

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Jacobs</i>	DATE <i>6-23-10</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOC NUMBER <i>001503</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>6-30-10</i>
2. DATE SIGNED BY DIRECTOR <i>CC Gov. Office # 002716</i> <i>Cleared 6/30/10, see attached.</i> <i>e-mailed response</i>	<input type="checkbox"/> Prepare reply for appropriate signature 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.			
2.			
3.			
4.			

RECEIVED

JUN 23 2010

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: Governor Mark Sanford
To: Kimsmith@bellsouth.net
Date: 6/18/2010 4:15:24 PM
Subject: Your Correspondence

To: Ms. Kim Smith
Kimsmith@bellsouth.net

Kim,

Thank you for your e-mail. I am sorry to hear of the difficulties you have been experiencing and am asking that someone from the South Carolina Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, please call Susanne Cooper in my office at (803) 734-9873 with any questions.

Mark

cc: The Honorable Emma Forkner, Director ✓
South Carolina Department of Health and Human Services

002714

RECEIVED

JUN 17 2010

Referred to CSAnswered

From: <kimsmith@bellsouth.net>
To: <mark@gov.sc.gov>
Date: 6/17/2010 11:52:01 AM
Subject: Medicaid

Contact the Office of the Governor

Name | Kim Smith
Company |
Address1 | 175 Crestland Drive
Address2 |
City | Columbia
State | SC
Zip | 29210
County | Richland
Phone | 803-750-3099
Email | kimsmith@bellsouth.net
IP | 10.92.2.5
Date | 6/17/2010 11:55:03 AM
Subject | Medicaid

Hello, my name is Kim Smith and I have been applying with Medicaid for the last 3 months. I have sent numerous copies of my personal information. Now the first time the social worker stated that they never received the information, in which I do not think is true. Then the second time she sent the same information back with the papers dated April 30th 2010 on them. So I send them back with signature required. She sent them back with my finance information required and sends the information was an old application and I have to reapply. I have called and left messages. no one is returning my phone call. I am on two different kinds of blood pressure medicines, ambien, I need pain medicine for my knee in which I have 7 different doctors and I need to be seen by a doctor in which I can't because I cannot afford to. I had insurance on my job, in which my job terminated me because of medical reasons. So the Medicaid department is taking me through the ringer to apply for Medicaid. Is it there job to keep telling people that they do not have all the information, so they could keep giving people the run around, so people could give up? I need health insurance because I need to go to the doctors. The case worker name is T Lewis. I do not know her first name, and she just said T Lewis. So could you all please help me out, with this? It is ashamed that I have to write the governor's office because you have workers not doing there job and giving people who need help the run around so when can give it. Where is the justice in this? Thanks for taking the time to read my compliant. Kim Smith

Log 0503

From: Denise Epps
To: Torri Toland
CC: Cheryl D. Dingle; Jennifer Lynch; Jessie Alford; Jimmy Hampton; Lena...
Date: 6/30/2010 3:40 PM
Subject: Re: Gov's Ofc Log Letter - Kim Smith (HH#100565766)

Thanks a bunch, Torri !!!
I'll update the Governor's Office and close out this log letter.
Denise

(Lena/Jenny, it's log # 0503 -- guess our #'s will start over for the new FY!)

>>> Torri Toland 6/30/2010 2:51 PM >>>
Hi, I called Ms. Smith it has been taken care of. I am faxing her a new application and forwarding the DD package.

Thanks,

Torri

>>> Denise Epps 6/30/2010 2:03 PM >>>
Torri, I need your help today, if possible, as I need to call the Governor's Office back...

Ms. Kim Smith has complained with the Governor's Office that on numerous occasions, she has supplied her personal information to the Richland County Medicaid Office but the documentation has always been lost or "never received."

According to Ms. Smith, "The first time, the social worker stated they never received the information. The second time, she sent the same information back with the papers dated April 30th, 2010, so I sent them back with signature, as required. She sent them back with my finance information required and said it was an old application, and I would have to reapply. The case worker's name is T. Lewis. Is there a job to keep telling people they do not have all the information to give people the run around so people will give up applying for Medicaid?"

Ms. Smith has also complained that Toya will not return her phone calls. Depending on what you find out, I may need to do a complaint form.

Many thanks for your assistance and please call me if that's quicker...
Denise in Constituent Services 8-2505