



Member Relations
2500 S Havana Street
Aurora, CO 80014

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

Health Record Number: 16-0427582802

October 05, 2020

Dear PHILIP G. RICE:

Thank you for your written communication on September 04, 2020, in which you described your concern(s) about Kaiser Permanente's Mail Order Pharmacy's billing process related to your phentermine prescription . This letter is in response to your grievance (complaint).

Your concerns have been documented and shared with the appropriate leadership in Kaiser Permanente's Mail Order Pharmacy department. Leadership would like to apologize over the medication in questioned. It was confirmed that you were provided with a balance bill of quantity 60 on September 3, 2020 that was processed at cash price. Leadership confirmed that you were advised that even though the medication is prescribed for quantity of 90 for a 90 day supply there is Kaiser Permanente mandate that restricts the medication to being processed for only a 30 day supply through your Medicare Part D benefit. In order to obtain the higher quantity, the order would need to be reviewed and approved by the processing Pharmacist for the higher quantity. However, if approved, since quantity allowed through the insurance is only a 30 day supply, the order would be processed under manufacturer cost (cash price) for the higher quantity. It was also confirmed that your ongoing issues are still being reviewed by the Kaiser Permanente Pharmacy leadership and you will be contacted and provided with more information.

If you are concerned about the quality of care you have received, you may also file a complaint with an independent Quality Improvement Organization, called a QIO. The QIO is a group of practicing doctors and other health care experts who are paid by the Federal Government to review and help improve the care given to people with Medicare. You may file a complaint with the local Quality Improvement Organization by writing to:

KEPRO
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
Fax: 1-833-868-4062
Phone: 1-888-317-0891 (TTY 1-855-843-4776)]

As of October 05, 2020, we have completed our review of your concerns within the grievance process. If you have any questions regarding this letter or the review process you may call me Monday through Friday from 9:00 AM to 5:00 PM at 303-338-3757.

In addition, you may call Member Services from 8:00 a.m. to 8:00 p.m., seven days a week, toll free at (800) 476-2167 with general questions or for help with benefits or coverage issues. For TTY users, please call 711.

We appreciate your giving us the opportunity to respond to your concerns. We value your membership and look forward to serving your future health care needs.

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

Sincerely,

Rocio B
Grievance and Appeal Administrator