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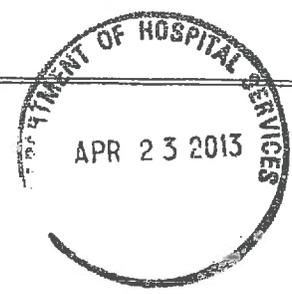
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Greese/Vaughn/Williams</i>	DATE <i>4-18-13</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000329</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. Keck</i> <i>Cleared 5/3/13, letter attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-29-13</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
<i>1. [Signature]</i>	<i>4/30/2013</i>	<i>5/2/2013</i>	
<i>2. BZ [Signature]</i>	<i>5/3 OK</i>	<i>5/1</i>	
3.			
4.			



132

COASTAL NEUROLOGY, P.A.
1833 North Paris Avenue
Port Royal, SC 29935
843.522.1420 ~ Facsimile 843.522.1460

RECEIVED

APR 17 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR

April 11, 2013

Mr. Tony Keck
Director
South Carolina Medicaid
PO Box 8206
Columbia, SC 29202

Ref: LOADHOLT, JEANETTE
DOB: 12/04/1945
ID#: 1780937330

Dear Mr. Keck:

I am writing in reference to an incident occurring Tuesday, 04/09/2013 with transportation.

Ms. Loadholt was dropped off at our office by CTM Transport at 2:22pm for her 1:45pm appointment. We normally would reschedule anyone so late, but, since this was certainly not the patients fault, we opted to see her. The driver was instructed to pick her up between 3:00pm – 3:15pm. The driver acknowledged the pick up time.

At 4:45pm, my front desk staff started calling Logisticare to find out where the driver was. After extremely long holds, we were informed the driver would be at our office within 45 minutes. We stayed with the patient even though our office closed at 5:00pm. At 5:30pm, a second call was placed to Logisticare and, once again, after a lengthy hold time, we were told 45 minutes. At 6:00pm, I informed the staff that I would stay with the patient and asked them to go home. They had already accrued 1 hour overtime at this point.

After literally countless phone calls, CTM showed up at 10:48pm. There is no doubt in my mind that this patient would have been found on my doorstep the following morning if I had not been there constantly calling Logisticare. The patient thanked me time and time again citing she did not think she would have survived spending the night outside. What a profound insight.

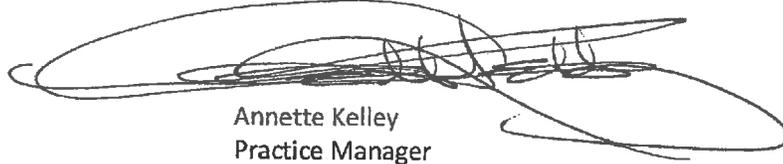
As far as the breakdown with Logisticare, I have been working with Michael Egan, Manager of Quality Assurance. He has been most helpful. After his review of the call log and the numerous requests to speak with a lead, a supervisor, or the owners of CTM, I believe that an incident of this nature will be dealt with appropriately in the future. Keeping a patient with medical issues waiting 8 hours is inexcusable.

Dr. Bettle is requesting a full investigation of this incomprehensible situation. Since I cannot personally get in touch with the company, I would appreciate it if you would have the owners, Henri Mae Grant and

Mary Robinson contact Dr. Bettle. The doctor wants me to invoice CTM for the overtime accrued as well as the meal provided to the patient and is willing to pursue legal action if necessary.

Both Dr. Bettle and I would like to personally discuss this matter with you. Once you have had an opportunity to fully investigate this incident, please contact our office at 843.522.1420 or 843.522.3102.

Sincerely,

A handwritten signature in black ink, appearing to read 'Annette Kelley', is written over a large, horizontal, scribbled-out area. The signature is fluid and cursive.

Annette Kelley
Practice Manager

Coastal Neurology
1833 North Paris Ave.
Port Royal, SC 29935

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APR 17 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR



29202+9205





May 3, 2013

Ms. Annette Kelley, Practice Manager
Coastal Neurology, P.A.
1833 North Paris Avenue
Port Royal, South Carolina 29935

Dear Ms. Kelley:

Thank you for your letter dated April 11, 2013 regarding the transport of Medicaid beneficiary Jeanette Loadholt. This was a very unfortunate situation for the member, but I want to commend you for taking control and ensuring Ms. Loadholt's safety and well-being. This was a very selfless act on your part and we appreciate the effort.

To have a member wait to be picked up from a medical appointment for approximately 8 hours is unacceptable. We requested a full investigation by LogistiCare, the Medicaid transportation broker. Based on the findings of the investigation, there was an obvious breakdown on the part of all parties to follow required procedures.

The first error was made by the member when she failed to arrange her pick-up from your facility through LogistiCare. Instead, she contacted the transportation provider directly. The second error was made when the provider failed to re-direct the member to arrange pick-up through the broker. LogistiCare was not aware of the member's need for the ride until they were contacted by you at 5:15 pm. They had no record of a call from the member at that time. Once they were aware, LogistiCare began calling other providers to secure a ride. When they were unable to secure a ride within the required wait time, they contacted CTM, the provider that dropped Ms. Loadholt off, and were told a driver would be there within 45 minutes. LogistiCare then called your office with that information. It was not until a family member contacted the transportation provider directly to ask when her mother would be coming home that the provider discovered the driver had been given incorrect trip information and was sent to the wrong location.

This does not excuse the error that was made, but on behalf of South Carolina Department of Health and Human Services (SCDHHS) and our transportation broker, LogistiCare, we extend our sincerest apologies. I understand that LogistiCare has offered a formal apology to you and to the member and have taken appropriate action as required by SCDHHS to ensure situations like this do not occur again.

Ms. Annette Kelley
May 3, 2013
Page 2

I encourage you to call my staff, Ms. Zenovia Vaughn, Program Manager at 803-898-2681 and Mr. Michael Benecke, Contract Manager at 803-898-3052 for the transportation program to discuss any additional information you may need.

Thank you for your continued participation in the South Carolina Medicaid program and for your generous concern for our members.

Sincerely

A handwritten signature in cursive script, appearing to read "Bz Giese".

Melanie "Bz" Giese, RN
Deputy Director

MG/ww

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

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Annette Kelley
Practice Manager

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