

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 00:00:04,000 -- 00:00:06,000. My name is Francesca. How can I assist you today? Yes, I was calling, um... Is this, um, um, services provided through, like, my job or something? Is this legit? So, it is legit, ma'am. The only thing is we administer the health insurance from the staffing companies only. Anything that has to do specifically with the job that you get assigned by the staffing company, you have to speak with them directly in regards to that. What do you mean? Meaning that we only administer health insurance. So anything pay stub, job-related, you need to speak with the staffing company directly. Um, I'm saying this is... Just like if I need to go to the doctor or something, who do I need to call or where's my card? Or that's what I'm asking. That's the question I'm asking you. Yes, ma'am and I have answering and advising- What is it, what is it? I'm sorry, say that again. Yes, ma'am. And I have answering and advising as well as the account administrator. So all of those things that you just mentioned, those are everything that an account administrator does. That's what I meant when I said anything health insurance related is us, and then anything job-related will be your staffing company. Um, what staffing company do you work with so that we can take a look at your policy status? Okay. Um, ATC Healthcare. Okay. And what is the last four of the Social? 1410. And the last name? Harrison. Brenda Harrison. Hm, here we go. Could you please verify your mailing address and your date of birth to make sure I'm in the right account, please? My date of birth is 3/12/1970 and my address is 409 MLK Junior Avenue Southwest Carroll, Georgia 39828. I have best phone number to reach you, 813-853-8520, the same one you called on. Correct. And lastly, I have your email as your first initial, your last name, 1970 at gmail.com. That's correct, but it's my last name without the S. Oh, I see it here. Yes. Mm-hmm. Doesn't have the S between the I and the O. Uh-huh. All right. Um, and then you mentioned, like, um, card needed or whether you lost your card. Was that what you were calling in regards to today to get a copy of your benefit cards? Yes. I never got a card. Only card I received was a dental card. And I was, I was, like, emailed and said that, um, I can do... Like, if I need to see a doctor I can do it, I guess, via my phone through consultation or something like that? Mm-hmm. That's, that was my question. I never received... The only card I received was a dental card, so... And I've been trying to call the office, but it's so hard to catch up with them people over there, so I, um, went back through my email and found this number so I can find out, you know, how do I get a card, or do I get a card? Or do I do, like, healthcare things through the telephone with somebody? How does that work? So the current benefit plans that you are enrolled into is medical, dental and vision. Mm-hmm. And vision. Mm-hmm. Specifically speaking, your medical plan is a medical preventative only. It does not cover what they call hospital indemnity services. Oh. So those hospital indemnity services are gonna be like your doctor visits, the emergency room or

surgeries. Specifically speaking, what your preventative plan covers is your screenings for a healthy diet, avoiding UV exposures from the sun, iron deficiency, blood pressure, um, preventative immunizations like tetanus, varicella or influenza. And your preventative generic prescriptions like vitamins, FDA approved contraceptive methods. Mm-hmm. And then it does come also with an urgent care virtual package. And lastly, a free Rx membership for medications. That's everything the specific medical plan brings. It does have a network requirement. But as far- What is a network requirement? So a network requirement means that your specific plan has a list of providers or doctor's office where you need to go in order for the insurance to cover those services. So are you saying I have to go to one of the do- They, they provide for me to, um, get medical services? Yes, ma'am. You have to go to one of their preferred doctors in order to get medical services that will be covered under this plan. So who, uh... How will I know who those doctors are? It's gonna be on the benefit card that I'm looking for, for you. Oh my God. What kind of insurance did I sign up for? This is crazy. I can give you the information as well, if you like. Yeah, yeah. That would help because I need- We usually advise the members ... I need to, um, I need to get my medication. Uh, um, I have, um, indigestion and, um, acid reflux real bad. And I haven't took my medicine. I called in the other day to get a refill on it, and I didn't... I was thinking that it caught. I got it. I didn't read it until after the fact. I had called in a refill, but I couldn't use it because it's only for dental only and I need my medication. I'm supposed to take it every day and I also take medication for, um, high cholesterol. I understood. Remember that with the FreeRx, in order to have the medication coverage, you have to make sure you register to get access to that benefit card for that membership and then any chronic medications. So actually I did, I did, I did register through, um, the email that they got me and you can't see... i- it doesn't tell y'all on y'all screen? No, ma'am. So you setting up your benefit card is something that customer service won't have access to seeing whether or not you set up the FreeRx account online. That's something that IT only has access to. Mm-hmm. So what y'all need to do? Go into the website and register to have an account. Once you register to have an account, when you log into it- Okay. ... the dashboard will display for you the information for the AQ medications, which are the only ones that you'll be able to pick up at the pharmacy, as well as the- Okay. ... chronic medications which will be the ones that have to be shipped to your home. Mm-hmm. So I have to go back into my, um, thing and, um, I think I registered already if I'm not mistaken. Okay, so you just have to log in and then make sure that you follow the home delivery information for chronic medications. Okay. Can you give me that, um, log on information or, uh, do I need to go back through my email? I cannot provide you your login information. That's something that even for us to look it up would be- Not login. I'm saying the... I'm talking about the, the, the, the actual website that I need to go log into. Can you give me that website name? I know I can't give you my login 'cause I got that. Yes, ma'am. It's going to be freerx.com. Uh-huh. You said what it's gonna be? FreeRx.com. You said FreeRx? Yes, ma'am, .com. Oh, okay. Okay. And it'll have all my medical information in there w- if, if I've already registered, um, so they'll know? No, ma'am. The only thing that that's going to have is the information in regards to the FreeRx membership, meaning when you log in, what you're going to see is two benefit cards to the right, if I'm not mistaking. To the left there's- Okay. ... some of the information where you're able to look through documents that they have, like pamphlets or the little handout books and then it'll- Okay. ... have your information such as your home delivery info which will be the benefit card. I mean, I'm sorry, not the benefit card, your card that you have on file.

Uh-huh. Um, the home delivery address. And if- Okay. ... I'm not mistaken, there's a section where it asks you in regards to your medication allergies, but asides from being able to see like when your doctor submits a prescription order, you're not gonna have- Hmm. ... access to that from your FreeRx website. Okay. All right, I'll go check it out and try it and see. Thank you so much. Of course. And then I just went ahead and sent you one PDF file which is your medical and vision card from our office email which is- Mm-hmm. Mm-hmm. ... info@benefitsinocard. Uh-huh. Their website as well as the phone number for the multi-plan network which is a company that has that network list- Uh-huh. ... is gonna be in there if you would like. I can give you their phone number prior to letting you go as well. Okay. What's the phone number? It is 800- Uh-huh. ... 457- Uh-huh. ... 1403. Okay. Thank you so much. Of course. Was there anything else we can assist you with today? No, that's all. Hope you have a wonderful rest of your day. We're open- You, too. ... 8:00 AM to 8:00 PM Mondays to Fridays Eastern time if you need any more assistance. Okay, thank you. Of course. Have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 00:00:04,000 -- 00:00:06,000. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I was calling, um... Is this, um, um, services provided through, like, my job or something? Is this legit?

Speaker speaker_1: So, it is legit, ma'am. The only thing is we administer the health insurance from the staffing companies only. Anything that has to do specifically with the job that you get assigned by the staffing company, you have to speak with them directly in regards to that.

Speaker speaker_2: What do you mean?

Speaker speaker_1: Meaning that we only administer health insurance. So anything pay stub, job-related, you need to speak with the staffing company directly.

Speaker speaker_2: Um, I'm saying this is... Just like if I need to go to the doctor or something, who do I need to call or where's my card? Or that's what I'm asking. That's the question I'm asking you.

Speaker speaker_1: Yes, ma'am and I have answering and advising-

Speaker speaker_2: What is it, what is it? I'm sorry, say that again.

Speaker speaker_1: Yes, ma'am. And I have answering and advising as well as the account administrator. So all of those things that you just mentioned, those are everything that an account administrator does. That's what I meant when I said anything health insurance related is us, and then anything job-related will be your staffing company. Um, what staffing company do you work with so that we can take a look at your policy status?

Speaker speaker_2: Okay. Um, ATC Healthcare.

Speaker speaker_1: Okay. And what is the last four of the Social?

Speaker speaker_2: 1410.

Speaker speaker_1: And the last name?

Speaker speaker_2: Harrison. Brenda Harrison.

Speaker speaker_1: Hm, here we go. Could you please verify your mailing address and your date of birth to make sure I'm in the right account, please?

Speaker speaker_2: My date of birth is 3/12/1970 and my address is 409 MLK Junior Avenue Southwest Carroll, Georgia 39828.

Speaker speaker_1: I have best phone number to reach you, 813-853-8520, the same one you called on.

Speaker speaker_2: Correct.

Speaker speaker_1: And lastly, I have your email as your first initial, your last name, 1970 at gmail.com.

Speaker speaker_2: That's correct, but it's my last name without the S.

Speaker speaker_1: Oh, I see it here. Yes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Doesn't have the S between the I and the O.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: All right. Um, and then you mentioned, like, um, card needed or whether you lost your card. Was that what you were calling in regards to today to get a copy of your benefit cards?

Speaker speaker_2: Yes. I never got a card. Only card I received was a dental card. And I was, I was, like, emailed and said that, um, I can do... Like, if I need to see a doctor I can do it, I guess, via my phone through consultation or something like that?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That's, that was my question. I never received... The only card I received was a dental card, so... And I've been trying to call the office, but it's so hard to catch up with them people over there, so I, um, went back through my email and found this number so I can find out, you know, how do I get a card, or do I get a card? Or do I do, like, healthcare things through the telephone with somebody? How does that work?

Speaker speaker_1: So the current benefit plans that you are enrolled into is medical, dental and vision.

Speaker speaker_2: Mm-hmm. And vision. Mm-hmm.

Speaker speaker_1: Specifically speaking, your medical plan is a medical preventative only. It does not cover what they call hospital indemnity services.

Speaker speaker_2: Oh.

Speaker speaker_1: So those hospital indemnity services are gonna be like your doctor visits, the emergency room or surgeries. Specifically speaking, what your preventative plan covers is your screenings for a healthy diet, avoiding UV exposures from the sun, iron deficiency, blood pressure, um, preventative immunizations like tetanus, varicella or influenza. And your preventative generic prescriptions like vitamins, FDA approved contraceptive methods.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then it does come also with an urgent care virtual package. And lastly, a free Rx membership for medications. That's everything the specific medical plan brings. It does have a network requirement. But as far-

Speaker speaker_2: What is a network requirement?

Speaker speaker_1: So a network requirement means that your specific plan has a list of providers or doctor's office where you need to go in order for the insurance to cover those services.

Speaker speaker_2: So are you saying I have to go to one of the do- They, they provide for me to, um, get medical services?

Speaker speaker_1: Yes, ma'am. You have to go to one of their preferred doctors in order to get medical services that will be covered under this plan.

Speaker speaker_2: So who, uh... How will I know who those doctors are?

Speaker speaker_1: It's gonna be on the benefit card that I'm looking for, for you.

Speaker speaker_2: Oh my God. What kind of insurance did I sign up for? This is crazy.

Speaker speaker_1: I can give you the information as well, if you like.

Speaker speaker_2: Yeah, yeah. That would help because I need-

Speaker speaker_1: We usually advise the members

Speaker speaker_2: ... I need to, um, I need to get my medication. Uh, um, I have, um, indigestion and, um, acid reflux real bad. And I haven't took my medicine. I called in the other day to get a refill on it, and I didn't... I was thinking that it caught. I got it. I didn't read it until after the fact. I had called in a refill, but I couldn't use it because it's only for dental only and I need my medication. I'm supposed to take it every day and I also take medication for, um, high cholesterol.

Speaker speaker_1: I understood. Remember that with the FreeRx, in order to have the medication coverage, you have to make sure you register to get access to that benefit card for that membership and then any chronic medications.

Speaker speaker_2: So actually I did, I did, I did register through, um, the email that they got me and you can't see... i- it doesn't tell y'all on y'all screen?

Speaker speaker_1: No, ma'am. So you setting up your benefit card is something that customer service won't have access to seeing whether or not you set up the FreeRx account online. That's something that IT only has access to.

Speaker speaker_2: Mm-hmm. So what y'all need to do?

Speaker speaker_1: Go into the website and register to have an account. Once you register to have an account, when you log into it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the dashboard will display for you the information for the AQ medications, which are the only ones that you'll be able to pick up at the pharmacy, as well as the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... chronic medications which will be the ones that have to be shipped to your home.

Speaker speaker_2: Mm-hmm. So I have to go back into my, um, thing and, um, I think I registered already if I'm not mistaken.

Speaker speaker_1: Okay, so you just have to log in and then make sure that you follow the home delivery information for chronic medications.

Speaker speaker_2: Okay. Can you give me that, um, log on information or, uh, do I need to go back through my email?

Speaker speaker_1: I cannot provide you your login information. That's something that even for us to look it up would be-

Speaker speaker_2: Not login. I'm saying the... I'm talking about the, the, the, the actual website that I need to go log into. Can you give me that website name? I know I can't give you my login 'cause I got that.

Speaker speaker_1: Yes, ma'am. It's going to be freerx.com.

Speaker speaker_2: Uh-huh. You said what it's gonna be?

Speaker speaker_1: FreeRx.com.

Speaker speaker_2: You said FreeRx?

Speaker speaker_1: Yes, ma'am,.com.

Speaker speaker_2: Oh, okay. Okay. And it'll have all my medical information in there w- if, if I've already registered, um, so they'll know?

Speaker speaker_1: No, ma'am. The only thing that that's going to have is the information in regards to the FreeRx membership, meaning when you log in, what you're going to see is two benefit cards to the right, if I'm not mistaking. To the left there's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... some of the information where you're able to look through documents that they have, like pamphlets or the little handout books and then it'll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have your information such as your home delivery info which will be the benefit card. I mean, I'm sorry, not the benefit card, your card that you have on file.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, the home delivery address. And if-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I'm not mistaken, there's a section where it asks you in regards to your medication allergies, but asides from being able to see like when your doctor submits a prescription order, you're not gonna have-

Speaker speaker_2: Hmm.

Speaker speaker_1: ... access to that from your FreeRx website.

Speaker speaker_2: Okay. All right, I'll go check it out and try it and see. Thank you so much.

Speaker speaker_1: Of course. And then I just went ahead and sent you one PDF file which is your medical and vision card from our office email which is-

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: ... info@benefitsinocard.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Their website as well as the phone number for the multi-plan network which is a company that has that network list-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... is gonna be in there if you would like. I can give you their phone number prior to letting you go as well.

Speaker speaker_2: Okay. What's the phone number?

Speaker speaker_1: It is 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 457-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 1403.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Hope you have a wonderful rest of your day. We're open-

Speaker speaker_2: You, too.

Speaker speaker_1: ... 8:00 AM to 8:00 PM Mondays to Fridays Eastern time if you need any more assistance.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Of course. Have a great day.