

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. This is Hello. ... Enrolling in Benefits card. My name is Pearl. Who did I just speak to you with? Tiara Morley. And how can I assist you? Hi, I gave you guys a call earlier. Uh, I was trying to enroll in Benefits and the representative that I spoke with suggested that I call, I don't even know, um, exactly who, who it was. But she gave me a number to call, uh, to see if my medication that I, uh, need was able to be, um, a part of the generic brand that you guys approve and when I called the line, they told me that in order for them to look it up, they would need a group number. So I'm guessing they mean I would have to enroll in Benefits in order for them to see if they could, uh, approve my medication or not? Um, let me take a look at what plan you have. What is the name of the staffing agency you work for? I don't have a plan. Uh, I work for Crown. I called them because I was trying to enroll in Benefits. Okay. What is the number? And then I was just Okay. What's that? What was that? ... asking for, um, a... Six, zero, two, one moment. 503. Hm. Repeat your name for me. Tiara Morley. Here we are. And then can you confirm your address and date of birth? 1070 Rosedale Walk, 63141 St. Louis, Missouri, 04439, 1992. Can that be put under 314-827-9919? Say it again. 314-827-9919. N- not... What is that? Is that possible? Your phone number. Oh, uh, yeah. 387-827-9919, yes. Okay, let's see here. Okay. So you are eligible to enroll in coverage. Do you know what you're wanting to enroll in or did you get the benefit guide to take a look at the plans? Yes. So she sent me the things and, uh, basically all the insurance plans that you guys offer cover generic medication. I basically need the insurance for my medication, so she gave me a number to call over to the insurance company, I'm guessing, to see if my medication was under the generic medication or under the benefit plan. And when I called over, they told me that I will have to have a group ID in order for them to look into the medication. They can't pull anything up unless I have a group ID number. Okay. Um, well, Crown Services off- offers FreeRx as well. Um, FreeRx is just for superior coverage and they have a wider range of coverage than the normal, um, plans do. If... And then, um, you can actually go to freerx.com and type in your medication name, um, and see if it's covered. Okay. And that plan is only \$5.99 a week for just yourself. Prx.com? Yes. Oh, just had to go to the website. Would it be.org? I'm not getting anything for.com. Nope. It will... It's freerx.com. Literally F-R-E-E-R-X.com. Can you spell it out again? F-R-E-E-R-X.com. Ooh. Okay, I'm sorry. I was typing in P or X. Okay, 2016. Got one more. Okay, so can I enroll in that one? Of course. Um, so like I said, that plan is \$5.99 a week and you just needed the prescription coverage checked or did you want me to roll this up... I'm sorry, I didn't get the last part. I'm sorry, um. Did you need the prescription coverage or did you want to roll with something like dental, vision and hearing? No, I just needed the prescription coverage. Okay, so your weekly deductions are going to be \$5.99. It does take one to two weeks for the staffing agency to

start making those deductions. Once they do, the following Monday you become active and then later, and then, um, you'll go back to that website, I would give it until, like, Wednesday after the first deduction and go back to FreeRx.com and then you'll click on that top right corner where it says member login and register and then once you register, you'll be able to open it up and see your ID card and all that information in that portal. Okay, and you said that it won't come, become active until when? One to two weeks. It depends on when your staffing agency makes that first deduction. Okay. And the coverage is just for yourself, correct? Uh, no, for me and, uh, my, uh, my child. Okay, so for you and your child it would be \$6.99 a week. That's fine. All righty and give me one second. And what is your child's name? Jordyne. J-O-R-D-Y-N... Henderson. Anderson or Henderson? Henderson. H-E-R-D... S-O-N? B-E-R- I'm sorry. Uh-huh. Yes. H-E-N-D-E-R-S-O-N. Okay. And then full social? One second. 496-29-5684. Okay. Date of birth? 12/16/2010. All righty. All righty, got that information. And is there anything else I can assist you with today? No, thank you. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. This is

Speaker speaker_2: Hello.

Speaker speaker_1: ... Enrolling in Benefits card. My name is Pearl. Who did I just speak to you with? Tiara Morley. And how can I assist you?

Speaker speaker_2: Hi, I gave you guys a call earlier. Uh, I was trying to enroll in Benefits and the representative that I spoke with suggested that I call, I don't even know, um, exactly who, who it was. But she gave me a number to call, uh, to see if my medication that I, uh, need was able to be, um, a part of the generic brand that you guys approve and when I called the line, they told me that in order for them to look it up, they would need a group number. So I'm guessing they mean I would have to enroll in Benefits in order for them to see if they could, uh, approve my medication or not?

Speaker speaker_1: Um, let me take a look at what plan you have. What is the name of the staffing agency you work for?

Speaker speaker_2: I don't have a plan. Uh, I work for Crown. I called them because I was trying to enroll in Benefits.

Speaker speaker_1: Okay. What is the number?

Speaker speaker_2: And then I was just

Speaker speaker_1: Okay. What's that? What was that?

Speaker speaker_2: ... asking for, um, a...

Speaker speaker_3: Six, zero, two, one moment. 503.

Speaker speaker_1: Hm. Repeat your name for me.

Speaker speaker_2: Tiara Morley.

Speaker speaker_1: Here we are. And then can you confirm your address and date of birth?

Speaker speaker_2: 1070 Rosedale Walk, 63141 St. Louis, Missouri, 04439, 1992.

Speaker speaker_1: Can that be put under 314-827-9919?

Speaker speaker_2: Say it again.

Speaker speaker_1: 314-827-9919.

Speaker speaker_2: N- not... What is that? Is that possible?

Speaker speaker_1: Your phone number.

Speaker speaker_2: Oh, uh, yeah. 387-827-9919, yes.

Speaker speaker_1: Okay, let's see here. Okay. So you are eligible to enroll in coverage. Do you know what you're wanting to enroll in or did you get the benefit guide to take a look at the plans?

Speaker speaker_2: Yes. So she sent me the things and, uh, basically all the insurance plans that you guys offer cover generic medication. I basically need the insurance for my medication, so she gave me a number to call over to the insurance company, I'm guessing, to see if my medication was under the generic medication or under the benefit plan. And when I called over, they told me that I will have to have a group ID in order for them to look into the medication. They can't pull anything up unless I have a group ID number.

Speaker speaker_1: Okay. Um, well, Crown Services off- offers FreeRx as well. Um, FreeRx is just for superior coverage and they have a wider range of coverage than the normal, um, plans do. If... And then, um, you can actually go to freerx.com and type in your medication name, um, and see if it's covered.

Speaker speaker_2: Okay.

Speaker speaker_1: And that plan is only \$5.99 a week for just yourself.

Speaker speaker_2: Prx.com?

Speaker speaker_1: Yes.

Speaker speaker_3: Oh, just had to go to the website.

Speaker speaker_2: Would it be.org? I'm not getting anything for.com.

Speaker speaker_3: Nope. It will... It's freerx.com. Literally F-R-E-E-R-X.com.

Speaker speaker_2: Can you spell it out again?

Speaker speaker_3: F-R-E-E-R-X.com.

Speaker speaker_2: Ooh. Okay, I'm sorry. I was typing in P or X. Okay, 2016. Got one more. Okay, so can I enroll in that one?

Speaker speaker_1: Of course. Um, so like I said, that plan is \$5.99 a week and you just needed the prescription coverage checked or did you want me to roll this up...

Speaker speaker_2: I'm sorry, I didn't get the last part.

Speaker speaker_1: I'm sorry, um. Did you need the prescription coverage or did you want to roll with something like dental, vision and hearing?

Speaker speaker_2: No, I just needed the prescription coverage.

Speaker speaker_1: Okay, so your weekly deductions are going to be \$5.99. It does take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active and then later, and then, um, you'll go back to that website, I would give it until, like, Wednesday after the first deduction and go back to FreeRx.com and then you'll click on that top right corner where it says member login and register and then once you register, you'll be able to open it up and see your ID card and all that information in that portal.

Speaker speaker_2: Okay, and you said that it won't come, become active until when?

Speaker speaker_1: One to two weeks. It depends on when your staffing agency makes that first deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: And the coverage is just for yourself, correct?

Speaker speaker_2: Uh, no, for me and, uh, my, uh, my child.

Speaker speaker_1: Okay, so for you and your child it would be \$6.99 a week.

Speaker speaker_2: That's fine.

Speaker speaker_1: All righty and give me one second. And what is your child's name?

Speaker speaker_2: Jordyne. J-O-R-D-Y-N... Henderson.

Speaker speaker_1: Anderson or Henderson?

Speaker speaker_2: Henderson.

Speaker speaker_1: H-E-R-D... S-O-N?

Speaker speaker_2: B-E-R-

Speaker speaker_1: I'm sorry. Uh-huh.

Speaker speaker_2: Yes. H-E-N-D-E-R-S-O-N.

Speaker speaker_1: Okay. And then full social?

Speaker speaker_2: One second. 496-29-5684.

Speaker speaker_1: Okay. Date of birth?

Speaker speaker_2: 12/16/2010.

Speaker speaker_1: All righty. All righty, got that information. And is there anything else I can assist you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.