

## HEALTHCARE ADVOCATE TELEPHONE ETIQUETTE

1. Always start by saying "Hello."
2. Next, always tell the person your name and ask how you may help him or her.
3. Always ask for a best telephone number to call back in case you get disconnected.
4. Always be polite and joyful.
5. Always ask for and use the customer's first name.
6. Always say the word "Yes" or "No." Do not use yeah or nah.
7. Never bad mouth a medical provider, such as a hospital. We will let their behavior and pricing speak for itself.
8. If you do not know the answer to a question, admit it and promise to get back to the person with an answer.
9. Never tell a member where to receive care. For most working Americans, it's either affordable access to care or no care. Therefore, especially for what most people need which is only access to routine care, such as blood work or imaging, you can point out the better priced providers on our Money Map or the better charity hospitals via Hospital Bill Eraser.

A person that needs hospital care may have his or her mind made up to see a specific surgeon at a specific facility. If there is an 80% discount on care there based upon the household income and family member size, we make the person aware of the 80% discount. We can also make the person aware of the 100% charity care available at a nearby hospital. The decision on where to receive care is up to the member.