

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**ACTION REFERRAL**

TO <i>Day</i>	DATE <i>1-7-15</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000157</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Gorman</i> <i>Do not need a response, see attached e-mail.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-16-15</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.			



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
**OFFICE OF INSPECTOR GENERAL**



OFFICE OF AUDIT SERVICES, REGION V  
233 NORTH MICHIGAN, SUITE 1360  
CHICAGO, IL 60601

December 18, 2014

Report Number: A-05-15-00016

Mr. Christian Soura  
Interim Director  
South Carolina, Department of Health and Human Services  
1801 Main Street PO Box 8206  
Columbia, SC 29201-8206

**RECEIVED**

JAN 07 2015

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Dear Mr. Soura:

This is to notify you of our intention to conduct an audit of amounts listed as Indian Health Service (IHS) Facility Services on the CMS-64 in South Carolina. The objective of our audit is to determine whether the South Carolina Department of Health and Human Services (State agency) reported Medicaid expenditures for services provided in IHS Facilities on the CMS-64 in accordance with Federal requirements. The audit period will include amounts listed during the period October 1, 2007, through September 30, 2014.

As a recipient of U.S. Department of Health and Human Services (HHS) grant funds, the State agency is subject to Office of Inspector General (OIG) audits and other reviews. Pursuant to 45 CFR § 92.42(e), OIG has the right to timely and unrestricted access to all books, documents, papers, or other records that are pertinent to the Federal grant award.

Under the health information privacy regulation that implements the Health Insurance Portability and Accountability Act of 1996, providing the information requested by this letter is a permitted disclosure because it (1) is "required by law" to be produced to OIG as part of your participation in a Government benefits program (45 CFR §§ 164.512(a) and 164.103) and (2) will be used for "health oversight" activities by OIG, which meets the definition of a "health oversight agency" (45 CFR §§ 164.512(d) and 164.501).

To expedite completion of our work, we request that you have your policies & procedures for reporting IHS expenditures available for our entrance conference. During our review, we will also need access to additional documents and records. We appreciate your cooperation in this matter and will make every effort to minimize any disruption to the work of your office.

When transmitting any audit information to the Office of Audit Services over the Internet, please properly safeguard the information. We request that you use the HHS/OIG Delivery Server, not email or attachments to email. Information transmitted through the HHS/OIG Delivery Server complies with Federal Information Processing Standard (FIPS) 140-2, *Security Requirements for*

*Cryptographic Module.* At the entrance conference, we will discuss authorizing your staff to use the HHS/OIG Delivery Server and give you instructions in its use.

We are required to report as a security breach any audit information sent to us that does not meet FIPS 140-2 requirements.

This audit will be performed under my direction. As arranged by Cody Schmit of my staff, we plan to hold an entrance conference on January 14, 2015 at 10:00 a.m. EST.

If you have any questions or concerns about our review, please contact Lynn Barker, Audit Manager, at (317) 226-7119, or Cody Schmit at (317) 226-5185. Please refer to report number A-05-15-00016 in all correspondence. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Mike Barton".

Mike Barton  
Acting Regional Inspector General  
for Audit Services

UPS CampusShip: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
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 Hand the package to any UPS driver in your area.  
 Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the Resources area of CampusShip and select UPS Locations.

**Customers with a Daily Pickup**

Your driver will pickup your shipment(s) as usual.

**RECEIVED**

JAN 07 2015

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Department of Health & Human Services  
OFFICE OF THE DIRECTOR

<p>MIKE BARTON, ACTING RIGAS 312.886.4362 HHS/OIG/OAS/R5 233 N MICHIGAN AVE CHICAGO IL 60601</p> <p><b>SHIP TO:</b> MR. CHRISTIAN SOURA, INTERIM DIRECT 312-353-2618 SOUTH CAROLINA, DEPT. OF HEALTH &amp; H 1801 MAIN STREET COLUMBIA SC 29201-2409</p>	<p>1 OF 1</p> <p>0.0 LBS LTR</p> <p><b>SC 292 9-01</b></p> 	<p><b>UPS NEXT DAY AIR</b></p> <p>TRACKING #: 1Z WY9 454 01 9579 7163</p> <p><b>1</b></p>		<p>BILLING: P/P</p>  <p>CS 16.7.04. WNTZB90 97.04.10/2014</p>
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**Jan Polatty**

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**From:** Milton German  
**Sent:** Monday, December 29, 2014 4:17 PM  
**To:** Adriana Day; Jan Polatty  
**Cc:** Kathy Bass; Torina Wood  
**Attachments:** A051500016 Audit Notification Letter.pdf

**RECEIVED**

JAN 07 2015

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Attached is the electronic copy of the Audit Notification Letter. A hard copy is being mailed as well.

## Jan Polatty

---

**From:** Milton German  
**Sent:** Monday, January 05, 2015 3:40 PM  
**To:** Schmit, Cody J (OIG/OAS); Kelly Cowell; Jan Polatty; Kathy Bass; Adriana Day; Lesley King; Burdon, Hope M (OIG/OAS); Hayes, Derek A (OIG/OAS); Lacher, John (OIG/OAS); Martz, Chad (OIG/OAS)  
**Subject:** RE: OIG Audit

Thanks Cody, we will make a note of this.

**RECEIVED**

JAN 07 2015

---

**Milton German**  
*Accounting/Fiscal Manager II*  
[German@scdhhs.gov](mailto:German@scdhhs.gov)  
803.898.1051  
cell: 803 212-5421  
1801 Main Street  
Columbia, SC - 29201  
[www.scdhhs.gov](http://www.scdhhs.gov)



Department of Health & Human Services  
**OFFICE OF THE DIRECTOR**  
**Healthy Connections**  
MEDICARE

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**From:** Schmit, Cody J (OIG/OAS) [mailto:Cody.Schmit@oig.hhs.gov]  
**Sent:** Monday, January 05, 2015 1:23 PM  
**To:** Kelly Cowell; Jan Polatty; Kathy Bass; Adriana Day; Milton German; Lesley King; Burdon, Hope M (OIG/OAS); Hayes, Derek A (OIG/OAS); Lacher, John (OIG/OAS); Martz, Chad (OIG/OAS)  
**Subject:** RE: OIG Audit

Good afternoon,

For our call next Wednesday, January 14<sup>th</sup> at 10:00 a.m. please use the OIG conference call number and passcode below.

Call in number: 1-877-972-0353

Passcode: 7513698

Please let me know if you have any questions or concerns.

Thank you,

Cody

**Cody J. Schmit, CFE**  
Senior Auditor

HHS/OIG/OAS  
101 West Ohio St., Ste. 1310  
Indianapolis, IN 46204  
Tel: (317) 226-5185  
Fax: (317) 226-6990

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-----Original Appointment-----

**From:** Kelly Cowell [<mailto:Kelly.Cowell@scdhhs.gov>]

**Sent:** Wednesday, December 17, 2014 10:38 AM

**To:** Kelly Cowell; Jan Polatty; Kathy Bass; Adriana Day; Milton German; Lesley King; Schmit, Cody J (OIG/OAS); Burdon, Hope M (OIG/OAS); Hayes, Derek A (OIG/OAS); Lacher, John (OIG/OAS); Martz, Chad (OIG/OAS)

**Subject:** OIG Audit

**When:** Wednesday, January 14, 2015 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).

**Where:** Adriana's office

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JAN 07 2015

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Log #157 ✓

**Brenda James**

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**From:** Lesley King Jones  
**Sent:** Friday, January 16, 2015 8:57 AM  
**To:** Kathy Bass; Milton German  
**Cc:** Torina Wood; Brenda James  
**Subject:** RE: Log Letter 157

Okay, thanks.

**Lesley King Jones**  
*Administrative Coordinator 1*  
[Lesley.King@scdhhs.gov](mailto:Lesley.King@scdhhs.gov)  
803.898.7145  
J1201-12  
Columbia, SC - 29202  
[www.scdhhs.gov](http://www.scdhhs.gov)



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**From:** Kathy Bass  
**Sent:** Friday, January 16, 2015 8:56 AM  
**To:** Milton German  
**Cc:** Lesley King Jones; Torina Wood  
**Subject:** Re: Log Letter 157

I do not think response is needed since it is an audit...

Sent from my iPhone

On Jan 15, 2015, at 9:14 PM, "Milton German" <[German@scdhhs.gov](mailto:German@scdhhs.gov)> wrote:

The letter related to the OIG initiating a review which was launched by a phone conference on Wednesday. On that call we established some timetables on which to supply them with certain information.

Torina will be the point of contact for getting the info to them.

Perhaps the log due date can be extended to correspond with the agreed upon dates on the call?

On Jan 15, 2015, at 5:04 PM, Lesley King Jones <[Lesley.King@scdhhs.gov](mailto:Lesley.King@scdhhs.gov)> wrote:

Milton,

Sometime last week I left a log letter from the Office of Inspector General in your chair for review. Was a reply and/or signature needed in response to that letter?

The log is due tomorrow and I wanted to make sure we did what we need to on our end. I have the original for our files.

Thanks,

---

**Lesley King Jones**

*Administrative Coordinator 1*

[Lesley.King@scdhhs.gov](mailto:Lesley.King@scdhhs.gov)

803.898.7145

J1201-12

Columbia, SC - 29202

[www.scdhhs.gov](http://www.scdhhs.gov)



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## Brenda James

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**From:** Shealy Reibold  
**Sent:** Friday, January 16, 2015 9:02 AM  
**To:** Brenda James  
**Cc:** Betsy Schindler  
**Subject:** Log letter  
**Attachments:** SKMBT\_36315011609270.pdf

Brenda:

Attached please find a complaint from a beneficiary. After we were able to determine what the issue was, it appears the beneficiary has a complaint about how and the extent to which DHHS provides information to beneficiaries about their choice of MCO plans. Because there was no denial or negative determination made against the beneficiary, there are no appeal rights at issue. Since it is a complaint, I thought the more appropriate route would be for a log letter to address this. We explained this to the beneficiary and he agreed with forwarding this as a complaint.

I have attached the documentation we received as well as the order and responses we received before determining this was not an appealable issue.

Please let me know if you need anything else.

Thank you

-----Original Message-----

**From:** Betsy Schindler  
**Sent:** Friday, January 16, 2015 8:39 AM  
**To:** Shealy Reibold  
**Subject:** FW: Scan from SCDHHS Appeals copier

-----Original Message-----

**From:** MailMan  
**Sent:** Friday, January 16, 2015 9:28 AM  
**To:** Betsy Schindler  
**Subject:** Scan from SCDHHS Appeals copier

No Reply. Any problems scanning to e-mail contact Greg Mattison



South Carolina Healthy Connections,

I received a letter from you in regards to my complaint. My Member ID# 1781407740.

I think you are mistaken in your idea of what exactly my complaint encompasses. As for your idea of me contacting the 'health plan' for prescription information, there is a problem when the health plan hides or misrepresents the formulary to both me and my Doctor.

The above is why I am requesting a fair hearing.

Please find a copy of your letter enclosed.

Regards,

Gary Rice

439 B Deerwood St.

Columbia, SC 29205

**RECEIVED**  
DEC 29 2014  
SCDHHS APPEALS



P.O. Box 8691  
Columbia, SC 29202-9255  
Ph: 1-877-552-4642  
TTY/TTD: 1-877-552-4670  
www.SCchoices.com

December 17, 2014

Gary N Rice  
439 Deerwood St.  
Ste. B  
Columbia, SC 29205

Member ID: 1781407740

Dear Gary N Rice:

You filed a complaint with South Carolina Healthy Connections Choices on December 11, 2014. Here's what you told us:

The member is dissatisfied that the Enrollment Broker does not provide plan-specific information in regard to formulary drugs.

Here's what we've done:

The member has been referred to contact the health plan for prescription drug information.

### What you can do

If you think this decision is wrong, you may ask for a fair hearing before South Carolina Healthy Connections. To do this, reply in writing within 30 days of the date of this letter to:

South Carolina Department of Health and Human Services  
Division of Appeals and Hearings  
P.O. Box 8206  
Columbia, SC 29202-8206

Please include a copy of this letter along with your written request. You may represent yourself, have someone come to the hearing and speak for you, or hire an attorney to represent you.

### If you have questions

We're here to help you. If you have questions about this decision or are unsure what to do next, call our Customer Service Center at 1-877-552-4642. We can help you in the language you speak.

Sincerely,

*South Carolina Healthy Connections Choices*

#### NEED HELP?

Go to [www.SCchoices.com](http://www.SCchoices.com)  
Call: 1-877-552-4642  
TTY/TTD Line: 1-877-552-4670  
Customer Service Hours  
Monday – Friday: 8 a.m. – 6 p.m.  
We can help you in the language you speak.



SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF APPEALS AND HEARINGS

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January 5, 2015

**CERTIFIED & REGULAR FIRST CLASS MAIL**

Gary Rice  
439 Deerwood Street  
Ste. B  
Columbia, SC 29205

9171 9690 0935 0069 8257 88

**ELECTRONIC MAIL**

Courtney Sanders  
P.O. Box 8206  
1801 Main Street  
Columbia, SC 29202

RE: Fair Hearing of Gary Rice v. SCDHHS  
Case # 15-0002  
Medicaid ID: 1781407740

Dear Mr. Rice and Ms. Sanders:

Enclosed is a Pre-hearing Conference Order. Please read carefully as you must file a response as directed by **February 2, 2015**.

If you have procedural questions, please contact me at 803-898-2600.

Sincerely,

*Betsy Schindler*

Betsy Schindler, Hearing Officer  
South Carolina Department of Health and Human Services  
Division of Appeals and Hearings  
Post Office Box 8206  
Columbia, South Carolina 29202-8206

Enclosure

STATE OF SOUTH CAROLINA )  
 )  
 COUNTY OF RICHLAND )  
 )  
 G.R. )  
 )  
 Petitioner, )  
 )  
 v. )  
 )  
 South Carolina Department of Health )  
 and Human Services, )  
 )  
 Respondent. )  
 \_\_\_\_\_ )

BEFORE THE DIVISION OF  
 APPEALS AND HEARINGS  
 SOUTH CAROLINA DEPARTMENT OF  
 HEALTH AND HUMAN SERVICES

**PRE-HEARING CONFERENCE  
 ORDER**

Case # 15-0002 [Beneficiary Service]

Medicaid ID # 1781407740

Pursuant to authority granted by S.C. Code Ann. Regs. 126-154, the parties in the above captioned matter are hereby required to coordinate and participate in a telephonic or in-person Pre-hearing Conference, time and place to be mutually agreeable. The purpose of the conference is to allow the parties to discuss the complaint the Petitioner filed with Healthy Connections Choices about Medicaid health plan formularies. Mr. Gary Rice, the Petitioner, shall contact Ms. Courtney Sanders, Respondent's representative, at 803.898.4614 or by email at mcoappeals@scdhhs.gov, to agree upon a convenient time and place for the conference.

By **February 2, 2015**, the Respondent or its agent, is required to submit to this Hearing Officer and the Petitioner a summary of issues discussed, whether consensus was reached and if there are any remaining issues..

Also, by **February 2, 2015** the Petitioner is required to submit to this Hearing Officer and the Respondent a summary of issues discussed, whether consensus was reached and if there are any remaining issues. The Petitioner is also required to submit a statement of his intention to continue the appeal process and attend a Fair Hearing and may provide any additions or clarifications to the Respondent's summary. Upon receipt of the summaries and the statement of intention, a hearing may be scheduled if necessary. SCDHHS evidentiary Fair Hearings are in person and will not be conducted telephonically.

Pursuant to S.C. Code Ann. Regs. 126-154, failure to comply with the terms of this order will constitute grounds for dismissal against the non-complying party, or subject the non-complying party to a limitation of proffered testimony and/or evidence at the hearing.

**AND IT IS SO ORDERED.**

*Betsy Schindler*  
Betsy Schindler, Hearing Officer  
Division of Appeals and Hearings

COLUMBIA, South Carolina

January 5, 2015

*To South Carolina Department of Health and Human Services, et al.:*

*I am in receipt of an order to contact Ms. Courtney Sanders in regards to Case # 15-0002. As your order states we made a first attempt to come to some sort of understanding of my intent and her department's flexibility to meet. I expressed an open flexibility to meet and to 'hash' things out. I attempted to illustrate to Ms. Sanders my complaint in its entirety to give her a chance to see what she would like to do and when she would like to do it. I am disappointed to share with you here that Ms. Sanders' reply to my concerns was to tell me to sue Molina directly and she refused to set a date and time to meet. On her behalf I must tell you she said she had not received the paperwork I received several days ago. My copy is signed by Betsy Schindler and requires both parties in Case #15-0002 to agree upon a convenient time and place for all parties to meet. I was also informed by Ms. Sanders she is 'still working on the 14's.'*

*At this point on the afternoon of Jan 7<sup>th</sup> 2015 I called Betsy Schindler and spoke with her about how to proceed. I am informed that the procedure is still in place and I have decided to attempt to work with Ms. Sanders to set a time and place for representatives from DHHS, myself and hopefully representatives from Molina Health Care. The reason for my request for Molina Healthcare to be present is they are the most blatant in a series of companies whose formularies or lack of access to them harm the customer. One of my points is to show how some companies use their formularies as a weapon against doctors' offices and patients. I am sure this isn't what the law intends. While I appreciate the effort of the petition and its wording I am asking here to amend the defendant SCDHHS to be updated or amended to read SCDHHS et al. While there are other health care providers included in my experience I think Molina being my current provider should come to the hearing explain in detail how they go about complying with rules that deal with healthcare companies being forthright with their 'customers and their customers' doctors when a client is attempting to get preapproval for drugs and/or procedures and guidelines from formularies to the doctors. My experience with SCDHHS thus far has been fraught with misconception and what I can only term as misdirection. I simply called Ms. Sanders, relayed to her I had received a certified letter and attempted to proceed as the letter instructed. I was met with the fact she didn't have the letter and she had no access to the letter at that time. I have since been informed that wasn't the case whatsoever. I would like this letter / email / fax to serve as my attempt to reach out to Ms. Sanders for a new conversation or letter setting a time and place that is convenient to both parties. I also will use a copy of this letter as a summary of issues discussed as well as stating my intent to continue the appeals process and attend a Fair Hearing.*

Warm Regards,

Gary Rice  
*Gary Rice*  
1/9/15

[CC/mcoappeals@scdhhs.gov](mailto:CC/mcoappeals@scdhhs.gov)

**RECEIVED**

JAN 12 2015

**SCDHHS APPEALS**

## Betsy Schindler

---

**From:** Kathie Reed Wanket  
**Sent:** Wednesday, January 14, 2015 8:28 AM  
**To:** Gary; MCO Appeals  
**Cc:** Betsy Schindler  
**Subject:** RE: case # 15-0002

Mr. Rice – If you wish to participate in a face-to-face meeting to further discuss your concerns, you will need to meet w/ staff from Molina Healthcare of SC.

As I shared in my e-mail to you yesterday afternoon: SCDHHS contracts with health plans, like Molina Healthcare of SC, to serve as managed care organizations (MCOs) & to provide medical services to Medicaid enrolled beneficiaries. Your concerns are specific to medical services and so those concerns need to be discussed with the staff from the Medicaid MCO in which you are currently enrolled.

Please note that I have copied Ms. Schindler on this response.

Kathie Wanket

### Kathie Reed Wanket

Program Manager I

[Reed@scdhhs.gov](mailto:Reed@scdhhs.gov)

803.898.2801

[www.scdhhs.gov](http://www.scdhhs.gov)



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**From:** Gary [mailto:grice001@sc.rr.com]  
**Sent:** Wednesday, January 14, 2015 6:20 AM  
**To:** MCO Appeals  
**Cc:** Kathie Reed Wanket  
**Subject:** RE: case # 15-0002

*To SCDHHS, Ms. Sanders, Ms. Wanket,*

*Once again you ignore the fact I am complaining about SCDHHS and how you are dealing with educating the public so the decision to go with one healthcare provider is plain, simple and well informed. As I understand it your organization is in place to facilitate the public in joining in a contract with a healthcare 'insurance' company and to oversee these companies as well as to force corrective action when these healthcare 'insurance' companies depart from the legal path they must follow. In part my complaint is; you're not doing your part help educate people so they can make the wisest decision for their healthcare by allowing these companies to virtually hide their formulary's from public view. You have*

*not only not taking any corrective action thus far you have attempted to sweep the problem under the rug. In part I am also concerned about how some of these companies deceive the public and the Doctors whom they serve to avoid cost that they say they cover by deception. I think the evidence I have provided speaks volumes about the deception by some of these companies.*

*I am now officially requesting a hearing in front of B. Schindler at her convenience via this sentence.*

*I find that my complaint does not include any specific company yet you insist on sending me to Molina Health care provider to rectify the situation. I have no authority to cause Molina or any other 'insurance' company to comply to the law. Responsibility without authority is insanity. I won't partake in that. The way you allow Healthcare companies to operate includes deceiving Doctors, is being ignored. For you to tell me to talk to the company I am accusing of deceit is appalling.*

*I am sure the notion of change has been depleted when it comes to dealing directly with the company you mention in your 'advice' to me.*

*I will be sending a copy of this to Betsy Schindler and await her reply on a face to face hearing that will hopefully include Healthcare professional and even a Nurse from one of my Doctors so she can testify about how she is being treated by these so called Healthcare providers.*

*Regards,*

*Gary Rice*

**From:** MCO Appeals [<mailto:MCOAppeals@scdhhs.gov>]  
**Sent:** Tuesday, January 13, 2015 2:17 PM  
**To:** Gary; MCO Appeals  
**Cc:** Courtney Sanders  
**Subject:** RE: case # 15-0002

Mr. Rice:

I am not rescheduling a face-to-face meeting at SCDHHS.

SCDHHS contracts with health plans, like Molina Healthcare of SC, to serve as managed care organizations (MCOs) & to provide medical services to Medicaid enrolled beneficiaries. Your concerns are specific to medical services and so those concerns need to be discussed with the staff from the Medicaid MCO in which you are currently enrolled.

Kathie Wanket

**Kathie Reed Wanket**

*Program Manager I*

[Reed@scdhhs.gov](mailto:Reed@scdhhs.gov)

803.898.2801

[www.scdhhs.gov](http://www.scdhhs.gov)



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**From:** Gary [<mailto:grice001@sc.rr.com>]  
**Sent:** Tuesday, January 13, 2015 12:25 PM  
**To:** MCO Appeals  
**Subject:** RE: case # 15-0002

Dear Ms. Wanket,

Not sure why you are unable to meet with me. Please explain in detail why you and or your staff are unable to meet with me. The order given by the hearing officer specifically says SCDHHS and doesn't mention Molina what so ever. That is why your offer is unacceptable. You just made the agreement yesterday to meet Thursday and my Healthcare advocate who has clear their schedule has now been inconvenienced as well. I am shocked you are trying to do your job like this. Please reschedule a face to face meeting with your offices and you can have Molina there as well if you like.

I will be sending a copy of this to the hearing officer as well. Betsy Schindler never mentions Molina and you are refusing to meet face to face. I am sure she will agree that I am correct in my desire to sit down with you and Molina and preferably Ms. Sandler if possible.

In closing I must ask is this quid pro quo for your office and the way you deal with complaints? I await your rescheduling of the face to face meeting with your office as the order from B. Schindler says to do.

Warm Regards,

Gary Rice

**From:** MCO Appeals [<mailto:MCOAppeals@scdhhs.gov>]  
**Sent:** Tuesday, January 13, 2015 12:16 PM  
**To:** MCO Appeals; Gary  
**Cc:** Courtney Sanders  
**Subject:** RE: case # 15-0002

Good morning Mr. Rice:

The tentative face-to-face meeting scheduled for Thursday, 1/15/15, at 2 p.m. has been cancelled. SCDHHS staff are unable to meet with you. However, Molina staff will contact you to schedule a time for a face-to-face discussion of your concerns.

Should you have additional questions, please contact Beverly Hamilton with Molina Healthcare of SC at 843-740-1776.

Thank you - Kathie Wanket

**Kathie Reed Wanket**

*Program Manager I*

[Reed@scdhhs.gov](mailto:Reed@scdhhs.gov)

803.898.2801

[www.scdhhs.gov](http://www.scdhhs.gov)



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**Gary**

---

**From:** MCO Appeals <MCOAppeals@scdhhs.gov>  
**Sent:** Tuesday, January 13, 2015 12:16 PM  
**To:** MCO Appeals; Gary  
**Cc:** Courtney Sanders  
**Subject:** RE: case # 15-0002

Good morning Mr. Rice:

The tentative face-to-face meeting scheduled for Thursday, 1/15/15, at 2 p.m. has been cancelled. SCDHHS staff are unable to meet with you. However, Molina staff will contact you to schedule a time for a face-to-face discussion of your concerns.

Should you have additional questions, please contact Beverly Hamilton with Molina Healthcare of SC at 843-740-1776.

Thank you - Kathie Wanket

**Kathie Reed Wanket**

*Program Manager I*

[Reed@scdhhs.gov](mailto:Reed@scdhhs.gov)

803.898.2801

[www.scdhhs.gov](http://www.scdhhs.gov)



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JAN 15 2015

**SCDHHS APPEALS**

## Betsy Schindler

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**From:** Betsy Schindler  
**Sent:** Thursday, January 15, 2015 4:30 PM  
**To:** grice001@sc.rr.com  
**Cc:** Kathie Reed Wanket; MCO Appeals  
**Subject:** Appeal 15-0002 [secure]

Good Afternoon Mr. Rice,

I have received your letter of January 9, 2015 and a copy of emails between you and SCDHHS dated January 13 & 14. Your appeal letter, the December 17, 2014 letter from Healthy Connection Choices (HCC) and the other correspondence I mentioned all regard your wish to file a complaint. I believe you filed an appeal because the HCC letter directed you to request a fair hearing with the SCDHHS Division of Appeals & Hearings if you thought their decision was wrong. While these are the correct directions to appeal a negative decision to deny Medicaid eligibility, services or reduce services, complaints are handled differently. If you wish, I will be happy to forward your complaint to the Office of the Director of SCDHHS where it will be recorded and forwarded to the correct area to be processed and you will receive a written response. Otherwise, I can find no appealable issue or action against you by the agency. Dismissal of your appeal request appears to be appropriate given the circumstances.

**Betsy Schindler**  
*Hearings Officer III*  
[SCHINDLE@scdhhs.gov](mailto:SCHINDLE@scdhhs.gov)  
803.898.2600 / 803.898.0594  
1801 Main Street  
Columbia, SC - 29202  
[www.scdhhs.gov](http://www.scdhhs.gov)



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## Betsy Schindler

---

**From:** grice001@sc.rr.com  
**Sent:** Thursday, January 15, 2015 9:31 PM  
**To:** Betsy Schindler  
**Cc:** grice001@sc.rr.com  
**Subject:** RE: Appeal 15-0002 [secure]

*Ms. Schindler,*

*After reading what you wrote :*

*1....Otherwise, I can find of appealable issue or action against you by the agency. This sentence I think you mean you 'can't find' --- Not sure you can find anything afier a sentence like that.*

*2...Dismissal of your appear request appears to be appropriate given the circumstances. This sentence makes no sense*

*I would like to suggest that if you have a drink/drug problem you seek professional help.*

*As for your suggestion to forward my complaint please do that and also forward a copy of this letter as well as your letter to me.*

*Regards,*

Gary Rice

---

**From:** SCHINDLE@scdhhs.gov  
**Sent:** Thu, 15 Jan 2015 21:30:07 +0000  
**To:** grice001@sc.rr.com  
**Cc:** Reed@scdhhs.gov, MCOAppeals@scdhhs.gov  
**Subject:** Appeal 15-0002 [secure]

Good Afternoon Mr. Rice,

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*Hearings Officer III*

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