



CALL SCRIPTS

Manual

Setting up RingCentral

- Download the RingCentral App from the App/Google Store on your phone
- **Always** call patients using RingCentral and the appropriate number for the practice where patient's provider is located

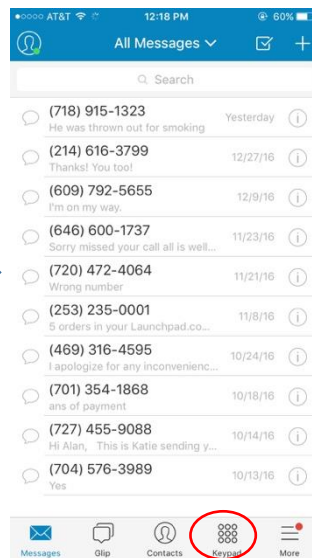
Use these credentials to set-up RingCentral:

Login ID: (888) 729-4045

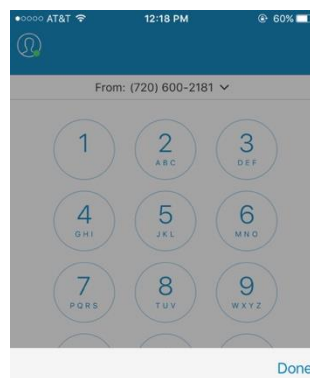
Password: Careplan2016

Ignore extension

For cell phone number enter: 917-836-8727



Click on the 'Keypad'



Select the caller ID corresponding to the practice where patient is from.

List of numbers is on the following page

CompanyNumber	(917) 836-8727
CompanyNumber	(704) 612-2037
CompanyNumber	(248) 809-1033
CompanyNumber	(720) 600-2181
CompanyFaxNumber	(888) 727-6402
MainCompanyNumber	(888) 729-4045
CompanyNumber	(888) 729-4045



Select the caller ID by clicking here



- Please use the RingCentral desktop or phone app to call the patient. When dialing out please use the following identifier numbers to call out from:
 - NYC Area (Neuman, CCN, Urgent Care Medical) = (917) 410-7040
 - Quest (NY) = (631) 246-3620
 - UPG-University Physicians Group (NY) = (718) 606-9132
 - Middletown (NY) = (845) 495-0108
 - Montgomery (NJ) = (888) 729-4045
 - Tabernacle (NJ) = (609) 489-5354
 - Elmwood (NJ) = (856) 885-7971
 - Mazhar (TX) = (972) 468-9318
 - Nestor (FL): (727) 399-6924
 - Clinica Los Angeles (FL): (727) 399-6924
 - Carolina Medical Associates (NC) = (704) 612-2037
 - Envision Medical (MI) = (248) 809-1033
 - Rocky Mountain (CO) = (720) 600-2181
 - River City (CA) = (916) 568-7199
 - CareMedica (CT) = (203) 674-9947
 - Ferguson (MO) = (573) 271-2268
- All other customers = (888) 729-4045

Pages 3-4: Scripts if Patient Has \$0 Co-pay

Script:

SPANISH: Hola, [nombre de la persona que llama] estoy llamando en nombre de los doctores [Dr. Names] de la [dr. Office name]. Los médicos le han invitado a su nuevo programa de gestión de atención personalizada y es posible que haya recibido una carta a este efecto.

[Dr. Nombre] piensan que este programa sería muy útil para usted y le gustaría que se inscribiera. Permítame contarle algo sobre este programa y cómo puede ayudarlo a mantenerse saludable.

Este es un nuevo programa de atención preventiva de Medicare para ayudarlo a usted y a su médico a cuidar mejor de su salud. Medicare ha decidido que su enfoque de la medicina necesitaba mejoras.

Antes, Medicare era reactivo, a menudo esperaba hasta que los pacientes terminaban en el hospital para proporcionarles atención médica, no era bueno para los pacientes y caro para Medicare. Ahora, Medicare está siendo proactivo: proporcionando atención entre las visitas al médico para asegurarse que sus afecciones están bajo control, está tomando sus medicamentos y no tiene ningún síntoma que pueda estar molestando.

He aquí algunos detalles sobre el programa:

- Un encargado de cuidado personal, una enfermera registrada, le hará una rápida llamada telefónica dos veces al mes, para brindarle apoyo, atención personalizada y para ver cómo está usted
- También puede dejarnos un mensaje las 24 horas los 7 días de la semana y uno de nuestros encargados de atención se pondrá en contacto con usted en un tiempo razonable
- Puede retirarse del programa en cualquier momento que desee. Solo llámenos.
- Solamente puedes ser parte de un programa de cuidados del Doctor a la vez

¿Puede informarle a su doctor que usted aceptó inscribirse en este programa? (Recuerde que siempre puede retirarse si no le gusta)

[Si el paciente acepta]

¡Estupendo!

1-¿Quiere que le llamemos directamente o hay alguien más con el cual quiere que nos pongamos en contacto?

2- [Confirme el mejor N° de contacto del paciente, los tiempos preferidos para llamarlo]

3-Una enfermera registrada le llamará en breve del mismo desde el cual lo estoy llamando [number of practice]. Por favor, guárdelo para que acepte la llamada cuando suene el teléfono.

¡Me alegro de haberme conectado! ¡Que tenga un muy buen día!

[Si el paciente no acepta, tenga en cuenta esto]: Gracias por su tiempo y le informaremos a su médico

ENGLISH [speak clearly and cheerfully]: Hi this is [caller name] calling on behalf of [Dr. name]'s office. How are you doing today?

I'm fine. The doctor[s] have invited you to their new personalized care management program. You may have received a letter about this.

[Dr. name(s)] think(s) that this program would be helpful to your health and would like you to enroll. May I tell you a little about this program?

*[patients interested usually discuss their conditions here.. **be sure to listen**] [if patient asks where calling from, use the practice name in goog sheet, e.g., CareMedica or Ferguson]*

This is a new preventative care program from Medicare to help you and your doctor take better care of your health.

Before, Medicare was reactive, often waiting until patients were already ill to provide care, which is not great for patients and expensive for Medicare.

Now, Medicare is being proactive: providing care between doctor's visits to prevent hospitalization, including making sure your conditions are under control, you are taking your medications, and you don't have any symptoms that might be bothering you.

Here's some details on the program:

- A personal care coach— registered nurse-- will do a quick phone checkin about twice a month, to provide support, personalized care, and to see how you're doing
- The information we collect is available to your doctor, and will be shared with your doctor immediately if you request, or if the nurse judges it appropriate
- You can leave a message for us 24/7 and one of our care coaches will get back to you shortly
- You can withdraw at any time you want. Just give us a call
- You can only be part of one doctor's care management program at a time

Can let your Dr. know you consented to enroll in this program today? (Remember you can always withdraw if you don't like it)

[Ambassador: Please click the appropriate button based on patient's answer and follow instructions in subsequent popup forms. Thank you!] [ROHAN, please work below steps into appropriate modal for "Enroll/Yes" button/option]

If yes: 1-Do you want us to call you directly or is there someone else you want us to contact?

2- [Enroller/Ambassador should fill out patient information in enrollment sheet / Confirm patient's best contact #, preferred call times, e-mail and address. Also collect any specialist data from patient]

3-A Registered Nurse will call you shortly from the same # I'm calling from, [number of practice]. Please save it so you accept the call when she/he rings.

So glad we connected! Have a great day!

[If patient does not accept, note that]: Thanks for your time and we'll let your doctor know!

[If Caller Reaches Machine, Leave Voice Message: Hi this is [caller name] calling on behalf of [Dr. name] at [Dr. Office]. The doctor[s] have invited you to their new personalized care management program. Please give us a call at [number Ambassador calling from on page 2] to learn more. Please note there is nothing to worry about, this program just lets the Dr. take better care of you between visits. Again the number is [number Ambassador calling from]

[rest of page is intentionally blank]

Pages 6-8: Scripts if Patient Has a Co-pay

ENGLISH [speak clearly and cheerfully]: Hi this is [caller name] calling on behalf of [Dr. name]'s office. How are you doing today?

I'm fine. The doctor[s] have invited you to their new personalized care management program. You may have received a letter about this.

[Dr. name(s)] think(s) that this program would be helpful to your health and would like you to enroll. May I tell you a little about this program?

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Before, Medicare was reactive, often waiting until patients were already ill to provide care, which is not great for patients and expensive for Medicare.

Now, Medicare is being proactive: providing care between doctor's visits to prevent hospitalization, including making sure your conditions are under control, you are taking your medications, and you don't have any symptoms that might be bothering you.

It's a free program if you are on Medicaid or have Supplemental Insurance. If not, there is a ~\$8 co-pay per month. Remember, similar concierge services are up to 5X more expensive.

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Private & Confidential

[If Caller Reaches Machine, Leave Voice Message: Hi this is [caller name] calling on behalf of [Dr. name] at [Dr. Office]. The doctor[s] have invited you to their new personalized care management program. Please give us a call at [number Ambassador calling from on page 2] to learn more. Please note there is nothing to worry about, this program just lets the Dr. take better care of you between visits. Again the number is [number Ambassador calling from]

SPANISH [speak clearly and cheerfully]:

SPANISH: Hola, [nombre de la persona que llama] estoy llamando en nombre de los doctores [Dr. Names] de la [dr. Office name]. Los médicos le han invitado a su nuevo programa de gestión de atención personalizada y es posible que haya recibido una carta a este efecto.

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Es un programa gratuito si usted está en Medicaid o tiene un seguro suplementario. Si no, hay un copago de alrededor de \$ 8 por mes. Recuerde, este servicio puede ahorrarle visitas a Atención de Urgencia o a la consulta del Dr. conectándole a una enfermera. El valor entregado está muy por encima de los \$ 8 por mes.

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[Si el paciente no acepta, tenga en cuenta esto]: Gracias por su tiempo y le informaremos a su médico

FAQs

Question: Do I get charged for this service?

Response: Medicare will pay your doctor for this service to help him with this preventative care program and you may be responsible for a co-pay BUT your supplemental insurance plan will cover the co-pay, and you were invited because our records show you have supplemental insurance. Also, if you have not met your deductible you could be responsible for the full amount [this is more relevant at the beginning of the year]. Please check with your doctor to get a definite answer.

Question: Do I have a co-pay?

Response: If you have Medicaid or Supplemental insurance there is no co-pay. If not, there is a roughly an \$8 per month co-pay that varies by state. Please note that if you have not met your deductible you could be responsible for the full amount until the deductible is met. [full amount is ~\$43 per month and the Medicare deductible is roughly \$180. This is more relevant at the beginning of the year].

Question: Why do you have to call every week?

Response: The weekly call is very short. We just want to check in with you to make sure that everything is ok and to make sure your doctor knows that. Doing it weekly helps us make sure that the information we give the doctor is up to date. **[only if they are insistent]** We can call you every two weeks if you prefer.