INTRO SCRIPT-ENGLISH & SPANISH

This is \_\_\_\_\_\_\_\_\_ from  Insure HC, I am calling to help you with the insurance plans that you just purchased from \_\_\_\_\_\_\_\_\_.

Mi nombre es\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ de Insure HC.  Yo estoy yamando para ayudarte con tu plani de seguranza que tu ya compraste de \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_

Our service is part of your plan, we're here to help you best utilize the plans that you purchased.

Esta Parte de nuestra servicio es para expliqar te como usar tu planee.

\_\_\_\_\_

Do you have a couple minutes to talk with me now?

Tienes 5 minutos para ablar con migo?

\_\_\_\_  
  
OPTIONAL: We'd like to go over your plans, confirm your doctor is actually in the network and generally make sure you're happy with your insurance.

Optional: Quiseria ensinyar te commo tu plane trabaja y confirmer que Doctor trabaja con este network; para sequrar que estas contentos con tu sequransa.

\_\_\_  
  
GO OVER PLANS AND BILLING!

Ok quero ablar de to planne y las questas!

\_\_\_  
  
ASK ABOUT THEIR DOCTOR

Te voy prevundar de tu Doctor.  
-Do they currently have a doctor? –Ahora tienes un Doctor?  
-Are they in the network—call the doctor's office—Voy checkar si este Doctor es parte de nuestra network—voy ablar el officina.  
-Would you like to schedule your first appointment? (two weeks after effective date)

--Queres aser tu primer cita?(vas aser entre 2 semana’s de la fetch que empesaste tu policia)  
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TELEMEDICINE:  
Included with your plan is an option to speak with a board certified doctor over the phone. The copay is $45 but you can speak to a doctor and even receive a short term prescription over the phone.

Incluido en tu plane es el option de ablar por telephono con un Doctor certificado del el board de Doctores. El co-pay para este telephone servicio es $45 y el Doctor puede dart un temporado prescription por telephone.  
\_\_\_\_  
Your should have or will receive shortly you insure HC membership card which includes the toll-free 24 hour phone number.

Tu vasa receiver o puede ser que ya a receiviedo tu membership card de Insure H.C. membership card que tiene el telephono numero que puedes ablar 24-hours y es gratis la yamada.

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ACCIDENT PLAN

Plane de Accidente  
  
-Remind the client to report all accidental injuries, even small ones.

-Requelda el cliente que reporte ALL ACCIDENTAL gorpes, aste los que son chiquitos.  
-Limited time to report, 72 hours

-Tiempo para reporter es 72 hours de el accidente.