

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>8/28/08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100114</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Emma Suber</i> <i>cleared 9/8/08, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9/9/08</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			<i>Prer - Let's refer to DS since from an atty don't you think? I guess we could copy her?</i>
2.			
3.			
4.			

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Myers</i>	DATE <i>8/28/08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100114</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Emma Subera</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9/9/08</i>
	DATE DUE _____
	<input type="checkbox"/> FOIA
	DATE DUE _____
	<input type="checkbox"/> Necessary Action

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



State of South Carolina
Department of Health and Human Services

Log # 000 114

Mark Sanford
Governor

Emma Forkner
Director

September 8, 2008

G. Christopher Kelly, Esquire
EMS Consultants, Ltd.
P.O. Box 2584
LaGrange, Georgia 30241

Re: Sandhills Ambulance Service

Dear Chris:

Your letter of August 19, 2008, to our Director, Ms. Forkner, was referred to me for response. I have made inquiries and looked into this matter. The reasons for any delay in payment to Sandhills are:

Sandhills has ignored staff's requests for supporting documentation. Once documentation was forthcoming, claims could be evaluated and processed. For the last three weeks, including the week of September 5, Sandhills has been paid approximately \$70,000.

Sandhills has refused to follow Medicaid policy. In the last year, Medicaid instituted a broker system for non-emergency Medicaid transport. Under this system, Medicaid providers and beneficiaries must arrange for non-emergency transport to a Medicaid covered medical service using the broker system, unless the transport meets the medical necessity criteria for transport via ambulance in accordance with the Form 216 process. Sandhills has ignored the broker system and submitted claims directly to Medicaid. These claims will not be paid.

Sandhills has failed to secure proper signatures on the Form 216 when providing services. Even though this policy was instituted in January 2006, almost 3 years ago, Sandhills either does not present a 216 or presents a 216 with an improper signature. These claims, too, will not be paid.

Sandhill's problems with getting paid would be simplified if they would abide by the rules concerning documentation. They must provide information in a timely manner when staff requests. They must utilize the broker system properly and must have the appropriate signature, with title, on the form 216.

Office of General Counsel
P. O. Box 8206 Columbia South Carolina 29202-8206
(803) 898-2795 Fax (803) 255-8210

G. Christopher Kelly, Esquire
September 8, 2008
Page 2

I trust this answers your concerns. If you have any questions, please contact me at (803) 898-2795.

Sincerely,



George R. Burnett
Assistant General Counsel

GRB/b



EMS
Consultants, LTD.

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Reimbursement Consulting, & Legal Services

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Richard A. Tibbetts, EMT-P President | CEO
G. Christopher Kelly, Esq. Chief Legal Ofcr.

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LaGrange, GA 30241
800-342-5460
706-845-0006 fax
www.emscltd.com
ckelly@emscltd.com

August 19, 2008

South Carolina Department of Health and Human Services

Attn: Emma Forkner, Director

Felicity C. Meyers, Department Director

P.O. Box 8206

Columbia, SC 29202-8206

Re: Sandhills Ambulance Service

Dear Ms. Forkner and Ms. Meyers:

I am writing regarding the difficulty my client has had with getting Medicaid claims paid over the past year. I know that my client has been in constant contact with you and your office, however some of the claims at issue are now more than a year old and there has still been no resolution. My client has diligently followed the requests and directives of your staff to no avail. Claims that have been submitted for months have been returned and my clients have corrected all noted deficiencies, however there are still no payments forthcoming.

The purpose of this letter is to request your attention to this matter and to request any information concerning the status of these claims that you can give us. Medical billing can be confusing and the process difficult to manage. Please be aware that my client stands ready to make any further corrections or add any other necessary information for these claims to be complete. If the delay in these claims is due to any failure on the part of Sandhills Ambulance Service, we simply want to know how to correct those errors. On the other hand, if the delay is due to some processing issue with the State, we would appreciate being made aware of the reason for this delay.

I appreciate your willingness to work with my clients during this process over the past year. It is my hope that we can get to the bottom of this issue and get this process moving forward as soon as possible.

Sincerely,
G. Christopher Kelly
G. Christopher Kelly, Esq.

RECEIVED

AUG 28 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR



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Reimbursement Consulting, & Legal Services

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Richard A. Tibbetts, EMT-P President / CEO
G. Christopher Kelly, Esq. Chief Legal Ofcr.

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706-845-0006 fax
www.emsctd.com
ckelly@emsctd.com

August 19, 2008

RECEIVED

AUG 20 2008

**MEDICAL SERVICES
DHHS**

South Carolina Department of Health and Human Services

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Felicity C. Meyers, Department Director

P.O. Box 8206

Columbia, SC 29202-8206

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Sincerely,

G. Christopher Kelly
G. Christopher Kelly, Esq.

George is responding