## VEO Mission Act Scripts

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| Script Title | Script | Notes |
| Welcome Message | "You have reached the VA Mission Act, Urgent Care, and Coronavirus hotline. |  |
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| Spanish Option | "Para Español, oprima numero ocho." |  |
| Mission Act Main Menu | "For Healthcare eligibility, press 1. For community care eligibility, press 2. For urgent care information press ‘3’. For copayment and insurance information press 4. For compliments, complaints or clinical appeals press 5. " | Main menu allows for unlimited repeat attempts. |
| No Entry Message | "I am sorry I did not get a response." | No entry message only played on Main Menu. |
| Invalid Entry Message | "I am sorry that is an invalid entry, please try again." | For the Repeat Options and Urgent Care Repeat Options, Invalid Entry message is also played for no entry. |
| Eligibility Info | "VA provides medical benefits to all Veterans enrolled through the annual patient enrollment system based on different priority groups. Eligible Veterans can use VA healthcare services nationwide including mobile health clinics and telehealth. Veterans are assigned a priority group 1 through 8 based on Veteran military service history, disability rating, income level and qualification for Medicaid." |  |
| Community Care Info | "The MISSION Act defines six eligibility criteria where you may receive care with a community provider. In most instances VA must authorize the care before you receive it. You may be eligible for community care if: the specific care you need is not provided by VA at any facility or not available within designated access standards; or you reside in a U.S. state or territory that does not have a full-service VA medical facility; or you were previously eligible under the Veterans Choice 40 Program based on distance and you remain eligible based on distance; or you and your doctor decide community care is in the best interest of your health; or the VA facility is not providing care that complies with VA quality standards." |  |
| Urgent Care Info | "The MISSION Act provides an urgent care benefits to enrolled Veterans who have received care through the VA within the last 24 months, providing greater choice and access to timely high quality care. The urgent care benefit gives Veterans same day options to visit a local in-network urgent care facility or walk-in clinic for the treatment of minor injuries, illnesses, and skin infections. Visit missionact.va.gov then select “Find a VA location near you” to see Urgent Care facilities." |  |
| Urgent Care Repeat Options | "To return to the previous menu press star. To check your eligibility, Press 1. If you have additional questions about the mission act, press 0 to speak to an agent." | Urgent Care Repeat Options allow for unlimited repeat attempts. |
| Copayment Info | "In some instances, VA may charge a copayment for health care services received. The copayment amount can be based on the Veteran enrollment priority group, the health care service received, and the Veteran‘s financial situation. VA health care benefits may not be used with Medicare, Medicaid, TRICARE, and Indian Health Service when services are received from non-VA Medical Centers. VA can also bill other health insurance for medical care and prescriptions unassociated with service related conditions." |  |
| Complaints Info | "The VA values your feedback concerning the Mission Act. We are here to listen and document your Mission Act recommendations, compliments and complaints. Complaints will be assigned a case number and tracked through resolution. " |  |
| Transfer Message | “Please hold as we transfer your call. You may experience a few seconds of silence during this time.” |  |
| Repeat Options | "To return to the previous menu press star. If you have additional questions about the mission act, press 0 to speak to an agent." | Repeat Options allow for unlimited repeat attempts. |
| After Hours Transfer | "Sorry, we are currently closed. Please call back during our normal business hours which are Monday through Friday 7AM to 7 o'clock PM Eastern Time." |  |