

Status: Active	Deactivated Date: N/A
Script:	
Shortcuts: Z-Tech Transfer Checking MA-PDP Tab	
Use this script if the caller does not know the name of their drug plan or did not receive a membership card from their plan and they want to know how they should fill their prescriptions.	
Have you joined a Medicare drug plan?	
YES NO	
Do you know the name of your plan?	
YES NO	
If you got an acknowledgement letter in the mail from your plan, you can use that to fill your prescriptions until you get your card. If you did not get anything in the mail from your plan, you will need to contact them directly.	
CSR NOTE: If caller says that their plan is closed, READ: If you need to fill a prescription right away, you can pay the full price for the drug and submit a claim to your plan for reimbursement. You will need to call your plan during normal business hours for more information.	
(End of script, please log.)	
I will check to see if our records show the name of your plan.	
CSR Note: Check the MA-PDP tab to see if the plan is listed. Is there a plan listed?	
YES NO	
I see that you are enrolled in "PLAN NAME".	
CSR NOTE: Give the caller the plan name and phone number.	
Continue	
I'm sorry, but our records do not show the plan that you are enrolled in. You have two options:	
<ol style="list-style-type: none">1. You can wait until you hear from your plan.2. You can enroll in another drug plan. I can help you choose a plan now, but your coverage will not start until the first day of next month.	
CSR Note: If caller wants to join a different plan, follow the standard process.	
(End of script, please log.)	

Do you currently get Medicaid benefits?

[YES](#) [NO](#)

I can help you join a plan now. Your coverage will start the first day of next month.

SCRIPT= Drug Coverage Enrollment How to Enroll.

[\(End of script, please log.\)](#)

Did Medicaid cover your drugs through December 31, 2005? Or, does Medicaid ONLY help to pay for your Medicare premiums and deductibles?

[Covered Drugs](#) [Help Pay Premiums](#)

Since you get help with your Medicare premiums, you will also get extra help paying for Medicare drug coverage. You will have to choose and join a drug plan to take advantage of this extra help.

I can help you join a plan now. Your coverage will start the first day of next month.

CSR Note: If caller wants to join a plan, follow the standard process.

[\(End of script, please log.\)](#)

Does caller live in one of the 50 states or the District of Columbia?

[YES](#) [NO](#)

SCRIPT= Drug Coverage LIS Territories

[\(End of script, please log.\)](#)

Are you enrolled in a PACE program?

CSR NOTE: If caller is unsure, click [here](#) to view a list of PACE programs.

[YES](#) [NO](#)

You will need to contact your PACE program for more information.

[\(End of script, please log.\)](#)

You should have been automatically enrolled into a Medicare drug plan. You now have two choices:

1. If you do not have an immediate prescription need, I can help you join a plan now, and your

coverage will start the first day of next month.

OR

2. If you have an immediate prescription need, I can help you get retroactive coverage.

Which option best meets your needs?

[No Immediate Need](#) [Retroactive Coverage](#)

CSR Note: Help the caller enroll in a drug plan. When finished, READ:

Keep in mind that this coverage will start the first day of next month. If you have an immediate prescription need before the end of the month, you can go to any pharmacy and get immediate drug coverage. You will need to tell your pharmacist that you have both Medicare AND Medicaid, but you do not currently have Medicare drug coverage. Make sure that you bring your Medicaid and Medicare cards, along with photo ID.

I will now transfer you to the Medicare contractor who will help you sign up for the extra help to pay for Medicare drug coverage. I will stay on the line with you until you are connected.

[\(Continue\)](#)

CSR Note: TnT to Z-Tech. They are open from 8:00 AM - 8:00 PM ET, M-F beginning Jan. 3.

Wait 30 seconds to see if the call is answered.

English *313

Spanish *314

Caller Connected [\(End of script, please log.\)](#) [No Response within 30 Seconds](#) [Contractor is Closed](#)

The contractor currently has a high call volume. Would you like to wait until someone answers?

YES - Connect the Caller [\(End of script, please log.\)](#) [NO](#)

You will need to call us back between 8:00 AM - 8:00 PM ET, M-F beginning Jan. 3. Please tell the representative that you need to speak with the Z-Tech contractor. They will connect you.

[\(End of script, please log.\)](#)

Are you currently at the pharmacy, or do you need to go to the pharmacy right away? [YES](#) [NO](#)

Since you have an immediate prescription need, you can go to any pharmacy and get immediate drug coverage. You will need to tell your pharmacist that you have both Medicare AND Medicaid, but you do not currently have Medicare drug coverage. Make sure that you bring your Medicaid and Medicare cards, along with photo ID.

[\(End of script, please log.\)](#)

I will now transfer you to the Medicare contractor who will help you get automatically enrolled in a drug plan with the extra help to pay for drug coverage. I will stay on the line with you until you are connected.

[Continue](#)

Tips:

REFERRAL = Medicare drug plan

Keywords: Drug Coverage End of Year Plan Unknown

Reference Sources:

Conference call with CMS (12/12/05, 12/15/05)

Email from Timothy Leonard (Pearson) with TNT codes (12/19/05)

Source:

Date Accessed:

Previous Version: 1.0

Spanish Version: 1.0

CMS Approved By: Tonia Yancey
Andrea Hamilton

Date Approved: 12/23/05
12/28/05

CMS SME: