



## COMPREHENSIVE WELLNESS ASSESSMENT CALL SCRIPT (Calls Placed by Physician or Physician Office Staff)

"Good <morning OR afternoon>, may I speak to <Mr. OR Ms.> <Peoples Health Patient Last Name>?"

*Patient available – Continue*

*Patient not available – "I'm [Dr. <Last Name> calling OR calling from Dr. <Last Name>'s office] to talk with <Mr. OR Ms.> <Patient Last Name> about a comprehensive wellness assessment offered at no cost by <his OR her> health plan, Peoples Health. The assessment helps ensure all <Mr. OR Ms.> <Patient Last Name> health needs are addressed. To schedule an assessment and become eligible for a member reward, <Mr. OR Ms.> <Patient Last Name> can call Peoples Health toll-free at 1-800-222-8600, Monday through Friday, from 9 a.m. to 4 p.m. Thank you for your time. Goodbye." End call*

### Opening

"I'm [Dr. <Last Name> calling OR calling from Dr. <Last Name>'s office] to remind you about the comprehensive wellness assessment offered by your health plan, Peoples Health. You should have received a letter from our office explaining the assessment and that you may be eligible to earn a \$25 gift card through the Peoples Health Rewards program for completing it."

"I want to let you know that it's a good idea to get the assessment and that it helps ensure all your health needs are addressed. The assessment is available at no cost, and it keeps <me OR your PCP> and Peoples Health up to date on your health to give you the best care possible."  
*Proceed to Description*

### Description

"It's your choice to get the assessment. Your decision doesn't affect your enrollment in your Peoples Health plan or your covered benefits. And the assessment doesn't replace the care you get from your doctors."

"The assessment helps you and supports your regular doctor visits because of all the good things it offers:

1. You get a personalized meeting with a nurse practitioner to talk about your health, including your medical history and current treatments. You can ask as many questions as you like.
2. You get your vital signs checked and your medications reviewed.
3. You can set or update your health goals to feel your best.
4. At the end of the assessment, you get a checklist with topics to talk about with <me OR your PCP>. It's a handy reference you can bring with you to your next visit.

5. You may also be eligible to earn a gift card through the Peoples Health Rewards Program."

"The assessment takes about an hour. To set up an assessment or ask questions about how it works, call Peoples Health toll-free at 1-800-222-8600, Monday through Friday, from 9 a.m. to 4 p.m. Or if you'd like, I can transfer you to Peoples Health now."

*If wants transfer:* "OK, hold for a moment while I get you to someone who can schedule your assessment." *Conduct a three-way call to 1-800-222-8600 and let the representative know that you are transferring a member who wants to schedule a Peoples Health CWA*

*If doesn't want transfer, proceed to Closing*

#### Closing

"Do you have any questions for me?" *Answer questions as appropriate*

"Thank you, and have a great day. Goodbye." *End call*