

Sample Script for New Client: Asking about RHAF Enrollment at Appointment Check-In

This is a sample script for front desk staff enrolling clients into RHAF. Please modify this script to fit your check-in process, amount of time available, clients' questions, and your natural way of speaking.

1. Ask about client's insurance status:

"We are happy to see you today. Do you have private health insurance or OHP/Oregon health plan? If so, do you have your insurance card handy? I need this information to send a bill to insurance and/or OHP."

2. Client has:

a. OHP:

Client is not eligible for RHAF, follow normal check-in process.

b. No insurance:

"We would like to tell you about a program that can help pay for your visit today. If you qualify, you may not need to pay anything for this visit or future reproductive health visits. Would you like to hear more?"

(if the client says yes)

"The Reproductive Health Access Fund, also called RHAF, is a program that pays for certain reproductive health visits. Like visits for birth control, pregnancy tests, annual wellness exams, STI screenings, and education for people wanting to get pregnant. If you qualify, RHAF will pay for these types of visits."

To see if you qualify, first we need to collect your income information and household size. If you make below a certain amount, we can enroll you in RHAF.

Do you have any questions?"

c. Private insurance:

"I see that you will be using xxx insurance to cover your visit today. That's great. We are happy to bill this insurance for you, but we let everybody know that insurance doesn't always cover the entire cost of your visit. We encourage all our clients to enroll in a program that can help cover any remainder. If you

qualify, the program will pay whatever amount your insurance doesn't cover so that you don't end up with a bill later. Would you like to hear more?"

(if client says yes)

"The Reproductive Health Access Fund, also called RHAF, is a program that pays for certain reproductive health visits. Like visits for birth control, pregnancy tests, annual wellness exams, STI screenings, and education for people wanting to get pregnant. If you qualify, RHAF will pay for these types of visits if your health insurance does not cover the full cost of your visit.

To see if you qualify, first we need to collect your income information and household size. If you make below a certain amount, we can enroll you in RHAF.

Do you have any questions?"

3. Address client's concerns with sensitivity:

"We understand that the enrollment form asks personal questions. The information you share is only used to make sure you're eligible for the program and to determine how the state will pay for your services. Our goal is to help you access great reproductive health care at no or low cost to you. Is there anything I can do to help you feel more comfortable sharing the information needed in the form?"

4. Offer help:

"Let me know if you have any questions. I'm here to help and make this as easy as possible for you. We know your time is valuable, and we want to get you seen as soon as we can."

(if this is part of your process)

"I've highlighted the required questions to respond to. If you are unsure how to answer a question, feel free to come back to the desk and I can walk you through it."

5. Assure confidentiality:

"The information you provide today is confidential and will only be used to determine your eligibility for RHAF and if there's any fee for today's visit. Do you have any questions or concerns?"

6. End on positive note:

“Thank you for completing the enrollment form. You are enrolled for 2 years. This means you can access reproductive health/family planning services here or at another participating clinic for the next two years.

Here is a document that shows your dates of coverage and what services will be paid for by RHAF. If you ever have questions about this program, please give us a call. Our phone number is listed on the document. Would you like a copy of it?”

(If you are a CCare agency please use the CCare enrollment form cover page. If you are an AbortionCare agency, please let clients know what services are not covered at your clinic and provide referrals for RHCare agencies.)

“We’re glad you’re here. Let me know if there’s anything else you need today. You’ll be called to see the provider soon.”