

# Scripts for Scheduling Medicare Wellness Visits

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## **1. Patient calls to reschedule or schedule a follow-up appointment:**

I see that you have Medicare and you have not had a Medicare Wellness Visit in the past year. We are pleased to offer this Medicare free benefit called the Medicare Wellness Visit. This is a yearly visit and a great opportunity for you and your provider to make a plan on how to stay healthy and well.

During the visit your healthcare team will talk with you about your medical history, your current health, and your risk for certain illnesses and injuries. Before you leave you will be given a personalized prevention plan that you and your provider think will help you stay healthy. There is no charge for the Wellness Visit. If you do have health issues that need to be addressed at the same time, you may be responsible for coinsurance and a Part B deductible would apply. What is a good day and time for you?

## **2. Patient calls because of information they received about Welcome to Medicare or Annual Wellness Visit:**

Thank you for calling. I would be happy to schedule your Medicare Wellness Visit. What is a good day and time for you?

## **3. Converting routine follow-up visits to Medicare Wellness Visits**

Hi Mr/Mrs \_\_\_\_\_, I see you have a follow-up appointment scheduled with Dr. \_\_\_\_\_ on Date \_\_\_\_\_. Your Primary Care Provider \_\_\_\_\_ noticed that you are due for a Medicare Wellness Visit and wanted me to share that he/she would like to see you for your yearly Wellness Visit. This is a great opportunity for you and your provider to make a plan on how to stay healthy and well.

During the visit your healthcare team will talk with you about your medical history, your current health, and your risk for certain illnesses and injuries. Before you leave you will be given a personalized prevention plan that you and your provider think will help you stay healthy. There is no charge for this Wellness Visit. If you do have health issues that need to be addressed at the same time, you may be responsible for coinsurance and a Part B deductible would apply. Would you like me to schedule your Wellness Visit or add the visit to our upcoming appointment?