

Murna Alsup  
145 Shamrock Dr  
Conway, SC 29526

February 14, 2014

To Whom It May Concern:

I want to recognize Joy Hendrix, with the Oconee County Office, for exemplary service and personal efforts for helping my elderly mother after her medicaid was cancelled.

She recognized my mother as a person and not just a number. She corrected the error and my mother's medicaid was reinstated.

Kind regards,

  
Murna Alsup

Enclosure-letter from CMS

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
Atlanta Regional Office  
61 Forsyth Street, Suite 4T20  
Atlanta, Georgia 30303



DIVISION OF MEDICAID & CHILDREN'S HEALTH OPERATIONS

Reference: 010220154005

January 12, 2015

Mrs. Murna Alsup  
145 Shamrock Drive  
Conway, South Carolina 29526

Dear Mrs. Alsup:

Your correspondence was forwarded to the Centers for Medicare & Medicaid Services (CMS), Atlanta Regional Office for a response. The CMS is the federal agency that has oversight responsibilities for the Medicare and Medicaid programs for the southeastern states, which includes South Carolina. You wrote requesting assistance with you mother's Medicaid being cancelled effective January 1, 2015.

We understand that the South Carolina Department of Health & Human Services (SCDHHS), Oconee County office has corrected the error of your mother's Medicaid and she has been reinstated.

If you have any questions regarding this letter, please contact Ms. Drake at (404) 562-3697.

Sincerely,

*Jackie Glaze*

Jackie Glaze  
Associate Regional Administrator  
Division of Medicaid & Children's Health Operations