

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**RECEIVED**

DEC 18 2014

*Re-log from Hutto to Singleton per L. Powers on 12/19/14*

**ACTION REFERRAL**

Department of Health & Human Services  
Eligibility, Enrollment & Member Services

TO <b>Singleton</b>	DATE <i>Due Date:</i> <b>12-17-14</b>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <b>000140</b>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Kost, Lynch</i> <i>* See attached</i> <i>e-mail dtd 12/18/14</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <b>1-5-15</b>
<b>RECEIVED</b> DEC 18 2014 <b>EEMS</b>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action DATE DUE _____

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. Scanned to Condryn & Sharon m. - 12/18/14			
2. <i>Cleared 1/7/15, see attached</i>			
3.			
4.			

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**ACTION REFERRAL**

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		<input type="checkbox"/> FOIA	DATE DUE _____
		<input type="checkbox"/> Necessary Action	

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1.			
2.			
3.			
4.			

## Libby Powers

---

**From:** Carolyn Roach  
**Sent:** Thursday, December 18, 2014 5:09 PM  
**To:** Libby Powers; Sharon Mondier  
**Subject:** RE: Log Letter 000140

This is a Managed Care issue. Should it be re-logged or would you like for me to ask Stephen Boucher on how to respond and then draft a letter for Beth? Let me know. Thanks.

**Carolyn Roach**  
Program Manager I  
[ROACHCA@scdhhs.gov](mailto:ROACHCA@scdhhs.gov)  
803.898.3967, Fax:803.255.8350  
Member Relations  
1801 Main Street, Columbia, SC - 29202  
[www.scdhhs.gov](http://www.scdhhs.gov)



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---

**From:** Libby Powers  
**Sent:** Thursday, December 18, 2014 11:33 AM  
**To:** Sharon Mondier; Carolyn Roach  
**Subject:** Log Letter 000140

Ladies,

Please find attached log letter 000140 from Rep. Bales regarding Kathryn Temple's son, Clay Temples, who needs to have his Medicaid coverage changed.

Please note the due date of 12/31/14.

Thanks.

**Libby Powers**  
Administrative Coordinator  
[Powersl@scdhhs.gov](mailto:Powersl@scdhhs.gov)  
803.898.1035  
1801 Main Street  
Columbia, SC - 29201



**Kathryn Temples**  
**dance26430@aol.com**  
**803-776-7037**  
**803-319-6827**

I am writing on behalf of my five year old son Wayne "Clay" Temples II, in hopes of assistance with his health care coverage through Medicaid. He is currently being seen by the following doctors; Dr. Elizabeth Haile at Sandhills Pediatrics, Dr. Frank Hill, ENT, at Centa Medical Group, and Kelley Deaton, Gastroenterologist, at MUSC Charleston. We are needing to add a Mrs. June Maranville at Palmetto Language and Speech Center. Along with Mrs. June we are hoping to add Dr. Elijah Adkins at Pediatric Surgeons of South Carolina.

Clay is currently enrolled in the First Choice Medicaid Plan. I was wanting to change him to the basic medicaid plan as it is the only medicaid all his current doctors take along with the two we would like to add. I was informed after calling to have his plan changed that the change would have to be approved. Upon being told this I was given a number to call and have it approved and changed. After calling the number I was then informed that to have it changed to the basic medicaid he would have to be a special needs case or have to be considered a special circumstance. I then explained to the enrolment counselor the reason I was requesting the change. I also explained that we had been with two of his doctors since he was born, his pediatrician since birth and his ENT since he was six months old. I also explained that his current gastroenterologist had brought him much further than any had. After being told this the enrolment counselor I was speaking with she said she was sorry but Clay was not allowed to be placed on the basic medicaid plan and said that he needed to be on a health plan of some sort. I then asked her if it was possible to speak with a supervisor. After being placed on hold for all of ten seconds, if that, she picked up the line and said she had found a supervisor and that my request was denied!

**Jimmy C. Bales, Ed.D.**  
Member, House of Representatives  
1515 Crossing Creek Road  
Eastover, SC 29044



**RECEIVED**

DEC 15 2014

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mr. Christian Soura, Ex. Director  
SC Dept. of Health and Human Services  
POB 8206  
Columbia, SC 29202-8206

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DEC 30 2014

Department of Health & Human Services  
Director of Health Programs

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

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DEC 30 2014

See attached - clear  
1/7/15

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DEC 18 2014

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Eligibility, Enrollment & Member Services

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House of Representatives  
State of South Carolina

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DEC 15 2014

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Jimmy C. Bales, Ed.D.  
District No. 80  
Richland - Kershaw Counties  
1515 Crossing Creek Road  
Eastover, SC 29044

432-C Blatt Building  
Columbia, SC 29201

Tel. (803) 734-3058  
Tel. (803) 776-6416

Committees:  
Ways and Means  
Operations and Management

December 12, 2014

RECEIVED

DEC 15 2014

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mr. Christian Soura, Ex. Director  
SC Dept. of Health and Human Services  
POB 8206  
Columbia, SC 29202-8206

Dear Mr. Soura:

I have attached part of an email I received from Kathryn Temples concerning her son Clay and a change in Medicaid she desperately needs for her son.

You should have enough information in the email to understand her issue with changing coverage and I ask that you contact her (numbers are included in email) and do everything possible to assist her.

No parent should have to endure this treatment and lack of compassion just to maintain medical treatment and progress for a severely ill child. Thank you.

Sincerely,

Jimmy C. Bales

JB/vhr/2014dec12-2

Enclosure

**Kathryn Temples**  
**dance26430@aol.com**  
**803- 776-7037**  
**803-319-6827**

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## **Libby Powers**

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**From:** Carolyn Roach  
**Sent:** Thursday, December 18, 2014 5:09 PM  
**To:** Libby Powers; Sharon Mondier  
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**Carolyn Roach**  
*Program Manager I*  
[ROACHCA@scdhhs.gov](mailto:ROACHCA@scdhhs.gov)  
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**From:** Libby Powers  
**Sent:** Thursday, December 18, 2014 11:33 AM  
**To:** Sharon Mondier; Carolyn Roach  
**Subject:** Log Letter 000140

Ladies,

Please find attached log letter 000140 from Rep. Bales regarding Kathryn Temple's son, Clay Temples, who needs to have his Medicaid coverage changed.

Please note the due date of 12/31/14.

Thanks.

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**Libby Powers**  
*Administrative Coordinator*  
[Powersl@scdhhs.gov](mailto:Powersl@scdhhs.gov)  
803.898.1035  
1801 Main Street  
Columbia, SC - 29201



Jimmy C. Bales, Ed.D.  
Member, House of Representatives  
1515 Crossing Creek Road  
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FIRST-CLASS MAIL  
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011D1260198

29202620606



## Cynthia Gore

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**From:** Courtney Sanders  
**Sent:** Wednesday, April 29, 2015 3:38 PM  
**To:** Cynthia Gore  
**Subject:** RE: Log Letter 000140 - Representative Bales - Managed Care issue

I reached out to Margaret on January 07, 2015, and she reached out to the member on the same day. The final decision to switch doctors was not made till almost February, due to the mother, Ms. Temples wanting to make phone calls and such. Thank you and again, I apologize for not sending this out sooner. Thanks again!

---

**Courtney Sanders**  
*Administrative Assistant, Health Services*  
[Courtney.Sanders@scdhhs.gov](mailto:Courtney.Sanders@scdhhs.gov)  
803-898-4614  
1801 Main Street  
Columbia, South Carolina - 29201-8206  
[www.scdhhs.gov](http://www.scdhhs.gov)



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**From:** Cynthia Gore  
**Sent:** Wednesday, April 29, 2015 3:34 PM  
**To:** Courtney Sanders  
**Subject:** RE: Log Letter 000140 - Representative Bales - Managed Care issue

Thanks, Courtney. Do you have an approximate date that this was initially taken care of?

---

**Cynthia Gore**  
*Executive Assistant II*  
[Cynthia.Gore@scdhhs.gov](mailto:Cynthia.Gore@scdhhs.gov)  
803.898.3202  
1801 Main Street, 11th Floor  
Columbia, South Carolina - 29201  
[www.scdhhs.gov](http://www.scdhhs.gov)



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**From:** Courtney Sanders  
**Sent:** Wednesday, April 29, 2015 3:14 PM  
**To:** Cynthia Gore; Nathaniel J. Patterson, DrPH; Stephen Boucher  
**Subject:** RE: Log Letter 000140 - Representative Bales - Managed Care issue

Good Afternoon All,

When we received this email in January, I researched the child and discovered the child is in PCat 59 – Low Income Families, which requires enrollment in a MCO, and Clay was enrolled with First Choice. I passed the member information onto Margaret Johnson, Supervisor of Member Services for First Choice. Ms. Margaret spoke with Ms. Temples and advise of other Physicians in Network for First Choice that could meet the needs of her son’s health. When I followed up with Ms. Temples, her son Clay is seeing a new set of Doctors in the First Choice Network, and she couldn’t be happier. I advised her to call our offices with any future concerns or issues. Thank you so very much and have the best day!

---

**Courtney Sanders**  
*Administrative Assistant, Health Services*  
[Courtney.Sanders@scdhhs.gov](mailto:Courtney.Sanders@scdhhs.gov)  
803-898-4614  
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**From:** Cynthia Gore  
**Sent:** Wednesday, April 29, 2015 12:30 PM  
**To:** Nathaniel J. Patterson, DrPH; Stephen Boucher  
**Cc:** Courtney Sanders  
**Subject:** FW: Log Letter 000140 - Representative Bales - Managed Care issue

Here is another one. Did anyone ever talk with Ms. Temples? Was her son’s health care plan ever changed to basic Medicaid plan, as she asked??? I need to know before the end of the day. Thanks

---

**Cynthia Gore**  
*Executive Assistant II*  
[Cynthia.Gore@scdhhs.gov](mailto:Cynthia.Gore@scdhhs.gov)  
803.898.3202  
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**From:** Cynthia Gore  
**Sent:** Tuesday, January 20, 2015 4:11 PM  
**To:** Nathaniel J. Patterson, DrPH; Stephen Boucher  
**Cc:** Courtney Sanders  
**Subject:** FW: Log Letter 000140 - Representative Bales - Managed Care issue

Hello,  
Just checking the status of this "reclogged" log letter – smh...just caught that I put that in the original e-mail to you all...

---

**Cynthia Gore**  
*Executive Assistant II*  
[Cynthia.Gore@scdhhs.gov](mailto:Cynthia.Gore@scdhhs.gov)  
803.898.3202  
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**From:** Cynthia Gore  
**Sent:** Monday, January 05, 2015 12:07 PM  
**To:** Stephen Boucher; Nathaniel J. Patterson, DrPH  
**Cc:** Deirdra Singleton; Courtney Sanders  
**Subject:** Log Letter 000140 - Representative Bales - Managed Care issue

Hello,  
Please see this letter that requires a response today. It's been reclogged to Deirdra's area. Please take a look at it. It may be that a detailed telephone call to this constituent will suffice for today and then follow-up letter to the representative stating that it's been resolved can be sent by the end of the week. Thanks

---

**Cynthia Gore**  
*Executive Assistant II*



Cynthia.Gore@scdhhs.gov

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201

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