

## Sample Script to Engage Managed Care Members in Care

**SCRIPT A:** The following script was developed to assist telephonic engagement specialists in reaching out to managed care members assigned to Christ Community Health System that have not yet been seen and engaging them in care at a Medical Home.

### **Introduction.**

Hello. My name is [name] and I'm calling from Christ Community Health System. I want to make sure that you are aware that as a [name of managed care organization] member, you are assigned to Christ Community Health System to receive your health care.

### **Determine if they've ever been to CCHS.**

I don't believe you've ever had a visit here, is that true?

**[If they have been seen at CCHS, use Script B.]**

### **Choose a health center.**

**[If never been seen at CCHS.]** We have 7 Memphis area health centers; would you like to choose a health center.

Can you verify your address so I can identify the health center closest to you? Is your address X.

**[Select health center.]**

### **Choose a personal doctor.**

We want to make sure that all of our patients and their families have a personal doctor they see regularly. Are there other members of your family that are also [health plan] members that are assigned to Christ Community Health System?

I'd like to help you identify a personal doctor **[for you and your family member/s.]**

**[Give choice of PCPs with open panels; indicate doctor's name, gender, specialty...]**

**[Have them select the provider; assign to provider.]**

### **Share PCP contact information.**

Ask them to write down name and address of health center, name of provider, phone number.]

**Inform of hours and emphasize “first contact.”**

We are here for you [x days per week, from [hours] and have [describe after hours coverage.]

Please call us first if you ever have any health care concerns. We should always be the first place you contact for your health unless you are having a true emergency.

**Schedule appointment.**

I’d encourage you to come in to meet your doctor and establish a personal relationship, get oriented to our health center, catch up on preventive care, and take care of anything else you may have been putting off.

We think it’s really important for you to do this and so if you schedule and keep an appointment now, we’ll give you a Kroger gift card at the end of your visit to show our appreciation.

Would you like to go ahead and schedule an appointment now? Should I schedule you for an annual physical or is there something specific you would like to be seen for?

**[If yes, schedule appointment.]**

**[If no, do you want me to call you back another time?]**

**Health Risk Screening**

We want to do everything we can to help you stay well. We’ve started doing a health risk screening on all of our patients every year. Are you open to taking a couple more minutes to have me do the health risk screening on the phone right now?

**[If yes, conduct HRA.]** Thank you for completing that; I appreciate your time.

**[If no]** That’s okay.

**Sign off**

Do you have any questions? [Respond to questions.]

We look forward to staying in touch! Take care.

## Sample Script to Engage Managed Care Members in Care

**SCRIPT B:** The following script was developed to assist telephonic engagement specialists in reaching out to managed care members assigned to Christ Community Health System that have **not been seen for at least 12 months** and engaging them in care at a Medical Home.

### Introduction.

Hello. My name is [name] and I'm calling from Christ Community Health System. I'm calling because we have not seen you in over a year. Are you getting your care somewhere else or do you plan to continue to be a patient at Christ Community Health System?

### Confirm health center.

You were last seen at [X health center.] We have 7 Memphis area health centers; is this the center you would like to continue to receive health care? **[If not or unsure, verify address and assist in selecting a nearby health center.]**

### Confirm personal doctor.

We want to make sure that all of our patients and their families have a personal doctor they see regularly. Are there other members of your family that are also [health plan] members that are assigned to Christ Community Health System?

**I'd like to help you identify a personal doctor [for you and your family member/s.]**

**The last provider you saw was [name of doctor.] Do you want to continue to see this doctor?**

**[If yes, skip to next section.]**

**[If not, give choice of PCPs with open panels; indicate doctor's name, gender, specialty...]**

**[Have them select the provider; assign to provider.]**

### Share PCP contact information.

Ask them to write down name and address of health center, name of provider, phone number.]

### Inform of hours and emphasize "first contact."

We are here for you [x days per week, from [hours] and have [describe after hours coverage.]

Please call us first if you ever have any health care concerns. We should always be the first place you contact for your health unless you are having a true emergency.

**Schedule appointment.**

I'd encourage you to come in to meet your doctor and establish a personal relationship, get oriented to our health center, catch up on preventive care, and take care of anything else you may have been putting off.

We think it's really important for you to do this and so if you schedule and keep an appointment now, we'll give you a Kroger gift card at the end of your visit to show our appreciation.

Would you like to go ahead and schedule an appointment now? Should I schedule you for an annual physical or is there something specific you would like to be seen for?

**[If yes, schedule appointment.]**

**[If no, do you want me to call you back another time?]**

**Health Risk Screening**

We want to do everything we can to help you stay well. We've started doing a health risk screening on all of our patients every year. Are you open to taking a couple more minutes to have me do the health risk screening on the phone right now?

**[If yes, conduct HRA.]** Thank you for completing that; I appreciate your time.

**[If no]** That's okay.

**Sign off**

Do you have any questions? [Respond to questions.]

We look forward to staying in touch! Take care.