

Automated Telephone Self-Management Program
The San Francisco Health Plan Enrollment Outreach Call

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

Confirm Eligibility:

I am calling on behalf of your doctor to let you know about a new program for diabetes that has been found to help people feel better. Our records show that you have diabetes. May I confirm with you that our records are correct: Do you have diabetes?

If No: We are sorry. The information we received must have been wrong. We will correct it. Thank you for your time.

If Yes: Is (language) your most comfortable language to speak? If not (language), which language is?

If Unable to Communicate: I am sorry I do not speak (language). I will have someone who speaks (language) call you back.

- *If Able to Communicate:* Your doctors know about this program for diabetes and agree that it might help you. It is a covered benefit and is free to you. You will get a \$25 gift card from the San Francisco Health Plan if you complete the program. Would you like to join this program? Would you like to hear about the program?

If No: Thank you for your time.

If Yes:

- The program allows you to give us information about your diabetes that we can check over with a nurse who speaks your language (If English-speaking, omit “who speaks your language”). The nurse can help you manage your diabetes and answer questions.
- The way it works is that we will call you once a week for 6 months to ask you a few questions at a time you choose. This part is automated and you answer by pressing the keys on your telephone. The call takes about 5 to 10 minutes. You can choose to listen to recorded ideas that may help you with your diabetes, or you can just answer the questions.
- These are some examples of the questions: “How many times did you check your blood sugar this week?” or “Do you have any questions that you would like a nurse to call you back about?” If you want a nurse to call you back no matter what you

answer, you can push a key for that too. The nurse will call you back. She can answer questions you may have about your health care or medications. She may also help you make appointments.

- If you are away for awhile or miss a call, you can call into the system for free. It is OK to sometimes miss a call.
- Participation in this program is a free benefit under San Francisco Health Plan.

If No: Thank you for your time. Would you mind telling me why you are not interested?

If Yes: What is the best time and day to receive the weekly calls? What is the best telephone number where we can reach you? Do you plan to be out of the area over the next 6 months? If yes, do you know the dates?

Continue to ask about UCSF Evaluation

We also want to ask if it is OK for someone studying how well this program works to call you and interview you. They are doctors and researchers who have done this same type of program here in San Francisco, at the University of California San Francisco, and have found that it helps many diabetes patients feel better. They want to help us with this program. They would reimburse you \$50 for your time every time that you complete an interview.

FAQ's

Q: Why did you call me? I do not have diabetes

A: We are sorry. The information we received must have been wrong. We will correct it. Thank you.

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. We can have a nurse call you when you return.

Q: Does my doctor know about this program?

A: Yes, your doctor knows about the program and we will tell your doctor if you participate.

Q: What kind of gift cards will I get if I complete the program?

A: You can choose a \$25 gift card from Walgreens, Ross or Target.