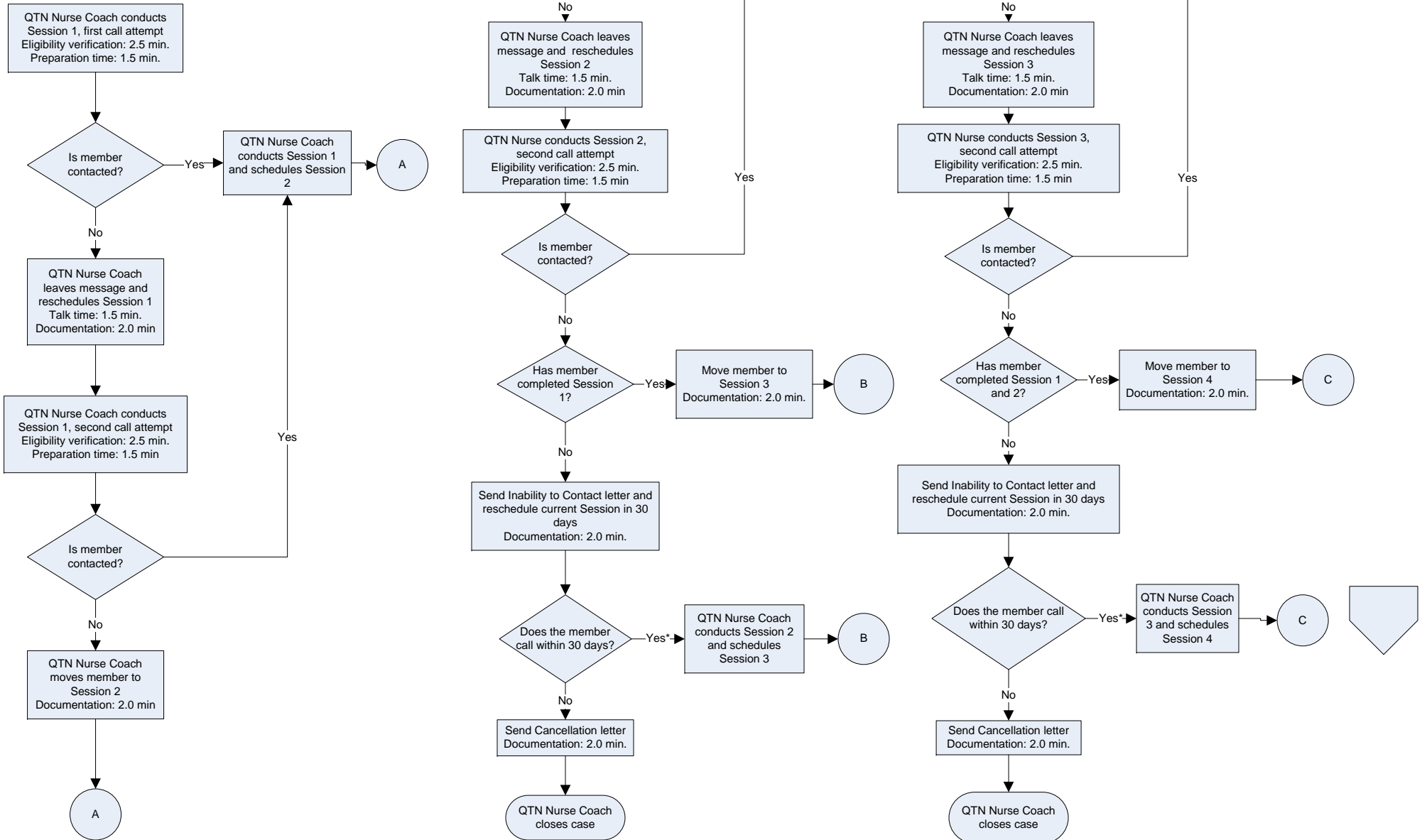
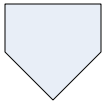


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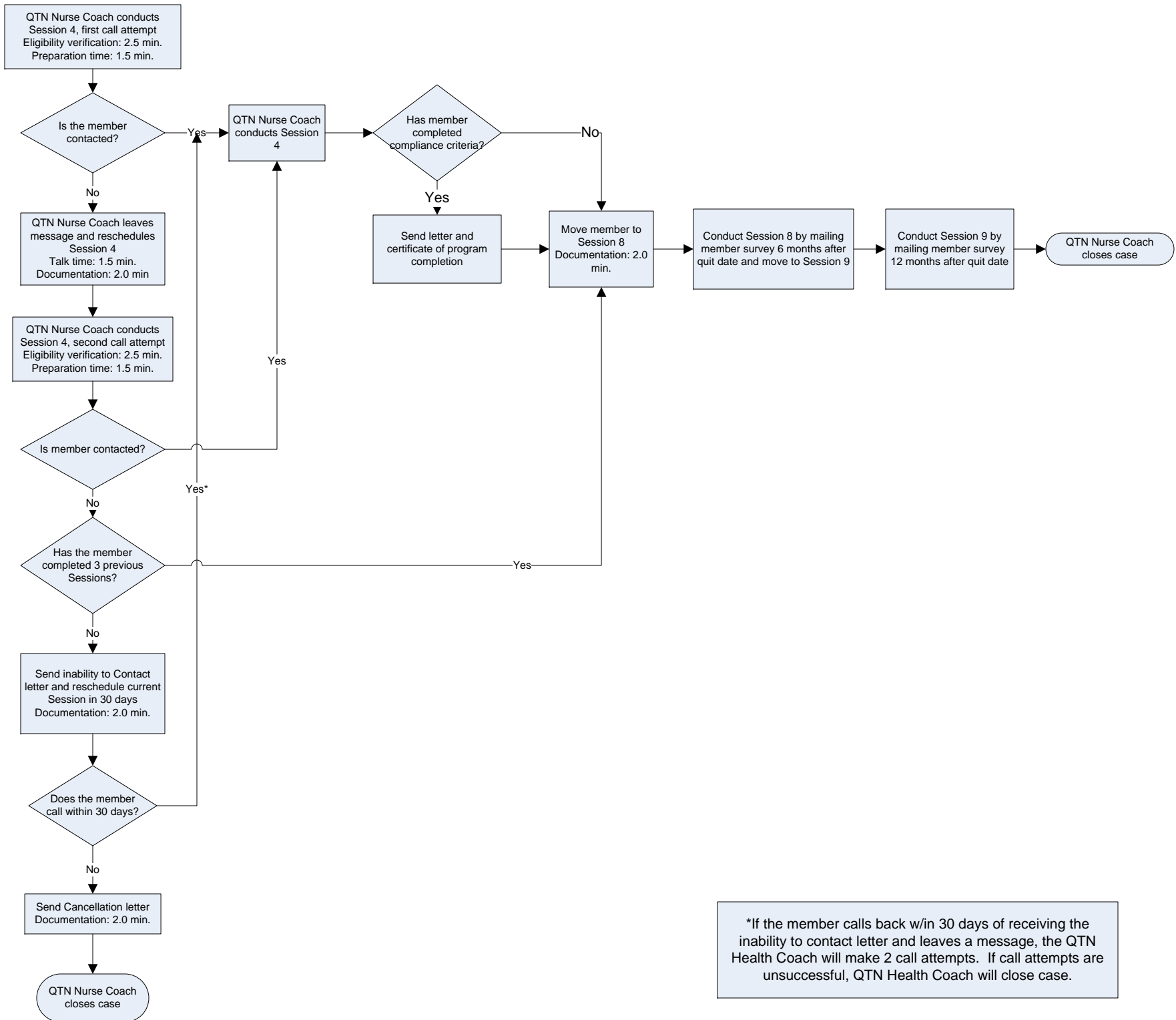
# QTN Version 1.1

Relapse Prevention Call Attempts





C



\*If the member calls back w/in 30 days of receiving the inability to contact letter and leaves a message, the QTN Health Coach will make 2 call attempts. If call attempts are unsuccessful, QTN Health Coach will close case.