



CO General Complaints  
2500 S Havana Street  
Aurora, CO 80014

SP 01 000085 87124 H 3 ASNGLP



HRN: 16-0427582802

PHILIP G. RICE  
11268 E Linvale Dr  
Aurora, CO 80014-3071

000085 1/3

March 13, 2020

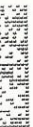
Dear PHILIP RICE:

This letter is written to acknowledge receipt of your concern on March 09, 2020, that will be reviewed through the Health Plan Grievance process.

You have requested a review of your medications by a Clinical Pharmacist.

If you have any additional information which was not already provided and you would like considered, you may send this information to the CO General Complaints at the following address:

Kaiser Permanente  
CO General Complaints  
Attention: Tracey T  
2500 S Havana Street  
Aurora, CO 80014



You may also submit this information by fax to my attention at (303) 338-3220.

Your case will be completed based on all the information available to us at the time of review. You will be notified of our response as quickly as your case requires based on your health status, but no later than 30 calendar days of receipt. You will receive a call or letter informing you of the outcome of your Grievance. Your resolution letter will describe any additional rights available to you.

If you have questions, please contact me at 303-338-3156, Monday through Friday between 9:00 AM to 5:00 PM; if you are hearing or speech impaired, you may contact me by dialing 711. If I am not available, please refer to this letter and another representative can assist you.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

*Tracey - 03-13-20*

CMS Approval Date (1/24/06)

Material ID: CGA #800b Medicare IR Ack Post

Revision date: [12/05]  
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Sincerely,

Tracey T  
Case Resolution Specialist

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