

May 4, 2021

Philip Rice
11268 E. Linvale Drive
Aurora, CO 80014

Re: Philip Rice
Intake Key: C-23040

Dear Mr. Rice:

Thank you for contacting Kepro to express your concerns regarding communication with Kaiser Permanente. We regret you had a negative health care experience.

Kepro is the Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in Colorado. BFCC-QIOs review written complaints about health care provided to Medicare beneficiaries and determine if that care met recognized standards of quality. Kepro reviews the documentation found in the medical records. The Centers for Medicare & Medicaid Services' complaint process does not, however, address billing, financial, allegations of fraud, communication, or any other issues not documented in the medical records.

The concerns you describe regarding the phlebotomist not telling you her name and delayed letters of response from Kaiser Permanente fall outside of the scope of this medical records review process. You might want to call Kaiser Permanente's quality manager at (303) 587-7056.

If you have any questions regarding this referral, please contact me, a Clinical Reviewer for Region 8, at 1-888-317-0891, ext. 5742. Thank you for your attention and assistance in this matter.

The information in this notice is confidential and may be disclosed only in accordance with federal regulations found in 42 CFR Part 480.

Sincerely,

Debbie, Clinical Reviewer
Beneficiary Customer Service
Kepro
raf



Quality Improvement Organizations
 Sharing Knowledge Improving Health Care.
 CENTERS FOR MEDICINE & MEDICAD SERVICES



KEPRO
 INTELLIGENT VALUE

5700 Lombardo Center Drive, Rock Run Center, Suite 100
 Seven Hills, OH 44131

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 Dated Material - Response may be required

Phillip Rice
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 Aurora, CO 80014

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