

Phone Script – Pre AEP ANOC Letter.

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 am calling regarding the information you should have received concerning your Annual Election Period options.

You should have received two very important mailings regarding your current benefits:

- First, is your ANOC letter, the Annual Notice of Change. It’s a thick packet of information from your current Health Insurance company. It outlines what changes you’ll see in your benefits starting January 1.
- Second, you should have received the New Medicare & You handbook from CMS (Centers for Medicare and Medicaid Services)

Do you remember receiving both?

AEP, the Annual Election Period is just around the corner. So now is the **best** time for you to review your benefits and make comparisons to see if we need make changes to your plan for the coming year.

Just so you know, I’m a full-service broker. Which means I represent multiple insurance companies contracted with Medicare. So, I can go over all your options.

{Client’s Name}, which works better for you. Would you like to review your benefits now on the phone and go over your options? Or would it be better for me to come out to your house latter this week to do your review and go over your options?