

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Card. My name is Francesca. How can I assist you today? Hi. Yes. I am a new Oxford employee, and I wanted to enroll in Benefit Cards. Okay. Benefit Cards isn't able to company call the administrator. The coverage is actually going to be through your staffing company. What staffing company do you work with? Um, Oxford. What are the last four of your Social? 8314. And the last name, please? Austin. A-U-S-T-I-N. For security purposes, please verify the mailing address and date of birth. Uh, mailing address is 1447 North Colorado Ave., Indianapolis, Indiana 46201. And what was the second thing you want me to verify? Your date of birth. Date of birth, 3/10/70. We have best contact 317-513-9157? Correct. We have your email H-E-B-E-L-S@imac.com? Correct. Do you know which benefit plans you would like to be enrolled into? Um... I wanted the... It's a... Say health. I w- I'm sorry. I'm looking at this, uh, form and it's really small and I'm trying to... I basically just want preventative care for, um, and prescription!? And I'm not sure which, if there's one that includes any, uh, lab, like covers any lab work, like if I have blood testing? Do you know this or are you just...? So that MEC 10 RX would cover those preventative services. Um, as far as lab work, to our understanding, what it will cover will be the screenings for like your blood pressure, iron deficiency, breast cancer, cervical cancer, bacteriale- bacterialitis, sorry. Chlamydia, syphilis, cholesterol, collateral cancer, depression, diabetes, gonorrhea, hepatitis B and C, HIV, domestic violence, lung cancer, tuberculosis, unhealthy alcohol use, obesity, osteoporosis, RH and HPV. Um, on top of that, it does cover also your annual physical. Um, I know, included into those screenings that get done woman-wise, um, I believe the mammography, the preventative one, is also covered under this plan. They do also offer the counseling for breastfeeding, prenatal depression, healthy diet, domestic violence, reduce UV exposures, tobacco cessation and prevent STIs, um, as also going to cover your preventative immunizations for influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, mingles, mum, rubella, meningococci, meningococci hepatitis A and B. And then for medications, in a way it kind of has two coverages. Um, what I mean by that is essentially the plan itself has the prescription coverage with a lecture carrier. Um, they cover preventative generic prescriptions like aspirin, breast cancer preventatives, folic acid, statins, FDA-approved contraceptive methods. But then on top of that additional, the plan comes with a virtual urgent care package and a free Rx membership for the medications. Now with that free Rx membership, you do have access to about 90% of the generic prescriptions prescribed in the US for free. All AQ medications will be up to 21-day supplies that can be picked up at the pharmacy. Um, however, all chronic medications must be shipped home. Um, they do ship it out for free within a three to five business days shipping day. And it does have a network requirement, that would be the only thing. Um, it does sound like it will cover those things that you're looking for

coverage on the moment. Um, but however, as of right now, those are the only thing that I will see that currently you haven't mentioned if it will be an issue or no, that network requirement that it has. Um, oh, if my... I don't know if at least my doctor was in the network. So to find that out- And then- Go ahead. He's in most of, like for the big networks, so I don't know what this... So to find that out, you have to speak with multi-plan network. Excuse me. Um, they're going to be the ones that have that list. Um, I do have to say however, in the event that I do transfer you to speak with them, I will recommend giving a call prior to end of business days, which is 8:00 PM Eastern Time today. 'Cause today is-... the last business day, you'll be able to enroll into coverage. Your personal enrollment period doesn't end till the 26th. The only thing is, Saturday, Sundays, we're closed. So... Yeah. It, I, I've been meaning to do this all week and I keep forgetting. Mm-hmm. And then all of a sudden today, I was like... Had my taxes on the brain 'cause the 27th is the enroll, and I was like, "Oh no, I still haven't enrolled in my benefits." I was trying to decide whether or not I wanted to do this. Um, let's do- 'Cause the only one that you're free to enroll outside of that open enrollment period, let me see if they offer Oh, they actually don't. Um, so currently there wouldn't be any of the current plans that they offer that you'll be able to enroll outside of an open enrollment period on. Okay. So, let's do the, um, th- this... I just want, I want the Stay Healthy and I want the, and I want the prescription, and I w- Um, the FreeRx membership that I spoke in regards to? Yeah. I, I mean, I just want the, like the lowest, um, medical coverage with prescrip- you know, prescriptions. Whatever the prescription plan's set up to. Okay. Does that make sense? Um, so that all depends in regards to your preference, 'cause legally speaking, we do not have a lowest one. It all depends on what your medical needs are. If you feel that that Stay Healthy will have you covered for what you're looking for, we can go ahead and process that enrollment. Yeah. I was going to say the, the lowest weekly deduction. How's that? It all depends on your medical needs. I'm sorry. The line is recorded. Yeah. So legally speaking, yeah. Oh yeah, no, I under- I, I, I understand. Um, it, it is just employee? There is no spouse or children in, in process. All right. So for that Stay Healthy MEC 10RX is going to be \$16.11 per paycheck. Do you authorize Axfor Global- Yes. ... to make those deductions for you? I do. All right, so please allow one to two weeks for them to start making the deductions. When you see that first deduction following Monday will be when coverage becomes effective. That same week of activation, Friday will be when your carrier sends out the benefit cards. Um, now for the FreeRx membership, once your coverage becomes active, they are gonna send you a registration email. You have to register with the FreeRx in order to gain access to your benefit cards. Okay. All right. And then, would you like me to provide you the phone number for the MultiPlan network provider to see if any of your current doctors are within that network for you? Yes. That would be awesome. It is going to be 800-457-1403. 400-457-1403. And you said it's MultiCare Network? MultiPlan Network. MultiPlan. MultiPlan. Thank you. Do they have a website? Um, I believe they do. Give me one second. I think on the email that we sent with the benefit cards, there is a website for them in there. I think it's MultiPlan- Um, yes, ma'am, it's supposed to be multiplan.com. Okay. But the... I'm enrolled for the StayHealthy... Yes, ma'am. StayHealthy MEC 10RX. Okay. Now the prescription is, um, not a part of that? Is that... So the plan comes with a fr- membership into the FreeRx. If you have any current medications- Okay. ... you can go into freerx.com to see if they will be covered and if you have to pay anything out of pocket for them. Okay. I gotcha. I see that now. And, um, I also wanted to enroll in, uh, vision and dental. Any other plans you would like to be enrolled into? Um, just

vision and dental. So it's gonna be a change to the declaration that was already made during the call. Okay. The total will be \$21.90 per paycheck. Do you authorize Axfor Global to make those deductions for the three plans you have selected? I do. Great. Same thing, stated. Allow one to two weeks for them to start making the deductions. Once you see first deduction following Monday, coverage will become effective. Week of activation, Friday, will be when the carrier sends those benefit cards out. Awesome. Anything else I can assist you with today? That is it. All right. With that being said, I hope you have a wonderful rest of your day and thank you for your time today. I appreciate you and you have a great rest of your day. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefitional Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Yes. I am a new Oxford employee, and I wanted to enroll in Benefitional Cards.

Speaker speaker_1: Okay. Benefitional Cards isn't able to company call the administrator. The coverage is actually going to be through your staffing company. What staffing company do you work with?

Speaker speaker_2: Um, Oxford.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8314.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Austin. A-U-S-T-I-N.

Speaker speaker_1: For security purposes, please verify the mailing address and date of birth.

Speaker speaker_2: Uh, mailing address is 1447 North Colorado Ave., Indianapolis, Indiana 46201. And what was the second thing you want me to verify?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Date of birth, 3/10/70.

Speaker speaker_1: We have best contact 317-513-9157?

Speaker speaker_2: Correct.

Speaker speaker_1: We have your email H-E-B-E-L-S@imac.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Do you know which benefit plans you would like to be enrolled into?

Speaker speaker_2: Um... I wanted the... It's a... Say health. I w- I'm sorry. I'm looking at this, uh, form and it's really small and I'm trying to... I basically just want preventative care for, um, and prescription!? And I'm not sure which, if there's one that includes any, uh, lab, like covers any lab work, like if I have blood testing? Do you know this or are you just...?

Speaker speaker_1: So that MEC 10 RX would cover those preventative services. Um, as far as lab work, to our understanding, what it will cover will be the screenings for like your blood pressure, iron deficiency, breast cancer, cervical cancer, bacteriale- bacterialitis, sorry. Chlamydia, syphilis, cholesterol, collateral cancer, depression, diabetes, gonorrhea, hepatitis B and C, HIV, domestic violence, lung cancer, tuberculosis, unhealthy alcohol use, obesity, osteoporosis, RH and HPV. Um, on top of that, it does cover also your annual physical. Um, I know, included into those screenings that get done woman-wise, um, I believe the mammography, the preventative one, is also covered under this plan. They do also offer the counseling for breastfeeding, prenatal depression, healthy diet, domestic violence, reduce UV exposures, tobacco cessation and prevent STIs, um, as also going to cover your preventative immunizations for influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, mingles, mum, rubella, meningococci, meningococci hepatitis A and B. And then for medications, in a way it kind of has two coverages. Um, what I mean by that is essentially the plan itself has the prescription coverage with a lecture carrier. Um, they cover preventative generic prescriptions like aspirin, breast cancer preventatives, folic acid, statins, FDA-approved contraceptive methods. But then on top of that additional, the plan comes with a virtual urgent care package and a free Rx membership for the medications. Now with that free Rx membership, you do have access to about 90% of the generic prescriptions prescribed in the US for free. All AQ medications will be up to 21-day supplies that can be picked up at the pharmacy. Um, however, all chronic medications must be shipped home. Um, they do ship it out for free within a three to five business days shipping day. And it does have a network requirement, that would be the only thing. Um, it does sound like it will cover those things that you're looking for coverage on the moment. Um, but however, as of right now, those are the only thing that I will see that currently you haven't mentioned if it will be an issue or no, that network requirement that it has.

Speaker speaker_2: Um, oh, if my... I don't know if at least my doctor was in the network.

Speaker speaker_1: So to find that out-

Speaker speaker_2: And then-

Speaker speaker_1: Go ahead.

Speaker speaker_2: He's in most of, like for the big networks, so I don't know what this...

Speaker speaker_1: So to find that out, you have to speak with multi-plan network. Excuse me. Um, they're going to be the ones that have that list. Um, I do have to say however, in the event that I do transfer you to speak with them, I will recommend giving a call prior to end of business days, which is 8:00 PM Eastern Time today. 'Cause today is-... the last business day, you'll be able to enroll into coverage. Your personal enrollment period doesn't end till the

26th. The only thing is, Saturday, Sundays, we're closed. So...

Speaker speaker_2: Yeah. It, I, I've been meaning to do this all week and I keep forgetting.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then all of a sudden today, I was like... Had my taxes on the brain 'cause the 27th is the enroll, and I was like, "Oh no, I still haven't enrolled in my benefits." I was trying to decide whether or not I wanted to do this. Um, let's do-

Speaker speaker_1: 'Cause the only one that you're free to enroll outside of that open enrollment period, let me see if they offer Oh, they actually don't. Um, so currently there wouldn't be any of the current plans that they offer that you'll be able to enroll outside of an open enrollment period on.

Speaker speaker_2: Okay. So, let's do the, um, th- this... I just want, I want the Stay Healthy and I want the, and I want the prescription, and I w-

Speaker speaker_1: Um, the FreeRx membership that I spoke in regards to?

Speaker speaker_2: Yeah. I, I mean, I just want the, like the lowest, um, medical coverage with prescrip- you know, prescriptions. Whatever the prescription plan's set up to.

Speaker speaker_1: Okay.

Speaker speaker_2: Does that make sense?

Speaker speaker_1: Um, so that all depends in regards to your preference, 'cause legally speaking, we do not have a lowest one. It all depends on what your medical needs are. If you feel that that Stay Healthy will have you covered for what you're looking for, we can go ahead and process that enrollment.

Speaker speaker_2: Yeah. I was going to say the, the lowest weekly deduction. How's that?

Speaker speaker_1: It all depends on your medical needs. I'm sorry. The line is recorded.

Speaker speaker_2: Yeah.

Speaker speaker_1: So legally speaking, yeah.

Speaker speaker_2: Oh yeah, no, I under- I, I, I understand. Um, it, it is just employee? There is no spouse or children in, in process.

Speaker speaker_1: All right. So for that Stay Healthy MEC 10RX is going to be \$16.11 per paycheck. Do you authorize Axfor Global-

Speaker speaker_2: Yes.

Speaker speaker_1: ... to make those deductions for you?

Speaker speaker_2: I do.

Speaker speaker_1: All right, so please allow one to two weeks for them to start making the deductions. When you see that first deduction following Monday will be when coverage

becomes effective. That same week of activation, Friday will be when your carrier sends out the benefit cards. Um, now for the FreeRx membership, once your coverage becomes active, they are gonna send you a registration email. You have to register with the FreeRx in order to gain access to your benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then, would you like me to provide you the phone number for the MultiPlan network provider to see if any of your current doctors are within that network for you?

Speaker speaker_2: Yes. That would be awesome.

Speaker speaker_1: It is going to be 800-457-1403.

Speaker speaker_2: 400-457-1403. And you said it's MultiCare Network?

Speaker speaker_1: MultiPlan Network.

Speaker speaker_2: MultiPlan. MultiPlan. Thank you. Do they have a website?

Speaker speaker_1: Um, I believe they do. Give me one second. I think on the email that we sent with the benefit cards, there is a website for them in there.

Speaker speaker_2: I think it's MultiPlan-

Speaker speaker_1: Um, yes, ma'am, it's supposed to be multiplan.com.

Speaker speaker_2: Okay. But the... I'm enrolled for the StayHealthy...

Speaker speaker_1: Yes, ma'am. StayHealthy MEC 10RX.

Speaker speaker_2: Okay. Now the prescription is, um, not a part of that? Is that...

Speaker speaker_1: So the plan comes with a fr- membership into the FreeRx. If you have any current medications-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you can go into freerx.com to see if they will be covered and if you have to pay anything out of pocket for them.

Speaker speaker_2: Okay. I gotcha. I see that now. And, um, I also wanted to enroll in, uh, vision and dental.

Speaker speaker_1: Any other plans you would like to be enrolled into?

Speaker speaker_2: Um, just vision and dental.

Speaker speaker_1: So it's gonna be a change to the declaration that was already made during the call.

Speaker speaker_2: Okay.

Speaker speaker_1: The total will be \$21.90 per paycheck. Do you authorize Axfor Global to make those deductions for the three plans you have selected?

Speaker speaker_2: I do.

Speaker speaker_1: Great. Same thing, stated. Allow one to two weeks for them to start making the deductions. Once you see first deduction following Monday, coverage will become effective. Week of activation, Friday, will be when the carrier sends those benefit cards out.

Speaker speaker_2: Awesome.

Speaker speaker_1: Anything else I can assist you with today?

Speaker speaker_2: That is it.

Speaker speaker_1: All right. With that being said, I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: I appreciate you and you have a great rest of your day.

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_2: Bye-bye.