

## **SOUTH CAROLINA RESOURCE CONTACTS**

### **Agency on Aging:**

- Trident Area Agency on Aging – 5895 Core Road, Suite 419 North Charleston, SC 29406 / Phone: 843-554-2275 / Website: [www.tridentaaa.org](http://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: [www.disabilityrightssc.org](http://www.disabilityrightssc.org)

### **Aging and Disability Resource Center**

- Family Resource Center for Disabilities and Special Needs – Phone: 843-266-1318 / Website: [www.frcdsn.org](http://www.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)
- Acentra Health – Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) – Phone: Region 4 Toll-free 888.317.0751 / Website: [www.acentraqio.com](http://www.acentraqio.com)

## **CURRENT PATIENT INFORMATION**

### **Authorizations Department (Medicaid Plans)**

- 866.919.3240, ext. 216
- [EastWestAuthorizations@KidsCareHH.com](mailto:EastWestAuthorizations@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 & Administrator

Ashley Bourgoyne, MS, CCC-SLP, CLC

866.919.3240, ext. 460

Director of Nursing & Alt-Administrator

Dustin Reeves, RN

866.919.3240, ext. 458

## **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