**Appendix J**

| **Call Process Step** | **Script** |
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| **Screen for Participant** | Hello, may I speak to <Participant-Name>?  If Participant **is** available to speak: Go to **Introduction**  If Participant **is** **not** available to speak: Go to **Message** |
| **Introduction** | Hello, my name is <Caller-Name> and I am calling from your medical home, <Clinic-Name>, with an important message about your enrollment in My Health LA. Do you know that you are enrolled in My Health LA? **If Yes:** Have you received a notice informing you that your My Health LA Coverage is ending?  **If Yes (and not renewed):** Go to **Start Appointment**  **If No or Doesn’t Know:** <Caller-Name>, you have been on the My Health LA program since <start-date> and unless you schedule an appointment with us to attempt to renew, it will end on <date>. Go to **Start Appointment**  **If Already Renewed:** Thank you for renewing. It helps our clinic providers give you better care. Remember that you will need to renew next year and we are here to help. Go to **End Call** |
| **Start Appointment** | Since you need to attempt to renew your MHLA in person, our clinic can help you with the renewal process. Could I schedule an appointment for you?  **If Yes:** Go to **Schedule Appointment**  **If No:** Go to **Explain Renewal** |
| **Schedule Appointment** | Schedule appointment.  **Explain** and go to **End Call**:   * You must bring all of the verifications for all applicants in your household. This includes:  1. Picture ID, if the patient has one. 2. Proof of income (within the last 45 days). 3. Proof of Los Angeles County address (within the last 60 days).   Note: Ask if there has been a change in legal status (e.g., DACA, LPR) that could affect MHLA or other coverage eligibility.     * If being supported by someone else, bring all necessary affidavits/letters * If you cannot make it to the clinic at your appointed time, please call <clinic phone> * Provide specific clinic information (parking, location, how and where to check-in, etc.) |
| **Message** | If leaving message on personal voicemail or with other persons: <*Insert clinic approved message here. Note that each clinic has their own policies and procedures about leaving messages that account for sharing private health information (PHI).>* |
| **Explain Why Renewing is Important** | There could be many reasons why someone may not want to schedule an appointment. If the participant does not understand why they need to renew, you may want to try these talking points to help them understand why renewing is important:   * Renewing in MHLA will bring you and your family peace of mind, knowing that you and they have access to free health care. * If you lose your MHLA, you may have to pay for health care services, then when enrolled in MHLA have no cost. * Staying in MHLA helps your clinic give the best care possible. * If you are worried about no longer being eligible for MHLA, we can help you find other health care programs that could work for you. * The MHLA renewal process is confidential and your clinic protects your private information. The information you give us when you renew is only used to see if you and your family can enroll in the program. * The MHLA renewal process is easier than the first time you enrolled. We have most of your information already stored in the system.   If participant **agrees to schedule** an appointment: Go to **Schedule Appointment**  If participant **still does not agree** **to schedule** an appointment: Go to **Final Explanation** |
| **Final Explanation** | **Explain** the following and Go to **End Call**:   * When you are ready to renew, please call us at <Phone> between <hours> and we will be happy to help you renew. * Remember that you have until <end date> to complete a renewal in-person, after this date, you will no longer be in MHLA. * If you need more information about the program or our clinic, please don’t hesitate to call us or call the MHLA Program at (1) 844-744-6452 (MHLA). |
| **End Call** | After ending a call, log the outcome of the call.  Note: Clinic Leads should set-up a log with information to monitor, track, and trend call outcomes as needed. See Appendix G. |