

## **Transcript: Pearl**

**Rojas-5907233715175424-5106763908169728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance. You have reached Mary Chaput. I can't come to the phone right now, but I will return a call. My number is 978-852-7128, and the last name is C-H-A-P-U-T. Thank you. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Hi. Good afternoon. This call is for Miss Marshall. My name is Pearl, calling for benefits and a card. Calling on behalf of FreeRx. We spoke yesterday about your billing issues. Um, so what it looks like is that because you missed those two payments, um, your coverage did cancel out. And in order to re-enroll you do have to wait 90 days. So essentially, you have to wait 30 more days for you to be able to re-enroll. Uh, if you have any questions you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856. And anyone you speak to will be able to help you with this process. Thank you and have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance.

Speaker speaker\_1: You have reached Mary Chaput. I can't come to the phone right now, but I will return a call. My number is 978-852-7128, and the last name is C-H-A-P-U-T. Thank you.

Speaker speaker\_0: At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Hi. Good afternoon. This call is for Miss Marshall. My name is Pearl, calling for benefits and a card. Calling on behalf of FreeRx. We spoke yesterday about your billing issues. Um, so what it looks like is that because you missed those two payments, um, your coverage did cancel out. And in order to re-enroll you do have to wait 90 days. So essentially, you have to wait 30 more days for you to be able to re-enroll. Uh, if you have any questions you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856. And anyone you speak to will be able to help you with this process. Thank you and have a good day.