

Long-Term  
Care

# LTCi Telephone Interview Text Message Scheduling Process



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# Notification Process



# Telephone Interview Text Message Scheduling Process

- Cell phone scrub

- Done prior to any text sent out to verify cell phone or landline
- If number given is a landline, will go through normal calling procedures

- First contact

- E-mail sent in conjunction with text message directing them to schedule online
- *“Hello <ApplicantsName>, thank you for applying for a policy with Mutual of Omaha. We will need to schedule a phone assessment to complete the process. Please go to <online scheduling link> to schedule online, or call us at <customer service number>. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.*

- Second contact

- *“Hello <ApplicantsName>, we reached out to you yesterday to schedule your telephonic assessment. We need to schedule a phone assessment to complete the application process. Please go to <online scheduling link> to schedule online, or call us at <customer service number>. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.”*



# Telephone Interview SMS Scheduling Process Continued

- 3<sup>rd</sup> and 4<sup>th</sup> contact attempts
  - *Phone call made to applicant, with online scheduling information left in voicemail.*
- 5<sup>th</sup> contact
  - *"Hello <ApplicantName>, we have tried to reach you multiple times to schedule your telephonic assessment with Mutual of Omaha. Please schedule your appointment at <online scheduling link> or call us at <customer service number>. If you have chosen to withdraw your application, please contact your agent. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you."*
- On Hold contact
  - *"Hello <ApplicantName>, we have attempted to reach you several times via phone and text to schedule your assessment. Your file is now on hold. This assessment is a requirement of your application. If you have overlooked this in error, please go to <online scheduling link> to schedule online, or call us at <customer service number>. If you have any questions about your application for insurance, please contact your agent. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you."*



# Additional Messages Sent

## ■ Confirmation text

- *“Hello <applicant name>, thank you for scheduling your assessment for <Appt date/time>. Our call may come within a half hour window of the scheduled start time. Please make sure you have your prescription and doctor’s information present for the assessment. If this appointment date/time is no longer convenient and you scheduled online, please visit <online scheduling link> to reschedule, otherwise, please call us at <customer service number>. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.”*

## ■ Reminder text (24 hours prior to the date of the appointment)

- *“Hello <applicant name>, this is a reminder that you are scheduled for a telephonic assessment on <Appt date/time>. If you need to cancel or reschedule and you scheduled online, please visit <online scheduling link>; otherwise, please call us at <customer service number>. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you, and we look forward to speaking with you.”*

## ■ Late appointment (sent out if interview has not started in 30-minute window)

- *“Hello <applicant name>, we apologize we are running behind in our appointment schedule. An assessor will reach out to you as soon as possible. Thank you for your patience, and we apologize for the inconvenience. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP.”*



# Screenshots

# Screenshots

## First Text

Hello PPM52192-Five, thank you for applying for a policy with Mutual of Omaha. We will need to schedule a phone assessment to complete the process. Please go to <https://schedulinguat.ltcg.com/Mutualofomaha?>

[REDACTED]  
[REDACTED] to schedule online, or call us at [1-877-213-0615](tel:1-877-213-0615). If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.

## Second Text

Hello PPM52192-Two, we reached out to you yesterday to schedule your telephonic assessment. We need to schedule a phone assessment to complete the application process. Please go to <https://schedulinguat.ltcg.com/Mutualofomaha?>

[REDACTED] f  
[REDACTED] schedule online, or call us at [1-877-213-0615](tel:1-877-213-0615). If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.

# Screenshots

## Third Text (Fifth Contact)

Hello [REDACTED], we have tried to reach you multiple times to schedule your telephonic assessment with Mutual of Omaha. Please schedule your appointment at <https://schedulinguat.ltcg.com/Mutualofomaha?>  
[REDACTED]  
[REDACTED] or call us at [1-877-213-0615](tel:1-877-213-0615). If you have chosen to withdraw your application, please contact your agent. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you.

## On Hold Text

Hello [REDACTED], we have attempted to reach you several times via phone and text to schedule your assessment. Your file is now on hold. This assessment is a requirement of your application. If you have overlooked this in error, please go to <https://schedulinguat.ltcg.com/Mutualofomaha?>  
[REDACTED]  
[REDACTED] to schedule online, or call us at [1-877-213-0615](tel:1-877-213-0615). If you have any questions about your application for insurance, please contact your agent. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you



# Screenshots

## Confirmation Text

Hello [REDACTED] thank you for scheduling your assessment for 12:10 PM - 12:40 PM CST on 03/07/2022. Our call may come within a half hour window of the scheduled start time. Please make sure you have your prescription and doctor's information present for the assessment. If this appointment date/time is no longer convenient and you scheduled online, please visit <https://schedulinguat.ltcg.com/Mutualofomaha?>

[REDACTED] to reschedule, otherwise, please call us at [1-877-213-0615](tel:1-877-213-0615). If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you

## Reminder Text

Hello [REDACTED] this is a reminder that you are scheduled for a telephonic assessment on 12:10 PM - 12:40 PM CST on 03/07/2022. If you need to cancel or reschedule and you scheduled online, please visit <https://schedulinguat.ltcg.com/Mutualofomaha?>

[REDACTED] otherwise, please call us at [1-877-213-0615](tel:1-877-213-0615). If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP. Thank you, and we look forward to speaking with you

## Running Late Text

Hello [REDACTED], we apologize we are running behind in our appointment schedule. An assessor will reach out to you as soon as possible. Thank you for your patience, and we apologize for the inconvenience. If you would like to opt-out of future LTC application appointment scheduling text messages, please reply with STOP

# Screenshots

## Opt-Out Text

NETWORK MSG: You replied with the word "stop" which blocks all texts sent from this number.

Text back "unstop" to receive messages again.

STOP

## Opt-In Text

NETWORK MSG: You have replied "unstop" and will begin receiving messages again from this number.

You have successfully been re-subscribed to messages from this number. Reply HELP for help. Reply STOP to unsubscribe. Msg&Data Rates May Apply.

UNSTOP