# Phone Script – Medicare Mailed You a Card.

Hello this is "**Your name**", is {**Client's Name**} home?

Hi {**Client's Name**} this is "**Your name**", I'm sorry for bothering you I know you're probably busy, but I've been assigned to you. Am I catching you at a good time, do you have a minuet?

Like I said I've been assigned to you, I'm Certified through Medicare and licensed by the state. I'm calling you for a couple of reasons **1ˢᵗ** I mailed you a card a couple of weeks ago concerning the new changes in Medicare.

Do you remember getting the card or could you have possible thrown it away thinking that it was junk mail?

**Are you still at {Their Address}**

I'm going to be in your area on _____ and _____ this week, it's my job is to come out and go over the changes in the Medicare & You Book with you.  Did you get your current copy of the Medicare & You book in the mail?

Ok, when I come out I'll show you an Understanding Medicare Video that will makes it easy for you to understand the changes in Medicare and your options.

<p align="center">(Setting the appointment)</p>

I will be in your area on _____ and _____, and it only takes a few minutes.
Which day is better for you _____ or _____?  Is morning or afternoon better for you?
I have an opening at \_\_\_\_\_ or _____ what time is better for you?

Let me confirm a little bit of information from you before I let you go,
 you're at {Address}, is that a house of an apartment?
     (If it's a HOUSE) Is it ok if I park on the street?
     (If it's an APPARTMENT) Will I need to be buzzed in at the door?
And what's you date of birth (Age)

{**Client's Name**} it's been nice talking with you and I'll call you when I'm on my way to your home, just to remind you about the appointment, OK.
Enjoy your day by.

(ANY OBJECTION DON'T ANSWER JUST SAY):

{**Client's Name**} I'm just trying to do my job, I'm a Medicare Specialist. I'm licensed by the State, Certified by Medicare. It's my job to come out and go over the NEW CHANGES in Medicare, when I come out I'll show you an Understanding Medicare Video that will makes it easy for you to understand Medicare and your options.
(go back to setting the appointment).

*For additional objection handling see – Phone Script Objections Medicare*