

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Floyd</i>	DATE <i>4-4-08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000510</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC. Jacobs, Long</i> <i>Cleaved 4/2/08, letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-15-08</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. <i>Close out with Gov #</i>		<i>806060</i>	
2.			
3.			
4.			

Governor Mark Sanford  
Office of the Governor  
P.O. Box 12267  
Columbia, SC 29211

John & Julie Clark  
3461 Mulligan Dr.  
Mt. Pleasant, SC 29466  
(843) 830-2300

April 3, 2008

Re: TEFRA Medicaid application for Disabled Child, Julien Clark (4 months after application). Julien now hospitalized.

Mr. Sanford,

On November 6, 2007, our Medicaid TEFRA application package for our son, Julien Clark was documented as received in the Medicaid office. With the assistance of a local advocate and consultant, Mrs. Kelly Herrick, the package was as inclusive of all relevant medical and educational information as possible. We were in hopes that with such a completed application that the processing time may be shorter. Rather than just sending in signed release forms for Medicaid to have to send off for the information, we worked closely with the physicians to secure and include current medical documentation within the package.

On January 2, 2008, 57 days later, I contacted the Medicaid office to check on the status of our application package. I was informed at that time that the application package was on Mrs. Rhonda Tucker's desk and that if she had any questions she would contact me. I was told it could potentially take up to 6 months for the application to be processed.

On January 14, 2008 the application package was returned to me with post-it notes, which I currently retain, that informed me to alter/change the date on the application, as well as to transpose the information on to different forms. The forms that we utilized are the forms that were downloaded from the states website that are still available online. It has since come to my attention that the forms I had previously filled out and the ones that we were made to redo are identical.

I did NOT re-date the forms at that time, as advised by our advocate, as I felt the original date of application should have been used. The original package was sent in with numerous current medical letters from my son's physicians, I felt it imperative to keep the original date of application on the forms.

On January 29, 2008 the package was returned to me, yet again, with post-it notes to change the dates on the application. I called Rhonda Tucker and left a message to which I received a voice message (which I have retained on my phone) where she stated, "This

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Department of Health & Human Services  
OFFICE OF THE DIRECTOR

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Appr. Sign.  
re. Jacobs  
Long

11/06/07 date makes my case load look bad." She also said that if I did not alter/change the date on the application she would immediately deny the application.

On January 30, 2008 I made contact with Mrs. Jean Richardson, whom I was informed was Mrs. Rhonda Tucker's supervisor. I explained the previous days message and how I felt that our application was not being handled correctly. Mrs. Richardson also told me to re-date the forms, yet also explained that the documentation of the original date of application would still be in the system.

On February 8, 2008, 3 months after the package had been documented as received, I contacted Mrs. Tucker to ensure that the package had been received as well as to check on the status. To my horror, Mrs. Tucker then informed me that the medical information may no longer be valid! Mrs. Tucker then requested dates of Julien's last visit to his doctor. All of the dates, dating back from November, 2006, were provided. Mrs. Tucker then informed me that she would personally walk the application through.

Please note that at that time our sons medical condition and behaviors had worsened to the point that he was then placed in an alternative educational placement and was still in need of additional medical assistance. His physicians felt, at that time, that it may be imperative to provide him with an inpatient setting. We could not provide those services without the assistance of Medicaid.

On February 15, 2008 I called to check the status and heard nothing.

On March 7, 2008 I called to check the status of the application and heard nothing.

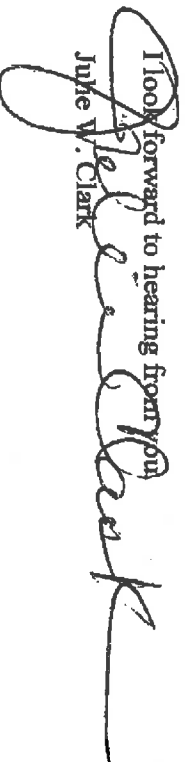
On March 19, I called to check the status and heard nothing.

On April 1, 2008, I contacted Dianne Wigger, Julien's caseworker with Continuum of Care. She the contacted the Medicaid office and was informed that the process could still take another 30 days.

On April 2, 2008, due to the extreme decompensation of my son, Julien was admitted to Palmetto for inpatient hospitalization.

This process has been horrid. It has now been four (4) months since the original application with VALID and CURRENT information was sent in. Through no fault of ours, the TEFRA office has procrastinated and held on to our application for an undue amount of time.

Please assist us in expediting and appropriately handling Julien's TEFRA Disability Medicaid application. Our son is in dire need of services.

I look forward to hearing from you  
  
Julie W. Clark

Cc: Senator Raymond E. Cleary III  
Representative Ben A. Hagood, Jr.  
Rhonda Tucker, DHHS  
Jean Richardson, DHHS  
Dianne Wigger, Continuum of Care-Region D  
Redick Loring  
George Makey, DHHS  
Selicity Meyers, DHHS  
Patricia Head



Ref Log #510

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Department of Health & Human Services  
OFFICE OF THE DIRECTOR

## State of South Carolina Office of the Governor

MARK SANFORD  
GOVERNOR

Post Office Box 12267  
COLUMBIA 29211

April 7, 2008

Ms. Julie W. Clark  
3461 Mulligan Drive  
Mt. Pleasant, South Carolina 29466

Dear Julie,

Thank you for your letter. I am sorry to hear of the difficulties your family has experienced and am asking that someone from the Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, thanks again for taking the time to write.

Sincerely,

A handwritten signature in black ink, appearing to be "MS", written over a horizontal line.

Mark Sanford

MS/sc

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

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Office of the Governor  
P.O. Box 12267  
Columbia, SC 29211

John & Julie Clark  
3461 Mulligan Dr.  
Mt. Pleasant, SC 29466  
(843) 830-2300

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Answered Copur

April 3, 2008

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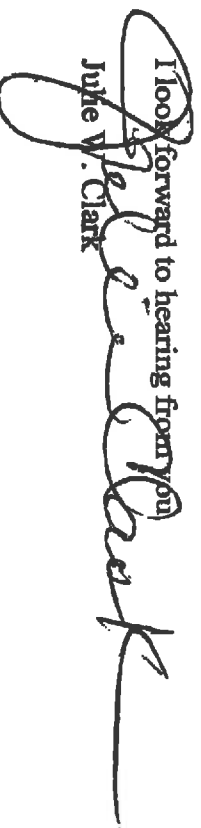
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Selicity Meyers, DHHS  
Patricia Head



*Log 1510* ✓

**State of South Carolina**  
**Department of Health and Human Services**

Mark Sanford  
Governor

Emma Forkner  
Director

April 21, 2008

Mr. and Mrs. John Clark  
3461 Mulligan Drive  
Mt. Pleasant, South Carolina 29466

Dear Mr. and Mrs. Clark:

Governor Mark Sanford asked our agency to address your concerns regarding the Medicaid application for your son, Julien, for the Tax Equity and Fiscal Responsibility Act (TEFRA) program. We hope to be of assistance.

We apologize for any confusion and undue stress our TEFRA application process has caused your family. Thank you for making us aware of your concerns so that we can ensure adequate processing time for future TEFRA applications such as Julien's.

Currently, The Charleston County Department of Disabilities and Special Needs Board and our Disability Consultants are reviewing Julien's record to determine eligibility. We have requested that they expedite their process and make a decision as soon as possible. We will continue to monitor the progress of the case and will notify you immediately once a decision has been made.

Again, we apologize for any inconvenience or confusion this process may have caused your family. If you have any questions about your TEFRA application, please contact Ms. Jennifer Lynch at (803) 898-3965. We hope this information is helpful. If we may be of **further assistance, please let us know.**

Sincerely,

Raymond J. Floyd  
Deputy Director

RJF/col

C: Ms. Tammy Douglas, Central Eligibility Processing