

Transcript: Francesca

Baez-5333663785992192-5770470214385664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... card. My name is Francesca. How can I assist you today? Yes. I work, I work for Serge and he gave me something. He said we had insurance and I was, wanted to see, uh, if I got a number, what it covers. I have prescriptions but my Medicaid got canceled when I started working, so I was gonna see if it comes with- I'm sorry, ma'am. Huh? Yes, ma'am. I apologize. I'm confused. How can we help you today? I, I work for Serge and she gave me your number. She said we have insurance. Okay, so you wanna know the status of your policy? Y- yeah and if I got a number, if it'll cover... See, I, my med- my Medicaid got canceled when I started working so I was hoping... I had prescriptions and I would see if it covered them. What number, ma'am? Huh? Yes, ma'am. I apologize. The thing that I'm confused about, ma'am, is you're saying, "I got a number." What number do you want to know if you have? I'm sorry, I'm confused. You say I got insurance, so do I have a insurance card number? I don't... I have a card yet. Okay. Also, am I- What is the last four of your Social? 0173. And your last name, please? Hutto. H-U-T-T-O. Please verify your mailing address and date of birth to make sure I'm in the right account. Okay. It's 1080 County Road 503, Valley, Alabama 36854 and my birthday is 6/14/1971. We have the phone number to reach you down as 870-308-0222? Yes. We have your email down as bluekidsplayer@yahoo.com? Yes. Yeah. Yes, ma'am. Per your company policy you were auto-enrolled into the Medical Preventative Care Plan. That plan only covers preventative services. It does have a network requirement. Preventative services are basically all those services that we get done to make sure that we are up to health, like your physical, the screenings for your blood pressure or iron deficiency, the counselings for a healthy diet or avoiding the UV exposures of the sun, your preventative immunizations like tetanus, varicella or influenza as well as your preventative generic prescriptions like enantats FDA-approved contraceptive methods. The plan does come with an urgent care virtual package and a free Rx membership for the medications. I can provide you- Oh, wait. I, I, I was gonna ask, when you said all that, what it covers, I'm prediabetic and I take Ozempic shots. Does it cover that? You will have to speak with a carrier, one of the account administrators, so we're limited on the information. Specific outreach information like certain services, procedures or medication would be something that we would be unable to speak of or to provide information on- Okay. ... um, just because we don't have it. Okay. Um, however, if the... that FreeRx membership you will have to register if you haven't already to have access to your account to be able to input your specific diabetic medications that you're currently taking. Okay. Let's see. So per the flyer from the FreeRx information that we have, um, it does have they have a... I mean, it does say, sorry, that they have a diabetic program. Um, depending on the insulin, it says that it is available through the membership. Vials and pens, so Rylon, Novolog, Rylon Novolog as well, 730 and Ry- Rylon

Novo Lin-N are available through it. Um, it does say that it is exclusive membership of Walmart for 80% cheaper than the standard insulin prices. But that's the only information that I have as far as what coverage pertaining to- Okay. ... diabetics it will provide. Okay. All right. But, but I will suggest doing this, Wendy, is on the FreeRx website you can actually put in the specific name of your prescription and you will be able to see whether or not it is covered on the FreeRx membership as well as if you have to pay anything out of pocket and if it's something that you can pick up at the pharmacy or you will have to have it shipped to your home. Okay. Well, where, where's the website that I go to? So I'm actually gonna send you an email with the information. Okay. So how to log in. Um, because I'm guessing since you weren't 100% sure that you had the coverage you haven't done any registration for the FreeRx- No, because I didn't know. I didn't know. That's why I just asked for it today because people were telling me and I didn't really know. There we go. Okay, so I'm gonna send you a total of two different emails. Okay. One of them will be labeled FreeRx registration info. That will be the one that you will submit your registration through and follow those steps so that you can have access to your FreeRx account. Okay. And then the second one is gonna be a digital copy of your benefit card. Due to the fact that the card had to become active on December 23rd, I can't issue another mail request because it hasn't been 30 days yet. The longest that those benefit cards take to get to the members are usually three, four weeks max. And we do have- So it might- ... your address correct. Oh, okay. I'm listening. Sorry. Mm-hmm. I have it down as 1080 Country Road 503, Valley, Alabama 36854. Yeah, County Road. Yeah. So I believe since you haven't gotten it yet, it could be that it's still on its way to you. Okay. But I'll send you a digital copy. It will do the same service as you having the physical one. Okay. And then I'll also put in there for you the information for the company called MultiPlan Network. They're the people that have that network list that will specify which provider's office or doctor's office are within the network so that your preventative services can be covered in the event that you need any assistance with that. Okay. All right, thank you. I appreciate it. Of course. Let's see. So it should be all set. I believe that's the... Yes, those should be the two emails that will assist you in getting re- um, set up with the benefits. And then for the prescriptions, like to have your doctor send the prescription. Once you log in, there's gonna be two benefit cards to your right, depending on whether you do it in a desktop or on your phone. Yeah. One of them is gonna be blue. That's the one that you will use to pick up any AQ medication, which you can pick up at the pharmacies. And then the other one will say chronic, I believe it's in the left top corner that they say those words. Um, that will say chronic. That's the one that's gonna be the one that will have the information that your doctor is gonna need in order to submit any prescriptions. Um, as well as once you get access to your login, there's gonna be a tab called... I was looking at it right now. Oh, you are? Okay. Yes. Um, so to have access to that profile, there's a tab called Home Delivery Instructions. If you click on it, it will give you more detailed instructions for your doctor on how to submit your prescriptions. Okay. If they have any issue with a, a card. Oh, okay. Okay. All right. All right. And then, Miss Lindsay, if you run into any issues or you have any doubts in regards to any of the Free Rx or the medical plan, feel free to give us a call back. We can always assist you. We are open 8:00 AM to 8:00 PM Eastern Time. Okay. I appreciate it. Of course. Was there anything else that I can assist you with today? No, that was it. Thank you. Understood. Of course, I hope you have a wonderful rest of your day, and thank you so much for giving us a call today. Thank you. 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 Benefits ... card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes. I work, I work for Serge and he gave me something. He said we had insurance and I was, wanted to see, uh, if I got a number, what it covers. I have prescriptions but my Medicaid got canceled when I started working, so I was gonna see if it comes with-

Speaker speaker_1: I'm sorry, ma'am.

Speaker speaker_2: Huh?

Speaker speaker_1: Yes, ma'am. I apologize. I'm confused. How can we help you today?

Speaker speaker_2: I, I work for Serge and she gave me your number. She said we have insurance.

Speaker speaker_1: Okay, so you wanna know the status of your policy?

Speaker speaker_2: Y- yeah and if I got a number, if it'll cover... See, I, my med- my Medicaid got canceled when I started working so I was hoping... I had prescriptions and I would see if it covered them.

Speaker speaker_1: What number, ma'am?

Speaker speaker_2: Huh?

Speaker speaker_1: Yes, ma'am. I apologize. The thing that I'm confused about, ma'am, is you're saying, "I got a number." What number do you want to know if you have? I'm sorry, I'm confused.

Speaker speaker_2: You say I got insurance, so do I have a insurance card number? I don't... I have a card yet.

Speaker speaker_1: Okay.

Speaker speaker_2: Also, am I-

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

Speaker speaker_2: 0173.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Hutto. H-U-T-T-O.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_2: Okay. It's 1080 County Road 503, Valley, Alabama 36854 and my birthday is 6/14/1971.

Speaker speaker_1: We have the phone number to reach you down as 870-308-0222?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as bluekidsplayer@yahoo.com?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: Yes, ma'am. Per your company policy you were auto-enrolled into the Medical Preventative Care Plan. That plan only covers preventative services. It does have a network requirement. Preventative services are basically all those services that we get done to make sure that we are up to health, like your physical, the screenings for your blood pressure or iron deficiency, the counselings for a healthy diet or avoiding the UV exposures of the sun, your preventative immunizations like tetanus, varicella or influenza as well as your preventative generic prescriptions like enantats FDA-approved contraceptive methods. The plan does come with an urgent care virtual package and a free Rx membership for the medications. I can provide you-

Speaker speaker_2: Oh, wait. I, I, I was gonna ask, when you said all that, what it covers, I'm prediabetic and I take Ozempic shots. Does it cover that?

Speaker speaker_1: You will have to speak with a carrier, one of the account administrators, so we're limited on the information. Specific outreach information like certain services, procedures or medication would be something that we would be unable to speak of or to provide information on-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, just because we don't have it.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, however, if the... that FreeRx membership you will have to register if you haven't already to have access to your account to be able to input your specific diabetic medications that you're currently taking.

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see. So per the flyer from the FreeRx information that we have, um, it does have they have a... I mean, it does say, sorry, that they have a diabetic program. Um, depending on the insulin, it says that it is available through the membership. Vials and pens, so Rylon, Novolog, Rylon Novolog as well, 730 and Ry- Rylon Novo Lin-N are available through it. Um, it does say that it is exclusive membership of Walmart for 80% cheaper than the standard insulin prices. But that's the only information that I have as far as what coverage pertaining to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... diabetics it will provide.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: But, but I will suggest doing this, Wendy, is on the FreeRx website you can actually put in the specific name of your prescription and you will be able to see whether or not it is covered on the FreeRx membership as well as if you have to pay anything out of pocket and if it's something that you can pick up at the pharmacy or you will have to have it shipped to your home.

Speaker speaker_2: Okay. Well, where, where's the website that I go to?

Speaker speaker_1: So I'm actually gonna send you an email with the information.

Speaker speaker_2: Okay.

Speaker speaker_1: So how to log in. Um, because I'm guessing since you weren't 100% sure that you had the coverage you haven't done any registration for the FreeRx-

Speaker speaker_2: No, because I didn't know. I didn't know. That's why I just asked for it today because people were telling me and I didn't really know.

Speaker speaker_1: There we go. Okay, so I'm gonna send you a total of two different emails.

Speaker speaker_2: Okay.

Speaker speaker_1: One of them will be labeled FreeRx registration info. That will be the one that you will submit your registration through and follow those steps so that you can have access to your FreeRx account.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the second one is gonna be a digital copy of your benefit card. Due to the fact that the card had to become active on December 23rd, I can't issue another mail request because it hasn't been 30 days yet. The longest that those benefit cards take to get to the members are usually three, four weeks max. And we do have-

Speaker speaker_2: So it might-

Speaker speaker_1: ... your address correct.

Speaker speaker_2: Oh, okay. I'm listening. Sorry.

Speaker speaker_1: Mm-hmm. I have it down as 1080 Country Road 503, Valley, Alabama 36854.

Speaker speaker_2: Yeah, County Road. Yeah.

Speaker speaker_1: So I believe since you haven't gotten it yet, it could be that it's still on its way to you.

Speaker speaker_3: Okay.

Speaker speaker_1: But I'll send you a digital copy. It will do the same service as you having the physical one.

Speaker speaker_3: Okay.

Speaker speaker_1: And then I'll also put in there for you the information for the company called MultiPlan Network. They're the people that have that network list that will specify which provider's office or doctor's office are within the network so that your preventative services can be covered in the event that you need any assistance with that.

Speaker speaker_3: Okay. All right, thank you. I appreciate it.

Speaker speaker_1: Of course. Let's see. So it should be all set. I believe that's the... Yes, those should be the two emails that will assist you in getting re- um, set up with the benefits. And then for the prescriptions, like to have your doctor send the prescription. Once you log in, there's gonna be two benefit cards to your right, depending on whether you do it in a desktop or on your phone.

Speaker speaker_3: Yeah.

Speaker speaker_1: One of them is gonna be blue. That's the one that you will use to pick up any AQ medication, which you can pick up at the pharmacies. And then the other one will say chronic, I believe it's in the left top corner that they say those words. Um, that will say chronic. That's the one that's gonna be the one that will have the information that your doctor is gonna need in order to submit any prescriptions. Um, as well as once you get access to your login, there's gonna be a tab called...

Speaker speaker_3: I was looking at it right now.

Speaker speaker_1: Oh, you are? Okay.

Speaker speaker_3: Yes.

Speaker speaker_1: Um, so to have access to that profile, there's a tab called Home Delivery Instructions. If you click on it, it will give you more detailed instructions for your doctor on how to submit your prescriptions.

Speaker speaker_3: Okay.

Speaker speaker_1: If they have any issue with a, a card.

Speaker speaker_3: Oh, okay. Okay. All right.

Speaker speaker_1: All right. And then, Miss Lindsay, if you run into any issues or you have any doubts in regards to any of the Free Rx or the medical plan, feel free to give us a call back. We can always assist you. We are open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_3: Okay. I appreciate it.

Speaker speaker_1: Of course. Was there anything else that I can assist you with today?

Speaker speaker_3: No, that was it. Thank you.

Speaker speaker_1: Understood. Of course, I hope you have a wonderful rest of your day, and thank you so much for giving us a call today.

Speaker speaker_3: Thank you. You, too.