

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Bosling</i>	DATE <i>5-11-07</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOC NUMBER <i>000715</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleared 5/22/07; letter attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>5-22-07</i> DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			

Los. Bowling
"Approp. Sign"

RECEIVED

MAY 11 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Keer,

I have received your letter about the changes in the Medicaid transportation services. The letter says it is in an effort to improve transportation services. I wanted to let you know that, personally, I could not have been more pleased with the service from Transmed. They went out of their way to get to know each of us and knew what we needed some help with according to our disability. They would help us get up and wheelchair ramps and through the heavy doors that are impossible to open while in a wheelchair. Transmed always got me to my appointments on time and picked me up within a very reasonable time when they were called. Some of us can't sit very long after having injuries to the back and spine and pain in the muscles + nerves.

My experience with MTM has not started off very well. I had an appointment with my neurologist and scheduled the transportation with MTM. We discussed the time I needed to be picked up to get to the appointment on time. Forty-five minutes after the appointment time I had to call them. They said there had been a mistake and it was written down

wrong. The doctors office understood that it was not my fault and agreed to work me in because of my situation. The office called mrm to come and pick me up. I was already in a great deal of pain from pressing on the nerves and started having muscle spasms. The doctors office called them again and they still were about 30 more minutes. I waited just over an hour in all. This has not been an improvement for me.

Again, I am very grateful to have this service available and I hope as time goes by some of the scheduling will improve. At this particular time I don't feel confident that I will get picked up to get to my appointments on time.

Thank you for your time to read my letter.

Sincerely,
Shelley Taylor



Shelley Taylor
1782 Ebenezer Rd. Apt. D
Rock Hill, SC 29732-1134

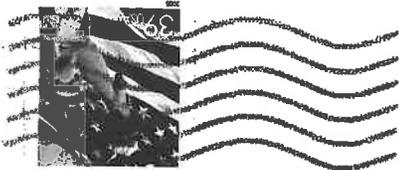
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MAY 1 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

CHARLOTTE NC 282

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Mr. Robert Kerr
STATE of South Carolina
Dept. of Health and Human Services
P.O. Box 8206
Columbia, S.C. 29202-8206

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State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Susan B. Bowling
Acting Director

May 22, 2007

Ms. Shelley Taylor
1782 Ebenener Road, Apartment D
Rock Hill, South Carolina 29732-1134

Dear Ms. Taylor:

Thank you for your recent letter regarding non-emergency transportation services. We appreciate your taking the time to share your personal experience with us.

Please accept our apology for the problems that you encountered regarding your transportation needs. Transportation program staff contacted Medical Transportation Management (MTM) regarding your specific situation. We are working closely with MTM to ensure that reliable and quality transportation services are provided to Medicaid beneficiaries.

Thank you again for your letter. Your feedback will help us continue to improve transportation services. If you need additional assistance or experience further difficulty with Medicaid transportation services, please call Ms. Shirley Carrington, Team Leader for Transportation Services. (803) 898-2655.

Sincerely,

A handwritten signature in cursive script that reads "Susan B. Bowling".

Susan B. Bowling
Acting Director

SBB/hw