



UNITED LEAD NETWORK
EXCLUSIVE LEADS PROVIDER

HEALTH CALL SCRIPT

(Note: APPLICANTS MUST NOT CURRENTLY HAVE HEALTH INSURANCE.)

Caller: Hello I'm _____, with the Health Enrollment Center calling regarding your Health Insurance coverage. We provide affordable Health Insurance plans for residents of your state. Are you or your family currently in need of Health Insurance?

Applicant: Yes..... Next question

No.....Thank you for your time have a nice day!

Caller: Very good! Let me confirm a few things: Are you on Medicare, Medicaid, Disability, or any State funded Insurance coverage?

Applicant: No..... Next question

Yes..... Sorry, we can't help you. Have a nice day!

Caller: If the policy meets all of your needs are you ready to start it within the next 30 days? Remember you will be talking to a agent who can write your policy today.

Applicant: Yes..... Next question

No..... Can I call you back at another time that's closer to when you'll need to buy a new policy? (try and set up a call back)

Caller: Is your household annual income over or under \$30,000 per year?

Applicant: Over \$30,000 Next question

Under \$30,000..... Say: Thank you I don't think that we can help you at this time.. (End the Call)

Caller: Are you looking ONLY for Dental or Maternity benefits?

Applicant: No..... Next question

Yes..... Our insurance partners offer general health insurance on which dental coverage could be added for an additional fee. They do not provide dental or maternity coverage as a stand-alone plan. Would you still be interested in this coverage?

Applicant: Yes..... Next question

No..... Sorry, we can't help you. Have a nice day!

Caller: Can you budget \$150 month for a single plan or \$300 month or more for a family plan?

Applicant: Yes..... Next question

No... Can not Afford, Say: Thank you I don't think that we can help you at this time.. (End the Call)

Caller: If we find the right coverage for you, would you be able to make your monthly payments with a credit or debit card?

Applicant: Yes..... Next question

No... Has no credit or debit card, Say: I'm sorry, our health insurance providers can only take payments via credit or debit card. I don't think that we can help you at this time.. (End the Call)

Caller: Great! Do you have at least 15 minutes to speak with a agent to review your coverage?

Applicant: No.....Can I call you back at another time that's more convenient? (try and set up a call back)

Yes..... Great! Hold just a moment and I'll connect you. Please stay on the line, the next person you speak with will connect you to a health insurance specialist. Thank you.