

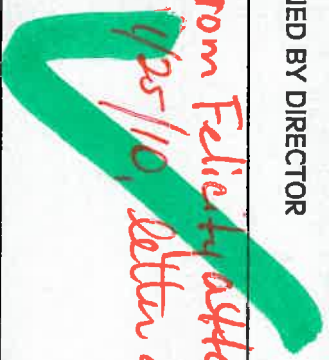
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO Myers	DATE 1-19-10
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER 1001303	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE 1-28-10 <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action		

Notes from Felicity attached. I would like 1/25/10 letter attached.



APPROVALS (only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. <i>Letter dated 3/16/10 attached.</i>			
2.			
3.			
4.			

LINDSEY O. GRAHAM
SOUTH CAROLINA



803-898-4515

200 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

Fax Transmittal Sheet

TO: Zuma Forner

RECEIVED

FROM: Sophie Martin

JAN 19 2010

DATE: 1-15-2010

Department of Health & Human Services
OFFICE OF THE DIRECTOR

COMMENTS:

2 PAGE(S) TO FOLLOW

IF THERE IS ANY PROBLEM RECEIVING THIS FAX, PLEASE
CALL (803) 933-0112.

Confidentiality: This message is intended solely for the use of the addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the person responsible for delivering it to the recipient, you are put on notice that any dissemination, distributing or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by phone and return the original message at the address via U.S. Postal Service. Thank you.

508 HAMPTON STREET
SUITE 202
COLLEEN, SC 29201
(803) 993-0112

401 WEST EVANS STREET
SUITE 220B
FLORENCE, SC 29501
(843) 669-1606

101 EAST WASHINGTON STREET
SUITE 220
GREENVILLE, SC 29601
(864) 250-1417

530 JOHNNIE DODDS BOULEVARD
SUITE 202
MOUNT PLEASANT, SC 29464
(843) 848-3987

140 EAST MAIN STREET
SUITE 110
ROCK HILL, SC 29730
(803) 366-2826

135 EAGLES NEST DRIVE
SUITE B
SENECA, SC 29679
(864) 888-3330

01/15/2010 12:36PM

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

January 5, 2010

Ms. Emma Forkner
Director
SC Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Emma:

The attached letter concerns an issue outside of my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to you.

Thank you for your attention to this matter. I ask that you respond directly to the individual.

Sincerely,

A handwritten signature in dark ink, appearing to read "L. Graham", written over a horizontal line.

Lindsey O. Graham
United States Senator

LOG/sl

Enclosure

508 HAMPTON STREET
SUITE 202
COLUMBIA, SC 29201
(803) 933-0112

401 WEST EVANS STREET
SUITE 111
FLORENCE, SC 29501
(843) 689-1505

130 SOUTH MAIN STREET
SUITE 700
GREENVILLE, SC 29601
(864) 750-1417

530 JOHNNIE DODGE BOULEVARD
SUITE 202
MOUNT PLEASANT, SC 29464
(843) 849-3887

1410 EAST MAIN STREET
SUITE 110
ROCK HILL, SC 29730
(803) 365-2828

124 EXCHANGE STREET
SUITE A
PENNINGTON, SC 29570
(864) 646-4080

01/15/2010 12:36PM

E-Mail Viewer

Message	Details	Attachments	Headers	Source
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HTML

From: "WebServer Reserved UID" <webserverd@a-ess-www.senate.gov>
Date: 1/4/2010 9:47:28 PM
To: 'webmail@lgraham-ig.senate.gov' <webmail@lgraham-ig.senate.gov>
Cc:
Subject: Senator Lindsey Graham

Sender's IP address = 74.230.182.6

<APP>SCCMail
<PREFIX>Mrs. </PREFIX>
<FIRST>Edna </FIRST>
<LAST>Jones</LAST>
<ADDR1>217 West Five Notch Rd. </ADDR1>
<ADDR2>Unit 1</ADDR2>
<CITY>North Augusta</CITY>
<STATE>SC</STATE>
<ZIP>29841</ZIP>
<PHONE>803-202-6806</PHONE>
<WPHONE></WPHONE>
<EMAIL>ednejones8908@yahoo.com</EMAIL>
<ISSUE>ASSISTANCE</ISSUE>
<>Yes, I would like a written response.</>
<MSG>Re: Seniors & Handicapped Transportation via Medicare.gov

To Whom ever this may concern:

This message is about your Senior Citizens, and Handicapped Transportation.

We have a problem with Medicaid not paying for transportation to the hospital to get our dentures. Our dentures are just as medically important in that we need to eat and be nurished with the large number of medical conditions and medications being taken.

However, it is being paid for us to get that same transportation to the hospital to pull my teeth out. Prevention is worth more than the actual medical problem that occurs without the prevention. When my teeth are being pulled my trip is paid for yet when it is the time for me to go back for me to get my dentures the trip is not paid for.

My husband and myself are in motorized wheelchairs. We both need the assistance of a handicapped van. This allows for us to go and come back safely from our appointments. Will you please help us with this policy or some type of help so we can get our transportation?

This is one law that we need to be changed. Please talk to our President about this problem we are having. I am sure there are many that have the same problem. We have waited for five months for this dental appointment. Now that we got the appointment. We can't receive the transportation to get to the appointment. This will cause the both of us to miss the appointment we had to wait so long to get. We can't afford to have to start our wait over. We need our dental taken care of. Please look into this matter.

Thank you,

Mr. Sam and Mrs. Edna Jones

</MSG>
<>please enter your zip code in the format 12345 or 12345-1234.</>
</APP>

Close

4EDHMS54 P S.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 01/19/10
MEDSPROD MEMBER PERIOD START: 07/24/09 END: ACTION: PAGE: 0001

NAME: JONES EDNA M HH NAME: JONES EDNA M
RCP NUMBER: 5780769226 HH NUMBER: 101207876 ACTION TYPE: MAINTENANCE
SSN: 130-46-5298 VC: V APL STATUS: ACTION DATE: 08/11/07
PRIMARY INDIVIDUAL: APL CO: 02 WORKER ID: CUWKR LOCATION: 099
217 W FIVE NOTCH RD SSCN: 243506569B RRN:
APT 1 RACE: 02 SEX: F MARITAL STATUS: M
TPL: Y RSP: 1 RELATION: SELF

N AUGUSTA SC 29841-9376 DOB: 07/31/1943 DOD:
CORRECT RCP NUMBER: LIV ARRANGEMENT: HOME INCOME TRUST:

PROVIDER:

BG	BEG	END	BENEFITS	QMB	RETRO	% OF	POV			
S	NUMBER	ELIG	ELIG	PCAT	QCAT	TYPE	IND	IND	LEVEL	SPONSOR
	39732555	09/01/2007	80	50			N		.00	JS12

UPDATED: USER ID: DATE: SYSTEM ID: BUY1000 DATE: 06/04/08
ME900063 RECIPIENT RECORD FOUND
PF2->HH BG PF3->HH MBR DTL PF4->REFH PF5->ELD02 PF6->RETURN PF7->PREV
PF8->NEXT PF9->HH NOTES PF15->RCP SEARCH PF17->ELD00 PF18->HH MBR BGS

Log #303

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Myers / Hewitt</i>	DATE <i>1-19-10</i>
-----------------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED
1. LOC NUMBER <i>100303</i>	1. Prepare reply for the Director's signature	
2. DATE SIG <i>28-10</i>	Director's signature	

Reverly,
Please ask Shirley to
review my response - ~~to~~
Also - sounds like they got
extractors for dentures. Do
we need to look into? FCM

AP (Only use for dire	1.	2.	3.	4.	COMMENT

I need this back by
Friday so I can close
out.

FCM

January 25, 2010

303 to close ✓

Mrs. Edna Jones
217 West Five Notch Road, Apt. 1
North Augusta, South Carolina 29841

Dear Mrs. Jones:

I am responding on behalf of Senator Graham, who referred your constituent concern to my agency. I am sorry that you are having difficulty scheduling transportation to obtain your dentures.

Unfortunately, Medicaid transportation is not available to any appointment related to dentures for adults. Transportation services are available to transport Medicaid recipients to Medicaid covered medical services. Our program does cover emergency dental services, such as extractions for adults, but dentures are not a covered service for adults.

I hope that the Medicaid transportation service have been helpful to you in getting you to your medical appointments and hope that you have found an alternative means to obtain your dentures. Please feel free to contact me if I can be of help to you with other Medicaid related issues.

Sincerely,


Felicity Myers, Ph.D.
Deputy Director

FM/hcm

March 16, 2010

Mrs. Edna Jones
217 West Five Notch Road, #1
North Augusta, SC 29841


Dear Mrs. Jones:

Please accept my apologies for simply explaining our policy to you and not attempting to assist you. I have always prided myself on being a caring individual and I am truly ashamed of myself for not taking that extra step. Thank you for challenging me to do a better job of addressing the needs of our beneficiaries.

If you call Jan at the Lower Savannah Council of Governments at 803-649-7981, she should be able to help you with transportation to appointments that are outside of our Medicaid Transportation Broker contract.

Again, I apologize for not taking the time to provide you with this information earlier.

Sincerely,



Felicity Myers, Ph.D.
Deputy Director, Medical Services

**MRS EDNA JONES
217 WEST FIVE NOTCH # 1
NORTH AUGUSTA S.C. 29841
803-202-6906--02-18-2010
www.ednajones6906@yahoo.com**

Dear Felicity Myers, Ph.D.--Deputy Director.

**I Am Responding To Your Letter That You Wrote
Back To Me.
Concerning The Medicaide Transpotation.**

**Since You Know That This Department, Will Not
Assist Us In
Our Needs, I Am Sure That You Being A Deputy
Director,
You Do Have Contacts From Other Organization
Who Do Have
Ways , And Means To Help Us,**

**Seniors, And Adults, And Handicaps, Who Don't
Have Their Own
Transpotation, And No Family Members, To
Transport Us To Our
Appointment, You Could Have Looked For
Another -Transpotation -
Company Who Would Accommidate Us**

**I Guest That Would Be Too Much Work For
You.To Do A Little
Research To Help Those Who Can't Help Them**

**Selves,
"Plus" If It Wasn't For Peoples Like Us, You
Would Not Have This
Kind Of Job,**

**I Am Not Trying To Be Smart Mouth, I Am Angry
,And Hurt, That
My Insurance Will Pay For My Dentures To Be
Pulled Out, But When
I Need To Go Back To Get My Dentures The
Answer Is No,
Get There The Best Way You Can,**

**When I Read Your Letter, Saying That You Hope
The Medicaid-
Transportation service Have Been Helpful To You,**

**You Could Have Recommended Someone Else To
Help Us Instead
But You Did't You Just Left Us Stuck, In The Same
Place.**

**How Can You Say That Our Dentures Is Not
Medically Necessary,
And You Put Our Dentures Under The Labor Of
Cosmteic, So
You Don't Have To Deal With Us,**

**Please Be Care What You Put A Label On, It Just
Might Come Back To
Bite You Where It Hurt, When You Want To Eat**

Like We Do With NoTeeth? "P.S. Respond"

Yours Truly

Mrs Edna Jones

Felicity Myers Ph.D. Deputy Director,

Mrs Edna Jones