



1600 Green Hills Road, Suite 101 • Scotts Valley, CA 95066-4981 • (831) 430-5500  
950 East Blanco Road, Suite 101 • Salinas, CA 93901-4419 • (831) 755-6000  
530 West 16th Street, Suite B • Merced, CA 95340-4710 • (209) 381-5300

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«First\_Name» «Last\_Name» MS  
«Mail\_Address\_1» «Mail\_Address2»  
«Mail\_City» «Mail\_State», «Mail\_Zip»

Dear «First\_Name» «Last\_Name»,

We have been informed that you missed the following appointment:

«Summary»

You did not cancel this appointment ahead of time. Some doctors ask that you give them 24 hours notice if you need to cancel an appointment. Some offices ask for 48 hours advance notice.

It is very important that you keep your appointments. **If you miss more than three appointments, your doctor may stop seeing you. Your doctor can ask us to send you to a different doctor.**

We would like to help you get the health care you need. If you need to find a doctor closer to your home, please call us.

**Main Office**  
1-831-430-5505

**Salinas Office**  
1-831-755-6000  
ext. 5505

**Merced Office**  
1-209-381-5300  
ext. 5505

From outside of our service area: 1-800-700-3874 (toll free)  
TTY Line 1-877-548-0857 (toll free)

Sincerely,

Member Services

«Member\_ID»