

NOTICE OF

Department of Administration  
Office of Procurement and Contracts  
DA-112 (Rev. 12/15)

COMPLAINT TO VENDOR

DATE: July 24, 2019

CONTRACT NO. 45081

PROCUREMENT OFFICER: Aubrey Waters

OFFICE OF PROCUREMENT & CONTRACTS  
900 SW JACKSON, SUITE 451 SOUTH  
TOPEKA, KANSAS 66612

VENDOR INFORMATION

AGENCY INFORMATION

NAME: Aetna Better Health of Kansas, Inc.  
4500 East Cotton Center Blvd.  
Phoenix, AZ 85040-8840

NAME: Kansas Dept. of Health & Environment /  
Division of Health Care Finance (KDHE/DHCF)

ADDRESS: 900 SW Jackson St., Rm 901N  
Topeka, KS 66612

AREAS OF CONCERN:

- Late Delivery
- Refusal of Vendor to Deliver
- Delivery Made After Hours
- Undershipment
- Overshipment
- Inadequate Service

- Substitution by Vendor
- Quality of Merchandise
- Merchandise Not Properly Labeled
- Damaged Shipment       Carrier Notified
- Other – Explain Below in Space Provided  
for "Remarks"

REMARKS: This space is to be used to: (1) Elaborate on items checked above or (2) Describe additional complaints. Be accurate, specific, complete, and factual.

**Product in Question:** Kansas Medicaid – KanCare Contract

**Issue at Hand:** Non-Compliance with performance standards specified by contract – Please see attached spreadsheet Identifying 11 areas of concern to KDHE/DHCF

Christiane Swartz  
Deputy Medicaid Director  
Director, Medicaid Operations  
KDHE/DHCF

NAME AND TITLE OF PERSON INITIATING COMPLAINT

AUTHORIZED SIGNATURE

This form should be filled out in triplicate. The original and one copy should be sent to the Procurement & Contracts, 900 SW Jackson, Suite 451 South, Topeka, Kansas 66612. The Agency will retain one copy. This form should not be sent to the vendor by the agency.