

## Transcript: Francesca

**Baez-6482873121456128-5420576177340416**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. No problem. My name is Francesca. How can I assist you today? Hi. Yeah, I was just calling to see, uh, for my insurance, if I have dental on it and then for another thing to see, uh, I have the FreeRx, uh, program and I just accepted it the other day. I just wanted to make sure that it went through. Okay. What type of company do you work with to take a look at your account? Uh, I work for, uh, Tara. What are the last four of your Social? 3484. And the last name, please? Rodriguez. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Yeah. It should be 1930 East Camelback, uh, Phoenix, Arizona, Apartment 650. And date of birth is August 12th, '88. We have the password number to reach you down as 480-737-0481. Correct. And we have your email down as first name rod22@yahoo.com. Correct. Okay. So currently you do not have dental. You have medical, group accident, behavior health, which is virtual and FreeRx. Okay. Um, is there any way I can add dental over the phone or would that have to be something I do, like, on the website? Unfortunately, you're already outside of the open enrollment period to do so. Oh, okay. Okay, no problem. Um- Let's see. So your company will begin theirs next month at some point during December. Let me see if we have the dates already. Okay. 'Cause your personal one was the one that already ended. The next one once your- Oh. ... personal one ends will be with a company one. Yeah. I, I know. Um, 'cause I'm... And I was actually a little, I was gonna ask about it too, 'cause I know I'm getting, uh, hired onto the company I think starting next Monday. So I don't know how my insurance was gonna work, whether this was just gonna immediately end on Monday and then I had to sign up to theirs or if this was gonna, like, last for, like, until the end of the month or how, but I, I wasn't sure. So with the benefits that you currently have, they are being activated per a pay stub deduction that your staffing company's doing. Once there- Okay. ... is no paycheck for the system to make a deduction from, you're able to make a payment for four consecutive weeks due to the fact that at the fifth week, the policy will cancel itself. At that point- Oh, okay. ... you'll be able to get the medical plan with COBRA while you wait- Okay. ... to be eligible for the benefit your assignment will offer you. Okay, that's perfect. Okay. And, uh, just to confirm, uh, my FreeRx thing, it, it did go through correctly and it is available now? Do you mean like you're able to go in and register yet or did you register already? If I registered it 'cause I got... I called in Friday and they g- sent me a link to register, and I went to the website and I thought I completed it all, but I just wanted to confirm that it was registered. So if you were able to log into the account, then yes, sir, you completed the registration. Um, if you got up to a point where it was asking you for a code, they will have sent that code to your email that you use for the registration. Okay. All right. I'm pre- I'm pretty sure I got that already. All right. Were you able to access into the account and log into it? Um... I feel like I got into it, but I couldn't find anything of my information. Uh, let me

see. I have it right here. Let me try to log in real quick. When you log in, it should say welcome to freerx.com m- members resource center, I believe it is. If not, it will be your dashboard, which will have your benefit cards in it. Okay. It could be either or when you log in. Okay. Yeah, no, I'm able to log in. All right. Great. Um, so I know the only other thing that you might be able to change into it will either be in member profile or home delivery instructions for you to put in the delivery address. If not- Okay. ... it will be a phone number to call in order to change your delivery address. Okay. All right. That's perfect. Okay. And we'll have- If I have any idea, I'll call back in. Understand. And I did want to say in regards to us checking for when your company will have an open enrollment period, they haven't provided us a specific date for next month, but I know for a fact it'll be next month. Um, but I know with you- Okay. ... being hired on, that might not affect you as much. Okay. All right. Well, I'll, I'll, I'll ask my manager at work and let them know. I'm sure they probably know more about their insurance coming up than I do 'cause I haven't really... since I'm not permanent there yet, but I'll ask them- And I'll do the same. ... and see what they say. All right. Well, I do hope you have a wonderful rest of your day, and please don't hesitate to call with any other questions. All right. Thank you. Have a great day. Thank you. You too. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: No problem. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Yeah, I was just calling to see, uh, for my insurance, if I have dental on it and then for another thing to see, uh, I have the FreeRx, uh, program and I just accepted it the other day. I just wanted to make sure that it went through.

Speaker speaker\_1: Okay. What type of company do you work with to take a look at your account?

Speaker speaker\_2: Uh, I work for, uh, Tara.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 3484.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Rodriguez.

Speaker speaker\_1: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_2: Yeah. It should be 1930 East Camelback, uh, Phoenix, Arizona, Apartment 650. And date of birth is August 12th, '88.

Speaker speaker\_1: We have the password number to reach you down as 480-737-0481.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And we have your email down as first name rod22@yahoo.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So currently you do not have dental. You have medical, group accident, behavior health, which is virtual and FreeRx.

Speaker speaker\_2: Okay. Um, is there any way I can add dental over the phone or would that have to be something I do, like, on the website?

Speaker speaker\_1: Unfortunately, you're already outside of the open enrollment period to do so.

Speaker speaker\_2: Oh, okay. Okay, no problem. Um-

Speaker speaker\_1: Let's see. So your company will begin theirs next month at some point during December. Let me see if we have the dates already.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Cause your personal one was the one that already ended. The next one once your-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... personal one ends will be with a company one.

Speaker speaker\_2: Yeah. I, I know. Um, 'cause I'm... And I was actually a little, I was gonna ask about it too, 'cause I know I'm getting, uh, hired onto the company I think starting next Monday. So I don't know how my insurance was gonna work, whether this was just gonna immediately end on Monday and then I had to sign up to theirs or if this was gonna, like, last for, like, until the end of the month or how, but I, I wasn't sure.

Speaker speaker\_1: So with the benefits that you currently have, they are being activated per a pay stub deduction that your staffing company's doing. Once there-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is no paycheck for the system to make a deduction from, you're able to make a payment for four consecutive weeks due to the fact that at the fifth week, the policy will cancel itself. At that point-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... you'll be able to get the medical plan with COBRA while you wait-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to be eligible for the benefit your assignment will offer you.

Speaker speaker\_2: Okay, that's perfect. Okay. And, uh, just to confirm, uh, my FreeRx thing, it, it did go through correctly and it is available now?

Speaker speaker\_1: Do you mean like you're able to go in and register yet or did you register already?

Speaker speaker\_2: If I registered it 'cause I got... I called in Friday and they g- sent me a link to register, and I went to the website and I thought I completed it all, but I just wanted to confirm that it was registered.

Speaker speaker\_1: So if you were able to log into the account, then yes, sir, you completed the registration. Um, if you got up to a point where it was asking you for a code, they will have sent that code to your email that you use for the registration.

Speaker speaker\_2: Okay. All right. I'm pre- I'm pretty sure I got that already.

Speaker speaker\_1: All right. Were you able to access into the account and log into it?

Speaker speaker\_2: Um... I feel like I got into it, but I couldn't find anything of my information. Uh, let me see. I have it right here. Let me try to log in real quick.

Speaker speaker\_1: When you log in, it should say welcome to freerx.com m- members resource center, I believe it is. If not, it will be your dashboard, which will have your benefit cards in it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It could be either or when you log in.

Speaker speaker\_2: Okay. Yeah, no, I'm able to log in.

Speaker speaker\_1: All right. Great. Um, so I know the only other thing that you might be able to change into it will either be in member profile or home delivery instructions for you to put in the delivery address. If not-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it will be a phone number to call in order to change your delivery address.

Speaker speaker\_2: Okay. All right. That's perfect. Okay.

Speaker speaker\_1: And we'll have-

Speaker speaker\_2: If I have any idea, I'll call back in.

Speaker speaker\_1: Understand. And I did want to say in regards to us checking for when your company will have an open enrollment period, they haven't provided us a specific date for next month, but I know for a fact it'll be next month. Um, but I know with you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... being hired on, that might not affect you as much.

Speaker speaker\_2: Okay. All right. Well, I'll, I'll, I'll ask my manager at work and let them know. I'm sure they probably know more about their insurance coming up than I do 'cause I

haven't really... since I'm not permanent there yet, but I'll ask them-

Speaker speaker\_1: And I'll do the same.

Speaker speaker\_2: ... and see what they say.

Speaker speaker\_1: All right. Well, I do hope you have a wonderful rest of your day, and please don't hesitate to call with any other questions.

Speaker speaker\_2: All right. Thank you. Have a great day.

Speaker speaker\_1: Thank you. You too. Bye-bye.