**Diversified bridge statement before Inbound Enrollment Script**

**(to be used when inbound call begins)**

Now Mrs. Jones before I begin the enrollment let me just explain how the enrollment process goes so you know what to expect. I’ll start the recording by reintroducing myself. I’ll let you know that the call is being monitored and recorded for quality assurance and I’ll ask for your permission to continue. Once you give me permission to continue, I’ll ask you to confirm that you placed the call in. I’ll ask if you’re completing this application for yourself or someone else. You’ll answer accordingly and then I’ll be asking a series of questions. These questions will determine why you are eligible for these benefits at this time of year. You’ll answer yes or no to each question. Once we get to the question, “Do you have both Medicare and Medicaid (or whatever question their answering yes to in order to determine their SEP)”, you’ll answer, Yes and this will enable me to move forward with the enrollment. I’m going to be reading through a bunch of disclosures, some of which does not pertain to you. However, these disclosures have to be read on every single enrollment recording that I do. There’s going to be something in there about a late enrollment penalty. This is for people who did not enroll in a Prescription plan at the time of enrolling in their Medicare parts A/B. However, you’ve had your WellCare Prescription plan. I’m also going to talk about a premium and ways to pay it. This is not applicable to you because this plan does not have a premium (if applicable). Remember, it’s a zero-premium plan (if LIS plan with premium that LIS covers, mention that). By default, the WellCare system will generate a coupon book for you that says $0.00. So, when we get to that part of the enrollment, please respond coupon book. Now if there’s something that I read, that you quite don’t understand, please feel free to stop me and we’ll go over it. I’ll conclude the recording with a confirmation number for you to write down and keep for your records and you’ll have your benefits by (Month) 1st.