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To: Lt. Governor's OfficeLtGov@scstatehouse.gov
Date: 7/27/2017 1:04:08 PM
Subject: Where do I get help? My Medicaid Journey

I am writing to you about my journey in the Medicaid process for my dad (I have POA). He lives in Seneca, I am in Charleston. He is 87 had parkinson's, dementia and a vascular problem with his legs. He has gotten progressively worse over the years and now needs 24/7 care. My mom (85) has declined in the last few years while caring for him. She was just diagnosed with Parkinson's also. I started the Medicaid process to hopefully receive in home nursing care for dad. However, he is now in rehab and I am not sure going home is an option. I realize this may be long but I want you to understand how long and frustrating the Medicaid process has been for me. While I realize there may be cuts to Medicaid, the process is in need of serious overhaul.

August 2016 - I began completing the application.

September 2016 - I spoke with Medicaid to go over questions I had on the application. I was advised to send in as much information as possible, so I began requesting statements, etc. from financial institutions, etc.

November 2016 - I mailed the application

I began calling every 10 to 14 days only to be told each time it was pending. I was also told by several different ones in the office that I could go to **ANY** Medicaid office and speak with a case worker to determine any additional info needed.

Mid-January 2017 I visited the Charleston office, stood in line and was told there was not that "type caseworker" in that office. I did receive a call that day from someone who said the application had been received but not put in the system and she would do it that day.

I began calling again every 10 to 14 days only to be told it was pending. **Each time I was told it could take up to 45 days for determination. It's been over 6 months.**

Mid-February - I faxed bank statements as requested.

Again, every 10 to 14 days I called only to be told it was "pending" and going through search in national database.

Finally on May 15 a wonderful lady connected me to what I believe is the nursing home department. I spoke with a gentleman and he reviewed the application that day and sent me a checklist of things they needed. I returned all within the 14 days as required. Since then I have corresponded with him through email. He has been helpful in checking on the status. I was told on May 30 that the Family Trust papers were sent to the Medical Support Team for routine review. Then told it would be sent to the General Counsel's office for review. On June 26, I inquired and was told the person in the General Counsel's office was out for 2 weeks. Evidently, no one else in that office could pull it up in the system and give me an answer! When I inquired after that 2 weeks, I was told the they need the complete Trust and not the Memorandum. By this time I was in Seneca as dad was in the hospital. My husband faxed the Trust for me on July 5. I was told it would go to the General Counsel on July 7. Then an email later said it was expressed to GC on 7/18.

I again starting emailing to inquire. On Monday, July 24, 2017, I was told that the General Counsel's office had determined that any funds in the Trust would be considered a countable resource for mom and dad and that no decision as to whether he is eligible for Medicaid had been made. The Hawkins Family Irrevocable Trust was done over 6 years ago by a lawyer that handles trusts, etc. with the intention of protecting some assets for mom for assisted living if needed and to have dad eligible for Medicaid in anticipation of nursing care or a nursing

home. We were told that after 5 years anything in the trust would not be subject to look back by Medicaid.

I am truly at a loss of where to turn next. Mom and Dad worked all their lives to raise two children (one deceased) and own a home. They took care of their parents. I am trying to to the same. They lived frugally and saved as much as they could in savings, IRAs, etc. for retirement. They are by no means "rich", just honest "working class" people in need of healthcare help.

Thank you,
Connie H. Brown
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For Luther J. Hawkins, 105 Julian Dr., Seneca, SC