

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Chris. How can I help you today? Hey, what's going on, Chris? I'm calling to see if, um... I was trying to see if, uh, if I could change my medical plan. I know it just went effective on the 21st, but I was just calling to see if I could, like, make some changes to one that has a lower copay on prescriptions or little- or one with the littlest, uh... I'm sorry, the one with Littlest Error? Okay. Let me take a look at your file and see what, what we've got. What staffing company do you work with? I work with CRC Staff Solutions. And the last four of your Social? It's two, seven, zero, six. All right. Your first and last name, sir? It's Michael Kennedy. All right. Mr. Kennedy, could you verify your address and date of birth for me please? Cool. It's 56 Sarah Fair Rose, apartment C4, Columbia, South Carolina, 29203. And my birthdate is 01/02/1996. Thanks. And I have a phone on file of 661-4880. Is that correct? Correct. Okay. Looking at your file, looks like you're currently enrolled into Dental and VIP Standard for employee and child as far as medical and prescription coverage goes. Um. Mm-hmm. Now, as far as your medical, there really isn't any other options that you're eligible for other than just removing the plan entirely. Um, prescription- Mm-hmm. ... coverage between the medical plans is pretty much the exact same across the board anyway. Uh, however, there is another- Oh. ... plan available called FreeRx that does provide, uh, prescription benefits under a different, like, separate from your medical. I do want to check something. Um, I believe coverage for that, like, you're eligible for that at all times. But I do need to verify and, and just make sure that that is correct. Do you mind holding on the line while I, while I look into that? Of course. Sure. Thanks. I'll be right back with you. Okay. Hello, Mr. Kennedy? Yes, sir. Okay. Thank you for holding. I do appreciate your patience. Okay. So I was able to confirm that, yes, there is no restriction on when you're allowed to, uh, enroll or, or cancel FreeRx. Um, so there is, like I said- Okay. ... that other prescription policy. Um, it's, for you and your child, it'd be \$6.99 a week. If it's a covered medication under FreeRx, you can search to see if the covered medications by going to their website, freerx.com. And yeah, you have no out-of-pocket cost for it. Um, did you want to look into seeing - Okay. ... first before enrolling into it? Or go ahead and set that up and then check that afterwards? No, I'll go ahead and set that up and check it out afterward. Okay, cool. And then, yeah, if you... if it... if it turns out that, that it's not going to cover what you need, give us a call back and we can, we can go ahead and drop that for you. Okay? Okay. All right, now, uh, in... Adding that on is going to... is going to bring your total weekly deductions to \$43.71 per week. Do you authorize PRC to make those deductions? Yes, sir, I do. All right, I'll go ahead and set that up. Now, that's going to take one to two weeks to process. Once everything processes, you should start seeing your deductions increase to include that FreeRx. Um, once everything... Uh, once that deduction happens, the Monday after is when FreeRx is active. You should receive an email,

um, re- uh, regarding enrolling... or like setting up the online profile and dashboard and all of that kind of stuff for the portal. Um, on their website, freerx.com, it should have all the instructions and all the registrat- like registration information for that. Uh, that, that portal will be where you see what medications are covered, um, and get your ID cards and everything. Okay, you said that would cover that one in two weeks? Uh, so it'll take one to two weeks for everything to process. Once it processes and you see the increased deductions out of your check, um, your pol- the FreeRx policy is going to be active the next week on Monday. I believe at that time- Okay. ... you should receive an email with all of that registration information. Okay? Okay. All right, cool. All right, cool, cool, cool. All right then. Um- Sounds good. Was, was there anything else I could help you with, sir? No, sir, that's it. All right, well, if that's everything, thanks again for calling. You have a wonderful day. All right, you too. All right, bye now. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Chris. How can I help you today?

Speaker speaker_2: Hey, what's going on, Chris? I'm calling to see if, um... I was trying to see if, uh, if I could change my medical plan. I know it just went effective on the 21st, but I was just calling to see if I could, like, make some changes to one that has a lower copay on prescriptions or little- or one with the littlest, uh... I'm sorry, the one with Littlest Error?

Speaker speaker_1: Okay. Let me take a look at your file and see what, what we've got. What staffing company do you work with?

Speaker speaker_2: I work with CRC Staff Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: It's two, seven, zero, six.

Speaker speaker_1: All right. Your first and last name, sir?

Speaker speaker_2: It's Michael Kennedy.

Speaker speaker_1: All right. Mr. Kennedy, could you verify your address and date of birth for me please?

Speaker speaker_2: Cool. It's 56 Sarah Fair Rose, apartment C4, Columbia, South Carolina, 29203. And my birthdate is 01/02/1996.

Speaker speaker_1: Thanks. And I have a phone on file of 661-4880. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Looking at your file, looks like you're currently enrolled into Dental and VIP Standard for employee and child as far as medical and prescription coverage goes. Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Now, as far as your medical, there really isn't any other options that you're eligible for other than just removing the plan entirely. Um, prescription-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... coverage between the medical plans is pretty much the exact same across the board anyway. Uh, however, there is another-

Speaker speaker_2: Oh.

Speaker speaker_1: ... plan available called FreeRx that does provide, uh, prescription benefits under a different, like, separate from your medical. I do want to check something. Um, I believe coverage for that, like, you're eligible for that at all times. But I do need to verify and, and just make sure that that is correct. Do you mind holding on the line while I, while I look into that?

Speaker speaker_2: Of course. Sure.

Speaker speaker_1: Thanks. I'll be right back with you.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello, Mr. Kennedy?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Thank you for holding. I do appreciate your patience. Okay. So I was able to confirm that, yes, there is no restriction on when you're allowed to, uh, enroll or, or cancel FreeRx. Um, so there is, like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that other prescription policy. Um, it's, for you and your child, it'd be \$6.99 a week. If it's a covered medication under FreeRx, you can search to see if the covered medications by going to their website, freerx.com. And yeah, you have no out-of-pocket cost for it. Um, did you want to look into seeing -

Speaker speaker_3: Okay.

Speaker speaker_1: ... first before enrolling into it? Or go ahead and set that up and then check that afterwards?

Speaker speaker_3: No, I'll go ahead and set that up and check it out afterward.

Speaker speaker_1: Okay, cool. And then, yeah, if you... if it... if it turns out that, that it's not going to cover what you need, give us a call back and we can, we can go ahead and drop that for you. Okay?

Speaker speaker_3: Okay.

Speaker speaker_1: All right, now, uh, in... Adding that on is going to... is going to bring your total weekly deductions to \$43.71 per week. Do you authorize PRC to make those deductions?

Speaker speaker_3: Yes, sir, I do.

Speaker speaker_1: All right, I'll go ahead and set that up. Now, that's going to take one to two weeks to process. Once everything processes, you should start seeing your deductions increase to include that FreeRx. Um, once everything... Uh, once that deduction happens, the Monday after is when FreeRx is active. You should receive an email, um, re- uh, regarding enrolling... or like setting up the online profile and dashboard and all of that kind of stuff for the portal. Um, on their website, freerx.com, it should have all the instructions and all the registration-like registration information for that. Uh, that, that portal will be where you see what medications are covered, um, and get your ID cards and everything.

Speaker speaker_3: Okay, you said that would cover that one in two weeks?

Speaker speaker_1: Uh, so it'll take one to two weeks for everything to process. Once it processes and you see the increased deductions out of your check, um, your pol- the FreeRx policy is going to be active the next week on Monday. I believe at that time-

Speaker speaker_3: Okay.

Speaker speaker_1: ... you should receive an email with all of that registration information. Okay?

Speaker speaker_3: Okay. All right, cool. All right, cool, cool, cool.

Speaker speaker_1: All right then. Um-

Speaker speaker_3: Sounds good.

Speaker speaker_1: Was, was there anything else I could help you with, sir?

Speaker speaker_3: No, sir, that's it.

Speaker speaker_1: All right, well, if that's everything, thanks again for calling. You have a wonderful day.

Speaker speaker_3: All right, you too.

Speaker speaker_1: All right, bye now.

Speaker speaker_3: Bye.