**NOTE: Not to be used as a cold call script for Medicare Supplements: This is an MAPD and PDP script for mail response lead cards only.**

**Intro**

1. HELLO IS THIS \_\_\_\_\_\_\_

**Give and Gather information**

1. My name is \_\_\_\_\_\_ and I’m doing a service call at your request in reference to a card you had filled out requesting more information on Medicare programs available to you.
2. Does that sound familiar?

YES or NO - Well let me read the card to make sure I have all the correct info. (READ CARD including full name, DOB) you also checked off a specific box requesting more information on available Medicare programs, does that sound more familiar?

1. Were you looking for information specifically for yourself, or your spouse as well? Ok Wonderful I am going to ask you a few brief questions to get a better idea on what kind of programs you may qualify for.

**Qualify the Client**

1. Do you currently have Medicare A and B?
2. What do you have for coverage currently?
3. Do you pay a premium for the coverage?
4. Have you checked to see if you qualify for drug help in (state)?
5. **Set the Appointment**
6. Now Mr. Mrs. I work with a number of companies offering Medicare plans in (state). My job is to be more informative than anything so that you learn about all the plans and programs available to you as a person with Medicare. So what I typically do when I see people is show you a couple of different programs so that if you find a program that benefits you, great, if not than at least you got the information that you wrote in for. You know what I mean?
7. I work every county in the state of \_\_\_\_\_\_. I am going to be in \_\_\_\_\_\_\_ County later on this week. What works better for you mornings, afternoons, or evenings? When you say \_\_\_\_\_\_\_ do you mean more like \_\_\_\_ o’clock or \_\_\_\_\_\_ o’clock?
8. \_\_\_\_\_o’clock on Thursday? Or \_\_\_\_\_o’clock on Friday?

**Confirm the Appointment**

1. OK great so I have you down here for \_\_\_\_\_\_ at \_\_\_\_\_\_ o’clock. Great, I’ll give you my personal number, if anything comes up on my end, I’ll definitely give you a call. And if anything comes up on your end, I hope you’d give me the same courtesy. Does that sound fair?
2. Is your address still \_\_\_\_?
3. Ok I think that we are all set and I look forward to meeting with you.