

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, uh, my name's Dora and I'm calling in regards of my medical, or my mom's medical coverage. She's actually... I'm calling you three-way, um, her English is... She understands but, um, I'm just wonder- wondering how I can get her enrolled. So she filled out, filled out paperwork through, um, Focus Management Group. Okay. Um... okay. What's the last four of her Social? 0468. Her, her first and last name? Maria Garcia. Thank you. Mm-hmm. And then, can you verify any, uh, address and date of birth, please? Um, address is 900, uh, North Mattis, Mattis, uh, Street, I believe and then Reno, Nevada 89512. And then date of birth is 3-25-1968. Thank you. And then, phone, uh, phone on file is 775-470-4463, is that correct? Yes. Okay. And now, you said that you're trying to figure out what's going on with enrollment? Yes, correct. So, we filled out paperwork, um, but according to her pay stubs, it hasn't been deducted, so I was told I have to give you guys a call to finish the enrollment process. Okay. Um, so what it was, was that the enrollment was submitted outside of her eligibility window. She was no longer eligible to enroll into Benefits when she submitted that. So, she was never enrolled. Um, the window would've been the first 30 days after first check which would've been, uh, based on the information we have, looks like the deadline was... just a moment, uh, September 6th and enrollment was submitted on September 30th. Oh, okay. They were... I was told that, um, because she had started a job with them in September and then, um, that didn't work out so then she went to go start another job through them though, and I was told that it would be seen as in like, a new hire versus- Mm. ... um, you know, starting all over, kind of- If they- Or sorry, if she would been seen as a new hire, pretty much. No. That, that, that was misinformation. Um, it is the, the 30-day window starts from the first paycheck of the first assignment. You're not con- it's not considered a re-hire unless a 90-day gap has, has happened, um, at this point- Oh, okay. At thi- at th- at this point the only thing to do is wait for open enrollment which isn't going to be until Se- uh, December. Okay. Um, is there anything that she could do, like, uh, anything else? 'Cause she needs prescriptions filled and, and like I said, that wasn't told to her in the beginning as far as enrolling, enrollment period. Mm. Let's see here. If the only thing needed is prescriptions, then there is the FreeRx policy which you are eligible, which is, uh, eligibility for that is always. There a- there is no window or anything for that. Um, if it's a covered medication under FreeRx then it's completely free out of pocket. But, uh, to check to see if it's covered, you'll have to go to freerox.com and, uh, and do that. And, and... And the FreeRx is- ... there. And FreeRx, you are, she's able to do that, like, through any pharmacy or? Uh, there are stipulations. Some, some medications are home delivery only, some medications are pick up at the pharmacy. But, that's- Mm-hmm. ... uh, that will all be indicated when you do that drug search on their website at freerox.com. Okay. Okay, and then w- your guys'

enrollment doesn't open till December? Yeah. The beginning of December, or? Uh, typically mid, mid-December, but Focus, Focus is the one that, that determines when that's going to be. They haven't yet said that. So, um, at th- at this point we're waiting on them to determine when open enrollment's going to be. Uh, once- Mm-hmm. ... once they've, they have ma- uh, stated that, then there should be some form of communication from them, either text message- Mm-hmm. ... email or signage up in their offices, uh, regarding open enrollment and how long it will last. Okay, and then that... If she already filled out, filled out that form, does she have to fill that out again through them or is it just giving you guys a call, or? E- either, either she can, either a, fill out another form, give us a call, however, however you want to do it. Um, just... But the old form will not be used to enroll once open enrollment comes around. Oh, okay. Okay. And then... All right. Sounds good, thank you. You're welcome. Anything else? Nope, that was it. All right. Thanks for calling and have a good day. Mm.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, uh, my name's Dora and I'm calling in regards of my medical, or my mom's medical coverage. She's actually... I'm calling you three-way, um, her English is... She understands but, um, I'm just wonder- wondering how I can get her enrolled. So she filled out, filled out paperwork through, um, Focus Management Group.

Speaker speaker\_1: Okay. Um... okay. What's the last four of her Social?

Speaker speaker\_2: 0468.

Speaker speaker\_1: Her, her first and last name?

Speaker speaker\_2: Maria Garcia.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then, can you verify any, uh, address and date of birth, please?

Speaker speaker\_2: Um, address is 900, uh, North Mattis, Mattis, uh, Street, I believe and then Reno, Nevada 89512. And then date of birth is 3-25-1968.

Speaker speaker\_1: Thank you. And then, phone, uh, phone on file is 775-470-4463, is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And now, you said that you're trying to figure out what's going on with enrollment?

Speaker speaker\_2: Yes, correct. So, we filled out paperwork, um, but according to her pay stubs, it hasn't been deducted, so I was told I have to give you guys a call to finish the enrollment process.

Speaker speaker\_1: Okay. Um, so what it was, was that the enrollment was submitted outside of her eligibility window. She was no longer eligible to enroll into Benefits when she submitted that. So, she was never enrolled. Um, the window would've been the first 30 days after first check which would've been, uh, based on the information we have, looks like the deadline was... just a moment, uh, September 6th and enrollment was submitted on September 30th.

Speaker speaker\_2: Oh, okay. They were... I was told that, um, because she had started a job with them in September and then, um, that didn't work out so then she went to go start another job through them though, and I was told that it would be seen as in like, a new hire versus-

Speaker speaker\_1: Mm.

Speaker speaker\_2: ... um, you know, starting all over, kind of-

Speaker speaker\_1: If they-

Speaker speaker\_2: Or sorry, if she would been seen as a new hire, pretty much.

Speaker speaker\_1: No. That, that, that was misinformation. Um, it is the, the 30-day window starts from the first paycheck of the first assignment. You're not con- it's not considered a re-hire unless a 90-day gap has, has happened, um, at this point-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: At thi- at th- at this point the only thing to do is wait for open enrollment which isn't going to be until Se- uh, December.

Speaker speaker\_2: Okay. Um, is there anything that she could do, like, uh, anything else? 'Cause she needs prescriptions filled and, and like I said, that wasn't told to her in the beginning as far as enrolling, enrollment period.

Speaker speaker\_1: Mm. Let's see here. If the only thing needed is prescriptions, then there is the FreeRx policy which you are eligible, which is, uh, eligibility for that is always. There a- there is no window or anything for that. Um, if it's a covered medication under FreeRx then it's completely free out of pocket. But, uh, to check to see if it's covered, you'll have to go to freerox.com and, uh, and do that. And, and...

Speaker speaker\_2: And the FreeRx is-

Speaker speaker\_1: ... there.

Speaker speaker\_2: And FreeRx, you are, she's able to do that, like, through any pharmacy or?

Speaker speaker\_1: Uh, the- there are stipulations. Some, some medications are home delivery only, some medications are pick up at the pharmacy. But, that's-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... uh, that will all be indicated when you do that drug search on their website at freerox.com.

Speaker speaker\_2: Okay. Okay, and then w- your guys' enrollment doesn't open till December?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: The beginning of December, or?

Speaker speaker\_1: Uh, typically mid, mid-December, but Focus, Focus is the one that, that determines when that's going to be. They haven't yet said that. So, um, at th- at this point we're waiting on them to determine when open enrollment's going to be. Uh, once-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... once they've, they have ma- uh, stated that, then there should be some form of communication from them, either text message-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... email or signage up in their offices, uh, regarding open enrollment and how long it will last.

Speaker speaker\_2: Okay, and then that... If she already filled out, filled out that form, does she have to fill that out again through them or is it just giving you guys a call, or?

Speaker speaker\_1: E- either, either she can, either a, fill out another form, give us a call, however, however you want to do it. Um, just... But the old form will not be used to enroll once open enrollment comes around.

Speaker speaker\_2: Oh, okay. Okay. And then... All right. Sounds good, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: Nope, that was it.

Speaker speaker\_1: All right. Thanks for calling and have a good day.

Speaker speaker\_2: Mm.