

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

RECEIVED

DEC 18 2014

ACTION REFERRAL

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

Re-log from Hutto to Singleton per L. Powers on 12/18/14

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

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. Scanned to Condyle & 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

TO <i>Hutto</i>	DATE <i>12-17-14</i>
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1. LOG NUMBER <i>000140</i>		<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	
2. DATE SIGNED BY DIRECTOR <i>cc: Gout, Lynch</i>		<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-31-14</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.			

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

803.898.3967, Fax:803.255.8350

Member Relations

1801 Main Street, Columbia, SC - 29202

www.scdhhs.gov



SOUTH CAROLINA

Healthy Connections

MEDICAID



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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

803.898.1035

1801 Main Street

Columbia, SC - 29201

SOUTH CAROLINA

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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

COLUMBIA
SC 29202
13 DEC 2014
PM 2 L



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12/12/2014
FIRST-CLASS MAIL
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DEC 30 2014

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

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

RECEIVED

DEC 30 2014

RECEIVED

DEC 18 2014

ACTION REFERRAL

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

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

TO	DATE
<i>Singleton</i>	<i>12-17-14</i>

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RECEIVED DEC 18 2014 EEMS	<input type="checkbox"/> FOIA DATE DUE _____
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House of Representatives
State of South Carolina

RECEIVED

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

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.

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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
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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
803.898.1035
1801 Main Street
Columbia, SC - 29201



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



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Mr. Christian Soura, Ex. Director
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Columbia, SC 29202-8206

COLUMBIA
SC 2920
13 DEC 2014
PM 2:22

Hasler
12/12/2014
US POSTAGE

FIRST-CLASS MAIL
\$00.48



ZIP 29201
011D1260198

29202620606



Cynthia Gore

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
803-898-4614
1801 Main Street
Columbia, South Carolina - 29201-8206
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
803.898.3202
1801 Main Street, 11th Floor
Columbia, South Carolina - 29201
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
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Columbia, South Carolina - 29201-8206
www.scdhhs.gov



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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
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1801 Main Street, 11th Floor
Columbia, South Carolina - 29201



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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

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201

www.scdhhs.gov



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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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