

## Sample phone script

# Practices no longer accepting new Medicare and/or TRICARE patients

*Phone operator:* We apologize but Dr. <name> is not able to accept **new** Medicare and TRICARE patients at this time.

### Here's why:

Unfortunately, Medicare pays our office far less than what we spend to provide care. To make matters worse, Medicare is planning to cut reimbursements to physicians by nearly 30 percent in 2012. So, in order to continue providing our **current** patients with quality care and personal attention, we had to stop accepting new Medicare patients.

Medicare payments are determined by laws passed by Congress. The American Medical Association has been working hard to convince Congress to replace the Medicare payment formula so that payments keep pace with the cost of providing care, and seniors and military families have access to the high quality care they deserve.

Dr. <name> greatly values his/her senior citizen and military family patients. If you have trouble finding a physician who will accept your Medicare/TRICARE insurance, I encourage you to tell Congress. The American Medical Association has a toll-free hotline available for patients that will automatically connect you with the offices of your senators and representative. That number is (888) 434-6200.