

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**ACTION REFERRAL**

TO <i>Jacobs</i>	DATE <i>9-11-09</i>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER  <i>100128</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>Cleared 9/18/09, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9-22-09</i>  <input type="checkbox"/> FOIA DATE DUE _____  <input type="checkbox"/> Necessary Action

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

4402 Abercorn Avenue  
September 8, 2009

**RECEIVED**

SEP 11 2009

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Ms. Emma Forkner  
Director  
Department of Health and Human Services  
P. O. Box 8206  
Columbia, SC 29202-8206

Dear Ms. Forkner:

I am writing you today on behalf of my niece, Hailey Crocker, who lives in Greer, South Carolina. I am trying to find financial assistance of any sort to help Hailey deal with a condition that threatens her hearing. She has already lost most of the hearing in one ear and is in danger of losing it in her other ear.

Hailey has a condition known as a cholesteatoma, which is an abnormal skin growth in her ear. She had the same situation in her other ear and by the time it was recognized removal of the growth required also removing substantial parts of her inner ear. She has been diagnosed with that condition in her other ear now and does not have any health insurance to aid in resolving the problem.

I encouraged Hailey to apply for Medicaid but she was not approved. I have not been with her to be privy to the conversations she has had with the Health and Human Services associates with whom she has spoken, but the impression I got from talking to Hailey is that she was told that she makes too much money.

Hailey is 21, goes to school part time at Greenville Tech, and works about 30 hours a week at a Subway sandwich shop. It was difficult for me to understand how she may be making "too much" money to qualify for Medicaid. So I called the 800 number for Medicaid in South Carolina myself and came away from that conversation with the nice person on the other end of the line with the understanding that the state of South Carolina has nothing to offer Hailey because of her age alone.

Ms. Forkner, is my understanding correct, that the state has no alternatives that it itself can offer Hailey? Unfortunately I have come late to be involved in Hailey's medical care. She is the only child of my only sibling, Heather Hairston Crocker, who was tragically killed by a drunk driver when Hailey was but 3 years old. Hailey grew up under the care of a well-meaning but underemployed aunt and suffered accordingly. Her father, a Marine Corps veteran, sadly has had and continues to have a substance abuse problem, and can be of no assistance.

I appreciate your time today in reading this letter, and hope that you will be able to find time in your busy schedule to reply, hopefully to tell me that I am wrong and that Hailey and I have just not found the right person to ask the right questions of to secure her some help. If however I am unfortunately right, and that my home state of South Carolina cannot help Hailey save what hearing she has left, may I please ask for any suggestions you may have for me. Any assistance, suggestions, or advice will be welcome.

Sincerely,

*Shawn Hairston*

Shawn Hairston ([shawn@shawnhairston.com](mailto:shawn@shawnhairston.com), 770-378-4920)

September 18, 2009

Ms. Hailey M. Crocker  
200 Old Boiling Springs Road  
Greer, South Carolina 29650

Dear Ms. Crocker:

Your uncle, Mr. Shawn Hairston, contacted this agency regarding your Medicaid eligibility and healthcare needs.

The Department of Health and Human Services administers Medicaid, a health insurance program for low-income and needy individuals. Medicaid eligibility is based on federal and state regulations in which an individual must meet both financial and categorical requirements. The categorical requirements to be eligible for full coverage Medicaid in SC are listed below.

- *Receiving cash assistance such as SSI or Optional State Supplementation (OSS),*
  - *Aged,*
  - *Blind,*
  - *Disabled,*
  - *A child under age 19,*
  - *A pregnant woman,*
  - *A family with a dependent child(ren), or*
  - *Diagnosed and found to need treatment for either breast or cervical cancer or pre-cancerous lesions (CIN II/III or atypical hyperplasia).*

Currently, you are not eligible for full coverage Medicaid because you do not meet any of our categorical requirements. Until September 1, 2009 you were receiving limited coverage through our Family Planning (FP) program which offers services such as birth control, pap smears, lab work and other services directly related to family planning; however, your coverage ended because we did not receive your annual review form.

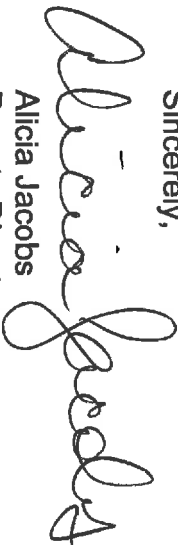
Your eligibility worker, Ms. Darlene Boggs, mailed you an application to re-apply for FP. We have also enclosed an application. Please complete the application and return it to: Central Eligibility Processing, PO Box 100101, Columbia, SC 29202. If you have any questions, please contact Ms. Boggs at (803) 898-2686.

Ms. Hailey Crocker  
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Also enclosed is information on other programs and organizations that can assist residents in South Carolina with their healthcare services, prescriptions, inpatient hospitalization and daily living needs.

If you have other questions about the Medicaid program, please contact Ms. Jennifer Lynch at (803) 898-3965. We hope this information is helpful

Sincerely,



Alicia Jacobs  
Deputy Director

AJ/cl

Enclosures

September 18, 2009

Mr. Shawn Hairston  
4402 Abercorn Avenue  
Atlanta, Georgia 30346

Dear Mr. Hairston:

Thank you for contacting our agency on behalf of your niece, Hailey Crocker, regarding Medicaid eligibility and her healthcare needs.

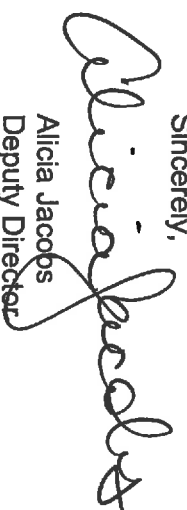
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- *Diagnosed and found to need treatment for either breast or cervical cancer or pre-cancerous lesions (CIN II/III or atypical hyperplasia).*

We have been in direct contact with your niece and mailed her information on other programs and organizations that can assist residents in South Carolina with their healthcare services, prescriptions, inpatient hospitalization and daily living needs.

If you have other questions about the Medicaid program, please contact Ms. Jennifer Lynch at (803) 898-3965. We hope this information is helpful

Sincerely,

  
Alicia Jacobs  
Deputy Director

AJ/cl