

## **M. STANDARDIZED LETTERS**

DMA reviewed letters created by HCCs statewide. We used those letters as a foundation for creating the standardized letters. By standardizing letters sent by HCCs, the parents will be receiving the same information regarding the Health Check Program. Just as the AINS letters are standardized, these letters will serve the same purpose.

Currently, four letters have been developed for HCCs to send to the parents of Health Check recipients. Please refer to Appendix 17 for copies of the letters. The letters are as follows:

1. An Information Letter
2. A Missed Screening Letter
3. A Delinquent Screening Letter
4. A Scheduled Appointment Letter

HCCs may replace the term Health Check screening with the term “dental”. Thus, these letters may be used for dental outreach too.

The Health Check logo may be added to the letters. The first three letters have been translated into Spanish. HCCs may contact DMA to have all letters sent to them electronically, via email.

If the HCC chooses to use letters as a way of reaching parents, they must use the standardized letters only. Unfortunately, HIPAA does not allow the use of these letters to be used as post cards.

The data shell used by HCCs contains a message that reads “Delinquent screening, please follow up”. The “Delinquent Screening Letter” may be used as a method of following up.

HCCs and Supervisors may submit additional letters they would like to use to the State Health Check staff. State staff will review the letter. If the letter is approved by State staff it will become a standardized letter. The new letter will be sent to HCCs state wide for all to use.