



Hello, this is a virtual agent calling on behalf of Dr. Jones for their patient Jordan. We are following up to see if they had any questions about the health program Dr. Jones recommended. Is this Jordan?

Yeah. Sorry. Who's, who's this? Why are you calling?

J



I am calling about a new program Dr. Jones is recommending for their patients. It's called New Bay Care. Dr. Jones should have mentioned it to you during your last appointment. You should have also received something in the mail about it.

Yeah, I think I remember. Uh, something about that. Can you, uh, tell me a bit more about the program?

J



Program? Could you please confirm if I am speaking with Jordan Lee first? I can then happily share more details with you.

Yeah, this is Jordan. Thanks for checking.

J



Great. Thank you for confirming. In the new Bay Care program, you'll have a personal care coordinator. They'll call you once a month and you can reach out to them anytime if you have health concerns. This program is intended to improve your overall health and keep you connected to your healthcare team. Do you have any other questions before I transfer you to a nurse for enrollment?

Yeah. What, what's the goal? Uh, we were a little rushed, um, when, when I talked to Dr. Jones about it.

J



The goal of the program is to provide you with health and lifestyle support to improve your overall wellbeing, help you manage medications better, and facilitate access to healthcare when needed. We also send emails with nutrition and fitness tips for managing chronic conditions. Do you have any other questions before I transfer you to a nurse for intake?

Yeah. How much is this gonna cost?

J



The new Bay Care program is covered as a Medicare benefit and is billed through your insurance. Similar to an office visit. If you typically have out-of-pocket expenses for office visits, you might have similar expenses for this program. Participation is voluntary, so you can opt out anytime. Do you have any more questions before I transfer you to a nurse?

No, that was it. Super helpful. Yeah. If you could transfer me, uh, so I can sign up.

J



Alright. I'll transfer you to a nurse to get you enrolled. Just one sec.