

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO	DATE
<i>Bowling</i>	<i>6-28-07</i>

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER	000803	<input checked="" type="checkbox"/> Prepare reply for the Director's signature	DATE DUE <i>7-6-07</i>
2. DATE SIGNED BY DIRECTOR	<i>Cleared 7/9/07, 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.				

Log: Bowling  
div. sign

804-834-8912

F

0927/07

RE Stu Sargent m/kar,

PO Box 68  
The Shards Road

Coor Number - 0788112220

Wanderer Post 85

3 2650-0068

Need for South Carolina

;

This is my second letter to you, all on 01/19/07. Last Sunday I received my application to be a member on 3/1/07. I received your letter, and I'm kind of the rider. They don't like along with the me and the fee. I need to call the you service and talk to them.

All of you for a week on 01/26/07 at 3:30 pm or it happens again. I called and reminded them to send a car. I'm in your car, you need a number to call it. It was a lot of money, the car that covered the phone. I said they did not do their business. But I'm in the car.

I called the 465-3120 number. I was told by what the man said, the car that I said that she had already called the number and he said that they need a car for you.

In the car they say that you can't get in and off there. I was told that I had a car for you. I'm from the left side of my. I'm in the car. I'm in the car. I'm in the car.

I have had 14 operations on my back.

I have had both of my knees replaced on 2 in on my knee my knees put a very little in all my body have been replaced on 2 of replace times of have had both.

When or not will I with out the With in the ~~be~~ will be do not have to be something in time about my self and I am 83 years old ~~It~~ do not give at all the way the 1st server are trying to do me, stop.

My money is paying for the fees be as well as my wife I do not want to be hurt ~~stop~~ when any one else but I think I should all treated as well as any other.

Something I feel to be here about the 1st server I do not a letter before but I did not do any good, I received some calls on it of think on 6/22 I hope and I may to someone please for my self.

I live on a Stinger Way let me please for a letter to be let down or please from Ribing they service the quite some time but the service the due to my effort they are all I hope just the good good will make some change for my self.

May the good of all you all ~~for~~ good of you

P.S. you can come out and discuss me, and you can see you can

~~74~~

PS

Come out and see me for  
 you all and that so that for all the  
 you can see that I am holding the  
 front.  
 I don't just to make up any thing  
 that I can't see or I can't see  
 that on the way I passed  
 from that with you all services  
 that to be a king of all clusters  
 I will be.  
 I don't want to get something else  
 out from the book I will up  
 always  
 I and I will see you all. Please  
 please my writing and my spirit  
 please with in my hands.

**RECEIVED**

JUN 28 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR



GREENVILLE SC 296  
27 JUN 2007 PM 1 T

AT T. G. W. Mack & Sanford + Mr. Fred M. Ken-  
nedy  
Site of Smith Carolina, Capital St.  
P.O. Box 8206  
Columbia, SC 29202-8206

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

JUN 28 2007

RECEIVED

For Stephen Jones  
P.O. Box 68  
Newell Road, SC, 29630



State of South Carolina  
Department of Health and Human Services

Mark Sanford  
Governor

Susan B. Bowling  
Acting Director

July 9, 2007

Ms. Josephine Jones  
Post Office Box 68  
Travelers Rest, South Carolina 29690

Dear Ms. Jones:

Thank you for your letter dated June 28, 2007, regarding Medicaid non-emergency transportation services. We appreciate your taking the time to share your personal experience with us.

Please accept our sincere apology for the problems that you encountered regarding your transportation needs. The Department of Health and Human Services (DHHS) is continuously in the process of reviewing feedback received from beneficiaries regarding recent changes in the way Medicaid transportation services are arranged and provided. Transportation can be rendered by way of van, automobile, bus, or other appropriate vehicle.

DHHS transportation staff reviewed your concerns regarding the method of transportation you have recently received. The transportation broker in your area, Medical Transportation Management (MTM), is responsible for authorizing and scheduling your transportation service. DHHS is working closely with MTM to ensure that reliable and quality transportation services are provided to Medicaid beneficiaries.

Thank you again for your letter. Your feedback will help us continue to improve transportation services. If you need additional assistance or experience further difficulty with Medicaid transportation services, please call Ms. Shirley Carrington, Team Leader for Transportation Services at (803) 898-2655.

Sincerely,

*Susan B. Bowling*

Susan B. Bowling  
Acting Director

SBB/mac

#803

