


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

|                     |                        |
|---------------------|------------------------|
| TO<br><i>Jacobs</i> | DATE<br><i>2-22-10</i> |
|---------------------|------------------------|

| DIRECTOR'S USE ONLY   | ACTION REQUESTED  |
|---|---|
| 1. LOG NUMBER<br><i>100346</i>  | <input type="checkbox"/> Prepare reply for the Director's signature<br>DATE DUE _____   |
| 2. DATE SIGNED BY DIRECTOR<br><i>cc:long</i><br><i>cleared 3/2/10, letter attached</i><br> | <input checked="" type="checkbox"/> Prepare reply for appropriate signature<br>DATE DUE <i>3-3-10</i><br><br><input type="checkbox"/> FOIA<br>DATE DUE _____<br><br><input type="checkbox"/> Necessary Action |

| APPROVALS<br>(Only when prepared for director's signature) | APPROVE | * DISAPPROVE<br>(Note reason for disapproval and return to preparer.) | COMMENT |
|--|---------|---|---------|
| 1.   |         |   |         |
| 2.   |         |   |         |
| 3.   |         |   |         |
| 4.   |         |   |         |

*John & Elizabeth Miller  
1000 Orange Road  
Lexington, South Carolina 29070*

**RECEIVED**

FEB 22 2010

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

February 18, 2010

The Honorable Mark Sanford  
Governor  
State of South Carolina  
Office of the Governor  
Post Office Box 12267  
Columbia, SC 29211

Dear Governor Sanford,

It is with great concern that I am writing this letter to you. On November 30, 2009, my position with my employer was rified and my employment was terminated. On December 3, 2009, I visited the Lexington County DHHS office to apply for Medicaid benefits for my 14-year old daughter so that at least she would have healthcare while I continued to search for employment.

As of today's date, February 18, 2010, which is 75 days since my application was submitted, I have not received any written information regarding the application or benefit information for my daughter. I did call the office in the early part of January, explained my dilemma, and was told by the person answering the phone, and I quote, "...Lexington is one of the bigger counties and it takes a lot longer to get benefits." I was told that I had been assigned a caseworker, so I left her a message regarding my inquiry and asked her to please call me back. Several days later, my caseworker returned my call and informed me that my daughter was eligible for benefits and that it usually takes about 45 days to receive the information. Please note that a fellow employee who was also terminated on the same day I was, applied in Orangeburg County a week after I applied in Lexington County. She received Medicaid cards for both of her girls within two weeks. I do not understand why it is taking so long for me to receive any information regarding my daughter's eligibility? What if she becomes ill and I need to take her to a physician or to the emergency room?

*I understand that Lexington County is a larger county, however 75 days versus two weeks is a tremendous difference in time. Even the 45 days that I was told is a big time difference. I would also like to add that while I was in the DHHS office registering, two women that came in at different times stated to the staff that they had been waiting over two months and hadn't heard anything. Therefore, it appears that waiting extended periods of time for Medicaid benefits is not unusual.*

If Lexington County is so overloaded with applications and obviously does not have the manpower to handle it, why aren't citizens needing these services - Medicaid and food stamps - being sent to the smaller surrounding area county offices, such as in my case Saluda, Newberry, or Aiken Counties, that are not as overloaded to help with the backlog? I always use the Camden area Social Security office when I am in need of their

services. I am in and out of the office in less than 20 minutes versus the hours I would have to spend in the Columbia office. Having never been in this situation of needing county services to survive, I am shocked to see how the citizens of this state are being treated (as I was in the DHHS office - rudely - and told to come back and wait in line Monday-Friday at 6:30 a.m. with my paperwork) and to have to wait months to receive any benefit information.

I hope that this letter brings some insight to you as to the problems in this office and I hope that some alternate ways to handle the overloaded caseworkers can be found and applied.

Thank you for your time and consideration in this matter as it affects not only myself, but also many other tax paying citizens of Lexington County, in the great state of South Carolina, as we deal with this unfortunate economy and the huge amount of job losses.

Regards,

  
Joan Kaleb

Cc: Senator Jake Knotts, Jr., District 23, R-Lexington County  
Emma Forkner, Director, SC DHHS  
Alicia Jacobs, Deputy Director, SC DHHS, Medicaid Eligibility Functions

Joan Kaleb  
1660 Dixired Rd.  
Lexinglle, SC 29070

March 2, 2010

Ms. Joan Kalec  
1660 Dixired Road  
Leesville, South Carolina 29070

Dear Ms. Kalec:

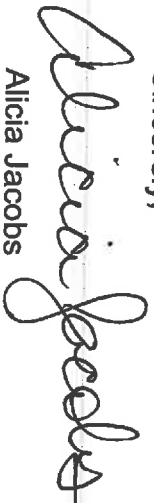
Thank you for contacting this agency regarding problems you encountered when applying for Medicaid through our Lexington office. Good customer service is very important to us, and I regret your unpleasant experience. The Regional Administrator over our Lexington County Office has been made aware of your concerns and suggestions and will take appropriate action as necessary.

We are pleased to inform you that your daughter, Alexis, was approved for our Partner's for Healthy Children program effective December 1, 2009. Her *Healthy Connections* Medicaid card will be mailed shortly and may be used immediately for Medicaid covered services.

Additional information is needed in order to determine your eligibility for our Low Income Families program. Your eligibility worker, Ms. Lynelle Price, mailed you a letter requesting the information needed. The information is due back to our Lexington office no later than March 11, 2010. Once the information is received and reviewed, we will notify you of our decision.

If you have any questions about the Medicaid program, please contact Jenny Lynch in Constituent Services at (803) 898-3965, and she will be happy to assist you. Thank you for bringing your concerns to our attention.

Sincerely,

  
Alicia Jacobs  
Deputy Director

AJ/H