

From: MaryGail Douglas <MaryGailDouglas@schouse.gov>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 6/17/2016 11:46:19 AM
Subject: Fwd: Columbia Area Mental Health ~ Website email from Carol Robinson

Katherine. Hope you can give guidance for this family. I think Gov Haley would like to know this and many other issues that families are facing with the dept of mental health. This is one of many hurdles this family has dealt with in recent months with DMH. Please advise and give some direction as I make attempts to assist this family. Thx. Marygail Douglas.

Sent from my iPhone

Begin forwarded message:

From: Carol Robinson <cgrobinso@yahoo.com>
Date: June 16, 2016 at 11:11:18 PM EDT
To: MaryGail Douglas <MaryGailDouglas@schouse.gov>
Subject: Re: Columbia Area Mental Health ~ Website email from Carol Robinson

Thank you for your persistence. We actually had another problem arise with the Columbia Mental Health Dept. Since Bruce started receiving Social Security, Brooke, as a disabled child, since this past June 1st, now receives Medicare instead of Medicaid. The Dept. said today they do not have a licensed therapist whose services can be billed through Medicare . They just had 5 to 6 therapists (I guess licensed ones) quit. It's quite a shame the dept. is short of licensed mental health counsellors /therapists since it a hardship for the clients to go without services. Although, maybe Brooke is the only one who is on Medicare instead of Medicaid. I plan to see her doctor next Tues. to see if her services will also be discontinued due to not accepting Medicare. It has me concerned because Brooke has bonded with her therapist and Doctor and has improved considerably. I don't want to have a set-back. Sorry to burden you with our problems, but it appears the Col. Area MentalHealth Dept. also has a problem. Since you are on the medical oversight committee I thought you would be interested. Again, thank you for your help and persistence.

Sincerely,
Carol Robinson

Sent from my iPad

On Jun 13, 2016, at 10:16 AM, MaryGail Douglas <MaryGailDouglas@schouse.gov> wrote:

Please let me know what I can do to help further and please know I will take this issue of billing to others that can hopefully make a difference. Lol. MG. Please keep in touch.

Sent from my iPhone

On Jun 13, 2016, at 9:36 AM, "Carol Robinson" <cgrobinso@yahoo.com> wrote:

Thank you for attempting to solve my problem with the Columbia Mental Health Dept.'s billing statement. Thanks to you, Rochelle Peyton, a consumer advocate, and the head of the finance department (didn't get his name) called to brag and explain how the billing statement has actually improved over the past few years, but regret that actual service dates could not be included in the bill because the Columbia Area is linked to the state dept. of mental health, insurance companies, and a huge web of bureaucracy.

So, according to them, it is not possible to include a date of service..... At least, that was my understanding. Their explanations were duplicate and impressed me with the fact that they must be Republicans! They did not seem to have the attitude of "Yes, we can." However, I have realized that if I also ask for an itemized statement, dates are included. This ends up being more work for the billing dept. and a trip for me downtown. And that's okay.

So, again, a big "Thank you" for helping in this matter. I just wish you were in my voting district or vice versa!

Sincerely,
Carol Robinson

On Wednesday, May 11, 2016 11:19 AM, MaryGail Douglas <MaryGailDouglas@schouse.gov> wrote:

That will work.

Sent from my iPhone

> On May 11, 2016, at 11:10 AM, "Carol Robinson" <cgrobinso@yahoo.com> wrote:

>

> Can't send a text since don't have ph no. Can email that morn.

>

> Sent from my iPhone

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>> On May 11, 2016, at 10:04 AM, MaryGail Douglas <MaryGailDouglas@schouse.gov> wrote:

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>> It will be next week. I don't have our schedule for next week yet but let's shoot for wed after 1 pm. Send me a text wed morning and we will nail down a time. Take care and hope things get better soon. Will look forward to seeing you. After we meet I think we should consider a meeting with their finance director and the director of state MH. Give that some thought. MG.

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>> Sent from my iPhone

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>>> On May 10, 2016, at 9:45 PM, "Carol Robinson" <cgrobinso@yahoo.com> wrote:

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>>> So, are you saying we can meet sometime next week when you will be in Columbia or this week when you will not be in session? I'm available this week on Th or Fri. Next week, I'm free. We'd to Fri. Please let me know. Many thanks.

>>>

>>> Sent from my iPad

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>>>> On May 9, 2016, at 6:52 PM, MaryGail Douglas <MaryGailDouglas@schouse.gov> wrote:

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>>>> Will be glad to meet. We go back to session next week. Let me know what day will suit and we will work out a time. Thx. MG.

>>>>

>>>> Sent from my iPhone

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>>>>> On May 9, 2016, at 4:50 PM, "cgrobinso@yahoo.com" <cgrobinso@yahoo.com> wrote:

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>>>>> Mary Gail. Hope you and your family are well. Unfortunately, I need your help again. I noticed that you are on the Medical Oversight Committee. Daughter Brooke has received services from the Columbia Area MH for the past few years. I am concerned about their billing procedures and billing statement. I would love to show you a statement. One cannot make heads or tails of one. There are no dates on services and no listing of your previous payments. I would love to meet to show and discuss. Please let me know if you can help. I am sending Joel Lourie, Creighton, and John Scott concerns, too. Again, you will not believe what a mess this dept. puts out. No wonder they are in a hole. Looking forward to your response. Thank you. Carol Robinson

>>>>>

>>>>> Carol Robinson

>>>>> 128 Runnymede Dr

>>>>> Blythewood, SC 29016

>>>>> 803 206 4123 cell

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