



KAISER PERMANENTE

**Grievance/Appeal FORM - Medicare**

**Northern California**

**Member/Patient Name:**

**Medical Record Number:**

**Address Street**

**City**

**Zip Code**

**Daytime Telephone Number:**

**Alternate Telephone Number:**

**Birth Date:**

**Name of Person Filing** *(If different than above, a Statement of Authorized Representative form will be mailed to the member for completion):*

**Relationship:**

**Daytime Telephone Number:**

**Department/Location and Medical Facility where issue occurred:**

**Date Issue Occurred:**

**Please describe the nature of the issue (attach additional sheets if needed):**

**Please explain how you have tried to resolve this issue.**

**What would you consider a proper solution to this issue?**

**Signature:**

**Date:**

*For Program Representative Use Only*

**Name of Program Representative:**

**Facility:**

**Date Received:**

Medicare Grievance  
 Part D Drug Coverage Determination

Part D Drug Redetermination

Medicare Organization Determination

Medicare Reconsideration

Medi-Medi  
 Fed-Med  
 PERS-Med

***You will be advised of any additional procedural and appeal rights to which you are entitled as we move forward with your issue.***

**DO NOT FILE IN PATIENT CHART**

**Return this form in the pre-addressed envelope provided you, OR return it to your local Kaiser Permanente Member Services or Member Relations department for processing.**

## Northern California Member Services – Address List for Grievance Form

Please send your completed grievance form to the applicable facility or location below.

If you have questions about this form, call the Member Services Call Center at 1-800-464-4000 (TTY 1-800-777-1370) 7 a.m. to 7 p.m., seven days a week.

### **Antioch**

Kaiser Permanente  
Member Services Main Office  
3400 Delta Fair Blvd.  
Antioch, CA 94509

### **Campbell**

Kaiser Permanente  
Member Services Main Office  
220 E. Hacienda Ave.  
Campbell, CA 95008

### **Davis**

Kaiser Permanente  
Member Services Main Office  
1955 Cowell Blvd.  
Davis, CA 95616

### **Fairfield**

Kaiser Permanente  
Member Services Main Office  
1550 Gateway Blvd.  
Fairfield, CA 94533

### **Folsom**

Kaiser Permanente  
Member Services Main Office  
2155 Iron Point Road  
Folsom, CA 95630

### **Fremont**

Kaiser Permanente  
Member Services Main Office  
39400 Paseo Padre Parkway  
Fremont, CA 94538

### **Fresno**

Kaiser Permanente  
Member Services Main Office  
7300 N. Fresno St.  
Fresno, CA 93720

### **Gilroy**

Kaiser Permanente  
Member Services Main Office  
7520 Arroyo Circle  
Gilroy, CA 95020

### **Hayward**

Kaiser Permanente  
Member Services Main Office  
27400 Hesperian Blvd.  
Hayward, CA 94545

### **Manteca**

Kaiser Permanente  
Member Services Main Office  
P. O. Box 210005  
Stockton, CA 95269

### **Martinez**

Kaiser Permanente  
Member Services Main Office  
200 Muir Road  
Martinez, CA 94553

### **Milpitas**

Kaiser Permanente  
Member Services Main Office  
770 E. Calaveras Blvd.  
Milpitas, CA 95035

### **Mountain View**

Kaiser Permanente  
Member Services Main Office  
555 Castro St.  
Mountain View, CA 94041

### **Napa**

Kaiser Permanente  
Member Services Main Office  
3285 Claremont Way  
Napa, CA 94558

### **Novato**

Kaiser Permanente  
Member Services Main Office  
97 San Marin Drive  
Novato, CA 94945

### **Oakhurst**

Kaiser Permanente  
Member Services Main Office  
7300 N. Fresno St.  
Fresno, CA 93720

### **Oakland**

Kaiser Permanente  
Member Services Main Office  
280 W. MacArthur Blvd.  
Oakland, CA 94611

### **Park Shadelands**

Kaiser Permanente  
Member Services Main Office  
320 Lennon Lane  
Walnut Creek, CA 94598

### **Petaluma**

Kaiser Permanente  
Member Services Main Office  
3900 Lakeville Highway  
Petaluma, CA 94954

### **Pleasanton**

Kaiser Permanente  
Member Services Main Office  
7601 Stoneridge Drive  
Pleasanton, CA 94588

### **Point West**

Kaiser Permanente  
Member Services Main Office  
1650 Response Road  
Sacramento, CA 95815

### **Rancho Cordova**

Kaiser Permanente  
Member Services Main Office  
10725 International Drive  
Rancho Cordova, CA 95670

### **Redwood City**

Kaiser Permanente  
Member Services Main Office  
1150 Veterans Blvd.  
Redwood City, CA 94063

### **Richmond**

Kaiser Permanente  
Member Services Main Office  
901 Nevin Ave.  
Richmond, CA 94801

**Roseville**

Kaiser Permanente  
Member Services Main Office  
1600 Eureka Road  
Roseville, CA 95661

**Sacramento/Fair Oaks**

Kaiser Permanente  
Member Services Main Office  
2025 Morse Ave.  
Sacramento, CA 95825

**San Francisco**

Kaiser Permanente  
Member Services Main Office  
2238 Geary Blvd., 1<sup>st</sup> Floor  
San Francisco, CA 94115

**San Jose (Santa Teresa)**

Kaiser Permanente  
Member Services Main Office  
275 Hospital Parkway  
Lobby Floor  
San Jose, CA 95119

**San Rafael**

Kaiser Permanente  
Member Services Main Office  
99 Montecillo Road  
San Rafael, CA 94903

**Santa Clara**

Kaiser Permanente  
Member Services Main Office  
710 Lawrence Expressway  
Department 162  
Santa Clara, CA 95051

**Santa Rosa**

Kaiser Permanente  
Member Services Main Office  
401 Bicentennial Way  
Santa Rosa, CA 95403

**Sacramento**

Kaiser Permanente  
Member Services  
5900 State Farm Drive  
Rohnert Park, CA 94928

**South Sacramento**

Kaiser Permanente  
Member Services Main Office  
6600 Bruceville Road  
Sacramento, CA 95823

**South San Francisco**

Kaiser Permanente  
Member Services Main Office  
1200 El Camino Real  
S. San Francisco, CA 94080

**Stanislaus (Modesto)**

Kaiser Permanente  
Member Services – Bangs  
Avenue  
P.O. Box 577680  
Modesto, CA 95357-7680

**Sacramento**

Kaiser Permanente  
Member Services -Dale Road  
P.O. Box 577680  
Modesto, CA 95357-7680

**Stockton**

Kaiser Permanente  
Member Services Main Office  
P. O. Box 210005  
Stockton, CA 95269

**Tracy**

Kaiser Permanente  
Member Services  
2185 W. Grant Line Road  
Tracy, CA 95377

**Vacaville**

Kaiser Permanente  
Member Services Main Office  
3700 Vaca Valley Parkway  
Vacaville, CA 95688

**Vallejo**

Kaiser Permanente  
Member Services Main Office  
975 Sereno Drive  
Vallejo, CA 94589

**Walnut Creek**

Kaiser Permanente  
Member Services Main Office  
1425 S. Main St.  
Walnut Creek, CA 94596