



## Senior LinkAge Line® Script

### **During Business Hours (8am-4:30pm)**

Thank you for calling the Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors. This is Lieutenant Governor Yvonne Prettner Solon. If this is an emergency, please hang up and dial 911.

I know you hate to hold the line but I want to let you know about a big Medicare change that will happen this year. Be aware that Medicare Open Enrollment dates for all Medicare Part D plans and Medicare advantage Plans begins on October fifteenth and ends on December seventh. Be aware of your Medicare!

Please be aware that we are experiencing high call volumes and long hold times. If you wish to remain on the line, federal and state laws require us to inform you that we may be collecting personal information from you during this call. Your call may be monitored for quality and training purposes. Ask the call specialist if you would like to know more about your privacy rights.

If you need a verification code - Press 1. If you are calling from a nursing home, assisted living or other housing with services, or are considering a move, you should press 1 now.

Press 2 now if you are calling to request a copy of the 2012 Health Care Choices

Press 3 now if you are calling about Medicare (Please Note: This option is only available in the 7 county metro region due to the volunteer phone bank being in place)

Otherwise remain on the line and the next available specialist will assist you.

### **After Business Hours Voicemail (4:30pm-8:00am and weekends)**

Thank you for calling the Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors. The Senior LinkAge Line® One Stop is closed. Press 1 now if you are calling from a nursing home, assisted living or other housing with services, or are considering a move.

Press 2 now if you are calling to request a copy of the 2012 Health Care Choices, or call us back during our regular business hours, 8 AM to 4:30 PM, Monday through Friday. Thank you.

### **Holiday Voicemail**

Thank you for calling the Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors. The Senior LinkAge Line® One Stop is closed for the holiday. Press 1 now if you are calling from a nursing home, assisted living or other housing with services, or are considering a move.

Press 2 now if you are calling to request a copy of the 2012 Health Care Choices, or call us back during our regular business hours, 8 AM to 4:30 PM, Monday through Friday. Thank you.