**Script for Early HealthCare Renewal Requests/Submissions**

***Member on the Phone – Requests to Complete HC Renewal Early:***

* If you have a customer on the phone who is requesting to complete an early HC renewal, please give them the following information:

“I would like to make sure that you are aware of the possible negative outcome of requesting to complete your HC renewal early. At this time, your HC renewal is due (\*\*/\*\*/\*\*\*\*). You will receive a renewal packet about 45 days before your renewal is due and that is really when you should complete your renewal. Due to special rules related to the COVID Public Health Emergency, you will continue to receive benefits until (renewal date). If you choose to renew now, your HC benefits could be terminated as soon as (advise member of date based on when you are speaking with the member). If you direct me to continue with your renewal, you cannot change your mind, even if your benefits end. Are you sure you would like me to process your HC renewal early or would you like to wait until it is due?”

➢ *IF THE MEMBER STILL CHOOSES TO RENEW EARLY YOU* ***MUST*** *ENTER A CASE COMMENT:*

*Member requested to renew HC early. Discussed potential negative impact of renewing early and that member cannot change their mind once renewal is initiated. Member requested to continue with early renewal.*

***Member Submits Early ACCESS HC Renewal:***

* Attempt 1 outreach attempt to member before initiating the ACCESS renewal
  + If you do NOT reach the member, we are required to process the HC renewal as it was submitted. Case Comment that 1 outreach attempt were made, but you unable to reach member.
  + If you do reach the member please give them the following information:

“I would like to make sure that you are aware of the possible negative outcome of requesting to complete your HC renewal early. At this time, your HC renewal is due (\*\*/\*\*/\*\*\*\*). You will receive a renewal packet about 45 days before your renewal is due and that is really when you should complete your renewal. Due to special rules related to the COVID Public Health Emergency, you can continue to receive benefits until (renewal date). If you choose to renew now, your HC benefits could be terminated as soon as (advise member of date based on when you are speaking with the member). If you direct me to continue with your renewal, you cannot change your mind, even if your benefits end. Are you sure you would like me to process your HC renewal early or would you like to wait until it is due?”

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*Member requested to renew HC early. Discussed potential negative impact of renewing early and that member cannot change their mind once renewal is initiated. Member requested to continue with early renewal.*