


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Waldrop</i>	DATE <i>1-17-12</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER <i>100267</i>	<input type="checkbox"/> I Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Claud 2/8/12, letter attached.</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-26-12</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.			



## HORRY COUNTY DISABILITIES AND SPECIAL NEEDS

### DEVELOPING SUPPORTIVE NETWORKS

250 Victory Lane  
Conway, SC 29526

(843) 347-3010 v Fax # (843) 347-7308

**RECEIVED**

JAN 13 2012

Mr. Sam Waldrep  
S.C. HHSF Deputy Director  
Long Term Care & Behavioral Health  
P.O. Box 8206  
Columbia, SC 29202

Dear Mr. Waldrep:

Department of Health & Human Services  
OFFICE OF THE DIRECTOR


On behalf of the consumers and families we serve, I am writing upon the request of my Board members to express the dissatisfaction with the incontinent care supplies that are approved under the ID/RD, CSW and HASCI Waivers. Each month we survey the families and the consumers who receive services from the Horry County Disabilities and Special Needs Board. We continue to see an ever increasing complaint about the poor quality of the incontinent care supplies, most specifically diapers and bed liners.

I realize that economic indicators may have been the reason for changes made to the incontinent supplies thru the various waivers across the state; however individuals are now using at least 2 times more diapers and bed liners. Individuals are also now legitimately requesting and needing inserts to supplement the poor quality of diapers. The quality of the supplies are not a reflection of the local providers as our providers have gone above and beyond to find the best quality of diaper/bed liner for the reimbursement rate received. It is apparent that the expected savings is not to be, as consumers are seeking more supplies than before. These incidents are not infrequent and represent the majority of the individuals we serve through the waivers.

Our Board would like to know if the changes in supplies have yielded the desired expectation. This information is specific to only the waivers that are operated in conjunction with DDSN, however recognize these concerns may be across all of the SCDHHS waivers as well. I am confident that this information is being reviewed to assure the intended outcome of these changes is achieved.

I appreciate your attention to these concerns and look forward to hearing from you.

Sincerely,

  
Susan L. John  
Executive Director

Slj:slj

Cc: Dr. Beverly Buscemi, SCDDSN

Caroline Massey Ewing, Chairperson... Anna Gaskin, Vice Chairperson... Kelli Barker, Secretary...  
Jackie Browder, Treasurer... Steve Avinger... Edwin Hinds, Jr... Lonnie B. Chestnut... Phyllis Floyd...  
Patricia Milley... Dr. Henry Cross, III... A. Martin Bellamy...



Horry County Disabilities  
250 Victory Lane  
Conway, SC 29526

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## Brenda James - Log 267

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**From:** Teeshla Curtis  
**To:** Brenda James  
**Date:** 02/13/2012 10:35 AM  
**Subject:** Log 267  
**CC:** George Maky; Margie Hickerson  
**Attachments:** Ref Log 000267 Response.PDF

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Brenda,

Attached is a response for Log 267.

Teeshla

Log # 267

February 8, 2012

Ms. Susan L. John  
Horry County Disability and Special Needs  
250 Victory Lane  
Conway, South Carolina 29526

Dear Ms. John:

This letter is in response to your recent correspondence expressing dissatisfaction with incontinence supplies for Medicaid waiver participants. In response to the State's budget crisis South Carolina Department of Health and Human Services (SCDHHS) to the Medicaid allowable rate for incontinence supplies was reduced in order to ensure the continued provision of these products.

Additionally, the State now requires industry recognized quality standards and verifies these standards through an independent laboratory. The standards SCDHHS adopted are also utilized by California and Minnesota. Prior to the adoption of these standards, South Carolina had no criteria for quality. An analysis of historical data revealed the previous Medicaid reimbursement rate for these products was excessive.

The agreement to accept the new rate and standards using an independent laboratory has yielded the anticipated cost savings. As a result of these measures, during the first quarter of SFY 2012, incontinence supply expenditures for the HASCI, MR/RD and Community Supports waiver programs have decreased by \$400,000. Currently, we are projecting a total reduction in incontinence supply expenditures of \$1.2 million for the waiver programs operated by the Department of Disabilities and Special Needs during SFY 2012.

Despite SCDHHS efforts to provide quality products at a reduced cost, consumers may still be dissatisfied with the incontinence supplies. As allowed for under policy, Waiver participants have the option of requesting a different brand of incontinence supply from their chosen provider, or choosing another vendor.

We appreciate your concern and recognize your advocacy for those you serve.

Sincerely,

  
Sam Waldrep  
Deputy Director