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|  |  |
| --- | --- |
| Readme | |
| Welcome message | |
| Members will receive a greeting that will let them know the health plan is calling in regards to their health or their child’s health. | |
| If it is a sensitive measure, the member will be asked to confirm their year of birth or their child’s year of birth. The member will have 2 chances to enter the YOB correctly. If it’s incorrect on the second try, they will be sent to member services for further assistance. | |
| Main Message | |
| Once the member clears the verification process, they will receive the main message, whether it be an appointment or screening reminder. Once the message is complete, they will be prompted to connect directly with their PCP to make an appointment OR can listen for further instructions. | |
| If the member opts to listen for further instructions, they will receive a second reminder to make their appointment. | |
| DNX Opt-out | |
| At the very end of the IVR call, the member will be given a phone number to the corporate DNX phone line. This will allow them to opt themselves out of future telephone communications. | |
| Condition Column | |
| The condition column details the subject of the message and provides instructions to HC’s technical writers as to the next step in the IVR branch. These instructions are written in red. | |
| Custom Key Legend | |
| The custom key legend shows all of the custom values used throughout the campaign. These values will be populated with the appropriate information at the time of the campaign. | |
| *Custom Key* | *Definition* |
| {HealthPlan} | **Amerigroup Iowa, Inc.** |
| {HealthPlanAbbr} | **Amerigroup** |
| {MbrNameFirst}, {HoHNameFirst} | Member’s first name, parent/guardian’s first name |
| {MemberServicesNum} | The plan’s Member Services phone number: 1-800-600-4441 (TTY 711)  [This will route through HealthCrowd’s tracking number] |
| {MemberServicesDays} | Monday through Friday |
| {MemberServicesHours} | 7:30 a.m. to 6 p.m. Central time |
| {CurrentMonth} | Current calendar month |
| {PcpNameFirst} | First name of member’s PCP  [Will be shared in member file prior to launch] |
| {PcpNameLast} | Last name of member’s PCP  [Will be shared in member file prior to launch] |
| {PcpPhone} | Office phone number of member’s PCP  [Will be shared in member file prior to launch] |
| {DnxTrackingNo} | Anthem/Amerigroup corporate DNX phone number:  [This will route through HealthCrowd’s tracking number] |
| {IvrSourceNumber} | W15 1 515 379 8656  W34 1 515 379 8169  AWC 1 515 379 8320  AAP 1 515 400 0417  BCS 1 515 375 1620  FUH 1 515 379 8727  CDC 1 515 379 8773  CBP 1 515 379 8726  [This will route through HealthCrowd’s tracking number] |
| {LanguageSwitch} | {Para continuar en Español, oprima 2} – English message  {To continue in English, press 3} – Spanish message |

### Non-Sensitive Measures - Child

|  |  |  |
| --- | --- | --- |
| Well-Child Visits in the First 15 Months of Life (W15) | | |
| Greeting | | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your child's health plan. We’re calling because we’d like to provide your child with the best possible care so they are healthy. If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPC\_1A  PlanName  CWPC\_1B |
| Good-bye | Okay, good-bye! | CWPC\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”  If no, move to “Wrong Person” | Before we start, is this the parent or guardian of {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPC\_3A  CWPC\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPC\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPC\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPC\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm…I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPC\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPC\_10 |
| Call-to-Action | | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! Did you know that taking your child to see his or her primary care physician, or PCP, six times between ages 0 to 15 months, even when your child isn’t sick, can help make sure your child’s getting the care he or she needs? This is called a well-child visit. During this visit, your child’s PCP will also make sure your child gets all the shots he or she needs to help keep him or her from getting serious illnesses. And it’s covered by your child’s insurance. We’re showing your child may not be up-to-date on his or her well-child visits and shots this year.  Since it’s already {CurrentMonth}, let’s make an appointment today if it’s OK with you. To make an appointment with your child’s PCP, press 1. Press 2 for more information, or to end this call now, simply hang up. | W15\_1A  Months  W15\_1B |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your child’s Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your child’s PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPC\_11A  CWPC\_11B  CWPC\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPC\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPC\_13 |
| Concluding Message | We care about your child’s well-being and want to make sure your child gets the care he or she needs. When you’re ready to make your child’s appointment, just call your child’s PCP.  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your child’s health call {DnxTrackingNo}. Thank you for your time. Good-bye! | W15\_2  CWPC\_14A  PlanName  CWPC\_14B  MemberServicesNum  CWPC\_14C  Days  CWPC\_14D  Hours  CWPC\_14E  DnxNum  CWPC\_14F |

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| --- | --- | --- |
| Well Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (W34) | | |
| Greeting | Message | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your child's health plan. We’re calling because we’d like to provide your child with the best possible care so they are healthy. If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPC\_1A  PlanName  CWPC\_1B |
| Good-bye | Okay, good-bye! | CWPC\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”  If no, move to “Wrong Person” | Before we start, is this the parent or guardian of {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPC\_3A  CWPC\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPC\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPC\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPC\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm…I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPC\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPC\_10 |
| Call-to-Action | Message | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! Did you know that young children between the ages of 3 to 6 need to visit their doctor once a year? It’s called a Well Child Visit and these visits are covered by your child’s insurance. Our records show that your child may not be up-to-date on their visit and shots this year.  Since it’s already {CurrentMonth}, let’s make an appointment today. To make an appointment with their Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | W34\_1A  Months  W34\_1B |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your child’s Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your child’s PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPC\_11A  CWPC\_11B  CWPC\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPC\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPC\_13 |
| Concluding Message | Okay. Thanks for listening to this message and playing an active role in your child’s health. Don’t forget to schedule that Well Child Visit soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your child’s health call {DnxTrackingNo}. Thank you for your time. Good-bye! | W34\_2  CWPC\_14A  PlanName  CWPC\_14B  MemberServicesNum  CWPC\_14C  Days  CWPC\_14D  Hours  CWPC\_14E  DnxNum  CWPC\_14F |

|  |  |  |  |
| --- | --- | --- | --- |
| Adolescent Well Care (AWC): Children 12-17 | | | |
| **Greeting** | | **Message** | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | | Hello, this is {HealthPlan}, your child's health plan. We’re calling because we’d like to provide your child with the best possible care so they are healthy. If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPC\_1A  PlanName  CWPC\_1B |
| Good-bye | | Okay, good-bye! | CWPC\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”  If no, move to “Wrong Person” | | Before we start, is this the parent or guardian of {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPC\_3A  CWPC\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPC\_4 |
| Wait  If any key, move to “DOB Confirmation” | | We’ll wait. Please press any key to continue. | CWPC\_5 |
| No  End call | | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPC\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | | Great! To protect your privacy, use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your child’s date of birth. For example, if it is January 1, 2010 enter 0-1-0-1-1-0. | CWPC\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | | Hmm…I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPC\_9 |
| Transfer to Member Services | | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPC\_10 |
| Call-to-Action | **Message** | | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | | Great! Did you know that children between the ages of 12 to 17 need to visit their doctor once a year? It’s called a Well Care Visit and these visits are covered by your child’s insurance. Our records show that your child may not be up-to-date on their visit and shots this year.  Since it’s already {CurrentMonth}, let’s make an appointment today. To make an appointment with their Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | AWCC\_1A  Months  AWCC\_1B |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | | We are at your service! Your child’s Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your child’s PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPC\_11A  CWPC\_11B  CWPC\_11C |
| Transfer to Member Services | | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPC\_12 |
| No PCP Information | | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPC\_13 |
| Concluding Message | | Okay. Thanks for listening to this message and playing an active role in your child’s health. Don’t forget to schedule that Well Care Visit soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your child’s health call {DnxTrackingNo}. Thank you for your time. Good-bye! | AWCC\_2  CWPC\_14A  PlanName  CWPC\_14B  MemberServicesNum  CWPC\_14C  Days  CWPC\_14D  Hours  CWPC\_14E  DnxNum  CWPC\_14F |

### Non-Sensitive Measures - Adult

|  |  |  |
| --- | --- | --- |
| Adolescent Well Care (AWC): Adults 18-21 | | |
| **Greeting** | **Message** | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPA\_1A  PlanName  CWPA\_1B |
| Good-bye | Okay, good-bye! | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPA\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPA\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPA\_10 |
| Call-to-Action | Message | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! Did you know that young adults like yourself benefit from visiting their doctor once a year between the ages of 18 to 21? It’s called a Well Care Visit and these visits are covered by your insurance. Our records show that you may not be up-to-date on your visit and shots this year. Since it’s already {CurrentMonth}, let’s make an appointment today to make an appointment with your Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | AWCA\_1A  Months  AWCA\_1B |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPA\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPA\_13 |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule your Well Care Visit soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | AWCA\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

|  |  |  |
| --- | --- | --- |
| Adult Access to Preventive Health Services (AAP) | | |
| **Greeting** | **Message** | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPA\_1A  PlanName  CWPA\_1B |
| Good-bye | Okay, good-bye! | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPA\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPA\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPA\_10 |
| Call-to-Action | Message | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! Did you know that young adults like yourself need to visit their doctor once a year after the age of 20? It’s just an annual checkup and these visits are covered by your insurance. Our records show that you may not be up-to-date on your visit and shots this year.  Since it’s already {CurrentMonth}, let’s make an appointment today To make an appointment with your Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | AAP\_1A  Months  AAP\_1B |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPA\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPA\_13 |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule your Well Care Visit soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | AAP\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Breast Cancer Screening (BCS) | | | | |
| Greeting | | | Message | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | | CWPA\_1A  PlanName  CWPA\_1B |
| Good-bye | | Okay, good-bye! | | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | | We’ll wait. Please press any key to continue. | | CWPA\_5 |
| No  End call | | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | | CWPA\_9 |
| Transfer to Member Services | | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | | CWPA\_10 |
| Call-to-Action | Message | | | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | | Great! Our records show that you may not have had your mammogram yet. These exams are important in the early detection of breast cancer. A mammogram only takes 20 minutes. Remember, early detection can save lives!  Let’s make an appointment today. To make an appointment with your Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | | BCS\_1 |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | | Thanks for letting us know, please hold while I transfer you to Member Services. | | CWPA\_12 |
| No PCP Information | | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | | CWPA\_13 |
| Concluding Message | | Okay. Thanks for listening to this message. Don’t forget to schedule your mammogram soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | | BCS\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

### Sensitive Measures

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| Follow-up on Hospitalization for Mental Illness (FUH) | | |
| Greeting & Member Confirmation | Messages | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPA\_1A  PlanName  CWPA\_1B |
| Good-bye | Okay, good-bye! | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPA\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPA\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPA\_10 |
| Call-to-Action (CDC) | Messages | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | {MbrNameFirst}, we are just checking in to see how you are doing. After your recent hospital visit, it’s critical that you make a follow-up appointment with your primary care doctor. At this appointment your doctor can review your treatment plan, medications, and answer any questions you may have.  To schedule an appointment with your doctor today, Press 1. Press 2 for more information, or to end this call now, simply hang up. | FUH\_1 |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPA\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPA\_13 |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule an appointment with your doctor very soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | FUH\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

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| Comprehensive Diabetes Care (CDC – focus on HbA1c and Eye tests) | | |
| Greeting & Member Confirmation | Messages | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} |
| Good-bye | Okay, good-bye! | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPA\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPA\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPA\_10 |
| Call-to-Action (CDC) | Messages | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! We are here to help you manage your diabetes. Two important things to check are your A1c levels and your eyes. A1c checks your average blood sugar levels over 2-3 months. It tells your doctor if your diabetes is under control.  Similarly, your eye exam lets doctors know the same. Poor diabetes management can lead to glaucoma, cataracts, or blindness.  To schedule your A1c appointment and eye exam today, Press 1. Press 2 for more information, or to end this call now, simply hang up. | CDC\_1 |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPA\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPA\_13 |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule your HbA1c and eye exams very soon!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | CDC\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

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| Controlling High Blood Pressure (CBP) | | |
| Greeting | Messages | |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling because we’d like to provide you with the best possible care so you are healthy. If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. {LanguageSwitch} | CWPA\_1A  PlanName  CWPA\_1B |
| Good-bye | Okay, good-bye! | CWPA\_2 |
| Member Confirmation  If yes, move to “DOB Confirmation”.  If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. | CWPA\_3A  CWPA\_3B |
| Wrong Person  If 1, go to “Wait”. If 2, go to “No”. | Okay, if the right person is available to speak and can come to the phone, press 1. If we called the wrong number, please press 2. | CWPA\_4 |
| Wait  If any key, move to “DOB Confirmation” | We’ll wait. Please press any key to continue. | CWPA\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. We will update our records. Thank you for your time. Good-bye! | CWPA\_6 |
| DOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_7 |
| DOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “DOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your date of birth. For example, if it is January 1, 1986 enter 0-1-0-1-8-6. | CWPA\_8 |
| DOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | Hmm..I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | CWPA\_9 |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | CWPA\_10 |
| Call-to-Action | Messages | |
| Call-to-Action  If 1, move to “Transfer to PCP or No PCP Information”. If 2, move to “Concluding Message” | Great! We’d like to help you manage your high blood pressure. High blood pressure is something to be aware of and treat – it can cause strokes or heart attacks. But, you can do something about it. One simple thing you can do immediately is to eat less salty foods.  If it has been a while since you had your blood pressure checked, make an appointment with your doctor to get it checked soon. During your appointment, talk to your doctor to discuss ways to control your high blood pressure! To make an appointment with your Primary Care Physician, Press 1. Press 2 for more information, or to end this call now, simply hang up. | CBP\_1 |
| Transfer to PCP  If 1, move to “Transfer to Member Services” | We are at your service! Your Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast} and can be reached at {PcpPhone}. Please hold while I transfer you to your PCP. If this isn’t the correct PCP, press 1 to be transferred to member services for more help. | CWPA\_11A  CWPA\_11B  CWPA\_11C |
| Transfer to Member Services | Thanks for letting us know, please hold while I transfer you to Member Services. | CWPA\_12 |
| No PCP Information | Hmm. It looks like we may not have the right information. Please hold while I transfer you to Member Services. | CWPA\_13 |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule an appointment with your doctor to discuss ways to control your high blood pressure!  If we can help you in the future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesDays}, from {MemberServicesHours}. You can also find this information on your member ID card.  Last, if you do not wish to receive any calls related to your health call {DnxTrackingNo}. Thank you for your time. Good-bye! | CBP\_2  CWPA\_14A  PlanName  CWPA\_14B  MemberServicesNum  CWPA\_14C  Days  CWPA\_14D  Hours  CWPA\_14E  DnxNum  CWPA\_14F |

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| Voicemail | | |
| Voicemail | Messages | |
| If phone call is not answered (child) | Hello! This is {HealthPlan}, your child’s health plan. We wanted to share some information on your child’s health, but it looks like we’ve missed you. This isn’t a sales call or a debt collection call. Please do call us back at {IvrSourceNumber} to retrieve your personal message. Again, that number is {IvrSourceNumber}. | CWPC\_15A  PlanName  CWPC\_15B  Source Number  CWPC\_15C  Source Number |
| If phone call is not answered (adult) | Hello! This is {HealthPlan}, your health plan. We wanted to share some information on your health, but it looks like we’ve missed you. This isn’t a sales call or a debt collection call. Please do call us back at {IvrSourceNumber}to retrieve your personal message. Again, that number is {IvrSourceNumber} | CWPA\_15A  PlanName  CWPA\_15B  Source Number  CWPA\_15C  Source Number |