

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Bowling</i>	DATE <i>1-17-07</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000465</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Clemed 1/25/07, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-20-07</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input 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.			

**RECEIVED**

JAN 17 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

State of South Carolina

Office of the Governor

OFFICE OF EXCISE
POLICY AND PROGRAMSMARK SANFORD
GOVERNOR**FAX TRANSMITTAL COVER***Log. Bowling
App Sign*

DATE:	1/17
FAX TO:	Jm
FAX #:	255-8235
FROM:	Lmwe

Total number of pages:

3

(including this cover sheet)

If you have any problems receiving this document, please contact:

734-5228*Don, I want you to identify. Call me if it
any questions. Thanks*Office of Constituent Services
Post Office Box 12287
Columbia, SC 29211
TELEPHONE: (803) 734-6049 - FAX: (803) 734-0799

①

Dec 29, 2006

Dear Governor Sanford,

These individuals
were involved.
Josephine Bethna
Ethel Manning
Daphne ~~Mc~~ Curry.

I'm writing this letter on
behalf of my disabled son, Tovan
Alenburg. We rent a home, we have
no transportation. We live on his
fixed income.

I'm looking for
a response into
this situation.
843-759-2905

I'm writing this letter because
I have a problem with the Dillon

County Medicaid transportation (PDRTH)
system. I called in for transportation
to his doctor's appointment to Dillon, SC,
we live in Lake View, SC (12 or 13 miles
apart. I gave them his medicaid number
his destination and the time of his appointment.

They never showed up. They were called
repeatedly they never returned my call. I
had to reschedule his appointment and
we had to hire someone to take him
for his doctor's visit. This was around
Dec 20th, 2006, when you call them they talk
down to you and are very rude. I want to
know why it is so hard to go 12 or 13
miles on public transportation for the sick.

m. 01/17/2007

12:11PM

(2)

Dec. 29, 2006

He has another appointment to
the Doctor in Florence, SC, I
called it in already. I'm not
even sure whether they will
pick him up for that one ^{Jan}
or not. The appointment is ~~Dec 10~~, 2006

From: SHHSFC.faxapi."."
To: SHHSFC.DHHS(POLATTYJ)
Date: 1/17/2007 12:11:54 PM
Subject: Incoming Fax Message

-----Reception Fax Report-----

TSI Received: 8037340799
Pages Received: 003
Connect Time: 00145
Receive Time: 01/17/07 12:09
DID Received: 8235
Caller ID:
Fax Port: 01
Error Code: 0000
Job ID: 7343
Faxcom: 1 at 10.57.2.82

465



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

January 25, 2007

Robert M. Kerr
Director

CONFIDENTIAL

Ms. Gwendolyn Moore
1200 Sally Circle
Lake View, South Carolina 29563

Dear Ms. Moore:

Your letter to Governor Mark Sanford, dated December 29, 2006, regarding problems with Medicaid transportation for your son, Jovan Henburg, has been forwarded to the South Carolina Department of Health and Human Services (SCDHHS).

On January 22, 2007, a Program Coordinator from the SCDHHS Transportation Services contacted you and the local DHHS office in Dillon County to discuss the issue of Jovan not being transported to his scheduled medical appointments. I understand that the issue has been resolved and that transportation has been scheduled for the medical appointments that Jovan currently has scheduled. We will continue to monitor future transportation requests to ensure that he has timely access to his scheduled medical appointments.

We apologize for the difficulty that you experienced in the transportation of Jovan to his medical appointments. We appreciate these issues being brought to our attention so that they may be resolved and efficient transportation provided for our Medicaid beneficiaries.

If you have any questions or need further assistance, please contact Ms. Shirley W. Carrington at (803) 898-2655

Sincerely,

Sheila L. Mills

Sheila L. Mills, MPH
Bureau Chief

SLM/hw