

## **Transcript: Francesca**

**Baez-5578313383755776-6746566248316928**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits in the Park, calling to speak with Mr. Harris on behalf of Search Staffing. This is DeV Vaughn. I was giving you a call, sir, in regards to the call we had last Tuesday, um, where you wanted to enroll into benefits, but due to the fact that you're currently ineligible- Yes. ... I was looking into see if the virtual primary care plan doesn't have that requirement. Um, the front office was able to investigate with the carriers, and yes, sir, so effectively you are able to enroll into the virtual care primary plan and the FreeRx if you wish to do so. Okay. And you wouldn't have to be in an open enrollment period or qualified live event, um, like the requirements will be for the remaining of the other plans. Yes. So would I have, like, insurance for, like, vision, dental, and health, or...? Just for health, sir, 'cause the virtual primary care, primary care is only medical, but the dental and vision have the requirement of the either open enrollment period or qualified live event. So at this moment, the only plans you're eligible to enroll into without those two requirements is the primary care, which is your health, like your primary doctor, physicals, and stuff like that- Okay. ... or the FreeRx membership for the medications. Okay. Yeah, I mean, uh, what is the cost of that per month? So these are weekly benefits. The primary care is \$5.99 and the FreeRx is \$5.99 as well. If we were to look at an example for a month that has four weeks, for just one of them, it will be \$23.96, and if you were to enroll into both of them- Mm-hmm. ... it will be \$47.92 for a four-week month. And you're able to enroll me in that? Yes, sir. Yeah, go ahead and do that, please. All right. And did you want to do both the FreeRx for the medications membership as well as the primary care virtual? Yes. All right, so that's going to be \$11.98 per paycheck. Did you authorize Search Staffing to make those deductions for you? Yes. All right, so please allow one to two weeks for them to start making those deductions. When you see the first deduction... Excuse me. Following Monday will be when your coverage becomes effective. Okay. I'm gonna go ahead and send to your email the registration steps. Once you become active, the FreeRx system will automatically also send you your registration email, but I'm just gonna send you it now, the one that we have with the steps, just so that you're c- get familiar with the website, and if there's any daily medications that you're currently taking, you can also check and see if they're covered and whether it will be with a home delivery or pick up at the participant's premises. Okay. All right. Thank you. Of course. My pleasure. Is there anything else I can assist you with aside from making those enrollments? No, that'll be all. Francesca, right? And I think it's... Yes, sir. Thank you so much for your help. Oh, you're welcome, Mr. Harris. It was a pleasure. Thank you so much for taking my call today. I hope you enjoy the remaining of your day. Thank you. You too. Bye-bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Good morning. My name is Francesca at Benefits in the Park, calling to speak with Mr. Harris on behalf of Search Staffing.

Speaker speaker\_2: This is DeVaughn.

Speaker speaker\_1: I was giving you a call, sir, in regards to the call we had last Tuesday, um, where you wanted to enroll into benefits, but due to the fact that you're currently ineligible-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... I was looking into see if the virtual primary care plan doesn't have that requirement. Um, the front office was able to investigate with the carriers, and yes, sir, so effectively you are able to enroll into the virtual care primary plan and the FreeRx if you wish to do so.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you wouldn't have to be in an open enrollment period or qualified live event, um, like the requirements will be for the remaining of the other plans. Yes.

Speaker speaker\_2: So would I have, like, insurance for, like, vision, dental, and health, or...?

Speaker speaker\_1: Just for health, sir, 'cause the virtual primary care, primary care is only medical, but the dental and vision have the requirement of the either open enrollment period or qualified live event. So at this moment, the only plans you're eligible to enroll into without those two requirements is the primary care, which is your health, like your primary doctor, physicals, and stuff like that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... or the FreeRx membership for the medications.

Speaker speaker\_2: Okay. Yeah, I mean, uh, what is the cost of that per month?

Speaker speaker\_1: So these are weekly benefits. The primary care is \$5.99 and the FreeRx is \$5.99 as well. If we were to look at an example for a month that has four weeks, for just one of them, it will be \$23.96, and if you were to enroll into both of them-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... it will be \$47.92 for a four-week month.

Speaker speaker\_2: And you're able to enroll me in that?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yeah, go ahead and do that, please.

Speaker speaker\_1: All right. And did you want to do both the FreeRx for the medications membership as well as the primary care virtual?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so that's going to be \$11.98 per paycheck. Did you authorize Search Staffing to make those deductions for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so please allow one to two weeks for them to start making those deductions. When you see the first deduction... Excuse me. Following Monday will be when your coverage becomes effective.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'm gonna go ahead and send to your email the registration steps. Once you become active, the FreeRx system will automatically also send you your registration email, but I'm just gonna send you it now, the one that we have with the steps, just so that you're c- get familiar with the website, and if there's any daily medications that you're currently taking, you can also check and see if they're covered and whether it will be with a home delivery or pick up at the participant's premises.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: Of course. My pleasure. Is there anything else I can assist you with aside from making those enrollments?

Speaker speaker\_2: No, that'll be all. Francesca, right?

Speaker speaker\_1: And I think it's... Yes, sir.

Speaker speaker\_2: Thank you so much for your help.

Speaker speaker\_1: Oh, you're welcome, Mr. Harris. It was a pleasure. Thank you so much for taking my call today. I hope you enjoy the remaining of your day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.