

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>1-2-13</i>
--------------------	-----------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100-196</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>1-9-13</i>
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Keck, Kost, Lynch</i> <i>Cleared 1/9/13, letter attached.</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.			

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

December 10, 2012

RECEIVED

DEC 21 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Anthony Keck
Director
S.C. Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

RE: Mr. Henry Plowden
SSN: 250-44-4898

Dear Mr. Keck:

Enclosed is a copy of correspondence I have received from the above named constituent. I believe you will find it self-explanatory.

Your reviewing this material and providing any assistance or information possible under the governing statutes and regulations will be greatly appreciated. Thank you for your attention in this matter. I look forward to hearing from you soon.

Sincerely,

Lindsey O. Graham
United States Senator

LOG/lt

Enclosure

Please reply to: Senator Lindsey Graham
530 Johnnie Dodds Boulevard, Suite 202
Mt Pleasant, South Carolina 29464

AUTHORIZATION FORM

I hereby authorize United States Senator Lindsey O. Graham to receive any information from agencies pertaining to my request below. This authorization is in accordance with the provisions of the Privacy Act of 1974.

(PLEASE TYPE OR PRINT BELOW.)

Name: HENRY H. PLOWDEN Phone: 843-884-5809
Address: 2400 SANDY POINT CT.
City: MT. PLEASANT State: S.C. Zip: 29466
Social Security Number: 250-44-4898 VA Number: 10831287

In the space below, briefly describe the problems that you are experiencing and explain exactly what you would like Senator Graham to do on your behalf. Without this information, it will be impossible for Senator Graham to adequately assist you. (If you need more space, please use the back of this form or an additional piece of paper.)

SEE ATTACHED DOCUMENT.

MEDICAID APPLICATION BENEFICIARY # 4781469776

Signature: 

Date: 12/5/12

Please return form to: U.S. Senator Lindsey O. Graham
530 Johnnie Dodds Boulevard, Suite 202
Mt. Pleasant, South Carolina 29464

Senator Graham,

My father, Henry H. Plowden Jr. (Navy, Air Force, and Reserves) is presently in Oakbrook Health and Rehabilitation Center in Summerville awaiting a bed at the Veterans Home in Walterboro S.C.

We have been dealing with the Charleston County Department of Health and Human Services for several months now trying to get his application for Medicaid approved as his 100 days of Medicare has expired. This has not been easy for us as the communications from the Charleston County Dept. have been absolutely abysmal. We have supplied them with everything they asked for and just this week we found that his application was denied because it went beyond their 60 day limit for processing. They did not even have the courtesy to call us and tell us. It was the staff at Oakbrook who contacted them and found out. My sister tried to contact the lady who was processing the application but she was told that she could no longer help us.

Senator Graham, I will not bore you with all of the details but I can tell you that our confidence in this organization cannot get any lower. It has gotten to the point where our calls are not answered and the wonderful staff at Oakbrook cannot get them to answer their calls either. My father does not have the financial ability to pay for his care and Oakbrook agreed to take him on a short term basis until a bed became available at Walterboro and while his Medicaid application was pending.

The primary reason the application went beyond the 60 days was because the Charleston County Department of Health and Human Services did not communicate with us. 90% of all communications were initiated by us, not them. We feel that we have been "stiff armed" and jerked around providing them with whatever information they wanted and then we find the application was denied. We also feel they did everything they could to make it go beyond the 60 days so they would have a reason to deny it and perhaps we would just go away.

We understood that the lady who was processing the application (Luciana Smalls) was new and she was being directed by her supervisor (Ms. Wright). Ms. Wright never once called us or offered any guidance or advice in helping to process the application or let us know what their needs were. She only made more demands through Ms. Smalls.

What can you do on our behalf? Please contact the Charleston County Department of Health and Human Services and see if you can get someone to help us. It does not make any sense whatsoever to make us go through the motions of a new application when they already have all the information they need. Not to mention, we are in this situation primarily due to their inefficiencies, arrogance, and lack of communications. This kind of behavior and customer service would never be tolerated in the private sector. Why should we expect less from an agency our tax money funds.

We should not even have to bother you with this but at this point we don't know where else to turn.
Any assistance you can provide in getting this matter resolved would be greatly appreciated.

Please do not hesitate to contact me or my sister for additional information.

Thank you.

Henry H. Plowden III

533 Saddlebrook Lane

Hopkins, SC 29061

Home: 803-783-2456

Or

Claire P. Kerwin

2400 Sandy Point Ct.

Mount Pleasant, SC

Home: 843-884-5809



January 9, 2013

The Honorable Lindsey O. Graham
United States Senate
530 Johnnie Dodds Boulevard, Suite 202
Mt. Pleasant, South Carolina 29464

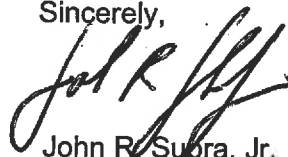
Dear Senator Graham:

Thank you for referring Mr. Henry Plowden, III to our agency with his concerns regarding Medicaid coverage for his father, Mr. Henry Plowden, Sr.

Our records indicate the Charleston County Medicaid Office, denied Mr. Henry Plowden's application for the Nursing Home program on October 24, 2012, for failure to return requested information. A member of our staff has been in direct contact with Mr. Plowden and his sister, Claire Kerwin, regarding the re-application process. We will work closely with Mr. Plowden and Ms. Kerwin to address their questions regarding the Medicaid program.

Thank you for your continued interest and support of the South Carolina Medicaid program. If you have additional questions, please contact Ms. Carolyn Roach at (803) 898-3967. I hope this information is helpful.

Sincerely,



John R. Supra, Jr.
Deputy Director

JRS:j