

## New Mexico Medicaid - Centennial Care Secret Shopper Survey Scripts

**Scenario:** I'm new to the area and want to get set up with a doctor.

### Information Points:

- Is the provider/practice accepting new patients?
- Does the provider/practice accept Medicaid (Centennial Care)?
- With which MCOs is the provider/practice contracted?
- What is the time to the first (new) appointment (date)?
- Does the provider/practice offer extended hours (evening, weekend or both)?
- Once established, what is the number of days to appointment? If sick (more urgent)?

### PCP Sample Script (Internal Medicine, Family, Certified Nurse Practitioner, Physician Assistant):

Hi, I'm new in the area and heard Dr. <<name>> is good. I'd like to make an appointment.

If doctor's name isn't available, than ask: "Are you accepting new patients?"

If not accepting new patients – Is there anyone else in the office who is taking new patients?

Please verify on your tracking sheet if this is an Individual or Group practice. Please also note if you are offered an alternative physician or mid-level practitioner, e.g. PA or CNP)

I just got Medicaid (Centennial Care), and I haven't picked my insurance company yet. What insurance do you accept?

When can I get in for an appointment? (first available - date)

Do you have any extended hours? (evenings, weekends or both)

If I were already your patient, how long would it take me to get in? (# days)

Would it be the same if I was really sick and needed to come in? (Y/N, # days)

Thank you for the information. I'll need to call you back.

### OBGYN:

I'm new to the area and about six weeks pregnant. I need (or my wife needs) to get a new OB...

### Cardiology:

I'm new to the area and I'm told that I have an irregular heartbeat. I was told that I should see a cardiologist...

If asked, "Who is your PCP?" Please answer, "I don't have one yet. Who would you recommend?"

### Peds:

I'm new to the area, and I have a son who's five years old. I'd like to have him see a pediatrician...