

Greeting: Hello, and thank you for calling. My name is [OpName]. How may I help you today?

- i. Calling to Schedule Appointment
  - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. Thank you [FirstName]. May I have the name of the insurance company you have?
  - e. And what is your member ID?
  - f. What is your date of birth please?
  - g. Thank you, [FirstName]. And may I ask, what is the reason for the appointment?
    - i. Access Google Calendar and schedule appointment.
- ii. All Other Calls
  - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. Thank you, [FirstName]. What message would you like me to pass on?
  - e. Okay, [FirstName]. I will send this message over and have your call returned. Thank you for calling, and have a great day!
    - i. Send message through.