

Subject: RE: Medicare questions
From: Lauren Bell <LBell@drcog.org>
Date: 4/29/2021, 12:33 PM
To: Phil Rice <phil.rice@mkgappraisal.com>

Hi Philip,

You can file a complaint with KEPRO by fax, mail or phone. Instructions for how to do so, contact information and the form to submit can be found here: [KePRO BFCC-QIO \(keproqio.com\)](https://www.kepro.org/BFCC-QIO)

Lauren Bell | Lead Counselor – SHIP | Area Agency on Aging
pronouns: she/her/hers
direct: 303-480-6700 | fax: 303-480-6790 | email: lbell@drcog.org



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From: Phil Rice <phil.rice@mkgappraisal.com>
Sent: Wednesday, April 28, 2021 12:14 PM
To: Lauren Bell <LBell@drcog.org>
Subject: Re: Medicare questions

My next complaint - to be filed against my Kaiser Sonographer. For an ECHO Cardiogram done on 10/20/20. This time I would like to try KEPRO. I looked at the KEPRO Website, and if they are accepting complaints from people like me, they do not make it easy for people like me to find out where to send the complaint. If you have the correct mailing address, and the name/title of a person, I will give that a try.

On 4/28/2021 10:57 AM, Lauren Bell wrote:

Hi Philip,

Thank you for forwarding the information from your letter of complaint (grievance) to Kaiser. For Medicare Advantage plans you have two options when choosing how to file a complaint (grievance) about quality of care. You can file a complaint (grievance) directly with the Medicare Advantage plan or you can file a complaint with KEPRO who is contracted with Medicare to accept complaints for people in Original Medicare and Medicare Advantage. KEPRO has explained to me that you can file a complaint (grievance) with either organization but not both. So since you have filed a complaint with Kaiser, it would be correct to continue to resolve your concern with Kaiser directly.

I noticed in the letter that Marcanthony stated that if you have any questions regarding the letter or the review process, you may contact them directly Monday-Friday from 9am-5pm at 303-338-3908.

If you'd like to file a complaint to another organization, you could file a complaint regarding a facility regarding quality of care or patient rights. You can do this through the Colorado Department of Public Health and Environment at: [Health facilities complaints | Department of Public Health & Environment \(colorado.gov\)](#)

If you have any future questions about this concern or Medicare, you can reply here or contact us again at 303-480-6835.

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From: Phil Rice <phil.rice@mkgappraisal.com>
Sent: Tuesday, April 27, 2021 1:38 PM
To: Lauren Bell <LBell@drcog.org>
Subject: Re: Medicare questions

Long story short: I am dealing with some medical issues myself, but this is what I can do quick and easy. Thanks for your interest.

Letter dated 4/9/21
[Phlebotomy 2nd Review](#)

Click the link and it will take you to a copy of the letter. If you follow the links in the letter, you will be able to read the entire history of the issue.

On 4/27/2021 11:52 AM, Lauren Bell wrote:

Hi Philip,

My name is Lauren and I work with the State Health Insurance Assistance Program (SHIP). Jean whom you were working with referred your case to me since she is going to be out of the office on some sick leave. I read through her notes and saw that you had an 8 page letter regarding a Kaiser complaint you'd like someone to review and refer you to entities where you can file a complaint. Would you like to send me the letter? I can review and refer you to the appropriate agencies.

Thank you.

Lauren Bell | Lead Counselor – SHIP | Area Agency on Aging
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