



Scope of Appointment Script (Telephone Non-Agent)

Thank you for your interest in the Tribute Health Plan of Arkansas. This call is to confirm that you would like to schedule an appointment with an agent to learn more about this plan. May I ask you a couple of questions? This call should not take more than three minutes.

Answer: Yes - Response "OK, thank you."

No - Response "OK, thank you for your interest in the Tribute Health Plan of Arkansas. Should you change your mind, you may call 1-866-583-4649. Have a nice day."

Call continues after Yes answer:

The Centers for Medicare and Medicaid Services requires agents to document the scope of a marketing appointment prior to any face-to-face sales meeting to ensure understanding of what will be discussed between the agent and the Medicare Beneficiary or their authorized representative. This call serves as the documentation to allow an agent to visit with you in the future.

Any questions so far?

The plan offered by the Tribute Health Plan of Arkansas is a Medicare Advantage Plan (Part C), and is classified as a Medicare Special Needs Plan (SNP). This is a Medicare Advantage Plan that has a benefit package designed for people with special health care needs, including those who have both Medicare and Medicaid.

Is this the type of product you would like to discuss with an agent?

If Yes: Thank you. You will be contacted by a sales agent to discuss a Medicare Advantage Special Needs Plan. Please note that the person who will discuss the product is employed or contracted by a Medicare Plan. They do not work directly for the Federal government. The individual may also be paid based on your enrollment in a plan. Also, this agreement does not obligate you to enroll in a plan, affect your current enrollment or enroll you in a Medicare plan.

Do you have any questions?

You will be contacted by a sales agent shortly to set up your appointment. Thank you for your time and have a nice day.

If No: "OK, thank you for your interest in the Tribute Health Plan of Arkansas. Should you change your mind, you may call 1-866-583-4649. Have a nice day."