

## Transcript: Pamela

**Blanc-5112970202365952-6557384883879936**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Apart. This is Pamela speaking. How may I help you? Hi. I need to, um, during a w- open enrollment change my benefits, please. Okay. And who's, who do you work for? I work with Creative Circle. Can I have the last three digits of your Social? 8591. 8-5-9... First and last name? Elizabeth Morgan. Ms. Morgan, for security reasons and just to make sure we are in the correct, uh, file, can you please verify your complete address and date of birth? Yes. 709 59th Street, Oakland, California, 94609. My date of birth is 9-16-1972. Thank you for the information. We have a telephone number of -415-341-4295. Correct. Um, rachel.morgan@sbcglobalnet is your email? Mm-hmm. All right. And what would you like to change on your enrollment? Uh, so last week I added my daughter, and then, and added the, The Insure Plus Basic, but I just found out that her college doesn't accept that. They, they need a full, full coverage not a, not a MEC or week-to-week. So I'm gonna revert back to what I had before which was just the Stay Healthy and the dental, yeah, for my, for me and my spouse. Okay. Give me one second. So you have Insure Plus then to Live Vision, Behavioral Health, and Stay Healthy? Right. So that's all going to come off and just be the Stay Healthy and the dental and vision. Okay. 18... One second. And then I actually have a question about the FreeRx thing. Sorry, bear with me. Okay. Let me... The system is not letting me do this. Okay. So we've got the dental, Live Vision, and Stay Healthy for you and your spouse. I was trying to see because it seems like the, uh, the other one for you and family was already sent out. Mm-hmm. You might experience one deduction or so. I cannot assure you that, um, because it was already sent out, so that's why I was trying to see if we were able to cancel it, but it was already sent out. Um- Okay. ... right? So I went ahead and got you back to what you have, Dental, Live Vision, and Stay Healthy for you and your spouse. Now, what would you like to know about the FreeRx plan? I'm just wondering, um, oh, if... I'm s- I'm on hormone replacement therapy and I'm just wondering if, if that would be included. I was not able to hear you. Pardon? I was not able to hear you. Oh, sorry. So I'm just wondering if one of the, if a, if a prescription that I'm on is actually covered by FreeRx. I don't know how to find a medication list. Okay. So you have to go to freerx.com and there, it's, uh, um, there you will be able to enter the medication information and it, it will tell you. Oh, okay, so- Have you registered already? I haven't because I don't know, like, if it's not covered, um, I just didn't know, like, how to find that out. No, what I mean have you registered for FreeRx for you and your husband or something? I have not. Okay. No. Yeah, I'm gonna send you, to the email we have on file, I'm gonna send you the instruction on how to register online. And there, on the same page, you will be able to check for your medication. Okay. All right? Um, okay. Is there anything else, Ms. Lufley? Um, no, that's it. So, if I want to enroll in that Free Rx, I just call you guys back? Well, the Free Rx is already included in the MEC plan that you have. Oh, I didn't

realize that. Okay. Oh, great. All right? Okay. Okay. So then, what I have is the, the Stay Healthy, the Dental Vision and Life Term and the Free Rx. Yes. Um, also... Okay. ... check your spam and junk mail for the emails coming in from info@benefitscentercard. Okay, I'll check that. Okay, so you said it might, I might end up getting charged one week for the, um... It might, because we would have already sent it. To Sam. We don't have access to your payroll. Yeah. So, that is going to depend on how fast Creator Circle process the information. Yeah, 'cause we get paid, uh, tomorrow, so it may happen. But yeah, I tried to call you guys yesterday and the office was closed because of inclement weather. Yes. Yes, unfortunately. Where are you guys located? I think it's already... In, uh, South Carolina. Oh, okay. Yeah, but it was already... Let me see. Yeah. Even if you would have called yesterday, it, um, it was already sent out. Okay. Okay. The form. Um, yeah, I had to wait for my daughter's college to get back to me- Ah. ... as to whether they would waive these or not, and there was a little bit of back and forth because I thought that it was gonna be sufficient coverage. But because this technically only goes week to week because it's a, you know, contract assignment- Oh, yeah. ... that's what they couldn't accept. Yeah. So, fortunately we can get insurance for her through her school, so we're, we're set. But I just didn't want to, I didn't want to be paying double. Yeah, I completely understand. Anything else, ma'am? Yeah. I think that's it. Thank you so much for your help. All right. Thank you for giving us a call. Have a great rest of the day. Thanks, you too. Bye-bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and Apart. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. I need to, um, during a- w- open enrollment change my benefits, please.

Speaker speaker\_1: Okay. And who's, who do you work for?

Speaker speaker\_2: I work with Creative Circle.

Speaker speaker\_1: Can I have the last three digits of your Social?

Speaker speaker\_2: 8591.

Speaker speaker\_1: 8-5-9... First and last name?

Speaker speaker\_2: Elizabeth Morgan.

Speaker speaker\_1: Ms. Morgan, for security reasons and just to make sure we are in the correct, uh, file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Yes. 709 59th Street, Oakland, California, 94609. My date of birth is 9-16-1972.

Speaker speaker\_1: Thank you for the information. We have a telephone number of -415-341-4295.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Um, rachel.morgan@sbcglobalnet is your email?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. And what would you like to change on your enrollment?

Speaker speaker\_2: Uh, so last week I added my daughter, and then, and added the, The Insure Plus Basic, but I just found out that her college doesn't accept that. They, they need a full, full coverage not a, not a MEC or week-to-week. So I'm gonna revert back to what I had before which was just the Stay Healthy and the dental, yeah, for my, for me and my spouse.

Speaker speaker\_1: Okay. Give me one second. So you have Insure Plus then to Live Vision, Behavioral Health, and Stay Healthy?

Speaker speaker\_2: Right. So that's all going to come off and just be the Stay Healthy and the dental and vision.

Speaker speaker\_1: Okay. 18... One second.

Speaker speaker\_2: And then I actually have a question about the FreeRx thing.

Speaker speaker\_1: Sorry, bear with me.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me... The system is not letting me do this. Okay. So we've got the dental, Live Vision, and Stay Healthy for you and your spouse. I was trying to see because it seems like the, uh, the other one for you and family was already sent out.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You might experience one deduction or so. I cannot assure you that, um, because it was already sent out, so that's why I was trying to see if we were able to cancel it, but it was already sent out. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... right? So I went ahead and got you back to what you have, Dental, Live Vision, and Stay Healthy for you and your spouse. Now, what would you like to know about the FreeRx plan?

Speaker speaker\_2: I'm just wondering, um, oh, if... I'm s- I'm on hormone replacement therapy and I'm just wondering if, if that would be included.

Speaker speaker\_1: I was not able to hear you.

Speaker speaker\_2: Pardon?

Speaker speaker\_1: I was not able to hear you.

Speaker speaker\_2: Oh, sorry. So I'm just wondering if one of the, if a, if a prescription that I'm on is actually covered by FreeRx. I don't know how to find a medication list.

Speaker speaker\_1: Okay. So you have to go to [freerx.com](http://freerx.com) and there, it's, uh, um, there you will be able to enter the medication information and it, it will tell you.

Speaker speaker\_2: Oh, okay, so-

Speaker speaker\_1: Have you registered already?

Speaker speaker\_2: I haven't because I don't know, like, if it's not covered, um, I just didn't know, like, how to find that out.

Speaker speaker\_1: No, what I mean have you registered for FreeRx for you and your husband or something?

Speaker speaker\_2: I have not.

Speaker speaker\_1: Okay.

Speaker speaker\_2: No.

Speaker speaker\_1: Yeah, I'm gonna send you, to the email we have on file, I'm gonna send you the instruction on how to register online. And there, on the same page, you will be able to check for your medication.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Um, okay.

Speaker speaker\_1: Is there anything else, Ms. Lufley?

Speaker speaker\_2: Um, no, that's it. So, if I want to enroll in that Free Rx, I just call you guys back?

Speaker speaker\_1: Well, the Free Rx is already included in the MEC plan that you have.

Speaker speaker\_2: Oh, I didn't realize that. Okay. Oh, great.

Speaker speaker\_1: All right?

Speaker speaker\_2: Okay. Okay. So then, what I have is the, the Stay Healthy, the Dental Vision and Life Term and the Free Rx.

Speaker speaker\_1: Yes. Um, also...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... check your spam and junk mail for the emails coming in from [info@benefitscentercard](mailto:info@benefitscentercard.com).

Speaker speaker\_2: Okay, I'll check that. Okay, so you said it might, I might end up getting charged one week for the, um...

Speaker speaker\_1: It might, because we would have already sent it.

Speaker speaker\_2: To Sam.

Speaker speaker\_1: We don't have access to your payroll.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So, that is going to depend on how fast Creator Circle process the information.

Speaker speaker\_2: Yeah, 'cause we get paid, uh, tomorrow, so it may happen. But yeah, I tried to call you guys yesterday and the office was closed because of inclement weather.

Speaker speaker\_1: Yes. Yes, unfortunately.

Speaker speaker\_2: Where are you guys located?

Speaker speaker\_1: I think it's already... In, uh, South Carolina.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah, but it was already... Let me see. Yeah. Even if you would have called yesterday, it, um, it was already sent out.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: The form.

Speaker speaker\_2: Um, yeah, I had to wait for my daughter's college to get back to me-

Speaker speaker\_1: Ah.

Speaker speaker\_2: ... as to whether they would waive these or not, and there was a little bit of back and forth because I thought that it was gonna be sufficient coverage. But because this technically only goes week to week because it's a, you know, contract assignment-

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_2: ... that's what they couldn't accept. Yeah. So, fortunately we can get insurance for her through her school, so we're, we're set. But I just didn't want to, I didn't want to be paying double.

Speaker speaker\_1: Yeah, I completely understand. Anything else, ma'am?

Speaker speaker\_2: Yeah. I think that's it. Thank you so much for your help.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Thanks, you too. Bye-bye.

Speaker speaker\_1: Bye.