

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

**ACTION REFERRAL**

TO <i>Myers</i>	DATE <i>8-12-08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER  <i>100087</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>Cleaved 8/21/08, letter attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>8-21-08</i>  <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.			

log: Myers  
Appro Sign

**From:** Bryan Kost  
**To:** Brenda James  
**Date:** 8/11/2008 12:45:49 pm  
**Subject:** please log ... Fwd: Miguel Martinez - Patient - Medicaid - Unison Health Care

thanks,

Bryan Kost  
DHHS Public Information  
803.898.2865  
cell- 429.3201  
kostbr@scdhs.gov



AUG 1 9 2008  
Department of Health & Human Services  
OFFICE OF THE DIRECTOR

>>> "DAVID THOMAS" <DT@scsenate.org> 8/11/2008 12:39:48 PM >>>  
Dear Bryan,

Senator Thomas has asked that we assist Dr. Stokes in obtaining reimbursement for an emergency surgery he performed on Mr. Martinez. Please see details below. How can they refuse to cover emergency surgery?

Hope you are having a good summer.

Cordially,

Mary

Mary L. Riley  
Chief of Staff - Research Director  
Senate Banking and Insurance

>>> [Glenda.Godbee@southern-eye-associates.com](mailto:Glenda.Godbee@southern-eye-associates.com) > 8/11/2008 9:12 AM >> ( <mailto:Glenda.Godbee@southern-eye-associates.com> )

Dear Senator Thomas:

We need your help. Dr. Stokes performed emergency surgery on Miguel Martinez on November 1, 2007. Mr. Martinez has Medicaid and is insured with Unison Health Care, ID No. 0070311, DOB: 8-16-90.

We have been unable to get reimbursement for this surgery. After two appeals, they refused to help us further stating "all avenues have been exhausted". I spoke with Ms. Ford's (provider relations ) office on 7-17-08 and again was told there was nothing they could do.

Firsty, the denial for this claim went to an incorrect address. After several phone calls, I finally received a copy. When I appealed they stated we did not appeal in the 45 days allowed and that no authorization was obtained. AGAIN, THIS WAS EMERGENCY SURGERY.

Dr. Douglas Stokes  
Glenda Godbee, CMA  
Insurance Coding Reimbursement Specialist  
Southern Eye Associates  
TAX ID: 57-0563896  
[glenda.godbee@southern-eye-associates.com](mailto:glenda.godbee@southern-eye-associates.com)



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

log #87

Mark Sanford  
Governor

Emma Forkner  
Director

August 21, 2008

Douglas Stokes, MD  
Southern Eye Associates  
104 Simpson Street  
Greenville, South Carolina 29605

Dear Dr. Stokes:

We are in receipt of your email of August 11, 2008 to Senator David Thomas regarding reimbursement for emergency surgery performed on Mr. Miguel Martinez. Mr. Martinez was a Unison Health Plan member on the date of surgery, November 1, 2007. We welcome the opportunity to be of assistance.

I understand that David Smith, the Program Manager assigned to Unison Health Plan, contacted Mr. Dan Gallagher, President of Unison Health Plan of South Carolina, on August 11, 2008 concerning the denial of payment for this surgery. On August 12, 2008, Mr. Gallagher informed Mr. Smith that Unison reviewed the appeal and overturned the decision. Unison will contact you by letter regarding receiving payment.

We apologize for any inconvenience this may have caused. If you have any questions about this letter or need further assistance, please contact Mr. Smith at (803) 898-2639.

Sincerely,

A handwritten signature in black ink, appearing to read "Felicity Myers".

Felicity Myers  
Deputy Director

FM/hhc

cc: The Honorable David L. Thomas  
Mary L. Riley, Chief of Staff -- Research Director, Senate Banking and Insurance  
Dan Gallagher, President, Unison Health Plan of South Carolina