



**California State Board of Pharmacy**  
2720 Gateway Oaks Drive, Ste. 100  
Sacramento, CA 95833  
Phone: (916) 518-3100 Fax: (916) 574-8618  
[www.pharmacy.ca.gov](http://www.pharmacy.ca.gov)

Business, Consumer Services and Housing Agency  
Department of Consumer Affairs  
Gavin Newsom, Governor



September 10, 2020

Phil Rice  
11268 East Linvale Drive  
Aurora CO 80014

RE: Complaint Investigation CI 2020 89363

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Dear Mr. Rice:

This letter is to acknowledge receipt of your complaint against Kaiser Permanente #985, by the California Board of Pharmacy. Please be advised that your complaint is being reviewed and will be assigned to enforcement personnel for appropriate action. Please retain any documents, prescriptions or containers currently in your possession. If additional information is needed, you may be contacted by Board staff.

The Board strives to complete investigations within six months. However, more complex cases requiring extensive investigation may take longer. Upon completion of the investigation if confirmation that a violation of California Pharmacy Law has occurred, the Board will determine the action to be taken. If the investigation does not support a violation of Pharmacy Law, the complaint will be closed.

Complaints not within the Board's jurisdiction may be referred to another agency or closed with no action. Regardless of the outcome of the investigation, you will receive a written notification of the complaint outcome and any action taken by the Board.

The Board does not have jurisdiction over complaints involving customer service issues, drug prices charged by the pharmacy or prescription billing disputes with insurance carriers. The Board also does not have the authority to seek restitution or money damages on behalf of any individual.

Thank you for bringing your concerns to our attention. Please retain this letter and refer to the above referenced case number when inquiring about your complaint.



Visit our website at [www.pharmacy.ca.gov](http://www.pharmacy.ca.gov)

Should you have any questions or additional information about your complaint, you may contact the Complaint Unit at (916) 518-3100.

Sincerely,

ANNE SODERGREN  
Executive Officer

By *Christina Webber*  
Christina Webber  
Complaint Technician