

Transcript: Chris Sofield

(deactivated)-5496913005953024-6060323057745920

Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi. I want to know if this card is active. Okay. Can you check that for me please? Yeah. What staffing company do you work with? It's, uh, WorkSmart. And the last four of your Social? 2473. Thank you. Your first and last name? My name is Kevin. My last name is Douglas. Thank you. Mr. Douglas, could you verify your address and date of birth for me? It's, uh, my date of birth was 9/9/60, and my address is 548 Ridgeview Lane, Lavonia, Georgia. Thank you. One moment. Is there a phone on file, looks like 810-656-3750? Correct. All right. And yes, sir, I am showing that insurance is currently active. So, I can go ahead and, uh, order my prescriptions? Uh, so the plan that you're enrolled into only covers preventative care services, so things like physicals, vaccines and cancer screenings. Um, does, uh... While it does have some prescription coverage, it's typically only going to be, uh, preventative type medications. Like, uh, what, like Metformin? Is that covered? Uh, um, unfortunately, I don't have access to the formulary of what medications are covered. On the ID card... Okay. ...there should be a phone number for Elixir. If you give them a call, they'd be able to tell you what medications are covered. Let me... It says RX Help Desk. Is that the one you told me to call? Um, I'm not sure if it is the RX Help Desk number, or if there's another number on that card. One moment. Okay. Let me see. All right. That... I believe that might... Yeah, that looks like that is the correct number. So yeah, give that number a call and that... And they should be able to help you, uh, with what, like I said, what medications are covered. Oh, per- perfect. Thank you. You have a great day. You as well. Thanks for calling. Bye now. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi. I want to know if this card is active.

Speaker speaker_0: Okay.

Speaker speaker_1: Can you check that for me please?

Speaker speaker_0: Yeah. What staffing company do you work with?

Speaker speaker_1: It's, uh, WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2473.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: My name is Kevin. My last name is Douglas.

Speaker speaker_0: Thank you. Mr. Douglas, could you verify your address and date of birth for me?

Speaker speaker_1: It's, uh, my date of birth was 9/9/60, and my address is 548 Ridgeview Lane, Lavonia, Georgia.

Speaker speaker_0: Thank you. One moment. Is there a phone on file, looks like 810-656-3750?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And yes, sir, I am showing that insurance is currently active.

Speaker speaker_1: So, I can go ahead and, uh, order my prescriptions?

Speaker speaker_0: Uh, so the plan that you're enrolled into only covers preventative care services, so things like physicals, vaccines and cancer screenings. Um, does, uh... While it does have some prescription coverage, it's typically only going to be, uh, preventative type medications.

Speaker speaker_1: Like, uh, what, like Metformin? Is that covered?

Speaker speaker_0: Uh, um, unfortunately, I don't have access to the formulary of what medications are covered. On the ID card...

Speaker speaker_1: Okay.

Speaker speaker_0: ...there should be a phone number for Elixir. If you give them a call, they'd be able to tell you what medications are covered.

Speaker speaker_1: Let me... It says RX Help Desk. Is that the one you told me to call?

Speaker speaker_0: Um, I'm not sure if it is the RX Help Desk number, or if there's another number on that card. One moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me see .

Speaker speaker_1: All right.

Speaker speaker_0: That... I believe that might... Yeah, that looks like that is the correct number. So yeah, give that number a call and that... And they should be able to help you, uh, with what, like I said, what medications are covered.

Speaker speaker_1: Oh, per- perfect. Thank you. You have a great day.

Speaker speaker_0: You as well. Thanks for calling. Bye now.

Speaker speaker_1: Bye-bye.