

Transcript: Chris Sofield

(deactivated)-4573171413368832-4611917940736000

Full Transcript

Your call- Because, yeah. ... is being monitored or recorded for quality assurance purposes. Hello, can I help you today? Um, yes, I called earlier about my husband's account, and I was told to call back with him present, uh, to talk about his, um, his, uh, phar- pharmacy account, or account for his phar- to get his medication, because it- the- the- the pharmacist saying he's not enrolled. Okay. Um, is, uh, is your husband available at this time? Yes, he's right here. Yes, go ahead. Okay, sir, uh, what staffing company do you work with? ... I'm his- Integrity Tr- Integrity Service. And what's the last four of your social? 6643. All right, your first and last name? S. Richardson. All right, Mr. Richardson, could you verify your address and your date of birth for me please? 9004 K Road, 342 Tejano, Texas 76556, 4-23-1976. Thank you. And then we have a phone on file for you at 906-9611? Yes. All right. Okay, and then, ma'am, what- uh, what was your name so I can put down a note to state that you're authorized to speak on his- on his behalf? Uh, Kathy Richardson. All right, Ms. Richardson. Um, all right, so let me take a look at the file here. Um, hmm. From- from what I can see here, it looks like there's been no lapse in coverage since it became effective on September 16th. So I'm not sure what the pharmacy was looking at when they tried to run the insurance, but it's- it's still active at this time. It never- it never stopped being active. Okay. Um, so what insurance does he have? Because he does not remember ever signing up for it. Um, this is the- And we just noticed it coming out of our bill. Yeah, so it's the- it... So it looks like this is the Stay Healthy TeleRx plan, uh, which covers preventative care services, things like physicals, vaccines, cancer screenings and the like, along with providing, um, a membership to FreeRx for prescription coverage. Um- Mm-hmm. ... the- this plan is an automatic enrollment policy set up by Integrity Trade Services. They automatically enrolled, uh, all new hires in this plan- Ah- ... unless they had called us to state that they didn't want this, and it looks like he's- we've never spoken with- with Kenneth. Um- Well, it's because we didn't notice it. We didn't notice it until, um, uh, two paychecks ago and we're like, "What is this \$17 for?" And then we found out what it was for, but, um, since we have it, we're gonna go ahead and use it for his medical. I mean, it's already there. Right. Um, now- But, um, that's what we're trying to use for pickup his medication and it says it wasn't enrolled. Hmm. Okay. Hmm. So, the only thing I could think of with that is maybe there's a discrepancy on the carrier's side, 'cause we're just the enrollment admin. I wouldn't be able to see if there's a problem, like, with the actual coverage on their side unle- um- Okay. I might be able to... If you could hold on the line for me, I might be able to reach out to them, give them a call and see, uh, and see if they can find any- if they- if they see any issues with it or not. Um, do you mind holding on the line for me? Okay. No, that's fine. Thanks. I'll be back with you. Otherwise, your medication for all three of us, \$22. 22. Yeah, without ... But it's free with and then 30 cents. Otherwise, it's \$50. Okay, I'm going back. I'm going back. Horrible music. Now I got to listen to this next one too. We're going to put her

on hold. Hi, Mrs. Richardson? Yes. Hey, thank you for holding. I appreciate your- your patience. Um, unfortunately- Okay. ... it looks like the actual insurance carrier's office is closed at the time, so I wouldn't be able to speak with anyone over there to, uh, try to get some- uh, get some information at this moment. Um, now, as far as the medication coverage, are you trying to use the coverage through, like, based off of the ID card that- that you received in the mail, or? Yes, the, um, uh, benefits and a card. Yes. Okay. Try, um... Because this also included a- this also included a membership to the FreeRx program, um, he- uh, Kenneth should have received an email. Uh, we have the- to- the email address on file is kennyscoda2023@gmail.com. Um, he should have received an email back in September, uh, with information on how to sign up for the FreeRx benefits. Um, I would say... I would suggest check to see if you can find that email and, uh, sign up for that portal and th- he may be able to use those benefits for the medication, uh, if- if there's- Okay. ... an issue with, I guess, with the- the- the Stay Healthy portion of it at the moment. Um, I'll also- Sorry, what was the email ? I'm sorry? What was the email? 'Cause I have to look it up by search. Uh- I- I- I wouldn't know the specific email address, but I do know it would have- it would have been regarding FreeRx, F-R-E-E-R-X, um... Okay, yeah, I found it. Yeah. It's Enroll with Benefits. It comes in under Enroll with Benefits. Okay. Yeah, I found it. All right, then. Yeah, I found it. So, yeah. So he's not the- Uh, follow... Yeah, follow the directions in that email to sign up for the benefits, or si- not sign up for the benefits, but to, uh, register for the online portal. You can then use the website- Right. ... to, uh, check to see if the medication is covered under FreeRx and, uh, what directions you would need to take as far as if- is- there- either if it's pharmacy pickup or home delivery for those medications, okay? Okay. All right, thank you. No problem. And in the meantime, what I'll do is I'll reach out to our back office team and see if they can contact 90 Degree Benefits, the people who handle the, um- the people who handle the actual medical coverage portion of this, um, and then, uh, see if there's any sort of discrepancy on their end as far as if the coverage is showing as active at this time, okay? Okay, thank you. No problem. Was there anything else that I could help with for right now? Um, no, I think that's everything. All right, then. Well, thank you again for calling and you have a wonderful day. You as well. All right, bye now.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Because, yeah.

Speaker speaker_0: ... is being monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, can I help you today?

Speaker speaker_0: Um, yes, I called earlier about my husband's account, and I was told to call back with him present, uh, to talk about his, um, his, uh, phar- pharmacy account, or account for his phar- to get his medication, because it- the- the- the pharmacist saying he's not enrolled.

Speaker speaker_1: Okay. Um, is, uh, is your husband available at this time?

Speaker speaker_0: Yes, he's right here.

Speaker speaker_2: Yes, go ahead.

Speaker speaker_1: Okay, sir, uh, what staffing company do you work with?

Speaker speaker_2: ... I'm his-

Speaker speaker_0: Integrity Tr- Integrity Service.

Speaker speaker_1: And what's the last four of your social?

Speaker speaker_2: 6643.

Speaker speaker_1: All right, your first and last name?

Speaker speaker_2: S. Richardson.

Speaker speaker_1: All right, Mr. Richardson, could you verify your address and your date of birth for me please?

Speaker speaker_2: 9004 K Road, 342 Tejano, Texas 76556, 4-23-1976.

Speaker speaker_1: Thank you. And then we have a phone on file for you at 906-9611?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Okay, and then, ma'am, what- uh, what was your name so I can put down a note to state that you're authorized to speak on his- on his behalf?

Speaker speaker_0: Uh, Kathy Richardson.

Speaker speaker_1: All right, Ms. Richardson. Um, all right, so let me take a look at the file here. Um, hmm. From- from what I can see here, it looks like there's been no lapse in coverage since it became effective on September 16th. So I'm not sure what the pharmacy was looking at when they tried to run the insurance, but it's- it's still active at this time. It never- it never stopped being active.

Speaker speaker_0: Okay. Um, so what insurance does he have? Because he does not remember ever signing up for it.

Speaker speaker_1: Um, this is the-

Speaker speaker_0: And we just noticed it coming out of our bill.

Speaker speaker_1: Yeah, so it's the- it... So it looks like this is the Stay Healthy TeleRx plan, uh, which covers preventative care services, things like physicals, vaccines, cancer screenings and the like, along with providing, um, a membership to FreeRx for prescription coverage. Um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the- this plan is an automatic enrollment policy set up by Integrity Trade Services. They automatically enrolled, uh, all new hires in this plan-

Speaker speaker_0: Ah-

Speaker speaker_1: ... unless they had called us to state that they didn't want this, and it looks like he's- we've never spoken with- with Kenneth. Um-

Speaker speaker_0: Well, it's because we didn't notice it. We didn't notice it until, um, uh, two paychecks ago and we're like, "What is this \$17 for?" And then we found out what it was for, but, um, since we have it, we're gonna go ahead and use it for his medical. I mean, it's already there.

Speaker speaker_1: Right. Um, now-

Speaker speaker_0: But, um, that's what we're trying to use for pickup his medication and it says it wasn't enrolled.

Speaker speaker_1: Hmm. Okay. Hmm. So, the only thing I could think of with that is maybe there's a discrepancy on the carrier's side, 'cause we're just the enrollment admin. I wouldn't be able to see if there's a problem, like, with the actual coverage on their side unle- um-

Speaker speaker_0: Okay.

Speaker speaker_1: I might be able to... If you could hold on the line for me, I might be able to reach out to them, give them a call and see, uh, and see if they can find any- if they- if they see any issues with it or not. Um, do you mind holding on the line for me?

Speaker speaker_0: Okay. No, that's fine.

Speaker speaker_1: Thanks. I'll be back with you.

Speaker speaker_0: Otherwise, your medication for all three of us, \$22. 22. Yeah, without ... But it's free with and then 30 cents. Otherwise, it's \$50. Okay, I'm going back. I'm going back. Horrible music. Now I got to listen to this next one too.

Speaker speaker_3: We're going to put her on hold.

Speaker speaker_1: Hi, Mrs. Richardson?

Speaker speaker_0: Yes.

Speaker speaker_1: Hey, thank you for holding. I appreciate your- your patience. Um, unfortunately-

Speaker speaker_0: Okay.

Speaker speaker_1: ... it looks like the actual insurance carrier's office is closed at the time, so I wouldn't be able to speak with anyone over there to, uh, try to get some- uh, get some information at this moment. Um, now, as far as the medication coverage, are you trying to use the coverage through, like, based off of the ID card that- that you received in the mail, or?

Speaker speaker_0: Yes, the, um, uh, benefits and a card. Yes.

Speaker speaker_1: Okay. Try, um... Because this also included a- this also included a membership to the FreeRx program, um, he- uh, Kenneth should have received an email. Uh,

we have the- to- the email address on file is kennyscoda2023@gmail.com. Um, he should have received an email back in September, uh, with information on how to sign up for the FreeRx benefits. Um, I would say... I would suggest check to see if you can find that email and, uh, sign up for that portal and th- he may be able to use those benefits for the medication, uh, if- if there's-

Speaker speaker_0: Okay.

Speaker speaker_1: ... an issue with, I guess, with the- the- the Stay Healthy portion of it at the moment. Um, I'll also-

Speaker speaker_0: Sorry, what was the email ?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What was the email? 'Cause I have to look it up by search. Uh-

Speaker speaker_1: I- I- I wouldn't know the specific email address, but I do know it would have- it would have been regarding FreeRx, F-R-E-E-R-X, um...

Speaker speaker_0: Okay, yeah, I found it.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's Enroll with Benefits. It comes in under Enroll with Benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I found it.

Speaker speaker_1: All right, then.

Speaker speaker_0: Yeah, I found it.

Speaker speaker_1: So, yeah.

Speaker speaker_0: So he's not the-

Speaker speaker_1: Uh, follow... Yeah, follow the directions in that email to sign up for the benefits, or si- not sign up for the benefits, but to, uh, register for the online portal. You can then use the website-

Speaker speaker_0: Right.

Speaker speaker_1: ... to, uh, check to see if the medication is covered under FreeRx and, uh, what directions you would need to take as far as if- is- there- either if it's pharmacy pickup or home delivery for those medications, okay?

Speaker speaker_0: Okay. All right, thank you.

Speaker speaker_1: No problem. And in the meantime, what I'll do is I'll reach out to our back office team and see if they can contact 90 Degree Benefits, the people who handle the, um- the people who handle the actual medical coverage portion of this, um, and then, uh, see if there's any sort of discrepancy on their end as far as if the coverage is showing as active at

this time, okay?

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: No problem. Was there anything else that I could help with for right now?

Speaker speaker_0: Um, no, I think that's everything.

Speaker speaker_1: All right, then. Well, thank you again for calling and you have a wonderful day.

Speaker speaker_0: You as well.

Speaker speaker_1: All right, bye now.