

## SOUTH CAROLINA RESOURCE CONTACTS

### CHARLESTON-AREA

#### Agency on Aging:

- Trident Area Agency on Aging – 5895 Core Road, Suite 419 North Charleston, SC 29406 / Phone: 843-554-2275 / <https://www.tridentaaa.org>

#### Center for Independent Living:

- Accessibility – 7944 Dorchester Road, Suite 5 North Charleston, SC 29418 / Phone: 866-874-7730 / Website: [www.abilitysc.org](http://www.abilitysc.org)

#### Protection and Advocacy:

- Disability Rights South Carolina – Help Line: 866-275-7273 / Website: <https://www.disabilityrightssc.org>

#### Aging and Disability Resource Center

- Family Resource Center for Disabilities and Special Needs – Phone: 843-266-1318 / Website: <https://frcdsn.org>

#### Quality Improvement Organization:

- South Carolina Department of Health - Complaint lines are available 24 hours/day, 7 days/week: Phone: 803.545.4370 / Online Complaint Form: <https://apps.dhec.sc.gov/Health/HRComplaints/DefaultComplaintPublic.aspx> / Mail: DHEC, Bureau of Health Facilities Licensing 2600 Bull Street, Columbia, SC 29201
- South Carolina State Ombudsman - Phone: 803.734.5049 / Address: 1205 Pendleton Street Columbia, SC 29201
- Community Healthcare Accreditation Partners (CHAP): 800.656.9656 / [complaints@chapinc.org](mailto:complaints@chapinc.org)

### CURRENT PATIENT INFORMATION

#### Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- [Authorizations@KidsCareHH.com](mailto:Authorizations@KidsCareHH.com)

#### Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 385
- [IVTeam@KidsCareHH.com](mailto:IVTeam@KidsCareHH.com)



### SOUTH CAROLINA LEADERSHIP

#### Clinical Manager

Ashely Bourgoyne, SLP  
866.919.3240, ext. 460

#### Administrator

Dustin Reeves, RN/Director of Nursing  
866.919.3240

### AGENCY RESOURCES

#### Quality Assurance Department

(Concerns/Complaints)

866.919.3240, ext. 375

[QualityAssurance@KidsCareHH.com](mailto:QualityAssurance@KidsCareHH.com)



24/7 Nurse On-Call Line

866.449.7692