

## Transcript: VICTORIA

**Taylor-5010123168628736-4548410304577536**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hi. I'm looking to enroll. Okay. Uh, what's the name of the agency y- you're with? Uh, Oxford, O-X-F-O-R-D. All right, and then the last four of your Social? Um, 0021. Okay. And, uh, your first and last name? Uh, first name's Stanley, S-T-A-N-L-E-Y. Last name's Hang, T as in Tom, H-A-N-G. Do you mind, uh, verifying your address and date of birth? Yep. Uh, 5 Foundry Lane, uh, Canton, Massachusetts 02021. Um, date of birth, February 6th, 1995. And then, uh, phone number is 869-3894? Yep. And then email, it's gonna be lastname.firstname@gmail.com? Yep. Okay. Let's see. Do you know, um, exactly what you wanna enroll into? Uh, I actually had a question about it. Um, so am I supposed to only choose, like, one of these or can I, like, combine the Stay Healthy one and something else? Um, I mean, if you want to, you can get the Stay Healthy MEC TeleRx with either the Ensure+ or the Ensure+ Enhanced. Oh, okay. Um, yeah, 'cause I don't know, like... Sorry, I- I don't know if I'm, like, asking the right person. Um, maybe I should have reached out to Oxford first, but I- I don't know if the medicine that I'm looking to get, you know, like, covered or if it is covered under, uh, FreeRx.com for the Stay Healthy one. Um, so that you would actually want to, um, reach out to them directly, which I believe on their website there should be a way where you can search and see if your medication is covered. Oh, okay. Oh... Oh, yeah, they do. Okay, so I guess it's not covered 'cause last time I did try looking for it. Um, but just to confirm, like, the Ensure+ Basic, um, that's about, like, the state-required minimum, right, for Massachusetts? Uh, to be honest, I'm just a benefits administrator, so I'm not aware of the local state requirements. Oh, okay. Sorry about that. No worries. I- I mean, I know that, um... I don't know if this is the same thing you're talking about. Um, the Stay Healthy MEC TeleRx, that is ACA-compliant, um, but the Ensure+ and the Ensure+ Enhanced are not ACA-compliant. Oh, okay. Okay. Um... Sorry, I'm gonna have to call back just to make sure that the medicine I'm looking for will be somehow covered if, I mean, under these, these different ones. Okay. Yeah, and just to kind of explain, uh, are you planning on doing the Stay Healthy with one of the Ensure+ plans? Um, i- uh, so I- I would do that if the Stay Healthy one doesn't cover, um, the w- the medicine that I'm looking to get covered. Okay. Does that- 'Cause I was gonna say, there... The prescription, there's a couple different ways for coverage. Um, so of course the Stay Healthy comes with the FreeRx, uh, FreeRx subscription, but it also has prescription coverage, um, through Elixir, which I believe Elixir only does preventative medications. I'm not too sure about that, but you can always reach out to Elixir and they should be able to tell you, uh, the specific medications they cover. Now, if you do the Ensure+ plans, they have, uh, prescription coverage, uh, through PharmaVail, which if it is a covered medication, it would be covered at \$10, \$20, or \$30. Yeah. Um, and you would have to reach out to PharmaVail to get their covered medications as well.

So I just kind of wanted to explain the prescription coverage. Oh, okay. All right. Yeah, thank you so much. That does help me understand more. Um, so yeah, I will definitely be \*\*\*\*\* and then, um, I'll give you guys a call back. Okay. And then also just to let you know, it looks like the last day for open enrollment is gonna be this Thursday the 19th. Okay, this Thursday? Okay, thank you so much. You're welcome. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Thank you. 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 on the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. I'm looking to enroll.

Speaker speaker\_1: Okay. Uh, what's the name of the agency y- you're with?

Speaker speaker\_2: Uh, Oxford, O-X-F-O-R-D.

Speaker speaker\_1: All right, and then the last four of your Social?

Speaker speaker\_2: Um, 0021.

Speaker speaker\_1: Okay. And, uh, your first and last name?

Speaker speaker\_2: Uh, first name's Stanley, S-T-A-N-L-E-Y. Last name's Hang, T as in Tom, H-A-N-G.

Speaker speaker\_1: Do you mind, uh, verifying your address and date of birth?

Speaker speaker\_2: Yep. Uh, 5 Foundry Lane, uh, Canton, Massachusetts 02021. Um, date of birth, February 6th, 1995.

Speaker speaker\_1: And then, uh, phone number is 869-3894?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then email, it's gonna be lastname.firstname@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Let's see. Do you know, um, exactly what you wanna enroll into?

Speaker speaker\_2: Uh, I actually had a question about it. Um, so am I supposed to only choose, like, one of these or can I, like, combine the Stay Healthy one and something else?

Speaker speaker\_1: Um, I mean, if you want to, you can get the Stay Healthy MEC TeleRx with either the Ensure+ or the Ensure+ Enhanced.

Speaker speaker\_2: Oh, okay. Um, yeah, 'cause I don't know, like... Sorry, I- I don't know if I'm, like, asking the right person. Um, maybe I should have reached out to Oxford first, but I- I don't know if the medicine that I'm looking to get, you know, like, covered or if it is covered under, uh, FreeRx.com for the Stay Healthy one.

Speaker speaker\_1: Um, so that you would actually want to, um, reach out to them directly, which I believe on their website there should be a way where you can search and see if your medication is covered.

Speaker speaker\_2: Oh, okay. Oh... Oh, yeah, they do. Okay, so I guess it's not covered 'cause last time I did try looking for it. Um, but just to confirm, like, the Ensure+ Basic, um, that's about, like, the state-required minimum, right, for Massachusetts?

Speaker speaker\_1: Uh, to be honest, I'm just a benefits administrator, so I'm not aware of the local state requirements.

Speaker speaker\_2: Oh, okay. Sorry about that.

Speaker speaker\_1: No worries. I- I mean, I know that, um... I don't know if this is the same thing you're talking about. Um, the Stay Healthy MEC TeleRx, that is ACA-compliant, um, but the Ensure+ and the Ensure+ Enhanced are not ACA-compliant.

Speaker speaker\_2: Oh, okay. Okay. Um... Sorry, I'm gonna have to call back just to make sure that the medicine I'm looking for will be somehow covered if, I mean, under these, these different ones.

Speaker speaker\_1: Okay. Yeah, and just to kind of explain, uh, are you planning on doing the Stay Healthy with one of the Ensure+ plans?

Speaker speaker\_2: Um, i- uh, so I- I would do that if the Stay Healthy one doesn't cover, um, the w- the medicine that I'm looking to get covered.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Does that-

Speaker speaker\_1: 'Cause I was gonna say, there... The prescription, there's a couple different ways for coverage. Um, so of course the Stay Healthy comes with the FreeRx, uh, FreeRx subscription, but it also has prescription coverage, um, through Elixir, which I believe Elixir only does preventative medications. I'm not too sure about that, but you can always reach out to Elixir and they should be able to tell you, uh, the specific medications they cover. Now, if you do the Ensure+ plans, they have, uh, prescription coverage, uh, through PharmaVail, which if it is a covered medication, it would be covered at \$10, \$20, or \$30.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, and you would have to reach out to PharmaVail to get their covered medications as well. So I just kind of wanted to explain the prescription coverage.

Speaker speaker\_2: Oh, okay. All right. Yeah, thank you so much. That does help me understand more. Um, so yeah, I will definitely be \*\*\*\*\* and then, um, I'll give you guys a call

back.

Speaker speaker\_1: Okay. And then also just to let you know, it looks like the last day for open enrollment is gonna be this Thursday the 19th.

Speaker speaker\_2: Okay, this Thursday? Okay, thank you so much.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: Thank you. You too.

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

Speaker speaker\_2: Thank you. Bye.