

Federal Guidance for enrolling in Medicaid

December 26, 2013

Live script for outbound account transfer households

“Hello. I am calling from the Health Insurance Marketplace Call Center about the application you submitted for yourself and/or members of your household for insurance coverage. The Marketplace has evaluated your application and concluded that [NAMES OF APPLICANTS ASSESSED OR DETERMINED ELIGIBLE FOR MEDICAID OR CHIP] may be eligible for Medicaid or CHIP in your state. The Marketplace will securely transfer your account to your state however in order to get enrolled more quickly, we recommend that you contact your state to complete the state’s application for Medicaid or CHIP coverage.

I have that contact information to share with you. Please let me know when you are ready... You may call [INSERT AGENCY NAME] at [INSERT NUMBER] and/or apply online at [INSERT WEBSITE].

Thank you... Goodbye.”