

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. For quality assurance purposes. Well, Benefits in a Car. My name is Francesca. Okay? Okay. Is that right? Yeah. Kinda seeing if I had my card getting mailed out. All right. Let's take a look at what type of company you work with. I work with Serge at, uh, Builder Supply. What are the last four of your Social? Do what now? What's the last four of your Social? Uh, the last four of my Social? Yes, sir. Five, nine, six, four. And what is your last name? Hedgecock. Could you please verify your mailing address and date of birth to make sure I'm on the right account? Well, I'm trying to figure out which address it could be getting sent to. Uh, either it's 306 Murdock Road or 349 2nd Avenue, Valley Head, Alabama. And my date of birth's 7/15/'97. We have this phone number to reach, 423-313-6034. Do what now? We need to start verifying your phone number. We have the phone number down as 423-313-6034. It is... No, it's 256-630-3523 is my phone number. All right. I'll change it. And then lastly, I have your email down as your first and last name 97 at gmail.com. Yes. So those benefits cards would have been sent out to the 349 2nd Avenue. That's the email we have on file. If you like, I can go ahead and place in a quick call to download the e-version and send it to your email. All right. All right. Then we can- And what all does it cover? Sure thing. So I'll go over that with you while it's downloading. So that's a medical preventative care plan. What it will cover will be your preventative screenings, like your blood pressure, iron deficiency. Your counseling for, like, a healthy diet, while avoiding UV exposures from the sun, along with your preventative generic prescription, like statins and vitamins, and your preventative immunizations, tetanus, varicella, influenza and such, as well as your one yearly physical. It will not, however, cover hospital amenity services. Um, those services are basically like your doctor visits, emergency room or in-care or surgeries. This is preventative only. All right. Like you'll pay for, like- And then i- ... prescriptions and stuff like that? Um, for the generic prescriptions, yes. Um, it also does come with a free Rx package plan, which is a membership for the prescriptions. You're also able to try to get prescriptions under that, rather than with the plan itself. They give you access to about a 90% of the generic prescriptions prescribed in the USA. All right. And then it does have a network requirement. On the email I'm gonna send you, your network provider, it will be there, which is MultiPlan Network, so you can call 'em and see which provider near your office, meaning your home, is gonna be within network. All right. And Mr. James, have you registered for the free Rx yet? Sir, did you get a chance to complete the registration for the free Rx? Mr. James, can you hear me? Hello? Sir, are you still there? Mr. James? Hello, sir. Are you still there? Mr. James? Hello, sir, can you hear me?

Conversation Format

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

Speaker speaker_1: For quality assurance purposes.

Speaker speaker_2: Well, Benefits in a Car. My name is Francesca. Okay?

Speaker speaker_3: Okay.

Speaker speaker_2: Is that right?

Speaker speaker_4: Yeah. Kinda seeing if I had my card getting mailed out.

Speaker speaker_2: All right. Let's take a look at what type of company you work with.

Speaker speaker_4: I work with Serge at, uh, Builder Supply.

Speaker speaker_2: What are the last four of your Social?

Speaker speaker_4: Do what now?

Speaker speaker_2: What's the last four of your Social?

Speaker speaker_4: Uh, the last four of my Social?

Speaker speaker_2: Yes, sir.

Speaker speaker_4: Five, nine, six, four.

Speaker speaker_2: And what is your last name?

Speaker speaker_4: Hedgecock.

Speaker speaker_2: Could you please verify your mailing address and date of birth to make sure I'm on the right account?

Speaker speaker_4: Well, I'm trying to figure out which address it could be getting sent to. Uh, either it's 306 Murdock Road or 349 2nd Avenue, Valley Head, Alabama. And my date of birth's 7/15/'97.

Speaker speaker_2: We have this phone number to reach, 423-313-6034.

Speaker speaker_4: Do what now?

Speaker speaker_2: We need to start verifying your phone number. We have the phone number down as 423-313-6034.

Speaker speaker_4: It is... No, it's 256-630-3523 is my phone number.

Speaker speaker_2: All right. I'll change it. And then lastly, I have your email down as your first and last name 97 at gmail.com.

Speaker speaker_4: Yes.

Speaker speaker_2: So those benefits cards would have been sent out to the 349 2nd Avenue. That's the email we have on file. If you like, I can go ahead and place in a quick call

to download the e-version and send it to your email.

Speaker speaker_4: All right.

Speaker speaker_2: All right. Then we can-

Speaker speaker_4: And what all does it cover?

Speaker speaker_2: Sure thing. So I'll go over that with you while it's downloading. So that's a medical preventative care plan. What it will cover will be your preventative screenings, like your blood pressure, iron deficiency. Your counseling for, like, a healthy diet, while avoiding UV exposures from the sun, along with your preventative generic prescription, like statins and vitamins, and your preventative immunizations, tetanus, varicella, influenza and such, as well as your one yearly physical. It will not, however, cover hospital amenity services. Um, those services are basically like your doctor visits, emergency room or in-care or surgeries. This is preventative only.

Speaker speaker_4: All right. Like you'll pay for, like-

Speaker speaker_2: And then i-

Speaker speaker_4: ... prescriptions and stuff like that?

Speaker speaker_2: Um, for the generic prescriptions, yes. Um, it also does come with a free Rx package plan, which is a membership for the prescriptions. You're also able to try to get prescriptions under that, rather than with the plan itself. They give you access to about a 90% of the generic prescriptions prescribed in the USA.

Speaker speaker_4: All right.

Speaker speaker_2: And then it does have a network requirement. On the email I'm gonna send you, your network provider, it will be there, which is MultiPlan Network, so you can call 'em and see which provider near your office, meaning your home, is gonna be within network.

Speaker speaker_4: All right.

Speaker speaker_2: And Mr. James, have you registered for the free Rx yet? Sir, did you get a chance to complete the registration for the free Rx? Mr. James, can you hear me? Hello? Sir, are you still there? Mr. James? Hello, sir. Are you still there? Mr. James? Hello, sir, can you hear me?