

**Health Rights Hotline
Standardized Letter**

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.

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

PacifiCare Customer Service	(800) 624-8822
HMO Helpline	(888) 466-2219
Health Rights Hotline Web Site:	www.hrh.org

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. Our hours are 9:00 a.m. to 5:00 p.m., Monday through Friday at the numbers listed below.

Sincerely,

<Name of Counselor>
Counselor

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