

Appendix C5.
Reminder Voicemail Script
English

“Hello, we’re reaching out to **_[NAME ON VOICEMAIL] / [DEPT. NAME]** on behalf of the Office of Medicare Hearings and Appeals in regard to your participation in filing appeals and participating in hearings, please call us back at 1-844-295-2605. We’re interested in gathering information about your particular perspective with filing appeals and participating in hearings with Medicare, and we want to ensure you know we’re not referencing specific patient details, we’re just wanting to understand your overall experience at **[COMPANY NAME]**. **[INCLUDE THIS IN EACH MESSAGE]** “When you call us back, please reference your file number, which is **[MMID #]** for **[COMPANY NAME]**.”