

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, I just had a question about, um, my coverage, but really my card. So I went to, um, I went to CVS nearby to get, uh, some vaccine. And when I flashed what I thought was my insurance card at them, they said that this was my, like, pharmacy card and I just- Mm-hmm. ... I don't know if they read it wrong or if I read it wrong. So I have two cards, I've got my dental card and I have what I thought was my insurance card, and I'm wondering if you can help clarify this for me. Yeah. Uh, the one that you're saying you think is your insurance card, what logos are on it? Uh, APL, uh, MultiPlan, and on the back it does say PharmaAvail, or PharmaVail, but it looks like my medical benefit verification... Or, yeah, it looks like my... Yes, that's, that is- To me that looks like an insurance card. Yes, that is an insurance card, so it sounds like CVS was reading it incorrectly. Um- Okay. Yeah, so I would, I would sh- use the MultiPlan information on there to verify what providers are around your area that are actually part of the network to be able to- Okay. ... use the insurance properly, as well as the medical bene- benefit verification/customer service number on the back, uh, is for APL directly, and they'd be able to tell you what exactly is covered and everything for your plan. Got it. Okay, thank you so much. No problem. Anything else? That's it. All right, thanks for calling and have a good day. You too, thank you. Bye now.

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 just had a question about, um, my coverage, but really my card. So I went to, um, I went to CVS nearby to get, uh, some vaccine. And when I flashed what I thought was my insurance card at them, they said that this was my, like, pharmacy card and I just-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I don't know if they read it wrong or if I read it wrong. So I have two cards, I've got my dental card and I have what I thought was my insurance card, and I'm wondering if you can help clarify this for me.

Speaker speaker_0: Yeah. Uh, the one that you're saying you think is your insurance card, what logos are on it?

Speaker speaker_1: Uh, APL, uh, MultiPlan, and on the back it does say PharmaAvail, or PharmaVail, but it looks like my medical benefit verification... Or, yeah, it looks like my...

Speaker speaker_0: Yes, that's, that is-

Speaker speaker_1: To me that looks like an insurance card.

Speaker speaker_0: Yes, that is an insurance card, so it sounds like CVS was reading it incorrectly. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, so I would, I would sh- use the MultiPlan information on there to verify what providers are around your area that are actually part of the network to be able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... use the insurance properly, as well as the medical bene- benefit verification/customer service number on the back, uh, is for APL directly, and they'd be able to tell you what exactly is covered and everything for your plan.

Speaker speaker_1: Got it. Okay, thank you so much.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: That's it.

Speaker speaker_0: All right, thanks for calling and have a good day.

Speaker speaker_1: You too, thank you.

Speaker speaker_0: Bye now.