Attachment B: Sample Phone Script

<div align="center">

CONFIDENTIAL SERVICES VERIFICATION PHONE SCRIPT
This is NOT A BILL

</div>

BHRS Representative: Hello, I am calling for Mr./Ms. [Client's First and Last Name].

[Wait for confirmation that you are speaking to the correct client.]

BHRS Representative: Thank you for confirming. My name is [Your Name], and I am calling from San Mateo County Behavioral Health & Recovery Services.

BHRS Representative: I am reaching out to verify services you received from our department. This call is part of our efforts to ensure that individuals with Medi-Cal benefits have received appropriate services.

BHRS Representative: I will describe one or more services our records show were provided to you. Please confirm if you received the described service.

BHRS Representative: According to our records, the following services were provided to you during the period of Month XX, XXXX – Month XX, XXXX:

- **Date:** [Date]
- **Service Description:** [Service Description]
- **Provider Clinic:** [Provider Clinic]
- **Clinician Name:** [Clinician Name]

BHRS Representative: Do you recall receiving these services?

[Wait for response.]

If services are inaccurate or not received:
BHRS Representative: Thank you for letting me know. It's important that we have accurate records. You can also contact BHRS at 650-573-2695 to inform us directly. Please leave a message, and we will get back to you as soon as possible.

If services are accurate:
BHRS Representative: If the services described are correct, there's nothing more you need to do; these services will be billed to Medi-Cal.

If services were received but not satisfactory:

BHRS Representative: If you were not satisfied with the services, you can file a grievance with BHRS. We have a team dedicated to assisting our members with grievances. You can reach them at our toll-free number: 1-800-388-5189.

BHRS Representative: Thank you for your time today. San Mateo County Behavioral Health & Recovery Services is committed to providing quality services to you.

BHRS Representative: Is there anything else I can assist you with today?