Script for Medicare Customers.

Hi, Can I please speak with Mr/Mrs_____?

My name is _____ I'm calling you from Senior help and you in regards to your medicare options how are you doing today?

We work with top insurance companies like Humana, Mutual of Omaha and Others.

Sir/Mam this call will be recorded for quality assurance purposes.

Sir/Mam, are you currently enrolled in medicare parts A & B?

If the customer says "Yes" then go to "Question#1"

(If customer says "No" then ask the next question)

Have you received your red white and blue medicare card in the mail which mentions parts A & B?

If the customer says "Yes" then go to ("Question#1").

"Question#1"

Sir/Mam, Do you currently have medicare Supplement or Medicare Advantage Policy?

If Supplement go to page#1, If Advantage go to Page#2.

Call Back Consent.

Sir/Mam, to review your medicare options our licensed specialist will give you a call back within next few day.

Can you please tell me what is the good call back time?

Please remember to expect a callback from our Licensed specialist.

Have a good day.

Page#1

Supplement Policy:

Which insurance company are you with right now?

Sir/Mam, to review your medicare options our licensed specialist will give you a call back within next few day.

Can you please tell me what is the good call back time?

Please remember to expect a callback from our Licensed specialist.

Have a good day.

Page#2

Medicare Advantage Policy:

 Which Insurance company are you with right now?

Sir/Mam, Have you recently lost your employer or union provided health insurance?

If Yes then **Call Back Consent.**

If No go to next question:

Do you currently receive low income subsidy or Medicaid to help cover the cost of your doctor expenses?

If Yes then **Call Back Consent.**

If No then,

Thank you so much for your time and patience you have a good day sir/mam.