

**San Francisco Health Plan
Orientation Call for ATSM & ATSM-Plus**

Hello, I am calling from San Francisco Health Plan. May I speak with (First and Last Name)?

Thank you for your interest in our new support program for diabetes. As a reminder you will get a \$25 gift card from the San Francisco Health Plan if you complete the program. I would like to give you more details about this program. Starting next week, we will call you every_____ (M/T/W/Th/F/Sat/ Sun) at _____o'clock in the_____ (morning/afternoon/ evening) for 6 months to ask about how your diabetes is going and to give you important information to help you better care for yourself.. These calls are pre-recorded and automated calls that will ask questions and give you useful information. These calls should take about 5 to 10 minutes. You answer the questions by pressing the keys on your telephone. Based on your answers, a SFHP Nurse may call you back to provide support and advice for your diabetes and answer any questions you may have. She can also help you make appointments and get medications if you have problems getting them. If you want a nurse to call you back no matter what you answer, the automated phone system will help you do that too.

Once again, thank you very much for taking the time to participate in the SFHP diabetes support program. Your time is very valuable to us. As was mentioned before, participants in programs like this cope better with their diabetes and improve their overall health.

Do you have any questions about the program?

FAQ's

Q: I don't want to participate now. Can I wait a few months?

A: Yes, what date will you be available for us to contact you? Date: _____

What time would be most convenient for you? Time: ____

Q: This is not a good time for me to get your calls. Is Friday okay?

A: What is a convenient time for you? You will get calls at the time you choose. If you prefer, you can also call into our number any time you like. The number is _____ . The call is free.

Q: Does your nurse speak my language?

A: Yes, our nurse speaks _____ (Spanish/ Chinese).

Q: Do I have to pay anything to be in this program?

A: No, this is a covered benefit and is free to San Francisco Health Plan members who have diabetes.

Q: If I am not at home for a few weeks, would that be okay?

A: Yes, it is okay if you miss a few weeks. If you will be in the U.S., you can call to hear the recordings for the dates that you are gone by dialing the following free number

_____. What date do you expect to be back? What date and time would you like to be reached? You can also let us know in advance if you want us to hold calls for you. We want to make this as convenient for you as possible.

Q: Does my doctor know about this program?

A: Yes, your doctors who work with the SFHP know about this new program and are part of your team.

Q: What if I don't answer every call?

A: It is okay to miss a few calls.

Closing:

- Confirm:
 - Time preference to receive automated calls (morning/ afternoon/ evenings)
 - Language preference (ENG/ SPA/ CANTONESE)
- Obtain patients correct name pronunciation
- Send out incentive/ information card
- Link to Catalina for those participants that said yes