

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

**ACTION REFERRAL**

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

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

<b>APPROVALS</b> <small>(Only when prepared for director's signature)</small>	<b>APPROVE</b>	<b>* DISAPPROVE</b> <small>(Note reason for disapproval and return to preparer.)</small>	<b>COMMENT</b>
<i>1. * Cleared 3/10/09, letter attached!</i>			
<i>2.</i>			
<i>3.</i>			
<i>4.</i>			

**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@scdhhs.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 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 #471 ✓  
to Jm yens  
Dnc 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

- Wayne Roper
- Price Atkinson
- Julie Wilson
- Paul Howell
- April Evans
- Brenda Ballard

**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

### CONFIDENTIALITY NOTICE

The documents accompanying this facsimile transmission contain legally privileged, confidential or proprietary information belonging to the sender. The information is directed to the attention, and intended for the sole and exclusive use, of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this facsimile transmission is strictly prohibited. If you have received this facsimile transmission in error, please immediately notify us by telephone to arrange for destruction, or return to us, of the contents of this transmission. Thank you for your observance and cooperation.

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380 CANNON HOUSE OFFICE BUILDINGS  
WASHINGTON, DC 20515  
PHONE: (202) 225-4030  
FAX: (202) 225-1177

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

GREENVILLE, SC  
105 NORTH SPRING STREET, SUITE 111  
GREENVILLE, SC 28601  
PHONE: (864) 232-1141  
FAX: (864) 233-2160

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



House of Representatives  
Washington, DC 20515

March 9, 2009

SCIENCE AND TECHNOLOGY  
FOREIGN AFFAIRS

BOB INGLIS  
4TH DISTRICT, SOUTH CAROLINA

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 of my Greenville office at (864) 232-1141. I look forward to your prompt reply.

Sincerely,

A handwritten signature in blue ink that reads "Bob".

Bob Inglis  
Member of Congress

BJ/W

Enclosure

cc: Mark E. Williams

WASHINGTON, DC  
390 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515  
PHONE: (202) 225-6090  
FAX: (202) 225-1177

SPARTANBURG, SC  
484 EAST MAIN STREET, SUITE B  
SPARTANBURG, SC 29302  
PHONE: (864) 682-6422  
FAX: (864) 573-8478

UNION, SC  
PHONE: (864) 427-2206  
www.house.gov/inglis

GREENVILLE, SC  
105 NORTH SPARKING STREET, SUITE 111  
GREENVILLE, SC 29607  
PHONE: (864) 232-1141  
FAX: (864) 233-2160

**E-Mail Viewer**

Message

Details

Attachments

Headers

Source

HTML

From: "webforms@inglis.house.gov" &lt;webforms@inglis.house.gov&gt;

Date: 2/24/2009 8:05:07 PM

To: "sc04ima@mail.house.gov" &lt;sc04ima@mail.house.gov&gt;

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

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!!

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Thank You for your time,

Mark E. Williams

Bob INGLIS  
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:  
105 N. Spring St., Ste. 8  
Greenville, SC 29601  
(864) 232-1141  
Fax: (864) 233-2180

Spartanburg:  
494 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  
Wrenn, S.C. 299379

**Social Security Number**

249-08-6957

**Telephone Number**

864-426-0268

PH

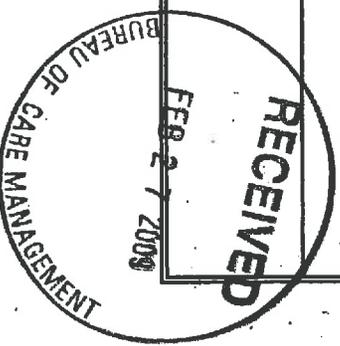
**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

<b>TO</b> <i>M. Quinn / <del>Bluffs</del> Hamilton</i>	<b>DATE</b> <i>2-26-09</i>
---	-------------------------------

<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
<b>1. LOG NUMBER</b> <i>000471</i>	<input type="checkbox"/> I Prepare reply for the Director's signature DATE DUE _____
<b>2. DATE SIGNED BY DIRECTOR</b> _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-9-09</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

<b>APPROVALS</b> (Only when prepared for director's signature)	<b>APPROVE</b>	<b>* DISAPPROVE</b> (Note reason for disapproval and return to preparer.)	<b>COMMENT</b>
<i>Beverly Hamilton</i>	<i>Beck</i> <i>3/9/09</i>		
<b>2.</b>			
<b>3.</b>			
<b>4.</b>			



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FEB 26 2009

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

**From:** Bryan Kost  
**To:** Brenda James  
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**CC:** Sheila Platts  
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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 black ink, appearing to read "Felicity Myers".

Felicity Myers  
Deputy Director

FM/hpm



House of Representatives  
Washington, DC 20515

*Ref Log #471  
Log to Mypas  
Dnc 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~~ Benjamin 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

- Wayne Roper
- Paul Howell
- Price Atkinson
- April Evans
- Julie Wilson
- Brenda Ballard

SPECIAL REMARKS: Ben + Sheila - Thanks for speedy  
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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FAX: (202) 225-1177

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PHONE: (864) 232-1141  
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UNION, SC  
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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

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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. Natively, 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 of my Greenville office at (864) 232-1141. I look forward to your prompt reply.

Sincerely,

Bob Inglis  
Member of Congress

BJJW

Enclosure

cc: Mark E. Williams

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## E-Mail Viewer

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

Date: 2/24/2009 6:05:07 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

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 Jags 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



Bob Inglis  
4th District, South Carolina

### Congress of the United States

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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 metro CARE 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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Wren, S.C. 29379

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PH