**Scripts and Tips for talking with insurers**

* Many of these calls are now recorded so be impeccable about what you say and how you act
* Always be unfailingly polite: thank you so much, how are you, etc
* Make friends whenever you can
* Try to connect on the personal level – are they busy today? How’s the weather where they are? What are they doing for the weekend/holiday?
* Believe that everyone there wants to help you – even if they don’t yet know how they will
* ABE! – Always Be Educating; explain endometriosis to every single person you talk to and how it effects you, explain excision, why it isn’t covered, how it leaves you in a care gap
* Be prepared to correct people gently: “so it turns out, endometriosis isn’t cured by a hysterectomy”, “turns out, it’s not a disease of the uterus”, etc
* Don’t be afraid to be funny, show your personality
* Don’t be afraid to be HUMAN – I’m scared, I’m unsure of what to do, can you help me? Can you explain how it works there?

Good morning/afternoon, how are you doing?

Thank you so much for taking time to talk to me/taking my call.

I’m calling to talk to {NAME IF YOU KNOW IT} about my expedited Single Case Rate request.

Can you walk me through what the process is for a Single Case Rate Letter of Agreement there at {NAME OF INSURER}?

<I know it has to be processed in 72 hours or less when it is an expedited request.>

Ok great.

Always Be Educating standard paragraph to say to anyone you talk to:

“It turns out that what we know from emerging research is that endometriosis is actually laid down in the womb, and the cells get “turned on” when you get your period. It’s like having hundreds of little blisters inside your body and they can be anywhere form your bowel to your lung to your ovary to your bladder. In my case {WHAT YOUR SYMPTOMS ARE ETC DON’T HOLD BACK HERE – I.E. “I’M AT A LEVEL 9 PAIN 20 DAYS OUT OF THE MONTH, OR I HAVE EXCRUCIATING PAIN FOR EVERY BOWEL MOVEMENT, ETC}

Excision surgery at a high-volume excision center is the gold standard of removing endometriosis – but patients like me get caught in a care gap because it is not yet recognized as a specialty by the AMA and Medicare Part B. That’s starting to change with all the patient and clinician activism happening but until then, I have to request a single case rate.”

I feel really scared because I really need this surgery so I can function again – can you help me walk through your process there at {NAME OF INSURER}

**Key phrases:**

I’m worried and concerned/I’m terrified

I really appreciate you taking the time/explaining this to me

I’m sorry, I’m so new at this, would you mind repeating that so I can make sure I understand it?

Who should I talk to next? Do you have their phone number?

What’s the next step?

Let me make sure I have this right, so how it works is {REPEAT BACK TO THEM WHAT THEY SAID}

Hi it’s me again – sorry to bother you/sorry I have so many questions

Hi it’s me again! Your favorite new friend ha ha