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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. | |
| 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. **Please fill these in upon review of the campaign script.** | |
| *Custom Key* | *Definition* |
| {HealthPlan} | **Commonwealth Care Alliance** |
| {HealthPlanAbbr} | **CCA** |
| {PlanName} | **Senior Care Options**  **OneCare** |
| {MbrNameFirst}, {HoHNameFirst} | Member’s first name, parent/guardian’s first name |
| {MemberServicesNum} | The plan’s Member Services phone number: **866-534-9540**  [This will route through HealthCrowd’s tracking number] |
| {MemberServicesHrsDays} | **8 a.m. to 8 p.m. Monday through Friday and 8:00am to 6:00pm Saturday and Sunday.** |
| {IvrSourceNumber} | Phone number shared in voicemail for member to call Member Services.  [This will route through CCA’s tracking number] |
| {LanguageSwitch} | {Para continuar en Español, habla ESPAÑOL} – English message  {To continue in English, say English} – Spanish message |

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| Post-Discharge Survey | | |
| Greeting | | |
| Greeting  Else, move to “Member Confirmation” | Hello, this is Commonwealth Care Alliance your health plan calling to ask about your discharge from a hospital, nursing home or rehab facility on {DATE}. This survey will take 5 minutes of your time and will help us serve you better in future. {LanguageSwitch} | PostDis\_1A  PostDis\_1B  EsSwitch |
| Member Confirmation 1  If yes, move to “Member Confirmation 2””  If no, move to “Wrong Person” | Before we start, is this {MbrNameFirst}? If yes, say YES or press 1. If no, say NO or press 2. | PostDis\_2A  PostDis\_2B |
| Wrong Person  If Available, move to “Wait”. If Unavailable, move to “Call back”. If Wrong, move to End call. | Okay, if {MbrNameFirst} is available to speak and can come to the phone, say AVAILABLE or press 1. If {MbrNameFirst} is unavailable to speak say UNAVAILABLE or press 2. If we called the wrong number, say WRONG or press 3. | PostDis\_3A  PostDis\_3B  PostDis\_3C |
| Call Back  End Call | Thanks for letting us know. We will call back at a later time. Thank you for your time, good-bye! | PostDis\_4 |
| Wait  If any key, move to “Member Confirmation 2” | Thank you. We’ll wait. Please press any key to continue when ready. | PostDis\_5 |
| No  End call | We’re sorry, we seemed to have reached you in error. Thank you for your time. Good-bye! | PostDis\_6 |
| Member Confirmation 2  If yes move to “Call-to-Action”  If no, move to End Call. | Our records show that you recently came home from a hospital, nursing home, or rehab facility. If this is right, say YES or press 1. If you did NOT get discharged or are not back home, say NO or press 2. | PostDis\_7 |
| No  End call | We’re sorry, we seemed to have reached you in error. Thank you for your time. Good-bye! | PostDis\_6 |
| Call-to-Action  *If there is no response after 30 seconds, repeat the question 1x time before moving on to the next question.* | | |
| Question 1  Move to Question 2 | Did someone from Commonwealth Care Alliance or CCA call to check on you within 48 hours of your return home? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_8 |
| Question 2  Move to Question 3 | Did you have someone -- family, friend or paid helper – who could be there for you when you arrived home? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. To repeat this question, say REPEAT or press 9. | PostDis\_9 |
| Question 3  Move to Question 4 | Did you have any problems or delays getting help with personal tasks in your home, like getting dressed, taking a bath, cleaning, or making food? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_10 |
| Question 4  Move to Question 5 | Did you have any problems or delays getting equipment or supplies you needed at home? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_11 |
| Question 5  Move to Question 6 | These final questions ask about medications. Did you get information, in writing, about what medications to take at home? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. To repeat this question say REPEAT or press 9. | PostDis\_12 |
| Question 6  Move to Question 7 | Did you understand why you needed to take those medications? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_13 |
| Question 7  IF YES Move to Question 9  IF NO Move to Question 8 | Did the hospital fill the prescriptions you needed so you could start taking them all right away? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_14 |
| Question 8  Move to Question 9 | Did any problems with prescriptions or pharmacies make it hard to start taking your medications right away? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_15 |
| Question 9  Move to Question 10 | Did you have someone at CCA – like a care partner or nurse – who could answer questions about your medications quickly, within 24 hours? | PostDis\_16 |
| Question 10  If YES, move to Concluding Message. If NO or UNSURE move to Transfer to Member Services. | Last question! Overall, did you have the help and services you needed when you returned home? If yes, say YES or press 1. If no, say NO or press 2. If unsure, say UNSURE or press 3. | PostDis\_17 |
| Transfer to Member Services  If 1, transfer to Member Services. Otherwise move to the next question. | We are sorry to hear there's been a problem. If you would like to be transferred to a Member Services representative for help, please press 1. | PostDis\_18 |
| Concluding Message | Thank you for participating! We value your feedback and will use it to improve our care for you and other members after they have been discharged. If we can help you now or in future, please call {HealthPlan} at {MemberServicesNum}. We’re available {MemberServicesHrsDays}. You can also find this information on your member ID card. Thank you for your time. Good-bye! | PostDis\_19A  Plan  PostDis\_19B  MemberServices  PostDis\_19C  DaysHours  PostDis\_19D |
| Repeat Message  If response isn’t clear, this message will be played and the question will be played again. | I’m sorry, I didn’t understand that. Please try again. | PostDis\_20 |
| Repeat Message 2  If response still isn’t clear, this message will be played and the question will be played again. | I still can’t understand. Please press 1 on your keypad if YES. Press 2 if NO. Press 3 if UNSURE. | PostDis\_21 |

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| Voicemail | | |
| Voicemail | Messages | |
| If phone call is not answered (adult) | Hello! This is Commonwealth Care Alliance, your health plan. We are reaching out because we have a few questions regarding your recent visit at a hospital, nursing home or rehab facility. Your feedback is important to help us improve and make sure we are offering you the best services possible, please call us back toll-free at {IvrSourceNumber}. Again, that number is {IvrSourceNumber}. | PostDis\_22A  SourceNumber  PostDis\_22B  SourceNumber |