

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 3.00. This is who you want? Yes, this is Lawrence Nolot, N-O-L-O-T. And I'm working through Surge right now and I was... Uh, I'm, I, my other insurance is, it cut, uh, cut me off due to me working or whatever, and I'm, I'm, I'm needing to get medications and I'm trying to get insurance so I can do that. Okay. What are the last four of the Social? 6052. And what staffing company did you say you work with? Surge. Did you just started working with Surge? Yes. Today was my second day. We don't have your file yet in our system to process an enrollment. We can either make an account, but I will need your full Social for it, or you can periodically keep calling in to see when we receive it. No, we need to make the account. I need these medications. Okay. I'll be more than happy to assist with... I do want to clarify, sir, insurance doesn't get effective immediately. It is gonna take one to two weeks for them to start making those adoptions. Oh. Okay. Um, all right. Um, how long is the, uh, process take to do this now over the phone? Roughly, give or take about 10 to 15 minutes. Okay. Let's go ahead and do that just to try to get it active as soon as possible. All right. What's the full Social? 312-13-6052. And we did say the last name was N-O-L-L-P? N-O-L-O-T. What is the mailing address? 205 Meadow Drive, Sellersburg, Indiana, 47172. And there's no unit or apartment number at the home, correct? It's a home. Hello? Yes, sir, I'm just waiting for the system to finish loading that so I can move on to the next step. Uh-huh. Okay. What is the date of birth? 3/12/1993. And the email? Uh, lawrence.nolot30@gmail.com. Okay. And Surge offers medical, dental, vision, short-term disability, Term Life which is their life insurance, critical illness, group accident, behavior health, and FreeRx for the medications. Which of those plans did you want to be enrolled into? Uh, I just want the, for the medications. Okay. The only then to just enroll you into the FreeRx membership. That one gives you access to about 90% of the generic medications. Um, and it does come with a virtual urgent care package as well. It will be \$5.99 per week. Okay. Um... Uh, yeah. And, uh, how much, how much would the vision be with that or whatever? Vision is \$2.15 per paycheck. The plan they offer has a \$10 copay for the eye exam, a \$25 copay for the lenses and frames, zero copay for contact lens fittings, and the frame allowance per year is \$130. Okay. Am I able to add that on at any time? Like, can I just do the medication now and then maybe add that on later? So you are able to. The only thing to keep in mind is once you receive your first paycheck, you'll have 30 days after that paycheck to process any enrollment. If you do not get to, then it will be on August next year that you'll be able to add any other plan to the policy. Okay. Um... let's do the... um... do the just... medications was 5-0-0 and the vision was plus another, what, \$2.00, \$3.00? Yes, sir. So both together will be \$8.14 each week. \$8.14 each week. Okay. And it's 10, 25, 100, and it covers \$130 frames, so-Yeah, just, just... Yeah, fuck it, that's fine. We can do that. All right. Do you authorize First Staffing to make the deduction of \$8.14 per

paycheck? Yes. Okay. And then I'm just going back into the account to make sure everything else was processed properly. Okay. Okay, so you're all set. Now it says be waiting, as we discussed, one to two weeks for them to make your first deduction. Once you see the first deductions following Monday, you'll become active. FreeRx will be sending you an email for the registration on their end. I can also send you an additional email with the links. If there are any 'cause it kinda sounds like it, if there's any medications that you currently take daily, you're able to go onto their website and it will tell you whether or not it will be free or if there will be a copay that you will have to pay and whether or not it has to be sent to your home or pick up at one of their stores. Okay. And is there, like, a insurance card or something that y'all will be sending me or? For the vision one, that will be the only benefit card you'll receive. That one, once you become active, Friday of that week, they will mail it out. The longest we have seen them take is three to four weeks. However, if during that day, let's say, for example, it's Monday today and tomorrow you have an appointment, you can give us a call and we're able to send you a digital copy of that vision card for sooner service. Okay. Okay, so then how do I, how do I use the insurance for my medications? So, with the FreeRx membership- Just, uh... ... once you do your registration, it will give you the benefit card. So I will get a card? I thought you said I only get one for vision. Yes, sir. So, once again, when you go through the registration with the FreeRx for the prescription membership, right? Once you get into your own account when you register, it will give you the access to the benefit cards. For that one- Oh. ... we don't have access to. Only the member itself does. Okay. All right. Okay. Okay? Well, I appreciate it. Of course. I'm gonna go ahead and send you a copy of their benefit guide. In the event- Yeah. ... there's a change you'd like to make to the policy, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time and we can assist you with that. Awesome. I appreciate your help. Of course. It was my pleasure. Was there anything else we can assist you with today? No, that'll do it. All right. Future references, any questions or any issues with health insurance, give us a call back and we'll be there to assist you. Okay. Thank you very much. Have a wonderful rest of your day. You, too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit 3.00. This is who you want?

Speaker speaker_2: Yes, this is Lawrence Nolot, N-O-L-O-T. And I'm working through Surge right now and I was... Uh, I'm, I, my other insurance is, it cut, uh, cut me off due to me working or whatever, and I'm, I'm, I'm needing to get medications and I'm trying to get insurance so I can do that.

Speaker speaker_1: Okay. What are the last four of the Social?

Speaker speaker_2: 6052.

Speaker speaker_1: And what staffing company did you say you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: Did you just started working with Surge?

Speaker speaker_2: Yes. Today was my second day.

Speaker speaker_1: We don't have your file yet in our system to process an enrollment. We can either make an account, but I will need your full Social for it, or you can periodically keep calling in to see when we receive it.

Speaker speaker_2: No, we need to make the account. I need these medications.

Speaker speaker_1: Okay. I'll be more than happy to assist with... I do want to clarify, sir, insurance doesn't get effective immediately. It is gonna take one to two weeks for them to start making those adoptions.

Speaker speaker_2: Oh. Okay. Um, all right. Um, how long is the, uh, process take to do this now over the phone?

Speaker speaker_1: Roughly, give or take about 10 to 15 minutes.

Speaker speaker_2: Okay. Let's go ahead and do that just to try to get it active as soon as possible.

Speaker speaker_1: All right. What's the full Social?

Speaker speaker_2: 312-13-6052.

Speaker speaker_1: And we did say the last name was N-O-L-L-P?

Speaker speaker_2: N-O-L-O-T.

Speaker speaker_1: What is the mailing address?

Speaker speaker_2: 205 Meadow Drive, Sellersburg, Indiana, 47172.

Speaker speaker_1: And there's no unit or apartment number at the home, correct?

Speaker speaker_2: It's a home. Hello?

Speaker speaker_1: Yes, sir, I'm just waiting for the system to finish loading that so I can move on to the next step.

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: What is the date of birth?

Speaker speaker_2: 3/12/1993.

Speaker speaker_1: And the email?

Speaker speaker_2: Uh, lawrence.nolot30@gmail.com.

Speaker speaker_1: Okay. And Surge offers medical, dental, vision, short-term disability, Term Life which is their life insurance, critical illness, group accident, behavior health, and FreeRx for the medications. Which of those plans did you want to be enrolled into?

Speaker speaker_2: Uh, I just want the, for the medications.

Speaker speaker_1: Okay. The only then to just enroll you into the FreeRx membership. That one gives you access to about 90% of the generic medications. Um, and it does come with a virtual urgent care package as well. It will be \$5.99 per week.

Speaker speaker_2: Okay. Um... Uh, yeah. And, uh, how much, how much would the vision be with that or whatever?

Speaker speaker_1: Vision is \$2.15 per paycheck. The plan they offer has a \$10 copay for the eye exam, a \$25 copay for the lenses and frames, zero copay for contact lens fittings, and the frame allowance per year is \$130.

Speaker speaker_2: Okay. Am I able to add that on at any time? Like, can I just do the medication now and then maybe add that on later?

Speaker speaker_1: So you are able to. The only thing to keep in mind is once you receive your first paycheck, you'll have 30 days after that paycheck to process any enrollment. If you do not get to, then it will be on August next year that you'll be able to add any other plan to the policy.

Speaker speaker_2: Okay. Um... let's do the... um... do the just... medications was 5-0-0 and the vision was plus another, what, \$2.00, \$3.00?

Speaker speaker_1: Yes, sir. So both together will be \$8.14 each week.

Speaker speaker_2: \$8.14 each week. Okay. And it's 10, 25, 100, and it covers \$130 frames, so-

Speaker speaker_3: Yeah, just, just... Yeah, fuck it, that's fine. We can do that.

Speaker speaker_1: All right. Do you authorize First Staffing to make the deduction of \$8.14 per paycheck?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And then I'm just going back into the account to make sure everything else was processed properly.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay, so you're all set. Now it says be waiting, as we discussed, one to two weeks for them to make your first deduction. Once you see the first deductions following Monday, you'll become active. FreeRx will be sending you an email for the registration on their end. I can also send you an additional email with the links. If there are any 'cause it kinda sounds like it, if there's any medications that you currently take daily, you're able to go onto their website and it will tell you whether or not it will be free or if there will be a copay that you will have to pay and whether or not it has to be sent to your home or pick up at one of their stores.

Speaker speaker_3: Okay. And is there, like, a insurance card or something that y'all will be sending me or?

Speaker speaker_1: For the vision one, that will be the only benefit card you'll receive. That one, once you become active, Friday of that week, they will mail it out. The longest we have seen them take is three to four weeks. However, if during that day, let's say, for example, it's Monday today and tomorrow you have an appointment, you can give us a call and we're able to send you a digital copy of that vision card for sooner service.

Speaker speaker_3: Okay. Okay, so then how do I, how do I use the insurance for my medications?

Speaker speaker_1: So, with the FreeRx membership-

Speaker speaker_3: Just, uh...

Speaker speaker_1: ... once you do your registration, it will give you the benefit card.

Speaker speaker_3: So I will get a card? I thought you said I only get one for vision.

Speaker speaker_1: Yes, sir. So, once again, when you go through the registration with the FreeRx for the prescription membership, right? Once you get into your own account when you register, it will give you the access to the benefit cards. For that one-

Speaker speaker_3: Oh.

Speaker speaker_1: ... we don't have access to. Only the member itself does.

Speaker speaker_3: Okay. All right. Okay.

Speaker speaker_1: Okay?

Speaker speaker_3: Well, I appreciate it.

Speaker speaker_1: Of course. I'm gonna go ahead and send you a copy of their benefit guide. In the event-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... there's a change you'd like to make to the policy, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time and we can assist you with that.

Speaker speaker_3: Awesome. I appreciate your help.

Speaker speaker_1: Of course. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_3: No, that'll do it.

Speaker speaker_1: All right. Future references, any questions or any issues with health insurance, give us a call back and we'll be there to assist you.

Speaker speaker_3: Okay. Thank you very much.

Speaker speaker_1: Have a wonderful rest of your day.

Speaker speaker_3: You, too.