

Transcript: VICTORIA

Taylor-5648052862369792-5589217078460416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, so I'm calling for my, uh, insurance. So for the, um, both for the f era Staff. You're with Fera Staffing? Yeah, yes. For the insurance. Okay, what- I just sign, I just signed up for insurance and then I misunderstand, so I didn't get for the cover for the medication for the in, uh, for the pharmacy. So it's not covered, so anything can I change to, uh, um, cover that one? Okay, let me pull up your file. What's the last four of your Social? Uh, last four Social, uh, let me find... 5938. And your first and last name? Uh, first name, Solchen. Last name, Hok, H-O-K. All right. And do you mind verifying your address and date of birth? 2744 South 374 Place Federal Way, Washington 98003. Um, uh, Dec- December 18, 1957. And then phone number 206-832-9027? Yes. And email is S-O-L-E-N-C-H H-E-N-G 2021@gmail? Yes. Okay. Um, so the medical plan that you have is the VIP Standard. Mm-hmm. Um, the only other m- the only other medical plans that we, excuse me... Pardon. ... that we offer is the VIP Plus, which has the same prescription coverage as what you currently have. If it is a covered medication, it would be covered at \$10, \$20 or \$30. Uh, there is- So that means... Yeah, go ahead, go ahead. I'm sorry. No, you're fine. There is also the StayHealthy MEC TeleRx Medical Plan, um, but with that, the StayHealthy MEC TeleRx for medications, um, that come with t- the medical plan is typically, uh, like preventative medications that are covered, but it does also come with a subscription to, um, FreeRx, which is like a prescription plan. Mm-hmm. So if I t- but, but, but you have like at, um, the VIP Plus? That's the one I have right now or no? I just have the one, uh- Yeah, you have the- ... VIP. You have the VIP S- you have the VIP Standard. Oh. What I was trying- Okay. ... to explain is if you upgrade to the VIP Plus, it's not going to- Mm-hmm. ... change the prescription coverage because the prescription- Oh. ... coverage for both plans are essentially the same. They're both through PharmaVeil and they both only cover \$10, \$20 or \$30 of the covered medications. Oh, okay. So if you have, if your prescription is not currently being covered with the medical plan you have, upgrading it to the VIP Plus would not help you. Okay. Because the prescription coverage is the same for both VIP plans. Okay. So now, we do offer a, uh, prescription plan called FreeRx, which is... To my knowledge, the majority of the medications that are covered with FreeRx would be free. If it's not free, it would be discounted. It really just depends on the medication itself. Um, now I personally don't know all of the medications that are covered under FreeRx because we're just- Mm-hmm. ... Benefits Administers. Um, but you can go onto freerx.com and there's a drug search option where you can see, um, if the medication you're looking for is covered. It'll show you if it is covered, if it would be free or how much it would cost, and then, it would also tell you if it's available for pharmacy pick-up or home delivery. Um, so you can add on the FreeRx or you could, um, look into adding on the StayHealthy MEC, which is the medical plan specifically designed for your

preventative healthcare, um, because that plan comes with a subscription to FreeRx included in the medical. Mm-hmm. So how about, uh, the, what is it? The, the plan for, it's the Medical X, right, you said? The plan for prescriptions is called FreeRx. FreeRx. So- So it, I have to sign up or how much I have to pay that one? So again, the name of the, the plan is called Free, like something is free, and then Rx. Okay. Oh, okay. Yeah, so if you wanted to add on the FreeRx, it is \$5.99 a week. Um- Oh. So you can do that. However, again, I don't know the specific medications- Oh, right. ... that are covered under that plan, so that's why I was saying you might want to go on to the website, which is just freerx.com. FreeRx.com? And there's... Yeah, there's a way that you can search the specific medication that you're trying to get covered. Mm-hmm. Okay. Um, and it'll let you know if it is covered or not. Oh, okay. And then, if I search it and then I find it out, so I can call you back any time to add this one? Yes, you can call us back to add on to your enrollment. However, your employer will, their open enrollment period ends on the 31st of this month. Oh, okay. So you need to call us back before the 31st to add on. Okay. Okay, okay. Thank you. You're welcome. Thank you so much. You're welcome. Um, did you- Yeah. ... have any other questions? No, just this one. Okay, all righty. You have a good day. All right. Yes, 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 a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, so I'm calling for my, uh, insurance. So for the, um, both for the f era Staff.

Speaker speaker_1: You're with Fera Staffing?

Speaker speaker_2: Yeah, yes. For the insurance.

Speaker speaker_1: Okay, what-

Speaker speaker_2: I just sign, I just signed up for insurance and then I misunderstand, so I didn't get for the cover for the medication for the in, uh, for the pharmacy. So it's not covered, so anything can I change to, uh, um, cover that one?

Speaker speaker_1: Okay, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Uh, last four Social, uh, let me find... 5938.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, first name, Solchen. Last name, Hok, H-O-K.

Speaker speaker_1: All right. And do you mind verifying your address and date of birth?

Speaker speaker_2: 2744 South 374 Place Federal Way, Washington 98003. Um, uh, Dec-December 18, 1957.

Speaker speaker_1: And then phone number 206-832-9027?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is S-O-L-E-N-C-H H-E-N-G 2021@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so the medical plan that you have is the VIP Standard.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, the only other m- the only other medical plans that we, excuse me...

Speaker speaker_2: Pardon.

Speaker speaker_1: ... that we offer is the VIP Plus, which has the same prescription coverage as what you currently have. If it is a covered medication, it would be covered at \$10, \$20 or \$30. Uh, there is-

Speaker speaker_2: So that means... Yeah, go ahead, go ahead. I'm sorry.

Speaker speaker_1: No, you're fine. There is also the StayHealthy MEC TeleRx Medical Plan, um, but with that, the StayHealthy MEC TeleRx for medications, um, that come with t- the medical plan is typically, uh, like preventative medications that are covered, but it does also come with a subscription to, um, FreeRx, which is like a prescription plan.

Speaker speaker_2: Mm-hmm. So if I t- but, but, but you have like at, um, the VIP Plus? That's the one I have right now or no? I just have the one, uh-

Speaker speaker_1: Yeah, you have the-

Speaker speaker_2: ... VIP.

Speaker speaker_1: You have the VIP S- you have the VIP Standard.

Speaker speaker_2: Oh.

Speaker speaker_1: What I was trying-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to explain is if you upgrade to the VIP Plus, it's not going to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... change the prescription coverage because the prescription-

Speaker speaker_2: Oh.

Speaker speaker_1: ... coverage for both plans are essentially the same. They're both through PharmaVeil and they both only cover \$10, \$20 or \$30 of the covered medications.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So if you have, if your prescription is not currently being covered with the medical plan you have, upgrading it to the VIP Plus would not help you.

Speaker speaker_2: Okay.

Speaker speaker_1: Because the prescription coverage is the same for both VIP plans.

Speaker speaker_2: Okay.

Speaker speaker_1: So now, we do offer a, uh, prescription plan called FreeRx, which is... To my knowledge, the majority of the medications that are covered with FreeRx would be free. If it's not free, it would be discounted. It really just depends on the medication itself. Um, now I personally don't know all of the medications that are covered under FreeRx because we're just-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Benefits Administers. Um, but you can go onto freerx.com and there's a drug search option where you can see, um, if the medication you're looking for is covered. It'll show you if it is covered, if it would be free or how much it would cost, and then, it would also tell you if it's available for pharmacy pick-up or home delivery. Um, so you can add on the FreeRx or you could, um, look into adding on the StayHealthy MEC, which is the medical plan specifically designed for your preventative healthcare, um, because that plan comes with a subscription to FreeRx included in the medical.

Speaker speaker_2: Mm-hmm. So how about, uh, the, what is it? The, the plan for, it's the Medical X, right, you said?

Speaker speaker_1: The plan for prescriptions is called FreeRx.

Speaker speaker_2: FreeRx.

Speaker speaker_1: So-

Speaker speaker_2: So it, I have to sign up or how much I have to pay that one?

Speaker speaker_1: So again, the name of the, the plan is called Free, like something is free, and then Rx.

Speaker speaker_2: Okay. Oh, okay.

Speaker speaker_1: Yeah, so if you wanted to add on the FreeRx, it is \$5.99 a week. Um-

Speaker speaker_2: Oh.

Speaker speaker_1: So you can do that. However, again, I don't know the specific medications-

Speaker speaker_2: Oh, right.

Speaker speaker_1: ... that are covered under that plan, so that's why I was saying you might want to go on to the website, which is just freerx.com.

Speaker speaker_2: FreeRx.com?

Speaker speaker_1: And there's... Yeah, there's a way that you can search the specific medication that you're trying to get covered.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Um, and it'll let you know if it is covered or not.

Speaker speaker_2: Oh, okay. And then, if I search it and then I find it out, so I can call you back any time to add this one?

Speaker speaker_1: Yes, you can call us back to add on to your enrollment. However, your employer will, their open enrollment period ends on the 31st of this month.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So you need to call us back before the 31st to add on.

Speaker speaker_2: Okay. Okay, okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome. Um, did you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... have any other questions?

Speaker speaker_2: No, just this one.

Speaker speaker_1: Okay, all righty. You have a good day.

Speaker speaker_2: All right. Yes, you. Bye.