**Sample Telephone Outreach Script**

**Note: this is a sample outreach script that may be used or edited for first telephone contacts with your clients. Use of this script is not required.**

Hi \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, here in \_\_\_\_\_\_\_\_\_\_ (county or town). Am I speaking with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

I am calling because you can now receive a free additional program as a part of your Medicaid health insurance. Do you have a minute so I can tell you about it?

Good, the program I am calling about is the Health Home Program. The program helps clients to support them so they can better manage the health care they receive and increase wellness. What has made the program so successful is the support we offer. You do not need to come to appointments; we can meet you in your own home or another place of your choice, such as an office in your community or coffee shop.

Some of the things we have helped clients with is applying for housing and accessing resources such as low-cost or free services like dental care and eyeglasses.

Would you like to schedule a time for me to meet with you so I can tell you more about the program?

Are there days or times that work better for you? (Offer an appointment day and time.)

This is the address I have for you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Would you like me to meet you at this address?

Are there any other phone numbers I can reach you at?

Is there someone else, like a family member, that you would like to be at the visit?

Do I have your permission to contact them?

May I have their contact information?

Thanks for your time today. I look forward to meeting you on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_\_\_\_.

If something comes up and you need to reschedule you can reach me at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I can wait if you want to write this information down.

Thank you for scheduling a visit. Do you have any questions I can answer now? Okay, goodbye.