

Follow-up Voicemail Script

Good [Morning/Afternoon].

My name is [NAME] and I'm calling from Kauffman & Associates, Inc., a native-owned company, on behalf of the Center for Medicare and Medicaid Services (CMS) about the Tribal LTSS Survey. The purpose of this survey is to obtain information to help in the development of a list of tribally operated long-term services and supports (LTSS) programs across Indian Country. The survey was sent to tribes and tribal programs on (XX date).

We are approaching the deadline for survey participation, and unfortunately your Tribe/tribal program has not yet sent in their response. The survey is short, with yes/no questions, and should only take about 10 to 15 minutes to complete. If you are interested in participating, please call me at (insert phone number).

Have a great day. Good-bye.