

**Health Rights Hotline
Standardized Letter**

No Referral / Print / Closed

December 4, 2002

Jane Sample
1234 Union Street
Sacramento, CA 95823

Dear Jane Sample:

This letter follows up on your call to the Health Rights Hotline. We believe that you can and should be in charge of your health care. The best way to take charge is to understand your personal health care situation and to understand and act on your rights.

To help you "take charge" I have enclosed some printed information, which we hope you find to be helpful.

We hope the Health Rights Hotline has helped you. We believe that you are very often your own best advocate, but if you need additional assistance you may call us back at the numbers listed below. Our hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday.

Sincerely,

<Name of Counselor>
Counselor

Enclosure

How to Appeal a Health Plan / Medical Group Decision
Information to Support Your Appeal