Appendix C5.
Reminder Voicemail Script
(English)

"Hello, we're reaching out to **[NAME ON VOICEMAIL]** 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 understanding your particular perspective with filing appeals and participating in Medicare hearings. I want to ensure you know we're not referencing specific patient details, we're just wanting to understand your overall experience with the Medicare hearing process**. [INCLUDE THIS IN EACH MESSAGE]** "When you call us back, please reference your file number, which is **[MMID #]** for **[COMPANY NAME]**.