**Put on your organization’s letterhead**

**Sample support letter – SB 1289 (Roth)  
DUE: Wednesday, April 17 at 3PM**

**SUBMIT ONLINE to** [**Senate Health Committee**](https://calegislation.lc.ca.gov/Advocates/) **(You will need to create account.)**  
**AND cc:** [**lnguy@wclp.org**](mailto:lnguy@wclp.org)

DATE

The Honorable Richard Roth

Chair, Senate Health Committee

1020 N Street, Room 3310

Sacramento, CA 95814

**RE: SB 1289 (Roth) – SUPPORT**

Dear Senator Roth,

[NAME OF ORGANIZATION] is pleased to support SB 1289 (Roth), which would provide greater oversight and accountability to county call centers to ensure eligible people are able to speak with county workers to keep their Medi-Cal benefits and coverage. [A SENTENCE ABOUT YOUR ORGANIZATION].

For over a decade, people receiving or applying for Medi-Cal and their representatives have struggled to access county eligibility workers by phone due to long wait times, call disconnects, and language access barriers. People are still struggling to reach county workers by phone and wait times can exceed 5 hours. When people cannot reach the county, it often means their Medi-Cal is terminated. This bill is especially critical as the state has begun to process 15 million renewals after the end of federal continuous coverage requirement that allowed millions of Californians to stay on Medi-Cal during the pandemic.

This bill would require the Department of Health Care Services to collect and publicly report county call center metrics, including call volume, average call wait times by language, call answer rate, call abandonment rate, maximum wait times, disconnects, and callbacks. This information will help the Department and stakeholders identify and resolve systemic gaps and issues among local county Medi-Cal offices.

SB 1289 would also require the Department to develop statewide minimum standards for county call centers, to help people get and keep their Medi-Cal. California can and should do better than long wait times, automatic disconnects when call volume is too high, messages to call back later, dead-end phone trees, and callback features that do not call back. Health coverage for millions is on the line.

For these reasons, [ORGANIZATION NAME] is pleased to support SB 1289 (Roth).

Sincerely,

NAME   
WORK TITLE