

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. What is it? Who's calling me? Thank you for calling Medical Center Card. This is Chris. How can I help you today? Yeah, sure. I was calling... I don't know if I have to renew or re-up my insurance or not, because I just actually got this. Okay, um- But I was trying to make the re-enrollment, open enrollment, whatever that is. Yeah, so if you're already currently enrolled and you are not looking to make any changes, then you don't need to take any action, as whatever you're currently enrolled into will just roll over. Okay, now I've got a question. What am I enrolled in? Okay, what staffing company do you work with? Uh, American Staff Corporation. And the last four of your Social? 4364. And your first and last name? Tracy Tolson. Thank you, Ms. Tolson, could you verify your address and date of birth, please? Um, oh, Lord, I don't know what address you got. I guess you got my PO box and my physical... Or my... Yeah, PO Box 373, Boyle, Oklahoma, 74031. Yep, that's the one that we have. Yeah, that's just a paper that I grabbed it real quick 'cause I wasn't sure. And then, uh, your date of birth? 10/21/69. Thank you. We have a phone on file for you at 918-442-5884, is that correct? Yes. Okay, and then let's see here. My show, it looks like you're currently enrolled into the Stay Healthy Tell RX plan. Uh, this plan covers preventative care services, things like physicals, vaccines, cancer screenings, Pap smears, mammograms, services like that, along with providing prescription benefits through a co- through a program called Free Rx. Um, if it's a covered medication under Free Rx, then it is completely free out of pocket for you. There's no out-... There's no charge to you. Um, however, i- it's only for those preventative care services and that prescription benefit. Anything for treatment, like any sickness visits, hospitalizations for injury or anything like that, those are not covered by this plan. Okay. You have a plan that does cover that stuff? Yes, there are... There are four options for plans that would cover more along the lines of treatment services. There's the VIP Classic, VIP Plus, and VIP Excel plans. These are all just three levels of the same line of coverage. Um, they will cover the doctor's visits, hospital visits and prescription benefits, but they, by themselves, do not cover the preventative care services that your Stay Healthy plan already covers. Um, the f-... And then the other option is the Stay Healthy Enhanced version, which is an upgrade to the plan that you already have. Um, this plan keeps the preventative care services that you have, um, but up... But also includes coverage for those standard doctor's visits and hospital visits, and things like that. However, the Enhanced version does not include the membership to Free Rx, so you would lose that. If you wish to keep that, that's an extra... That's, that can be added on as a standalone policy for an extra \$5.99 a week. Okay, how much is that one, uh, a month, I guess? A week? However you guys do that? Uh, it's weekly. The Enhanced plan, the upgrade to what you currently have is \$43.83 a week. So if you did that and then kept the Free Rx program as well, it'd be \$49.82 a week if you wanted to do that. I ain't interested in the Free

Rx 'cause my Rx, well, they... Nine chances out of 10 don't want to send them in t- uh, through the mail, that is. Um, and how much is this one that I have a mon-... Uh, a week? \$16.85 a week. Oh, that's why the big difference. Um, what would be the co-pays on the Enhanced? Uh, let's see here. So Primary Care Vis- What it is is I go to the doctor once a month. I go to a pain management, uh, specialist. Okay, so- And that's all. ... co-pay... All right, so co-pays in the Stay Healthy Enhanced plan, primary- Primary Care visits are \$10 co-pay per visit, Specialist is \$50, and Urgent Care is \$60. Um, however, you are limited to four visits annually. Oh, ouch. That wouldn't work, 'cause I go once a month for that. All right, well, we just won't make any changes. All right then. Is there anything- We'll just leave it at that. All right, ma'am. Was there anything else I could help with? Nope, that should do it. All right, thanks again for calling and have a wonderful day. Uh-huh. You too. All right, bye now. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: What is it? Who's calling me?

Speaker speaker\_2: Thank you for calling Medical Center Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yeah, sure. I was calling... I don't know if I have to renew or re-up my insurance or not, because I just actually got this.

Speaker speaker\_2: Okay, um-

Speaker speaker\_1: But I was trying to make the re-enrollment, open enrollment, whatever that is.

Speaker speaker\_2: Yeah, so if you're already currently enrolled and you are not looking to make any changes, then you don't need to take any action, as whatever you're currently enrolled into will just roll over.

Speaker speaker\_1: Okay, now I've got a question. What am I enrolled in?

Speaker speaker\_2: Okay, what staffing company do you work with?

Speaker speaker\_1: Uh, American Staff Corporation.

Speaker speaker\_2: And the last four of your Social?

Speaker speaker\_1: 4364.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Tracy Tolson.

Speaker speaker\_2: Thank you, Ms. Tolson, could you verify your address and date of birth, please?

Speaker speaker\_1: Um, oh, Lord, I don't know what address you got. I guess you got my PO box and my physical... Or my... Yeah, PO Box 373, Boyle, Oklahoma, 74031.

Speaker speaker\_2: Yep, that's the one that we have.

Speaker speaker\_1: Yeah, that's just a paper that I grabbed it real quick 'cause I wasn't sure.

Speaker speaker\_2: And then, uh, your date of birth?

Speaker speaker\_1: 10/21/69.

Speaker speaker\_2: Thank you. We have a phone on file for you at 918-442-5884, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, and then let's see here. My show, it looks like you're currently enrolled into the Stay Healthy Tell RX plan. Uh, this plan covers preventative care services, things like physicals, vaccines, cancer screenings, Pap smears, mammograms, services like that, along with providing prescription benefits through a co- through a program called Free Rx. Um, if it's a covered medication under Free Rx, then it is completely free out of pocket for you. There's no out-... There's no charge to you. Um, however, i- it's only for those preventative care services and that prescription benefit. Anything for treatment, like any sickness visits, hospitalizations for injury or anything like that, those are not covered by this plan.

Speaker speaker\_1: Okay. You have a plan that does cover that stuff?

Speaker speaker\_2: Yes, there are... There are four options for plans that would cover more along the lines of treatment services. There's the VIP Classic, VIP Plus, and VIP Excel plans. These are all just three levels of the same line of coverage. Um, they will cover the doctor's visits, hospital visits and prescription benefits, but they, by themselves, do not cover the preventative care services that your Stay Healthy plan already covers. Um, the f-... And then the other option is the Stay Healthy Enhanced version, which is an upgrade to the plan that you already have. Um, this plan keeps the preventative care services that you have, um, but up... But also includes coverage for those standard doctor's visits and hospital visits, and things like that. However, the Enhanced version does not include the membership to Free Rx, so you would lose that. If you wish to keep that, that's an extra... That's, that can be added on as a standalone policy for an extra \$5.99 a week.

Speaker speaker\_1: Okay, how much is that one, uh, a month, I guess? A week? However you guys do that?

Speaker speaker\_2: Uh, it's weekly. The Enhanced plan, the upgrade to what you currently have is \$43.83 a week. So if you did that and then kept the Free Rx program as well, it'd be \$49.82 a week if you wanted to do that.

Speaker speaker\_1: I ain't interested in the Free Rx 'cause my Rx, well, they... Nine chances out of 10 don't want to send them in t- uh, through the mail, that is. Um, and how much is this one that I have a mon-... Uh, a week?

Speaker speaker\_2: \$16.85 a week.

Speaker speaker\_1: Oh, that's why the big difference. Um, what would be the co-pays on the Enhanced?

Speaker speaker\_2: Uh, let's see here. So Primary Care Vis-

Speaker speaker\_1: What it is is I go to the doctor once a month. I go to a pain management, uh, specialist.

Speaker speaker\_2: Okay, so-

Speaker speaker\_1: And that's all.

Speaker speaker\_2: ... co-pay... All right, so co-pays in the Stay Healthy Enhanced plan, primary- Primary Care visits are \$10 co-pay per visit, Specialist is \$50, and Urgent Care is \$60. Um, however, you are limited to four visits annually.

Speaker speaker\_1: Oh, ouch. That wouldn't work, 'cause I go once a month for that. All right, well, we just won't make any changes.

Speaker speaker\_2: All right then. Is there anything-

Speaker speaker\_1: We'll just leave it at that.

Speaker speaker\_2: All right, ma'am. Was there anything else I could help with?

Speaker speaker\_1: Nope, that should do it.

Speaker speaker\_2: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_1: Uh-huh. You too.

Speaker speaker\_2: All right, bye now.

Speaker speaker\_1: Bye-bye.