



CO Escalated Complaints
2500 S Havana Street
Aurora, CO 80014

MB 01 000606 13222 H 8 A



PHILIP G. RICE
11268 E Linvale Dr
Aurora, CO 80014-3071

HRN: 16-0427582802

000606 1/3

September 28, 2020

Dear PHILIP RICE:

This letter is written to acknowledge receipt of your concern on September 24, 2020, that will be reviewed through the Health Plan Grievance process.

Kaiser Permanente Grievance and Appeals received your concern regarding your dissatisfaction with appointment center.

If you have any additional information which was not already provided and you would like considered, you may send this information to the CO Escalated Complaints at the following address:

Kaiser Permanente
CO Escalated Complaints
Attention: Claudia E
2500 S Havana Street
Aurora, CO 80014



You may also submit this information by fax to my attention at (303) 338-3220.

Your case will be completed based on all the information available to us at the time of review. You will be notified of our response as quickly as your case requires based on your health status, but no later than 30 calendar days of receipt. You will receive a call or letter informing you of the outcome of your Grievance. Your resolution letter will describe any additional rights available to you.

If you have questions, please contact me at (303) 283-2813, Monday through Friday between 9:00 AM to 5:00 PM; if you are hearing or speech impaired, you may contact me by dialing 711. If I am not available, please refer to this letter and another representative can assist you.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

CMS Approval Date (1/24/06)

14/74

Sincerely,

Claudia E
Grievance and Appeal Administrator

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