

**Health Rights Hotline  
Standardized Letter**

**No Referral / Print / Open**

December 4, 2002

Jane Sample  
1234 Union Ave.  
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.

While I am following up on your case, please call if anything about your case changes or if you have any questions. If you call about the issue we discussed, you may want use my direct line, as noted above. However, Please understand that I am often on the phone helping other callers or talking to health plans or doctors. You may need to leave a voice message on my voicemail so that I can call you back. Our hours are 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