



Member Relations
2500 S Havana Street
Aurora, CO 80014

MB 01 000651 41109 H 8 A



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

HRN: 16-0427582802

000651 1/3

October 19, 2020

Dear PHILIP RICE:

This letter is written to acknowledge receipt of your concern on October 14, 2020, that will be reviewed through the Health Plan Grievance process.

This letter is to acknowledge that we have received your request to file a complaint concerning services you have been receiving at Kaiser Permanente. Once a thorough investigation has been completed, you will be notified of the results.

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

Kaiser Permanente
Member Relations
Attention: Victoria R
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 303-338-3866, 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.

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

Sincerely,

Victoria R
Lead Case Resolution Specialist

Rec'd Sat 10/24/20
Vic_R.pdf

CMS Approval Date (1/24/06)

