

Transcript: Sara

Marulanda-6043957409562624-6507423773704192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah. David Harada. Hello, Mr. David. How may I help you? Yeah. Um, I enrolled on your, on your, um, health insurance and I didn't receive any information back of anything. I don't have a card, I don't know what number to call to, to like... Um, I have some medication I need to refill and stuff and I don't know any- Okay. ... what I'm supposed to do. Let me help you with that. May I have the name of the temporary agency that you are working with and the last four of your social? Um, well, um, name Dave Harada, and my social is 1816. And what else did you need? I need the name of the temporary agency, the staffing company. Oh. Uh, Versutella or Cara Staffing Group. They changed names, so I don't know what it's under. I got you. I think the new name is Cara Staffing Group. Yes. I got the Cara Staffing Group. Versutella at Cara Staffing Star- Cara Services. Okay. Um, for security purposes, can you please verify your address and date of birth? Uh, yeah. I think I've, it's 7194. Or actually, um, whoops, wrong one. Um, 173-... Is it the one in Hood River? I can't remember which address I used. I don't know if it was the Hood River one or if it's the Beaverton one. Beaverton. Which one is that one? You said... You... I didn't get it. What- Beaverton. Oh, the Beaverton one? The Beaverton. Yes. Yeah. Um, it's 8409 Southeast Crabapple Street. Yes. That's the one we're having an issue and- Oh, I actually, can you change the city on it? I found out from the post office that I've been putting the wrong city and the wrong zip code on it. It should be Hillsboro, Oregon. Okay. Can you spell that for me, please? Yeah. H-I-L-L-S-B-O-R-O, same state, Oregon and the zip code is- Okay. ... 97123. 97123 you say, right? Okay. Give me just a minute, please. I'm sorry. I'm just waiting for the system. Okay. 8409 Southeast Crabapple Street, Hillsboro, Oregon, 97123. Is that correct? Yes. Yeah. And your date of birth? Uh, 2/10/67. And is your email dwhir@yahoo.com? Yes. And is your phone number 503-201-0331? Yeah. I haven't received any emails either. Oh, okay. Am I supposed to receive emails? Okay, let me check. Um, okay. You are enrolled on MEC TeleRx, which is a preventive care plan. Mm-hmm. Let me send you the ID card for you to, um, have it. Uh, well, probably the hard copy was sent to a wrong address, because we have the wrong address. Oh, yes. That's right. So- Because the mail- Yeah. ... hasn't been going through. It's been returning to the sender, uh- Yeah. Uh-huh. Exactly. So what I'm going to do is I'm going to send you a copy to your email for you to receive it right now. I'm going to send you a benefit guide then I'm going to explain you how to review your information on the benefit guide. And may I put you on hold just- Okay. ... there? Yes? Yeah. Okay. I'll be right back with you, sir. Thank you. Okay. Hello, Mr... Hello, Mr. David? Yes. Hello, m... Hi, sir. Thank you for waiting. Okay. Can you- Uh-huh. ... check your email while we are on the, uh, while we are on the

phone? Yeah, let me check it here. Ah, yeah, ID card and benefit guide. Okay. So the ID card is the one that you need, uh, to show your doctor whenever you're going to get a, your preventive care visitations, right? Okay. Okay, now- Um... Okay. How do I- Benefit guide. Okay. How do you... Okay. First, let's go over the ID card. Um, on the right side- Yeah. ... of the, uh, where it says medical, there you're gonna see like a, to find a provider visit or call, then they give you a phone number and a, a website there. So you need to go to either by phone or online and check for the providers because this plan requires network. So you need to go to your doctor- Yeah. I have a question- ... and their, and their network. ... on the ID card. Sure. Um, I see four individual part on here. Um, Versatella Group... Oh, I see. Is it, is it like the front and back of the one card? Yes. Okay. Yes, sir. Where it says member and then pharmacy is where I need to call, um, to do prescriptions? Yes, sir. Um-By the way, let me send you the steps for you to register- Okay. ... with the, uh, for the FreeRx. For the prescription. Okay. Okay, so let me do that as well. Okay. Just, uh, follow the instructions. Okay. When I order the prescriptions, can I use a different shipping address? 'Cause I'm a little bit worried about... since I'm not getting any of my e- mails for several months now. Hmm. And so... I'm not sure. Well, if, if, if you have it with the wrong address, obviously you're not going to receive any mail. But, uh, if you put with the correct address, like the correct, correct- Yeah. ... city or postal- Yeah. I've- ... you should receive- ... made corrections- ... those emails. ... to the addresses according to the post office, but I'm still not getting mail. Okay. Well, um, in that case, I think... Hold on, let me check that because I'm not sure. Mm, mm, mm. Hold on, I, I, I'm just waiting for the system to finish downloading information. Okay. Yep. I don't know why that's so extremely slow. I'm sorry about that. That's okay. Okay, the no- the name is Corexa. I'm going to spell that for you. C-U-R-E-X-A, Corexa. Of course, we're gonna give you an information about, um, FreeRx. Okay. Um, what was the n- what was the name you gave me? What is that referring to? Okay. Corexa is, um, from FreeRx. They gonna tell you if they, e- what medications is, they cover, if it's acute or chronic. Oh, I see. Like, it says here Elex- Elixir, right? On the card, I see. So it, Elixir, Elix will cover just for preventive medications. FreeRx is the one that is going to cover any chronic or, um, the chronic or, um, acute medications. Well- You can see it here, it's FreeRx. Let me ask you this, uh, 'cause I only got three medications. Um, blood pressure, cholesterol and an anxiety pill. Okay. I don't have that information. Okay. Corexa is, uh, Corexa is gonna give you that information. Remember, we are the administrators. We transfer the calls to the correct place, but we don't have the information about what prescrip- what prescriptions are covered or not- Okay. ... or how much they are. Corexa is the one who is going to give you that information. All right. Let me spell that for you once again. C as in Charlie- Okay. ... U as in... I'm sorry, did I interrupt you? Go ahead. C as in Charlie. Okay. U as in umbrella, R as in Romeo, E as in echo, X as in x-ray, A as in alpha. Corexa. Corexa. What is Corexa? They're the ones who are going to tell you what FreeRx will cover. That's FreeRx. Okay. It's not on this medical card. No, it's not there. Do they have a phone number? Yes. That's what I'm going to give you right now. It's 855-927-0390. Okay. You just need to contact them and they will tell you- And then they'll, they'll help me with, with prescription? Would they also help me, like, the cost of it too? Since I don't know... Yes. They're going to give you- Every- ... all that information. Okay. And then, when I call them, what are they going to ask? Are they going to ask for my member number, the pharmacy- The first thing, the first thing they're gonna ask you is if you're already enrolled with them. You are enrolled, but you need to create a login. And that's the second email I sent

you. It will say FreeRx. Okay. Oh, the second email. Okay, let me check the second email. One, two... The, the third one. The second one was the, um- The first, the first one was the ID card. ... benefits guide. First one was ID card, second one benefits guide, third one, FreeRx. Oh, FreeRx. Oh, that's right. I kept wondering... FreeR- Okay, FreeRx. Okay. Um, so I'll go to freerx.com. Okay. So FreeRx... Oh, so I just go to FreeRx and register like you said. Oh, here we go. Yes. Register. Okay. And then that would get me... that would help me with everything. Okay. Yes. Cool. And let's see here. FreeRx. Okay. Now for you, for you to know- Yeah. ... what your plan will cover, you need the second email. Okay. Oh, the benefit one? Yes. Okay, perfect. Thank you. There, if you go to page... I'm going to tell you what page. Page... do, do, do, do, do. What are you on? Oh, okay, let me go up there \$4.00. Number 11. Let me go to the page, uh, okay, PDF. Here, I'm going to download it right here. Oh, there it is. Um... you said page 11. Yes, just check the bottom number on that page. Oh, 11. Okay. Uh, "Benefits provided by APL, American Public Life Insurance." Okay. Is that the right page? Hmm, nope. It should say "Stay Healthy, MEC TeleRX Summary and Schedule of Benefits." Uh, Stay Healthy. You said that was page 11. Yes. Don't count pages. Check the number on the bottom of page- Oh. ... because they left a couple blank page on the top. Oh, you're right, you're right. Okay, sorry about that. It's okay, don't worry. Yeah, I found it. Stay Healthy- Okay. ... MEC TeleRX Summary. Okay, then- Prepare to see your cover. Okay. And, and this is for my, this is for my plan? Yes, sir. That's your plan. Okay. Sweet. Okay, cool. Thank you. Um, some more information about your plan, uh, is going to be on pa- on page number two. Page two, okay. Let me go up. Page two. Five, four, three, two. No. Okay. Plan benefit summaries, you're going to see on the left side it says, "Benefit," then on the right side, like in the middle of the page, it says, "Stay Healthy MEC TeleRX." That's your plan. So if you check under Stay Healthy MEC TeleRX- Okay. ... Mortensen Network is include, Walmart Health Virtual Care is include, and FreeRx is include. Yeah, I see that. Okay. Okay? Cool. Yeah, thank you. I see that. Okay. And you're more than welcome. Okay, is that everything? Yes, I think that's pretty much everything. Okay, thank you very much. You're more than welcome, sir. Yeah. Have a good night and thank you for calling Benefits in a Car. Okay, bye-bye. Okay, bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.
Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please?
Hello. Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please? Yeah. David Harada. Hello, Mr. David. How may I help you? Yeah. Um, I enrolled on your, on your, um, health insurance and I didn't receive any information back of anything. I don't have a card, I don't know what number to call to, to like... Um, I have some medication I need to refill and stuff and I don't know any- Okay. ... what I'm supposed to do. Let me help you with that. May I have the name of the temporary agency that you are working with and the last four of your social? Um, well, um, name Dave Harada, and my social is 1816. And what else did you need? I need the name of the temporary agency, the staffing company. Oh. Uh, Versutella or Cara Staffing Group. They changed names, so I don't know what it's under. I got you. I think the new name is Cara Staffing Group. Yes. I got the Cara Staffing Group.
Versutella at Cara Staffing Star- Cara Services. Okay. Um, for security purposes, can you

please verify your address and date of birth? Uh, yeah. I think I've, it's 7194. Or actually, um, whoops, wrong one. Um, 173-... Is it the one in Hood River? I can't remember which address I used. I don't know if it was the Hood River one or if it's the Beaverton one. Beaverton. Which one is that one? You said... You... I didn't get it. What- Beaverton. Oh, the Beaverton one? The Beaverton. Yes. Yeah. Um, it's 8409 Southeast Crabapple Street. Yes. That's the one we're having an issue and- Oh, I actually, can you change the city on it? I found out from the post office that I've been putting the wrong city and the wrong zip code on it. It should be Hillsboro, Oregon. Okay. Can you spell that for me, please? Yeah. H-I-L-L-S-B-O-R-O, same state, Oregon and the zip code is- Okay. ... 97123. 97123 you say, right? Okay. Give me just a minute, please. I'm sorry. I'm just waiting for the system. Okay. 8409 Southeast Crabapple Street, Hillsboro, Oregon, 97123. Is that correct? Yes. Yeah. And your date of birth? Uh, 2/10/67. And is your email dwhir@yahoo.com? Yes. And is your phone number 503-201-0331? Yeah. I haven't received any emails either. Oh, okay. Am I supposed to receive emails? Okay, let me check. Um, okay. You are enrolled on MEC TeleRx, which is a preventive care plan. Mm-hmm. Let me send you the ID card for you to, um, have it. Uh, well, probably the hard copy was sent to a wrong address, because we have the wrong address. Oh, yes. That's right. So- Because the mail- Yeah. ... hasn't been going through. It's been returning to the sender, uh- Yeah. Uh-huh. Exactly. So what I'm going to do is I'm going to send you a copy to your email for you to receive it right now. I'm going to send you a benefit guide then I'm going to explain you how to review your information on the benefit guide. And may I put you on hold just- Okay. ... there? Yes? Yeah. Okay. I'll be right back with you, sir. Thank you. Okay. Hello, Mr... Hello, Mr. David? Yes. Hello, m... Hi, sir. Thank you for waiting. Okay. Can you- Uh-huh. ... check your email while we are on the, uh, while we are on the phone? Yeah, let me check it here. Ah, yeah, ID card and benefit guide. Okay. So the ID card is the one that you need, uh, to show your doctor whenever you're going to get a, your preventive care visitations, right? Okay. Okay, now- Um... Okay. How do I- Benefit guide. Okay. How do you... Okay. First, let's go over the ID card. Um, on the right side- Yeah. ... of the, uh, where it says medical, there you're gonna see like a, to find a provider visit or call, then they give you a phone number and a, a website there. So you need to go to either by phone or online and check for the providers because this plan requires network. So you need to go to your doctor- Yeah. I have a question- ... and their, and their network. ... on the ID card. Sure. Um, I see four individual part on here. Um, Versatella Group... Oh, I see. Is it, is it like the front and back of the one card? Yes. Okay. Yes, sir. Where it says member and then pharmacy is where I need to call, um, to do prescriptions? Yes, sir. Um-By the way, let me send you the steps for you to register- Okay. ... with the, uh, for the FreeRx. For the prescription. Okay. Okay, so let me do that as well. Okay. Just, uh, follow the instructions. Okay. When I order the prescriptions, can I use a different shipping address? 'Cause I'm a little bit worried about... since I'm not getting any of my e- mails for several months now. Hmm. And so... I'm not sure. Well, if, if, if you have it with the wrong address, obviously you're not going to receive any mail. But, uh, if you put with the correct address, like the correct, correct- Yeah. ... city or postal- Yeah. I've- ... you should receive- ... made corrections- ... those emails. ... to the addresses according to the post office, but I'm still not getting mail. Okay. Well, um, in that case, I think... Hold on, let me check that because I'm not sure. Mm, mm, mm. Hold on, I, I, I'm just waiting for the system to finish downloading information. Okay. Yep. I don't know why that's so extremely slow. I'm sorry about that. That's okay. Okay, the no- the

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