

**Use your organization's letterhead**

Sample Support Letter – SB 1135 (Monning)

By email to [aimee.anspach@sen.ca.gov](mailto:aimee.anspach@sen.ca.gov) or by fax: (916) 266-9438

Send a copy to: Ryan Guillen, [ryan.guillen@sen.ca.gov](mailto:ryan.guillen@sen.ca.gov) and Tam Ma, [tma@health-access.org](mailto:tma@health-access.org)

<DATE>

Senator Ed Hernandez  
Chair, Senate Health Committee  
State Capitol, Room 2191  
Sacramento, CA 95814

**Re: SB 1135 (Monning) - SUPPORT**

Dear Senator Hernandez,

<YOUR ORGANIZATION> is writing in support of SB 1135 (Monning), which would inform consumers of their right to timely access to care in the language they speak. SB1135 would also give consumers the toll-free telephone number for complaints to the Department of Managed Health Care and the Department of Insurance.

Under existing California law, consumers have a right to:

- Urgent care in 48 hours
- Non-urgent primary care in 10 business days
- Non-urgent appointment with a specialist in 15 business
- Language access at the time of care

A recent survey by Consumers Union found that most California consumers with private coverage do not understand that they can complain to state regulators about their health coverage and 85% of consumers do not know which state agency is tasked with handling complaints about health plans and insurers.

SB1135 informs consumers of their right to timely access to care, in the language they speak, and then gives them the toll-free number to call with complaints about timely access to care or other problems with their health plan.

Most consumers do not know where to complain when they need help getting the care they need. And few consumers know that they have a right to timely access to care and care in the language they speak. SB 1135 will help ensure accountability and that consumer's health care rights are respected.

For these reasons, we respectfully urge you to support this measure.

Sincerely,

<YOUR NAME>

CC: Senator Bill Monning, Author  
Tam Ma, Health Access California, Sponsor