**Outbound Call Health Insurance Script**

Hello this is \_\_\_\_\_\_\_\_ calling from Health Exchange Advisers. I was just reaching out to you in regard to your recent online health insurance inquiry. The first thing I want to say is that I know you are being overwhelmed with a lot of phone calls. The nice thing about our company is that we work with all of the major carriers out there. Just to name a few, Aetna, United Health Care, Blue Cross Blue Shield and we are appointed with all of the carriers in your area. So we can go through all of those plans and find the one that is best for you and your budget as well as your healthcare needs. I’d like to just ask a few questions to make sure we are going in the right direction.

Now is this going to be just for yourself or is it going to be for you and someone else? (Verify name(s), zip code, date of birth)

When is the last time that you had insurance? (Ask for qualifying events for a MM)

**(If no qualifying event)**

In the last 10 years have you been hospitalized or had any surgeries?

Are you taking any medications?

How often do you go to the doctor?

Is there any preexisting conditions or anything that you need to see the doctor for immediately?