

Transcript: Sara

Marulanda-5200411951054848-6487321591889920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is ... card. My name is Sarah. May I have your name, please? Alicia ... Sims. Hello, ma'am. How may I help you today? Um, calling because I received a message saying that I would be automatically enrolled in benefits, um, unless I opted out in 30 days. And I need to know exactly what the benefits are. Okay. Let me see what I can do for you. Like, I don't know what it is. May I have please the name of the agency that you are working with and the last four of your Social to locate you in the system? Clinical Stacking Resources. R-... Okay. And then 5064. Thank you very much. Miss Alicia Sims. Mm-hmm. And just for security purposes, ma'am, can you please verify your address and date of birth? It's 11500 Plummet West Boulevard, Apartment 15C, Temple Terrace, Florida, 33617. And then 7292. And is your email alicia.sims@yahoo.com? Yes. I need your phone number. 772-584-6259? Yes. Thank you very much, ma'am. What they mean is that, um, you will be enrolled on Stay Healthy MEC TeleRx. The plan is a preventive care plan. It will cost for you \$17.67 per week, and it will cover one yearly physical, um, one physical examination, blood pressure screenings, va- um, HBR... I'm sorry. Um, HIV, uh, hepatitis, uh, syphilis, cholesterol, um, mammography, Pap smear, um, colorectal cancer screenings. All those screenings will be covered 100%. Uh, you will get access to, um, FreeRx, which is prescription coverage, virtual urgent care, um, well, virtual only, and, uh, vaccinations. Yeah, so vaccinations. Okay. And that will be... The only thing they require is, um, that you go with their network, uh, doctors and labs. Uh, and everything will be covered 100%. So what is... Like, what's the insurance plan? Like, who is it through? It's a... But if it's ... card... Is it benefits in a card or... No, benefits in a card is with the administrators. The insurance would be under IMA, so IMA or 90 Degrees. That's the name of the carrier, 90 Degrees. 90 Degrees? Yes, ma'am. 90 Degrees. And how would I know, like, if my doctor is the stuff that... The doctor said I currently have? The network is a multi-plan. You will have to ask them. Or I can give you a phone number that you want to call and, uh, verify they're under the network or not. Okay. Okay, give me a minute. Then the... Are you ready to write it down? Yeah. Okay, that is 800- Mm-hmm. ... 884-6993. And then, um, how would I also... Like, if I'm currently taking prescriptions, how would I know... Or is there any way, anybody that I can call to make sure that the prescriptions is covered? You will have to contact FreeRx. I can give you their phone number as well. Okay. Go ahead. Sorry. It's 888-837-3379. And what's the name of it? FreeRx. F-R-E-E-R-X. Okay. Okay. And you said, is this a basic medical plan? Yes, it's preventive. It's not medical. Like, if you want to see a doctor because you're sick, it, they won't cover that because it's prevention. The only thing they will cover is virtual care, like video calls with your doctor. Okay. Yes, virtual urgent care. That, that's what it is. All right. If you want, I can send you a benefit guide for you to review. Yes, please. Yes. Okay, give me just a minute. Let me... Send... I'm loading it. Copy. I just sent

it to your email. It's gonna be an email from info at Benefits in a Cart. Okay. That's good. The... Once you open that, uh, eh, on the page number two, it's gonna say that nothing is include, but if you go to page number, um, number 10, whatever you find on number 10 is what they're including. And there is the website for more information if you wanna know what they're... all the pro- the, the benefits they provide. Okay. I'll go through this. Okay, so, uh, would you like me to take any action on the account or just wait until you find out about your medication? Um, not right now. When is the last date that I have to make a decision? Okay, let me tell you that. Let me count. Just a minute. Mm-hmm. What's up? Your annual 45 days. I'm gonna need you here for this to download, I'm sorry. No, that's fine. Okay, is there anything going yet? I understand you're saying that, uh, Anthony has to get on the right, so she can go to the bus terminal. Oh. Yeah, if I help her with that, she'll be fine. All right. Is that a good- Uh-huh. ... plan so she can get her to go to the bus? All right, so she's finished her life with, uh, Bill and Beth, and then she'll be short, correct? Yes. Okay, cool. Thank you. Okay, we got 30 days. Yes. You have 30 days from your first paycheck. Okay. To enroll. Okay, let me see. Give me a minute, I have a couple notes here. Okay. Thank you. Yes. Uh, yeah, 30 days. Yes, you have th- eh, 30 days from your first paycheck in order to enroll. After 30 days you're not gonna be eligible. Okay. All right, ma... Um, yes, that's basically the information. Okay, thank you. All right. You're more than welcome. Is there anything else that I can help you with? No, that was it. All right, ma'am. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. You, too. Thank you, bye-bye. Mm.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hi, this is ... card. My name is Sarah. May I have your name, please? Alicia ... Sims. Hello, ma'am. How may I help you today? Um, calling because I received a message saying that I would be automatically enrolled in benefits, um, unless I opted out in 30 days. And I need to know exactly what the benefits are. Okay. Let me see what I can do for you. Like, I don't know what it is. May I have please the name of the agency that you are working with and the last four of your Social to locate you in the system? Clinical Stacking Resources. R-... Okay. And then 5064. Thank you very much. Miss Alicia Sims. Mm-hmm. And just for security purposes, ma'am, can you please verify your address and date of birth? It's 11500 Plummet West Boulevard, Apartment 15C, Temple Terrace, Florida, 33617. And then 7292. And is your email alicia.sims@yahoo.com? Yes. I need your phone number. 772-584-6259? Yes. Thank you very much, ma'am. What they mean is that, um, you will be enrolled on Stay Healthy MEC TeleRx. The plan is a preventive care plan. It will cost for you \$17.67 per week, and it will cover one yearly physical, um, one physical examination, blood pressure screenings, va- um, HBR... I'm sorry. Um, HIV, uh, hepatitis, uh, syphilis, cholesterol, um, mammography, Pap smear, um, colorectal cancer screenings. All those screenings will be covered 100%. Uh, you will get access to, um, FreeRx, which is prescription coverage, virtual urgent care, um, well, virtual only, and, uh, vaccinations. Yeah, so vaccinations. Okay. And that will be... The only thing they require is, um, that you go with their network, uh, doctors and labs. Uh, and everything will be covered 100%. So what is... Like, what's the insurance plan? Like, who is it through? It's a... But if it's ... card... Is it benefits in a card or... No, benefits in a card is with the

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