

**Health Rights Hotline  
Standardized Letter**

**Referral / Open / No Print**

December 4, 2002

Jane Sample  
1234 Union Street  
Sacramento, CA 95823

Dear Jane:

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 you rights.

When we spoke I gave you the following contact information which should be helpful to you in resolving the issue you called about:

PacifiCare HMO Customer Service	(800) 624-8822
HMO Helpline	(888) 466-2219
Health Rights Hotline Web Site:	<a href="http://www.hrh.org">www.hrh.org</a>

While I am following up on your case, please call if anything about your case changes or if you have questions. If you call about the issue we discussed, you may 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 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