

**Health Rights Hotline
Standardized Letter**

Referral / Print / Open

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 HMO 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.

While I am following up on your case, please call if anything about your case changes or if you have questions. If you call on 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 for me 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