell
864-638-4400 x 29 Oconee office
864-898-5815 x 243 Pickens office

>>> Alicia Jacobs 2/14/2007 4:59 pm >>>

While reviewing our response from the Director to this lady regarding our eligibility process, I came across a point that I wanted to bring to your attention. We do have her eligibility resolved now and she is active and that is a good thing. However, in the notes there is an email from Keila Yoda which states, "Hi Robert, I am so glad you and Janelle have been able to help Ms Barrett. I felt so bad having to deny her when she applied. She had the BCCP application with her that day and I urged her to send it in ASAP. She was truly upset and I really hope we will be able to help her." My point is that if the applicant expressed the need for BCCP, she had apparently already made an application for Medicaid which could have sufficed. If for some reason a new application was required, we could have taken it from her and forwarded (or faxed) it to Central processing for her. This may have saved some time and reduced the amount of frustration that she already felt regarding our processes. See MPPM 101.09.06, Ex Parte Determinations. Thanks

CC: BETSY FULLER; Janelle Lee; Robert G Liming; Stan Brown



From: Alicia Jacobs
To: LeAnne Greene
Date: 2/14/2007 4:59:36 PM
Subject: Mary Dawn Barrett (Log 515)

While reviewing our response from the Director to this lady regarding our eligibility process, I came across a point that I wanted to bring to your attention. We do have her eligibility resolved now and she is active and that is a good thing. However, in the notes there is an email from Keila Yoda which states, "Hi Robert. I am so glad you and Janelle have been able to help Ms Barrett. I felt so bad having to deny her when she applied. She had the BCCP application with her that day and I urged her to send it in ASAP. She was truly upset and I really hope we will be able to help her." My point is that if the applicant expressed the need for BCCP, she had apparently already made an application for Medicaid which could have sufficed. If for some reason a new application was required, we could have taken it from her and forwarded (or faxed) it to Central processing for her. This may have saved some time and reduced the amount of frustration that she already felt regarding our processes. See MPPM 101.09.06, Ex Parte Determinations. Thanks

CC: BETSY FULLER; Janelle Lee; Robert G Liming; Stan Brown

From:
To:
Date:
Subject:

Robert G Liming
Yoda, Keila
2/12/2007 10:41 AM
Re: Fwd: Assistance and Concerns of Dawn Barrett SS # 251-06-7388

Thanks for your nice note, I am hopeful that we can get her into the BCCP program. Always want to help where we can, but the lady is just angry at the system and I am not sure any of us can do anything to help her get over the anger. She was at least pleased Janelle was trying to get her qualified. I think the process really got to her.

One thing you might check for me is to verify that she was sent a notice prior to her old TM coverage ending 12/1/06. She claimed she was never informed and I would like to be able to address this issue when I respond to her in writing. I find that often clients forget or don't pay attention to notices we send out. Any record you have in her file about when she was notified would be very helpful. Thanks

>>> Keila Yoda 2/12/2007 10:30 AM >>>
Hi Robert. I am so glad you and Janelle have been able to help Mrs. Barrett. I felt so

bad having to deny her when she applied. She had the BCCP application with her that day and I urged her to send it in ASAP. She was truly upset and I really hope we will be able to help her!!

>>> Robert G Liming 2/12/2007 10:23 am >>>
Janelle: Just spoke with Mrs. Barrett for about 30 minutes and wanted to check to be

sure we had all of the materials/documents needed for her BCCP application, and to see if you had an estimate as to when we would be able to determine her eligibility for the program?

She was most happy with your help and assistance, but she still feels the Medicaid regulations and program are totally unfair to working people. Her biggest issue is how unfair it is for us to not take off living expense in determining income. No matter what I said there was no way she was going to accept the concept of gross vs her opinion of what is net.

She also claims that she never received any notice from Medicaid that her coverage would be ending in December, and that she was "kept in the dark" until her doctor told her she was no longer eligible. Again, there is no way any of us can be certain of what she may or may not have been told. I find that often clients seem only able to hear what they want to hear, or they simply misunderstand. In any event, she feels the program is unfair to working people. I listened as best I could and tried to give her the chance to vent.

I need to draft a written response to the client, and will hold off for another day if you think we will have a final decision on her BCCP eligibility soon. Thanks for your help and hard work with this case. We appreciate your fine efforts to get this resolved.

>>> Robert G Liming 2/9/2007 7:31 AM >>>

Exceptional service, thanks so very much for the great work, as soon as we have the material in hand and you can process the application and hopefully get her enrolled please let me know. Really thankful for your fine work, have a great weekend.

>>> Janelle Lee 2/8/2007 5:06 PM >>>

I have spoken with Ms. Barrett and she has an application. She stated that she doesn't have any other insurance, that she is currently receiving treatment for her cancer..so I told her to go ahead and fax the application over to me. Her oncologist's name is Dr. O'Roarke, so I will call them in the morning to have her pathology report faxed over to me also. I told her that as soon as I receive both of those I will start the application process. She was very grateful and I told her that I would contact her as soon as her application is processed.

>>> Robert G Liming 2/8/2007 4:38 PM >>>
Sorry, left off SS # 251-06-7388

>>> Robert G Liming 2/8/2007 4:28 PM >>>

Can you please take a look at this one for us? It is clear that they were well over for LIF and the case worker on that was Keila Yoda, but in the client's letter to us she claims she left numerous messages for Beverley Gentry and none of these were returned. I fully understand that often a client claims something out of anger or confusion, but I would like to verify all aspects of this case before developing a written response. Can you look at it and review the case just to verify income and any other factors?

I will ask Janelle Lee to send Ms. Barrett an application for BCCP because in her letter she alludes to her medical condition and breast cancer. Her telephone number is 864-855-4044 and the mailing address is Mary "Dawn" Barrett, 735 Zion Church Road, Easley, South Carolina 29642.

Clearly Ms. Barrett is made at the system, the regulations, and feels she has been unfairly treated by Medicaid. I just want to be sure of all the facts so I can develop a response to her letter. Thanks for any information and as always we deeply appreciate your input.

Robert G. Liming
Special Project Manager, Office of Constituent Services
South Carolina Department of Health and Human Services
Room 310
1801 Main Street
P.O. Box 8206
Columbia, South Carolina 29202-8206

803-898-2621

E-Mail: llmingr@scdhs.gov

Website: www.scdhs.gov

Log # 0515

Medicaid Programs / Other Resources Check List

Legislator/Inquirer: Client Letter to RamseyConstituent: Mary "Dawn" BarrettSS#: 251-06-7388

PROBLEM / ISSUE		FAMILY SIZE	INCOME / RESOURCE	MEDICAID PROGRAMS		OTHER RESOURCES	
Very irate that income is based on gross and not net; claims CW did not return calls.		5	1,425.53	ABD	<input type="checkbox"/>	Communicare	<input type="checkbox"/>
		STAFF PERSON		Foster Children	<input type="checkbox"/>	FQHC	<input type="checkbox"/>
		30 Liming		HCBWS	<input type="checkbox"/>	Free Medical Clinics	<input type="checkbox"/>
				LIF	<input type="checkbox"/>	Medicare	<input type="checkbox"/>
				MAO	<input type="checkbox"/>	MiAP	<input type="checkbox"/>
				MBCCP	<input type="checkbox"/>	Prescription Drug Programs	<input type="checkbox"/>
				Optional Supplement	<input type="checkbox"/>	Social Security	<input type="checkbox"/>
				PHC	<input type="checkbox"/>	TogetherRX	<input type="checkbox"/>
				Pregnant Women/Infants	<input type="checkbox"/>		
				SILVERxCARD	<input type="checkbox"/>		
				SLMB	<input type="checkbox"/>		
				SSI	<input type="checkbox"/>		
				TEFRA	<input type="checkbox"/>		
				Working Disabled	<input type="checkbox"/>		
DATE	ACTIONS TAKEN TO HELP						
2/8/07	Receive folder from Jenny; contact Pickens County + Janelle Lee BCCP						
2/9/07	Left msg. w/ Mr. Barrett to have wife call me back with status of her applying for BCCP						
2/9/07	MAOS shows LIF ended due to excess income. I contacted J. Lee re BCCP + she contacted client Mr. Barrett to send in app. LeAnne also spoke w/ her re case + status						
2/12/07	Follow up e-mails to Janelle Lee and LeAnne Green on case and status; two calls to Mrs. Barrett, verify all data needed on application returned. Questioned why notice not sent, pressed LeAnne and they reversed said they made error and client shouldn't have been removed 12/1, but should be 3/1/07; revised added back on LIF.						
2/13/07	Janelle Lee clears client for BCCP effective 3/1/07; call and inform Mrs. Barrett and answer all her questions. She is pleased and says she really understands... Supervisor checked and we did return calls to Mr. Barrett, and she had been giving BCCP application by Pickens County Office before she contacted client just angry about income issues.						

LEGISLATIVE LOG #	0515
LEGISLATOR/INQUIRER	n/a
CONSTITUENT	Dawn Barrett
SSN	251-06-7388
BC ASSIGNED LOG	Jacobs
DATE REC'D BY AGENCY	2/7/2007
DATE DRAFT DUE GR	2/15/2007
LOG LETTER DUE DATE	2/16/2007
DATE REFERRED TO BC	2/8/2007

Brief Description of Issue/Problem	Date	Staff Person	Phone #	Action Taken
LIF denied. Breast Cancer patient, needs assistance. Complaints of being treated unfairly and Eligibility Worker not returning phone calls.	2/8/2007	Jan		Jacob's Box
	2/8/2007	Jenny	8-3965	To Bob (3:45)
	2/13/2007	Bob	8-2621	To Jenny.
	2/13/2007	Jenny	8-3965	Edits and to Mark (4:30)

CHECKLIST

Family Size	
Income/Resources	
Other Resources:	
Communicare	
FQHCs	
Free Medical Clinics	
Medicare	
MIAP	
Prescription Drug Programs	
Social Security	
Together Rx	

Programs:

ABD	(32)	
Foster Children	(31,60)	
General Hospital	(14)	
HCBWS	(15)	
LIF	(59)	
MBCCP	(71)	
Nursing Home	(10)	
OSS	(85,86)	
PHC	(88)	
Pregnant Women & Infants	(12,87)	
QMB	(90)	
SILVERxCARD	(92)	
SLMB	(48,52)	
SSI	(80)	
TEFRA	(57)	
Transitional	(11)	
Working Disabled	(40)	

Instructions:

Jan creates new worksheet for each log by copying template into workbook & changing name of worksheet to proper log #.

Each user finds log # on bottom tab & enters "date/action taken" in shaded cells. (Once entered, user must exit document.)

If question about current status of a log letter, contact previous user.

Jan & Linda will update upon each log's return and, as a log is closed, they will cut and paste each worksheet into the archive file.

Path: GROUPS/Constituent Services/Log Letters & Transmittals/Aides for Creating-Tracking/Trackers-Tools/Excel Log Tracker

4EDHMS54 P
MEDSPROD

S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES

RECIPIENT INFORMATION

DATE: 02/13/07

NAME: BARRETT DAWN

MEMBER PERIOD START: 02/09/07

END:

ACTION:

RCP NUMBER: 7398384201

HH NUMBER: 100714605

HH NAME: BARRETT DAWN

PAGE: 0001

SSN: 251-06-7388

VC: V

APL STATUS:

ACTION TYPE: MAINTENANCE

PRIMARY INDIVIDUAL:

APL CO: 39

ACTION DATE: 02/13/07

735 ZION CHURCH RD.

WORKER ID: JANEL

LOCATION: 055

SSCN:

RRN:

RACE: 01

SEX: F

MARITAL STATUS: M

TPL INSURANCE: N

RELATION: SELF

DOB: 09/26/1958

DOD:

LIV ARRANGEMENT: HOME INCOME TRUST:

PROVIDER: BCCP3

EASLEY
CORRECT RCP NUMBER: SC 29642-

BG	BEG	END	PCAT	QCAT	BENEFITS		QMB	RETRO	% OF	CHIP
S	NUMBER	ELIG	ELIG		TYPE	IND	IND		LEVEL	NUMBER
-	09530107	03/01/2007		71	FULL	N		Y	.00	
-	59528613	12/01/2006	03/01/2007	59	FULL	N		N	.00	
-	48595903	12/01/2004	12/01/2006	11	FULL	N		N	.86	
-	73983842	08/01/2002	12/01/2004	59	FULL	N		N	.86	

UPDATED: USER ID: KMERC DATE: 01/23/07 SYSTEM ID: TTR1001 DATE: 10/24/02
ME900063 RECIPIENT RECORD FOUND
PF2->HH BG PF3->HH MBR DTL PF4->REFH PF5->ELD02 PF6->RETURN PF7->PREV
PF8->NEXT PF9->HH NOTES PF15->RCP SEARCH PF17->ELD00 PF18->HH MBR BGS

No break in coverage.

EDHMS49 P
MEDSPROD

S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES
HOUSEHOLD BUDGET GROUPS

DATE: 02/13/07

HH NAME: BARRETT DAWN

PAGE: 0001

HH NUMBER: 100714605

APL STATUS: _____

ACTION TYPE: MAINTENANCE
ACTION DATE: 02/13/07

		BG				NEXT		LAST		BG	
S	NUMBER	CATEGORY	WORKER	CNTY	LOC	REVIEW		REVIEW		STATUS	
-	09530107	BCCP	JANEL	47	055	02/13/2008				ACTIVE	
-	19504940	PHC	DGENT	39	001	01/24/2008				ACTIVE	
-	59528613	LIF	LGREE	37	001	02/13/2008				CLOSED	
-	48595903	TM	DGENT	39	001					CLOSED	
-	73983842	LIF	DGENT	39	001					CLOSED	
-	19504937	LIF	KMERC	39	001	08/02/2005		10/21/2004		CLOSED	
-						01/24/2008				DENIED	

UPDATED: USER ID: JANEL DATE: 02/13/07 SYSTEM ID: HMS5000 DATE: 02/13/07
E904675 HOUSEHOLD BUDGET GROUPS FOUND
PF1->HELP PF3->HH MEMBERS PF5->BG DETERMINATION
PF6->RETURN PF7->PREV PF8->NEXT PF10->PREV MENU PF17->ELD00

From:
To:
Date:
Subject:

Robert G Liming
Lee, Janelle
2/13/2007 9:26 AM
Re: Fwd: Assistance and Concerns of Dawn Barrett SS # 251-06-7388

CC:

Brown, Stan; Dabbs, Jennifer; Evans, Rosetta; FULLER, BETSY; Gentry,...
Great, thanks so much for the update. Really appreciate the work and energy expended in getting all of this resolved. Even if Mrs. Barrett feels the rules and regulations are unfair regarding income, she will certainly be pleased that she has been covered. You have truly demonstrated outstanding customer service and your hard work is most appreciated. Thank You.

>>> Janelle Lee 2/13/2007 8:52 AM >>>

Ms. Barrett has been approved eff. 3/1/07...I will be giving her a call in a few minutes. If I can be of any further assistance, please let me know.

>>> Robert G Liming 2/13/2007 8:33 AM >>>

Janelle, thanks for the update, the folks in Pickens County have gone ahead and continued her on LIF due to a system error until March 1, so if you are able to determine her BCCP eligibility she can be switched over without any break. Thanks and please keep us posted.

>>> Janelle Lee 2/13/2007 8:16 AM >>>

Good morning to everyone!!! I have Ms. Barrett's application and her pathology report, and I will let you all know as soon as I get her application complete.

>>> Robert G Liming 2/12/2007 2:11 PM >>>

Thanks for the follow up and your later message that you were able to contact Mrs. Barrett and explain that she is still covered for now. I have a message in to Janelle and hope that she can determine BCCP eligibility Tuesday or Wednesday if all the documentation is now in her hands.

>>> LeAnne Greene 2/12/2007 12:12 PM >>>

I researched to determine when the closure letter for the Transitional Medicaid benefits was mailed to Ms. Barrett and discovered that we made an error. Her case was closed incorrectly on January 16th effective December 1, 2006. It should have been closed effective February 1, 2007. This is a MEDS problem which should have been corrected by the worker at closure, but was missed.

I cannot reopen the Transitional budget group in MEDS due to system issues as the child is now on PHC. To correct our error I have opened Ms. Barrett in an LIF budget group and reestablished her eligibility effective December 1.

Janelle Lee is not in the office today, but I will coordinate with her to close the LIF and

approve it for BCCP. If for some reason Ms. Barrett is not eligible for BCCP, I will close her coverage effective March 1.

I tried to call Ms. Barrett to notify her we have reestablished her eligibility retroactively to December 1. She is not at home. I will continue to try to call her to explain what we have done.

LeAnne Greene

Dept. of Health & Human Services

greenel@scdhs.gov

864-238-2546 cell

864-638-4400 x 29 Oconee office

864-898-5815 x 243 Pickens office

>>> Robert G Liming 2/12/2007 10:23 am >>>

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Robert G. Liming

Special Project Manager, Office of Constituent Services
South Carolina Department of Health and Human Services
Room 310
1801 Main Street
P.O. Box 8206
Columbia, South Carolina 29202-8206

803-898-2621

E-Mail: rlimingr@scdhs.gov

Website: www.scdhs.gov

From: LeAnne Greene
To: LIMINGR@scdhhs.gov
Date: 2/9/2007 11:15 AM
Subject: Re: Fwd: Assistance and Concerns of Dawn Barrett SS #

CC:

BROWNST@scdhhs.gov, FULLERB@scdhhs.gov

I spoke with Ms. Barrett yesterday morning at length. She already had the BCCP application but for some reason had not followed through in submitting it. She was mostly frustrated about the regulations, feeling the income limits were very unfair in not allowing deductions for expenses. We talked about it at length. She now understands our policies and was most grateful she could probably qualify for BCCP. She said she wanted to be "heard" to try to help others who need assistance.

I offered to assist her with the BCCP application at that time. She planned to see the doctor for the diagnosis and bring her citizenship and identity information to us to copy for her.

I see that Janelle Lee contacted her today and is going to get the pathology report for her. We will assist with anything further we can do to help.

The caseworker who now has the case, Debbie (not Beverly) Gentry was not involved in the application. She did have messages from Ms. Barrett and tried to return her calls, but did not reach her. Keila Yoda, the worker who handled the application did talk to Ms. Barrett and made the referral to BCCP.

LeAnne Greene
Dept. of Health & Human Services
greene1@scdhhs.gov
864-238-2546 cell
864-638-4400 x 29 Oconee office
864-898-5815 x 243 Pickens office
>>> Robert G Liming 02/08/07 4:38 PM >>>
Sorry, left off SS # 251-06-7388

>>> Robert G Liming 2/8/2007 4:28 PM >>>
Can you please take a look at this one for us? It is clear that they were well over for LIF and the case worker on that was Keila Yoda, but in the client's letter to us she claims she left numerous messages for Beverley Gentry and none of these were returned. I fully understand that often a client claims something out of anger or confusion, but I would like to verify all aspects of this case before developing a written response. Can you look at it and review the case just to verify income and any other factors?

I will ask Janelle Lee to send Ms. Barrett an application for BCCP because in her letter she alludes to her medical condition and breast cancer. Her telephone number is 864-855-4044 and the mailing address is Mary "Dawn" Barrett, 735 Zion Church Road, Easley, South Carolina 29642.

Clearly Ms. Barrett is made at the system, the regulations, and feels she has been unfairly treated by Medicaid. I just want to be sure of all the facts so I can develop a response to her letter. Thanks for any information and as always we deeply appreciate your input.

Robert G. Liming
Special Project Manager, Office of Constituent Services
South Carolina Department of Health and Human Services
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Website: www.scdhhs.gov

EDHMS68 P S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 02/08/07
MEDSPROD HOUSEHOLD SUMMARY INFORMATION PAGE: 0001
HH NAME: BARRETT DAWN
HH NUMBER: 100714605 APL STATUS:
RCP/SSN/BG: LAST APL: 01/23/07 HH COUNTY: 39 PICKENS
RES ADDR HOME PHONE: 864-855-4044 MAIL ADDR WORK PHONE: - -
735 ZION CHURCH RD.

S	RCP NUMBER	PI NAME	SC	-	EASLEY	SSN	LATEST ELG PERIOD AGE	SC 29642-
-	7398384201	* DAWN BARRETT				251-06-7388	12/01/04 - 12/01/06	48
-	WRKR ID: DGENT	NAME: GENTRY DEBORAH B				BG: 48595903	CNTY: 39	
-	7398384202	BARRY BARRETT				250-27-8823	12/01/04 - 12/01/06	45
-	WRKR ID: DGENT	NAME: GENTRY DEBORAH B				BG: 48595903	CNTY: 39	
-	7398384203	JAMES BARRETT				250-93-7123	01/01/07 -	13
-	WRKR ID: DGENT	NAME: GENTRY DEBORAH B				BG: 19504940	CNTY: 39	

ME900049 HOUSEHOLD RECORD FOUND
PF2->PI PF5->HH MBR DTL PF7->PREV PF8->NEXT PF9->HH APLS PF11->HH MBRS
PF12->HH BGS PF14->RCP INFO PF17->ELDDO PF18->HH MBR BGS PF19->REPL CARD

4EDHMS4 P
MEDSPROD

S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES
RECIPIENT INFORMATION

DATE: 02/08/07

MEMBER PERIOD START: 01/23/07

ACTION:

NAME: BARRETT DAWN

PAGE: 0001

RCP NUMBER: 7398384201

HH NUMBER: 100714605

HH NAME: BARRETT DAWN

SSN: 251-06-7388

VC: V

ACTION TYPE: MAINTENANCE

PRIMARY INDIVIDUAL:

APL STATUS:

ACTION DATE: 01/23/07

735 ZION CHURCH RD.

APL CO: 39

WORKER ID: KMERC

LOCATION: 001

SSCN:

RRN:

RACE: 01

SEX: F

MARITAL STATUS: M

EASLEY

TPL INSURANCE: N

RELATION: SELF

CORRECT RCP NUMBER:

SC 29642-

DOB: 09/26/1958

DOD:

LIV ARRANGEMENT: HOME INCOME TRUST:

PROVIDER:

BG	BEG	END	BENEFITS	OMB	RETRO	% OF	POV	CHIP		
S	NUMBER	ELIG	ELIG	PCAT	QCAT	TYPE	IND	IND	LEVEL	NUMBER
-	48595903	12/01/2004	12/01/2006	11	30	FULL	N	N	.86	
-	73983842	08/01/2002	12/01/2004	59	30	FULL			.86	

UPDATED: USER ID: KMERC

DATE: 01/23/07

SYSTEM ID: TTR1001

DATE: 10/24/02

ME900063 RECIPIENT RECORD FOUND

PF2->HH BG

PF3->HH MBR

DTL

PF4->REFH

PF5->ELD02

PF6->RETURN

PF7->PREV

PF8->NEXT

PF9->HH NOTES

PF15->RCP SEARCH

PF17->ELD00

PF18->HH MBR BGS

MEDEL01 P
MEDSPROD

S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES
MEDICAID ELIGIBILITY DECISION

DATE: 02/08/07

HH NAME: DAWN BARRETT

DATES-FROM: 01 / 2007 THRU: ____ / ____

ACTION:

BG NUMBER: 19504937

PAGE: 2 OF 3

BG: D BGP: D

WKR: KMERC

KEILA YODA

HH NUMBER: 100714605

ACTION TYPE: MAINTENANCE
ACTION DATE: 01/23/07

COUNTABLE BG MEMBERS: 3

COUNTABLE INCOME:

1425.53

INCOME LIMIT:

691.00

COUNTABLE RESOURCES:

0.00

POV-LVL:

+1.03 %

RESOURCE LIMIT:

30000.00

RECURRING INC:

0.00

TOTAL ALLOC:

0.00

OSS AWARD:

0.00

MEETS NON-FINANCIAL?

(Y/N): Y

MEETS INCOME?

(Y/N): N

MEETS RESOURCES?

(Y/N): Y

MEETS OTHER CONDITIONS? (Y/N): Y

ACT ON DECISION COMPLETE? (Y/N): Y
DECISION ACCEPTED DATE: 01/23/07
NEXT REVIEW DATE: 01/24/08
ANTICIPATED CLOSURE DATE: _____

REASON(S) FOR DENIAL/CLOSURE/CHANGE:
051 Your income is more than policy allows.

ELIGIBILITY DECISION APPEALED? (Y/N) -

APPEAL REQUEST DATE:

CONTINUE BENEFITS?

(Y/N): -

UPDATED: USER ID: KMERC

DATE: 01/23/07

COUNTY DECISION UPHELD? (Y/N): -

ME900115 BUDGET GROUP PERIOD INFORMATION FOUND
SYSTEM ID: ELD3000 DATE: 01/23/07

PF1->HELP

PF3->NEXT SCR

PF6->RETURN

PF10->MENU

PF13->FIELD HELP

PF15->MAKE DECISION
PF16->BG DET
PF21->HIST-
PF22->HIST+
PF24->ACT ON DECISION

4EDELDO2 P
MEDSPROD

S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES
MEDICAID ELIGIBILITY DECISION

DATE: 02/08/07

DATES-FROM: 01 / 2007 THRU: _ / _

ACTION:

HH NAME: DAWN BARRETT

PAGE: 3 OF 3

BG NUMBER: 19504937

HH NUMBER: 100714605

BG: D BGP: D

CATEGORY: LIF

RCP NAME: BARRY BARRETT

ACTION TYPE: MAINTENANCE

PREVIOUS BG:

ACTION DATE: 01/23/07

IT: _ PING-PONG: _

NEW BG:

RCP NUMBER: 7398384202

RETRO: N

EXPORTE: N

QMB: _

CORRECT RCP NUMBER:

ACTUAL ELIGIBILITY DATES

PROT PER DATE:

MEDICAID

---BENEFIT DATES---

BEGIN

END

--MEDICAID+QMB DATES--

BEGIN

END

SERVICE
TYPE

REASON
CODE 1

REASON
CODE 2

UPDATED: USER ID: KMERC

DATE: 01/23/07

SYSTEM ID: ELD3000

DATE: 01/23/07

PF1-HELP PF2-PREV MBR PF3-NEXT MBR PF5-HH MBR DTL PF6-RETURN PF10-MENU
PF11-HH MBRS PF15-MD PF16-BG DET PF18-RCP INFO PF21-HIST- PF22-HIST+ PF24-AOD

AEDELDO1 P S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 02/08/07
 MEDSPROD MEDICAID ELIGIBILITY DECISION ACTION:
 HH NAME: DAWN BARRETT DATES-FROM: 10 / 2006 THRU: / PAGE: 2 OF 3
 BG NUMBER: 48595903 HH NUMBER: 100714605
 BG: C BGP: C WKR: DGENT DEBORAH GENTRY ACTION TYPE: MAINTENANCE
 COUNTABLE BG MEMBERS: 3 ACTION DATE: 01/16/07
 COUNTABLE INCOME: 1094.16 COUNTABLE RESOURCES: 0.00
 INCOME LIMIT: 2416.00 RESOURCE LIMIT: 0.00
 POV-LVL: +.86 % HLTH INS PREM: 0.00
 RECURRING INC: 0.00 TOTAL ALLOC: 0.00 OSS AWARD: 0.00
 MEETS NON-FINANCIAL? (Y/N): - ACT ON DECISION COMPLETE? (Y/N): Y
 MEETS INCOME? (Y/N): - DECISION ACCEPTED DATE: 01/16/07
 MEETS RESOURCES? (Y/N): - NEXT REVIEW DATE:
 MEETS OTHER CONDITIONS? (Y/N): Y ANTICIPATED CLOSURE DATE: 10/23/06
 REASON(S) FOR DENIAL/CLOSURE/CHANGE:
 093 Your Medicaid eligibility period has ended.

ELIGIBILITY DECISION APPEALED? (Y/N) - CONTINUE BENEFITS? (Y/N): -
 APPEAL REQUEST DATE: COUNTY DECISION UPHELD? (Y/N): -
 UPDATED: USER ID: DATE: SYSTEM ID: ELD3000 DATE: 01/16/07
 ME900115 BUDGET GROUP PERIOD INFORMATION FOUND
 PF1->HELP PF3->NEXT SCR PF6->RETURN PF10->MENU PF13->FIELD HELP
 PF15->MAKE DECISION PF16->BG DET PF21->HIST- PF22->HIST+ PF24->ACT ON DECISION

Vering
Janelle Lee
No
Boony for
any insurance
Gentry