

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Re-log from Supra per Nancy S. to Hess on 4-8-13. Due date changed to 4/15/13

| | |
|-------------------|-----------------------|
| TO <u>Hess</u> | DATE <u>4-4-13</u> |
|-------------------|-----------------------|

| DIRECTOR'S USE ONLY | ACTION REQUESTED |
|---|--|
| 1. LOG NUMBER <u>000309</u> | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <u>4-15-13</u> |
| 2. DATE SIGNED BY DIRECTOR <u>Cc: Mr. Heck, Kost, Lynch</u> <u>Cleared 7/26/13, letter attached</u> | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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. | | | |

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

| | |
|--------------------|-----------------------|
| TO <i>Supra</i> | DATE <i>4-4-13</i> |
|--------------------|-----------------------|

| DIRECTOR'S USE ONLY | ACTION REQUESTED |
|--|--|
| 1. LOG NUMBER <i>000309</i> | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>4-12-13</i> |
| 2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Heck, Kost, Lynch</i> | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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. | | | |

Roy 1/4

RECEIVED

APR 01 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR



UNITED STATES SENATOR
TIM SCOTT

2500 City Hall Lane
North Charleston, SC 29406
Phone: 843-727-4525
Fax: 843-554-9320

Attention: Tony Keck Date: 04/01/2013
Fax Number: 803-255-8235
Phone Number: 803-898-2580
Number of Pages: 4
Sender: Claudia Bentley

Message:

Senator Scott referred this case to
me. This company, Summerville
Pediatrics have not received
payments for services rendered.
thanks for your help.
Claudia

TIM SCOTT
SOUTH CAROLINA

187 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6121
FAX (202) 228-5143
scott.senate.gov

United States Senate

COMMITTEES:
AGING
COMMERCE, SCIENCE,
AND TRANSPORTATION
ENERGY AND NATURAL RESOURCES
HEALTH, EDUCATION, LABOR,
AND PENSIONS
SMALL BUSINESS AND ENTREPRENEURSHIP

April 1, 2013

Mr. Anthony Keck
Director
South Carolina Department of Health and Human Services
P.O. Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

I am writing on behalf of my constituent, Sylvia Holmes on behalf of Summerville Pediatrics, about their issue with Select Health of SC. Enclosed is a copy of their letter for your review.

Please address the questions and concerns outlined in Ms. Holmes correspondence, with respect to governing rules and regulations. I have assured Sylvia that I would write to emphasize my interest in their case and to help obtain a reply from your office.

Thank you for your help. Please feel free to call Claudia Bentley of my staff at 843-7274525 if you have any questions or need additional information. I look forward to your prompt reply to our Charleston office. The address is below.

2500 City Hall Lane
North Charleston, SC 29406

Sincerely,



Tim Scott
United States Senator

TS/cb

Bentley, Claudia (Scott)

From: Sylvia Holmes <am343@bellsouth.net>
Sent: Monday, April 01, 2013 8:48 AM
To: Bentley, Claudia (Scott)
Subject: Select Health of SC

Good morning,

I am writing to you today because of an issue our office is having with Select Health of SC. It was brought to my attention on January 16, 2013 that some of our office visits and procedures were not being paid for November 2012 dates of service. It states on the EOB - Capitated Service. Our office is not capitated and it was sporadic. Not consist with a computer glitch. I just thought someone processing claims was putting in the wrong code - an easy fix. I notified Alishsia Gibson, our provider representative, and she came by and picked up a copy of the EOB to forward to someone in her department.

Well, now 2 months later and 14 EOB's later that have been processed wrong, we are still waiting on an answer. I have forwarded every Explanation of Benefits to Alishsia and she said it is out of her hands. She has forwarded everything to someone. She did say they think it's just a computer issue. We are now talking about \$20,000 - \$30,000 tied up with no response or any corrections. In fact, the problem is still going on. This is very frustrating for a small solo practice that depends on insurance payments to cover office overhead.

Not one person from Select Health has even called to let me know they are aware of the problem and are working on a fix. I am not new to this - We have seen prolongation for payment before when insurance companies are in financial jeopardy. I wonder if other practices are having the same issue. We are also notifying our Senator, Tim Scott.

Thank you in advance for your attention to this matter.

Sylvia Holmes
Summerville Pediatrics
843-875-6262

UNITED STATES SENATOR
TIM SCOTT

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my approval. I (print name) Sylvia Holmes do hereby authorize Senator Scott and/or his staff to access the information necessary to assist me.

Signature

S Holmes on behalf of Summerville Pediatrics

Address

312 Midland Parkway
Summerville SC 29485

Telephone

843-875-6262

Email

am343@bellsouth.net

Social Security Number

Fed Tax # 57-0989771

Date of Birth

Would you like our office to share the information we obtain on your behalf with someone else?

Yes ☐ No ☒

If yes, please provide his/her name and contact information:

Please describe the situation with which you need assistance:

See email



to close
309

The Honorable Tim Scott
2500 City Hall Lane
North Charleston, SC 29406

Dear Senator Scott:

Thank you for your recent correspondence regarding your constituent's concerns about difficulties encountered with one of our health plans, Select Health of South Carolina.

As a result, we contacted representatives from Select Health and they immediately contacted Summerville Pediatrics, where they addressed and resolved the outstanding EOBs. We will continue to monitor this situation to make sure this has been handled to the satisfaction of the provider.

Again, thank you for forwarding this matter to our attention. We appreciate the opportunity to assist your constituent. Please do not hesitate to contact us if we can be of further assistance in the future.

Closed
Logs
File

7/1
Called & spoke to Claudia
in Sen Scotts Office regarding
Contact of constituent & closure as
written response was
not sent - left
info if needed.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Re-log from Supra per Nancy S. to Hess on 4-8-13. Due date changed to 4/15/13

| | |
|-------------------|-----------------------|
| TO <u>Hess</u> | DATE <u>4-4-13</u> |
|-------------------|-----------------------|

| DIRECTOR'S USE ONLY | ACTION REQUESTED |
|---|--|
| 1. LOG NUMBER <u>000309</u> | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <u>4-15-13</u> |
| 2. DATE SIGNED BY DIRECTOR <u>Cc: Mr. Keck, Kost, Lynch</u> <u>Cleared 7/26/13, letter attached</u> | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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. | | | |

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

| | |
|--------------------|-----------------------|
| TO <i>Supra</i> | DATE <i>4-4-13</i> |
|--------------------|-----------------------|

| DIRECTOR'S USE ONLY | ACTION REQUESTED |
|--|--|
| 1. LOG NUMBER <i>000309</i> | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>4-12-13</i> |
| 2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Heck, Kost, Lynch</i> | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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. | | | |

Roy 1/4

RECEIVED

APR 01 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR



UNITED STATES SENATOR
TIM SCOTT

2500 City Hall Lane
North Charleston, SC 29406
Phone: 843-727-4525
Fax: 843-554-9320

Attention: Tony Keck Date: 04/01/2013
Fax Number: 803-255-8235
Phone Number: 803-898-2580
Number of Pages: 4
Sender: Claudia Bentley

Message:

Senator Scott referred this case to
me. This company, Summerville
Pediatrics have not received
payments for services rendered.
thanks for your help.
Claudia

TIM SCOTT
SOUTH CAROLINA

187 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5121
FAX (202) 228-5143
scott.senate.gov

United States Senate

COMMITTEES:
AGING
COMMERCE, SCIENCE,
AND TRANSPORTATION
ENERGY AND NATURAL RESOURCES
HEALTH, EDUCATION, LABOR,
AND PENSIONS
SMALL BUSINESS AND ENTREPRENEURSHIP

April 1, 2013

Mr. Anthony Keck
Director
South Carolina Department of Health and Human Services
P.O. Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

I am writing on behalf of my constituent, Sylvia Holmes on behalf of Summerville Pediatrics, about their issue with Select Health of SC. Enclosed is a copy of their letter for your review.

Please address the questions and concerns outlined in Ms. Holmes correspondence, with respect to governing rules and regulations. I have assured Sylvia that I would write to emphasize my interest in their case and to help obtain a reply from your office.

Thank you for your help. Please feel free to call Claudia Bentley of my staff at 843-7274525 if you have any questions or need additional information. I look forward to your prompt reply to our Charleston office. The address is below.

2500 City Hall Lane
North Charleston, SC 29406

Sincerely,



Tim Scott
United States Senator

TS/cb

Bentley, Claudia (Scott)

From: Sylvia Holmes <am343@bellsouth.net>
Sent: Monday, April 01, 2013 8:48 AM
To: Bentley, Claudia (Scott)
Subject: Select Health of SC

Good morning,

I am writing to you today because of an issue our office is having with Select Health of SC. It was brought to my attention on January 16, 2013 that some of our office visits and procedures were not being paid for November 2012 dates of service. It states on the EOB - Capitated Service. Our office is not capitated and it was sporadic. Not consist with a computer glitch. I just thought someone processing claims was putting in the wrong code - an easy fix. I notified Alishsia Gibson, our provider representative, and she came by and picked up a copy of the EOB to forward to someone in her department.

Well, now 2 months later and 14 EOB's later that have been processed wrong, we are still waiting on an answer. I have forwarded every Explanation of Benefits to Alishsia and she said it is out of her hands. She has forwarded everything to someone. She did say they think it's just a computer issue. We are now talking about \$20,000 - \$30,000 tied up with no response or any corrections. In fact, the problem is still going on. This is very frustrating for a small solo practice that depends on insurance payments to cover office overhead.

Not one person from Select Health has even called to let me know they are aware of the problem and are working on a fix. I am not new to this - We have seen prolongation for payment before when insurance companies are in financial jeopardy. I wonder if other practices are having the same issue. We are also notifying our Senator, Tim Scott.

Thank you in advance for your attention to this matter.

Sylvia Holmes
Summerville Pediatrics
843-875-6262

UNITED STATES SENATOR
TIM SCOTT

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my approval. I (print name) Sylvia Holmes do hereby authorize Senator Scott and/or his staff to access the information necessary to assist me.

Signature

S Holmes on behalf of Summerville Pediatrics

Address

312 Midland Parkway
Summerville SC 29485

Telephone

843-875-6262

Email

am343 @ bellsouth.net

Social Security Number

Fed

Tax #

57-0989771

Date of Birth

Would you like our office to share the information we obtain on your behalf with someone else?

Yes ☐ No ☒

If yes, please provide his/her name and contact information:

Please describe the situation with which you need assistance:

See email



to close
309

The Honorable Tim Scott
2500 City Hall Lane
North Charleston, SC 29406

Dear Senator Scott:

Thank you for your recent correspondence regarding your constituent's concerns about difficulties encountered with one of our health plans, Select Health of South Carolina.

As a result, we contacted representatives from Select Health and they immediately contacted Summerville Pediatrics, where they addressed and resolved the outstanding EOBs. We will continue to monitor this situation to make sure this has been handled to the satisfaction of the provider.

Again, thank you for forwarding this matter to our attention. We appreciate the opportunity to assist your constituent. Please do not hesitate to contact us if we can be of further assistance in the future.

Closed
Logs
File

7/1
Called & spoke to Claudia regarding constituent's closure as
in Sen Scott's letter. Contact of constituent & closure as
written response was not sent - left
info if needed.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Re-log from Supra per Nancy S. to Hess on 4-8-13. Due date changed to 4/15/13

| | |
|-------------------|-----------------------|
| TO Hess | DATE 4-4-13 |
|-------------------|-----------------------|

| DIRECTOR'S USE ONLY | | ACTION REQUESTED | |
|--|--|---|--|
| 1. LOG NUMBER 000309 | | <input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE 4-15-13 | |
| 2. DATE SIGNED BY DIRECTOR Cc: Mr. Heck, Kost, Lynch | | <input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ | |
| | | <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. | 11 April 13 | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |

Roy 1/4

RECEIVED

APR 01 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR



UNITED STATES SENATOR
TIM SCOTT

2500 City Hall Lane
North Charleston, SC 29406
Phone: 843-727-4525
Fax: 843-554-9320

Attention: Tony Keck

Date: 04/01/2013

Fax Number: 803-255-8235

Phone Number: 803-898-2580

Number of Pages: 4

Sender: Claudia Bentley

Message:

Senator Scott referred this case to
me. This company, Summerville
Pediatrics have not received
payments for services rendered.

thanks for your help.

Claudia

TIM SCOTT
SOUTH CAROLINA

107 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6121
FAX (202) 228-8143
scott@senate.gov

United States Senate

COMMITTEES:
AGING
COMMERCE, SCIENCE,
AND TRANSPORTATION
ENERGY AND NATURAL RESOURCES
HEALTH, EDUCATION, LABOR,
AND PENSIONS
SMALL BUSINESS AND ENTREPRENEURSHIP

April 1, 2013

Mr. Anthony Keck
Director
South Carolina Department of Health and Human Services
P.O. Box 8206
Columbia, SC 29202-8206

Dear Mr. Keck:

I am writing on behalf of my constituent, Sylvia Holmes on behalf of Summerville Pediatrics, about their issue with Select Health of SC. Enclosed is a copy of their letter for your review.

Please address the questions and concerns outlined in Ms. Holmes correspondence, with respect to governing rules and regulations. I have assured Sylvia that I would write to emphasize my interest in their case and to help obtain a reply from your office.

Thank you for your help. Please feel free to call Claudia Bentley of my staff at 843-7274525 if you have any questions or need additional information. I look forward to your prompt reply to our Charleston office. The address is below.

2500 City Hall Lane
North Charleston, SC 29406

Sincerely,



Tim Scott
United States Senator

TS/cb

Bentley, Claudia (Scott)

From: Sylvia Holmes <am343@bellsouth.net>
Sent: Monday, April 01, 2013 8:48 AM
To: Bentley, Claudia (Scott)
Subject: Select Health of SC

Good morning,

I am writing to you today because of an issue our office is having with Select Health of SC. It was brought to my attention on January 16, 2013 that some of our office visits and procedures were not being paid for November 2012 dates of service. It states on the EOB - Capitated Service. Our office is not capitated and it was sporadic. Not consist with a computer glitch. I just thought someone processing claims was putting in the wrong code - an easy fix. I notified Alishsia Gibson, our provider representative, and she came by and picked up a copy of the EOB to forward to someone in her department.

Well, now 2 months later and 14 EOB's later that have been processed wrong, we are still waiting on an answer. I have forwarded every Explanation of Benefits to Alishsia and she said it is out of her hands. She has forwarded everything to someone. She did say they think it's just a computer issue. We are now talking about \$20,000 - \$30,000 tied up with no response or any corrections. In fact, the problem is still going on. This is very frustrating for a small solo practice that depends on insurance payments to cover office overhead.

Not one person from Select Health has even called to let me know they are aware of the problem and are working on a fix. I am not new to this - We have seen prolongation for payment before when insurance companies are in financial jeopardy. I wonder if other practices are having the same issue. We are also notifying our Senator, Tim Scott.

Thank you in advance for your attention to this matter.

Sylvia Holmes
Summerville Pediatrics
843-875-6262

UNITED STATES SENATOR
TIM SCOTT

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my approval. I (print name) Sylvia Holmes do hereby authorize Senator Scott and/or his staff to access the information necessary to assist me.

Signature

S Holmes on behalf of Summerville Pediatrics

Address

312 Midland Parkway
Summerville SC 29485

Telephone

843-875-6262

Email

am343 @ bellsouth.net

Social Security Number

FedTax # 57-0989771

Date of Birth

Would you like our office to share the information we obtain on your behalf with someone else?

Yes ☐ No ☒

If yes, please provide his/her name and contact information:

Please describe the situation with which you need assistance:

See email

Internal Attachment to Log letter
000309

Janet Bell

From: James Bradford
Sent: Thursday, April 11, 2013 9:23 AM
To: Charles D Smith
Cc: Roy Hess; Jennifer Campbell; Janet Bell; Mary Cooper
Subject: RE: Log letter 000309

Great, thank you David.

From: Charles D Smith
Sent: Thursday, April 11, 2013 9:16 AM
To: James Bradford
Subject: RE: Log letter 000309

Jim:

Below is the email I received on 4/9/13 from Renee Simmons at Select Health stating the resolution to Ms. Holmes' claim issues.

We have identified the issue and have resolved it. I have captured the majority of the claims and have sent the 1st batch to be reprocessed. I will have to run one more query to capture any missed claims and this should be completed/reprocessed within the next two weeks. I have notified Mrs. Holmes and she has my number if she has additional questions.

Thanks,

Renee' G. Simmons, CPC

Manager, Network Operations

Select Health of South Carolina, Inc.

P.O. Box 40849

Charleston, SC 29423-0849

843-569-4619 p.

843-569-0702 f.

David Smith
Program Coordinator II
Bureau of Managed Care
(803) 734-0196
(803) 255-8232 (fax)

From: James Bradford
Sent: Thursday, April 11, 2013 9:04 AM
To: Janet Bell
Cc: Roy Hess; Jennifer Campbell; Mary Cooper; Charles D Smith
Subject: RE: Log letter 000309

See attached.

From: Janet Bell
Sent: Monday, April 08, 2013 4:20 PM
To: James Bradford
Cc: Roy Hess; Jennifer Campbell; Janet Bell; Mary Cooper
Subject: Log letter 000309

Jim,
Attached please find a copy of log letter 000309. Please note the 4/15/13 deadline and forward the response for Roy's review as soon as possible. Thanks!

Janet R. Bell

Administrative Coordinator
Managed Care
SC Department of Health and Human Services
PO Box 8206
Columbia, SC 29202
(803) 898-3202
Fax: (803) 255-8235