



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

January 28, 2021

Dear PHILIP G. RICE:

Thank you for your written communication on December 29, 2020, in which you described your concern(s) about your experience with the Mail Order Pharmacy. You also express dissatisfaction with a representative at the Aurora Centerpoint Laboratory, during your visit on January 14, 2020. This letter is in response to your grievance (complaint).

Please allow me to apologize for the frustration these issue have caused you. We have documented and shared your grievance with the appropriate leadership including the Centralized Pharmacy Supervisor and Laboratory Director. We were advised that your grievance has been reviewed.

We were informed there are strict guidelines dispensing Phentermine, which is at a 30 day maximum benefit amount. Even though your Physician requested the release of a 90 day supply it is ultimately up to the Pharmacist (NPI# 1720527484) discretion because of the nature of the drug.

We have also confirmed you did speak with a Pharmacist named Nancy H (NPI# 1922633049) on September 10, 2020.

Per the Laboratory Compliance Manager it is inappropriate for them to provide specific employee information. Last names of employees are also not required to be given. All Kaiser Permanente's phlebotomists must graduate from an accredited program with an internship and receive National certification from either the AMT, ASPT, or ASCP within the first year of hire, per protocol.

We are very sorry your experience with the Mail Order Pharmacy and Laboratory was less than exceptional. Kaiser Permanente thrives on providing our members with the best customer experience possible, so it is important that we hear feedback like yours. Thank you for taking the time to inform us of your experience. It will be a contribution toward improving the services we provide you in the future.

As of January 28, 2021, 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 303-338-3908.

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,

Marcanthony T
Case Resolution Specialist

Rec'd 2-1-21