

**MHUCC Call Script**

**Hello, I'm looking for information for my cousin, who recently had a panic attack. Is this a behavioral urgent care or mental health urgent care?**

*If yes:*

- **Do you accept Medicaid insurance?**
  - **Actually, I think my cousin may not have insurance. Can she still be seen for a first visit?**
    - a. *If yes: Do you accept cash payment for uninsured patients?*
      - i. *If yes: How much is the cost of a visit alone, without any additional services? (Record dollar value) Do you provide any fee assistance?*
  - **What type of provider would she see? (psychiatrist, general doctor, nurse, physician assistant, etc.)**
  - **What is the wait time before she can be seen? Has COVID affected the wait time?**
  - **Do you offer telehealth for new patients?**
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*If no:*

- **Ok thank you very much for your time.**

**IMPORTANT:**

- **Do NOT schedule any appointments**
- **If the receptionist asks you for additional patient-specific information, clarify with the receptionist that you are only seeking information regarding the above questions at this time**