

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Yes, I need to sign up for benefits. I'm sorry, ma'am? I need to sign up for benefits. What staffing company do you work with? Serge Staffing. And the last four of your social with the last name, please? 2049 Kline, K-L-I-N-E. Please verify your mailing address and date of birth. 168033749... 33479 Langsdorf Road, Ohio, New Edwards, Ohio 45767. All right. And could you repeat that date of birth one more time? I do apologize. 1680. There we go. I have the password number down as 740-213-4469? Yes. And I have your email down as rorvy, last name, eighty@aol.com. Yes. Have you lost coverage with another carrier within the last 30 days? I lost my health insurance about two months ago or longer. Okay. So unfortunately it will be as advised previously, you're currently not eligible for enrollment, ma'am, due to there being no open enrollment period whether it will be person or company-wise. It has already passed on August and you don't have a qualified life event. Unfortunately the only way that you can enroll into benefits will be waiting to August 2025. I apologize for that. Well, see this is what I don't understand. I can't get down to the office when I'm through to get the paperwork and stuff or get the number until today because I don't get off work until 7:00 PM at night and they're closed. I understand that ma'am, but you don't enroll only at the office. You can enroll calling in with us over the phone. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Unfortunately there isn't any- I didn't... I didn't get your number until today. You definitely don't- And- ... have to give it to me. I understand, I do apologize for that. Unfortunately there isn't any way for us to make an exception. The only time any member's allowed to enroll into the system is when there's an open enrollment period or a qualified life event. At this moment you don't have either or. I am so sorry, there isn't any way that we can enroll you into benefits till August 2025. But see that's what I don't understand is, the lady that... The other lady I work with, she just got it and we start the same time. So how did she get it? I do apologize for that ma'am, I don't have any base of proof of that. It could very well be that she maybe had a qualified life event. There is only those three circumstances when you're able to enroll into the system. I'm so sorry. I need to get my medicines 'cause my anxiety's up the rails and everything else and I don't have the medication and I can't get it without my medical card or anything. So is that... So right now your need for benefits is not so much as a plan, but rather your prescriptions. There is a plan that your staffing company offers which is a FreeRx membership that doesn't require an open enrollment period for you to enroll into it since it's not insurance, it's just a membership. It's called FreeRx. With it you have access to about 90% of the generic drugs that are prescribed in the US for free. It is \$5.99 per paycheck. What we can do if you like since it doesn't have any open enrollment requirement, I can send you the link to their website where you can check and see if the current medications

that you need to get are covered under the plan. All right. I mean under the membership, sorry. Okay. Okay, so I'll go ahead and send you the link to it. It's gonna be coming in from our office email, info@benefitsinacard.com. Once you're able to go through it, if it does come out to be that all the me- the current medications that you're looking to have covered are under that membership with FreeRx, just give us a call back and advise them that you're trying to enroll into the FreeRx membership. All right. All right, I do apologize for not being able to assist you any further with this current issue. See you. Bye. Have a wonderful rest of your 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 in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I need to sign up for benefits.

Speaker speaker_1: I'm sorry, ma'am?

Speaker speaker_2: I need to sign up for benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Serge Staffing.

Speaker speaker_1: And the last four of your social with the last name, please?

Speaker speaker_2: 2049 Kline, K-L-I-N-E.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: 168033749... 33479 Langsdorf Road, Ohio, New Edwards, Ohio 45767.

Speaker speaker_1: All right. And could you repeat that date of birth one more time? I do apologize.

Speaker speaker_2: 1680.

Speaker speaker_1: There we go. I have the password number down as 740-213-4469?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email down as rorvy, last name, eighty@aol.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Have you lost coverage with another carrier within the last 30 days?

Speaker speaker_2: I lost my health insurance about two months ago or longer.

Speaker speaker_1: Okay. So unfortunately it will be as advised previously, you're currently not eligible for enrollment, ma'am, due to there being no open enrollment period whether it will

be person or company-wise. It has already passed on August and you don't have a qualified life event. Unfortunately the only way that you can enroll into benefits will be waiting to August 2025. I apologize for that.

Speaker speaker_2: Well, see this is what I don't understand. I can't get down to the office when I'm through to get the paperwork and stuff or get the number until today because I don't get off work until 7:00 PM at night and they're closed.

Speaker speaker_1: I understand that ma'am, but you don't enroll only at the office. You can enroll calling in with us over the phone. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Unfortunately there isn't any-

Speaker speaker_2: I didn't... I didn't get your number until today. You definitely don't-

Speaker speaker_1: And-

Speaker speaker_2: ... have to give it to me.

Speaker speaker_1: I understand, I do apologize for that. Unfortunately there isn't any way for us to make an exception. The only time any member's allowed to enroll into the system is when there's an open enrollment period or a qualified life event. At this moment you don't have either or. I am so sorry, there isn't any way that we can enroll you into benefits till August 2025.

Speaker speaker_2: But see that's what I don't understand is, the lady that... The other lady I work with, she just got it and we start the same time. So how did she get it?

Speaker speaker_1: I do apologize for that ma'am, I don't have any base of proof of that. It could very well be that she maybe had a qualified life event. There is only those three circumstances when you're able to enroll into the system. I'm so sorry.

Speaker speaker_2: I need to get my medicines 'cause my anxiety's up the rails and everything else and I don't have the medication and I can't get it without my medical card or anything.

Speaker speaker_1: So is that... So right now your need for benefits is not so much as a plan, but rather your prescriptions. There is a plan that your staffing company offers which is a FreeRx membership that doesn't require an open enrollment period for you to enroll into it since it's not insurance, it's just a membership. It's called FreeRx. With it you have access to about 90% of the generic drugs that are prescribed in the US for free. It is \$5.99 per paycheck. What we can do if you like since it doesn't have any open enrollment requirement, I can send you the link to their website where you can check and see if the current medications that you need to get are covered under the plan.

Speaker speaker_2: All right.

Speaker speaker_1: I mean under the membership, sorry.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so I'll go ahead and send you the link to it. It's gonna be coming in from our office email, info@benefitsinacard.com. Once you're able to go through it, if it does come out to be that all the me- the current medications that you're looking to have covered are under that membership with FreeRx, just give us a call back and advise them that you're trying to enroll into the FreeRx membership.

Speaker speaker_2: All right.

Speaker speaker_1: All right, I do apologize for not being able to assist you any further with this current issue.

Speaker speaker_2: See you. Bye.

Speaker speaker_1: Have a wonderful rest of your day.