

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Meyers</i>	DATE <i>3-18-09</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>103510</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>3-27-09</i>
2. DATE SIGNED BY DIRECTOR <i>e: [Signature]</i> <i>Cleared 4/2/09, 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 <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			



RECEIVED

MAR 18 2009

House of Representatives
Washington, DC 20515

Department of Health & Human Services
OFFICE OF THE DIRECTOR

SCIENCE AND TECHNOLOGY
FOREIGN AFFAIRS

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

March 16, 2009

Emma Forkner
State Director
SC Dept of Health and Human Services
PO Box 8206, 1801 Main Street
Columbia, SC 29202-8206

Dear Ms. Forkner:

I am writing on behalf of my constituent, Sharon L. Bell (247-94-7424), about her Medicaid coverage. Enclosed is a copy of her letter for your review.

I would greatly appreciate your addressing the questions and concerns mentioned in Sharon's correspondence with respect to your agency's governing rules and regulations. I have assured Sharon that I would write to emphasize my interest in her case and to help obtain a reply from your office.

Thank you, in advance, for your help and please feel free to call Dwayne Hatchett of my Spartanburg office if you have any questions or need further information. Dwayne can be reached at 864-582-6422.

I look forward to hearing from you soon.

Sincerely,

Bob Inglis
Member of Congress

B/Idh

Enclosure

cc: Sharon L. Bell

WASHINGTON, DC
330 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
PHONE: (202) 225-6030
FAX: (202) 226-1177

SPARTANBURG, SC
464 EAST MAIN STREET, SUITE 8
SPARTANBURG, SC 29302
PHONE: (864) 582-6422
FAX: (864) 573-9478

UNION, SC
PHONE: (864) 427-2205
www.house.gov/inglis

GREENVILLE, SC
105 NORTH SPRING STREET, SUITE 111
GREENVILLE, SC 29601
PHONE: (864) 232-1141
FAX: (864) 233-2160



House of Representatives
Washington, DC 20515

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

SCIENCE
FOREIGN AFFAIRS

Privacy Act Release Form

TO WHOM IT MAY CONCERN:

I am aware that the Privacy Act of 1974 prohibits the release of information in my file without my approval. I, Sharon L. Bell do hereby authorize Congressman Bob Inglis and/or his staff to all information in my files.

Sharon L. Bell
Signature

200 Canaan Pointe Dr Apt 406
Address
Spartanburg, S.C. 29306

247-94-7424
Social Security Number

10-5-52
Date of Birth

864-598-9259
Telephone Number

I have been tricked to choose another Medicaid insurer and I did not understand nor did or was it explained to me which insurer or HMO would fix my medical needs now I have no healthare provider and I am very sick. Sharon L. Bell

Reason for Inquiry

Previous assistance was received from the Members of Congress listed above.

WASHINGTON, DC
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FAX: (864) 233-2160

(over)

3-13-09

I was misinformed regarding choosing a Medicaid plan.

Fee-for-Service Medicaid is what I want.

On the managed Care Organization Plan I have problems getting my medications and seeing a doctor.

I go to Spartanburg Area Mental Health Ctr. -

There is no contract between SAMHC and managed Care Organization. Therefore my plan will not pay for my mental health services like when I had

Regular Fee-for-Service Medicaid.

I didn't have to pay high prices for medications with regular Medicaid but now my medication cost a lot of money. Because MCO won't pay -

The managed care plan won't let me change back to

Fee-for-Service because it's been over 90 days that they enrolled me in Blue Choice Health Plan of SC.

These MCOs are misleading people by telling us that they are the same as Medicaid. They are NOT!

Please look into the operations of MCOs.

and please help me change back to Fee-for-Service Medicaid.

Thank you -

Sharon Bell



BlueChoice[®]
HealthPlan of South Carolina

Medicaid

Health Education Programs Just for Your Special Needs

Do you know we have special programs for members who need a little extra help with their health care? Our health education programs* are for members with long-term needs and aimed to help them manage their health to live a healthy life.

Our records show that you may have a health condition. We want to help you by enrolling you in one of our programs. If you don't want to join, or if our records are wrong, please call us toll-free at **1-866-470-6261**. Your benefits will not be affected if you do not join.

To help you get started, we've included brochures. They give tips on how you can detect the signs and handle your illness.

As an extra benefit of the program, some members may have a personal nurse (such as a health trainer or case manager), at no cost. The nurse is available to answer health questions and assist them with ways to improve their health. We strive to help our members in any way we can.

If you want to learn more about our program, please call us Monday through Friday during business hours at the toll-free phone numbers below. We look forward to working with you!

Program Coordinator	1-866-470-6261
Health Education Classes	1-866-470-6261
Personal Health Trainer/Case Manager	1-866-924-8532
Customer Care Center	1-866-781-5094
TTY (for members with hearing or speech loss)	1-866-773-9634
MedCall [®] (24-Hour Nurse Help Line)	1-866-577-9710
MedCall TTY (for members with hearing or speech loss)	1-800-368-4424

* This information is being provided for general information purposes only and is not the practice of medicine or a substitute for the independent medical judgment of a treating physician. Only a treating physician can determine what treatment is appropriate for a patient.

BlueChoice HealthPlan is a wholly owned subsidiary of BlueCross BlueShield of South Carolina. Both are independent licensees of the Blue Cross and Blue Shield Association. ®BlueChoice, BlueCross, BlueShield and the Cross and Shield symbols are registered marks of the Blue Cross and Blue Shield Association. ® MedCall is a registered mark of WellPoint, Inc. Medicaid managed care administered by WellPoint Partnership Plan, LLC, an independent company.

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Log # 510
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State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

April 2, 2009

Ms. Sharon L. Bell
200 Canaan Pointe Drive, Apt. 406
Spartanburg, South Carolina 29306-6273

Dear Ms. Bell:

Congressman Bob Inglis contacted our agency on your behalf regarding the problems you experienced when receiving Medicaid services through the BlueChoice HealthPlan.

Ms. Betsy Schindler, Program Manager for BlueChoice Health Plan, has been in direct contact with you regarding your concerns. Ms. Schindler has spoken with Ms. Vicki Losher, the BlueChoice Case Manager, on your behalf to address the concerns in your letter. BlueChoice is currently working on providing you services from a variety of specialists including an Endocrinologist, a Rheumatologist, and services at a pain clinic. They are also working to ensure that you are able to get your prescriptions, and that you are happy with your doctors.

The goal of Managed Care Organizations is to give beneficiaries a network of doctors and clinics in order to regulate and manage their care. Since your conversation with Ms. Schindler, you have decided to stay with BlueChoice HealthPlan. You will have a BlueChoice Nurse Case Manager available to assist you in the future

We appreciate you working with us in an effort to better understand and benefit from Medicaid Managed Care. If you have additional questions or need further assistance, please contact Ms. Schindler at (803) 898-2818.

Sincerely,

A handwritten signature in cursive script that reads "Emma Forkner".

Emma Forkner
Director

EF/mhh



Log # 510 ✓

State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

April 2, 2009

The Honorable Bob Inglis
United States House of Representatives
464 East Main Street, Suite 8
Spartanburg, South Carolina 29302

Dear Congressman Inglis:

Thank you for contacting our agency on behalf of Ms. Sharon L. Bell regarding the problems she experienced obtaining Medicaid services while on BlueChoice Health Plan.

A member of our staff has been in direct contact with Ms. Bell, and we are working with her to correct the problems that she has experienced. We also provided her with a contact person in our office should she have further questions or concerns.

We appreciate your continued interest and support of the South Carolina Medicaid program. If I may be of further assistance on this or any other matter, please let me know.

Sincerely,

A handwritten signature in cursive script that reads "Emma Forkner".

Emma Forkner
Director

EF/mhh