

After-Hours Sample Scripts

UnitedHealthcare Community Plan of Texas

As a Medicaid provider in Texas, you're required to make sure your patients who are enrolled in CHIP, MMP, STAR, STAR Kids and STAR+PLUS can reach you or a back-up care provider at any time – 24 hours a day, seven days a week.

To help you meet the after-hours requirements, we created sample scripts you can use for after-hours calls.

- If you choose to use one of these scripts for your practice, the message must include information on how callers can reach their primary care provider (PCP) or a back-up physician, advanced practice nurse practitioner or physician.
- We've provided scripts in three languages – English, Chinese and Spanish. These are certified translations. The translation(s) you choose should reflect the language(s) spoken by the majority of your patients.
- When recording, please speak slowly. The caller may have a different first language or may be in a state of distress due to the situation at hand.
- Please repeat phone numbers or other important information. If possible, offer an option at the end of the call for the message to replay.

Please also review the after-hours access standards.

After-Hours Access Standards	
Access	Physicians must be accessible to UnitedHealthcare Community Plan members 24 hours a day, seven days a week.
Compliant After-Hours Phone Arrangements	The office phone is answered after hours by an answering service that meets the language requirements of the major population groups and can contact the physician or another designated medical provider. All calls answered by an answering service must be returned within 30 minutes.
	The office phone is answered after normal business hours by a recording in the language of each of the major population groups served. This recording directs the patient to call another number to reach the physician or another care provider designated by the physician. A live person must be available to answer the designated provider's phone.
	The office phone is transferred after office hours to another location that meets language requirements. Someone must answer the phone at this location and be able to contact the physician or another designated care provider, who must return the call within 30 minutes.
Non-Compliant After-Hours Phone Arrangements	The office phone is only answered during office hours.
	The office phone is answered after hours by a recording that tells patients to leave a message or send a page.
	The office phone is answered after hours by a recording that directs patients to go to an emergency room for any services needed without offering another option to contact the care provider.
	After-hour calls are returned outside the 30-minute timeline.

Sample After-Hours Scripts

English Script	
Spoken in Spanish	For Spanish, press one.
Spoken in Chinese	For Chinese, press two.
Spoken in English	For English, stay on the line.
You have reached <insert care provider's name and/or practice name>. Our office is presently closed. We'll be back in the office <days of business> from <insert start time a.m. > to < insert close time p.m.> Central Time.	
If you need to speak with a care provider right away, please call <spoken slowly: x x x - x x x - x x x x>. I'll say that number again. The number is <x x x - x x x - x x x x>.	
We will call you in no more than 30 minutes.	
If this is an emergency, call 911. If you are in need of immediate help, call 911.	
To hear this message again, press < x >.	

Spanish Script	
Spoken in Spanish	Para español, oprima uno.
Spoken in Chinese	For Chinese, press two.
Spoken in English	For English, stay on the line.
Se ha comunicado con <insert care provider's name and/or practice name>. El consultorio se encuentra cerrado. Regresaremos al consultorio el < days of business> de <insert start time a.m. > to< insert close time p.m.> hora central.	
Si necesita hablar con un proveedor de atención inmediatamente, llame al < spoken slowly: x x x - x x x - x x x x>. Repetiré este número. El número es <x x x - x x x - x x x x>.	
Le llamaremos en menos de 30 minutos.	
En caso de emergencias, llame al 911. Si necesita ayuda inmediatamente, llame al 911.	
Para volver a escuchar este mensaje, oprima < x >.	

Chinese Script	
Spoken in Spanish	For Spanish, press one.
Spoken in Chinese	如需國語中文，請按 2。
Spoken in English	For English, stay on the line.
您已接通<insert care provider's name and/or practice name>。 我們的診所目前已下班。 我們的營業時間為< days of business>從<insert start time a.m. > 至 < insert close time p.m.> 美國中部時間。 如果您需要立即與醫療護理提供者聯繫，請致電 < spoken slowly: x x x - x x x - x x x x>。 我重複一次該電話號碼。該電話號碼是 <x x x - x x x - x x x x>。	
我們將在 30 分鐘內打電話給您。	
如果這是緊急情況，請致電 911。如果您需要立即協助，請致電 911。	
如需重聽一次本留言，請按 <x>。	

We're Here to Help

If you have questions, please contact your Provider Advocate or call Provider Services at **888-303-6162**.