



Member Relations  
2500 S Havana Street  
Aurora, CO 80014

MB 01 000017 07870 H 1 A



Philip G Rice  
11268 E Linvale Dr  
Aurora, CO 80014-3071

Health Record Number: 16-0427582802

000017 1/3

May 14, 2021

Dear Philip G Rice,

Thank you for your written communication on April 14, 2021, in which you described your concern(s) about your request for a second review of your initial grievance response regarding your request for the phlebotomist name during your visit on January 14, 2020. This letter is in response to your grievance (complaint).

We have reviewed the initial grievance filed with the Case Resolution Team on December 29, 2020. We have confirmed your grievance was documented and shared with the Laboratory Compliance Manager. In addition, the Laboratory Compliance Manager contacted you on May 11, 2021 and spoke with you regarding your concerns(s).



We are very sorry that you have had a frustrating experience with us. We take your dissatisfaction very seriously and appreciate being able to review and respond to your concerns.

As of May 14, 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) 283-2813.

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.

Sincerely,

Claudia E  
Grievance and Appeal Administrator