

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Jacobs</i>	DATE <i>2-17-09</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER  <i>100453</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR  <i>Close 2/23/09, see attached e-mail.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>2-26-09</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.			

JOE WILSON  
2ND DISTRICT, SOUTH CAROLINA

ASSISTANT REPUBLICAN WHIP

COMMITTEES:  
ARMED SERVICES  
EDUCATION AND LABOR  
FOREIGN AFFAIRS  
HOUSE POLICY

*Log. Myers*

## Congress of the United States House of Representatives

COUNTIES:  
AIKEN\*  
ALLENDALE  
BARNWELL  
BEAUFORT  
CALHOUN\*  
HAMPTON  
JASPER  
LEXINGTON  
ORANGEBURG\*  
RICHLAND\*  
(\*PARTS OF)

DINO TEPPARA  
CHIEF OF STAFF  
AND COUNSEL

RECEIVED

February 13, 2009

FEB 17 2009

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Ms. Emma Forkner  
Director  
SC Department of Health and Human Services  
Post Office Box 8206  
Columbia, South Carolina 29202-8206

RE: Ms. Carolyn Hilderbran

Dear Ms. Forkner,

I am writing to you on behalf of the above named constituent who has contacted me regarding the Care Improvement Plus Over-the-Counter Benefit card. Enclosed is a copy of her correspondence for your perusal. Any assistance that you could offer would be most appreciated.

It is an honor to represent the people of the Second Congressional District, and I value your input.

Please respond to the Lowcountry District Office at Post Office Box 1538, Beaufort, South Carolina 29902; Fax number 843-521-2535. Thank you for your time and concern in this and all other matters.

Yours very truly,

*Joe Wilson*

JOE WILSON  
Member of Congress

JW/cs  
Enclosure

MIDLANDS OFFICE:  
1700 SUNSET BLVD. (US 378), Suite 1  
WEST COLUMBIA, SC 29169  
(803) 939-0041  
FAX: (803) 939-0078

212 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-4002  
(202) 225-2452  
FAX: (202) 225-2455  
www.joewilson.house.gov

LOWCOUNTRY OFFICE:  
903 PORT REPUBLIC STREET  
P.O. Box 1538  
BEAUFORT, SC 29901  
(843) 521-2530  
FAX: (843) 521-2535

TOLL FREE 1-888-381-1442

Consent for Release of Personal Records by Executive Agencies

Name of Agency: \_\_\_\_\_

To whom it may concern: \_\_\_\_\_

I have sought assistance from Congressman Joe Wilson on a matter that may require the release of information maintained by your agency, and which may be prohibited from dissemination under the Privacy Act of 1974.

I hereby authorize you to release all relevant portions of my records or to discuss information involved in this case with Congressman Wilson or any authorized member of his staff until the matter is resolved.

Carelyn Hilderbran  
Name of Claimant- (Please Print) 5/13/35  
Date of Birth

57 Stock Farm Rd. Ridgeland, S.C. 29936  
Address of Claimant

344-50-2135  
Social Security Number

\_\_\_\_\_  
VA Claim # or OPM # (if applicable)

\_\_\_\_\_  
Telephone Number-Work

\_\_\_\_\_  
Telephone Number-Home

Carelyn Hilderbran  
Signature of Claimant

843-736-4860  
Today's Date Feb. 3. 09

Please briefly explain your concern:  
(use the back if necessary)

My medicine plan,

Care Improvement Plan, sent me a card and

said that I could get \$40 dollars of over the

counter products every month. You have to go

through the pharmacist. My pharmacist said the

S.C. DEA said it was against the law. They have

to have prescriptions for everything to get their

money. I checked with other pharmacist and

they can't handle it either. Sorry for the trouble.

over

the on

If you think my medicare plan will get upset  
about this don't go through with it. I guess I  
sound greedy.



## Care Improvement Plus Over-the-Counter Benefit

Care Improvement Plus provides members of the Georgia and South Carolina Silver Rx Plan **\$40** a month to purchase approved over-the-counter (OTC) products such as Band-Aids,<sup>®</sup> cold medicines, allergy medicines, pain relievers, non-prescription medications, and some vitamins. Unused monthly benefit balances cannot be rolled-over from one month to the next. Examples of approved OTC products are listed inside.

### Access your benefit in 3 EASY steps

- 1 Review the list of approved OTC products.
- 2 Go to one of our in-network pharmacies and select the product(s) you'd like to purchase.
- 3 When you're ready to check-out, take your products to the back counter (where you pick-up your prescriptions) and show the pharmacist your Care Improvement Plus OTC Benefit card.

If pharmacists have questions about how to administer this benefit, please have them call the Medco Help Desk at 1-800-922-1557. This number is also on the back of your OTC Benefit card.

If you have any questions about this benefit and would like to speak to a Care Improvement Plus representative, please call Member Services at 1-800-204-1002 (TTY: 1-800-713-1603) for more information.



#### **CARE IMPROVEMENT PLUS**

*Specialized care for Medicare beneficiaries*

#### Over-the-Counter (OTC) Benefit Card

Carolyn Hilderbran

Monthly Benefit \$40

OTC ID # 072930025X

RxBin #: 610014

Umbrella # CARERX01



#### **CARE IMPROVEMENT PLUS**

*Specialized care for Medicare beneficiaries*

MD031\_NAE090\_4640  
CMS Approved 1208

**From:** Denise Epps  
**To:** Brenda James; Jan Polatty; Lena Girgis  
**CC:** Jennifer Lynch; Sheila Chavis  
**Date:** 2/23/2009 1:59 PM  
**Subject:** Log # 0453 -- Cong. Wilson re: Carolyn Hilderbran

Log # 0453  
- please close. ✓

I have spoken with Chris in Cong. Wilson's Lowcountry Ofc. who sent us the letter re: Carolyn Hilderbran's problem with her Medicare plan, Care Improvement Plus.

Chris is sending a letter to Medicare on Ms. Hilderbran's behalf and doesn't need a letter from us sent to either Ms. Hilderbran or Cong. Wilson.

I am closing on my end as this was handled by a phone call to Cong. Wilson's Ofc. in Beaufort. Chris has my name/ # if she ever has any questions re: whether an issue is for SSA or DHHS.

Thanks!!  
Denise