# **Attachment 7c**

nts	
Optional	Expand
Click "today" when you start the call	
	Click "today" when you start the call

### **No Answer**

Did anyone answer the phone? * must provide value	
quality improvement study for Medica	e] I'm calling on behalf of Virginia Medicaid about a id and [name of member's Medicaid Care organization]
number]? I'm available [Linkage Coord	ut it. Could you call me at [Linkage Coordinator's phone linator's working hours]. Thanks!
End time of call  * must provide value official	Click "now" when you end the call
Notes (post-call)	
	Expand

# **Wrong Number**

Did anyone answer the phone?	6 v
Did anyone answer the phone?	Yes
* must provide value	O No
Hello, this is [Linkage Coordinator's name]. I'm	
calling on behalf of Virginia Medicaid about a	No: not available, number correct
quality improvement study for Medicaid and [name of member's Medicaid Care Organization]	No: suspected wrong number
members. May I speak with [potential	
participant's name]?	
* must provide value	
Phone # confirme	ed
	O - "
Can you confirm that this is [potential participant's phone number]?	○ Confirmed     ○ No. 1
* must provide value	○ Not confirmed
·	
V	the order con-
I'm sorry, I must have the wrong phone number. T	nank you.
End call.	
Phone # not confirm	med
Can you confirm that this is [potential	○ Confirmed
participant's phone number]?	Not confirmed
* must provide value	Not committee
	the design of
I'm sorry, I must have the wrong phone number. T	nank you.
End call Do attempt with correct phone number. Decet the call start ti	ma.
End call. Re-attempt with correct phone number. Reset the call start tin	me.
End call	
End call	
End time of call	Now H:M
* must provide value	Click "now" when you end the call
······	
Notes (post-call)	
	Expand

Not Reach / Not Available	
Did anyone answer the phone?	Yes
* must provide value	O No
Hello, this is [Linkage Coordinator's name]. I'm calling on behalf of Virginia Medicaid about a quality improvement study for Medicaid and [name of member's Medicaid Care Organization] members. May I speak with [potential	<ul><li>Yes</li><li>No: not available, number correct</li><li>No: suspected wrong number</li></ul>
participant's first name]?  * must provide value	
Thank you. It's [Linkage Coordinator's name] calling. I'll call back another time.	
End call.	
End time of call  * must provide value	Click "now" when you end the call
Notes (post-call)	
	Expand

Did

# Incorrect Name and/or DOB

Did anyone answer the phone?	Yes
nust provide value	O No
ello, this is [Linkage Coordinator's name]. I'm	( Yes
alling on behalf of Virginia Medicaid about a	No: not available, number correct
uality improvement study for Medicaid and name of member's Medicaid Care Organization] nembers. May I speak with [potential participant's first name]?	No: suspected wrong number
nust provide value	
hank you. I'm calling to talk to you about a study ledicaid members. Virginia Medicaid strives to im are. This involves evaluating how to promote you eek, you should have received information about	prove your quality of r health. In the past a study in the mail.
he study is about something that may be confide	ntiai.
want to make sure that I am talking to the right   onfirming your identity. I want to do this to prote	
onfirm your identity is using this ID number.	•
The letter that we sent you has an ID number on it confirm your identity is using this ID number. Do you mind telling me the ID number on the lette	•
onfirm your identity is using this ID number.	r? ng me your first and
confirm your identity is using this ID number.  Do you mind telling me the ID number on the lette  Participant has correct ID number: Great. Do you mind telling ast name and date of birth? This is all I will need to	r? ng me your first and to confirm your
onfirm your identity is using this ID number.  Do you mind telling me the ID number on the letter  Participant has correct ID number: Great. Do you mind telling ast name and date of birth? This is all I will need to dentity.  Participant has incorrect ID number: Great. Do you mind telling ast name and date of birth? This is all I will need to see the see that the see	r?  ng me your first and co confirm your  ling me your first and co confirm your  k. We can use different
onfirm your identity is using this ID number. To you mind telling me the ID number on the letter Participant has correct ID number: Great. Do you mind telling is a name and date of birth? This is all I will need to dentity.  Participant has incorrect ID number: Great. Do you mind telling is a name and date of birth? This is all I will need to dentity.  Participant does not have any ID number (e.g., no letter): That's on information. Do you mind telling me your first and irth?	r?  ng me your first and co confirm your  ling me your first and co confirm your  k. We can use different
o you mind telling me the ID number on the letter of you mind telling me the ID number on the letter of you mind telling st name and date of birth? This is all I will need to lentity.  Participant has incorrect ID number: Great. Do you mind telling st name and date of birth? This is all I will need to lentity.  Participant has incorrect ID number: Great. Do you mind telling st name and date of birth? This is all I will need to lentity.  Participant does not have any ID number (e.g., no letter): That's of into you mind telling me your first and inth?  pected ID number: pected ID number:	r?  ng me your first and co confirm your  ling me your first and co confirm your  k. We can use different
Participant has incorrect ID number: Great. Do you mind telling me the ID number on the letter dentity.  Participant has correct ID number: Great. Do you mind telling the set name and date of birth? This is all I will need to dentity.  Participant has incorrect ID number: Great. Do you mind telling ast name and date of birth? This is all I will need to dentity.  Participant does not have any ID number (e.g., no letter): That's on information. Do you mind telling me your first and	r?  ng me your first and co confirm your  ling me your first and co confirm your  k. We can use different

Did the participant verify their name and DOB?  * must provide value	<ul> <li>✓ Yes: name and DOB verified</li> <li>✓ No: incorrect name and/or DOB</li> <li>✓ No: will not verify name and/or DOB</li> </ul>
Phone # confirme	ed
Can you confirm this is [potential participant's phone number}?  * must provide value	<ul><li>Confirmed</li><li>Not confirmed</li></ul>
I'm sorry, I must have the wrong phone number. Thank you.	
Phone # not confir	med
Can you confirm this is [potential participant's phone number}?  * must provide value	<ul><li>○ Confirmed</li><li>○ Not confirmed</li></ul>
I'm sorry, I must have the wrong phone number. Thank you.  End call. Re-attempt with correct phone number. Reset the call start to	ime.
End call	
End time of call  * must provide value	Now H:M Click "now" when you end the call
Notes (post-call)	
	Expand

# Will Not Verify Name and/or DOB

Did anyone answer the phone?	Yes
* must provide value	O No
Hello, this is [Linkage Coordinator's name]. I'm	(•) Yes
calling on behalf of Virginia Medicaid about a	No: not available, number correct
quality improvement study for Medicaid and [name of member's Medicaid Care Organization] members. May I speak with [potential participant's first name]?	No: suspected wrong number
* must provide value	
Thank you. As I said before, I'm calling to talk to yeligible Virginia Medicaid members. Virginia Med your quality of care. This involves evaluating how health. In the past week, you should have receive study in the mail.	icaid strives to improve to promote your
The study is about something that may be confide	ntial.
I want to make sure that I am talking to the right confirming your identity. I want to do this to prote	
The letter that we sent you has an ID number on i confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter	·
<ul> <li>Participant states correct ID number: Great. Do you mind te last name and date of birth? This is all I will need identity.</li> </ul>	
<ul> <li>Participant states incorrect ID number: Great. Do you mind t last name and date of birth? This is all I will need identity.</li> </ul>	
last name and date of birth? This is all I will need	to confirm your  ok. We can use different
last name and date of birth? This is all I will need identity.  • Participant does not have any ID number (e.g., no letter): That's cinformation. Do you mind telling me your first and	to confirm your  ok. We can use different
last name and date of birth? This is all I will need identity.  • Participant does not have any ID number (e.g., no letter): That's conformation. Do you mind telling me your first and birth?  Expected ID number: Expected name:	to confirm your  ok. We can use different
last name and date of birth? This is all I will need identity.  • Participant does not have any ID number (e.g., no letter): That's conformation. Do you mind telling me your first and birth?  Expected ID number: Expected name:	to confirm your  ok. We can use different
last name and date of birth? This is all I will need identity.  • Participant does not have any ID number (e.g., no letter): That's conformation. Do you mind telling me your first and birth?  Expected ID number: Expected name: Expected DOB:	to confirm your

### Send certified letter

Sena Certinea lett	ei
I understand, and I appreciate your time today. You might like more information later. Could I send you a certified letter to describe the study? *must provide value	<ul><li>Yes: certified letter</li><li>No: no certified letter</li></ul>
Great. Do you mind providing your mailing address?	
	Optional Expan
Thank you. I appreciate that you're willing to learn more. I'll send a certified letter to [state mailing address].	
I'll call you back to follow-up within a week. In the meantime, you can call me at [Linkage Coordinator's phone number} with any questions. I look forward to talking again soon.	
End call.	
Do not send certified	letter
I understand, and I appreciate your time today. You might like more information later. Could I send you a certified letter to describe this study?	<ul><li>✓ Yes: Certified letter</li><li>✓ No: No certified letter</li></ul>
* must provide value	
I understand. Thank you for your time. If you change your mind, you can call me at [Linkage Coordinator's phone number].	
End call.	
nd Call	
End time of call	Now H:M
* must provide value	Click "now" when you end the call
Notes (post-call)	
	Expa

# **Personal Information Verified - Not Available to Talk Now**

Did anyone answer the phone?	
* must provide value	
must provide value	O No
Hello, this is [Linkage Coordinator's name]. I'm	( Yes
calling on behalf of Virginia Medicaid about a	No: not available, number correct
quality improvement study for Medicaid and [name of member's Medicaid Care Organization] members. May I speak with [potential participant's first name]?	No: suspected wrong number
* must provide value	
Thank you. As I said before, I'm calling about a stu Medicaid members. Virginia Medicaid strives to in care. This involves evaluating how to promote you week, you should have received information about The study is about something that may be confiden	prove your quality of r health. In the past a study in the mail. ntial. I want to make
sure that I am talking to the right person. I can do your identity. I want to do this to protect your priv	
	. One way that I can
confirm your identity is using this ID number.  Do you mind telling me the ID number on the lette  Participant has correct ID number: Great. Do you mind telling and last name and date of birth? This is all I will not identity.	r? ng tell me your first
Do you mind telling me the ID number on the lette  • Participant has correct ID number: Great. Do you mind telling and last name and date of birth? This is all I will no	r?  ng tell me your first  need to confirm your  ing me your first and
Participant has incorrect ID number: Great. Do you mind telling and last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind tell last name and date of birth? This is all I will need to see the content of the conte	r?  ng tell me your first eed to confirm your  ing me your first and o confirm your  c. We can use different
Participant has correct ID number: Great. Do you mind telling and last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind tell last name and date of birth? This is all I will need to identity.  Participant does not have any ID number (e.g., no letter): That's old information. Do you mind telling me your first and	r?  ng tell me your first eed to confirm your  ing me your first and o confirm your  c. We can use different
Participant has correct ID number: Great. Do you mind telling and last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind tell last name and date of birth? This is all I will need to identity.  Participant does not have any ID number (e.g., no letter): That's of information. Do you mind telling me your first and birth?  Expected ID number: Expected name:	r?  ng tell me your first eed to confirm your  ing me your first and o confirm your  c. We can use different
Participant has correct ID number: Great. Do you mind telling and last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind tell last name and date of birth? This is all I will need to identity.  Participant does not have any ID number (e.g., no letter): That's of information. Do you mind telling me your first and birth?  Expected ID number: Expected name: Expected DOB:	r?  Ing tell me your first seed to confirm your  Ing me your first and o confirm your  C. We can use different last name and date of

Thank you. Do you prefer [potential participant's first name] or do you go by another name?  * must provide value	<ul> <li>Prefer [potential participant's first name</li> <li>Prefer another name</li> </ul>
Preferred name	
Thanks, [potential participant's preferred first name].	
As I said, my name is [Linkage Coordinator's name]. I'm calling on behalf of Virginia Medicaid about a quality improvement study for Medicaid and [name of member's Medicaid Care Organization] members. The	No     No
study is about something that may be confidential. Can you talk about something that may be confidential right now?  * must provide value	
Alternative call	time identified
I understand. It would be great to talk with you more about this study. Could we talk	
about the study a different time?  * must provide value	○ No
Great! What is a good day and time for you to discuss?	
Schedule alternative call: date.	

# about the study a different time? \*must provide value Great! What is a good day and time for you to discuss? Schedule alternative call: date. \*must provide value Click to identify day for alternative call. Schedule alternative call: time. \*must provide value Click to schedule time for alternative call. Thank you. I appreciate your time and will call you back at [potential participant's phone number] on [scheduled date] at [scheduled time]. In the meantime, you can call me back at [Linkage Coordinator's phone number] if you have questions or need to reschedule. End call.

I understand. I will try calling you again a different time. In the meantime, you can call me at [Linkage Coordinator's phone number] during [Linkage Coordinator's working hours], if you have questions. Thank you. I look forward to talking to you a different time.	I understand. It would be great to talk with you more about this study. Could we talk about the study a different time?  * must provide value	<ul><li>○ Yes</li><li>⑥ No</li></ul>
during [Linkage Coordinator's working hours], if you have questions. Thank you. I look forward to talking to you a		
	different time. In the meantime, you can call	

## End Call

Click "now" when you end the call
Expand

# **Personal Information Verified - Available to Talk**

Did anyone answer the phone?	Yes
* must provide value	O No
Hello, this is [Linkage Coordinator's name]. I'm	( Yes
calling on behalf of Virginia Medicaid about a quality improvement study for Medicaid and [name of member's Medicaid Care organization] members. May I speak with [potential participant's name]?	No: not available, number correct
	No: suspected wrong number
* must provide value	
Thank you. As I said, I'm calling to talk to you abourginia Medicaid members. Virginia Medicaid striquality of care. This involves evaluating how to puthe past week, you should have received information mail.	ves to improve your romote your health. In
The study is about something that may be confide	ential.
I want to make sure that I am talking to the right confirming your identity. I want to do this to prote	
The letter that we sent you has an ID number on i	t One way that I can
confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter	•
confirm your identity is using this ID number.	er? ing tell me your first
confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter  • Participant has correct ID number: Great. Do you mind telliand last name and date of birth? This is all I will no	er? Ing tell me your first leed to confirm your
confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter of the Participant has correct ID number: Great. Do you mind telliand last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind telliast name and date of birth? This is all I will need	er?  Ing tell me your first leed to confirm your  Iling me your first and to confirm your
confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter  Participant has correct ID number: Great. Do you mind telliand last name and date of birth? This is all I will nidentity.  Participant has incorrect ID number: Great. Do you mind tellast name and date of birth? This is all I will need identity.  Participant does not have any ID number (e.g., no letter): That's cinformation. Do you mind telling me your first and	er?  Ing tell me your first leed to confirm your  Iling me your first and to confirm your
confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter of the Participant has correct ID number: Great. Do you mind telliand last name and date of birth? This is all I will not identity.  Participant has incorrect ID number: Great. Do you mind telliast name and date of birth? This is all I will need identity.  Participant does not have any ID number (e.g., no letter): That's conformation. Do you mind telling me your first and birth?  Expected ID number: Expected ID number: Expected name:	er?  Ing tell me your first leed to confirm your  Iling me your first and to confirm your
Confirm your identity is using this ID number.  Do you mind telling me the ID number on the letter of the Participant has correct ID number: Great. Do you mind telliand last name and date of birth? This is all I will nidentity.  Participant has incorrect ID number: Great. Do you mind telliast name and date of birth? This is all I will need identity.  Participant does not have any ID number (e.g., no letter): That's conformation. Do you mind telling me your first and birth?  Expected ID number: Expected name: Expected DOB:	er?  ing tell me your first need to confirm your  lling me your first and to confirm your  ok. We can use different il last name and date of

Did the participant verify their name and DOB?  * must provide value	<ul> <li>Yes: name and DOB verified</li> <li>No: incorrect name and/or DOB</li> <li>No: refusal to verify name and/or DOB</li> </ul>	
Thank you. Do you prefer [potential participant's first name] or do you go by another name?  * must provide value	<ul><li>Prefer [potential participant's first name]</li><li>Prefer another name</li></ul>	
Preferred name		
Thanks, [potential participant's preferred name].  As I said, my name is [Linkage Coordinator's name]. I'm calling on behalf of Virginia Medicaid about a quality improvement study for Medicaid and [name of member's Medicaid Care Organization] members. The study is about something that may be confidential. Can you talk about something that may be confidential right now?  * must provide value	<ul><li>Yes</li><li>No</li></ul>	
Go to Verbal consent - control participants		
Notes (post-call)	Expand	