

RAC Mailbox Log Fall 2009

Date Submitted:	Provider/ Consumer:	Issue:	Update/ Resolution:	Date of Update:
6/26/2009	Consumer	I spoke to Mrs. Carmona at Public Welfare and she sent me to Cumberland County ombudsman, James Smith. James just e-mailed me and told me that I need to speak to someone at Dept of Aging but when I went to look up the e-mail for the Aging dept I found the ACCESS e-mail. I am not comfortable giving you mom's ss# online but I would really appreciate someones phone number who could help with a medicaid question. She qualified for medicaid as of April 2009 but Mrs. Carmona said that she should not have been assigned the Ameri Health plan, she us "dual eligible" and she should only have been assigned the ACCESS card.	E-mailed recipient with information regarding the recipient help line. Advised recipient to call 1-800-543-7633.	6/30/2009