

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling AmericanApothecary. My name's Stephanie. How can I assist you? Hi, good morning. Um, well, I know my job sent me this. So I just wanted to see if I wanted to give this a go or not for, for the benefits. Okay. Yes, ma'am. Um, what staffing agency are you with? ACC. And then, what are the last four of your Social? 7355. Okay, thank you. And for security purposes, I do need you to verify your full address, as well as your date of birth. 31480 2435 North 7th Street, Apartment 3, Philadelphia, PA 19133. Okay, thank you. And then what was that date of birth? 3-14-80. Okay, thank you. Mm-hmm. Is your phone number still the 267-990-9612? Right. Okay. Mm-hmm. And then I have your first name, period, last name at yahoo.com. Is that up to date? Yes. Okay, thank you. And okay, so it looks like you currently have the Free Our Apps membership. Um, you are eligible to add- I didn't even know I had anything. Yeah, you have, you have Free Our Apps for employee only and it's \$5.99 weekly. Man, I know. I didn't even know I had that. Okay. What, what is that? It's, it's a membership that gives you access to over 800 of the top 90% generic drugs. And in other words- Oh, okay. ... you can get, like, discounts on generic, um, prescriptions. And I believe for even some of them- Okay. ... you could get some of them even for free. Um... Right. But it just depends on which one. Right. But we do have that membership and it looks like you've been having- But if so, they didn't send me a card. Oh. So it's- You know what I mean? Like, how, how was I supposed to know? So it's not, it's not a card, it's a membership. Mm-hmm. It's a membership. Okay. 5.99. Mm-hmm. Yes, ma'am. Did you say like 10 cents ... I know, but I'm just saying, how did you know? Um, I was... Well, actually, I just was, I don't know. Um, I was trying to figure out something. Um, I don't know how silly this would sound like if I don't be... Excuse me. Um, I was saying if I don't get coverage, are you, um... Mm, mm-mm-mm. As far as your dependent, can you put them on there? Yeah. So y- they offer different plans and depending on how many you select, which ones they are, and if you add dependents with these plans, which you could definitely add dependents, um, the choices is like employee and spouse, employee and child, or employee and family, which would be considered yourself and your kids. So, um, there's those choices. Right. And then if you want, I can go over the plans of... Right. ... that they have ... I, no, I've seen- ... offer. I, I've seen, um, I had went over a whole bunch of stuff, but the whole point is I would have to be on it too, not just putting my dependent on there by herself. Oh, yeah. So the plans, you have to be included with the dependents. It's never- Right. ... free, like, just the dependents by themselves. Right. Um, that's the catch, right? Because especially, like... That's what my concern is, because even though I know ACC, like, with them, um... I guess what I can say is, with them is, if you don't... Um, 'cause I know, I guess, I- like, the, let's just say I say, "Hey, yes, I want to go with you guys." Mm-hmm. And d- you gotta pay, like, every week or whatever. Correct. But, like, if I don't have an assignment

every week, then how is that gonna go? Yeah. So, um- That, that's what I'm thinking about. I'm thinking about numbers here, 'cause it gotta make sense. Yeah. Yeah, so we are- We are... They are weekly, they are weekly deductions. Um, I know sometimes, like, when people, th- if they know that they're... If they didn't work, for you to, like, have active coverage, you would have to make, like, a direct payment through us for you to have, um, active coverage for that specific week. Right, yeah. If, if it goes, like, five weeks without- That's right. That makes no- ... receiving a deduction out of, like, your paycheck specifically. In other words, like- Right. ... it's, like, cancels out for five, like, consecutive, um, of not receiving deductions from your paycheck. Right. See, that's what I'm saying. Right. Mm-hmm, yes. So yeah, that's something for me to think about, 'cause I could get, get it somewhere else, I guess. I don't even know. Okay. But I don't know. ... Yeah, 'cause this is, um... It's really just through, like, this healthcare insurance is really just through your agency, and I believe that's why they ask for, like, weekly deductions out of the paychecks. But in the past, people have said- Right. ... that they have... They're not so sure since sometimes they don't, like, work for certain weeks and it's- Right, and that's me. But yeah, it's completely- Like, before, right. Mm-hmm. Yes, ma'am. And- That is something to think about. And it's completely optional, and, uh, you do have, it looks like the last day to enroll with the company... Give me one second. It looks like it's gonna be on the 27th. So if you do want to enroll- Right, right, right. ... you would have to call us, um, before the 27th, which is next Friday. That's the last day that they have for their company to enroll in that. Right, right. Um, yeah. I, I'll think about it because, you know, I'll, I'll think about it before the 27th comes. Thank you so much. Okay, that's fine. All right. You're welcome. All right. And if... Did you still wanna- All right, bye. Did you still wanna keep that membership there? Oh. At any time, you can cancel that plan. Oh. But they are doing monthly deductions for that plan. Yeah. Yeah, I'm gonna cancel it 'cause I didn't even know. I seen it on there and I was like, "What the heck is this?" Okay. Yeah. Okay. I'm gonna cancel it. Okay. So- Thank you. ... um, do you allow, do you allow me to cancel the Free RX membership? Yeah. Yeah. Okay, thank you. Please allow... Um, usually it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions for that membership, but it shouldn't pass two, okay? Okay, all right. Thank you so much. You're welcome. Have a nice day. All right, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling AmericanApothecary. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hi, good morning. Um, well, I know my job sent me this. So I just wanted to see if I wanted to give this a go or not for, for the benefits.

Speaker speaker_0: Okay. Yes, ma'am. Um, what staffing agency are you with?

Speaker speaker_1: ACC.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 7355.

Speaker speaker_0: Okay, thank you. And for security purposes, I do need you to verify your full address, as well as your date of birth.

Speaker speaker_1: 31480 2435 North 7th Street, Apartment 3, Philadelphia, PA 19133.

Speaker speaker_0: Okay, thank you. And then what was that date of birth?

Speaker speaker_1: 3-14-80.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is your phone number still the 267-990-9612?

Speaker speaker_1: Right.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then I have your first name, period, last name at yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And okay, so it looks like you currently have the Free Our Apps membership. Um, you are eligible to add-

Speaker speaker_1: I didn't even know I had anything.

Speaker speaker_0: Yeah, you have, you have Free Our Apps for employee only and it's \$5.99 weekly.

Speaker speaker_1: Man, I know. I didn't even know I had that.

Speaker speaker_0: Okay.

Speaker speaker_1: What, what is that?

Speaker speaker_0: It's, it's a membership that gives you access to over 800 of the top 90% generic drugs. And in other words-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you can get, like, discounts on generic, um, prescriptions. And I believe for even some of them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you could get some of them even for free. Um...

Speaker speaker_1: Right.

Speaker speaker_0: But it just depends on which one.

Speaker speaker_1: Right.

Speaker speaker_0: But we do have that membership and it looks like you've been having-

Speaker speaker_1: But if so, they didn't send me a card.

Speaker speaker_0: Oh. So it's-

Speaker speaker_1: You know what I mean? Like, how, how was I supposed to know?

Speaker speaker_0: So it's not, it's not a card, it's a membership.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's a membership.

Speaker speaker_1: Okay.

Speaker speaker_0: 5.99. Mm-hmm. Yes, ma'am. Did you say like 10 cents ...

Speaker speaker_1: I know, but I'm just saying, how did you know? Um, I was... Well, actually, I just was, I don't know. Um, I was trying to figure out something. Um, I don't know how silly this would sound like if I don't be... Excuse me. Um, I was saying if I don't get coverage, are you, um... Mm, mm-mm-mm. As far as your dependent, can you put them on there?

Speaker speaker_0: Yeah. So y- they offer different plans and depending on how many you select, which ones they are, and if you add dependents with these plans, which you could definitely add dependents, um, the choices is like employee and spouse, employee and child, or employee and family, which would be considered yourself and your kids. So, um, there's those choices.

Speaker speaker_1: Right.

Speaker speaker_0: And then if you want, I can go over the plans of...

Speaker speaker_1: Right.

Speaker speaker_0: ... that they have ...

Speaker speaker_1: I, no, I've seen-

Speaker speaker_0: ... offer.

Speaker speaker_1: I, I've seen, um, I had went over a whole bunch of stuff, but the whole point is I would have to be on it too, not just putting my dependent on there by herself.

Speaker speaker_0: Oh, yeah. So the plans, you have to be included with the dependents. It's never-

Speaker speaker_1: Right.

Speaker speaker_0: ... free, like, just the dependents by themselves.

Speaker speaker_1: Right. Um, that's the catch, right? Because especially, like... That's what my concern is, because even though I know ACC, like, with them, um... I guess what I can say is, with them is, if you don't... Um, 'cause I know, I guess, I- like, the, let's just say I say, "Hey, yes, I want to go with you guys."

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And d- you gotta pay, like, every week or whatever.

Speaker speaker_0: Correct.

Speaker speaker_1: But, like, if I don't have an assignment every week, then how is that gonna go?

Speaker speaker_0: Yeah. So, um-

Speaker speaker_1: That, that's what I'm thinking about. I'm thinking about numbers here, 'cause it gotta make sense.

Speaker speaker_0: Yeah. Yeah, so we are- We are... They are weekly, they are weekly deductions. Um, I know sometimes, like, when people, th- if they know that they're... If they didn't work, for you to, like, have active coverage, you would have to make, like, a direct payment through us for you to have, um, active coverage for that specific week.

Speaker speaker_1: Right, yeah.

Speaker speaker_0: If, if it goes, like, five weeks without-

Speaker speaker_1: That's right. That makes no-

Speaker speaker_0: ... receiving a deduction out of, like, your paycheck specifically. In other words, like-

Speaker speaker_1: Right.

Speaker speaker_0: ... it's, like, cancels out for five, like, consecutive, um, of not receiving deductions from your paycheck.

Speaker speaker_1: Right. See, that's what I'm saying. Right.

Speaker speaker_0: Mm-hmm, yes.

Speaker speaker_1: So yeah, that's something for me to think about, 'cause I could get, get it somewhere else, I guess. I don't even know.

Speaker speaker_0: Okay.

Speaker speaker_1: But I don't know. ...

Speaker speaker_0: Yeah, 'cause this is, um... It's really just through, like, this healthcare insurance is really just through your agency, and I believe that's why they ask for, like, weekly deductions out of the paychecks. But in the past, people have said-

Speaker speaker_1: Right.

Speaker speaker_0: ... that they have... They're not so sure since sometimes they don't, like, work for certain weeks and it's-

Speaker speaker_1: Right, and that's me.

Speaker speaker_0: But yeah, it's completely-

Speaker speaker_1: Like, before, right.

Speaker speaker_0: Mm-hmm. Yes, ma'am. And-

Speaker speaker_1: That is something to think about.

Speaker speaker_0: And it's completely optional, and, uh, you do have, it looks like the last day to enroll with the company... Give me one second. It looks like it's gonna be on the 27th. So if you do want to enroll-

Speaker speaker_1: Right, right, right.

Speaker speaker_0: ... you would have to call us, um, before the 27th, which is next Friday. That's the last day that they have for their company to enroll in that.

Speaker speaker_1: Right, right. Um, yeah. I, I'll think about it because, you know, I'll, I'll think about it before the 27th comes. Thank you so much.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: All right.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right.

Speaker speaker_0: And if... Did you still wanna-

Speaker speaker_1: All right, bye.

Speaker speaker_0: Did you still wanna keep that membership there?

Speaker speaker_1: Oh.

Speaker speaker_0: At any time, you can cancel that plan.

Speaker speaker_1: Oh.

Speaker speaker_0: But they are doing monthly deductions for that plan.

Speaker speaker_1: Yeah. Yeah, I'm gonna cancel it 'cause I didn't even know. I seen it on there and I was like, "What the heck is this?"

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm gonna cancel it.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... um, do you allow, do you allow me to cancel the Free RX membership?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay, thank you. Please allow... Um, usually it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions for that membership, but it shouldn't pass two, okay?

Speaker speaker_1: Okay, all right. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: All right, you too.