



kp.org/messagecenter

To Re: Submit a complaint/grievance (KMM94964797V1529LOKM)

Contact Member Services Request

Philip Rice

01/24/2021

Case ID: 40769975

Dear Philip Rice,

Thank you for contacting Kaiser Permanente with your message.

I have requested a review on your case.

We hope you will continue to use and enjoy our website. Be healthy. Live well. Thrive.

Sincerely,

Cheri M.

Customer Service Representative

Kaiser Permanente Member Service Contact Center

Phone: 1-800-632-9700

First Name:

Philip

Last Name:

Rice

Date Submitted:

01/18/2021

Time Submitted:

04:49:10 PM MST

Reply Message:

I never heard anything. Please Respond.

Dear Philip Rice,

Thank you for contacting Kaiser Permanente.

At Kaiser Permanente, member satisfaction is one of our highest priorities.

In order to ensure that your request is properly addressed, I have forwarded this additional information to a case manager for review, investigation and response.

Thank you for taking the time to communicate your experience with us.

We appreciate your patience and apologize for the inconvenience this may have caused.

Sincerely,
Karen C.
Customer Service Representative
Kaiser Permanente Member Service Contact Center
Phone: 303-338-3800

Region:
COL
First Name:
Philip
Last Name:
Rice
Email Address:
phil.rice@mkgappraisal.com
MRN-HRN:
427582802
Day Phone:
(214)666-4321
Evening Phone:
(214)666-4321
Comments or Questions:

I would like to schedule a meeting with a Member Service Rep at the Health Plan Admin Office - I think the address is 2500 S Havana. I would like Friday, 9/25/20 at 1:30 pm if possible. I would like to obtain my Evidence of Coverage / Membership Agreement, and I also have a list of about 27 complaints. The person that can help me the most will be