

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

Response
attached -
✓ Cleared 7/8/14
PEBA
and 11/24/14

TO <i>Singleton</i>	DATE <i>7-2-14</i>
------------------------	-----------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>000006</i>		<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Teck</i>		<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9/6/14 - see attached</i>	
		<input type="checkbox"/> FOIA DATE DUE _____	
		<input checked="" 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.			

PAUL THURMOND
SENATOR DISTRICT NO. 41

SENATE ADDRESS:
P.O. BOX 142
GRESSETTE SENATE OFFICE BUILDING
COLUMBIA, SC 29202
(803) 212-6172
(843) 425-4040 (CELL)

PAULTHURMOND@SCSENATE.GOV



COMMITTEES:
CORRECTIONS AND PENOLOGY
EDUCATION
FISH, GAME & FORESTRY
JUDICIARY
RULES

July 1, 2014

RECEIVED

JUL 02 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Travis J. Turner
Interim Executive Director
SC Public Employee Benefit Authority
PO Box 11661
Columbia, SC 29211

Re: Ms. Jamie Thomas (PEBA ID 82429522) - Appeal, PEBA-Catamaran Prescription Benefit

Dear Director Turner:

I am writing to bring your attention to a matter that is quite alarming. One of my constituents, Ms. Jamie Thomas, has brought to my attention a prescription benefit challenge she has been dealing with now since January 2014.

Ms. Thomas has a prescription that she has been on since February of 2012. When the Public Employee Benefit Authority (PEBA) began using Catamaran as its prescription benefit administrator, Ms. Thomas began having problems getting her prescription filled. Ms. Thomas has Rheumatoid Arthritis and has serious complications related to her illness. Due to the interference and attempt by Catamaran to manage her dosage, she is suffering in her daily functionality to work and live out her normal routine. The prescription is Nuvigil 250 mgx 1.5 tablets daily. Her doctor filed an appeal in March of this year. It was denied. Then re-filed an appeal in April. PEBA only acknowledged the appeal three weeks ago (around June 10).

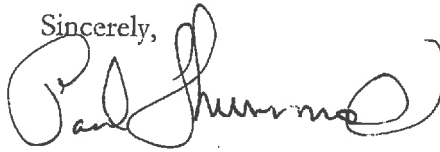
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I am enclosing a letter written by Ms. Thomas' doctor, delivered to PEBA stating that Ms. Thomas' health is being negatively impacted by their inaction. I agree that the timeframe this is taking PEBA is unacceptable. Ms. Thomas is a dedicated servant of the County of Charleston. She should not have to go through this ordeal to receive medication that her doctor has prescribed to her for years. She desperately needs her medication and should receive it in the dosage determined by her doctor.

I will appreciate your office handling Ms. Thomas' matter promptly. I look forward to hearing back from you. Thank you, again, for your attention on this matter. If I maybe of further assistance, please contact me.

With kind regards, I am

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Thurmond", with a large, stylized flourish at the end.

Paul Thurmond

PT/jdk

Enclosures

cc: Ms. Jamie Thomas
Ms. Caroline Keith, Appeals Coordinator (PEBA)
Director Anthony E. "Tony" Keck (DHHS)

CHARLESTON PULMONARY ASSOCIATES, P.A.
CAROLINA SLEEP SPECIALISTS, P.A.

125 DOUGHTY STREET SUITE 200 ♦ CHARLESTON, SC 29403 ♦ PHONE 843-577-6791 ♦ FAX 843-577-0553
897 VON KOLNITZ ROAD, SUITE 104 ♦ MT. PLEASANT, SC 29464

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James J. Carswell IV, M.D., DABSM, FCCP

Jason E. Gunn, M.D., FCCP

Steve E. Herndon, M.D.

April 2, 2014

Re: Jamie Thomas

DOB: 05/08/1959

To Whom It May Concern:

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P.O. Box 8206
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07/01/2014

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1.			<i>Also -</i>
2.			<i>Brenda -</i>
3.			<i>Check w/ Cynthia</i>
4.			<i>on Log 0006 - needs a response - See last page - Thx for</i>

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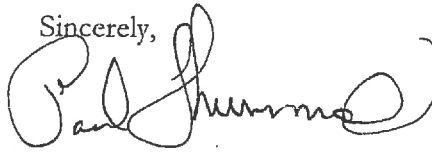
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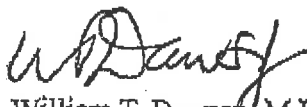
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Cynthia Gore

From: Cynthia Gore
Sent: Monday, November 24, 2014 12:32 PM
To: Bryan Amick
Cc: Alissa Robinson
Subject: RE: Log Letter 000006 - Representative Thurmond

SCDHHS was just copied on this letter; however I did contact PEBA to ensure it was handled and it was.

I just spoke with Caroline Keith, Appeals Coordinator at PEBA, and she stated that they did process the appeal and took care of the situation regarding Jamie Thomas on July 8, 2014. I've made note of that in our files and I'll clear on Executive log. Thanks

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201

www.scdhhs.gov



SOUTH CAROLINA

Healthy Connections

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From: Bryan Amick
Sent: Monday, November 24, 2014 12:19 PM
To: Cynthia Gore
Cc: Alissa Robinson
Subject: Re: Log Letter 000006 - Representative Thurmond

Yeah... I sent it to the person I usually contact over at PEBA. I just noticed that since PEBA was the addressee and we were copied, it wouldn't be necessary for us to reply. I'll can ask Deirdra about it in my 1 on 1 this afternoon.

From: Cynthia Gore <Cynthia.Gore@scdhhs.gov>
Date: Monday, November 24, 2014 at 12:16 PM
To: Bryan Amick <bryan.amick@scdhhs.gov>
Cc: Alissa Robinson <ROBINAL@scdhhs.gov>
Subject: RE: Log Letter 000006 - Representative Thurmond

Ok Bryan, I was just going on Deirdra's response on how to handle, which was: "We should let PEBA know we have received this complaint and have them make contact with her. We should followup our conversation with PEBA in a written communication and let Explain to Rep. that we have spoken with PEBA, as they are the appropriate one to respond. Thanks"

So, did you touch bases with someone from PEBA or is your thought that since they (PEBA) was copied, they should respond?

Deirdra Singleton

Deputy Director

Singled@scdhhs.gov

803.898.2647

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Columbia, South Carolina - 29201

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Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

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From: Bryan Amick

Sent: Friday, November 21, 2014 4:57 PM

To: Cynthia Gore

Cc: Alissa Robinson

Subject: Re: Log Letter 000006 - Representative Thurmond

I think we should consider again whether this requires our response. While it requested a reply, it was written to PEBA, with Tony cc'd. Thus, I suggest that the response was intended to come from PEBA. We do know that they got this and were following up.

Sent from my iPhone

On Nov 21, 2014, at 4:19 PM, Cynthia Gore <Cynthia.Gore@scdhhs.gov> wrote:

Bryan,

Please advise on this log letter. It is still showing as outstanding on the Executive Correspondence Log that Jan gave me...

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

803.898.3202

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From: Cynthia Gore

Sent: Wednesday, August 20, 2014 12:50 PM

To: Alissa Robinson; Bryan Amick

Subject: RE: Log Letter 000006 - Representative Thurmond

Hi Bryan,

Do you know if contact has been made with PEBA and follow-up with Has contact been made with Representative Thurmond as Deirdra advised in her e-mail?

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

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From: Alissa Robinson

Sent: Tuesday, August 19, 2014 11:11 AM

To: Bryan Amick

Cc: Cynthia Gore

Subject: RE: Log Letter 000006 - Representative Thurmond

Good Morning,

I'm just following up on this log letter to see if it is handled or whether there is anything I need to do to follow up. Thank You.

Lisa

Alissa Robinson

Administrative Assistant

ROBINAL@scdhhs.gov

803.898.2548

1801 Main Street

Columbia, SC - 29201

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From: Bryan Amick

Sent: Thursday, July 31, 2014 6:20 PM

To: Cynthia Gore

Cc: Deirdra Singleton; Marion Burton; Alissa Robinson; Jan Polatty

Subject: Re: Log Letter 000006 - Representative Thurmond

Hey folks:

I'm writing for some guidance in how to reply to this. The issue that is described in Rep Thurmond's letter is regarding a member of the State Health Plan, not Medicaid. I'm not sure why Tony was copied, but this is really a 100% PEBA issue. I agree that Catamaran appears to be acting unreasonably. I'm happy to do whatever I can, but how do we generally handle these sorts of issues that are completely outside our scope?

Thanks,
Bryan

Sent from my iPhone

On Jul 31, 2014, at 3:22 PM, "Cynthia Gore" <Cynthia.Gore@scdhhs.gov> wrote:

Hello,

Please see attached log letter from Representative Paul Thurmond. It did not have a response due date; however, it should have. Representative Thurmond wrote regarding constituent Jamie Thomas and a prescription benefit challenge she has been having since January 2014. I think we need to go ahead and respond as soon

as possible in some type of way, even if we at first call and speak with Representative Thurmond and tell him we're working on it... Jan said that Representative Thurmond contacts Tony a lot about concerns...

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

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<Log Letter 000006 -Rep Thurmond for Jamie Thomas Prescription Benefit).pdf>

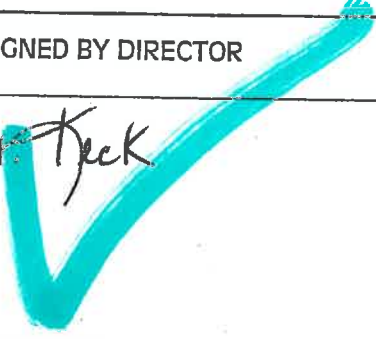
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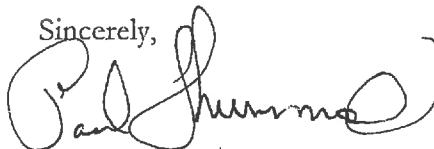
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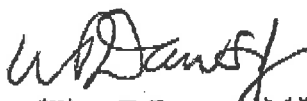
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