

TotalAccess Request - Response

Your request has been logged and you should receive a response within the next two business days during the Contact Center's hours of operation, 7 AM - 8 PM CT, Monday - Friday.
Please make a note of your request information for future reference.

Your request number is: 2718057

Topic: Prior Request Number

Date Submitted: 07/7/2006

Request: We do not understand why Boeing TotalAccess marks the response of 7/3/2006 as "Resolved." We have not received any response that gives a meaningful and satisfying resolution to this problem that Group Health's doctors created by giving my wife steroids after my wife specifically and repeatedly told their doctor not to prescribe steroids. Also, we need a meaningful and satisfying response to (a) the refusal of Group Health doctors to enter in my wife's medical records that she is allergic to steroids, (b) reimbursement for co-payments for visits to resolve the rash that these steroids created and for worthless medicines sold to us on prescription of Group Health doctors, and (c) incredibly rude treatment Group Health doctors gave to my wife. This problem is therefore NOT resolved. Refer to letter of complaint sent to Group Health customer service department on 5/25/2006, file 'Letter_Group Health_052506.doc', attached to my e-mail to Josephine Rainwater on 7/7/2006.

To check status of your request, please click on the [View your request status online](#) link under the Contact TotalAccess area of the TotalAccess Community Home page, or you can call the Boeing TotalAccess Contact Center at 866/473-2016 between 7 AM and 8 PM CT, Monday - Friday. TTY/TDD service: 800/755-6363.

To print this Response panel, select File, then Print, from the browser tool bar.

Exit