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|  |  |
| --- | --- |
| Readme | |
| Welcome message | |
| Members will receive a greeting that will let them know the health plan is calling in regard 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 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} | MetroPlus Health Plan |
| {HealthPlanAbbr} | MetroPlus |
| {MbrNameFirst}, {HoHNameFirst} | Member’s first name, parent/guardian’s first name |
| {MemberServicesNum} | The plan’s Member Services phone number:  1-844-452-4988 (Medicaid),  1.855.809.4073 (Shop, QHP & EP),  1.866.986.0356 (Medicare),  1.877.475.3795 (Gold)  [This will route through HealthCrowd’s tracking number] |
| {MemberServicesDays} | M-Sa (English)  L-Sa (Spanish)  M-Sa (Chinese) |
| {MemberServicesHours} | 8am-8pm (All Languages) |
| {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] |
| {ObNameFirst} | First name of member’s OBGYN  [Will be shared in member file prior to launch] |
| {ObNameLast} | Last name of member’s OBGYN  [Will be shared in member file prior to launch] |
| {ObPhone} | Office phone number of member’s OBGYN  [Will be shared in member file prior to launch] |
| {IvrSourceNumber} | Phone number shared in voicemail for member to call back and retrieve IVR message. Each campaign will have a different callback number.  [This will route through HealthCrowd’s tracking number] |
| {LanguageSwitch} | {Para continuar en Español, oprima 2} - Spanish  {中文请按3} - Chinese  {To continue in English, press 4} - English |

## Screening & Adherence Measures – Child & Adolescent

|  |  |  |
| --- | --- | --- |
| Adolescent Well Care (AWC): Adults 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 to make sure that your child is getting the most out of their current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. |
| Good-bye | | Okay, good-bye! |
| Member Confirmation  If yes, move to “Call to Action”. 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. |
| 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. |
| Wait  If any key, move to Opening Message | | We’ll wait. Please press any key to continue. |
| 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! |
| Call-to-Action | **Message** | |
| Call-to-Action  If 1, move to “Transfer to PCP”.  Else, 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/or shots this year.  When your child completes this visit, you may earn points in MetroPlus’ Member Rewards Program! 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. |
| Transfer to PCP | | We are at your service! Your child’s Primary Care Physician is Dr. {PcpNameFirst} {PcpNameLast}. Please hold while I transfer you to your child’s PCP. |
| No PCP Information | | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| 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, press “9”. Thank you for your time. Good-bye! |

|  |  |
| --- | --- |
| Annual Dental Visit (Child) | |
| Greeting and Build Trust | 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 to make sure that your child is getting the most out of their current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. |
| Good-bye | Okay, good-bye! |
| Member Confirmation  If yes, move to “Call to Action”. 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. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| Opening Message |  |
| Opening Message  If 1, go to “Good Job”  Otherwise, go to “Schedule an appointment” | Did you know that {MbrNameFirst} is due to see the dentist? Dental check-ups, teeth cleaning, and x-rays are included in their benefits from {HealthPlan}, at no cost. Make use of these great benefits by having {MbrNameFirst} visit the dentist at least once a year. Remember, a healthy body starts with a healthy mouth.  Our records show that {MbrNameFirst} is due for an annual dental visit. When your child completes this visit, you may earn points in MetroPlus’ Member Rewards Program! Have they already gone this year? Press 1. Press 2 to make an appointment today. If not, please stay on the phone for more information or to end this call now, simply hang up. |
| Transfer to PCD | We are at your service! Your child’s dentist is Dr. {PcdNameFirst} {PcdNameLast}. Please hold while I transfer you to your child’s dentist. |
| No PCD Information | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| End | Message |
| Goodbye | Thanks for listening to this message. Don’t forget your child’s dental exam. When your child completes this visit, you may earn points in MetroPlus’ Member Rewards Program!  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, press “9”. Thank you for your time. Good-bye! |

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| --- | --- | --- |
| Medication Management for People with Asthma (MMA): Children 5-17 | | |
| Greeting & Member Confirmation | 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 to make sure that your child is getting the most out of their current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. | |
| Good-bye | Okay, good-bye! | |
| Member Confirmation  If yes, move to “YOB 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. | |
| 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. | |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. | |
| 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! | |
| YOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To protect your privacy, use your keypad to enter {MbrNameFirst}’s year of birth. For example, if it is 2010 enter 2-0-1-0. | |
| YOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “YOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter {MbrNameFirst}’s year of birth. For example, if it is 2010 enter 2-0-1-0. | |
| YOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. | |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. | |
| Call-to-Action (MMA) | Message | |
| Call-to-Action  If 1, move to “Have Controller”. Else, move to “No Controller” | Great! We know that dealing with your child’s asthma can be a lot of work and we’d like to help. I will ask you two short questions. Please use your keypad to answer.  First, does your child have a controller medication? Press 1 for yes or 2 for no. | |
| Have Controller  Move to Adherence | Excellent! Controller medications are a very important part of managing asthma. | |
| No Controller  If 1, move to “Transfer to Member Services”  Else, move to “Concluding Message” | We’d like to understand why! Whether the cost of the medication is too high, or it's difficult to fill or pick up the prescription, we can help. When you order your child’s medicines, you may earn points in MetroPlus’ Member Rewards Program!May I please transfer you to a {HealthPlan} Member Services so that they can make sure you have your child’s controller medication? Press 1 for yes or 2 for no. | MMAC\_3A  PlanName  MMAC\_3B |
| Transfer to Member Services | We are at your service! Please hold while I transfer you. | |
| Adherence  If 3, move to “Every Day”  If 1 or 2 , move to “No Controller” | Great! How often does your child use it? For some days, Press 1, most days, Press 2, every day, Press 3. | |
| Every Day | Very good. It looks like you’re doing a great job helping your child manage their asthma. We’re proud of you. | |
| Concluding Message | Thanks for listening to this message. Remember, asthma controller medications are designed to make sure people with asthma do not have difficulty breathing. They also help them avoid asthma symptoms. That’s why controller medications should be taken every day. Remember, when you order your child’s medicines, you may earn points in MetroPlus’ Member Rewards Program!  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, press “9”. Thank you for your time. Good-bye! | |

## Screening & Adherence 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 today to make sure that you are getting the most out of your current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. |
| Good-bye | Okay, good-bye! |
| Member Confirmation  If yes, move to “Call to Action”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| Call-to-Action | Message |
| Call-to-Action  If 1, move to “Transfer to PCP”.  Else, move to “Concluding Message” | Great! Did you know that young adults like yourself need to visit their doctor once a year between the ages of 18 to 21? It’s called a Well Care Visit and these visits are free and covered by your insurance. Our records show that you may not be up-to-date on your visit and/or shots this year.  When you complete this visit, you may earn points in MetroPlus’ Member Rewards Program! 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. |
| Transfer to PCP | 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. |
| No PCP Information | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | 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, press “9”. Thank you for your time. Good-bye! |

|  |  |
| --- | --- |
| Medication Management for People with Asthma (MMA): Adults 18-65 | |
| 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 today to make sure that you are getting the most out of your current benefits! If you do not wish to continue this call, press 1, or you can just hang up if you want this call to end. |
| Good-bye | Okay, good-bye! |
| Member Confirmation  If yes, move to “YOB Confirmation”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| YOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To keep your privacy safe, use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “YOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB 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. Okay, thank you for your time. Good-bye! |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. |
| Call-to-Action (MMA) | Messages |
| Call-to-Action  If 1, move to “Have Controller”.  Else, move to “No Controller” | Great! We know that dealing with your asthma can be a lot of work and we’d like to help. I will ask you two short questions. Please use your keypad to answer, okay?  First, do you have a controller medication? Press 1 for yes or 2 for no. |
| Have Controller  Concluding Message | Excellent! Controller medications are a very important part of managing asthma. |
| No Controller  If 1, move to “Transfer to Member Services”  Else, move to “Concluding Message” | We'd like to understand why! Whether the cost of the medication is too high, or it's difficult to fill or pick up the prescription, we can help. When you order your medicines, you may earn points in MetroPlus’ Member Rewards Program!  May I please transfer you to {HealthPlan} Member Services so that they can make sure you have your controller medication? Press 1 for yes or 2 for no. |
| Transfer to Member Services | We are at your service! Please hold while I transfer you. |
| Adherence  If 3, move to “Every Day”  Else, move to “No Controller” | Great! How often do you use it? If you use it some days, Press 1, most days, Press 2, every day, Press 3. |
| Every Day | Very good. It looks like you’re doing a great job taking care of yourself. |
| Concluding Message | Thanks for listening to this message. Remember, asthma controller medications are designed to make sure you do not have difficulty breathing. They also help you avoid asthma symptoms. That’s why controller medications should be taken every day. Remember, when you order your medicines, you may earn points in MetroPlus’ Member Rewards Program!  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, press “9”. Thank you for your time. Good-bye! |

|  |  |
| --- | --- |
| 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 today to make sure that you are getting the most out of your current benefits! 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! |
| Member Confirmation  If yes, move to “YOB Confirmation”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| YOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To keep your privacy safe, use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “YOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. Okay, thank you for your time. Good-bye! |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. |
| Call-to-Action (CDC) | Messages |
| Call-to-Action  If 1, move to “Transfer to PCP”.  Else, move to “Concluding Message” | Great! Three important things to check are your A1c levels and your eyes & kidneys. A1c checks your average blood sugar levels over the past 2-3 months. It tells your doctor if your diabetes is under control. You should do this twice a year.  Poor diabetes management can lead to blindness. When you complete a dilated eye exam, you may earn points in MetroPlus’ Member Rewards Program!  Don’t forget your kidneys. It is important to have a simple urine test annually.  To schedule your screening appointment and eye exam today, Press 1. Press 2 for more information or to end this call now, simply hang up. |
| Transfer to PCP | 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. |
| No PCP Information | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | Okay. Thanks for listening to this message. Don’t forget to schedule your HbA1c and eye & kidney tests 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, press “9”. Thank you for your time. Good-bye! |

|  |  |  |  |
| --- | --- | --- | --- |
| 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 today to make sure that you are getting the most out of your current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. |
| Good-bye | | | Okay, good-bye! |
| Member Confirmation  If yes, move to “Call to Action”. If No, move to “Wrong Person”. | | | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | | | We’ll wait. Please press any key to continue. |
| 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! |
| Call-to-Action | Message | | |
| Call-to-Action  If 1, move to “Transfer to PCP”.  Else, move to “Concluding Message” | | | Great! Our records show that you may not have had your yearly mammogram yet. These exams are important in the early detection of breast cancer. A mammogram only takes 20 minutes.  When you complete this visit, you may earn points in MetroPlus’ Member Rewards Program! 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. |
| Transfer to PCP | | | 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. |
| No PCP Information | | | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | | | 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, press “9”. Thank you for your time. Good-bye! |

|  |  |
| --- | --- |
| Cervical Cancer Screening | |
| Greeting | Messages |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Confirmation” | Hello, this is {HealthPlan}, your health plan. We’re calling today to make sure that you are getting the most out of your current benefits! If you do not wish to continue this call, Press 1, or you can just hang up if you want this call to end. |
| Good-bye | Okay, good-bye! |
| Member Confirmation  If yes, move to “Call to Action”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| Call-to-Action | Message |
| Call-to-Action  If 1, move to “Transfer to PCP”.  Else, move to “Concluding Message” | Great! Our records show that you may not have had your yearly cervical cancer screening yet. This includes a Pap and HPV exam. They are important in the early detection of cervical cancer.  When you complete this visit, you may earn points in MetroPlus’ Member Rewards Program! To make an appointment with your Gynecologist, Press 1. , Press 2 for more information or to end this call now, simply hang up. |
| Transfer to PCP | We are at your service! Your OBGYN is Dr. {ObNameFirst} {ObNameLast} and can be reached at {ObPhone}. Please hold while I transfer you to your OBGYN. |
| No PCP Information | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | Thanks for listening to this message. Don’t forget to schedule your cervical cancer screening soon! Remember, early detection can save lives!  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, press “9”. Thank you for your time. Good-bye! |

## Pregnancy Measures – Adult

|  |  |
| --- | --- |
| Prenatal Care | |
| Greeting | Messages |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Name Confirmation” | Hello. This is {HealthPlan}. We’re calling to help make sure you get the most out of your current benefits. If you do not wish to continue this call, press 1. Or you can just hang up to end this call. {LanguageSwitch} |
| Goodbye | OK. Thank you for your time. Goodbye. |
| Member Confirmation  If yes, move to “YOB Confirmation”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| YOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To keep your privacy safe, use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “YOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB 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. Okay, thank you for your time. Good-bye! |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. |
| Call-to-Action | Message |
| Call-to-Action  If yes, move to “Make Appointment”  Else, move to “End Call” | I’m seeing here that you’re currently pregnant. Is that correct? Press 1 for yes or 2 for no. |
| No  End call | We’re sorry. We seem to have reached you in error. We’ll update our records. Thank you for your time. Goodbye. |
| Make Appointment  If 1, move to “Transfer to Customer Care Center”  Else, move to “Concluding Message” | Congratulations! Seeing your health care provider for regular prenatal checkups is covered by insurance and one of the most important things you can do to help you have a healthy baby.  When you complete this visit, you may earn points in MetroPlus’ Member Rewards Program! To make an appointment, press 1. <Pause.> Press 2 for more instructions, or to end this call now, simply hang up. |
| Transfer to PCP | We are at your service! Your OBGYN is Dr. {ObNameFirst} {ObNameLast} and can be reached at {ObPhone}. Please hold while I transfer you to your doctor. |
| No PCP Information | Hmm..I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | We care about your well-being and want to make sure you get the care you need. When you’re ready to schedule your prenatal checkup, just call your provider.  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, press “9”. Thank you for your time. Good-bye! |

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| Postpartum Care | |
| Greeting | Messages |
| Greeting  If 1, move to “Good-bye”  Else, move to “Member Name Confirmation” | Hello. This is {HealthPlan}. We’re calling to help make sure you get the most out of your current benefits. If you do not wish to continue this call, press 1. Or you can just hang up to end this call. {LanguageSwitch} |
| Goodbye | OK. Thank you for your time. Goodbye. |
| Member Confirmation  If yes, move to “YOB Confirmation”. If No, move to “Wrong Person”. | Before we start, is this {MbrNameFirst}? Press 1 for yes or 2 for no. |
| 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. |
| Wait  If any key, move to Opening Message | We’ll wait. Please press any key to continue. |
| 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! |
| YOB Confirmation  If confirmed, move to “Call-to-Action” | Great! To keep your privacy safe, use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid  If correct, move to “Call-to-Action”  If still invalid, move to “YOB Invalid 2x” | I’m sorry, your answer doesn’t match our records. Please try again. Use your keypad to enter your year of birth. For example, if it is 1985 enter 1-9-8-5. |
| YOB Invalid 2x  If 1, “Transfer to Member Services”  Else, End call | I’m sorry, this still doesn’t match our records. To talk to Member Services so we may update our records, press 1. Okay, thank you for your time. Good-bye! |
| Transfer to Member Services | Okay, a representative from {HealthPlan} Member Services will be happy to help. Please hold while I transfer you. |
| Call-to-Action | Message |
| Call-to-Action  If yes, move to “Make Appointment”  Else, move to “End Call” | I’m seeing here that you recently had a baby. Is that correct?  Press 1 for yes or 2 for no. |
| No  End call | We’re sorry. We seem to have reached you in error. We’ll update our records. Thank you for your time. Goodbye. |
| Make Appointment  If 1, move to “Transfer to Customer Care Center”  Else, move to “Concluding Message” | Congratulations! Going to your health care provider on or between 21 and 56 days after you have a baby can help make sure your body is recovering well from labor and birth. This is called a postpartum checkup.  During this type of checkup, your provider will check your blood pressure, weight, breasts and belly and give you a pelvic exam. And it’s covered by your insurance. When you complete this visit, you may earn points in MetroPlus’ Member Rewards Program! To make an appointment, press 1. <Pause.> Press 2 for more instructions, or to end this call now, simply hang up. |
| Transfer to PCP | We are at your service! Your OBGYN is Dr. {ObNameFirst} {ObNameLast} and can be reached at {ObPhone}. Please hold while I transfer you to your doctor. |
| No PCP Information | I’m sorry, something isn’t right. Please hold while I transfer you to Member Services. |
| Concluding Message | We care about your well-being and want to make sure you get the care you need. When you’re ready to schedule your postpartum checkup, just call your provider.  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, press “9”. Thank you for your time. Good-bye! |

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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 {ThisNumber} to retrieve your personal message. Again, that number is {ThisNumber}. |
| 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 {ThisNumber} to retrieve your personal message. Again, that number is {ThisNumber}. |