

Sample Script for Scheduling Medicare Wellness Visits

Patient calls to make an appointment for a Medicare Wellness Visit (may refer to the Wellness Visit as “the freebie, free visit, or the new thing”).

- Confirm that patient is not seeking appointment for annual physical exam which is not covered by Medicare.
- Determine eligibility using algorithm.

What is the Medicare Annual Wellness Visit?

- This visit is for talking with your healthcare team about your medical history, your risk for certain diseases, the current state of your health and your plan for staying well.
- We will measure your height, weight and blood pressure.
- We might refer you for screenings or services outside of the appointment.

How is the Annual Wellness Visit different from other visits?

- This is not the same as a yearly physical exam.
- We will not listen to your heart and lungs or check other parts of your body.
- You probably will not get screenings or blood tests during this visit.
- We would want to schedule another appointment if you are not feeling well or are concerned about a medical problem.

Who pays for it?

- Medicare. You will have no out of pocket expense.
- If you receive additional tests or services during the same visit that aren’t covered under these preventive benefits, you may have a co-pay and the Part B deductible may apply.

When do I get it?

- You can receive a Wellness Visit (“Welcome to Medicare”) during the first 12 months you are enrolled in Medicare. You can then schedule a Wellness Visit once a year.

Things to bring to your Annual Wellness Visit

- We will send you a packet in the mail with information about what to bring and some forms to complete before you come to the office.

You will be meeting with your physician or other member of your physician’s practice team for your Wellness Visit. We look forward to working with you to make a plan to help you stay well.

* If the patient wants to schedule a physical exam instead of the AWV

- Medicare does not cover an annual physical exam. There will be a charge for this visit.

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