

Saturday
September 12, 2020

Kaiser Foundation Health Plan of Colorado
Kaiser Permanente

c/o
General Complaints
2500 S Havana St
Aurora, CO 80014
Attn: Tracey T.
Case Resolution Specialist
303 338 3156

For reference:
Your letter to me, dated 4/6/20 (copy attached)

My phone records show a 22 minute outbound call to 303 338 3156 on 8/27/20 at 2:25 PM. I don't remember for sure which call this was.

This is my good faith effort to document what got decided. If you "fact check" me on the details and come up with something different, please correct me. I will not be offended. If your memory is different than mine, please write or call, and let's both get to where we can agree on where things stand.

If I do not hear back from you by 9/23/20, I will take that to mean you agree with my version. And even if it's after 9/23/20, if there is something in this letter you disagree with, please bring it to my attention asap.

The very first sentence of your letter to me, dated 4/6/20 (copy attached), makes a statement about me that is wrong (misleading at best). I did not contact the complaint department on March 9, 2020, (or any other date) about reviewing my medications. I told you that on the phone. I asked you who did, and (as expected) you declined to answer my question.

I asked you to provide me with 2 things:

- 1) The name of the person,
 - 2) The mailing address
- of the Manager of Pharmacy Clinical Services.

Your response:

You said you would contact the Manager of Pharmacy Clinical Services and then get back to me.

I don't remember exactly how long it took, but a few days later, you did call me back. You informed me that I would not be allowed to know the name or the mailing address of the Manager of Pharmacy Clinical Services.

There has been no communication (either direct or indirect) between us since then that I am aware of.

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Health Record Number 427582802, DOB 4/25/53

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