

## Transcript: Francesca

**Baez-5129078381920256-6332113217044480**

### Full Transcript

Thank you for calling Benefits in All Climate. My name is Francesca. How can I assist you today? Um, yes. Um, I'm a new employee of, uh, TRC. Um, and, uh, I think I might be just at the end of my 30-day window, um, to, to sign up for benefits. But I wanted to call and see if it was still possible, um, for the MVP, um, plan? Okay. Let's take a look. What are the last four of your social and the last name? 9391, last name is Ellis, E-L-L-I-S. And I'm specifically looking at a particular medication. I have health insurance right now, um, uh, a FET Blue Plan, FEP, Federal Employees Program from er- uh, uh, Disability Retirement. Um, and I just got prescribed, um, a weight loss drug but the copay is kinda high, and I was wondering if, like, your plan would help me cover the cost of that copay for that prescription, so... Sure thing, Ellis. Um, so before we even go through the verification process to make sure we're in the correct account and see if you're still eligible, I do want- Uh-huh. ... to let you know, due to the fact that we're just the administrators, we'll not be able to answer what other specific medication would be covered. Um, you will have- Okay. ... to speak with a specific carrier for the medica- portion of the plan. Okay. It does say, however, per the benefit guide of your specific staffing company that as far as prescriptions go under the plan- Mm-hmm. ... it does state here that speciality drugs or biotechs are not covered under it. Generics are subject to the deduction, preferred brand are also subject to the deduction, and if the specific prescription is in that a non-preferred brand, it will not be covered under them. Okay. All right. Let's see if you're still eligible. What is that mailing address and date of birth? Um, it's 900 Lakefront Commons, Unit 9325 Newport News, Virginia 23606. Um, date of birth, September 11th, 1989. I did just move, so I don't know if it's got my new address. That's my new address, but there's an older address, 11 Port Landing, Apartment A, still in Newport News, but I think I updated my information. So, we actually have the old address. The 11 Port Landing? Do you need me to update it? Mm-hmm. Yes, please. So, it's 900 Lakefront Commons. Lakefront is one word. Um, Unit 9325. And it's, um- And will the- ... still in... The zip code is 23606. Okay. So, city and state stay the same, right? Newport News, Virginia. Yes. All right. And then what is your date of birth? 9-11-89. September 11th, 1989. I show your best phone number down as 757-899-0873, same as the one you called on, and your email is down as matt.ellis.ba@gmail.com. That's correct. So, you actually still have a couple more days left. You have 'til Wednesday, May 7th for enrollment. That will be when your personal enrollment period ends. Okay. Okay. Now, for the MVP plan, I will have to request for them to do a separate eligibility review since it is required. Okay. Just for the fact that they need to verify that you're working 20 hours or more per week, since that is a requirement for this plan's eligibility. It should take them 24 to 48 hours to get back with me in regards to that. Okay. And then bear with me one moment. I'm going to place you in a quick hold. Okay. To make sure I have the correct phone number for the prescription carrier of that specific plan. Okay. All right.

Please hold. I'll be right back. All right. Thank you. Thank you so much for holding the, Mr. Ellis. No problem. All right. So I sent for the request of that eligibility review that should be coming back from me within the 24 to 48 business hours. Okay. Um, as far as the carrier goes for those specific medications, I believe it will be with the carrier MedImpact, also known as Elixir. I can give you their phone number, if you would like. Uh, okay. One second. Let me write it down. All right. Okay. It is 800- Uh-huh. ... 771- Okay. ... 4648. And this was, uh, what, what was the name of th- this, uh, service again? It's, uh, MedImpact Elixir. MedImpact Elixir, okay. All right. Now, just in the event that they do not cover it, you can also speak with PharmaVal Prescriptions. They're the carriers for the prescription coverage with the BAP plans. Okay. Their phone number will be 800- Okay. ... 933- Yep. ... 3734. Okay. All right. And then once they get back with me in regards to your eligibility review, I will be giving you a call back with the results. If there's a specific time frame that you want me to try to give you a call back on, or is it okay to call you as soon as I hear back from them? You can call me whenever. Understood. I'll give you that call as soon as they let me know. All right. Thank you so much. My pleasure. Have a great day. You, too. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in All Climate. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, yes. Um, I'm a new employee of, uh, TRC. Um, and, uh, I think I might be just at the end of my 30-day window, um, to, to sign up for benefits. But I wanted to call and see if it was still possible, um, for the MVP, um, plan?

Speaker speaker\_0: Okay. Let's take a look. What are the last four of your social and the last name?

Speaker speaker\_1: 9391, last name is Ellis, E-L-L-I-S. And I'm specifically looking at a particular medication. I have health insurance right now, um, uh, a FET Blue Plan, FEP, Federal Employees Program from er- uh, uh, Disability Retirement. Um, and I just got prescribed, um, a weight loss drug but the copay is kinda high, and I was wondering if, like, your plan would help me cover the cost of that copay for that prescription, so...

Speaker speaker\_0: Sure thing, Ellis. Um, so before we even go through the verification process to make sure we're in the correct account and see if you're still eligible, I do want-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... to let you know, due to the fact that we're just the administrators, we'll not be able to answer what other specific medication would be covered. Um, you will have-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to speak with a specific carrier for the medica- portion of the plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It does say, however, per the benefit guide of your specific staffing company that as far as prescriptions go under the plan-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... it does state here that speciality drugs or biotech are not covered under it. Generics are subject to the deduction, preferred brand are also subject to the deduction, and if the specific prescription is in that a non-preferred brand, it will not be covered under them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Let's see if you're still eligible. What is that mailing address and date of birth?

Speaker speaker\_1: Um, it's 900 Lakefront Commons, Unit 9325 Newport News, Virginia 23606. Um, date of birth, September 11th, 1989. I did just move, so I don't know if it's got my new address. That's my new address, but there's an older address, 11 Port Landing, Apartment A, still in Newport News, but I think I updated my information.

Speaker speaker\_0: So, we actually have the old address.

Speaker speaker\_1: The 11 Port Landing?

Speaker speaker\_0: Do you need me to update it? Mm-hmm.

Speaker speaker\_1: Yes, please. So, it's 900 Lakefront Commons. Lakefront is one word. Um, Unit 9325. And it's, um-

Speaker speaker\_0: And will the-

Speaker speaker\_1: ... still in... The zip code is 23606.

Speaker speaker\_0: Okay. So, city and state stay the same, right?

Speaker speaker\_1: Newport News, Virginia. Yes.

Speaker speaker\_0: All right. And then what is your date of birth?

Speaker speaker\_1: 9-11-89. September 11th, 1989.

Speaker speaker\_0: I show your best phone number down as 757-899-0873, same as the one you called on, and your email is down as matt.ellis.ba@gmail.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: So, you actually still have a couple more days left. You have 'til Wednesday, May 7th for enrollment. That will be when your personal enrollment period ends.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Now, for the MVP plan, I will have to request for them to do a separate eligibility review since it is required.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just for the fact that they need to verify that you're working 20 hours or more per week, since that is a requirement for this plan's eligibility. It should take them 24 to 48 hours to get back with me in regards to that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then bear with me one moment. I'm going to place you in a quick hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: To make sure I have the correct phone number for the prescription carrier of that specific plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Please hold. I'll be right back.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you so much for holding the, Mr. Ellis.

Speaker speaker\_2: No problem.

Speaker speaker\_0: All right. So I sent for the request of that eligibility review that should be coming back from me within the 24 to 48 business hours.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Um, as far as the carrier goes for those specific medications, I believe it will be with the carrier MedImpact, also known as Elixir. I can give you their phone number, if you would like.

Speaker speaker\_2: Uh, okay. One second. Let me write it down.

Speaker speaker\_0: All right.

Speaker speaker\_2: Okay.

Speaker speaker\_0: It is 800-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 771-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 4648.

Speaker speaker\_2: And this was, uh, what, what was the name of th- this, uh, service again?

Speaker speaker\_0: It's, uh, MedImpact Elixir.

Speaker speaker\_2: MedImpact Elixir, okay.

Speaker speaker\_0: All right. Now, just in the event that they do not cover it, you can also speak with PharmaVal Prescriptions. They're the carriers for the prescription coverage with the BAP plans.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Their phone number will be 800-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 933-

Speaker speaker\_2: Yep.

Speaker speaker\_0: ... 3734.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. And then once they get back with me in regards to your eligibility review, I will be giving you a call back with the results. If there's a specific time frame that you want me to try to give you a call back on, or is it okay to call you as soon as I hear back from them?

Speaker speaker\_2: You can call me whenever.

Speaker speaker\_0: Understood. I'll give you that call as soon as they let me know.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_2: You, too. Thank you.