

# HEALTH RIGHTS HOTLINE

## Standardized Letters to Callers

The Health Rights Hotline developed a set of standardized letters that counselors use when writing to their clients. Counselors access these letters through the Hotline's case management database, and letters sent are recorded in each case electronically. Counselors may add customized text to any letter, but that is not required.

The letters are formatted to automatically populate the client's name and address as well as the counselor's name and title. As counselors select specific referrals and/or print materials to enclose with the letter, these items are automatically inserted into the text of the letter, as the attached examples show.

The following letters are the 10 most commonly used letters by Hotline counselors:

***No Referral/Print/Open*** – The counselor is sending printed educational material but no referrals and the case is left open for further investigation or assistance.

***No Referral/Print/Closed*** – The counselor is closing the case and sending print materials but no referrals.

***Referral/No Print/Open*** – The counselor is confirming the referrals provided and is leaving the case open for further investigation or assistance..

***Referral/No Print/Closed*** – The counselor is confirming the referrals provided and is closing the case.

***Referral/Print/Open*** – The counselor is confirming the referrals, sending printed educational materials and is leaving the case open for further investigation or assistance..

***Referral/Print/Closed*** – The counselor is confirming the referrals, sending printed materials and closing the case.

***Warning*** – The counselor has been unable to reach the client for follow-up on the case and is warning the client that the case will be closed unless th client contacts the counselor.

***Close/Print/No Contact*** – The counselor has not been able to reach the client, but is sending print materials and is closing the case.

***Close/No Print/No Contact*** – The counselor has not been able to reach the client and is closing the case.

***Individual Coverage*** – The caller is seeking to purchase coverage for him/herself so the counselor is sending information on health plans that sell individual policies.