



LESS INSURANCE DEPENDENCE

iLoveDentistry

Phone Script

HOW TO ANSWER THE QUESTION, “DO YOU TAKE MY INSURANCE?”

Often times the people don't 'hear' what we think we 'said'

In many cases, very little communication actually occurs

Follow this simple script (used in my practice, Life Smiles) to successfully answer the question, “Do you take my insurance?”

www.lessinsurancedependence.com

Script: How To Answer The Question, “Do You Take My Insurance?”

Caller: *“Do you accept my insurance?”*

Team Member: *“We love to see new patients. You called the right office! My name is Karle, who am I speaking with?”*

Although we are not contracted with _____ insurance company, you can absolutely use your insurance benefits here.

When you come in you’ll meet Meg. She is an expert at helping our patients get the maximum benefit of their insurance policy & making the process very easy for you.

We have many patients who have _____ insurance.

Would you prefer a morning or afternoon appointment?”

