

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Can you go back there- Thank you for calling Pleasanton & Carr. My name is Stephanie. Can I help you this morning? Yes, uh, I, uh, I work through a temp service and they have, uh, benefits, I guess, through you guys. Okay. How can I help you, sir? Were you trying to get more information? Well, they told me I had to call and set something up. I'd actually just, uh, added just, uh, the minimum basics. Let me see if they're... find the... I think it's just this right here, the M-MEC benefits. Okay. Um, what staffing agency do you work for? Uh, D- DTC Workforce. Give me one second. Is that the staffing agency that you applied with? Yeah. The... And see, I, I live in Indiana. I know they're actually out of Kansas, I want to say. So, we don't have a agency with that name. Sometimes, they go by a different name. Do you know a second name that they may go by? Um, because- Uh- ... we don't have nobody under that name. Sometimes they do go by different names. Um, it's gonna be the staff agency that you applied with. All right. Uh, one second. It is, uh... See, if I could take in the name, my, it says of my employer, it's S Angelina DTC Workforce Programs, 9414 West 87th Per- So- ... Overland Park, Kansas. So, um, so since we are the healthcare administrators for different staffing agencies around the nation. We're actually in South Carolina, so I wouldn't be able to, um- Okay. ... know by the address. That's why it's important I know the, the correct name of that staffing agency. We don't have anybody by the name, um, DT Workforce. We do have a different agency. Let me see by the... You said, you said workforce. Um- Yeah, DTC Workforce Programs. Okay, give me one second. Okay, got it. Okay, so it's actually gonna be Focus Workforce Management. That's the staffing agency, okay? And then what are the last four of your social? Uh, 2721. Okay, thank you, sir. For security purposes, I do need you to verify the address that I have on file, as well as your date of birth. Could you please provide that for me? Yes. Uh, it should be 356 East Paris Street, Frankfurt, Indiana, 46041. And then my date of birth is, uh, 07/16/1982. So I actually have a different address. Um, did you recently move? No, I haven't. Let me see. Uh, do you have my work address? Is it an Indianapolis Avenue? Oh, wait, give me... I'm sorry. You're right. You said 356 East Paris Street? Paris Street. Yeah, P-A-R-I- Okay. Okay, so I actually do have the right address. I'm sorry. Um, is 765-605-8869 your phone number still? Yes, yes. Yes. Okay. And then I have James, your last name, 939@gmail.com. Is that up to date? Yes. Okay. All right, sir. Did you know already what you want to enroll into or did you want me to go over the plans that ... Sorry. ... we can offer? I want the basic, the minimum. Okay. It, it's supposed to be like, \$70 a month and then the \$3 and something for the dental. Okay, give me one second. So if you want, um, I can go over the plans just in case. Just so that we're sure that you do want the one that we select. Um, so I'll go over the plans with you real quick. Um, so the first medical plan that I'm gonna go over, it's called the Stay Healthy MEC Tele RX. That plan is only a preventative plan, meaning it's only gonna cover like one

physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. But the Stay Healthy MEC Tele Rx is only a preventative plan, and it does require you to stay within the network to receive coverage. But like I said earlier, it's only a preventative plan, so it won't cover any doctor visits to sick, hospital visits if injured, urgent care, emergency room, nor surgeries. But it does have its prescription benefits through Alextar and it offers a membership with FreeRx that gives you access to over 800 of the top 90% generic drugs prescribed in the US. This plan also, um, per employee, it would be \$17.21. So that's for your preventative plan. Then they offer two other plans called the VIPs. There is the VIP Standard, with virtual primary care and then the VIP+ with virtual primary care. With your two VIPs, you're not required to only use their preferred providers. You can stay within the network and receive coverage, or you can go out of the network and still receive coverage. It does offer its prescription benefits through Pharmaville, which depending on what generic medication you need, you can pay up to \$10, \$20, \$30. And for the non-generic, they do offer types of discount. These plans do also include the virtual urgent care, which offers medical assistance virtually with medical providers, and it includes virtual primary care. The, between the Standard and the VIP+, the Standard is the most basic one, because it doesn't include intensive care unit benefit, rehabilitation benefit, nor any preventive surgery, while your VIP+ does, and it'll pay a little bit more towards that, um, flat fee, depending on what service you go for. So for example, for surgery and hospital, if you were to select the VIP Standard, that would cover a flat fee of \$250 per day for a max of one day. But if you were to select the VIP+, it would cover \$1,000 per day for a max of one day. If you select between the VIP Standard, that would be a weekly deduction for employee of \$19.55. Or if you were to select the VIP+ for employee, that would be a weekly deduction of \$33.54. And it looks like they also offer the StayHealthy MEC Enhance basic. So that's the one that covers both your... Well, actually, give me one second. So the MEC Enhance, that only covers, by the look of it, your preventative. So for primary care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$10. For specialty care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$50. For urgent care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$60. You have prescription benefits- ... Aleixar. Yes, sir. No, I'm, I'm listening. Um, you have pres- benefits with Aleixar. And for your pharmacy option, you have a 30-day supply for your generic drugs, and you would be required a \$5 copay. And for your mail-order option, you would have a 90-day supply. And for your generic drugs, you would have a \$15 copay. Um, it looks like if you select the StayHealthy MEC Enhance basic, that would be a weekly deduction of \$35.11. And then it looks like they also offer the StayHealthy MEC Enhance. So that one, by the looks of it, covers both your preventative and it covers a flat fee towards your hospital indemnity services. So, you get both your preventative services, which would be considered one physical visit a year, some vaccinations, some STD and cancer screening. That's considered your preventative. And it looks like it also covers your hospital indemnity services, which would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room, and surgeries. You also would be limited to four visits annually per person or 10 per family for primary care visits, and you would be required to pay a \$10 copay. For specialty care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$50. For urgent care visits, you would be- limited to four... Yes, sir? I'm just, I'm just listening to you.

Um, for urgent care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be a \$60. The same thing for your preventative generic prescriptions. They would require a \$5 copay. And so, the mail-order option, you would have a 90-day supply. And it looks like for your generic drugs, it requires a \$15 copay. With this one, you have also prescription benefits with Pharmacoville, which you can pay up to \$10, \$20, \$30 for your generic prescriptions. And for the non-generic, they offer a discount. For your StayHealthy MEC Enhance, you are required to stay within the network, and they cover flat fees towards your hospital indemnity services. So it looks like for hospital admission benefit, they would cover \$1,000 per day for a max of one day. Hospital confinement benefit, they would cover \$100 per day for a max of 30 days. Surgery and hospital, they would cover \$500 per day for a max of one day. Medical imaging tests, they would cover \$100 per day for a max of two days. And it looks like the StayHealthy MEC Enhance also covers hospital emergency room \$250, physician office \$50, emergency dental work \$50, hospital admission \$250, daily hospital confinement \$100, intensive care unit \$200. If you were to select the StayHealthy MEC Enhance, for employee, that would be a weekly deduction of \$44.99. And it looks like they also offer additional benefits, and those additional benefits do have their separate deductions. For example, you, um, mentioned the dental plan. The dental plan for employee only, that's a weekly deduction of \$3.64. And then it looks like for your preventative visit, they would cover it at 100%. A basic visit, which would be considered, like, uh, cleansing of the teeth, that's covered at 80%.... basic restorative, so they find a cavity and gotta fill it. That would be covered at 80%. X-rays are covered at 80%, and the dental plan has the annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50 if you choose the individual plan, or of \$150 if you choose the family plan. Did you have any questions? I... You're, you're, you're good. No, I think, um, I just wanna do the basic, the \$17 medical plan- Okay. ... and the \$3 plan. Okay. And then just keep in mind that the one that you're selecting is the one that only, um, covers your preventative services, meaning like your annuals. Like one physical visit a year, some vaccinations, some STD and cancer screening. But it doesn't cover doctor visits if you go to the doctor sick, okay? Or hospital emergency room, none of that. All right. Okay, is that still fine? Yeah, that's fine. Okay. And then you said you wanted to do dental also? Yes. Okay. One second. Okay, so we have the NEC TeleRF for \$17.21 for employee only. Yeah. And then I have dental for \$3.64 for employee only. That would be a weekly deduction from your paycheck of \$20.85. Do you allow for Focus Workforce Management to do the weekly deduction of \$20.85 for these two selected plans? Yes, that's fine. Okay. Now, now the only question is- Mm-hmm. ... how much is generic prescriptions gonna be under that plan? So, it just depends on the prescription. I wouldn't be able to tell you the price 'cause it just varies from, um, from medication to medication. So it just depends. I wouldn't be able to, um, answer that question, though. I can really just go based off- Okay. ... what the guide tells me. Um, I know you have prescription coverage through Alexar and they offer a membership with Free RF which gives you access to over 800 of the top 90% generic drugs prescribed in the US. And you can get cheaper, um, generic prescriptions through that membership as well. But to like tell you the price, I wouldn't be able to tell you that 'cause it would just really vary. Is there a certain co-pay that I gotta pay, a certain co-pay for... No, sir. So as long as you stay within the network, you should be covered, um, because the NEC TeleRF, as long as you stay within the network, you do receive coverage. But I don't have any informa- So, for instance- Mm-hmm. What is the network? It's

the carrier for the plan that you selected is 90 Degrees. And I can provide that number, uh, just in case you might have any questions- Okay. ... about certain services that might be covered. I could provide that phone number to you. But it's 90 Degrees, the carrier. And um, is that... Is that certain places that, that does that? Yes. Um, so with the plan that you selected, you do s- you do- Okay. ... have to stay within the network and use their preferred providers to receive coverage. And can I- Because if you go outside of their network- Can I go to Walmart? ... you won't be covered. Can I go through Walmart pharmacy? Or... Give me one second. You can. Give me one second, let me verify though. Okay. So Alexar Solutions is pleased to offer prescription benefits for medications covered under the Affordable Care Act. For having Focus Workforce Management INC and DT workforce programs, all ACA qualified medications will be covered without having to pay a co-pay, co-insurance or meeting your deductible, as long as you fill your prescriptions at one of our participating pharmacies. To find out what medications are covered or find pharmacies near you, please register. So, uh, give me one second. That doesn't answer my question. Give me one second. All right, that's fine. Okay. Thank you for your code, sir. So it doesn't specify what exact pharmacies you can go to, but I can provide a phone number to you and you're always welcome to ask just to be on the safe side. All right. All right. And what's the number? It's gonna be 800- All right. ... 771... Yep. ... 4648. That's... One more time. 800-771-4648. And I'm gonna give you the name of, um, of the company who gives you those prescription benefits. So it's called Elicir, which you spell E-L-I-C-I-R. Again, E-L-I-C-I-R. All right. But I went ahead and enrolled you into that, so it looks like your weekly deduction from your paycheck would be \$20.85 for the dental plan being \$3.64 weekly and then your NEC Telluride Reps being your preventative plan for \$17.21, making it a total of \$20.85. Um, please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$20.85 come out of your paycheck, the following Monday of that first deduction is when you have active coverage, and by that first week of activation week, either that Thursday or Friday, you should be getting your dental card and your NEC Telluride Reps card. And if for some reason you have like a doctor's appointment and still don't have your cards, you're welcome to give this number a call and we can, um, email them to you once available. All right. Yep. But if you have any questions about if a certain prescription is covered, since I can't answer that, and if a certain pharmacy... uh, if you can go to a certain pharmacy, I would definitely call that number and they would definitely let you know. Yeah. The only reason I asked that was because I had Medicaid here in Indiana and it let me go through Walmart... Okay. ... but it wouldn't let me go through CVS. So it didn't. Oh, okay. Gotcha. And I was gonna tell you, just in case you wanted to know, if you did wanna enroll into a different plan or if you wanted to add additional plan, your last day to do that will be February 14 'cause the only time that you're allowed to change your plans or add new plans would be within company open enrollment which for Focus Workforce Management, the last day is gonna be February 14, okay? Just in case, um, they tell you something and you're like, "Oh, wait, never mind. I don't think I want this plan." Just in case you wanna change it, you're always welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time and your last day would be the 14th of February, okay? All right. Thank you. You're welcome. I hope you have a great day today. Thank you for your time. You too.

Conversation Format

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

Speaker speaker_1: Can you go back there-

Speaker speaker_2: Thank you for calling Pleasanton & Carr. My name is Stephanie. Can I help you this morning?

Speaker speaker_1: Yes, uh, I, uh, I work through a temp service and they have, uh, benefits, I guess, through you guys.

Speaker speaker_2: Okay. How can I help you, sir? Were you trying to get more information?

Speaker speaker_1: Well, they told me I had to call and set something up. I'd actually just, uh, added just, uh, the minimum basics. Let me see if they're... find the... I think it's just this right here, the M-MEC benefits.

Speaker speaker_2: Okay. Um, what staffing agency do you work for?

Speaker speaker_1: Uh, D- DTC Workforce.

Speaker speaker_2: Give me one second. Is that the staffing agency that you applied with?

Speaker speaker_1: Yeah. The... And see, I, I live in Indiana. I know they're actually out of Kansas, I want to say.

Speaker speaker_2: So, we don't have a agency with that name. Sometimes, they go by a different name. Do you know a second name that they may go by? Um, because-

Speaker speaker_1: Uh-

Speaker speaker_2: ... we don't have nobody under that name. Sometimes they do go by different names. Um, it's gonna be the staff agency that you applied with.

Speaker speaker_1: All right. Uh, one second. It is, uh... See, if I could take in the name, my, it says of my employer, it's S Angelina DTC Workforce Programs, 9414 West 87th Per-

Speaker speaker_2: So-

Speaker speaker_1: ... Overland Park, Kansas.

Speaker speaker_2: So, um, so since we are the healthcare administrators for different staffing agencies around the nation. We're actually in South Carolina, so I wouldn't be able to, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... know by the address. That's why it's important I know the, the correct name of that staffing agency. We don't have anybody by the name, um, DT Workforce. We do have a different agency. Let me see by the... You said, you said workforce. Um-

Speaker speaker_1: Yeah, DTC Workforce Programs.

Speaker speaker_2: Okay, give me one second. Okay, got it. Okay, so it's actually gonna be Focus Workforce Management. That's the staffing agency, okay? And then what are the last four of your social?

Speaker speaker_1: Uh, 2721.

Speaker speaker_2: Okay, thank you, sir. For security purposes, I do need you to verify the address that I have on file, as well as your date of birth. Could you please provide that for me?

Speaker speaker_1: Yes. Uh, it should be 356 East Paris Street, Frankfurt, Indiana, 46041. And then my date of birth is, uh, 07/16/1982.

Speaker speaker_2: So I actually have a different address. Um, did you recently move?

Speaker speaker_1: No, I haven't.

Speaker speaker_2: Let me see.

Speaker speaker_1: Uh, do you have my work address? Is it an Indianapolis Avenue?

Speaker speaker_2: Oh, wait, give me... I'm sorry. You're right. You said 356 East Paris Street?

Speaker speaker_1: Paris Street. Yeah, P-A-R-I-

Speaker speaker_2: Okay. Okay, so I actually do have the right address. I'm sorry. Um, is 765-605-8869 your phone number still?

Speaker speaker_1: Yes, yes. Yes.

Speaker speaker_2: Okay. And then I have James, your last name, 939@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right, sir. Did you know already what you want to enroll into or did you want me to go over the plans that

Speaker speaker_3: ... Sorry.

Speaker speaker_1: ... we can offer?

Speaker speaker_3: I want the basic, the minimum.

Speaker speaker_2: Okay.

Speaker speaker_3: It, it's supposed to be like, \$70 a month and then the \$3 and something for the dental.

Speaker speaker_2: Okay, give me one second. So if you want, um, I can go over the plans just in case. Just so that we're sure that you do want the one that we select. Um, so I'll go over the plans with you real quick. Um, so the first medical plan that I'm gonna go over, it's called the Stay Healthy MEC Tele RX. That plan is only a preventative plan, meaning it's only gonna cover like one physical visit a year, some vaccinations, some STD and cancer screening, and

even some counseling. But the Stay Healthy MEC Tele Rx is only a preventative plan, and it does require you to stay within the network to receive coverage. But like I said earlier, it's only a preventative plan, so it won't cover any doctor visits to sick, hospital visits if injured, urgent care, emergency room, nor surgeries. But it does have its prescription benefits through Aleixar and it offers a membership with FreeRx that gives you access to over 800 of the top 90% generic drugs prescribed in the US. This plan also, um, per employee, it would be \$17.21. So that's for your preventative plan. Then they offer two other plans called the VIPs. There is the VIP Standard, with virtual primary care and then the VIP+ with virtual primary care. With your two VIPs, you're not required to only use their preferred providers. You can stay within the network and receive coverage, or you can go out of the network and still receive coverage. It does offer its prescription benefits through Pharmaville, which depending on what generic medication you need, you can pay up to \$10, \$20, \$30. And for the non-generic, they do offer types of discount. These plans do also include the virtual urgent care, which offers medical assistance virtually with medical providers, and it includes virtual primary care. The, between the Standard and the VIP+, the Standard is the most basic one, because it doesn't include intensive care unit benefit, rehabilitation benefit, nor any preventive surgery, while your VIP+ does, and it'll pay a little bit more towards that, um, flat fee, depending on what service you go for. So for example, for surgery and hospital, if you were to select the VIP Standard, that would cover a flat fee of \$250 per day for a max of one day. But if you were to select the VIP+, it would cover \$1,000 per day for a max of one day. If you select between the VIP Standard, that would be a weekly deduction for employee of \$19.55. Or if you were to select the VIP+ for employee, that would be a weekly deduction of \$33.54. And it looks like they also offer the StayHealthy MEC Enhance basic. So that's the one that covers both your... Well, actually, give me one second. So the MEC Enhance, that only covers, by the look of it, your preventative. So for primary care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$10. For specialty care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$50. For urgent care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be of \$60. You have prescription benefits- ... Aleixar. Yes, sir.

Speaker speaker_4: No, I'm, I'm listening.

Speaker speaker_2: Um, you have pres- benefits with Aleixar. And for your pharmacy option, you have a 30-day supply for your generic drugs, and you would be required a \$5 copay. And for your mail-order option, you would have a 90-day supply. And for your generic drugs, you would have a \$15 copay. Um, it looks like if you select the StayHealthy MEC Enhance basic, that would be a weekly deduction of \$35.11. And then it looks like they also offer the StayHealthy MEC Enhance. So that one, by the looks of it, covers both your preventative and it covers a flat fee towards your hospital indemnity services. So, you get both your preventative services, which would be considered one physical visit a year, some vaccinations, some STD and cancer screening. That's considered your preventative. And it looks like it also covers your hospital indemnity services, which would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room, and surgeries. You also would be limited to four visits annually per person or 10 per family for primary care visits, and you would be required to pay a \$10 copay. For specialty care visits, you would be limited to

four visits annually per person or 10 per family, and the copay would be of \$50. For urgent care visits, you would be-

Speaker speaker_4: .

Speaker speaker_2: ... limited to four... Yes, sir?

Speaker speaker_4: I'm just, I'm just listening to you.

Speaker speaker_2: Um, for urgent care visits, you would be limited to four visits annually per person or 10 per family, and the copay would be a \$60. The same thing for your preventative generic prescriptions. They would require a \$5 copay. And so, the mail-order option, you would have a 90-day supply. And it looks like for your generic drugs, it requires a \$15 copay. With this one, you have also prescription benefits with Pharmacoville, which you can pay up to \$10, \$20, \$30 for your generic prescriptions. And for the non-generic, they offer a discount. For your StayHealthy MEC Enhance, you are required to stay within the network, and they cover flat fees towards your hospital indemnity services. So it looks like for hospital admission benefit, they would cover \$1,000 per day for a max of one day. Hospital confinement benefit, they would cover \$100 per day for a max of 30 days. Surgery and hospital, they would cover \$500 per day for a max of one day. Medical imaging tests, they would cover \$100 per day for a max of two days. And it looks like the StayHealthy MEC Enhance also covers hospital emergency room \$250, physician office \$50, emergency dental work \$50, hospital admission \$250, daily hospital confinement \$100, intensive care unit \$200. If you were to select the StayHealthy MEC Enhance, for employee, that would be a weekly deduction of \$44.99. And it looks like they also offer additional benefits, and those additional benefits do have their separate deductions. For example, you, um, mentioned the dental plan. The dental plan for employee only, that's a weekly deduction of \$3.64. And then it looks like for your preventative visit, they would cover it at 100%. A basic visit, which would be considered, like, uh, cleansing of the teeth, that's covered at 80%.... basic restorative, so they find a cavity and gotta fill it. That would be covered at 80%. X-rays are covered at 80%, and the dental plan has the annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50 if you choose the individual plan, or of \$150 if you choose the family plan. Did you have any questions?

Speaker speaker_5: I... You're, you're, you're good. No, I think, um, I just wanna do the basic, the \$17 medical plan-

Speaker speaker_2: Okay.

Speaker speaker_5: ... and the \$3 plan.

Speaker speaker_2: Okay. And then just keep in mind that the one that you're selecting is the one that only, um, covers your preventative services, meaning like your annuals. Like one physical visit a year, some vaccinations, some STD and cancer screening. But it doesn't cover doctor visits if you go to the doctor sick, okay? Or hospital emergency room, none of that.

Speaker speaker_5: All right.

Speaker speaker_2: Okay, is that still fine?

Speaker speaker_5: Yeah, that's fine.

Speaker speaker_2: Okay. And then you said you wanted to do dental also?

Speaker speaker_5: Yes.

Speaker speaker_2: Okay. One second. Okay, so we have the NEC TeleRF for \$17.21 for employee only.

Speaker speaker_5: Yeah.

Speaker speaker_2: And then I have dental for \$3.64 for employee only. That would be a weekly deduction from your paycheck of \$20.85. Do you allow for Focus Workforce Management to do the weekly deduction of \$20.85 for these two selected plans?

Speaker speaker_5: Yes, that's fine.

Speaker speaker_2: Okay.

Speaker speaker_5: Now, now the only question is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_5: ... how much is generic prescriptions gonna be under that plan?

Speaker speaker_2: So, it just depends on the prescription. I wouldn't be able to tell you the price 'cause it just varies from, um, from medication to medication. So it just depends. I wouldn't be able to, um, answer that question, though. I can really just go based off-

Speaker speaker_5: Okay.

Speaker speaker_2: ... what the guide tells me. Um, I know you have prescription coverage through Alexar and they offer a membership with Free RF which gives you access to over 800 of the top 90% generic drugs prescribed in the US. And you can get cheaper, um, generic prescriptions through that membership as well. But to like tell you the price, I wouldn't be able to tell you that 'cause it would just really vary.

Speaker speaker_5: Is there a certain co-pay that I gotta pay, a certain co-pay for...

Speaker speaker_2: No, sir. So as long as you stay within the network, you should be covered, um, because the NEC TeleRF, as long as you stay within the network, you do receive coverage. But I don't have any informa-

Speaker speaker_5: So, for instance-

Speaker speaker_2: Mm-hmm.

Speaker speaker_5: What is the network?

Speaker speaker_2: It's the carrier for the plan that you selected is 90 Degrees. And I can provide that number, uh, just in case you might have any questions-

Speaker speaker_5: Okay.

Speaker speaker_2: ... about certain services that might be covered. I could provide that phone number to you. But it's 90 Degrees, the carrier.

Speaker speaker_5: And um, is that... Is that certain places that, that does that?

Speaker speaker_2: Yes. Um, so with the plan that you selected, you do s- you do-

Speaker speaker_5: Okay.

Speaker speaker_2: ... have to stay within the network and use their preferred providers to receive coverage.

Speaker speaker_5: And can I-

Speaker speaker_2: Because if you go outside of their network-

Speaker speaker_5: Can I go to Walmart?

Speaker speaker_2: ... you won't be covered.

Speaker speaker_5: Can I go through Walmart pharmacy? Or...

Speaker speaker_2: Give me one second. You can. Give me one second, let me verify though. Okay. So Alexar Solutions is pleased to offer prescription benefits for medications covered under the Affordable Care Act. For having Focus Workforce Management INC and DT workforce programs, all ACA qualified medications will be covered without having to pay a co-pay, co-insurance or meeting your deductible, as long as you fill your prescriptions at one of our participating pharmacies. To find out what medications are covered or find pharmacies near you, please register. So, uh, give me one second. That doesn't answer my question. Give me one second.

Speaker speaker_5: All right, that's fine.

Speaker speaker_2: Okay. Thank you for your code, sir. So it doesn't specify what exact pharmacies you can go to, but I can provide a phone number to you and you're always welcome to ask just to be on the safe side.

Speaker speaker_5: All right. All right. And what's the number?

Speaker speaker_2: It's gonna be 800-

Speaker speaker_5: All right.

Speaker speaker_2: ... 771...

Speaker speaker_5: Yep.

Speaker speaker_2: ... 4648. That's... One more time. 800-771-4648. And I'm gonna give you the name of, um, of the company who gives you those prescription benefits. So it's called Elicir, which you spell E-L-I-C-I-R. Again, E-L-I-C-I-R.

Speaker speaker_5: All right.

Speaker speaker_2: But I went ahead and enrolled you into that, so it looks like your weekly deduction from your paycheck would be \$20.85 for the dental plan being \$3.64 weekly and then your NEC Telluride Reps being your preventative plan for \$17.21, making it a total of \$20.85. Um, please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$20.85 come out of your paycheck, the following Monday of that first deduction is when you have active coverage, and by that first week of activation week, either that Thursday or Friday, you should be getting your dental card and your NEC Telluride Reps card. And if for some reason you have like a doctor's appointment and still don't have your cards, you're welcome to give this number a call and we can, um, email them to you once available.

Speaker speaker_5: All right.

Speaker speaker_2: Yep. But if you have any questions about if a certain prescription is covered, since I can't answer that, and if a certain pharmacy... uh, if you can go to a certain pharmacy, I would definitely call that number and they would definitely let you know.

Speaker speaker_5: Yeah. The only reason I asked that was because I had Medicaid here in Indiana and it let me go through Walmart...

Speaker speaker_2: Okay.

Speaker speaker_5: ... but it wouldn't let me go through CVS. So it didn't.

Speaker speaker_2: Oh, okay. Gotcha. And I was gonna tell you, just in case you wanted to know, if you did wanna enroll into a different plan or if you wanted to add additional plan, your last day to do that will be February 14 'cause the only time that you're allowed to change your plans or add new plans would be within company open enrollment which for Focus Workforce Management, the last day is gonna be February 14, okay? Just in case, um, they tell you something and you're like, "Oh, wait, never mind. I don't think I want this plan." Just in case you wanna change it, you're always welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time and your last day would be the 14th of February, okay?

Speaker speaker_5: All right. Thank you.

Speaker speaker_2: You're welcome. I hope you have a great day today. Thank you for your time.

Speaker speaker_5: You too.