

HCO Call Center Script

Voicemail:

“Hello, I am calling from California Health Care Options. Your health plan has submitted an enrollment request on your behalf. I am calling to inform you that we have processed your health plan choice. You will soon receive a confirmation letter with your effective date. If you have any questions, call us back at 1-844-580-7272. Thank you.”

Active call:

CSR: “Hello, I am [name of CSR] calling you from California Health Care Options to inform you that your health plan, [current health plan], has submitted an enrollment request on your behalf. We have processed your request to enroll you into [health plan of choice]. You will soon receive a confirmation letter with your effective date.”

If beneficiary informs the CSR that they did not make a choice:

CSR: “Okay, Mr./Mrs [beneficiary’s last name]. I have now enrolled you to [new health plan of choice]. You may receive two confirmation letters – one for the health plan that I originally called about and another letter for this transaction. Please ignore the confirmation notice about [original health plan of choice]. Your letter will tell you about your new effective date with [new health plan of choice].”

NOTE: All other scenarios will follow the current standard call script.