

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

ACTION REFERRAL

TO <i>M. Evans</i>	DATE <i>2-26-09</i>
-----------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100471</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>[Signature]</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-9-09</i>
<i>Letter from Rep Bob Inglis office attached, send his office a letter when this one is answered.</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. <i>* Cleared 3/10/09, Letter attached!</i>			
2.			
3.			
4.			

RECEIVED

FEB 26 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: Bryan Kost
To: Brenda James
Date: 2/26/2009 2:43 pm
Subject: Log letter - HELP FOR SMALL BUSINESS OWNER

CC: Sheila Platts
please log - thanks. Sheila, you'll see it's coming your way,,,,,

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

>>> "Mark Williams" <metrocare@charter.net> 2/24/2009 6:44 PM >>>
I sent this letter to Sen. Lindsey Graham, would you please read this also. Would someone please contact me and tell me what I can do at this point. Thanks, Mark E. Williams 202 Belvue Drive Union SC 29379 864-426-0268

Senator Graham, My Name is Mark E. Williams, wife Kathy, daughter Ashley. I know you must get swamped with letters, e-mails, and calls for help, and I wonder how many of them do YOU actually get to read, and in time before its to late. You probably ask why does people contact me so late? I can't speak for everyone else, but my reason is that I like to take care of my problems and support my family, friends, church, and community, rather than running to someone else, expecting them to take care of everything. Now I'm at the end of my rope, I feel like this is the last chance I have. I don't know what to do at this point!!

My cousin and I have been SC Paramedics for many years, in fact this is what we have done our entire adult life. We saw the need and had the opportunity to start a Non-Emergency Private Ambulance Service for the Upstate of South Carolina based in Union County SC. We opened Metro-Care, LLC in February 2005. We started out running our business on our days off from Union Co. EMS. We offered a great business to our community. Our entire staff was and remains very respectful and kind to people, and this grew our business to the point that we could just barely keep up. Also I believe part of our success was due to, even though we were a private business and received no state or federal funding for indigent care, 10-15 % of our transports we never got paid for, and most we didn't even send a bill to the person because we knew they needed help but didn't have the money to pay for it. Our business was awarded 2006-2007 Union County Chamber of Commerce "Small Business of the Year" and the award was presented to us by Congressman Bob Inglis. By 2007 we staffed eight ambulances and three wheelchair vans with 23 Full-time and 15 Part-time employees with employee benefits. Gov. Mark Sanford "in an effort to save money" cut Medicaid spending by contracting with an out of state broker to oversee the transporting of Medicaid Beneficiaries. When our company was advised of this we immediately contacted the broker so we could continue transporting our patients. We were told by the broker that they had already contacted and contracted with the ambulance services they were going to be using for these transports. These were the very large and wealthy ambulance services. We attempted numerous times to get a contract to continue transporting SC Medicaid Patients - never to happen. So until this present day, Medicaid Patients will call Metro-Care to transport them and we have to give them the phone number to the broker so they can give the business to the larger companies. Where did the Patient's right to choose their Medicare and Medicaid Health Care Provider go ? I'm not talking about the ambulatory bus rides or the wheelchair rides, I'm talking about stretcher patients on a Licensed "Medical" Ambulance. Other states may have "stretcher vans", but South Carolina, if you have to be transported on a stretcher for medical reasons that your Doctor signs for, YOU MUST BE TRANSPORTED ON A DHEC LICENSED AMBULANCE, AND AT THE LEAST A BASIC PATIENT ASSESSMENT HAS TO BE COMPLETED ON THE PATIENT, AND A MEDICAL RECORD HAS TO BE PRODUCED AND TURNED IN TO THE STATE. This took effect May, 2007. This cut our business about 45%. There was so much controversy and complaints all over the state about the Medicaid Broker System, so we decided to stay in business and wait it out and maybe the state Reps. could get this over turned or at the least give the patient the right to choose which ambulance service the broker would have to call. Then we were informed that as of May 2008, Medicare was cutting back and would no longer pay for patients to be transported by ambulance to diagnostic or therapeutic destinations like (rehab for a stroke patient, or chemotherapy for a cancer patient), at sites other than a Hospital. This cut our business about 25%. For the past nine months we have been decreasing staff, cutting everything possible off our budget, even downsized ownership, I am now sole owner of Metro-Care, LLC.

Due to the Medicare and Medicaid cuts (which was about 70% of our business), I can't see any way possible to continue operating. Our bills have already fallen \$20,000 behind, and falling further each passing day.

While we would be the first to admit we're not perfect, we make mistakes and bad decisions like anyone else, but we have NO control over the Government cutting Medicare and Medicaid, and unfortunate for us the cuts were in the bone. What kind of signal is our Government sending to our students thinking of medical school ("If I go to school 12 years to become a Doctor, will Medicare and Medicaid cuts cause me to go out of business??) I say this because my daughter who is in high school is interested in med school. We work every day trying to make it, every day trying to figure out a way not to lose everything, then we come home at the

end of the day physically and mentally drained, set down and the FIRST FIRST thing we see on TV is ANOTHER MILLION DOLLAR AND ANOTHER BILLION DOLLAR BUSINESS GETTING BAILED OUT.

Mr. Lindsey Graham, My United States Senator, my question to you is: What am I supposed to do now ? I have no more money to try something else, I have no more time to wait, I'm \$325,000 in business debt, \$205,000 in personal debt, and I haven't filled out my 2008 taxes yet, so I may be adding some more debt to this. Our office and 5 acres of land appraises at \$562,000, I'm trying to sell it but the economy is so bad no one will even make an offer. What do I do right now ? The only answer I have at this point is, that if I don't hear from you in the next few days I recon my Family and I will start the process of loosing everything.

My cell phone # is 864-426-0268 address 202 Belvue Drive Union SC 29379 Home Phone 864-429-5499 Business phone 864-429-5399

Thank You for your time,

Mark E. Williams



House of Representatives
Washington, DC 20515

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

SCIENCE AND TECHNOLOGY
FOREIGN AFFAIRS

*Ref Log to Jmyns
#471 ✓
Dne 3/9/09*

FAX TRANSMITTAL

FAX NUMBER: (803) 255-8235

DATE: 3/11, 2009

TO: ~~Mr~~ Bryan Kost

OFFICE: DHHS - Medicaid Ofc

FROM: GREENVILLE OFFICE OF CONGRESSMAN BOB INGLIS
105 NORTH SPRING STREET, SUITE 111
GREENVILLE, SC 29601
TELEPHONE: (864) 232-1141 • FAX: (864) 233-2160

- | | |
|--|---|
| <input type="checkbox"/> Wayne Roper | <input type="checkbox"/> Paul Howell |
| <input type="checkbox"/> Price Atkinson | <input type="checkbox"/> April Evans |
| <input checked="" type="checkbox"/> Julie Wilson | <input type="checkbox"/> Brenda Ballard |
| <input type="checkbox"/> | <input type="checkbox"/> |

SPECIAL REMARKS: Bryan + Sheila--Thanks for speaking
w/ me on the phone earlier today about this! We look
forward to your reply!
Julie Wilson

5 PAGES, INCLUDING THIS COVER SHEET

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WASHINGTON, DC 20515
PHONE: (202) 225-8030
FAX: (202) 225-1177

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484 EAST MAIN STREET, SUITE 8
SPARTANBURG, SC 29302
PHONE: (864) 592-6422
FAX: (864) 573-9478

LINDEN, SC
PHONE: (864) 427-2205
www.house.gov/inglis

GREENVILLE, SC
105 NORTH SPRING STREET, SUITE 111
GREENVILLE, SC 29601
PHONE: (864) 232-1141
FAX: (864) 233-2160



House of Representatives
Washington, DC 20515

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

March 9, 2009

SCIENCE AND TECHNOLOGY
FOREIGN AFFAIRS

Bryan Kost
Government Liaison
South Carolina Department of Medicaid
South Carolina Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Bryan:

I am writing on behalf of Mr. Mark E. Williams, constituent of the Fourth Congressional District and President of Metro-Care, LLC.

Metro-Care is a non-emergency ambulance service in Union, South Carolina. In the enclosed correspondence, Mr. Williams describes how his business has been devastated by recent Medicaid budget cuts. Namely, Mr. Williams says that South Carolinians are denied the right to select his transport company as their provider and questions whether the Health & Human Services Department holds a waiver to deny these rights. Your addressing these concerns, in strict compliance with all prevailing laws and policies, would be most appreciated.

If you have questions or need additional information, you may contact me or Julie Wilson at my Greenville office at (864) 232-1141. I look forward to your prompt reply.

Sincerely,

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

Bob Inglis
Member of Congress

BJW

Enclosure

cc: Mark E. Williams

WASHINGTON, DC
350 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
PHONE: (202) 225-6030
Fax: (202) 225-1177

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Fax: (864) 573-8478
UNION, SC
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www.house.gov/inglis

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GREENVILLE, SC 29601
PHONE: (864) 232-1141
Fax: (864) 233-2160

E-Mail Viewer

Message

Details

Attachments

Headers

Source

HTML

From: "webforms@inglis.house.gov" <webforms@inglis.house.gov>

Date: 2/24/2008 8:05:07 PM

To: "sc04ima@mail.house.gov" <sc04ima@mail.house.gov>

Cc:

Subject: IMA MAIL

Congressman Bob Inglis

I sent this letter to Sen. Lindsey Graham. I wanted you to read it also. Can someone please tell me what to do. Thanks,
Mark E. Williams

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Thank You for your time,

Mark E. Williams

Bob INGLES
4th District, South Carolina

Congress of the United States
House of Representatives
Washington, DC 20515-4004

Washington DC:
300 Cannon House Office
Building
Washington, DC 20515
(202) 225-6030
Fax: (202) 228-1177

Greenville:
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Greenville, SC 29601
(864) 232-1141
Fax: (864) 233-2180

Spartanburg:
404 E. Main Street, Ste. 8
Spartanburg, SC 29302
(864) 582-6422
Fax: (864) 573-6478

Privacy Act Release Form

TO WHOM IT MAY CONCERN:

I am aware that the Privacy Act of 1974 prohibits the release of information in my file without my approval. I, Mark E. Williams do hereby authorize Congressman Bob Inglis and/or his staff to all information in my files.

Signature


Mark E. Williams owner/president

Address

202 Belvue Dr. metro-care, LLC
Wheeler, S.C. 29339

Social Security Number

249-08-6957

Telephone Number

864-426-0268

PH

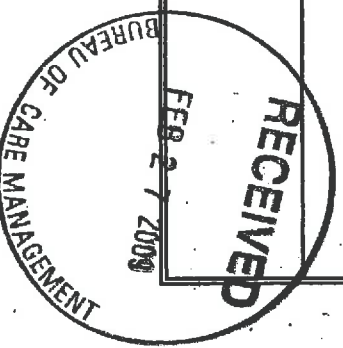
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Hamilton</i> <i>McGinnis</i> / <i>Boeths</i>	DATE <i>2-26-09</i>
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APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
<i>Beverly Hamilton</i>	<i>Boeth</i> <i>3/9/09</i>		
2.			
3.			
4.			



From: Bryan Kost

To: Brenda James

Date: 2/26/2009 2:43 pm

Subject: Log letter - HELP FOR SMALL BUSINESS OWNER

CC: Sheila Platts

please log - thanks. Sheila, you'll see it's coming your way,,,,

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FEB 26 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Bryan Kost

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My cell phone # is 864-426-0268 address 202 Belvue Drive Union SC 29379 Home Phone 864-429-5499 Business phone 864-429-5399

Thank You for your time,

Mark E. Williams



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Emma Forkner
Director

March 10, 2009

Mr. Mark E. Williams
Proprietor and Owner
Metro-Care, LLC
202 Belvue Drive
Union, South Carolina 29379

Dear Mr. Williams:

South Carolina Department of Health and Human Services (SCDHHS) wishes to thank you for your e-mail dated February 24, 2009 that outlined your difficulties with the regional Medicaid transportation broker. We regret the unfortunate issues that your company has encountered due to the Medicaid Transportation brokerage system.

As you are aware, SCDHHS has contracted with the regional brokers to deliver transportation services through an established network of providers. SCDHHS constantly monitors the broker's network through reviews with the broker as well as their enrolled providers. We would encourage you to contact the broker in your area again to ascertain if there are needs for additional providers.

If you need additional information, please contact Ms. Sheila Platts, Division Director of Medical Support Services at (803) 898-4614.

Sincerely,

A handwritten signature in cursive script, appearing to read "Felicity Myers".

Felicity Myers
Deputy Director

FM/hpm



House of Representatives
Washington, DC 20515

#471
Ref log to myers
Dne 3/9/09

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

SCIENCE AND TECHNOLOGY
FOREIGN AFFAIRS

FAX TRANSMITTAL

FAX NUMBER: (803) 255-8235

DATE: 3/11, 2009

TO: ~~Mr. Roper~~ Bryan Kost

OFFICE: DHHS - Medicaid Ofc

FROM: GREENVILLE OFFICE OF CONGRESSMAN BOB INGLIS
105 NORTH SPRING STREET, SUITE 111
GREENVILLE, SC 29601
TELEPHONE: (864) 232-1141 • FAX: (864) 233-2160

- | | |
|--|---|
| <input type="checkbox"/> Wayne Roper | <input type="checkbox"/> Paul Howell |
| <input type="checkbox"/> Price Atkinson | <input type="checkbox"/> April Evans |
| <input checked="" type="checkbox"/> Julie Wilson | <input type="checkbox"/> Brenda Ballard |
| <input type="checkbox"/> | <input type="checkbox"/> |

SPECIAL REMARKS:

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5 PAGES, INCLUDING THIS COVER SHEET

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House of Representatives
Washington, DC 20515

BOB INGLIS
4TH DISTRICT, SOUTH CAROLINA

SCIENCE AND TECHNOLOGY
FOREIGN AFFAIRS

March 9, 2009

Bryan Kost
Government Liaison
South Carolina Department of Medicaid
South Carolina Department of Health and Human Services
PO Box 8206
Columbia, SC 29202-8206

Dear Bryan:

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Member of Congress

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cc: Mark E. Williams

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Congressman Bob Inglis

I sent this letter to Sen. Lindsey Graham. I wanted you to read it also. Can someone please tell me what to do. Thanks,
Mark E. Williams

Senator Graham, My Name is Mark E. Williams, wife Kathy, daughter Ashley. I know you must get swamped with letters, e-mails, and calls for help, and I wonder how many of them do YOU actually get to read, and in time before its to late. You probably ask why does people contact me so late? I can't speak for everyone else, but my reason is that I like to take care of my problems and support my family, friends, church, and community, rather than running to someone else, expecting them to take care of everything. Now I'm at the end of my rope, I feel like this is the last chance I have. I don't know what to do at this point!!

My cousin and I have been SC Paramedics for many years, in fact this is what we have done our entire adult life. We saw the need and had the opportunity to start a Non-Emergency Private Ambulance Service for the Upstate of South Carolina based in Union County SC. We opened Metro-Care, LLC in February 2005. We started out running our business on our days off from Union Co. EMS. We offered a great business to our community. Our entire staff was and remains very respectful and kind to people, and this grew our business to the point that we could just barely keep up. Also I believe part of our success was due to, even though we were a private business and received no state or federal funding for indigent care, 10-15 % of our transports we never got paid for, and most we didn't even send a bill to the person because we knew they needed help but didn't have the money to pay for it. Our business was awarded 2006-2007 Union County Chamber of Commerce 'Small Business of the Year' and

the award was presented to us by Congressman Bob Inglis. By 2007 we staffed eight ambulances and three wheelchair vans with 23 Full-time and 15 Part-time employees with employee benefits. Gov. Mark Sanford 'in an effort to save money' cut Medicaid spending by contracting with an out of state broker to oversee the transporting of Medicaid Beneficiaries. When our company was advised of this we immediately contacted the broker so we could continue transporting our patients. We were told by the broker that they had already contacted and contracted with the ambulance services they were going to be using for these transports. These were the very jagged and wealthy ambulance services. We attempted numerous times to get a contract to continue transporting SC Medicaid Patients - never to happen. So until this present day, Medicaid Patients will call Metro-Care to transport them and we have to give them the phone number to the broker so they can give the business to the larger companies. Where did the Patient's right to choose their Medicare and Medicaid Health Care Provider go ? I'm not talking about the ambulatory bus rides or the wheelchair rides, I'm talking about stretcher patients on a Licensed 'Medical' Ambulance. Other states may have 'stretcher vans', but South Carolina, if you have to be transported on a stretcher for medical reasons that your Doctor signs for, YOU MUST BE TRANSPORTED ON A DHEC LICENSED AMBULANCE, AND AT THE LEAST A BASIC PATIENT ASSESSMENT HAS TO BE COMPLETED ON THE PATIENT. AND A MEDICAL RECORD HAS TO BE PRODUCED AND TURNED IN TO THE STATE. This took effect May, 2007. This cut our business about 45%. There was so much controversy and complaints all over the state about the Medicaid Broker System, so we decided to stay in business and wait it out and maybe the state Reps. could get this over turned or at the least give the patient the right to choose which ambulance service the broker would have to call. Then we were informed that as of May 2008, Medicare was cutting back and would no longer pay for patients to be transported by ambulance to diagnostic or therapeutic destinations like (rehab for a stroke patient, or chemotherapy for a cancer patient), at sites other than a Hospital. This cut our business about 25%. For the past nine months we have been decreasing staff, cutting everything possible off our budget, even downsized ownership. I am now sole owner of Metro-Care, LLC.

Due to the Medicare and Medicaid cuts (which was about 70% of our business), I can't see any way possible to continue operating. Our bills have already fallen \$20,000 behind, and falling further each passing day.

While we would be the first to admit we're not perfect, we make mistakes and bad decisions like anyone else, but we have NO control over the Government cutting Medicare and Medicaid, and unfortunate for us the cuts were in the bone. What kind of signal is our Government sending to our students thinking of medical school ('if I go to school 12 years to become a Doctor, will Medicare and Medicaid cuts cause me to go out of business??') I say this because my daughter who is in high school is interested in med school. We work every day trying to make it, every day trying to figure out a way not to lose everything, then we come home at the end of the day physically and mentally drained, set down and the FIRST FIRST thing we see on TV is ANOTHER MILLION DOLLAR AND ANOTHER BILLION DOLLAR BUSINESS GETTING BAILED OUT.

Mr. Lindsey Graham, My United States Senator, my question to you is: What am I supposed to do now ? I have no more money to try something else, I have no more time to wait, I'm \$325,000 in business debt, \$205,000 in personal debt, and I haven't filled out my 2008 taxes yet, so I may be adding some more debt to this. Our office and 5 acres of land appraises at \$662,000, I'm trying to sell it but the economy is so bad no one will even make an offer. What do I do right now ? The only answer I have at this point is, that if I don't hear from you in the next few days I recon my Family and I will start the process of loosing everything.

My cell phone # is 864-426-0268 address 202 Belvue Drive Union SC 29379 Home Phone 864-429-5499 Business phone 864-429-5399

Thank You for your time,

Mark E. Williams

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TO WHOM IT MAY CONCERN:

I am aware that the Privacy Act of 1974 prohibits the release of information in my file without my approval. I, Mark E. Williams metro-care.com hereby authorize Congressman Bob Inglis and/or his staff to all information in my files.

Signature

Mark E. Williams owner/President

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