

Transcript: Sara

Marulanda-5308929479983104-6749305801719808

Full Transcript

Thank you for calling Benefits in a Card. My name is Joanne. May I have your name, please? Uh, Steven Lopez. Uh, hello, Mr. Lopez. How may I help you? Uh, uh, I was callin' because, um, I was wonderin' if I have, uh, health insurance through y'all. Oh, let me check that for you. May I have, please, the name of the agency that you are with and your social- Uh, Car- Carlton- ... and social security number? ... Carlton Staffing. Okay. And then my social. The last four, please. 9131. Thank you very much. And just for security purposes, can you please verify your address and date of birth? 450 El Dorado Boulevard, Wilson, Texas 77598. And you said what else? Your date of birth. Uh, May 27, '88. Is your email address _steven@... Yes. ... dot-com? Yes. Are you phone number 8328- 284-3191? Yes. Thank you, sir. Okay. You are enrolled on MEC Tel- Telerx. Uh, but it's not active yet. We're still waiting for your company to start making deductions. Uh, we have not received the deductions yet. We usually receive them on Mondays, so it's not, uh- All right. ... reflected here on the system. Um, so I'm here to just tell the company I work for to do that? I'm sorry. Or do y'all... Uh, um, am I supposed to tell them, or do y'all... do they have to come to y'all? Uh, they usually take... They usually take one to two weeks to start making deductions. Oh, okay. Okay. Once you start working with them. Just remember, this coverage is a preventive care. Um, yes, we're just waiting for them. Uh, because, um, this medication that I have to take, and I only have like two weeks worth, uh, left of my medication. I have really bad PTSD and childhood trauma. Oh. And I need my medication. I got you. Um, okay. Um, may I put you on hold just for a second? Yeah. I'll be right back with you. Thank you. Yeah. Take care. Hello, Mr. Lopez? Mm-hmm. Thank you for waiting, sir. I'm here. Okay. So once, um, the deduction, once you see the, the deduction from your paycheck, you're gonna receive an email with instructions on how to, uh, to, like, uh, create an account or log in- Okay. ... with FreeRx. FreeRx is the one that is gonna cover the prescriptions. And I don't know the name of the... I mean, of your prescription. I don't know if thatone will be covered or how much they will cover it. But once you, you receive the email for the, um, log- login, just follow the steps, uh, create a login. Then, um, you can call, uh, the phone numbers on the login information, and they will provide you with... I mean, they gonna tell you if that is covered and how much it will be covered. Okay. But, uh, you're not gonna receive that email until, uh, we see the... Or well, we receive the first deduction. Okay. Okay? Uh, yes, ma'am. Thank you so much. You're more than welcome. Anything else that I can help you with? Uh, no, ma'am. That's it. All righty, sir. Thank you for calling Benefits in a Card. Have a wonderful day. Oh, h- hold on one second. Yes, sure. Uh, do I, do I get a actual insurance card? Yes, you're gonna receive one on the email. Okay, okay. Uh, uh, no, no, no. It's gonna be sent to your mailing address. Okay. Yes, look at this. If you see a deduction from, uh, this week paycheck, you're gonna receive the ID card, um, the Friday after, uh, the coverage became active. Okay? Okay. All right, ma'am. If you

don't- Thank you so much. Give us a call, and, uh, we can send you virtual copies- Okay. ... once we wait for the hard copy. Okay, sir? Yes, ma'am. Thank you. And you're more than welcome. Have a wonderful day, sir. Yeah, ma'am. Bye. You too. Bye. Thanks, bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Joanne. May I have your name, please? Uh, Steven Lopez. Uh, hello, Mr. Lopez. How may I help you? Uh, uh, I was callin' because, um, I was wonderin' if I have, uh, health insurance through y'all. Oh, let me check that for you. May I have, please, the name of the agency that you are with and your social- Uh, Car- Carlton- ... and social security number? ... Carlton Staffing. Okay. And then my social. The last four, please. 9131. Thank you very much. And just for security purposes, can you please verify your address and date of birth? 450 El Dorado Boulevard, Wilson, Texas 77598. And you said what else? Your date of birth. Uh, May 27, '88. Is your email address _steven@... Yes. ... dot-com? Yes. Are you phone number 8328- 284-3191? Yes. Thank you, sir. Okay. You are enrolled on MEC Tel- Telerx. Uh, but it's not active yet. We're still waiting for your company to start making deductions. Uh, we have not received the deductions yet. We usually receive them on Mondays, so it's not, uh- All right. ... reflected here on the system. Um, so I'm here to just tell the company I work for to do that? I'm sorry. Or do y'all... Uh, um, am I supposed to tell them, or do y'all... do they have to come to y'all? Uh, they usually take... They usually take one to two weeks to start making deductions. Oh, okay. Okay. Once you start working with them. Just remember, this coverage is a preventive care. Um, yes, we're just waiting for them. Uh, because, um, this medication that I have to take, and I only have like two weeks worth, uh, left of my medication. I have really bad PTSD and childhood trauma. Oh. And I need my medication. I got you. Um, okay. Um, may I put you on hold just for a second? Yeah. I'll be right back with you. Thank you. Yeah. Take care. Hello, Mr. Lopez? Mm-hmm. Thank you for waiting, sir. I'm here. Okay. So once, um, the deduction, once you see the, the deduction from your paycheck, you're gonna receive an email with instructions on how to, uh, to, like, uh, create an account or log in- Okay. ... with FreeRx. FreeRx is the one that is gonna cover the prescriptions. And I don't know the name of the... I mean, of your prescription. I don't know if that one will be covered or how much they will cover it. But once you, you receive the email for the, um, log- login, just follow the steps, uh, create a login. Then, um, you can call, uh, the phone numbers on the login information, and they will provide you with... I mean, they gonna tell you if that is covered and how much it will be covered. Okay. But, uh, you're not gonna receive that email until, uh, we see the... Or well, we receive the first deduction. Okay. Okay? Uh, yes, ma'am. Thank you so much. You're more than welcome. Anything else that I can help you with? Uh, no, ma'am. That's it. All righty, sir. Thank you for calling Benefits in a Card. Have a wonderful day. Oh, h- hold on one second. Yes, sure. Uh, do I, do I get a actual insurance card? Yes, you're gonna receive one on the email. Okay, okay. Uh, uh, no, no, no. It's gonna be sent to your mailing address. Okay. Yes, look at this. If you see a deduction from, uh, this week paycheck, you're gonna receive the ID card, um, the Friday after, uh, the coverage became active. Okay? Okay. All right, ma'am. If you don't- Thank you so much. Give us a call, and, uh, we can send you virtual copies- Okay. ... once we wait for the hard copy. Okay, sir? Yes, ma'am. Thank you. And you're more

than welcome. Have a wonderful day, sir. Yeah, ma'am. Bye. You too. Bye. Thanks, bye.