

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Hess</i>	DATE <i>9-26-12</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100087</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Mr. Heck, Singleton</i> <i>Cleared 10/11/12, letter</i> <i>attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-8-12</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.			



September 18, 2012

**RECEIVED**

SEP 26 2012

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Department of Health and Human Services  
J-10 Hospital Services  
P.O. Box 8206  
Columbia, South Carolina 29202-8206  
Anthony Keck: Director.

RE: United Health Services: NPI: 1518998699  
South Carolina Provider Number: 10877A  
Payment for Felicia Moncrieft

Dear Mr. Anthony Keck:

I'm writing to inquire about payment on an account that I worked diligently on with several of the staff from the South Carolina Medicaid office.

This journey of enrollment started on October 7, 2009 and I have encountered several conversations and have sent in several pages of paperwork to get this enrollment active. A copy of the bill was also sent in with the paperwork. I believe our enrollment is active.

Attached, please find a time line which indicates all my conversations and all the time and paperwork into getting this claim paid.

Payment has been promised and I am looking for a status on this.

Sincerely,

Denise Foster  
United Health Services Patient Accounting  
(607) 762-3026 (Phone)

Enclosures

cc: Lucretia Buchanan  
Mary Thomas  
Irvin Yarrell  
Zenovia

1. UNITED HEALTH SERVICES		2		3a PAT. CNTL.# 007047416123AAP03003		4 TYPE OF BILL 0111	
33 57 HARRISON ST				5 MED. REC.# 4688237			
JOHNSON CITY NY 13790-217				6 FED. TAX NO. 0000		7 STATEMENT COVERS PERIOD FROM 032110 THROUGH 032210	
6077623035 6077622065				161165049			
8 PATIENT NAME a		9 PATIENT ADDRESS e		312 PEARL LN			
b MONCRIEFT FELICIA R		b WILLISTON		c SC		d 29853	
10 BIRTH DATE 10101981		11 SEX F		12 DATE 032110		13	
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#### SC Medicaid Enrollment Notes

- 10/7/9 - Called SC Medicaid left message on vm for Deb Anderson (803) 898-2665
- 10/7/9 - Deb called back, we have to submit enrollment (previous enrollment expired)
- 11/18/9 - Sent Enrollment packet to SC Certified Mail
- 2/2/10 - Called Deb Anderson, left vm.
- 2/11/10 - Deb returned call - needs additional information from us - D.O.O.- I faxed this information same day
- 2/24/10 - Called Deb Anderson she forwarded our fax from 2/11 in for processing on 2/16/10 this takes 10-15 days. If we do not hear anything back by Friday March 4, 2010 give her a call back.
- 3/8/10 - Called Deb -left vm
- 3/9/10 - Called - busy
- 3/9/10 - Called again, later in day, left vm for Deb Anderson
- 3/11/10 - Called and spoke to Deb, she said I was on her list of return calls. Deb said the processing dept has accepted our application and has not sent back for any additional information. She said to check back in about 2 weeks for a status, maybe around March 25, 2010.
- 4/5/10 - Called - busy
- 4/6/10 - Called - busy
- 4/7/10 - Called - busy
- 4/9/10 - Called reached live person - - she said Deb is on vacation through 4/12/10, she put me through to Deb's vm, I left message. Will follow up.
- 4/20/10 - Called - message on vm states everyone is in a Department Meeting.
- 4/21/10 - Called Deb, she said to go ahead and bill. Provider Number: 10877A

#### New Claim (Felicia Moncrieft)

- 9/9/10 - called SC for verification on billing - Lady named Mary Thomas answered. She looked in her file unable to find us active. I explained everything previous to today's call, She said Deb Anderson no longer works there. I asked to speak to her manager. Connected to Irvin - he said he cannot find any record of our paperwork or enrollment. I explained all information prior to today's call. He asked me to fax him some info that I had faxed earlier to Deb Anderson. - Faxed Info to him. I called him to see if he received fax, not yet. He will call me when he receives it.
- 9/10/10 - called Irvin - he did receive fax, he has reviewed this and still cannot locate any paperwork on UHS. He said Deb Anderson does not work there any longer, not sure where it would be. He said we would just have to resubmit a new enrollment application.
- 9/16/10 - Michele (UHS employee) called me to see if we are enrolled with SC. She needs to get web access
  - I explained that our application was lost with SC. Michele called SC and spoke to Mary Thomas and she said after they spoke with me the other day, they think they located our hospital enrollment with SC. She said she would call Michele back by 9/25/10.
- 10/25/10 - I checked with Michele, she had not heard back from Mary Thomas, so she placed a call and Mary said she could not locate UHS.

SC Medicaid Notes Continued

- 10/25/10 - I called Mary Thomas to verify this, and she said yes, I would have to resubmit a new application, she asked to have this faxed to her at (803) 255-8351
- 10/28/10 - faxed copies to Mary Thomas
- 11/24/10 - called Mary Thomas not in, spoke to Lucretia - she checked and said our information had not been entered in the system yet. She said to call Mary Thomas again.
- 12/3/10 - Called - spoke to Lucretia, Mary is out this afternoon, please call her on Monday.
- 12/6/10 - Called - Mary is not in the office today, not sure when she will be back
- 12/10/10 - Called - transferred to Mary's vm left message
- 12/15/10 - Called - message on vm states they are in a department meeting
- 12/16/10 - Called - put me through to vm for Mary Thomas - left message
- 12/23/10 - Called - rang - no answer - no vm
- 1/4/11 - Called spoke to Terry Pew, said Mary Thomas is not in today, I asked if they could look and see if our enrollment went through- she can see where Mary sent it to the Enrollment Dept. on 11/23/10, She said I would have to talk to Mary tomorrow. She said to call after lunch time.
- 1/6/11 - Called at 1:20pm (803) 898-2665 - message on vm states the mailbox is full.
- 1/7/11 - Called at 3:45pm - phone rang and rang no pick up - no vm
- 2/3/11 - Called at 4:00pm phone rang and rang no pick up - no vm
- 2/4/11 - Called at 12:20 pm spoke to Lucretia , she said Mary is handling this, and Mary is not in today. I asked if Mary works PT, she said no, I said I have left several messages and have not received any return calls or any correspondence. She said as we were speaking she sent Mary Thomas an e-mail to call me on Monday.
- 2/10/11 - Called at 1:30pm - Mary Thomas answered the phone. She does see where she sent it for processing on 11/23, but enrollment doesn't seem to have it. She will look at this further and call me back.
- 2/16/11 - called Mary Thomas - she looked through paperwork, cannot locate, computer is down she will give me a call back- I verified she had my phone number
- 2/16/11 - Mary Thomas called - cannot locate where the Enrollment Dept. has paperwork I said I thought you had it documented that you sent it to them on 11/23/10, she said yes, she does. She said she will research further and call me back.
- 2/17/11 - Mary Thomas called - I was out of the office, she left a message could I fax the enrollment application to her at (803) 255-8351. Any questions I can call her at (803) 898-2665.
- 2/17/11 - I called number - transferred to Mary Thomas- I said I did not want to fax this again, as information has been sent many times to Deb Anderson, Irvin and her. I said what happened when it went to the enrollment dept on 11/23/10 she said she does not know, they have no record of this. I said I thought it would be too much to fax this again as other copies have to be at their office. She said, okay don't fax me the copies, I will keep looking and see if I can find I said, if you do not find this, please call me
- 3/1/11 - Called- vm for Mary Thomas as she is on the phone, left message to return call
- 3/4/11 - Called - vm for Mary Thomas - left message to call me back

## SC Medicaid Notes

- 3/4/11 - Zenovia called, she said sorry for the inconvenience, as this was sent to enrollment on 11/23 and they cannot locate. She asks that I fax enrollment to her attention and she will expedite this. Fax to : (803) 255-8351
- 3/10/11 - faxed enrollment to Zenovia
- 3/14/11 - Received call from Irvin Yarrell at SC Medicaid - they have received the faxed enrollment - they will monitor this - have been trying to locate 11/23 copy as that Dept. is off-site.
- 3/14/11 - Received call from Mary Thomas - she was looking over enrollment that was faxed and she noticed that I have an OP and IP bill attached. These are separate applications for SC - if we need an IP then we have to fill out a Trading Partner Agreement - I said yes for the IP. She said the OP claim had been denied by them previously due to NCD for certain codes.
- 3/14/11 she faxed me application and trading agreement - we have 60 days to fill out and return
- 5/6/11 - faxed application to Mary Thomas, Zenovia and Irvin
- 5/9/11 - called to see if they received application, voice mail states they are in a meeting
- 5/9/11 - called again later in the day, received Mary Thomas vm, left message to see if application was received
- 5/10/11 - called as I received no return call - voice mail states they are in a meeting
- 5/12/11 - called - spoke to Mary Thomas, she has not seen the faxed enrollment, I told her cover sheet had attention to her, Zenovia and Irvin. She said Irvin is out ill until Monday and Zenovia is in a meeting. I asked her if I should fax this to her right now and she no, let me look for it, if I cannot locate it by tomorrow I will call you back.
- 5/12/11 - I was concerned about the enrollment packet date - needed to be back to SC by 5/14/11, I went ahead and typed a letter to Mary Thomas and faxed the packet and letter to her today.
- 5/13/11 - Mary Thomas called me and said she received the faxed enrollment, she will review and let me know if she needs additional information.
- 6/8/11 - received a letter from SC that additional information was needed to process our -enrollment, this was information that was already included in with the last enrollment packet, so I called Lucretia Buchanan at SC Medicaid 1:30pm - she is at lunch.
- 6/8/11 - called Lucretia at 2:30 pm- received her VM - it states the mailbox is full
- 6/9/11 - called Lucretia at 8:00am - she put me on hold to check, yes they did have TPA - disregard letter - account will be reviewed
- 7/20/11 - called for Status on Enrollment - spoke to Mary Thomas, she said our enrollment was accepted on June 12, 2011 - effective back to 3/1/10. I asked if our claim was going to be paid, she said it has a 5 10 status...that means over time limit for filing. I said this cannot be true, that the enrollment had been sent in repeatedly to her and Zenovia and Irvin. She said yes but you sent in the op enrollment, I said not one person told me this with all the times it was resent then one day I was told I had to submit an IP enrollment. One was sent to me and I immediately turned this submission around. She said she would have to talk to her boss Irvin, she put me on hold and then came back and said Irvin

SC Medicaid notes

7/20/11 - (continued) said this would be paid

3/21/12 No payment received - called SC Medicaid - reached vm left message

3/21/12 - called again- spoke to Mary Thomas she said claim was denied over time limit, I said  
- Irvin had approved because paperwork was in on time, she went to check with Irvin  
and said yes, he said this will be paid.

9/17/12 To date there has not been a payment made on this account.



Log letter 000087 ✓

Anthony E. Keck, Director  
Nikki R. Haley, Governor

October 11, 2012

Denise Foster  
United Health Services Patient Accounting  
Post Office Box 5214  
Binghamton, New York 13902

Re: Felicia Moncrieft

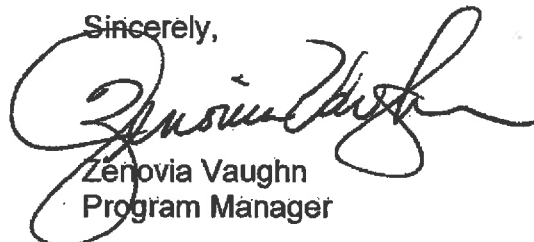
Dear Ms. Foster:

Thank you for your inquiry regarding processing and payment of your claim for services rendered to South Carolina Medicaid member Felicia Moncrieft. First, let me apologize for the excessive delay you had to experience with this claim. I assure you this is not the standard practice for handling out-of-state claims by the department.

After thorough research, our records show that there was a delay with both processing and payment for this claim. The delay in processing was the result of insufficient information to properly enroll your facility as a South Carolina Medicaid provider which is required prior to payment of a claim. However, once the enrollment information was received and verified, the claim was submitted and processed for payment. The automatic deposit into your banking account occurred on July 27, 2012, check # 7022057 in the amount of \$1,259.72.

Again, I apologize for the delay and thank you for your participating in the SC Medicaid program. If you have any questions concerning this matter, or if we may assist you in any way, please feel free to call Mr. Ervin Yarrell, Hospital Services, at 803-898-2690. We greatly appreciate your continued support.

Sincerely,



Zenovia Vaughn  
Program Manager

ZV/w